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Connecting to Success: WKU Libraries Annual Report FY20

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Annual Report 2019-20

CONNECTING to SUCCESS





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connecting to success with

THE DEAN



#TogetherWKU

Together WKU was the theme for the Day of Caring and I think it captures this past year perfectly.

Together, WKU Libraries practiced physical distancing and worked to evolve our services and resources during this unexpected year in support

of teaching, learning and student success. Together, we scanned and digitized print matter for continued access to materials. Together, we provided reference, teaching and other public services online.

In many ways, WKU Libraries was prepared. By utilizing our newly implemented 24/7 chat reference, research guides, and migration to streamed video content, we were able to meet our core mission of connecting to students wherever and whenever they needed us. I am very proud of all employees in the libraries. Together, we share the fortitude which allows the WKU community to climb higher.

www.youtube.com/watch?v=nIGNI_q7yw4&feature=youtu.be

Aussun E. DeVries

SERVICES DURING COVID-19



No one could have predicted the pandemic encountered in 2020. Transitioning to online had its challenges, but the University Libraries has been offering online services and resources for many years so the adjustment was somewhat natural. While we missed the face-to-face interaction with the campus community, library faculty and staff were up for the challenge of exclusive online learning. Actions implemented during COVID-19 included:

- Research assistance was available online, featuring our 24/7 live chat service
- Subject specialist librarians participated in online zoom classes as well as individual sessions
- Additional resources such as streaming videos were offered to faculty and instructors to assist with online learning
- Thousands of existing materials in the library databases continued to be accessible for faculty and student research
- Interlibrary loan and document delivery services were available for digitizing print materials and obtaining additional materials electronically
- Due dates for materials were extended to ease the stress placed on students
- Door pickup service for requested materials



▲ Libraries' Laura DeLancey, Ken Foushee, Todd Seguin, and Tony Paganelli are offering online services for individuals, groups, and classrooms.

LIBRARY FEATURES



Affordable Textbook Initiative brings students cost savings

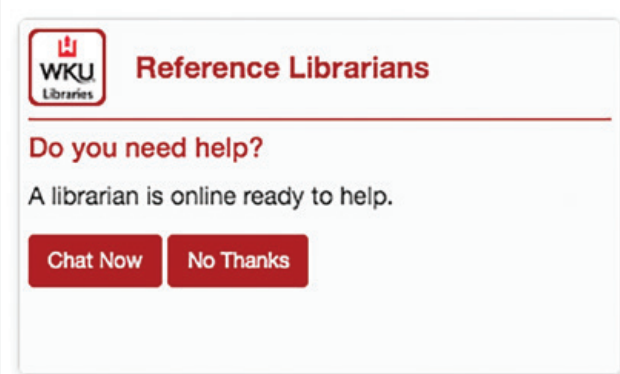
University Libraries was one of six selected recipients of the WKU Sisterhood grant in the amount of \$15,500 for the 2020 Affordable Textbook Initiative. Department Chair Laura DeLancey says the goal of the initiative is to incentivize faculty adoption of library-licensed or Open Educational Resources in place of traditional textbooks, bringing cost savings to students. In March 2020, ten WKU faculty from varied disciplines were selected through a competitive process to receive a \$1,500 grant in an effort to provide cost-free materials to their students for their fall 2020 courses.



Above Left: Left to Right, top row: Carnetta Skipworth, Associate Professor, Chemistry; Jacob Bly, Assistant Professor, Economics; Andrew Head, Assistant Professor, Finance; Reagan Brown, Professor, Psychological Sciences; Dorothea Browder, Associate Professor, History **Left to Right, on the couch:** Toni Szymanski, Associate Professor, School of Teacher Education; Scott Bonham, Associate Professor, Physics and Astronomy; Anne Heintzman, Instructor, School of Professional Studies; Dana Sullivan, Professor, Social Work (not pictured); Christopher Groves, Distinguished Professor, Geology and Geography (not pictured)
Left: Library Technical Services Department Head Deana Groves and Library Public Services Department Chair Laura DeLancey represented University Libraries at the annual WKU Sisterhood on October 25 and were presented a \$15,500 award for the Affordable Textbook Initiative.

