

Summer 2013

# University Library Annual Report FY 2012-2013

Tara Lynn Fulton  
*Eastern Michigan University*

Follow this and additional works at: [http://commons.emich.edu/lib\\_annual](http://commons.emich.edu/lib_annual)

---

## Recommended Citation

Fulton, Tara Lynn, "University Library Annual Report FY 2012-2013" (2013). *Library Annual Reports*. 3.  
[http://commons.emich.edu/lib\\_annual/3](http://commons.emich.edu/lib_annual/3)

This Article is brought to you for free and open access by the University Library Materials at DigitalCommons@EMU. It has been accepted for inclusion in Library Annual Reports by an authorized administrator of DigitalCommons@EMU. For more information, please contact [lib-ir@emich.edu](mailto:lib-ir@emich.edu).

## CONTACT

Eastern Michigan University Library  
955 W. Circle Drive  
Ypsilanti, MI 48197

Phone: [734-487-0020](tel:734-487-0020)

Website: [emich.edu/library](http://emich.edu/library)



EASTERN MICHIGAN UNIVERSITY LIBRARY

# ANNUAL REPORT 2013



## MISSION STATEMENT

Serving as an intellectual and community center for Eastern Michigan University, the EMU Library maintains both a welcoming and accessible facility and a dynamic virtual presence. We support the teaching, lifelong learning, scholarship and creative activity of EMU's students, faculty and staff. We select, organize, preserve, and provide access to information in all its forms. The Library upholds professional values of free access to information, intellectual freedom, accessibility for all users, and privacy of information use.

## VISION STATEMENT

- 1 The library serves as a center for intellectual discovery and inquiry at EMU, as well as a repository archive for the products of EMU scholarly and creative effort.
- 2 The library is positioned as a key partner in provision of leading edge information and instructional technologies to support the educational mission and goals of the campus.
- 3 The library manages an increasingly complex collection of both electronic and physical content to support the curriculum and research needs of the EMU community.
- 4 The library maintains a dynamic online presence that serves as a gateway to library services and resources.
- 5 The library provides a student-centered facility that enhances and supports teaching, learning and collaboration.
- 6 The library supports information literacy in partnership with teaching faculty to promote student success.
- 7 The library provides exceptional, proactive, personalized customer service.
- 8 The library employs liaison relationships, promotional opportunities and campus information exchange venues to ensure that faculty and students are aware of the library's services and collections.
- 9 The library's collaborative work environment brings out the talents of library faculty and staff.
- 10 The library collaborates with libraries and other organizations in Michigan and beyond to maximize services and collections.
- 11 The library balances visionary aspirations with fiscal realities in selecting resources and technological innovation to bring to campus.







## TABLE OF CONTENTS

02 Letter from the Dean

12 Instruction

04 Introductions

14 Innovation

06 Identity

16 Interiors

08 Inquiry

18 Indicators

10 Information

20 Invest

# LETTER FROM THE DEAN

Does anyone read the message from the dean? I write this introduction every year and wonder each time whether it makes a difference. So why do I still write one every year? It's simple—I like to believe that the Dean's overview helps frame how one reads the annual report.

This year I ask you, the stakeholders, to note the pride with which the EMU Library presents its accomplishments and to send us feedback on whether our accomplishments are meeting your expectations. Let us know what you think of our new mission and vision statements, and how well we are succeeding in living up to them. Email me at: **tfulton1@emich.edu** or call me at: **734.487.2573** (yes, that's my direct line!) and let me know that you care!

Sincerely,



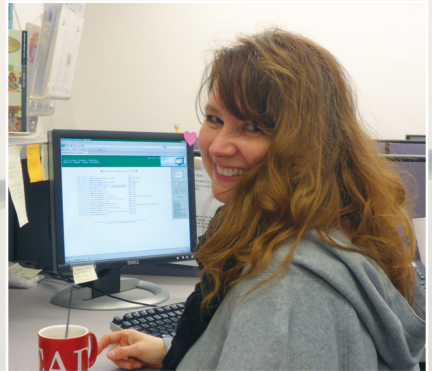
Tara Lynn Fulton  
*Dean of the University Library*

*Pictured to the right:*  
**Dean Tara Lynn Fulton**











Pictured below:

**Brian Steimel**, Circulation Supervisor, and  
**Paula Storm**, Science Librarian

Pictured to the left (far left, clockwise):

