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UL Annual Report 2017

Stephanie Dawson Everett
The University of Akron, sdawson@uakron.edu

Melanie McGurr
The University of Akron, mmcgurr1@uakron.edu

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2017 Annual Report

Executive Summary

University Libraries (UL) provides resources, services, and expertise to support and enhance teaching, learning, and research. University Libraries includes Archival Services, Audio Visual Services, Bierce Library, Computer Based Assessment & Evaluation, Design and Development Services, Distance Learning Services, Science & Technology Library, and The University of Akron Press.

2017 found the UL completing the final years of its previous strategic plan built to respond to the changing trends in technology development, the economic climate, and student demographics. The plan focused on five strategic directions: *academic engagement, outreach and collaboration, facilities and spaces, access and discovery, and professional development.*

2017
Highlighted
Items

New Head, Electronic Services hired (February)

Dr. Melanie McGurr joined the University Libraries as Head, Electronic Resources in February 2017. Electronic Services consists of Cataloging, Acquisitions, Electronic Services, Library Web Services, Library Systems, and Collections. Before joining University Libraries, McGurr served as Assistant Director and Interim Director at the Northeast Ohio Medical University and as an associate professor at the Ohio State University Libraries.

Dean Hired (June)

Dr. Aimée deChambeau was chosen to lead University Libraries as dean. She served as interim dean since June 2016. A tenured associate professor of bibliography, deChambeau joined the University as Head, Electronic Services in April 2011, with a subsequent appointment as associate dean in February 2016. Prior posts include serving as an associate librarian at the Frank Melville Jr. Memorial Library at Stony Brook University in Stony Brook, N.Y., and director of the Schmidt Family Information & Technology Center at The Knox School in St. James, N.Y. She also served as engineering librarian here at The University of Akron from 1997-2004.

Strategic Plan, 2018-2020 (June-December)

University Libraries completed Strategic Planning in December of 2017. The Strategic Plan was created by library administration and other stakeholders between June and December and was guided by facilitators from Northeast Ohio Regional Library Systems (NEO-RLS). The resulting plan focuses on the combined strengths of the eight distinct units that currently comprise University Libraries. The plan is organized around five overarching strategic directions, each supported by strategic objectives and action items.

UA Press a proud finalist at 2017 National Book Awards (November)

A book released by The University of Akron Press received national attention as one of five titles vying for the top award for poetry at the 2017 National Book Awards ceremony in November in New York City.

Leslie Harrison's *The Book of Endings* was one of the titles shortlisted for the award. Appearance on this list marks the UA Press as among the most distinguished publishers of poetry in the nation.

Pathways to Student Academic Success

The UL has been active in creating and maintaining pathways to student success both as a stand-alone unit and in partnership with other departments and units on campus. We have made significant progress in incorporating information literacy into the curriculum and increasing our faculty librarians' presence in both physical and virtual classroom environments.

Brightspace Migration

Design and Development Services (DDS) oversaw the migration from Springboard to Brightspace by D2L in the summer and fall of 2017. Brightspace, a learning management software, moved our data from servers in the Computer Center to the cloud. Brightspace includes 24/7/365 end-user support for faculty, staff and students. The software was delivered in a Continuous Delivery model allowing faculty, staff, and students to take advantage of the most up-to-date functionality. DDS also held a variety of training and refresher events throughout the year.

Audio Visual Services and Distance Learning Designed and Installed State Of The Art Learning Spaces:

- Department of Speech & Hearing SOTA Laboratory where community stakeholders with disabilities can receive reduced cost medical diagnoses and devices

- Designed an interactive video recording lab for radiology studies in the College of Applied Science & Technology Radiology Department

- Upgraded obsolete video technology in six dance studios for College of Arts and Sciences Department of Dance

- Provided design and distance learning technology consulting to Coventry High School for their College Credit Plus Distance Learning Classroom so high school student could receive synchronous college courses from UA

- Designed the classroom technology for the Law School, completed in August 2017

- College of Business Interactive Trading Lab for the Finance Department was updated to become a state of the art finance and trading room

Information Literacy Program

UL faculty deliver instruction in a variety of modes including in-class, online through an embedded presence in the campus learning management system, and on the UL Web site through the creation of customized guides to resources and assignments. UL faculty also collaborate with faculty in academic departments to create assignments and assessments of student information literacy. Subject librarians provided 125 in-person sessions to 3,228 UA students, a 14% increase in participation from AY 16.