New 24/7 online chat shows positive results

In May, University Libraries migrated to a new online chat system called LibChat. The library chat widget, embedded on all library webpages, now pops up after a few seconds to ask patrons if they need help. Since the new system was installed, there has been a 300% increase in usage.



300%

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LIBRARY FEATURES



WKU Libraries piloted a program with the College of Health and Human Services (CHHS) to bring library research guides, known as LibGuides, directly into Blackboard online courses. Through integrating LibGuides into the CHHS courses on Blackboard, students and faculty are now able to identify subject-specific librarians, to connect appropriate guides containing databases directly related to the specific discipline, and to discover helpful tips to strengthen research efforts.

WKU Libraries

Western Kentucky University Libraries / Research Guides / Profiles / Carol Watwood

Carol Watwood



Schedule Appointment

Students can contact me at carol.watwood@wku.edu

My Guides

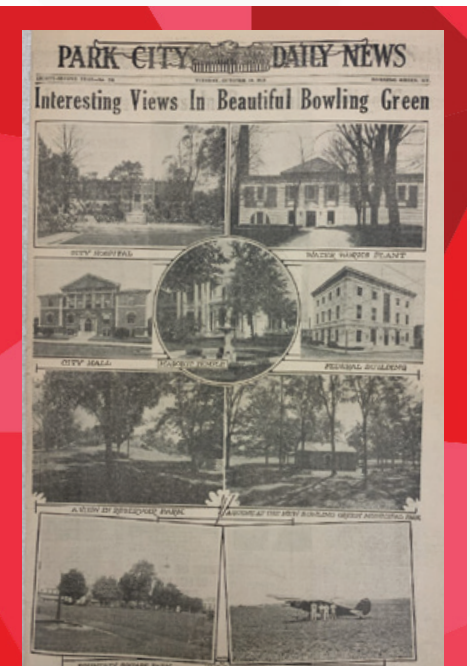
Allied Health	May 7, 2020	104
Applied Human Sciences: Families and Children	May 7, 2020	79
Applied Human Sciences: Hospitality Management, Nutrition, & Dietetics	May 7, 2020	303
Communication Sciences and Disorders	Jun 11, 2020	287
Dentistry and Dental Hygiene	Jun 10, 2020	231

My Subject Specialties

- Allied Health
- Applied Human Sciences
- Communication Sciences and Disorders
- Dentistry and Dental Hygiene
- Health and Wellness
- Nursing
- Physical Therapy
- Public Health and Management Science
- Social Work

BG Daily News archive now online

WKU Libraries partnered with the Bowling Green Daily News and Newspapers.com to digitize more than 100 years of *Daily News* archives. More than 770,000 pages dating back to 1902 are now available free to on campus users from the library's website.



RESEARCH INSTRUCTION

“ Roxanne is wonderful at finding what we can't find. She is always, always pleasant and excited about working with my students. I am so thankful for Roxanne as a resource and absolute wonderful colleague. WKU is fortunate to have her – she's amazing. I know all of my students would agree.

Dr. Loretia Dye
Associate Professor,
School Counseling Program Coordinator

”

