



# Hoover Library Annual Report July 2015 – June 2016

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## Executive Summary

This year presented several transitional and budgetary challenges but despite those we were able to complete the year having accomplished many significant improvements to the library and its services for the students, faculty and staff of McDaniel. Below are just some of the highlights:

- The 2<sup>nd</sup> floor was renovated this year with upgrades wanted by students, including more study tables with lights and power outlets on the table tops, as well as new carpet and paint to match the first floor color theme. The space is now better designed to meet student study space needs during the day and overnight study hours.
- We also upgraded the technology available to students in two of our group technology rooms to enable students to more easily work together in a technology rich environment using the most current solutions.
- Andrea Briggs arrived in September as our new College Archivist & Special Collections Librarian bringing new skills to the now professionalized and upgraded position. Throughout the year she updated and improved policies, processing procedures, organization of the collection and website, and added new digital content to publicize collections and engage the community.
- David Brennan arrived in November as our Head of Technical Services & E-Resources Librarian and immediately got to work cleaning up records for our digital content and updating processes to ensure records are kept up-to-date and as current as possible so users can easily locate content in our collections. He also helped us solve long time quandaries, such as how to alert people to our newest acquisitions and how to report if they have problems accessing an online resource.
- Four library staff members moved on to new opportunities elsewhere this year: Angie, Brynne, Jordan and Marla. The three librarian replacement hires were in progress at the end of June with anticipated positive outcomes.
- Peggy Klinge's arrival in November as Circulation & Reserves Manager is bringing new perspectives into that department's operations from her years of work in the public library. She is focused on making improvements to customer service through better management of circulation student employees and documentation of procedures.
- We continue to carefully manage our budget priorities to ensure we can support the research needs of the institution and we were able to add over 51,000 volumes to our holdings which includes an additional 3,940 electronic books and 1,609 streaming videos. We increased our access to online electronic journals by 16,036 this year while adding several new needed databases, such as: *LGBT Life*, *Blooms Literature*, *Horn Book Guide Online*, *Wilson Graphic Novels Core Collection*, improved access to the *NY Times Online*, and *ATLA* has been upgraded to *ATLAS* (with full text).
- The Nora Roberts American Romance Collection continued to be developed with new authors added and increased publicity to ensure researchers know about the collection.
- We have begun to make more impactful experiences possible for information literacy education of graduate students thanks to a partnership with the Deaf Education program to team teach a new "Writing & Information Literacy" class to students entering the program.
- The Hoover Library continues to be a substantial net lender in Carroll County with 13,348 of our items borrowed at other libraries, ensuring that McDaniel supports the research needs of the entire community it serves.

## Narrative Highlights for Strategic Focus Areas

### Student Learning and Engagement

- Librarians continued their practice of working with all First Year Seminar (FYS) classes. Librarians worked hard to meet with students in their FYS sections for information literacy instruction twice during the semester. The sessions' six objectives and content were based on the librarians' continuing development of the Information Literacy Plan.
- Librarians surveyed FYS students assessing students' comfort and confidence level with using library resources and services. Students responded using a Likert type scale. Students completed this survey at the beginning of their first information literacy session and at the end of their second information literacy session. Results detailed below indicate positive change in student attitudes:

- How confident are you in your ability to find good sources for a research project?

	Pre-test (n=298)		Post-test (n=287)	
	<i>Quantity</i>	<i>Percent</i>	<i>Quantity</i>	<i>Percent</i>
Very Confident	37	12%	90	31%
Confident	125	42%	147	51%
Neutral	99	33%	43	15%
Unconfident	33	11%	2	.7%
Very Unconfident	4	1%	5	2%

- How comfortable are you using the Library to find good sources for a research project?

	Pre-test (n=298)		Post-test (n=287)	
	<i>Quantity</i>	<i>Percent</i>	<i>Quantity</i>	<i>Percent</i>
Very Comfortable	37	12%	88	31%
Comfortable	99	33%	143	50%
Neutral	108	36%	47	16%
Uncomfortable	52	17%	5	2%
Very Uncomfortable	2	.8%	4	1%

- How comfortable are you using the library website?