**Usha Raghu**, Library Associate,  
**Keith Stanger**, Information Services Librarian,  
**Bill Marino**, Online Learning Librarian,  
**Rhonda Fowler**, Government Documents Librarian,  
**Randy Baier**, Multimedia, Fine & Performing Arts Librarian,  
**Bob Stevens**, Humanities Librarian,  
**Bob Kelly**, Collection Development Librarian  
**Amy Singer**, Manager, Library Administrative Services  
**Carol Smallwood**, Library Associate  
**Judy Block**, Marketing Librarian  
**Alistair Halton**, Library Assistant  
**Lisa Klopfer**, Information Services Librarian  
**Alexis Braun Marks**, Archivist  
**Karen Rogers-Collins**, Librarian  
**Jackie Wrosch**, Systems Librarian  
**Mary Ann Butkovich**, Library Associate  
**Elizabeth Bucciarelli**, Health Sciences Librarian  
**Sarah Fabian**, First Year Experience Librarian  
**Randy Baier**, Multimedia, Fine & Performing Arts Librarian,  
**Susann deVries**, Education Librarian  
**Eric Owen**, Information Systems Librarian  
**Mike Barnes**, Cataloging/Metadata Librarian  
**Julia Nims**, Scholarly Communications Librarian



# INTRODUCTIONS

## **Administrative Professionals**

The position of Associate Dean remained vacant through fiscal year 2012/13.

## **Faculty**

In the fall, Professor Lisa Klopfer returned to the library from her role as Interim Director of the Faculty Development Center. At the same time, Professor Suzanne Gray began a year of service as Interim Department Head of Women's and Gender Studies.

## **Full-Time Lecturers**

Judy Block assumed a new role as Marketing and Special Services Librarian in July of 2012.

## **Staff**

We welcomed one new staff member this year, after saying goodbye to three others. Mary Murphy (CS06) retired from her position in Library Administration in July, and Monica Fly assumed that role in October. Carrie Phillips (CS06) moved in February, and

D'Anne Hula was promoted to that position in Technical Services. Finally, Wei (Kevin) Li (PT08) of the Technology and Infrastructure group left the library in April.





# IDENTITY

## Faculty Tenure and Promotions

Sara Memmott received tenure during the 2012/13 fiscal year. The library had a total of 9 faculty members receiving promotions in FY 2012/13:

Michael Barnes,  
*Assistant Professor*

Elizabeth Bucciarelli,  
*Associate Professor*

Sarah Fabian,  
*Associate Professor*

Lisa Klopfer,  
*Professor*

William Marino, Jr.,  
*Assistant Professor*

Sara Memmott,  
*Assistant Professor*

Katherine Pittsley,  
*Associate Professor*

Paula Storm,  
*Associate Professor*

Jacqueline Wrosch,  
*Associate Professor*

## Strategic Planning

As the University and the five colleges engaged in strategic planning this year, it made sense for the library to wait for our strategic planning effort. We focused our efforts on our mission and vision statements; response to the revision has been very positive.

# KUDOS

## AWARD FOR "BEST SCRIPT"

from the Michigan  
collaborative virtual (chat)  
reference service

## ALA/NEH GRANT for funding entitled

Bridging Cultures Bookshelf:  
**MUSLIM JOURNEYS**  
in collaboration with the  
YPSILANTI DISTRICT LIBRARY

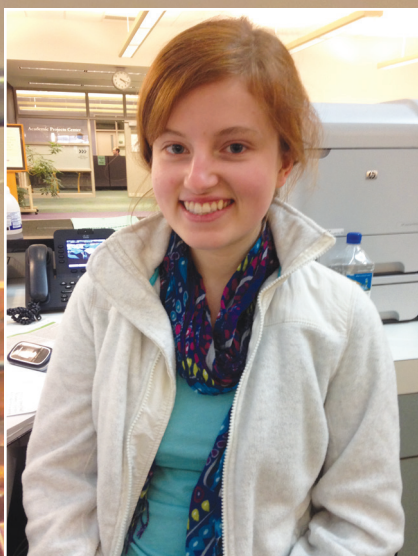
The 2012 graduating senior  
survey indicated

**97% SATISFACTION**  
WITH HALLE LIBRARY



Pictured to the left:  
**Jessica Kilgore**, Maps Library Student Assistant

Pictured below:  
**Abdullah Alzamanan**, Information Desk Student Assistant  
**Rachel Gottman**, Information Desk Student Assistant  
**Saurabh Sharma**, Information Desk Student Assistant



## WE ASKED OUR STUDENT ASSISTANTS WHAT IT MEANS TO THEM TO WORK IN THE LIBRARY. HERE'S WHAT THEY HAD TO SAY:

### **What does it mean to you to work in the library?**

It's an excellent environment to make mistakes in and grow as a person. Everyone is understanding and willing to assist in the learning process.