5,071

Reference Consultations

326

Groups/Classes

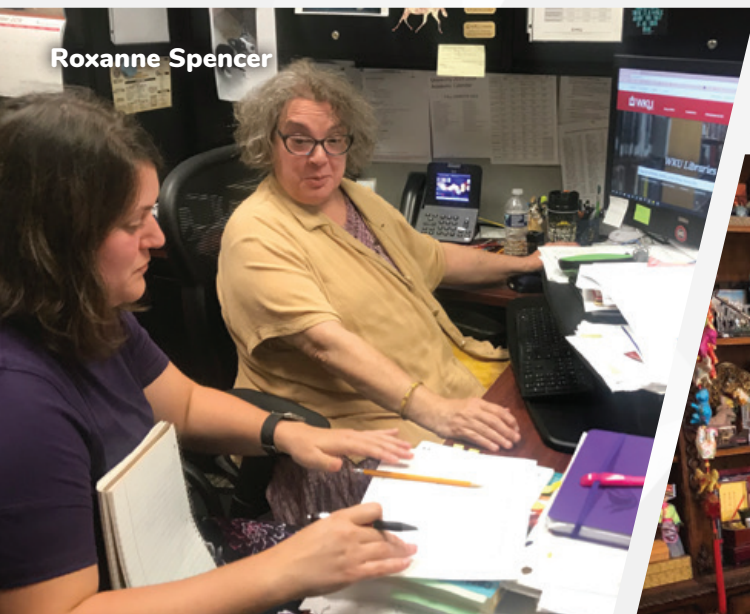
3,363

Attendees

Research instruction took on a different look as the university adapted to online teaching during the pandemic. For the majority of the academic year, faculty and staff provided research instruction in a traditional in-person individual, small group, or classroom setting. By mid-March instruction was moved to an exclusive online format, using zoom for the majority of live instruction sessions.



Carol Watwood



Roxanne Spencer



Haiwang Yuan

APPLIED LEARNING

Hannah Hudson: Hire Special Collections Intern

“ Most importantly, I have learned how to use library and archival resources for research.

Hannah Hudson ”

Hannah Hudson, lifelong resident of Macon County, Tennessee, was the Dr. Delroy & Patricia Hire Special Collections Intern for 2019. The Hire Internship was established in 2015 to provide students with professional experience working in a special collections library, specifically material from Allen and Monroe counties in Kentucky and Macon County in Tennessee.

Hudson was a sophomore at WKU at the time of her internship, pursuing a degree in Cultural Anthropology with a minor in Folk Studies. “It’s given me insight into the entire process from acquisition to sorting and scanning to cataloguing,” said Hudson. “I particularly enjoy visual anthropology and how photographs portray people’s lives.”



2019 Hire Intern Hannah Hudson (center) with Dr. Delroy Hire (left), founder of the Hire Special Collections Internship, and Jonathan Jeffrey (right), Library Special Collections Department Head.

Hudson worked with Library Professor Jonathan Jeffrey on Congressman Tim Lee Carter’s collection of over 900 boxes to assist Monroe County with its bicentennial celebration. In addition, she worked with Visual Resources Librarian Nancy Richey to transcribe 1850 and 1860 slave censuses. “Seeing their names, ages, classification, disability, and other information left a huge impression on me as I worked on the data,” said Hudson.

On her blog, she wrote “Throughout my time as an intern with Special Collections, I have gained experiences that will be valuable in my future such as scanning, writing, and cataloging in Past Perfect. Most importantly, I have learned how to use library and archival resources for research.”



Hudson is shown scanning archival materials. ▶

APPLIED LEARNING

Olivia Bowers partners with Libraries for honors project



Olivia Bowers

WKU honors student Olivia Bowers from Aurora, Indiana, graduated this past May with a major in Art History and a minor in Visual Arts. Tasked with completing an undergraduate capstone experience/thesis through the Mahurin Honors College, Bowers was charged with providing a research report and online exhibit of the United States Senate Clerk's Desk, in the chamber from 1859-1951.

Scholarly Communications Specialist Todd Seguin worked with Bowers to publish her capstone's online exhibit on WKU Libraries' TopSCHOLAR® —the university creative activity and database repository. "Todd was a great help in setting up my exhibit and ensuring it would be as accessible as possible," said Bowers. "I owe so much to the library resources not only on this project, but on almost all of my research here at WKU. The resources at (University Libraries) and free access to so many online databases, such as JSTOR, have helped me get my projects started and heading in the right direction."

Bowers' online exhibit can be found at digitalcommons.wku.edu/kym_sp_senate_desk/ and more information on WKU's TopSCHOLAR® can be found at digitalcommons.wku.edu/



Pictured above is a visual assessment and analysis of the design of the U.S. Senate Clerk's Desk, as displayed on Olivia Bowers' capstone experience/thesis on TopSCHOLAR®.