	Pre-test (n=298)		Post-test (n=287)	
	<i>Quantity</i>	<i>Percent</i>	<i>Quantity</i>	<i>Percent</i>
Very Comfortable	35	12%	104	36%
Comfortable	82	28	131	46%
Neutral	122	41%	45	16%
Uncomfortable	58	19%	6	2%
Very Uncomfortable	2	.6%	2	.7%

- A more in-depth outcomes assessment of FYS was conducted by creating a rubric to score student end-products in three courses that provided final papers. Librarians applied the rubric to each paper, discussed some of the patterns they were seeing and are using initial evaluation of the results to inform development of next year's FYS instruction. The overall analysis of the findings will be complete and shared soon. We hope to use the end-product rubric assessment with a larger number of Fall 2016 FYS classes.

- Armed with the results from aforementioned and prior assessments, librarians began development of a new FYS plan. Desire to create more meaningful experiences for students from all levels of ability and address the challenging Fall class workload led librarians to develop initial plans for an online first session. In future, this will be offered to FYS professors as an alternative to bringing their classes to the library for the first session. This online component and the corresponding active learning face-to-face session will help students understand their information needs by deconstructing an assignment, navigating the “information ecosystem” while determining authority of sources consulted, and using the information gathered to construct a scholarly work.
- Fourteen FYS course sections benefited from the game-based learning experience titled “Citation Master,” created by librarian Jordan Sly and his McDaniel College colleagues as part of the ACRL Assessment in Action program. The desired outcome was for students to develop an understanding of best practices and benefits of attribution in academic work. We intend to revise this experience because the experimental truncated version for FYS didn’t seem to allow enough time to accomplish the goals.
- Marla Beebe worked closely with Robin Armstrong, a music professor, to integrate information literacy instruction based on the *Framework for Information Literacy for Higher Education* into her SIS and two music courses. Students delved deeply into the concept of authority as contextual as well as refining their understanding of the search process.
- Andrea Briggs worked with students from Priscilla Ord's ENG 1002 course in Fall 2015 to research the histories of buildings and prominent individuals on campus, speaking to two class sections and arranging one-on-one meetings with students to assist with their research. Andrea also presented a selection of archival materials which reflected how the College has represented itself throughout the decades to Dr. Robert Lemieux's COM 3150 Organizational Communication class in Spring 2016.
- Jessame Ferguson and Marla Beebe provided a session with the Center for Faculty Excellence (CFE) on the *Framework for Information Literacy for Higher Education*. Faculty developed an understanding of the basis for this concept-based (as opposed to strictly skills-based) instruction. This included insights into how it impacts the development of the library’s information literacy plan. Attendees participated in active learning activities and discussion to appreciate the benefits to students in their classes.
- Librarians continued developing a new information literacy plan focused on *the Framework* throughout the academic year. Librarians drafted a document outlining the ideal learning outcomes expected of students when they graduate from McDaniel College and began the process of outlining performance indicators for stages throughout their development. In particular, FYS outcomes and performance indicators were focused on and refined the most.
- Seniors completed the Project SAILS information literacy test in their capstone or senior seminar courses throughout the year. This process required detailed organization to ensure that students who completed the Project SAILS test (version 1) during their first-year orientation were retested with version 2 four years later to complete our longitudinal assessment. The analysis of the results will take some time and a summary of the findings will be shared once complete.

- Marla Beebe integrated an information literacy component within DED 511 (Foundations of Deaf Education) during the Fall Semester. All four students in the class were Deaf, so Marla used an interpreter to communicate with the students. She taught three instruction sessions for this class focusing on the components of the research process at a level appropriate for graduate work. As an example, the students began to think about and discuss the existence of scholarly conversation in the Deaf Education field. This led to student reflection on their personal contribution to the field. This class served as a test case for the new Deaf Education course, RSM 509.
- Marla Beebe and Mark Rust, the professor leading the Deaf Education program, developed a four week, online course titled “Writing and Information Literacy.” This class is now required for students entering the Deaf Education program. While students refresh basic search skills and use of APA citation style, the class also focuses on other elements of information literacy, such as the nature of authority and how students engage with their sources. The class was implemented during May-June, prior to the cohort entering their Summer session. We anticipate this cohort will be much better prepared for the writing and research requirements of their graduate program. The course will continue to be refined and improved and offered to future cohorts.