It's a possibility to gain experience in a field I hope to work in one day.

It means having a real impact on patrons of the library while bolstering my income.

It means commitment and dedication.

I enjoy my work at the library. I feel it's a fantastic fit for me personality-wise; my supervisors are knowledgeable and reasonable.

I like engaging with the public, but also having the opportunity to do more introverted things like shelving and sorting.

Gaining customer service skills.

### **What have you learned about the library from working here that has been helpful to you as a student?**

I could see all the books, and I know how to do research in the library, and I get familiar with the situations and environment of the library. I know what kind of databases we have and totally what kind of customers we have.

I definitely have gained more knowledge about services available to me as a student and have been able to use them to improve my academic work.

Working at the library has opened up my eyes to all the services it has to offer. It's not just a place to check out books.

### **What is your favorite part about working at the library?**

The people. The librarians, staff and other student workers are so supportive, both of my performance in work, and academically.

I love the environment and the variety of tasks.

Interacting with all of the people! I also love the funny questions I get asked.

I like the flexibility of the hours for us busy students. The laid back environment is comforting as well.



Pictured to the right:  
**Diane Browning**, Library Associate and  
**Joanne Hansen**, Maps Librarian

# INQUIRY

## Map Library

The Map Library completed an inventory and barcoding project, which provided updated catalog holdings information for several hundred maps.

## Collection Maintenance

How do library faculty provide the most and the best products available for the least cost? One way is through skilled negotiation with vendors. This year we saved \$7,000 by switching how we access one major package! A second way is by continually looking for lower cost alternatives. The Library had been supporting RefWorks citation manager for the campus, but now promotes the use of free open access product Zotero, so that \$16,000 could be spent on needed databases.

## Database Access

Due to budget limitations, access to some databases must be canceled to maintain or add access to others. This year several databases were lost that are missed by faculty and student in these disciplines, most notably:

- *MathSciNet*
- *Linguistics and Language Behavior Abstracts*
- *SPORTDiscus*
- *Chronicle of Higher Education*
- *All Wilson Indexes (Art, Law, etc.)*

## Reciprocal Borrowing

Regent Beth Fitzsimmons initiated contact with the University of Michigan Libraries about the possibility of opening our collections for direct borrowing to students from other institutions. In September 2012, we began a one-year pilot of the program. EMU students must come to Halle Library to request a card for the semester; from there they can then take the bus to the University of Michigan Libraries and check out books. By the end of the academic year, ? (getting from Brian Steimel) EMU students had taken advantage of the service.







### ONE-ON-ONE SERVICES TO STUDENTS—FY 2012/13

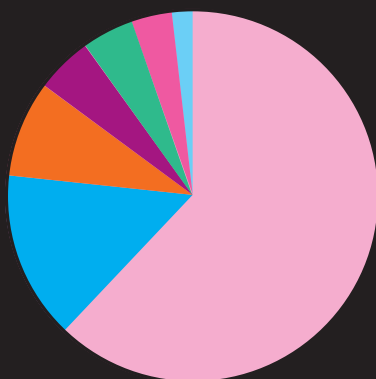
Academic Projects Center Requests	1,726
Appointments with Subject Librarians	435
Map Library Reference Questions	590
Interlibrary Loans for EMU Students	10,746
Laptop Checkouts for EMU Students	468



## COLLECTIONS AND ACCESS—VOLUMES/TITLES/ITEMS

	PRINT	ELECTRONIC	TOTAL
BOOKS	732,176	99,047	<b>831,223</b>
BOUND JOURNALS	174,507		<b>174,507</b>
MAPS	57,579		<b>57,579</b>
GOVERNMENT DOCUMENTS	52,796	44,239	<b>97,035</b>
MEDIA		20,214	<b>20,214</b>

**\$97,930,951**—2012 Replacement value of the EMU collection for insurance purposes



- **62%** BOOK
- **15%** BOUND JOURNALS
- **8%** EBOOKS
- **5%** MAPS
- **4%** GOVERNMENT DOCUMENTS - PRINT
- **4%** GOVERNMENT DOCUMENTS - ELECTRONIC
- **2%** MEDIA





*Pictured to the left:  
Jieron Robinson, EMU Student*

# INFORMATION

## **University Archives Collection**

About 150 Archives collections were processed and finding aids created. Examples of significant collections that are now far more accessible for research use include the Detroit Club records and several collections related to the EMU Historic Preservation Program. In total, about 225 linear feet of materials are now readily available for use.

