



HLC Accreditation 2016-2017

Evidence Document

Academic Affairs

University Libraries

University Libraries Annual Report FY 2014

Additional information:



WICHITA STATE
UNIVERSITY

UNIVERSITY LIBRARIES

University Libraries

Annual Report FY2014



WICHITA STATE
UNIVERSITY

UNIVERSITY LIBRARIES

University Libraries

FY2014

Innovations and Enhancements

University Libraries Executive Summary FY2014 Innovations and Enhancements Supporting Strategic Plan

Service

1. RapidILL membership, a national cooperative library service developed to provide faster turn-around time for Interlibrary Loan article requests was fully implemented. 5,795 items were borrowed through RapidILL representing 59% of total borrowing transactions. 1,826 items were loaned through RapidILL representing 21% of total lending transactions.
2. Rapid Returnables for books received through Interlibrary Loan will be implemented during FY2014-2015. This will extend the improved turn-around times for books.
3. Scan-On-Demand fee-based scanning request service was fully implemented. 347 pages scanned for clients during FY2014.
4. Expanded Ablah building hours during finals week by 12%.
5. Implemented access to PubWest and PubEast – patent searching software targeted toward patent professionals.
6. *In progress* - Open Journal Systems (OJS) is a journal management and publishing system that will provide a local platform option for University publications wishing to develop a subscriber base. Cloud service is being used for a pilot of this product.



Curricular and Information Literacy Support

1. Implemented LibGuides, a hosted content management system that allows for the development of multimedia guides designed to promote library resources and support the curricular or research activities of the university community. 228 guides were created resulting in 234,763 views.
2. Created the *Undergraduate Research Portal*. This portal is now a featured link on University's *Student Research* webpage and received 329 page views during its first six months.
3. Developed a core set of student learning outcomes designed for use with assignments and projects focused on transferable skills and applied learning and research skills.
4. Created an information literacy curriculum map for use by faculty and librarians to facilitate the integration of information literacy concepts into existing and emerging curricular plans.
5. Collaborated with faculty in the College of Health Professions (CHP) to create the Evidence Based Practice Portal to provide CHP students with online, self-paced instructional resources for improving research skills. (3,982 views received)



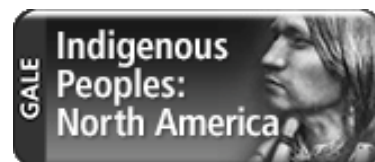
6. Revamped University Libraries participation in the University's orientation program. "Welcome to the WSU Libraries" picture scavenger hunt resulted in over 300 pictures posted to Twitter by approximately 1,000 new and transfer students. This was in addition to the 254 course-specific information literacy sessions, tours, and research workshops presented during the year and the 9 offerings of LASI170, the one hour library research

course.

7. Supported online instruction by retrieving and sending print items not available online to distance students. (52 transactions)
8. Faculty librarians were embedded in 29 Blackboard courses.

Collection Development, Acquisitions, and Resource Discovery

1. Expanded the Demand Driven Acquisitions (DDA) program from 11 programs to 41 programs. 235 books were ordered through DDA, and students accessed over 6,000 titles through DDA records.
2. Implemented E-approvals program including moving preferred approval book selection format to electronic. Currently the University Libraries provides access to 432,420 unique e-books titles.
3. Participated in Gale Group public private partnership to create digital collections database. Released online collection, *Indigenous Peoples: North America*, which increases the visibility of the University by showcasing selected items from University Libraries Special Collections. WSU content in the digital collection is 12,144 pages/images. This is also a revenue producing venture.
4. Revised and updated University Libraries agreement with SGA/SAC supporting the popular DVD collection to include additions of television series. 203 new DVDs were added during the year including 45 television series.
5. Supported research to local contemporary history by developing article indexing for *Wichita Magazine*.
6. Added locally developed metadata to improve the discoverability of multi-cultural childrens' books and reading levels in the juvenile literature collection. These additions were initiated in response to discussions with the College of Education.
7. Improved discoverability of dual format journal titles by inputting information about 3,776 dual format titles into the Electronic Resources Management System.
8. Added 157,566 electronic resource records to Library Technology, Inc. authority control program to provide standardization in subject or name searching in order to improve findability in University Libraries discovery system.
9. Added 332,331 access records for newly purchased electronic collections into the University Libraries discovery system including 11 major e-book collections for STEM areas. Upgraded e-journal packages to provide access to over 1,000 new journal titles. Also added 15,861 volumes to the physical collections.
10. Over 9,000 images were scanned in-house for addition to CONTENTdm, the hosted content management system used to provide access to local digital collections. Currently 36 collections are available through CONTENTdm. In FY2014 the site received 292,596 visits.
11. *In progress* - Initiated efforts to gain membership into Hathitrust to improve faculty access to Hathitrust's member collections. Steps include sending bibliographic database of records for evaluation. Currently the University Libraries is working with Information Technology Services (ITS) to implement Shibboleth, an intra and inter organizational federated identity solution.



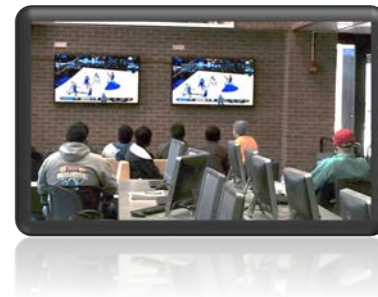
Facilities

1. Initiated development of Digital Creation Space for students. Equipment available for checkout includes: camcorders, snowball microphones,



camera lenses for iPads, green screen, advanced media software, tripod with iPad mount, and digital camera.

2. Installed four large televisions in Learning Commons that broadcast news, weather, and sports. Installed radio transmitters to allow students to listen to TVs without disturbing others.
3. Developed multiple points for staff digitization projects by adding planetary scanner and two flatbed scanners to Technical Services, a flatbed scanner to Special Collections, and by developing a camera studio set-up for digitizing large objects.
4. Converted staff space into a development/training room to encourage library technology skunk works projects.
5. Completed collaboration furniture additions to southwest Learning Commons and upgraded 24 group study rooms with the addition of new tables and whiteboards. All group study rooms in the reservation system now have wall monitors.
6. Replaced 121 obsolete PCs or laptops and upgraded 54 Windows computers.
7. Completed upgrades for ILLiad, the Interlibrary Loan software, and PQ Admin, the community user workstation management software. Installed on test server next releases of DSpace, the institutional repository's software, and Joomla, the University Libraries website content management system.