Institutional Repository

University Libraries welcomed back the UA Press in July 2015 and is now responsible for maintaining the university's institutional repository. The repository showcases scholarly output from both students and faculty here at UA. Faculty interested in publishing their work, their open educational resources, or the work of their students can contact The University of Akron Press for assistance. The repository is maintained by University Libraries but truly belongs to the entire university community. As of December 31, 2017, there were 20,691 works posted, and these works had been downloaded a total of 427,991 times from 208 countries. The map below shows downloads of our scholarly content from around the world.
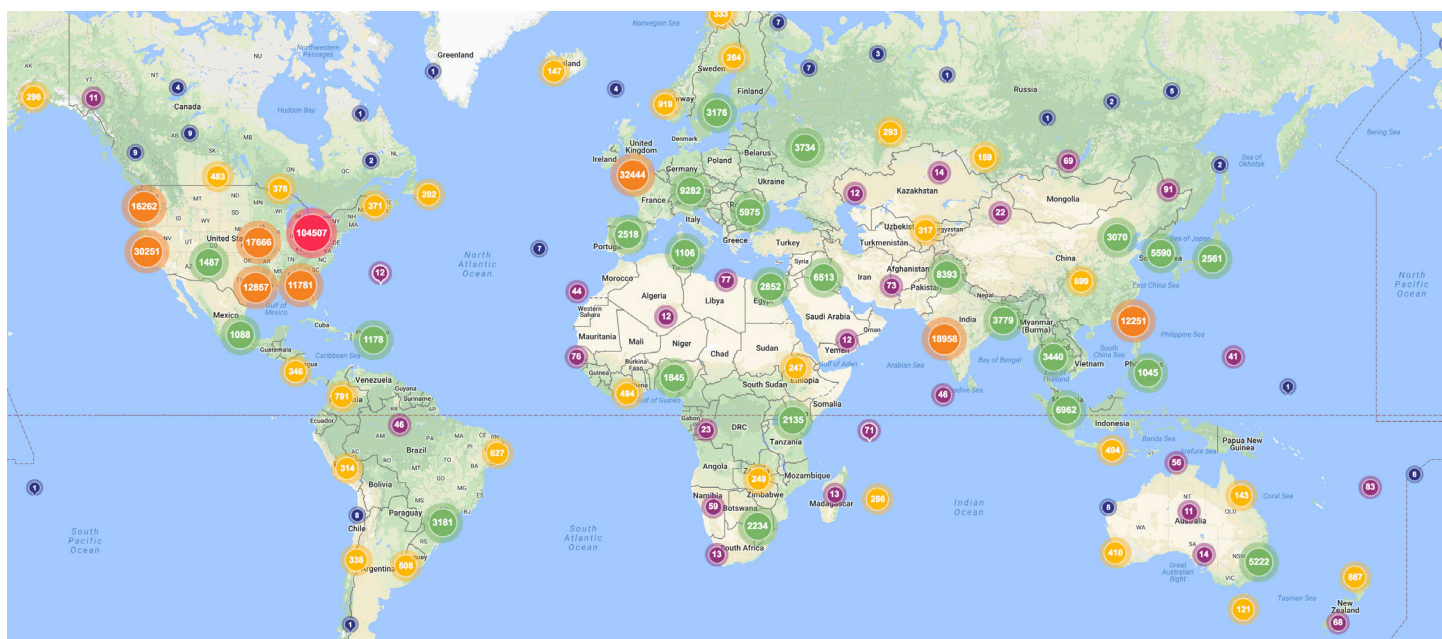
Physical and Virtual Accessibility Measures

In addition to crafting and adopting a comprehensive accessibility statement, the UL partnered with the Office of Accessibility to conduct a walk through of the Bierce and Science and Technology Libraries to address physical and virtual challenges. Many changes were implemented and others planned for to accommodate all users in our buildings.

The UL has made great strides eliminating barriers and increasing access to our resources resulting in increased rates of retention and completion:

- **Testing of a New Catalog Interface** is ongoing, with a link from the main library homepage. The new catalog launched January 3, 2018.

- **Panopto Storage Moved to Cloud** Lecture recordings are now hosted in the cloud, allowing for expandable growth capacity, stable delivery, and continuous upgrades.

- **New Series of Events** Gather @ the Library is a series of events curated by the University Libraries. Weekly events range from workshops and author talks to discussions.

Map Showing downloads of our scholarly content from around the world.

Retention and Completion

The UL has made great strides eliminating barriers and increasing access to our resources. By streamlining these processes students are better able to find the information they need to be academically successful, resulting in increased rates of retention and completion:

Collections information/cost saving measures

- Collaborative data-driven projects which help us to identify areas of need and purchase responsibly within our limited budget.

- Reinvesting some of the savings from our cancellations into new content to fill collection gaps, meet areas of research need (e.g., Biomedical Engineering), and take faculty recommendations into consideration.

- Working closely with OhioLINK and nearby institutions to gain as many benefits as possible through collaborative collection development.

- Over the past few years we have spent less per year on journals but have experienced an annual increase in usage.

Space Study Survey

UL administered a space study survey to gauge user satisfaction and expectation of academic library users. Overall, results verified a high level of expectation from all groups and a high pattern of satisfaction. Opportunities for improvement include the addition of quiet study spaces in Bierce Library and increased outreach and marketing of available services and resources. UL used the data in action planning for AY 2018, repurposing two spaces.

Based on feedback gathered during space study surveys in the Spring, we've updated and upgraded several services and programs for students this fall. Highlights include:

- **Refreshed Study Rooms:** Each study room in Bierce got a new coat of paint and freshly cleaned carpets

- **New Equipment for Lending:** More calculators, cameras, tripods, and fresh laptops for checkout

- **New Furniture:** One person tables and new chairs for quiet individual study on the 3rd floor of Bierce and bean bags on the ground floor. Plus, four mobile whiteboards on the 2nd and 3rd floor

- **New Lockers at the Science and Technology Library:** Students can program their own code and use one of the nine lockers throughout the day

- **MakerStudio Move:** Relocated to the ground floor of Bierce, the expanded MakerStudio is a great place to explore and work collaboratively

- **Media Collection Featured on First Floor:** Browse the DVDs, CDs and newspapers in their new location in the first floor Learning Commons in Bierce

Spending on journals via EBSCO

Year	Total Spent	Article Usage	Cost Per Use
2015	$388,928.28	48,635	$8
2016	$365,305.92	52,474	$6.96
2017	$332,817.24	61,744	$5.39

Open Textbook Network Initiative Ambassador

Steve Kaufman from the University Libraries' Design and Development Services was selected to participate in the Open Textbook Network Summer Institute and Summit as one of our regional OhioLINK representatives. He will be part of a statewide leadership team promoting the use of open texts and open educational resources. Seven regional reps attended the institute, and when they returned provided excellent coverage for train-the-trainer workshops and related activities in support of this initiative.

Textbook Drive/Textbook Award Fund Scholarship

The Undergraduate Student Government Textbook Award was created to assist our students with the cost of college textbooks. Dr. Melanie McGurr, Head of Electronic Services, along with her husband Sean, made the first gift toward the award by donating $1,000. On Aug. 8, current and former senators from Undergraduate Student Government signed a description that established the organization's first fund with the University.

USG plans to begin helping students in the spring 2018 semester and hopes to endow the award in the future.

Amnesty Event

Bierce Library and the Science and Technology Library hosted the second annual fine amnesty event in the Fall to welcome patrons and materials back to the library. Almost $8000 in fines were cleared, 76 library blocks cleared and 14 PeopleSoft holds cleared allowing more students the opportunity to enroll in classes and complete their degree.

IT'S OKAY, **WE FORGIVE YOU!**

FINE FORGIVENESS WEEK
November 6th-19th, 2017

Fine forgiveness for overdue books & technology

SEE CIRCULATION DESK

LOCATIONS
Bierce Library
Science and Technology Library
Wayne Library
Law Library

Poster for Library Amnesty Event.

Innovative Delivery of Courses and Programs

Dr. Leakey's presentation

UL hosted a webinar with Dr. Louise Leakey demonstrating our 3-D printers to replicate anthropological field samples. Dr. Leakey joined the event from her base in Eastern Africa. This event showcased our facilities and technologies by providing a hands on experience for students to learn from experts around the world from the comfort of UA.

Fake News Forum (internal/external partnerships)

In April, the University Libraries Research and Learning Services and the EXL Center presented the "Fake News and You" Exploration Station that offered participants information on fact checking and a fake news quiz. A Fake News Forum was held the same week and involved University faculty from journalism, political science, and philosophy in a discussion with audience members. More than 70 people from the greater Akron community attended the event. In the spring, the UL teamed up with the Akron Public Library to host the "Fact or Fiction: Fighting Fake News" panel at the Highland Square location of Akron Public Library on September 25th. Panelists included a Pulitzer Prize winning journalist and UA faculty members from Communication and Sociology.

ITL Revival

Supporting faculty…Improving teaching…Enhancing student learning.

Those three areas of focus will guide the revamped Institute for Teaching and Learning, an initiative that came from the faculty and is being led by four UA colleagues – Dr. Janet Bean, associate professor of English and Coordinator of General Education; Michelle Byrne, associate professor, Technical Writing and Composition and University Assessment director; Dr. Aimée deChambeau, dean of University Libraries; and, Wendy Lampner, manager of design and development services in the Department of Instructional Services.

Map Cataloging Workshop

On September 11-12, the University Libraries hosted the John F. Kline Jr. Memorial Map Cataloging Workshop. The event was coordinated by Mike Monaco, Assistant Professor and Coordinator of Cataloging Services and Stephanie Dawson Everett, Manager Marketing and Communications. Two staff members, Joy Ramos and Valerie Jenkins, attended the hands-on training as did 13 other catalogers from Ohio and five other states, with some coming from as far away as Montana and Alabama. It was taught by Paige G. Andrew, a recognized authority on map cataloging from Penn State University.

faculty. These workshops, held at the Science Library, enabled researchers to select a replacement citation manager, such as Mendeley or Zotero.

RefWorks migration workshops

Access to RefWorks ended on June 30th, 2017. Throughout the spring and summer, Subject Librarians Tammy Sitz (Engineering) and Frank Bove (Electronic Services) offered migration classes to all interested students, staff, and

Library workshops for Computer Science and Engineering graduate students

Tammy Stitz also developed a series of popular workshops targeted to Computer Science and Engineering graduate students. The workshops covered academic integrity issues, copyright, research, and scholarship.

2018-2020 University Libraries Strategic Plan

Strategic Directions

Discovery & Access
Optimize and increase the discovery of and access to services, resources, technologies, and scholarship.

Outreach & Collaboration
Cultivate relationships with the campus and the community to increase engagement with University Libraries.

Academic Engagement
Partner with the University of Akron community to foster student success, inspire intellectual inquiry, promote scholarship, and disseminate knowledge.

Facilities & Spaces
Provide inclusive, barrier-free physical and online environments for teaching, learning, and research that are responsive to the university community.

Professional Development
Invest in ongoing workforce development of all University Libraries employees to enhance expertise, effectiveness, and engagement.

UA

The University of Akron
University Libraries
University Press | Instructional Services

Our Mission
University Libraries provides resources, services, and expertise to support and enhance teaching, learning, and research.

Our Vision
To be known and valued as a collaborative partner essential to the educational and research processes, and fundamental to the success of the university community. As an intellectual asset for the campus, our creativity and adaptability will foster innovation in services, teaching and learning, technology, and resources.

Our Values
Student empowerment, Inclusiveness, Service
University Libraries strive to provide multiple means of engagement, multiple means of action and expression, and multiple means of representation for all patrons. University Libraries is committed to producing, evaluating, selecting and acquiring, whenever possible, resources, content, services, programs, facilities, and technologies that are accessible to all and complaint with the Americans with Disabilities Act, Section 504 and Section 508, as amended, of the Rehabilitation Act of 1973.

Achieving
Distinction

Distance Learning Services

Reporting to the UL since the fall of 2016, Distance Learning Services serves UA campuses and partners with 16 high schools in 5 counties to deliver synchronous College Credit Plus (CCP) classes.

Distance Learning:

- 179 courses taught in the distance learning classroom
- 4728 enrollments for all distance learning classes
- 2635 unique students enrolled in synchronous distance learning class
- College Credit Plus:
    - 999 CCP enrollments from 16 high schools
    - 707 unique high school students from 16 high schools enrolled in UA DL CCP
    - 2975 credit hours generated via synchronous CCP distance learning courses
    - $1,132,462 tuition savings by CCP distance learning

Global Classroom

Taking technology to a new level in order to enhance the learning and understanding among cultures in the world of politics. The first political science course of its kind that will be simulcast on four continents.

Faculty Excellence

Although UA ranks poorly in comparison to Ohio institutions in full-time equivalent students per librarian or professional staff and in full time equivalent students per total staff, our employees have been able to provide exceptional service and excel in their field.

UL faculty and staff have delivered more than 20 presentations, 15 publications and reviews, 6 state or national committee appointments and attendance at several workshops or institutes.

A selected list of faculty and staff achievement recognized at the state and national level:

- Dr. Beate Gersch, Coordinator of Instruction Services and Bibliography and Undergraduate Outreach Librarian is this year's winner of the Distance Learning Visionary Award as announced by the Distance Learning Interest Group of the Academic Library Association of Ohio (ALAO). She also was invited as the keynote speaker for DLIG Workshop at the Voice of America Learning Center of Miami University, West Chester, Ohio.

- Ian McCullough, Assistant Dean of Research and Instruction Services, was awarded a grant from the American Chemical Society to attend the ACS National Meeting & Exposition.

- Jamie Newhall, Instructional Services, and Jon Endres, who works part-time in Psychology Archives, received the 2017 Society of Ohio Archivists Merit Award at the SOA Annual Meeting on Friday, May 19 for their work on the wire recorder project.

New Explorations in Teaching Conference (NEXT) 2017

Focusing on what it means to open the boundaries of education and research, more than 170 faculty members from University of Akron and 14 other institutions in the Midwest gathered for the second annual NEXT Conference. Presenters shared success stories they have witnessed in

their classrooms, proposed innovative solutions to problems, and taught others about technology to open the boundaries of education.

MakerStudio Updates

The MakerStudio's new location is on the Ground Floor in Bierce 63. The MakerStudio is a service that continues to grow and meets an increasing need on campus for hands-on experiential learning and collaboration. The new MakerStudio space allows for large scale collaboration and being adjacent to Bierce 61 also allows us to deepen relationships with faculty members who are looking for ways to teach with a focus on Maker philosophies.

Globally Relevant and Distinctive Collections

As the Archives and Special Collections of the University, Archival Services supports the research and scholarly activity of the university community, visiting scholars, and the general public by collecting, preserving, and providing access to important historical resources of the region.

Archival Services continued their outreach and processing work on new collections and exhibits. A highlight of the year is a commemoration of the 100th anniversary of America's entry into World War I and Summit County's role in it. This project included collaboration with community partners including Stan Hywet Hall & Gardens, the Summit County Historical Society, and the Akron-Summit County Public Library. The project includes a website (www.summitwwi.org), exhibits, digital collections, and events.

31 new collections were acquired in 2017. Highlights include:

- Alan Gross Airship Collection

- Steve Love Research Files on Don Plusquellic

- Goodyear Gold Christmas Albums Collection

- 74 Rare, Scarce, and Collectible Books (mostly British and American Literature)

- Various World War II Photographs, Maps, and Documents

Curated Exhibits include:

- "*The Art of Rubber: Advertising Posters from the B.F. Goodrich Collection, 1900-1945*" (in Bierce Library)

- "*Mary Gladwin and the Great War: Akron's Nurse in World War I*" (in Archival Services)

- "*Selections from 'The World's Greatest History of the World War'*" (in Archival Services)

- "*Documenting Our Doughboys: World War I Letters from Archival Services*" (in Bierce Library)

Other highlights:

- University of Akron Undergraduate Interns from Dr. Kevin Kern's Ohio History Class: 4 students for 52 hours total—Transcribed 27 multi-page letters from various Civil War collections

- Upgraded Records Management Software (Zasio Professional)

- Completed Shelf Read/Inventory of Entire Archives Storage Area: Over 23,000 shelf locations

- Created Updated University Records Retention Schedule

Conclusions

Our dedicated workforce has forged many strong, productive partnerships across campus. Our community of practice is bound together by a determination to ensure student success and engagement. We have made large strides, but have a long way to go before we can claim that every UA student is information literate. We offer the breadth and depth of resources that the campus needs, but need to constantly work on even more seamless delivery.

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