## **Collection Storage**

Library book storage space is expensive real estate. Seven institutions collaborated on a project dubbed MI-SPI—the Michigan shared print initiative. We analyzed overlap of holdings across institutions with the intent of insuring that several copies of each title remain accessible while allowing each library to trim its collection of unused materials. Since EMU has the Automated Retrieval Collection (ARC), we are less concerned about space than others, but still interested in keeping our collections relevant. We agreed to keep about 180,000 titles and are able to withdraw 80,000 other titles if we choose to do so. Librarians will begin looking at these titles in FY 2013/14 to decide which are no longer needed on site at EMU.

## **Course and Program Proposals**

This year the library faculty looked carefully at how we participate in the review of new/revised course proposals and new/revised program proposals. We used various forums to encourage faculty in departments to engage librarians during the proposal formulation process. When the new Physician Assistant master's program faculty did so, the library received an addition to base budget to pay for the databases PA students need for class and for their work at clinical sites.

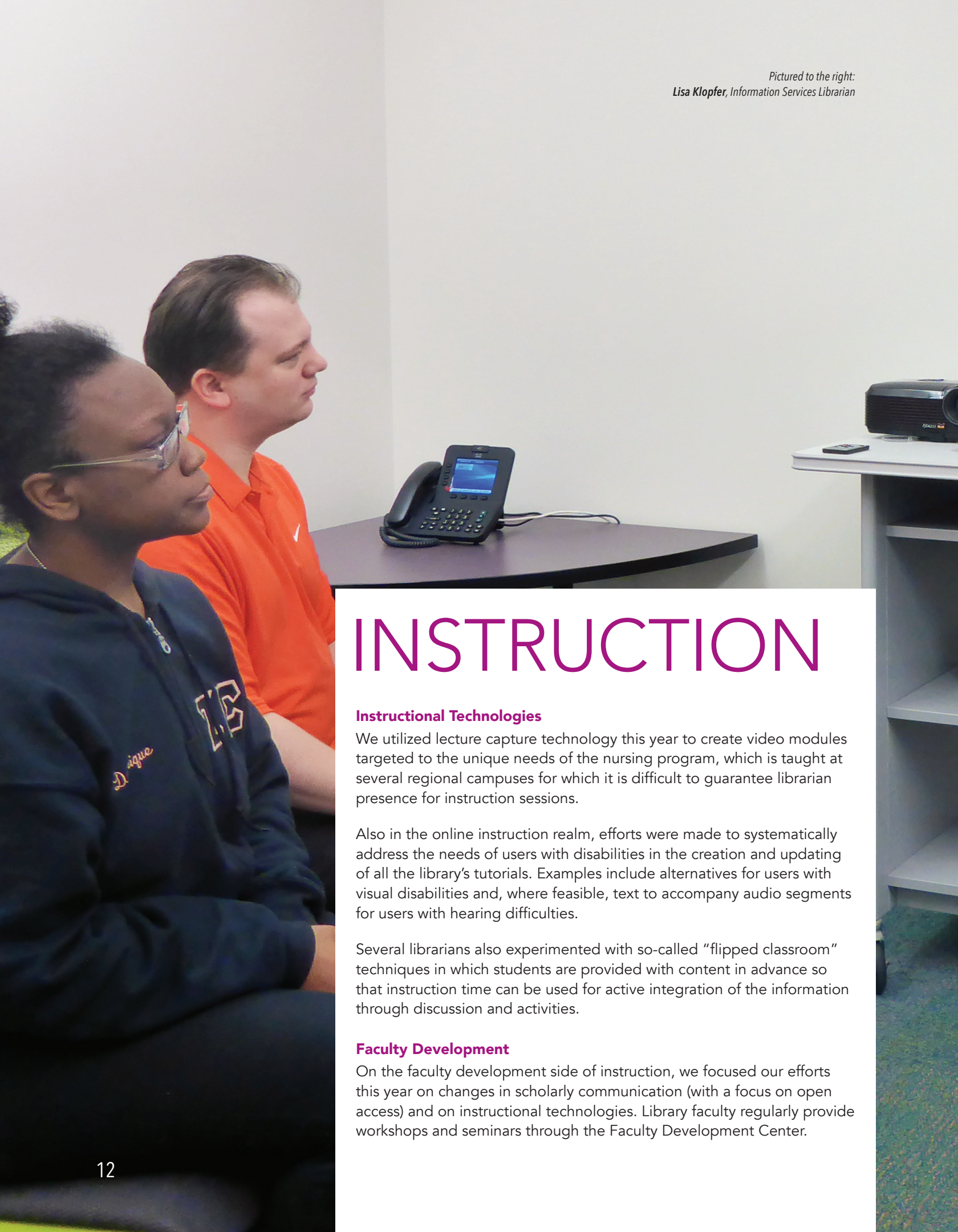
## **Educational Resources Center Collection Relocation**