### Innovative Service

- The 2<sup>nd</sup> floor was renovated this year with upgrades wanted by the students, including more study tables with lights and power outlets on the table tops, as well as new carpet and paint to match the first floor color theme. This required a great deal of preparation to consolidate the journal and microfilm and fiche collections to make room for more study spaces, as well as installation of many more electrical outlets. The space is now much better designed to meet student study space needs during the day and overnight study hours. Collaborating with staff in building services to contract with known quality companies for each piece of the project allowed us to accomplish this project quickly and in a less costly manner. Architects were consulted briefly on design of carpet and paint patterns to ensure an aesthetically pleasing result.
- We also upgraded the technology available to students in two of our group technology rooms to enable students to more easily work together in a technology rich environment using the most current solutions. We installed in each room a large format digital screen, Click Share technology to enable up to 4 students to share their screens at one time, and a digital whiteboard that allows saving and sharing the image.
- The Interlibrary Loan office implemented two new ILLiad features that expedites our already fast delivery times:
  - “Trusted Sender” allows approximately 50% more articles to be delivered directly to requesters.
  - “Direct Request” enables approximately 25% of requests to be sent directly to potential lenders.
- The library has developed a report that lists all new items added to the library in the past month, including books, DVDs, eBooks and streaming videos. This report is updated monthly and posted to the main page of the library catalog. Users see a catalog page displaying the new books, ebooks, and multimedia materials added in the last 30 days.



The filters on the left-hand-side of the screen allows for further narrowing of the list to a particular discipline, author, material format, etc.

- Andrea Briggs updated and re-organized the Archives Website, adding a College History timeline of "Computers on the Hill," additional digitized materials, and pages featuring the Gothic Romance Lending Library as well as other special collections.
- Andrea Briggs and David Brennan worked together to develop new Special Collections designations featuring available works by speakers in the Ridington (<http://lib.hoover.mcdaniel.edu/archives/ridington>), Holloway (<http://lib.hoover.mcdaniel.edu/archives/holloway>), and Bothe Lecture Series (<http://lib.hoover.mcdaniel.edu/archives/bothe>). Pages linking catalog searches to these materials as well as information about the lecture series were added to the Archives website.
- Using the LibraryThing book cover carousel widget, interactive cover displays were created for special collections such as the Nora Roberts American Romance Collection (<http://lib.hoover.mcdaniel.edu/arc>).
- To help us more quickly resolve off-campus access problems with our electronic resources the library developed a form to allow users to report the issue. If a user is off-campus the authentication process is managed by our proxy server. If there is a problem negotiating the connection the user will be prompted to enter their email address and submit the report so the library will be notified of the problem and can contact them when it is resolved.
- We conducted building assessments this year to determine student attitudes and use patterns now that major portions of the renovation projects are complete. During the fall semester students completed a survey gathering information about their preferences for furnishings. During the spring semester we conducted a building use study to determine student patterns for use of specific areas throughout the building. The results will be used to determine future plans for improving student study and work spaces.

## Community Engagement

- Lisa Russell served as Past Chair of the Maryland Interlibrary Loan (MAILL) statewide group of Interlibrary loan professionals
  - Directed and constructed an extensive survey of MAILL's services
  - Coordinated Hoover Library's hosting of MAILL's Spring Conference
- Debbie Green served as the Secretary for the Staff Advisory Board.
- The collection of death masks, which had recently been restored and reorganized into the College's Archives, were exhibited during the month of October and continue to be exhibited on the 2<sup>nd</sup> floor. The McDaniel Free Press wrote an article on the exhibit.
- The Hoover Library crafted, entered and won the Festival of Wreaths at the Carroll Arts Center this year.
- Jessame Ferguson submitted an IMLS Sparks! Ignition Grant with the help of Robin Dewey to develop best practices for ensuring information literacy education programs at smaller institutions support success and persistence of at-risk students in their critical first-year. This is a cooperative project with the same five institutions that collaborated on the Teagle diversity grant a few years ago.