Innovations in Operational Effectiveness and Efficiency

1. Introduced iPads for operational tasks in Technical Services, Access Services, and the Technologies group. Mobile apps allow staff members to more easily check for stack items, conduct meetings, and share content. One mobile app is being used to relay phone messages from the internal help number to technical assistants working in various parts of the building.
2. Reorganized University Libraries technology maintenance and development efforts into one unit to maximize impact of the three technology staff members transferred back to the University Libraries from Information Technology Services.
3. Created the Digital Projects Team to coordinate efforts of multiple library units involved in the University Libraries increased digitization efforts.
4. Initiated formal patent and trademark research training of Research Services Group (RSG) to enhance skill levels. This increased the number of persons in the University Libraries available to respond to patent and trademark questions.
5. Evaluated and implemented *WhenToWork* online scheduling software for Access Services student workers. This software allows students to trade shifts with other students thus saving the time of fulltime staff members.
6. *In progress* - SUMA, an open-source space assessment program developed to allow staff to collect observational data about facility and service use. Program was specifically developed to be used with mobile devices. Cloud server space is running the pilot.

Innovations in Cooperative Efforts

Created a new umbrella organization, Kansas Council of Academic Library Deans and Directors, that includes Kansas academic libraries at two-year institutions, private colleges, and Regents institutions. The effort to create this group was led by the KBOR Council of Deans and Directors of Libraries. Dean Gilstrap was elected to lead this group during its first year.



WICHITA STATE
UNIVERSITY

UNIVERSITY LIBRARIES

University Libraries

Accomplishments
FY2013-2014

By the Numbers

University Libraries Accomplishments FY 2013-2014 By the Numbers

Services

- 616,562 onsite users in main and branch libraries
- 12,288,878 Online Catalog searches
- 1,728,241 visits to SOAR, the University Institutional Repository, with 1,038,142 title downloads. SOAR is ranked 62nd in the nation for Institutional Repositories
- 292,596 visits to collections in CONTENTdm, the enterprise level content management system for University Libraries Special Collections, with 1,941,690 pages viewed
- 8,331,191 direct searches of University Libraries scholarly databases
- 35,437,510 discovery layer searches of scholarly databases
- 891,023 full-text downloads of e-journal articles
- 86,419 full-text downloads of e-book titles and sections
- 154,902 log-ins to public workstations
- 91,554 physical items circulated both externally and internally
- 52,976 digital downloads from E-Reserves service
- 5,580 Text-A-Call Number messages sent from the Online Catalog
- 9,220 uses of the University Libraries dynamic maps within the Online Catalog
- 15,293 hours booked online for group study room reservations (7,088 confirmed bookings)
- 539 hours of Supplemental Instruction supported by University Libraries group study rooms
- Interlibrary Loan:
 - 9,873 Digital and print items borrowed from other libraries
 - 8,799 Digital and print items lent to other libraries
- 61 items obtained from commercial document delivery
- 235 Library Instruction Program sessions and workshops taught to 4,701 students
 - 9 sections of LASI 170 offered. Total enrollment 99: (Not included in the 286 LI Program sessions)
 - 19 high school tours for 360 students
 - 42 orientation sessions provided to 2,269 entering WSU students
- 62 in-depth research consultations provided
- 29 courses supported through embedded librarian service in Blackboard reaching 822 students
- 42 Public programming events with attendance of approximately 1,738 (Does not include digital literacy workshops.)
- 67,519 questions answered from all services points via in-person, Text-A-Librarian, online chat, email, and phone:
- 234,763 views of University Libraries created research guides in Libguides service. 228 guides created or updated in FY2014

Over 35 million
discovery layer
searches



42 Public
Programming Events



- **165** reproductions and **4,276** photocopies from collections in University Libraries Special Collections and University Archives provided to 15 campus units, 31 students or educational institutions, 21 businesses, and 17 community users

Collections

- **15,861** physical items added to University Libraries collections. Includes new monographs, serials, audio, video, and other media, as well as federal government documents and patent data
- **6,128** physical volumes withdrawn from the collections
- **332,331** E-resource access records added including e-books, e-journals, and primary source materials
- **157,566** e-resource metadata records updated with authority data during gap file load
- **11,023** new authority records added
- **9,000** images scanned and added to **CONTENTdm**
- **915** titles added to SOAR including **655** articles and **139** new theses or dissertations
- **12,144** pages/images from Special Collections selected to become part of Gale Group's *Indigenous Peoples: North America digital collection*

Technology

- Major University Libraries enterprise systems upgrades completed:
 - ILLiad – Interlibrary Loan
 - PQ Admin – community user workstation management system
 - Cloud service initial installation of SUM (mobile space assessment tool)
 - Cloud service installation OJS (open journal system)
- **95** obsolete public PCs replaced
- **13** obsolete public laptops replaced
- **54** Windows XP PCs upgraded to Windows 7
- **3** obsolete public scanners replaced
- **1** planetary and **3** large flatbed scanners added in staff areas to facilitate digitization projects
- **13** obsolete staff PCs replaced. Dual monitors added to selected staff workstations

Facilities

- **351.5** tons of books and journals occupying 35,154 linear feet were moved during the second floor shifting project. Project is approximately 70% complete
- **24** group study rooms updated with new furnishings, whiteboards. All group study rooms in reservation system also have wall monitors
- **150** broken or old chairs in public areas were replaced with more comfortable contemporary chairs
- **4** large screen televisions/monitors with radio receivers were mounted to walls in the learning commons
- **25** broken or ergonomically unsound staff chairs were replaced

351.5 tons of books and journals moved!





WICHITA STATE
UNIVERSITY

UNIVERSITY LIBRARIES

University Libraries

Strategic Plan FY2014-2017

University Libraries

Strategic Plan FY 2014-2017

GOAL #1

Promote a superior user experience through the development of innovative services that support the educational, cultural, and research needs of the university and its community partners.

This goal supports the University's Strategic Planning Goals 3, 4, 5, and 6

Objectives

- **Enhance existing services to focus on point of need and on-demand services**
 - First full year of RapidILL, cooperative library service developed to provide faster turn-around time for Interlibrary Loan article requests. 5,795 items were borrowed through RapidILL representing 59% of total borrowing transactions. 1,826 items were loaned through RapidILL representing 21% of total lending transactions. Preparation work in progress to implement Rapid Returnables for books.
 - Fully implemented Scan On Demand scanning request service. 32 requests for 347 total pages were received during the first 9 months of service.
 - Expanded Demand Driven Acquisitions (DDA) from 11 programs to 41 programs. 235 books were ordered through DDA and students accessed over 6,000 titles through DDA.
 - Expanded e-book collections including materials used by working professionals in various disciplines. Currently 432,420 unique e-books titles are available.
 - Implemented additional extended building hours during Finals Week.
 - 616,562 in-person visits to Ablah Library during FY2014, representing a two-year increase of 15%.
 - 154,902 log-ins to public workstations (See Goal #4 Objective 4 for details of enhancements to public workstations)
- **Capitalize on opportunities for the development of innovative library services**
 - Implemented LibGuides, a hosted content management system that allows for the development of multimedia guides designed to promote library resources and support the curricular or research activities of the university community. During FY2014, 228 guides were created resulting in 234,763 views.
 - Began development of Digital Creation Space for students. Equipment available for checkout includes: camcorders, snowball microphones, camera lenses for iPads, green screen, advanced media software, tripod with iPad mount, and camera.
 - Introduced iPad use for operational tasks in Technical Services, Access Services, and the Technologies group. These mobile devices allowed staff members greater flexibility and mobility when working in the library stacks. A mobile app is being used to relay phone messages from the internal help number to technical assistants working in various parts of the building.



- Began development of several server-based projects to enhance the user experience and assist in assessment activities. Examples include: OJS open journal systems; SUMA, a mobile space assessment program; an upgrade to the computer availability program, and an enhanced inventory system for equipment and software. These services are expected to be implemented in FY2015.
 - Reorganized University Libraries technology maintenance and development efforts into one unit to maximize the impact of technology staff members transferred back to the University Libraries from Information Technology Services.
 - Used outsourcing for selected digitization projects.
- **Enhance and coordinate marketing of University Libraries services and collections**
 - Prepared progress report for donors.
 - Developed and co-hosted event to celebrate the addition of the 2 millionth volume to the collections which was the broadside of the Wyandotte Constitution for the State of Kansas. Along with the celebration event, posters and other promotional materials were developed and distributed.
 - Used *Inside WSU* to market collections and services 59 times during FY2014.
 - Ten *Sunflower* articles featured or mentioned library services/collections/events.
 - Seven advertisements were placed in the *Sunflower* promoting extended hours, new collections, and as part of the *Sunflower* "Shocker Survival Kit."
 - Two *Studio B* stories were produced about the "Modern Library" that featured interviews with the Coordinator of Library Instruction.
 - Participated in a Gale Group public private partnership to create online digital collections. The newly released *Indigenous Peoples: North America* collection increases the visibility of the University by showcasing selected items from University Libraries Special Collections.
 - Used the first floor display case and display shelves in the Reserve Reading Room to highlight selected collections.
 - Used social media including using Twitter and Facebook to market library collections and services. Total followers on the two Twitter accounts equal 425 with 229 tweets sent during the year. Ten WSU organizations including WSU Information, WSU Involvement, and WSU Money Management retweeted various tweets sent from the University Libraries Twitter account. The University Libraries Facebook page currently has 371 likes.
 - Revised procedures for processing Leisure Reading Room materials to improve their visibility.
 - Promoted library services and collections at various campus events including Technology Fair and New Faculty Orientation (Additional events are listed under Goal #3.)
 - Participated in both the Senior Honor Men and Women program and the Newly Tenured and Promoted Faculty Reception by bookplating, creating online recognition notes, and creating public displays of books chosen by the honorees to commemorate the occasion.
- **Explore new opportunities for public programming**
 - Co-hosted Dan Glickman Reception with WSU Foundation. Prepared lower level exhibit and video tribute as part of reception.



- Offered six *Lunch and Learn* sessions targeting faculty, graduate students, and researchers. These sessions featured four vendor presentations on *Web of Science*, one vendor presentation from IEEE, and one presentation focused on Gale Group products. Attendance approximately 170.



- Co-hosted “Around the World Wednesdays” with the Office of International Education. The eleven events featured presentations by international students about their home countries. Total attendance 165.
- Co-hosted three International Education Week presentations with the Office of International Education. Total attendance 45 persons.
- Co-hosted Sawan Fellowship Winner reception with the Office of International Education. Attendance 20 persons.
- Hosted a celebration for the newly formally recognized element, *ununpentium* in Chemistry Library.
- Demonstrated library services during the annual University Technology Day.
- Two presentations highlighting University Libraries Special Collections presented to community groups in Salina and Abilene reaching a total of 165 persons.

- **Support research and publishing activities of students and faculty**

- Co-sponsor of the annual GRASP (Graduate Research and Scholarly Program) and URCAF (Undergraduate Research and Creative Arts Forum) events. University Libraries faculty members also served as judges and on editorial board.
- Created collections for each year’s GRASP and URCAF research materials on SOAR.
- Created a LibGuide providing instruction on tips and techniques for *Citation Searching for Tenure and Promotion Files*. The LibGuide received 902 views during FY2014. Offered two workshops on same topic.
- Created *Undergraduate Research Portal* that is featured link on WSU’s *Student Research* webpage. The page was created in January and received 329 page views during its first six months.
- Offered workshops on:
 - Basic and advanced Endnote
 - The Literature Review
 - Presenting Your Research
 - Responsible Research
- Developed e-journal hosting guidelines to support local scholarly publishing.

GOAL #2

Ensure support for research activities and interdisciplinary curricula across campus through the expansion and preservation of relevant, user-driven resources and collections.

This goal supports the University's Strategic Planning Goals 2, 3, 4, & 7

Objectives

- **Expand access to high quality resources and collections that support the emerging curricular and research needs of departments, colleges, and other units**
 - Added access records for 332,331 newly purchased electronic titles.
 - Added 15,861 physical volumes to the collections.
 - New electronic purchases included five major digital serial or archival collections including the *Times (London) Archive*, *19th Century Collections Online: Making of the Modern World*, and *JSTOR Arts&Sciences* archive collections.
 - Purchased 11 major e-book collections covering nursing, health science, biomedicine, engineering, business, education, and history. Approximately 9,600 titles were added to the University Libraries collections through these packages.
 - Upgraded *CINAHL Full Text* to *CINAHL Complete* providing access to 756 additional full-text titles.
 - Purchased additional backfiles for Web of Science, extending the holdings back to 1,975.
 - Upgraded *Criminal Justice Abstracts* to *Criminal Justice Abstracts with Full Text*. Upgrade resulted in new access to 315 titles.
 - Eight rare books were added to Special Collections.
 - Supported research in local contemporary history by developing analytics for *Wichita Magazine*.
 - Added locally developed metadata to improve discoverability of diversity children's books and indicate reading levels in the juvenile literature collection. These additions were initiated in response to discussions with the College of Education.
 - Improved discoverability of journal titles having print and online volumes by adding or updating 3,776 records to the ERMS, Electronic Resources Management System.
 - Initiated efforts for University Libraries to receive membership status with the HathiTrust.
- **Expand access to locally-developed digital collections**
 - Increased digitization efforts by adding digitizing and metadata creation workflow to Technical Services and by increasing staff assigned to digitizing in University Libraries Special Collections and University Archives. Currently 36 collections are available in CONTENTdm, the hosted content management system used to provide world wide access to local digital collections.
 - Over 9,000 images were scanned in-house for addition to CONTENTdm.
 - 5,548 images were outsourced for scanning and then added into CONTENTdm.
 - In FY2014, 292,596 visits were made to collections in CONTENTdm with 1,941,690 pages viewed.
 - 22 manuscript collections from Special Collections are in process of being scanned or having metadata created.



- An administrative structure was developed that would facilitate the University Libraries ability to host selected e-journal publishing at WSU.
- Added 139 newly completed electronic theses and dissertations and 655 articles to SOAR.
- Continued adding faculty research to existing collections in SOAR.
- Process put in place to provide for the ongoing addition of SOAR Institutional Repository records into the index of the University Libraries discovery layer.
- In FY2014, 1,728,241 visits were made to SOAR with 1,038,142 downloads. SOAR was ranked 62nd of repositories in the United States by the *The Ranking Web of World Repositories*.



- **Foster innovation in the selection and acquisition of library resources**
 - Fully implemented Demand Driven Acquisitions (DDA).
 - Implemented E-approvals program moving preferred book selection format to electronic.
- **Enhance efforts to assess the relevance and use of library resources and collections**
 - Completed review and negotiation for Elsevier and Wiley journal packages.
 - Completed review and negotiation for continuation of Web of Science service.
 - Completed review of non-package journal titles.
 - Completed review of continuations.
 - Reviewed 800 plus item VHS collection to determine whether to retain, remove, or replace individual videotapes.
 - Reviewed selected government document collection areas for retention, removal or alternate access to the reviewed areas and titles.
 - Initiated review of government documents maps collection.
 - Reviewed 3,960 items in compact shelving for continued relevance or enhanced access.
 - Withdrew 5,072 general collection volumes and 1,056 government document volumes after review.
- **Provide technology transfer support including patent and trademark resources, instruction, and services**
 - Implemented access to PubWest and PubEast – patent searching software targeted toward patent professionals.
 - Initiated formal patent and trademark research training of Research Services Group (RSG) to enhance skill levels.
 - Increased cooperative activities with the Office of Technology Transfer.
 - Sent University Libraries representative to national meeting of Patents and Trademark Depository Libraries (PTDL).
 - Updating of Patent and Trademark user guide in progress.
 - Patent searching support including questions and tutorials was provided to 135 persons during FY2014

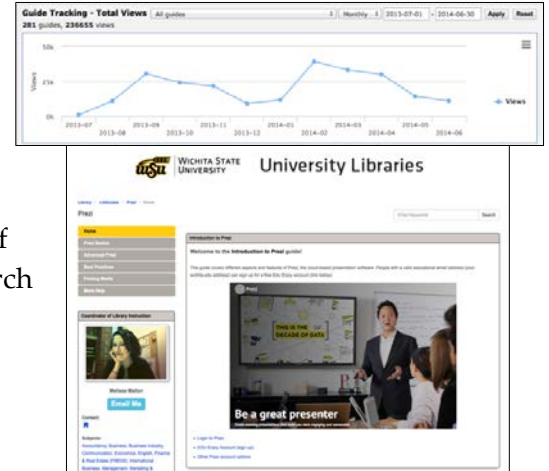
GOAL #3

Establish the University Libraries as a campus partner in teaching by providing interdisciplinary learning experiences throughout the curriculum that promote student success while creating opportunities for applied learning and research.

This goal supports the University's Strategic Planning Goals 1, 2, 3, 4, and 5

Objectives

- **Develop learning objects to support lifelong learning skills**
 - Implemented LibGuides services with 228 guides created during FY2014. These guides have received 234,763 views during FY2014.
 - The WSU Libraries Instruction Program developed a core set of student learning outcomes that can be used in designing research assignments and projects that focus on transferable skills and facilitate applied learning and research.
 - Offered 32 workshops focused on digital literacy targeting students, staff, and faculty including:
 - How to Manage Your Digital Identity
 - E-books from Search to Download
 - Building a Website
 - Infographics
 - Using Prezi
 - Smartphones Demystified
 - Updating, reorganizing, and platform switch in progress for EMPOWER information literacy modules.
- **Identify opportunities for integrating information literacy concepts into existing and emerging curricular plans**
 - Created an information literacy curriculum map with the University Libraries Instruction Program to aid librarians and faculty in integrating information literacy concepts into existing and emerging curricular plans.
 - Collaborated with faculty in the College of Health Professions to create an Evidence Based Practice Portal to provide CHP students with online, self-paced instructional resources for improving research skills. (3,982 views received)
- **Create opportunities to support campus online learning initiatives**
 - Librarians have provided research instruction and support to over 281 students in online and hybrid courses in the last year, supporting the university's move to a more inclusive online learning experience.
 - Major digital collections added. (See Goal #2)
 - Retrieved and sent books to 52 online students when digital copies were not available.