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WKU FACULTY

By Professor Mary Wolinski, Department of Music

“ In short, the University Library provides the foundation for what we study.

Mary Wolinski
Department of Music ”

The University Library is important because it is a treasure house of learning. First of all, not everything is online and free. It's a privilege to be able to check out all kinds of books and recordings and to find online publications that are available only by subscription. It is not just about content. It's about the kind of content. The Library's holdings are reliable, vetted by scholars, and go deeper than what is found on commercial sites. When you use the Library, you know you are in the company of great minds. It also houses the fruits of our labor for others to use, informally through TopSCHOLAR®, and through its collections of printed works, recordings, and databases.

The Special Collections Library has books that go hundreds of years. There is nothing like handling those kinds of materials. The Library welcomes classes to use those objects and the Special Collections librarian will help faculty plan those activities. There students experience what it is like to work in a research collection.

I also find in the library a welcome place to work. It's where one can concentrate and form memories somewhere other than in one's home or classroom. There are interesting things to look at and one can meet other readers, too. The Visual and Performing Arts Library is a warm and inviting place to work in, but there is much entertainment to be had. When it opens back up, we'll have a great place to study, to use its smart classroom, and to check out all kinds of media. The VPAL's Coordinator (Katherine Pennavaria) and staff have helped me in numerous ways. For now, see some fine streaming documentaries through Kanopy in the Library's Databases without having to pay for Netflix.

In short, the University Library provides the foundation for what we study.

It preserves the dialogues of the past that continue to provoke and inspire.

WKU Libraries houses over 26,400 music materials, including books, audios, videos, music scores, hymns, journals, and many archival materials. ▶



BY THE NUMBERS



Collections

1,665
Streaming Videos

66,943
Total Journals
(Electronic & Print)

662,647
Total Books
(Electronic & Print)

22,353
Sounds and Video
Recordings

Library Special Collections

7,196
Linear Feet
(Manuscripts & Archives)

46,551
Special Collections
Pages Digitized



6,167
Items added to
Digital Repository



Services

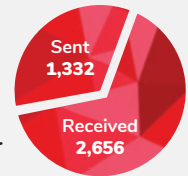
66,025
Circulated
Materials

940
Study Room
Sessions
*(individual, small
and large group)*

3,988
Interlibrary
Loan Total

72
Electronic
Devices

5,071
Reference
Consults



\$6,448,167
Total
Expenditures

\$3,673,072
Personnel & Operating

\$2,775,095
Collections



Usage

249,512
Website Visits

128,679
Primo Searches

14,279
LibGuide Views

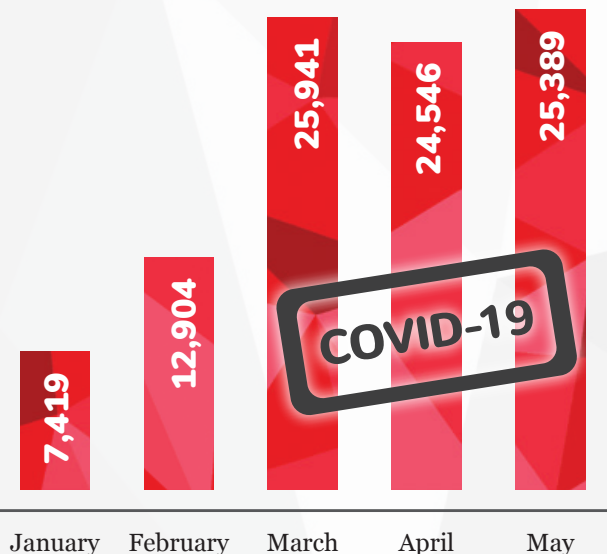
719,512
TopSCHOLAR®
downloads

516,905
Electronic
Journal Usage

251,881
KenCat Page Views
(Special Collections)

27,309
Electronic
Device Usage
*(laptops, computers,
Chromebooks)*

Google Searches for WKU Libraries



OUTREACH

Human Library

University Libraries hosted a Human Library event on November 12, 2019 in Cravens Library with the goal to break down prejudices and offer a platform to encourage greater acceptance and tolerance of individuals who have a different perspective on issues. Participants talked to one or more “human books” who discussed topics including bipolar disorder, law enforcement, surviving cancer, religion, owning a small business, weight loss surgery, and women in politics. ▶



▶ Library Public Services Department Chair Laura DeLancey is talking with prospective students at the Preview Day for Ogden College.