At the request of the College of Education, the Educational Resources Center collection of K-12 textbooks and curricular materials was moved from the Porter Building to Halle. There was natural synergy between the ERC materials and the Children's Literature Collection, now co-located in on the 2nd floor. We used donor funds to enhance these areas in the Children's Literature Collection—young adult, graphic novels and multi-cultural/global. Donor funds also allowed us to purchase new furniture appropriate to the way these collections are used; for example we added adjustable-height tables and child-friendly, comfortable seats.

## **Educational Video Resources**

Faculty interested in incorporating video resources into their teaching now have access to our over 20,000 streaming videos from many disciplines; the product is called VAST from Alexander Street Press.





# INSTRUCTION

## **Instructional Technologies**

We utilized lecture capture technology this year to create video modules targeted to the unique needs of the nursing program, which is taught at several regional campuses for which it is difficult to guarantee librarian presence for instruction sessions.

Also in the online instruction realm, efforts were made to systematically address the needs of users with disabilities in the creation and updating of all the library's tutorials. Examples include alternatives for users with visual disabilities and, where feasible, text to accompany audio segments for users with hearing difficulties.

Several librarians also experimented with so-called "flipped classroom" techniques in which students are provided with content in advance so that instruction time can be used for active integration of the information through discussion and activities.

## **Faculty Development**

On the faculty development side of instruction, we focused our efforts this year on changes in scholarly communication (with a focus on open access) and on instructional technologies. Library faculty regularly provide workshops and seminars through the Faculty Development Center.







*Pictured:  
Mike Barnes, Cataloging/Metadata Librarian*



# INNOVATION

## **Integrated Library Systems**

The Voyager system that currently runs the library's circulation, cataloging and acquisitions operations is referred to as an ILS, or integrated library system. The first next-generation ILS systems hit the market around 2012. Because these systems are a substantial shift in workflows and allow for seamless integration of electronic resources, we set a goal for FY 2012/13 to learn about these systems and begin to consider a shift over the next few years. We invited several vendors

to demonstrate their products or prototypes. Since we already have a strong partnership with ProQuest (an Ann Arbor based major library vendor), ProQuest invited the EMU Library to serve as one of the beta development partners for their prototype system called Intota™. During FY 2013/14, the Library will be engaged in testing various modules of the product as they evolve, allowing us to have substantial input into the product design before we convert to Intota™ in 2015/2016.

## **Electronic Resource Management**

Over the summer of 2012, we shifted from one serials/electronic resource product to another, partially to facilitate compatibility with the new Esearch product, but also because the new product provides sophisticated statistical reporting capability. The Serials Solutions® 360 Suite allows an integrated package to handle databases, ejournals and other serials through their lifecycle, i.e., from ordering a subscription, to signing a contract, to updating holdings, to eventual circulation.





### Cataloging

For several decades Anglo-American Cataloguing Rules (AACR) has been the cataloging standard for bibliographic records—the backbone of a library’s online catalog. A new standard called Resource Description and Access (RDA) cataloging is replacing AACR, and this year we introduced the first RDA records into our catalog. Users may notice more detail in the records, clearer records for electronic formats, and better keyword retrieval. We also

switched to Describing Archives: A Content Standard (DACs) for archival records, putting us on the cutting edge of best practices in that realm as well.

### eBooks

As eBooks become more popular, vendors are experimenting with pricing models. We acquired access to 18,750 titles with a list price of over \$1.5M. The library is charged only when an authorized EMU user accesses a title, and after four uses, the library automatically purchases that title. In this first

year of so-called Demand-Driven Acquisitions, the library purchased just 36 titles for \$3,200. EMU users chose to access 3784 titles for a total of 268,000 times, all costing less than \$14,000. In other words, 20% of available titles were used in some way (e.g., one chapter read), but we only purchased 2% of the total titles made available. Several library faculty members have been invited to speak at conferences about our experience with this leading edge system for providing eBooks at an affordable, just-in-time manner.



*Pictured to the right:*  
**Michael Rozek**, EMU Student

# INTERIORS

## **Collaboratory**

The Library partnered with the Faculty Development Center and the Division of Information Technology (DoIT) to open a new space for campus faculty and professionals who are working together to improve teaching and learning at EMU. The new Collaboratory has been used by teams developing interdisciplinary curricula, for think tank brainstorming on student success, and by faculty learning to use the latest classroom technology. We encourage faculty and lecturers to come see this inviting space to inspire collaborative efforts.

