

2006

# Gordon Library Annual Report 2005-2006

George C. Gordon Library

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# **Gordon Library Annual Report 2005-2006**

## **Introduction**

Gordon Library's organizational structure is comprised of five major areas – Administration, Archives & Special Collections, Systems, Technical Services, and User Services. User Services has the largest group of staff, incorporating Access Services (Circulation and Interlibrary Loan), Instruction, and Reference. Technical Services incorporates Acquisitions, Cataloging, Preservation, and Serials. This annual report follows the organizational structure with reports written by librarians responsible for the different areas and includes accomplishments, statistics, and goals.

Library staff deserve great credit for their exceptional efforts this past year. There were many major and minor achievements which ensured the library continued to provide outstanding service to the faculty, students, and staff of WPI as well as cooperating in resource sharing agreements with libraries across the United States.

## **ADMINISTRATION**

### ***Accomplishments for FY05/06***

The library budget, especially in the area of journals and books continued to be a challenge. A flat budget this past year necessitated cancellations of journals. Price increases of 7%-10%, made it impossible to maintain the same level of subscriptions. Due to diligent review of usage figures, along with analysis of duplication, examination of vendor options for best prices, credits with a major vendor, and excellent cooperation from faculty, the library was able to stay within the allocated budget at the end of the fiscal year.

The electronic project pilot continued with librarians and staff from CCC and the Registrar's Office refining and promoting the new system. The pilot is moving along well with 160 IQPs and 155 MQPs being successfully submitted and archived for a combined total of 337 online project reports. Seventy-one faculty have participated so far. The Committee on Academic Policy, with whom library, CCC, and Registrar's staff have been working, is hoping to conclude the pilot with a vote to mandate electronic submission and archiving of projects in FY07.

Librarians have focused even more this past year on our role in support of student IQPs and MQPs. Every area of the library is involved. Reference librarians are assigned to assist all IQP project groups in the Global Perspectives Program and spend many hours researching specific topics and instructing groups of students; Technical Services librarians are correcting all the back years of project report data for available reports (4000+) and loading this information in the online catalog; several librarians are involved in the electronic project pilot; the Archivist is a co-advisor with faculty in IMGD and Humanities & Arts on several IQPs and Sufficiencies; and our increasing numbers of Tech Suites (formerly called IT Labs) which we specifically designed for project groups are extremely popular with students.

Librarians met with representatives of SGA and GSO during the year to ensure good communication and listen to the needs of the two groups. Library hours were extended until 2 a.m. for the last two nights of each term because of student requests.

### ***Goals for FY06/07***

- Continue to work with the Committee on Academic Policy (CAP) as well as staff in CCC and the Registrar's Office to further the progress of the electronic projects pilot with a goal of faculty approval during the year for mandated electronic submission and archiving of all project reports.
- Finalize implementation of Phase 1 of the 2<sup>nd</sup> floor renovation.
- Plan for and hopefully implement Phase 2 which would see the realization of a new single information desk instead of separate Reference and Circulation desks as well as new carpet and furniture for the south side public areas of the 2<sup>nd</sup> floor.
- Develop a plan that takes advantage of an increase in the journal allocation to maintain existing journal subscriptions and carefully monitor expenditures in order to purchase new journal subscriptions requested by faculty.
- Monitor staffing responsibilities and continue to request an additional librarian position to assist a very hard working and overloaded staff.
- Communicate with new Vice President of Advancement in connection with the library's inclusion in a new capital campaign.
- Monitor the situation with Endeavor due to changes in its suite of offerings. The library needs to ensure the best possible systems for our users.
- Work with librarians to review value, effort, and viability of librarians acting as liaisons for academic departments.
- Establish Search Committee and identify best candidate for Director of User Services as this position will be vacant in mid July.

## **USER SERVICES**

### **Trends**

- Patron usage of the library is at its highest since 2002, with a count of 234,197. Significant increase in check-out of laptops and use of IT Labs (now called Tech Suites) may be strong contributors to the traffic in the library. Use of reserve materials continues to decline, however.
- Instruction is still a key area of strong growth and development, both in numbers and types of classes taught, but also in terms of significant areas of experimentation with new technologies. This year use of both podcasting and web conferencing put us on the map as innovators. Strong interactions are still taking place in face-to-face instruction as well, however. Three thousand and forty nine users participated in an instruction session this year; 50% of sessions were course-integrated and almost 90% geared to undergraduates.
- Undergraduates are using the library extensively. Circulation records show their use of the collection to be growing while other's is dropping off. They also asserted themselves strongly both in LibQual+ feedback and following in demands for longer library hours. This is certainly at least in part due to the larger numbers of undergraduates, but staff feel the current group of students are also more focused and organized than in recent years.

- Delivery of Interlibrary Loan articles in electronic form was implemented by the new Interlibrary Loan/Reference Librarian. Despite some problems that computing staff have not been able to overcome, the service is extremely popular.
- A fairly significant shift has taken place in ILL from being a net lender to being a net borrower. The obvious cause of this seems to be that a decision was made some time ago to remove our electronic holdings from OCLC where ILL librarians look for possible lending libraries. In other words, some of our journal holdings are “invisible” to possible borrowers. The impact for us is that our IFM credits, which “buy” us other OCLC services and help pay for some of what we borrow are no longer doing so to the same extent. Fortunately, Laura Robinson is watching the trends and sharing these observations so that strategies can be developed.
- Reference statistics show increased use, though the larger counts may also be an indication that we are more successfully capturing the many questions handled by staff in their offices. There is distinct growth seen in email and chat transactions, though the largest number of transactions are still taking place at the reference desk, in person or via phone. Because a large proportion of questions are directional, it may be that the assortment of questions received at the desk are not of the same depth or requiring the same expertise as those received in offices or by email. It may be worth querying the Access database for more information about question types by mode. The overwhelming majority of questions are coming from undergraduates.
- Founders requests, by volume, appear to have increased significantly, rising to 390 this fiscal year, from 289 the last. It is unclear what accounts for the increase, but data was available for the full of the 2004/2005 academic and 2005/2006 academic years. As User Services staff and their student employees do the physical moving of these items from and back to Founders, and do so through the icy winter months, more study of what is being used by whom may be warranted. