

2018

University of New Hampshire Library Annual Report, 2016-2017

Katy Sternberger

University of New Hampshire, Durham

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University of New Hampshire
Library

Annual Report | 2016–2017



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Dean's Welcome



Greetings UNH Library
Users and Supporters,

The 2016–2017 year was one of continued transformation for the UNH Library. We continue to define our role as the flagship academic library for New Hampshire while broadening and deepening our contributions to support teaching, research, and service for the campus.

We will implement a new organizational structure in July, and as vacancies occur among our

library faculty and staff, we review and redefine each position to offer more technological innovations in both instruction and information realms. We are expanding research services, collections, events, and exhibits and are also enhancing our online presence and revitalizing library spaces. We are poised to start the 2017–2018 year with a sense of accomplishment and excitement about our dynamic set of high-priority goals.

We hope you will visit the UNH Library (both physical and virtual) again soon and see what a twenty-first-century research library is all about. We are proud of our expertise, our services, our collections, and our public spaces. Please stay in touch and share your experiences and ideas with us for ways we can enhance the intellectual lives of Wildcats and citizens of the great Granite State.

A handwritten signature in cursive script that reads "Tara Lynn Fulton".

Tara Lynn Fulton
Dean of the University Library

Who We Are

The University of New Hampshire Library is situated in the academic heart of the beautiful Durham campus, with four unique locations:

- Dimond Library (main library)
- Chemistry Library (Parsons Hall)
- Engineering, Math, & Computer Science Library (Kingsbury Hall)
- Physics Library (DeMeritt Hall)

Our creative faculty and staff are dedicated to supporting research and scholarship, student success, and lifelong learning. With 17 faculty librarians, 42 staff members, and 114 student workers (equivalent to nine full-time employees), Dimond Library is open 120 hours per week, including 24/7 hours during finals, and the three branch libraries are open 77 hours per week.

During the 2016–2017 academic year:

Dimond Library


- Welcomed 675,000 visitors
- Circulated more than 29,000 items to 16,827 patrons
- Reference librarians answered 4,255 questions

Branch Libraries

- Welcomed 167,000 visitors
- Provided 7,587 hours of service
- Circulated over 10,600 items
- Fulfilled more than 800 interlibrary loan requests

Mission

The Library fosters a culture of collaboration within the University and beyond. Working in partnership with a variety of UNH stakeholders and the wider library community, we contribute to excellence in teaching, learning, and research by providing convenient access to quality resources, offering user-focused programs and services, and creating a virtual and physical setting conducive to lifelong learning.



“The only thing that you
absolutely have to know, is the
location of the library.”
– Albert Einstein

New Faculty and Staff

This year, we welcomed Associate Dean **Kimberly Sweetman**, who previously managed the public services department at New York University and served as an executive coach and consultant, helping libraries develop superior service through exceptional leadership. We also welcomed two additional staff members and five faculty librarians.

Faculty

- **Megan Bresnahan**, Life Sciences and Agriculture Librarian
- **Wendy Jo Girven**, Business Librarian
- **Hannah Hamalainen**, Geospatial and Earth Sciences Librarian
- **Eugenia Liu**, Health and Human Services Librarian
- **Benjamin Peck**, First Year Instruction Librarian

Staff

- **Rebecca Chasse**, Photographic Technician
- **Kristin Dhabolt**, Web Content Strategist
- **Kimberly Sweetman**, Associate Dean



Retirements

- Reference Librarian **Peter Crosby** retired after 29 years.
- Government Information Librarian **Linda Johnson** retired after 20 years and now volunteers in Milne Special Collections and Archives.
- **Germaine Nadeau**, monographs cataloger, retired after 28 years.
- Digital Collections Manager **Meredith Ricker** retired after 26 years.
- **Debbie Watson** '63, who had been a reference librarian since her days as a work-study student at the Library, retired after 52 years.
- Reference Librarian **Deanna Wood** retired after 26 years.

While we were sad to see these familiar faces leave, we were equally happy to see them so excited about their next phases in life, and we wish them all the best in their retirements.

Student Assistant Spotlight

Samantha Pollari '17, '18G has worked at the UNH Library since her freshman year. She is a part-time staff member and has served on the curtailed operations team. After earning her bachelor's degree in history, she is now working toward her master's degree in education.

I have known from a young age that I wanted to help people learn and become a teacher, and my experience at the UNH Library helped to cement that. I knew that if I could adapt myself to any situation that is thrown at me in a high-paced work environment, then surely I could do the same with a classroom. My plan after I graduate in May 2018 is to work as a social studies teacher in New Hampshire. The Library has given me a lot of skills that I can use on job interviews, resources to use in my classroom, and a feel for helping people.