## **Archives**

The Archives was rearranged to create a more inviting research area for users, as well as a more streamlined and secure processing space. The entrance was changed so that visitors enter directly to the user research space. The entire area was decluttered and organized for accessibility of materials and user/staff comfort.

## **Pilot of a 24-hour Computer Lab**

At the request of student government, the 24-hour computer lab was moved on a pilot basis from the Student Center to the ground floor of Halle. Although student satisfaction was high, the number of students using the space did not justify the costs and additional security risks of making the move more permanent.

## **New Books Area**

We created a new books area on the west side of the main floor. Two comfy chairs, a light small carpet, wall art, and a bookcase make this a cozy place to sit and explore the latest titles.

## **Digitization Lab**

As campus use of the Digital Commons institutional repository grows, and as we look to provide more Archives materials online, the library faculty proposed reconfiguring a space on the ground floor for a Digitization Lab. Thanks to donor funds, we were able to purchase a Bookeye™ Scanner and a flatbed scanner with book cradle for fragile materials. Our priorities this year were to digitize high-use archival materials, such as catalogs, course schedules and phone directories, as well as Undergraduate Research Fair materials. These are now available at the click of a mouse, and in total, nearly 400 documents were scanned, creating almost 40,000 images.





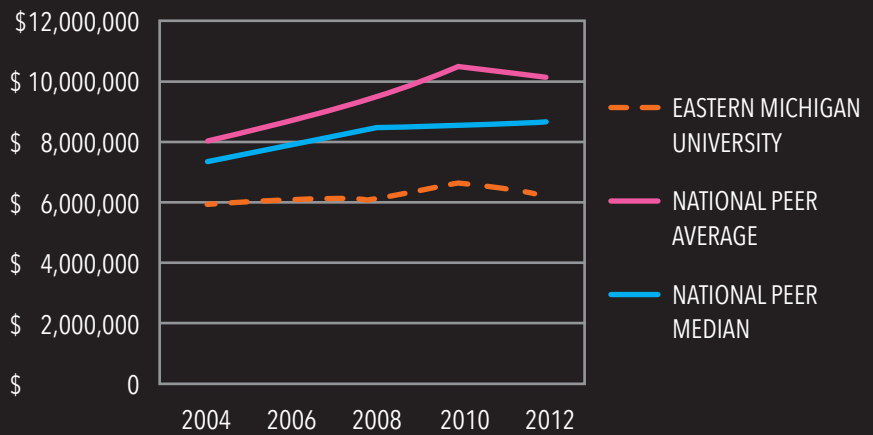




Pictured:  
Heather Assenmacher, EMU Student



**TOTAL LIBRARY EXPENDITURES NATIONAL PEERS 2004-2012**





# INDICATORS

## Library Metrics

At the request of the Provost, the library created a set of metrics for review of the state of the library with a focus on benchmarks with peers. The metrics will be updated and analyzed once each year, when the new benchmark numbers are made available. As anticipated, the metrics show us to be at least parallel in terms of service levels, but funded an average of \$2M per year less than peers.

## Library Collections Assessment

Subject librarians undertook an analysis of percent of library collections expenditures compared with credit hour production in each of the colleges. The model needs to be refined, and average cost of materials in disciplines were

not factored in, but generally the subject librarians concluded that the budget was quite fairly allocated.

## Public Services Statistics

At the end of FY 2012/13, we had the first full year of public service statistics tracked through the new LibStats software. With all source points tracking questions using the same categories, we are better able to document the various nature and levels of questions our faculty and staff answer.

## Circulation Assessment

Another program assessment conducted in FY 2012/13 was benchmarking of our circulation policies against peers. In approaching the project, we expected to be considering a

revision to faculty loan policies, but we found ourselves in all areas to be practicing very similarly to peers in terms of the liberal-restrictive continuum of academic library circulation policies.

