



Foley Center Library 2010/2011 Annual Report

Highlights and Accomplishments

Technology

- **Gonzaga in Florence library retrospective conversion:** Sydney Chambers, Foley's Catalog Librarian, negotiated a special project quote to enter GIF's library records into the OCLC database, adding Florence as a branch library of Foley. The GIF librarian Emily Grayson scanned the GIF shelflist, which allowed Sydney and Foley's cataloging staff to add holdings to 9,814 bibliographic records in OCLC. Sydney then loaded the records into Gonzaga's online catalog. GIF's records are currently available in the online catalog. Emily is coming to Spokane in July for training and hopes to go live with the online catalog and circulation system in Florence very soon. Her visits have proven to be a very effective means to provide training that would be difficult to do on-site in Florence as well as an opportunity for her to collaborate with other campus departments, such as Blackboard.
- **Primo and SFX:** Primo is a "next generation" catalog interface which provides access to all types of information which Foley has purchased or licensed. In one search a patron can find books, DVD's, and articles from Foley's collection. If the full text of an electronic periodical or other digital resource is available, the patron can click on it from Primo and go directly to it. It also provides many other "facets" which allows the patron to narrow or clarify a search. SFX is the underlying software which provides the links to digital resources. A cross departmental team lead by Brenda Warrington spent several months configuring and testing Primo and SFX. It went live in a beta version in July 2011. Since the contract for Primo and SFX is for the Gonzaga database, they are also available to Chastek and GIF. Both libraries are considering implementation later in 2011.
- **Turnitin:** Brenda Warrington held approximately 25 training sessions for faculty in the use of Turnitin. 154 instructors and 4,540 students used it which generated 8,756 submissions. 1,359 submissions had no matches, 6,230 had 0-24% matches, 81 had 50-74% matches and 54 had 75-100% matches. She negotiated a trial of PeerMark which provides peer reviewing and GradeMark which allows faculty to add comments and grades online directly to a student's paper. Gonzaga has licensed these products and Brenda will facilitate their usage.

Services

- **Building usage:** As indicated in the attached statistics, building usage increased by 10% this past year. One possible explanation is that this was the first full year of the expanded hours until 2 AM during the fall and spring semesters.
- **Instruction:** The number of on-site library instruction classes decreased slightly due to the reduction in the number of Pathways classes. However the total number of students taught increased from 4,412 the previous year to 4,512. The online Research Primer course completed its first full year with 14 sections reaching 280 graduate students. Last spring a new tenure track librarian position was approved for Public Services. We anticipate a hiring date of late fall. One of the primary responsibilities for this position will be library instruction in order to expand our instruction and assessment efforts in the library.
- **Library H3LP:** Last fall Foley implemented Library H3LP, which allows patrons to text messages to the reference desk from a cell phone or to chat online with reference staff. It accounted for 1,264 or 12% of all reference queries.
- **Student Orientation Infoline:** Last fall the Infoline for new student orientation was held in Foley. This proved to be very successful, and it will be held in Foley again this fall.
- **Powered tables:** With more and more patrons bringing their laptops into Foley, power cords have become a safety hazard. In order to provide easily accessible power to users, 15 tables were fitted with electrical outlets.
- **Collaboration rooms:** To facilitate groups working and studying together, 4 large screen televisions were added to group study rooms, and power and internet ports were added to the tables in the rooms. This will enable students to view the internet or other software together or watch DVDs for class.
- **Lockers:** In response to user request for storage space, lockers which had been housed in the circulation area and received little use were moved to the public area. The 29 lockers were installed on the main floor and in the 24 hour lounge and keys can be checked out for short term or long term usage.

Collections

- **Databases:** New databases added to the library's resources include:
 - Sustainability Watch which emphasizes information on green energy and resources.
 - LexisNexis Statistical Datasets which provides access to the contents of over 580 datasets and enables the user to view data in side-by-side tables and charts or download to Excel.
 - Project Muse includes 400 peer reviewed journals from non-profit scholarly publishers, including university presses and societies.

- Web of Knowledge provides Science Citation Index, Social Sciences Citation Index and Arts and Humanities Citation Index.
- **Reference sources:** A number of electronic reference sources were added to the collection. An emphasis on electronic resources and weeding of printed reference sources will continue to reduce the reference collection in upcoming years.
- **Digital collections:** As the digital collections web site explains, “the Digital Archives and Collections Team for Gonzaga University works to make historical images and publications from the University Archives accessible while preserving the current climate of campus for future use.” The site has grown to include the Gonzaga Catalogues starting with 1887, Gonzaga Quarterlies, performance programs from the Music Department, and the Senior Art Thesis exhibits from 2009 onward. Funded by a \$225,000 pledge by Howard and Nancy Wildin to support the gift and digitization of approximately 18,000 pieces of sheet music, the library completed a pilot project that digitized a sample 100 sheet music images.

In addition to these “public” collections, the Team is digitizing photographs from the University Archives and loading them into a database that is currently available to staff only. The goal is to digitize all the archival images both for preservation and to make them easily available through the databases’s search engine. Up until last fall the ContentDM software for the digital collections was housed on a server at Gonzaga. Due to ongoing server issues, Foley contracted with OCLC in Columbus, Ohio to host the ContentDM software. Additionally we contracted with their Digital Archives service which monitors the condition of the files to assure their preservation over time.

- **Trend towards electronic resources:** As indicated in the attached statistics, the number of print monographs requested and ordered and the number of print periodicals subscriptions continues to decrease in favor of ebooks and electronic full text periodicals. This trend is likely to continue into the future.