- **Identify and support the applied learning needs of academic departments**
 - During FY2014, teaching librarians have taught 5,061 students in 254 course-specific information literacy sessions, tours, and research workshops.
 - LASI 170, the 8-week one-hour course, was taught for 9 sections reaching 99 students. This course is designed to provide basic instruction about library research to support student success.
 - Librarians were embedded in 29 courses via Blackboard to provide point-of-need assistance.
 - Approximately 2,269 new and transfer students have attended WSU Libraries orientations, including 1,057 during May and June. A “Welcome to the WSU Libraries” picture scavenger hunt for Fall 2014 incoming students has resulted in close to 300 pictures posted to the Twitter hashtag #wsulibhunt.
 - Facilitated the Supplemental Instruction by providing advanced group study room reservations for Supplemental Instructors. 539 hours of reservations made in FY2014.
 - Participated in several campus and departmental orientation events:
 - South Campus’ Satellite Shocks
 - West Campus
 - Campus Job Fair
 - Office of Diversity and Inclusion orientation
 - Graduate School’s orientation
 - McNair Scholars Program orientation
 - Office of International Education’s orientation
 - Move-In Day at Wheatshocker Apartments (Fall 2013)
 - Kiss ‘um Bye
 - That Gay Group’s meeting
 - New Faculty Orientation
 - NIAR
 - Springfest



GOAL #4

Develop, enhance, and sustain a flexible digital and physical library infrastructure, informed by advances in higher education and technology, and seamlessly integrated into the learning environment to promote and support effective learning, teaching, and research.

This goal supports the University's Strategic Planning Goals 1, 3, 4, and 5

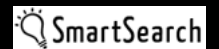
Objectives

- **Engage in functional space analysis to align library space for services and collections that best reflect evolving user needs and promote full use of the facility**
 - Assigned space to support Digital Creation Space. Development of the space is in progress.
 - Completed relocation of map collection to increase collaboration space in the Learning Commons.
 - Initiated space analysis of Reserve/Microforms/Current Periodicals area.
 - Reconfigured Systems office area to accommodate staff return and to support staff training needs.
 - Reassigned space in Technical Services to accommodate new digitization and electronic resources workflows.
 - Reassigned space in Special Collections to support expanded digitization efforts.

- **Promote and implement innovation and experimentation within the University Libraries to introduce next generation technologies to the University in support of its mission**
 - Implemented LibGuides, a hosted content management system that allows for the development of multimedia guides designed to promote library resources and support the curricular or research activities of the university community. During FY2014, 228 guides were created resulting in 234,763 views in FY2014.
 - Promoted the SmartSearch discovery layer at Technology Day and integrated discovery searching into library instruction program. 35,437,510 discovery layer searches performed in FY2014.
 - Began circulating equipment supporting the Digital Creation Space. Equipment available: camcorders, snowball microphones, camera lenses for iPads, green screen, advanced media software, tripod with pad mount, camera.
 - Introduced iPad use for operational tasks in Technical Services and Access Services.
 - Began development of several server-based projects to enhance user experience and assist in disseminating selected locally produced scholarship and assessment activities. Projects include: OJS (open journal systems), enhanced inventory system for equipment and software, and SUMA (a mobile space assessment program).

- **Improve the ongoing maintenance and upgrading of the University Libraries physical and virtual facilities**
 - Completed additions to southwest Learning Commons by adding tables, chairs, and booths.
 - Completed upgrading of 24 group study rooms by adding new tables and whiteboards. All group study rooms in the reservation system have wall monitors.

Over 35 million
discovery layer
searches



- Replaced 150 old wooden and broken chairs in group study rooms and other public areas with more contemporary and comfortable chairs.
 - Added four public display/TV monitors with radio receivers for sound to the Learning Commons.
 - Coordinated with Physical Plant to begin refurbishing original wooden study tables. Twelve tables have been refurbished so far.
 - Enhanced leisure reading collection display by processing books with their covers and creating face-out display of titles.
 - Coordinated with Physical Plant to repair foundation leak and install leak prevention equipment to catch future water intrusion from Book&Bean collections into Special Collections. Past leaks have damaged collections.
 - Remodeling project on first floor public restrooms started.
 - Began second floor collection shifting project. North side is complete and the south side is 70% complete. So far in this project 35,154 linear feet of materials have been moved weighing approximately 351.5 tons.
 - Added planetary scanner and two flatbed scanners to Technical Services to support new digitization responsibilities assigned to this area.
 - Added one flatbed scanner and upgraded electrical and network connections in Special Collections to allow for increased digitization production.
 - Developed camera studio set-up for digitizing large objects in Special Collections.
 - Replaced 25 aging staff chairs with contemporary ergonomic model.
 - Provided height-adjustable desk to staff member with medical need.
 - Identified obsolete, damaged, or no longer needed equipment and furnishings. Following University policy, coordinated their removal from the building and University's inventory database. Contacted other campus units about their equipment needs resulting in several chairs and most excess file cabinets being distributed to other campus units.
 - Improved networking and connectivity in Interlibrary Loan office.
 - Completed ILLiad upgrade to Interlibrary Loan software.
 - Upgraded PQ Admin server for Community User workstation management system.
 - Completed installation of next release of DSpace (SOAR's software) on test server.
 - Upgraded 54 Windows XP computers to Windows 7.
 - Replaced 13 obsolete staff PCs in Circulation, Research Services, Technical Services, and Administrative Office.
 - Added dual monitors to selected staff workstations.
 - Installed next release of Joomla on test server.
 - Preparation in progress to upgrade to next release of LibGuides.
 - Preparation in progress to upgrade to next release of ILLiad.
 - Preparation in progress to upgrade to next release of Voyager.
- **Provide the quality and quantity of technology necessary to meet the evolving needs of library users**
 - Replaced 13 outdated public laptops.
 - Increased number of MacBooks available for circulation by four.
 - Replaced three aging public scanners.
 - Replaced 95 older public PCs with new all-in ones.
 - Added dual monitors to 8 public workstations.

- Increased number of iPads available to the public for checkout to 13.
- Installed four televisions in Learning Commons that broadcast news, weather, and sports. Installed radio transmitters to allow students to listen to TVs without disturbing area.
- Installed SMARTBoard, upgraded projector, and improved connectivity in Library Instruction Room 217. Developed plan to increase number of student workstations in the instruction room by 55%.



GOAL #5

Develop, enhance, and sustain a skilled and engaged workforce that can succeed in a dynamic environment and provide the library user an exemplary library experience.