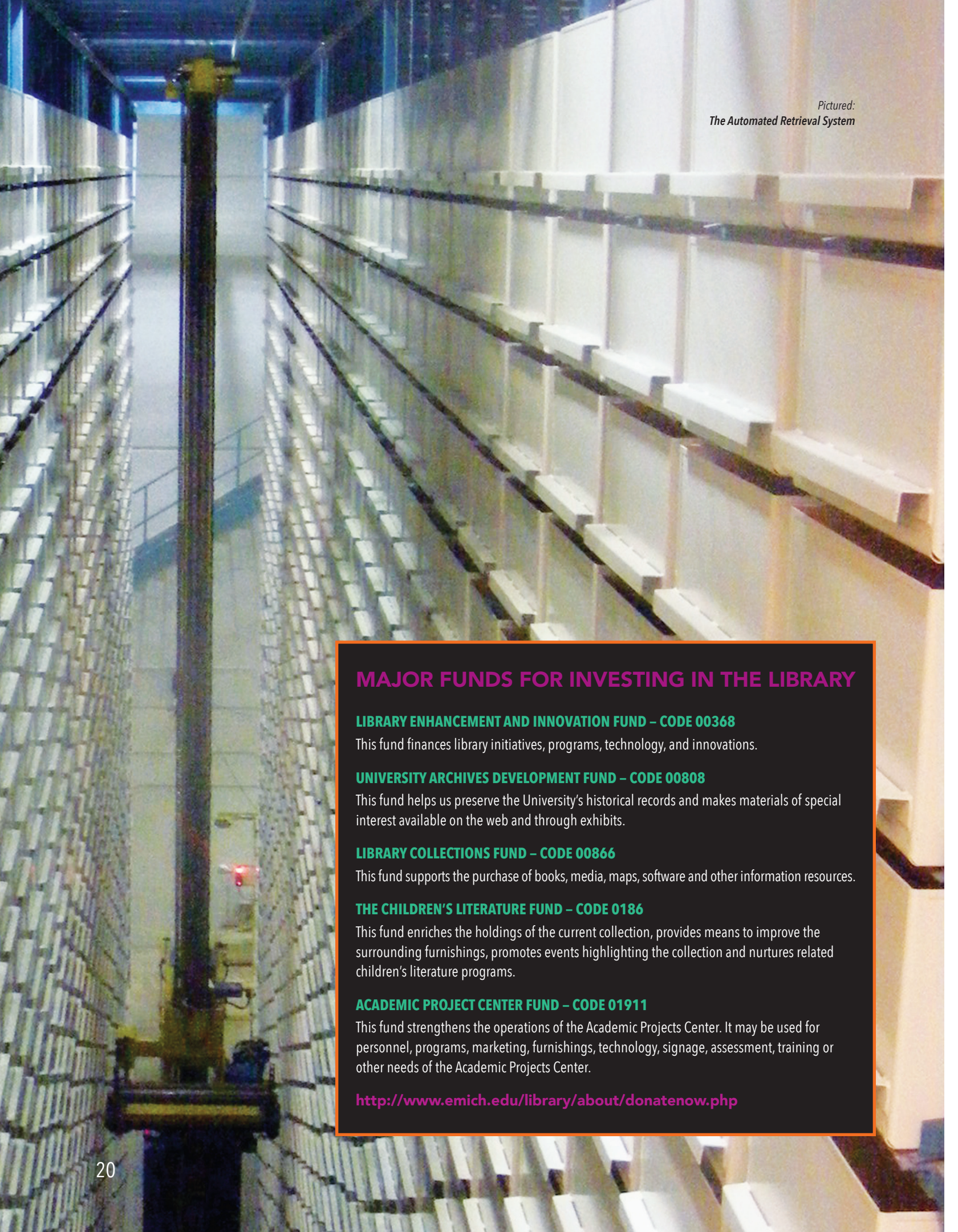
## Information Literacy

Because information literacy is not a designated aspect of general education at EMU, student learning outcomes in information literacy are not routinely assessed. The library faculty are occasionally invited to participate in information literacy assessment by specific faculty members in specific courses or programs. We continue to encourage faculty to use the rubric the library faculty developed.

## KEY USAGE STATISTICS—FY 2012/13

Total Database Searches	416,344
Total Full-Text Articles Searched	796,588
Total Book/CD/Video Circulation	78,101
Total Students Reached by Library Instruction	7,491
Total Visitors to the University Archives	430
Total Interlibrary Loans Requested for EMU Users	13,950





*Pictured:  
The Automated Retrieval System*

## **MAJOR FUNDS FOR INVESTING IN THE LIBRARY**

### **LIBRARY ENHANCEMENT AND INNOVATION FUND – CODE 00368**

This fund finances library initiatives, programs, technology, and innovations.

### **UNIVERSITY ARCHIVES DEVELOPMENT FUND – CODE 00808**

This fund helps us preserve the University's historical records and makes materials of special interest available on the web and through exhibits.

### **LIBRARY COLLECTIONS FUND – CODE 00866**

This fund supports the purchase of books, media, maps, software and other information resources.

### **THE CHILDREN'S LITERATURE FUND – CODE 0186**

This fund enriches the holdings of the current collection, provides means to improve the surrounding furnishings, promotes events highlighting the collection and nurtures related children's literature programs.