Outreach

- **GU 125th Anniversary:** The University Archives is being actively used by various university groups as Gonzaga prepares to celebrate its 125th anniversary. Special Collections librarian Stephanie Plowman is on the 125th anniversary committee as well as 3 subcommittees: history books, special events and internal community relations. Stephanie is assisting with images for the two commemorative books being written for Gonzaga’s 125th anniversary and the Law School’s 100th anniversary. She selected and scanned over 200 images for the first part of the books and will be selecting many more in coming months.
- **Exhibits:** Exhibits in the Rare Book Reading Room included “Hopkins: a Life Recollected,” “Bulldog Battalion: Gonzaga University Military Science Department Marches On,” and “Gonzagaem Collegium: the Classics at Gonzaga University, 1887 to

2011.” For this exhibit, faculty and students from the Classics Department provided support in researching and installing the exhibit.

- **Bing Crosby genealogical event:** Foley Center staff provided local arrangements and hosted a genealogical workshop featuring Bing Crosby’s heritage. Washington State Library staff from the Washington Secretary of State’s office lead the workshop.

Challenges

- **Dean’s absences:** One of the biggest challenges for the library in the past year was the Dean’s frequent absences due to health issues. Assistant Dean Kathleen O’Connor ably filled in as Acting Dean as necessary and worked with the AVP, department chairs, and library faculty and staff to resolve any problems and keep the library moving forward.
- **Washington Idaho Network (WIN) changes:** While WIN added the OPALL libraries (Corban University, Mount Angel Abbey and Seminary, Multnomah University, Northwest Christian University, and Western Seminary in Oregon and Heritage University in Toppenish, Wa), the two consortia of public libraries (Cooperative Information Network and Valnet) have chosen to leave WIN as of May 31, 2012 due to affordability issues. This will reduce the size of WIN substantially and require a renegotiation of WIN’s contract with Ex Libris. WIN’s budget will need to be adjusted accordingly and the scope of services and staffing reconsidered.
- **Digital collections:** Gonzaga’s 125th anniversary as well as the desire to grow Foley’s digital collections has imposed some strains on staffing for the Digital Collections Team and Special Collections. Additionally Konny Sinton, who resigned in May, was developing some digital collections outside the context of the Team. This year provides the opportunity for the Team to develop comprehensive workflows, collection development plans, and definition of staff responsibilities for digital collections.
- **Materials budget:** Foley did not receive an increase to its materials budget in 2010/11. Because the library had received a healthy increase the previous year, Foley was able to prepay some database expenditures and maintain current subscriptions and licenses. The library did receive a 7% increase for materials for 2011/12, which will support the current collection choices and allow for the addition of some new major resources.

Goals

- **Vision for a Learning Commons:** With the university administration, library faculty and staff and other appropriate partners, Foley hopes to develop and articulate a vision and strategic plan for a learning commons that provides the information resources, technology, services and other tools to optimally support faculty and student academic success. Service models, including support for academic technology and digital media, must be evaluated along with planning for renovation of space, equipment and furnishings.
- **Acquisitions model:** With the resignation of Foley's acquisitions librarian Konny Sinton as of May 31, Linda Pierce has chosen to take over acquisitions for one year. Linda has substantial experience in collection development, and she has been tasked with exploring new acquisitions models, particularly patron driven acquisitions. The hope is to arrive at a new acquisitions model that considers collection choices by faculty, librarians and patrons.
- **Primo and SFX:** With July's introduction of Primo and SFX, which drive the new catalog interface, Foley will complete testing and implementation of the new system, including staff and user education, user studies, and integration of Primo and SFX in library instruction, training materials, etc.
- **Laptop printing:** While Foley is a major center for printing for students, it is not possible currently to print from a laptop which a patron brings to the library. This is a major inconvenience for users, given the number of users who bring laptops into the library. Brenda Warrington has researched the issue and presented the information and the request to ITS over a year ago. This has been turned into a formal project request.
- **Assessment of learning outcomes:** Public Services will standardize student learning outcome goals across the departments to ensure that all librarians who teach are using comparable criteria. A standard curricula for the 101 classes (English, Philosophy, Speech Communication and Religion) will also be developed. Foley has purchased a "clicker" system for assessment which will be implemented this year. Public Services librarians will work toward implementation of an assessment recording system for library instruction, such as an eportfolio.
- **GUR (Gonzaga Undergraduate Research):** Joann Waite from Sponsored Research has presented the idea of holding monthly exhibits, talks, etc. in Foley featuring undergraduate research from various schools and departments. A team from Foley will work with Joann and others to pursue implementation of the idea.
- **Mobile applications:** Increasingly students and faculty are utilizing mobile devices to access the library's website and resources. A cross departmental team is exploring how to format library information to be used in this increasingly important format.



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Statistics

	2010/11	2009/10	2008/09	2007/08
Patron Count	346,881	314,752	296,731	277,959
Reference queries (main desk only)	10,523	11,870	14,188	11,494
Circulation	49,287	45,641	43,355	51,931
Interlibrary loan requests	14,559	16,917	16,436	22,589
Items borrowed	9,940	12,259	11,539	15,076
Items loaned	5,114	4,658	5,736	4,517
Instruction				
Undergrad classes	195	194	153	157
Graduate classes	29	37	24	16
Total	224	231	177	173
Undergrad students taught	4,042	3,755	3,071	2,816
Graduate students taught	470	657	470	446
Total	4,512	4,412	3,541	3,262
Research Primer sections	14			
Research Primer students	280			
Refworks sessions	21	82	71	17
Refworks new users	1,606	1,673	2,008	701
Monographs ordered	2,688	2,875	2,937	3,103
Monographs cataloged (incl. gifts)	4,076	4,926	4,870	5,582
Periodical issues checked in	7,978	9,111	9,748	9,877
Electronic full text periodicals titles	48,985	46,375	40,950	33,847
E book titles	22,640	20,471	5,000	5,000