- Librarians developed a guide of resources for the Center for Faculty Excellence in collaboration with Wendy Morris. This helps increase faculty knowledge of the bevy of resources available to them to support their teaching and research development.
- The Hoover Library Book Club met 9 times in the months of September through May. Books are recommended by the members and selected by votes of interest. New members are always welcome.
- Our annual “Books Sandwiched In” event took place as usual in November thanks to Librarian Emerita Jane Sharpe’s dedicated efforts. It continues to draw a big crowd of community participants; there were close to 60 people in attendance.
- A team from the library attended the student art exhibitions to select this year’s purchase. This year we decided to purchase two new pieces of student art for the McDaniel College Hoover Library Student Art Collection. The pieces are "2.0" by Juliana Ottomano, Class of 2016, and "Library Abstract" by Rachel Getz, Class of 2019.
- The library hosted, in collaboration with Tom Deveny, the Cervantes celebration with readings of Don Quixote in April again this year and several people from the library did a portion of the reading.
- The library sponsored a Musical Theater brief study break event in the library in collaboration with the Music department to bring a bit of music into the library during the hectic time at the end of the school year. This allowed students to display their talents in a new place on campus.
- The library supported the Battle of the Books event at McDaniel for homeschoolers organized by the public library.
- Andrea Briggs represented the Nora Roberts American Romance Collection at a Girl's Night Out event in Boonsboro, Maryland, hosted by Turn The Page Bookstore and featuring Nora Roberts. She was able to introduce herself to Nora Roberts and interact with other members of the romance reading and writing community, and wrote about her experience on a blog which she created on the ARC website (<http://lib.hoover.mcdaniel.edu/arc/blog>).
- Students, mostly seniors, who took the Project SAILS assessment were entered into a raffle to receive a gift basket of McDaniel themed merchandise. Two were raffled each semester for those who took the test that semester.

## Research Resources

- A great deal of work has gone into necessary maintenance to update our eBook and streaming video collection records for greater accuracy. For example, in FY 2015/16 the Films on Demand collection added 1,912 titles and the Ebrary eBook collection added 9,288 titles, while removing 204 and 2,285 titles respectively. This necessitated development of new loading procedures and documentation to insure that the process is as efficient as possible. Batch loads of subscription-based collections and cataloging of individual purchases have different workflows. As you can see, the world of electronic resources has significantly complicated library work rather than made it easier as most people assume.
- We updated our ILL policies to include international libraries, as both borrowers and lenders, which broadened the scope and availability of our research resources.
- New Libguides were developed for eBooks (<http://lib.hoover.mcdaniel.edu/ebooks>) and on creating permanent links to library materials (<http://lib.hoover.mcdaniel.edu/embed>)

- The library's book and material donations gift policy (<http://lib.hoover.mcdaniel.edu/policies/donations>) was rewritten and new procedures developed to streamline the process of evaluating and processing gifts.
- Andrea Briggs created and implemented new policies, procedures, and forms for Archives and Special Collections, including a Collections Policy, Gifts & Donations Policy, Access Policy, and Reading Room Policies, as well as an updated Deed of Gift document which conforms to current best practices.
- Student interns and volunteers in the Archives assisted Andrea Briggs with the following projects: re-processing the Dorothy Elderdice Papers and updating the collection's finding aid, digitizing 3 scrapbooks from the Alumni Scrapbook Collection, digitizing the Jan Term catalogs, and processing and creating a finding aid for the Alfred de Long Papers.
- We made significant progress on the processing of large collections of gift books we received in prior years, with the first pass through the Gothic Romance Lending Library completed, and the second pass (duplicates and condition) proceeding. The Crain collection assessment is over halfway complete (27/52 boxes).
- The following new databases have been added:
  - LGBT Life (<http://lib.hoover.mcdaniel.edu/go.php?c=22466986>)
  - Blooms Literature (<http://lib.hoover.mcdaniel.edu/go.php?c=13086461>)
  - Horn Book Guide Online (<http://lib.hoover.mcdaniel.edu/go.php?c=20564018>)
  - Wilson Graphic Novels Core Collection (<http://lib.hoover.mcdaniel.edu/go.php?c=20512642>)
  - NY Times Online (<http://lib.hoover.mcdaniel.edu/go.php?c=15152070>)
  - Credo Reference (<http://vle.credoreference.com/mcdaniel-college-ilcm/681.html>)
  - ATLA has been upgraded to ATLAS (full text) (<http://lib.hoover.mcdaniel.edu/go.php?c=1506306>)
- Andrea Briggs and Technical Services worked together to consolidate and organize the collection of McDaniel College theses in the library.
- The initial list of authors' works to be purchased for the Nora Roberts American Romance Collection was completed this year. Acquisitions is now at work on the next set of authors selected by Dr. Regis, including making a field trip to a massive book sale in PA to acquire 175 new titles for very low cost.
- Circulation completed the shifting of books from the L floor to the 1st floor as planned during the prior renovation project to alleviate compression of the collection on the L floor until the Government Documents collection could be moved to the new compact shelving on the LL floor.
- As a result of the completion of the second floor renovation, the library's print serial holdings are undergoing an extensive review. This review will update holdings information in a number of locations that will facilitate use and interlibrary loan. The physical materials are also being reviewed for shelving accuracy, and will be shifted and re-shelved according to "title-at-publication", which will improve accessibility. Also as a part of the serials review, inaccuracies in links to electronic journals have been corrected in Serials Solutions. In process is development of procedures to streamline holdings maintenance.
- ILL services regularly receive compliments from faculty such as:
  - "You've been enormously helpful this summer and fall. It's actually been a joy to be able to turn to you as a resource"