### **ACADEMIC PROJECT CENTER FUND – CODE 01911**

This fund strengthens the operations of the Academic Projects Center. It may be used for personnel, programs, marketing, furnishings, technology, signage, assessment, training or other needs of the Academic Projects Center.

<http://www.emich.edu/library/about/donatenow.php>



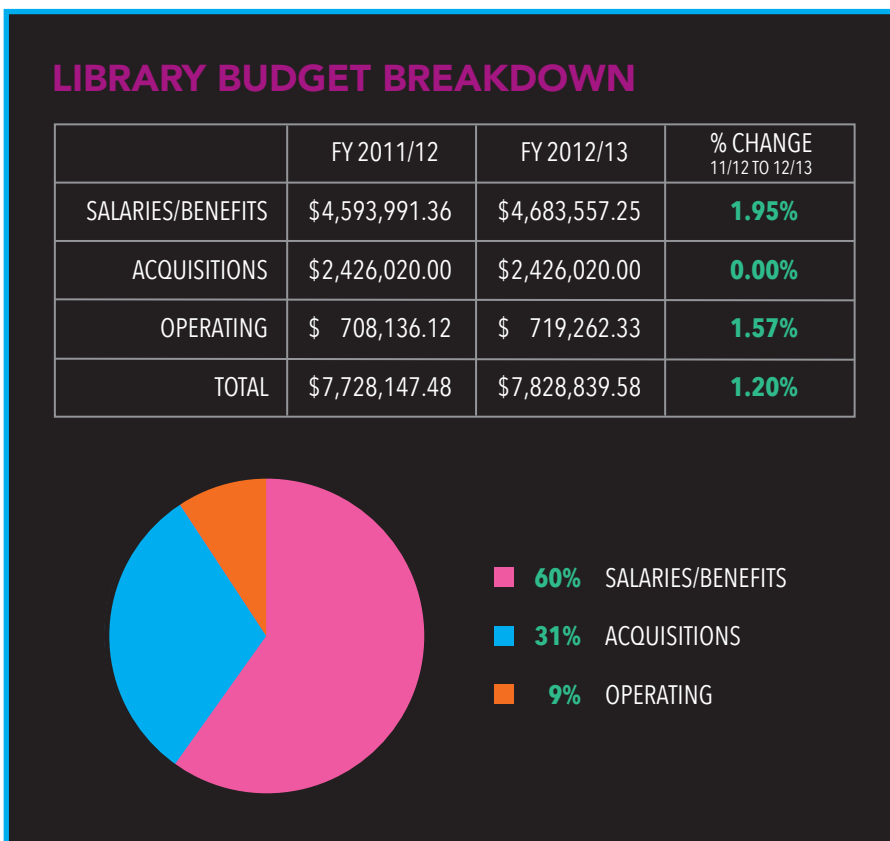
# INVEST

## Capital

The mold problem in the Automated Retrieval System that emerged in Winter of 2011 continued to plague the library this year, but the mold growth was curtailed and funding of \$2M was found to purchase the necessary chiller, handling equipment, and insurance coverage was used to remediate the mold! At the end of FY 2012/13, equipment had been ordered and we were hopeful to reopen the ARC by January 2013, nearly two years after the initial outbreak.

## Operating Budget

In an effort to stop the cycle of canceling 5% of library collections/databases each year just to account for inflation, the Provost's Office will build in a 5% increase for the collections budget in its budget request each year.



### WAYS EMU LIBRARY FACULTY & STAFF SERVE THE REGION:

- Member of the Board of the  
Ypsilanti District Library
- Tutor for Washtenaw Literacy
- United Way volunteers
- Puppet show for  
Head Start program
- Book selection committee for the  
Ann Arbor/Ypsi Reads program
- Contributor to Autism Awareness Day
- Volunteer for the  
American Heart Association
- Church librarian/archivist

## Time

The library gratefully acknowledges the time and attention contributed by the Library Advisory Committee and the liaisons from each academic department.

The EMU library is grateful to our major vendors, major professional associations, and consortial partners, who invest in us and in whom we invest as well:

- *Michigan Electronic Library (MeL)*
- *Directors (COLD)*
- *ExLibris*
- *Swets*
- *Midwest Collaborative for Library Services (MCLS)*
- *Michigan Council of Library*
- *Michigan Library Association (MLA)*
- *ProQuest*
- *Online Computer Library Center (OCLC)*
- *Library Orientation Exchange (LOEX)*
- *Yankee Book Peddler*