▶ Nancy Richey, professor in Library Special Collections, leads a Community Education class in the Kentucky Library Reading Room.



HerStory

University Libraries participated in HerStory at the Kentucky Building last fall, celebrating women in history and giving young women in the community an opportunity to learn about potential careers and be empowered. Special Collections displayed a sampling of its large paper doll collection and Beulah Winchel Ed Library provided numerous books about women in leadership roles while offering activities at each table. ▶

OUTREACH



▲ President and Mrs. Caboni offered cookies and caffeinated treats to the students studying in the libraries during finals week.



▲ Each year, University Libraries collects food and forgives library fines of \$1 per item donated to help students alleviate their fines and to assist the WKU food pantry that serves the campus community.



◀ Inspirational buttons were a hit with the students during finals week.

University Libraries partnered with WKU Admissions to give Macon County, Tennessee high school students a tour of the libraries and campus offerings. Pictured here Morgan Moran and Amanda Hardin are providing research instruction to the honors English class. ▼



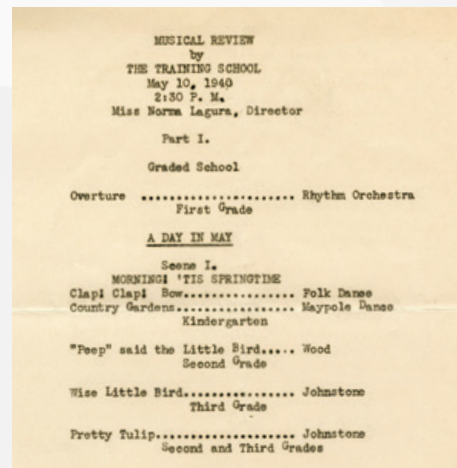
University Libraries gets in the homecoming spirit with their annual tent on campus, offering prizes and treats to the students. The year's theme 'Decades of Spirit' included archives from Library Special Collections, featuring many homecomings of previous years. ▼



SPECIAL COLLECTIONS

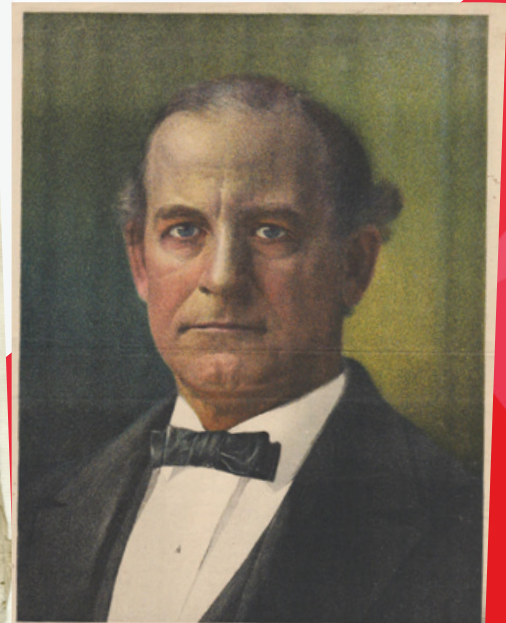
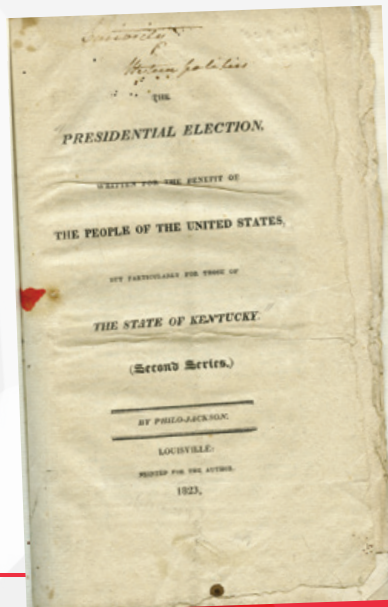


A number of important manuscripts were processed this year, including the papers of the immediate family of Philip Jordan Noel (1874-1950), a local insurance agent who was also an inventor, song writer and investor. The papers document his business, family, and his colorful personal life.