- “I just wanted to thank you for all your hard work. I have been using ILL a lot lately and am always thrilled to get my articles with such efficiency”
- This past year ILL saw 21 highly active patrons with 30 or more successfully completed ILLs. Ten of these were undergraduates, 9 were faculty, 1 was a graduate student and 1 was a librarian. The highest numbers for individuals included 286 loans received by an undergraduate and 85 article requests received by another undergraduate. Interestingly these numbers show that undergraduates are much higher users than we had assumed in the past.

## Statistics: July 1, 2015 – June 30, 2016

### Carroll Library Partnership Holdings

CLP Consortial Volumes, including McDaniel	1,211,059
CLP Consortial Titles, including McDaniel	836,979

### McDaniel Collection Holdings

<b>Volumes (Items)</b>	<b>409,875</b>
Electronic Books	152,246
Streaming videos	36,585
A/V (DVD, CD, VHS, LP)	14,035
<b>Cataloged titles</b>	<b>381,841</b>
Current periodicals (print)	340
Microform titles	130
Online periodicals	64,815
Online databases	79
Government documents	
Received	765
Withdrawn	304
Gift receipts	
Volumes	49
Bags	3

### Collection Use and Users

<b>Total registered users</b>	<b>12,751</b>
McDaniel users	11,744
Non-campus users	1,007
<b>HL item circulation @ HL</b>	<b>11,938</b>
Reserve item circulation	2,427
<b>HL item circulation @ CLP libraries</b>	<b>13,348</b>
CLP items circulated @ HL	1,687
<b>Grand total circulation of HL items</b>	<b>25,286</b>

### Archives & Special Collections

Accessions Cataloged	61
<b>Research Requests</b>	<b>69</b>
Admin/Faculty	35
Students	18

Independent Researchers	16
Online Archives views	5,500
Nora Roberts Collection	
Number of Titles in Collection	737
Number of Items in Collection	1,115
Number of Circs in past year	543
Online Website views	249
Gothic Romance Lending Library	
Number of Titles in Collection	416
Number of Items in Collection	421
Number of Circs in past year	29

### Library Use

<b>Total gate count</b>	<b>200,400<sup>1</sup></b>
Overnight hours gate count	9,119

### Interlibrary Loan

<b>Borrowing</b>	<b>3,362</b>
Copies Received	2,312
Books Received	1,050
Turnaround time: copies	3 days
Turnaround time: loans	10 days
<b>Lending</b>	<b>1,009</b>
Copies Sent	317
Books Sent	692
Turnaround time: copies	2 days
Turnaround time: loans	1 day
Document delivery	
ScienceDirect	130
Other sources	242

### Reference Services

<b>Total transactions</b>	<b>873</b>
Directional	54
Less than 10 minutes	276
More than 10 minutes	100
Technology	119
Referred for consultation	11
Individual research consultations	206
Off-desk email	85
Off-desk phone	21
Off-desk Text/SMS	1

<sup>1</sup> A significant error was recently discovered in prior year gate counts due to the corruption of hidden formulas in the excel file caused by a software update sometime in FY12-13. This corruption increased results randomly and was not easily detected despite multiple staff reviewing the file before numbers were finalized. Corrected gate counts for prior years are as follows: **FY2014-15=203,913; FY2013-14=184,684; FY2012-13=179,266**

## Library Instruction Classes

	Summer 2015 (July)	Fall 2015	Spring 2016	Summer 2016 (May-June)	Total
FYS	N/A	56*	N/A	N/A	56*
Other Undergraduate	0	37	42	0	79
Graduate	0	4	3	2	9
<b>Total</b>	<b>0</b>	<b>97</b>	<b>45</b>	<b>2</b>	<b>144</b>
*Times when 1 librarian taught 2 FYS courses at the same time are recorded as 1 class. This occurred 8 times, so actual total FYS courses taught is 64.					
Total students: 2,020					