This goal supports the University's Strategic Planning Goals 1, 3, 6, and 7

Objectives

- **Assess organizational structure, staffing levels, and skill sets needed to provide the university community with services and collections that promote a successful learning and research environment**
 - Five positions reviewed, position descriptions updated, searches conducted, and successfully filled. Two faculty, one associate dean, and two staff positions were filled.
 - Position descriptions in Technical Services and Administrative Office reviewed and revised. Two classified positions were upgraded.
 - Three FTE positions transferred back from ITS along with 2.5 FTE GAs following technology discussions with David Wright.
 - Systems and Library Developer units combined into Library Technologies Unit.
 - University HelpDesk moved from Ablah Library to new One-Stop. Reorganized Library Technologies Unit to provide basic and advanced technology assistance to walk-ins.
 - Digital Project Team created to coordinate University Libraries digitization efforts.
 - Expanded Library Leadership Team.
 - Conducted an Instruction and Assessment Skills inventory of RSG personnel. Used results to develop workshops focused on enhancing these skills.
 - After assessing and determining need, trained additional personnel to handle bulk loading of bibliographic records and developed a plan for assigning additional personnel to metadata creation.
- **Increase and improve the skill sets of the University Libraries workforce necessary to support current and future learning, research, and scholarly communication needs of the university community**
 - Over 110 development opportunities provided or supported during the year. Opportunities included conference attendance, webinars, online presentations, WSU-provided training, and in-house training. Many of these sessions were attended by more than one person. Specific examples include:
 - Two week long Linux fundamentals and Linux administration training programs completed by members of Library Technology Unit.
 - Multi-unit training program developed and taught to Technical Services staff in order to enhance knowledge and skills with RDA (Resource Description and Access) international standard and FRBR (Functional Requirements for Bibliographic Records).
 - A series of National Information Standards Organization (NISO) webinars concerning information industry standards issues impacting libraries.



- Library personnel training on scanning techniques for digital preservation. Metadata training in development.
 - Participated in University mandated training such as FERPA, Preventing Sexual Harassment, Emergency Building Coordinator training, Team Building, and Employee Evaluation.
 - Orientations developed for new staff members.
- **Promote strong positive internal communications and relations**
 - University Libraries Faculty and Staff Meeting held in Fall 2013 to review goals and accomplishments, as well as other relevant data and planning for the future.
 - Regular faculty meetings held.
 - Unit meetings held for planning, review of operations, and updates. Agendas often featured personnel from other library units to foster cross-unit communications.
 - Over 80 library-wide email messages sent covering a range of topics from learning opportunities, library events, new hires, etc.
 - Dean continued supporting Library Staff Association activities.
 - Dean hosted Student Worker Recognition reception.
 - Strategic Planning SWOT survey distributed to all library personnel. Results used to inform strategic planning process.
 - **Maintain, enhance, and increase collaborations with strategic partners outside of University Libraries**
 - Completed revision and updating of University Libraries agreement with Student Government Association/Student Activities Council supporting the popular DVD collection. 203 new DVDs were added during the year including popular movies and television series.
 - Co-hosted the Writing Now, Reading Now Reading Series with the Department of English. (7 events)
 - University Libraries Dean chaired the College of Health Professions Dean Search Committee.
 - Participated in the week-long orientation for new McNair Scholars. Face-to-face instruction provided by faculty librarians. Additionally, a research guide was created and linked to McNair Scholars Program webpage.
 - Coordinated with Financial Operations on scan-on-demand service and on bursar transfer procedures for delinquent Community User accounts.
 - Worked with ITS on server support needs and on fostering improved communication between the two organizations.
 - Held VoyagerPlus monthly meetings with members from both the University Libraries and Information Technology Services to coordinate activities associated with the University Libraries enterprise system and related products.
 - Held quarterly SOAR meetings with members from both University Libraries and Information Technology Services.
 - Continued RTT partnership for support of STEM database access.
 - Worked with Information Technology Services and the Media Resources Center to facilitate a smooth transfer of the University HelpDesk to One-Stop without disruption of service.



- Served on the LearnMore Organization Committee and provided the facilities for the annual Technology Fair.
- Recognized Senior Honor Men and Women by book-plating and adding recognition notes to titles selected by the honorees.
- Created a new umbrella organization, Kansas Council of Academic Library Deans and Directors, that includes Kansas academic libraries at two-year institutions, private colleges, and Regents institutions. The effort to create this group was led by the KBOR Council of Deans and Directors of Libraries. Dean Gilstrap was elected to lead this group during its first year.
- Assumed responsibility for managing Regents Libraries Database Consortium (RLDC) database renewals. Renewals had previously been handled by the University of Kansas Libraries.
- Worked with The University of Kansas Regional Depository Library during University Libraries weeding project.
- University Libraries representatives attended state-wide Federal Depository Libraries meeting.
- Continued working with area high schools. This year 19 high school/Upward Bound classes totaling 360 students visited Ablah Library and received library instruction from library personnel.
- Associate Dean Huisman met with representatives from the Wichita State University Mathematics, Statistics and Physics Department and offered suggestions for circulation of their Math Circle session materials.
- Provided library instruction and support to groups from USD 259 Heights High School and Metro Boulevard Alternative High School while they did History Day research in Ablah Library.
- Provided basic information about academic libraries and tours for four middle-school groups visiting from USD 259, Colvin, and three groups visiting from Augusta.

WICHITA ART MUSEUM

- Continued providing cataloging services to the Wichita Art Museum. Records for 163 new items created during FY2014 including eight original artist files
- Continued cooperative circulation service with College of Engineering. 363 new item records created to support equipment check-outs.
- Senior Associate Dean serves as member of the Wichita Area Technical College Library Advisory Board.

- **Explore options for increasing resources available to support the services and collections of the University Libraries**

- Dean delivered presentation identifying opportunities for University Libraries development at the Foundation's Capital Campaign meeting.
- Developed proposal for seeking a student fee for library services and collections. The proposal was presented to the Provost.
- Pursued opportunities for gifts-in-kind when appropriate for both collections and operations (Received 1,472 books and 1,000 DVD/CD cases through donation).
- Dean teamed with the WSU Foundation on effort to increase potential donation recipients during the Annual Fund campaign. Donations increased by 6.5%
- Dean established new University Libraries funds with WSU Foundation.
- Dean conducted personal donor visits.

GOAL #6

Engage in assessments that provide for continuous improvement of library operations and assist the University Libraries in meeting the evolving needs library users.