One of the significant collections accessioned by WKU Archives this year is the personal papers of John D. Minton, Jr. (1921-2008), who served in various capacities at WKU from 1958 to 1986 including interim president in 1979. Other interesting additions include an oral history with Anna Iszard, an early WKU graduate, and a donation of music programs which includes items from the WKU Training School.

Special Collections acquired significant political pieces to add to its vast collection: a large color broadside of William Jennings Bryan, a former Nebraska congressman and U.S. Secretary of State, who campaigned in Bowling Green on several occasions and a rare 1823 pamphlet published in Louisville.



My dear Mr. Hayes - I am delighted to know that you are going to establish a paper at Bowling Green. It will be a great help to Democracy in its fight against Democracy with its enemies.
- James C. Breckinridge

SPECIAL COLLECTIONS



▲ A baby book from Mary Ruth Grise



▲ A document bearing Daniel Webster's signature



▲ An 1881 Warren County marriage certificate

Other significant acquisitions made accessible:

- Records of Bowling Green's Johnson Funeral Home with funerals from 1948-1969
- Bowling Green Mayor Harold A. Miller's papers
- Green River flood of 1913 in Calhoun, Kentucky
- A soldier's remembrance of the battlefield at Perryville
- A letter from Governor Edwin Morrow discussing the importance of women's vote in the 1920 election



▲ Ray B. Buckberry made a significant gift of over 25 pieces of sheet music by African American composer and entertainer Ernest Hogan, a Bowling Green native who is sometimes credited as the originator of ragtime music. Besides the sheet music, Buckberry also gifted his research material on Hogan.

SPOTLIGHT ON JONATHAN JEFFREY

by Lynn Niedermeier

As of June 30, we wish a glorious retirement to Jonathan Jeffrey after his 30-year career in WKU's Department of Library Special Collections. A Denton, Texas native, Jonathan earned bachelor's and master's degrees in history from the University of North Texas and Stephen F. Austin State University. After receiving his M.L.S. degree from the University of Maryland, he joined the Department in 1990 as Special Collections Librarian. Jonathan became Manuscripts & Folklife Archives Coordinator in 2007, and in 2014 assumed the responsibilities of Department Head.

During his tenure, Jonathan saw dramatic growth in the Department's holdings, as well as the transfer of the WKU Archives from Helm-Cravens Library to the Department's home in the Kentucky Building. With this expansion came new challenges in the areas of staffing, space, and access. Nevertheless, Jonathan observes, **"we have helped open up the collections to our students and the general public,"** especially with initiatives to put more materials online. It was a **red-letter day** when, as Manuscripts & Folklife Archives Coordinator, he presided over the retirement of the "old card catalog" after making thousands of collection finding aids available online in TopSCHOLAR®, WKU's institutional repository. Digitization projects have made other materials such as audio interviews, genealogical resources, local history publications, and the Kentucky Library's large ephemera collection accessible through TopSCHOLAR® and through KenCat, the Department's online catalog. Under Jonathan's leadership, the Department's Folklife Archives gained accreditation as a repository for the Kentucky Oral History Commission in 2018.

Jonathan is living proof that being an academic librarian is not just about collecting and cataloging. **"We are here for the students,"** he says, **and over the years he has enriched their learning in ways that go far beyond day-to-day reference service.** Ready to work with any department on campus—from History, English and Folk Studies to Engineering, Public Health and Consumer and Family Sciences—for research instruction, practicums and independent study, Jonathan has also supervised dozens of interns. Some of them, he proudly notes, have been so rewarded by the experience that they have sought further training for careers in libraries and cultural institutions.