The UNH Library has four unique locations on the Durham campus: Dimond Library; Engineering, Math, & Computer Science Library; Physics Library; Chemistry Library



Campus Service

Welcoming Diversity

In late 2016, libraries began releasing statements of diversity and inclusion in response to rising cultural tensions and incidents of bias at colleges and universities. Many UNH Library employees felt it was important to join a national effort. Faculty and staff formed a committee to create and promote a statement in support of diversity and inclusion based on professional values and campus priorities. Read the statement online: bit.ly/UNHLibraryDiversity



Supporting Accreditation

The Library supports University-wide and program-specific accreditation by enhancing collections and services in tune with curriculum and program growth. As an example, this year the branch libraries contributed to self-study reports for ABET accreditation for eight undergraduate engineering degrees. ABET accredits programs related to applied and natural science, computing, and engineering. Through careful stewardship of its resources, the Library seeks to ensure the widest possible access to scholarly materials for teaching and research.

Celebrating 150 Years

Celebrate 150, a year-long campaign showcasing the University's legacy of innovative research, impact, and engagement was launched in fall 2016. Milne Special Collections and Archives played an integral role in the anniversary by helping to preserve and provide access to 150 years of UNH history while emphasizing the future of teaching and learning, scholarly research, and data management. Library faculty and staff took leadership roles in sesquicentennial planning by coordinating exhibits and hosting academic programs.

Teaching and Learning

Reference and Instruction

Library faculty engaged in 340 instruction-related activities, including 281 library instruction classes as well as first-year instruction sessions held twice a week during fall and spring semesters. Faculty also gave nine workshops for the campus community during Open Access Week.

A new staff position, the Reference and Instruction Coordinator, handles daily administrative tasks, allowing subject librarians to focus on instruction and research support specific to their disciplines.

Scholarly Communication

The Scholars' Repository, hosted by the Library, contains the scholarly and creative works of UNH faculty, staff, and students. This year, more than 3,000 records were added, and content was downloaded 444,020 times. With the Sustainability Institute, the Scholarly Communication Office launched an open access incentive program to encourage faculty to deposit their full-text publications in the Scholars' Repository.

Studio 235 on level two of Dimond Library is a newly renovated space designed for instructors and students to work with multimedia. Subject librarians use the room for library instruction.





DIAMOND LIBRARY

Dimond Library was visited by
more than 675,000 people in
the 2016–2017 academic year.



Exhibits

The Library supported the University's Celebrate 150 campaign through exhibits in Dimond and the branch libraries. In particular, the UNH Museum looked back at research "then and now" with *Before We Were Smart*, an exhibition that reflected on campus technology.

Additionally, the Exhibits Committee designed displays related to Banned Books Week, Black History Month, Love Data Week, and the Summer Youth Music School. The committee also sponsored student exhibits and art installations.

Art in the Library

In honor of Celebrate 150, the Library partnered with art professor Jennifer Moses and her intermediate painting class to create a colorful mural on level two of Dimond Library, which recognizes individuals important to the land-, sea-, and space-grant mission of the University.

This page: For the University's 150th anniversary, students painted a mural in Dimond Library.
Facing page, clockwise from top left: First-year instruction sessions provided one-on-one research help twice a week during the fall and spring semesters. Dimond Library marked 110 years as a federal depository library with a visit from the Government Publishing Office's "GPO on the Go" program. Renovated spaces throughout Dimond Library gave students new places to study. Therapy dogs offered stress relief during Frazzle Free Finals.





July 1, 2016 → June 30, 2017

4,255

reference questions
answered

281

library instruction
classes taught

842,000

visitors (Dimond +
branch libraries)

11,065

items in Scholars'
Repository (up 39%)

95

% of archival finding aids
encoded and published

44

donors during
603 Challenge (up 48%)

Technology and Innovation

New Search Interface

The Library moved to a new interface that checks across 120+ databases from a single search box. EBSCO Discovery Service (EDS) makes searching the collections and asking questions easier than ever. Results include books, e-books, journal articles, and government documents. Our Ask a Librarian chat function is integrated into the service.

Telescopes for Checkout

The Library has a lot more to lend than books! In collaboration with the New Hampshire Astronomical Society, the Physics Library acquired two Orion StarBlast 4.5-inch reflector telescopes that are available for circulation to UNH students, faculty, staff, and alumni.

Geospatial Services Center

The Geospatial Services Center (GSC) hosted the annual GIS Day, with more than 60 people attending workshops, lightning talks, demonstrations, poster series, and “mappy hour.” Renovations and software upgrades are in store for the GSC next year.



Renovated Spaces

Twenty years since a major renovation of Dimond Library, it is time to review how best to adapt our spaces to the changing needs of today's students. We began to gather academic library space planning data to align current and future needs with the Library's vision and mission to support teaching and research.

It is hard for some of us to believe that this year's incoming first-year student wasn't even born when Dimond Library was renovated almost 20 years ago. But it is not so hard to believe when walking through the corridors and stacks. The heavy use this gem of a building receives is very obvious when looking at the carpet and some of the furniture.

We were fortunate to receive funding this year to update sections of level two. Students love the energy of the new wall colors and furniture with built-in USB ports. Studio 235 is another fun, new space designed for instructors and students to work with multimedia, which was made possible by donors. There are now many light, open, functional spaces in which to study and work collaboratively.

**"I love the saddle chairs/standing desk and think they are great things to have in the library."
– student comment card**



Library Collections

Sustainable Budget Model

Libraries across the world are challenged by annual price increases twice those of consumer inflation rates as well as flat or reduced funding. This year, the UNH Library developed a sustainable collection budget model as we continued to look for more cost-effective ways to provide access to research materials. One such effort involves canceling high-cost, low-use journals and instead purchasing articles on demand. We are also exploring a demand-driven acquisition model for books, increasing the use of interlibrary loan, and participating in open-access initiatives.

Recognizing 110 Years of #govinfo

Providing public access to government information since 1907, Dimond Library marked 110 years as a member of the Government Publishing Office's Federal Depository Library Program (FDLP). We were proud to host Acting Superintendent of Documents Laurie Hall, who visited as part of the "GPO on the Go" program in May 2017.

This page: Milne Special Collections and Archives has 18,000 linear feet of research material.
Facing page, left: Walton's *The Compleat Angler* (1655), including a detail of the title page.
Right: Celebrating the 200th anniversary of the Carrigain map at GIS Day 2016.



Acquisitions of Note

Government Information

- Congressional Research Digital Collection (1830-2003) and Congressional Hearings Digital Collection (1824-1982) added to one of our government information databases

Class of 1943 Map Room

- Philip Carrigain map (1816): one of the most significant maps of New Hampshire as it was the first to illustrate the White Mountains

Special Collections

- Donald Murray Papers: correspondence and manuscripts of former UNH professor and pioneer in writing instruction
- James Nichols Papers: Civil War correspondence of a soldier in the Eighth New Hampshire Volunteer Infantry
- Portsmouth Black Heritage Trail Papers: files of Valerie Cunningham related to the establishment of a self-guided walking tour and resource book emphasizing black heritage in Portsmouth and the New Hampshire Seacoast
- Additions to the papers of Donald Hall and Charles Simic, both New Hampshire poets and former United States poets laureate
- Additions to the traditional music and dance collections
- Izaak Walton's *The Compleat Angler* (London, 1655)
- Map of Piscataqua Harbor, New Hampshire (1779)



Support the Library

The UNH Library has an outstanding reputation for being an excellent steward of gifts and budget funds received. Thank you to our generous donors for supporting access to UNH resources as well as improved services and programs for students, alumni, faculty, staff, and New Hampshire residents.

Opportunities for Giving

You can make a gift via check or online to a number of specific funds, such as those supporting library collections, Milne Special Collections and Archives, and library innovation. To make your contribution, visit: bit.ly/UNHLibraryGive

603 Challenge

Held in June, the 603 Challenge is the University's annual fundraiser. The Library's participation rate in 2017 doubled over last year with 44 donors, as did the amount of donations—more than \$4,000. A photo booth (iPad and mount) was purchased with some of these funds. This equipment increases engagement with students at events and helps connect the Library with our social media audience.

“Working at the Library has given me answers to a lot of life’s lessons, and I still continue to learn things every shift I work there.”
– Samantha Pollari (see Student Assistant Spotlight, page 7)

“I love the Dimond Library and its workers! You guys are the reason for my success!”
– student comment card

About half of Library employees are UNH alumni. They contribute creatively to the 603 Challenge each year.





Credits

Designer and Editor
Katy Sternberger

Photography

David J. Murray/ClearEyePhoto.com,
University of New Hampshire,
University of New Hampshire Library

Library Administrative Services

Dean of the University Library
Tara Lynn Fulton

Associate Dean of the University Library
Kimberly Sweetman

Assistant Dean for Library Administration
Tracey Lauder

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**University of
New Hampshire**

Library

library.unh.edu

18 Library Way, Durham, NH 03824

Dimond Library	(603) 862-1535
Chemistry Library	(603) 862-1083
Engineering, Math, & Computer Science Library	(603) 862-1196
Physics Library	(603) 862-2348