This goal supports the University's Strategic Planning Goals 1, 3, 4, 5, and 7

Objectives

- **Develop formal structure focused on assessing outcomes of library services**
 - Library IPEDS data regularly compared with official peers as the data becomes available.
 - Information literacy assessment activities are increasingly conducted by RSG as part of their instruction program.
 - Library Technologies Support Activities Reporting System was developed and implemented.
 - A three-year strategic plan was developed for the University Libraries.
 - Continued collecting data on library output measures such as fund expenditures, acquisitions, attendance, circulations, and database searches and downloads.
- **Develop formal structure focused on assessing impact of library curricular and research materials**
 - Completed review and negotiation for Elsevier and Wiley big journal packages. This review and negotiation resulted in subscription cost savings for one journal package and more title customization with the second journal package to better meet the needs of the Wichita State research and learning community.
 - Completed review and negotiation for Web of Science service.
 - Completed review of non-package journal titles.
 - Completed review of continuations.
 - Reviewed 800 plus item VHS collection to determine whether to retain, remove, or replace individual videotapes.
 - Reviewed selected government document collection areas including maps for retention, removal or alternate access.
- **Implement ongoing program to determine professional development needs of University Libraries personnel**
 - Created database to record professional development activities during FY2014. 110 activities were reported.
 - Conducted an Instruction and Assessment Skills inventory of RSG personnel. Used results to develop workshops focused on enhancing these skills.
- **Engage in continuous review of library policies and procedures to ensure that they remain efficient and effective**
 - Completed revision of Faculty Handbook.
 - Added 157,566 electronic resource records to LTI authority control program to improve discoverability in University Libraries SmartSearch. This action was taken following a review of authority control procedures.



- Evaluated and updated Library Public Computer Use policy to reflect changes in patron use of equipment.
- Restructured Circulation book return and iPad circulation workflows to improve efficiency and accuracy.
- Reviewed procedures for handling physical and electronic reserve materials. Clean-up project resulting from review is 75% complete.
- Evaluated and implemented WhenToWork online scheduling software for Access Services student workers. This software allows students to trade shifts with other students thus saving the time of fulltime staff members who previously spent time on changing and updating student schedules.
- Completed survey of faculty carrel use. Analysis in progress.
- Completed shelf-reading of Chemistry Library collection.
- Reviewed preservation procedures resulting in reorganization and increase in permanent digital object storage options. Locally created digital collection storage space increased to 7.99 terabytes.
- Reviewed scanning practices and developed both scanning and metadata guidelines for local digital collections.



- **Participate in campus and professional assessment activities**

- Participated in the University's business continuity efforts and prepared University Libraries plan using WSU's BOLDPlanning software.
 - Participated in University's Emergency Building Coordinator training and program. Updated University Libraries Emergency Evacuation Plan.
 - Contributed library information and data in support of accreditation activities for the College of Engineering, the School of Nursing, Department of Medical Laboratory Sciences and the Department of Dental Hygiene.
 - Developed University Libraries strategic plan in support of University's strategic planning efforts.
 - Completed the Association of College and Research Libraries (ACRL) annual reporting of statistical measures.
- Completed quarterly reporting for Patents & Trademark Depository libraries.
 - Completed biannual survey required by GPO for Federal Depository Libraries.
 - Coordinated and completed Seek-N-Secure desktop/laptop security scan of all University Libraries staff computers with Financial Operations.
 - Responded to Financial Operations request for collection statistics for University's insurance adjuster.



WICHITA STATE
UNIVERSITY

UNIVERSITY LIBRARIES

University Libraries

Strategic Plan FY2015-2017

Proposed FY2015 Actions

University Libraries Strategic Plan FY2015-2017 Proposed FY2015 Actions

Goal #1

Promote a superior user experience through the development of innovative services that support the educational, cultural, and research needs of the university and its community partners.

This goal supports the University's Strategic Planning Goals 3, 4, 5, and 6

Objectives

- Enhance existing services to focus on point of need and on-demand services
 1. Implement RapidILL Rapid-Returnables, a resource sharing system.
 2. Implement campus delivery of requested University Libraries print items to faculty.
 3. Update computer availability program to work with Active Directory (AD).
 4. Implement PaperCut, new print management software.
- Capitalize on opportunities for the development of innovative library services
 1. Develop a "WSU Books" program in the SOAR repository -- will include records and potentially links to books/monographs authored or compiled/edited by Wichita State University authors.
 2. Develop a pilot project that explores implementing targeted micro-curation services.
 3. Implement OJS (Open Journal Systems) services.
 4. Implement use of cloud technologies to support library services: SUMA (mobile space assessment toolkit), OJS, and DDM2 (Documents Data Miner 2).
- Enhance and coordinate marketing of library services and collections
 1. Implement approved recommendations resulting from MARKETING 607 study.
 2. Increase use of webpage and social media outlets to promote collections.
 3. Explore new options for publicizing events in campus-wide media formats.
- Explore new opportunities for public programming
 1. Seek campus partners for joint programming opportunities
 2. Explore opportunities that reach out to campus residents
- Support research and publishing activities of students and faculty
 1. Negotiate articulation agreements and provide OJS service for locally developed faculty/student subscription based publications.



Goal #2

Ensure support for research activities and interdisciplinary curricula across campus through the expansion and preservation of relevant, user-driven resources and collections.

This goal supports the University's Strategic Planning Goals 2, 3, 4, & 7

Objectives

- Expand access to high quality resources and collections that support the emerging curricular and research needs of departments, colleges, and other units
 1. Continue adding collections to support WSU programs.
 2. Provide membership access to the Hathitrust Digital Library.
- Expand access to locally-developed digital collections
 3. Publish collections currently in the digitization phase.
 4. Continue digitization efforts in Technical Services and Special Collections.
 5. Enhance metadata of digitized collections through addition of controlled vocabulary.
- Foster innovation in the selection and acquisition of library resources
 1. Explore options for greater integration of interlibrary loan requests and rapid purchasing of materials.
 2. Expand purchasing options for streaming media and media-on-demand items in support of online education.
- Enhance efforts to assess the relevance and use of library resources and collections
 1. Initiate and complete serials and database review project. Implement recommendations.
 2. Develop core set of Voyager database assessment queries focused on collections and their use.
 3. Evaluate use data available through major vendors.
 4. Complete Map Collection inventory.
 5. Deselect materials from targeted areas in the collection.
- Provide technology transfer support including patent and trademark resources, instruction, and services
 1. Sponsor United States Patent and Trademark Office (USPTO) workshop.
 2. Enhance partnership with Office of Research and Technology Transfer.
 3. Engage in online and face-to-face webinars, training, and workshops related to USPTO topics and issues.
 4. Promote patent and trademark workshops for faculty, students, and community members.



Goal #3

Establish the University Libraries as a campus partner in teaching by providing interdisciplinary learning experiences throughout the curriculum that promote student success while creating opportunities for applied learning and research.

This goal supports the University's Strategic Planning Goals 1, 2, 3, 4, and 5

Objectives

- Develop learning objects to support lifelong learning skills
 1. Develop or update at least 20 general and specific learning objects developed to work with mobile devices.
- Identify opportunities for integrating information literacy concepts into existing and emerging curricular plans
 1. Participate in Living Learning Communities initiative through collaborative activities and programming.
 2. Participate in the Honors College curriculum through information literacy assessment activities, Library Instruction, and collaboration.
 3. Offer expansion of information literacy topics to faculty and students to include data visualization, data management, digital and meta literacy, and e-portfolios.
- Create opportunities to support campus online learning initiatives
 1. Embed information literacy assessment module in Honors College courses.
- Identify and support the applied learning needs of academic departments
 1. Participate as a client for the fall Marketing 607 class.
 2. Survey new faculty hires for their instructional support and research needs.



Goal #4

Develop, enhance, and sustain a flexible digital and physical library infrastructure, informed by advances in higher education and technology, and seamlessly integrated into the learning environment to promote and support effective learning, teaching, and research.

This goal supports the University's Strategic Planning Goals 1, 3, 4, and 5

Objectives

- Engage in functional space analysis to align library space for services and collections that best reflect evolving user needs and promote full use of the facility
 1. Complete space analysis of public spaces located on the first floor of Ablah Library in the north end.
 2. Complete space analysis of Compact Shelving. Develop plan for remaining space.
 3. Complete analysis of faculty carrel use. Use analysis to inform review of faculty carrel policies.
 4. Transition to a one service point design offering both reference and circulation services.
 5. Develop and implement new signage plan. Wayfinding, service points, events, and emergency signs to be included in plan.
- Promote and implement innovation and experimentation within the University Libraries to introduce next generation technologies to the University in support of its mission
 1. Begin exploration of BIBFRAME (Bibliographic Framework Initiative) - the future of bibliographic description, both on the web, and in the broader networked world.
 2. Implement SUMA (Mobile Space Assessment Toolkit).
- Improve the ongoing maintenance and upgrading of the University Libraries physical and virtual facilities
 1. Complete remodeling of restrooms and install chilled water bottle filler on first floor.
 2. Complete upgrading of Room 217.
 3. Use results from space analysis to explore redesigning space to create further a technology-rich media environment.
 4. Continue table and chair replacement program.
 5. Complete upgrade of DSPACE, WSU's Institutional Repository.
 6. Complete update of LibGuides with the CMS (content management) component.
 7. Add AD (Active Directory) to public workstations.
 8. Update Joomla site.
 9. Update Voyager to next release.
 10. Upgrade storage capacity for CONTENTdm collections.
 11. Redesign DDM2 (Documents Data Miner 2, a library management system for U. S. government documents.)
- Provide the quality and quantity of technology necessary to meet the evolving needs of library users



1. Continue technology replacement program.
2. As funding permits, add, update or replace software on public workstations to match what is being assigned in the classrooms.
3. Work with Information Technology Services (ITS) to improve/restore wireless coverage and general networking in Ablah Library.
4. Explore expansion of check-out of iPads, Go-Pro cameras, and other accessories.
5. Explore strategic use of electronic signage as part of overall signage plan.

Goal #5

Develop, enhance, and sustain a skilled and engaged workforce that can succeed in a dynamic environment and provide the library user an exemplary library experience.

This goal supports the University's Strategic Planning Goals 1, 3, 6, and 7

Objectives

- Assess organizational structure, staffing levels, and skill sets needed to provide the university community with services and collections that promote a successful learning and research environment
 1. Rewrite University Support Staff (USS) position descriptions to better articulate the contemporary and leading edge skills needed of University Libraries support personnel and to participate in the Human Resources Department's assessment project of the USS personnel.
 2. Evaluate vacant positions to determine whether to fill and how each position can best be used to meet the University Libraries needs. Develop and complete a hiring plan for each position to be filled that identifies skill sets needed. Hire appropriate individuals.
 3. Develop customized orientation and training plans for each new hire.
- Increase and improve the skill sets of the University Libraries' workforce necessary to support current and future learning, research, and scholarly communication needs of the university community
 1. Complete training on metadata for Technical Services staff working on the Special Collections digitization project.
 2. Continue training Research Services Group librarians on advanced teaching and assessment techniques.
 3. Improve assistance to faculty and students using University Libraries reserve services by providing advanced training to Access Services staff on copyright and fair use policies and procedures.
- Promote strong positive internal communications and relations
 1. Increase opportunities for inter-unit activities.
 2. Use University Libraries internal communication channels to share information.
- Maintain, enhance, and increase collaborations with strategic partners outside of University Libraries
 1. Participate in statewide cooperative activities.
 2. Explore new campus partner opportunities created by campus reorganization.
- Explore options for increasing resources available to support the services and collections of the University Libraries
 1. Explore expansion of fee-based reproduction services for digital objects.
 2. Develop a fee-based subscription component to DDM2.

Goal #6

Engage in assessments that provide for continuous improvement of library operations and assist the University Libraries in meeting the evolving needs of library users.

This goal supports the University's Strategic Planning Goals 1, 3, 4, 5, and 7

Objectives

- Develop formal structure focused on assessing outcomes of library services
 1. Use the Association of College & Research Libraries statistical service (ACRL Metrics and IPEDS) to compare WSU Libraries to aspirational and other peers.
 2. Collect and analyze digital and information literacy assessment activities.
 3. Centralize and update each unit's activity statistics on a monthly basis where possible. Identify key metrics needed for assessment activities and national and local reporting.
 4. Complete and update equipment inventory program.
- Develop formal structure focused on assessing impact of library curricular and research materials
 1. Use current serial and database review project as a model to develop annual collection review projects targeting selected areas.
 2. Develop ongoing project to review effectiveness of legacy print collections.
 3. Analyze statistics on the use of reserve print materials.
- Implement ongoing program to determine professional development needs of University Libraries personnel
 1. Analyze data of professional development activities that were gathered last year.
 2. Create a first year development plan for all new hires.
- Engage in continuous review of library policies and procedures to ensure that they remain efficient and effective
 1. Review USS evaluation procedures to align with changes in University procedures.
- Participate in campus and professional assessment activities
 1. Participate in campus HLC planning activities.
 2. Provide information in support of departmental accreditation activities.
 3. Develop campus partnerships to support assessment activities.