Jonathan also leaves an appreciative audience in the Bowling Green community and beyond. **“I’ve always considered one of our roles in Special Collections to be that of ambassador for public history,” he says.** His publications and presentations—more than 1,700 of the latter—to groups large and small have ranged across subjects as diverse as historic architecture, the Shakers, the history of library services in Kentucky, gravestones and burial customs, and famous personalities of the Commonwealth. Topics special to Bowling Green have included its public library, cemeteries, churches, notorious crimes, and even its stock car racing heritage. Though widely known as the “go-to” person for city and county history, Jonathan has a particular love of architecture that is evident to anyone who has followed him on a tour around Fountain Square or Bowling Green’s historic neighborhoods. And who can forget his transformation into “Amos Taylor,” the feisty old gravedigger who expounded on the tombstones (and people beneath them) as he guided onlookers through Fairview Cemetery?

Jonathan’s enthusiasm, scholarship and service have brought him well-deserved recognition, including several University public service and research awards; the Margie Helm award from WKU Libraries; service awards from community organizations such as the Landmark Association and Riverview at Hobson Grove; publication and education awards from the Historical Confederation of Kentucky and the Kentucky Historical Society; and a prestigious South Central Kentucky Jefferson Award. And if this isn’t more than enough to establish Jonathan’s legacy, his contributions will live on in the Jonathan Jeffrey Architectural Endowment Fund, an account he began building more than a decade ago to finance the purchase of books, printed material and architectural drawings for the Department’s collections.

Most emblematic of Jonathan’s successful career is the praise and appreciation of colleagues and friends. **“Jonathan is the closest we have to a ‘national treasure,’”** says former Dean of Libraries Connie Foster. **“As a colleague and department head, he always had my best interest at heart,”** says Visual Resources Librarian Nancy Richey, “and he always helped us make the best personal and departmental choices.” Kentucky Museum Registrar/Collections Curator Sandy Staebell, who has collaborated with Jonathan on many projects over the years, praises him as “diligent, hardworking, insightful and productive,” with a focus on “getting the job done correctly.” Manuscripts & Folklife Archives Assistant Lynn Niedermeier agrees. “Jonathan is extremely disciplined and goal-oriented. His encyclopedic knowledge, range of interests, approachability and respect for students, faculty, staff and patrons have made him an exceptional leader for Special Collections.”

Libraries Dean Susann DeVries says, “His energy and enthusiasm for Archives and WKU made our Libraries a better place for all of us.”

Thank you for a job well done, Jonathan, and here’s to a rich and rewarding retirement!



SPECIAL RECOGNITIONS

Margie Helm Student Awards



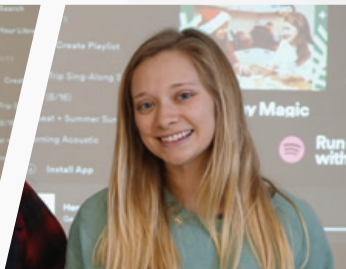
Joshua Everson



Savannah Herron



Miranda Kennon



Claire Storms



Kathy Foushee



Jack Montgomery

Margie Helm Staff Award

Kathy Foushee

Margie Helm Faculty Award

Jack Montgomery

WKU Faculty Awards for University Libraries

Excellence in Service

Roxanne Spencer, Associate Professor,
Coordinator of Beulah Winchel Education Library

Research & Creativity

Nancy Richey, Professor, Reading Room
Coordinator / Visual Resources Librarian
Recently promoted to full professor



Roxanne Spencer



Nancy Richey

Retirements



Elisabeth Knight
Associate Professor for
Library Public Services
25 years



Dewayne Stovall
Sr. Govt Info &
Law Specialist
30 years



Jonathan Jeffrey
Head of Library Special
Collections, Manuscripts
and Archives Coordinator
30 years



**Professional Marketing
Association 2019 Markie Award**
for WKU Libraries Annual Report 2018-19

DONOR SUPPORT

“ Students have greatly benefitted and continue to benefit from the generosity of our supporters. Endowments funded by our friends of the libraries allow for student awards, fellowships, and internships today, and also in the years to come.

Susann deVries
Dean of WKU Libraries



Matthews receives 2019 Nancy Disher Baird Research Fellow

J. Barrington Matthews was our 2019 Nancy Disher Baird Research Fellow. He is pursuing his PhD. at William & Mary. Here's what he had to say:

"Western Kentucky University's Library Special Collections has been a tremendously helpful resource during my dissertation research. WKU's archives hold key records on Mammoth Cave's history found nowhere else, and it is difficult to imagine completing my project without the benefit of its collection. Visiting the university and working with the library staff was a highlight of my recent research trip to the region, and I am deeply grateful for the generous funding awarded through the Nancy Disher Baird Research Fellowship in support of that travel. I hope that

my dissertation will offer a worthy contribution to the history of the development of Kentucky Cave Country, and the generations of Kentuckians who lived, worked, and traveled there."

Austin Stacey awarded Connie Foster Scholarship

The recipient of the 2019-20 Connie Foster Student Scholarship was Austin Stacey, a biology major from Crescent Springs, Kentucky. The Connie Foster Student Scholarship is an endowment, created in the namesake of former Libraries Dean Connie Foster and given to students annually. Through a competitive process, the award is given out to one or more library student workers who have excelled in the classroom, illustrated service to the university and demonstrated a financial need.



Total FY20 Donations: **\$38,246**

Go to wku.edu/library/donate to learn more about giving opportunities.

COLLABORATIVE SPACES

“ This is not about a physical structure. This is about a place, on top of the hill, for our faculty, staff and students to gather to engage deeply and to have difficult and meaningful conversations.

President Timothy Caboni

”



In Summer 2020, Lockett & Farley, Gensler and A&K Construction leadership with WKU President Timothy Caboni, University Libraries Dean Susann deVries and members of the Commons Steering Committee gathered in front of the 15,000 pound beam that was raised and will line the new glass wall, supporting the third floor. This celebratory event noted the midpoint for the Commons at Helm Library construction project.

“The path of the learner has evolved from consumer of knowledge to active participant. The future of the library must respond to this shift, moving from static purveyor of information to active academic hub where knowledge is created,” said David Broz, Principal at Gensler, an international architecture, design, planning and consulting firm to the *College Heights Herald*. “The Commons at Helm represents this future, a space that engages and connects students and faculty through a blend of individual and social learning spaces, complemented with academic support programs. Food provides the fuel, while the adaptive reuse of a former gymnasium provides spectacle and inspiration to fully realize the library’s purpose as a window to the world for the students and the community alike.”

The Commons at Helm Library will offer multiple dining options, individual and collaborative work spaces for students as well as a place for student engagement with faculty and staff, while honoring the building’s history as the original basketball arena. The 85,000 square-foot multi-purpose facility is scheduled to be completed in 2021.

In Memoriam

Uma Doraiswamy

WKU Libraries

April 2006 – July 2020

WKU Libraries was deeply saddened to receive the news of the passing away of Uma Doraiswamy. Uma served the library for 14 years in the Department of Library Technical Services, first as Social Sciences Catalog Librarian and then as Coordinator of Bibliographic Access. Uma received her Master of Library Science degree from Emporia State University in August 2005 and before that, she earned a Master of Arts in Writing from Indiana State University in 2003. She was tenured and promoted to Associate Professor in 2012. Uma was a valued colleague who was always ready to assist library personnel and patrons alike. She played a vital role during the library systems migration to Alma, her cataloging knowledge helped the library make a smooth transition. Uma also enjoyed writing short stories and poetry, yet rarely shared them with others. Her kindness and generosity will be missed by many.



Annual Report Contributors

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Photo Credit: Bowling Green Living magazine, Laura DeLancey, Bryan Lemon, Library Special Collections, Clinton Lewis, Tony Paganelli, Ben Runner, Glenda White, Jennifer Wilson, Haiwang Yuan

*Special thanks to Chris DiMeo, our talented graphic design student who graduated May 2020 and worked hard for three academic years making all our promotional materials look impressive and professional!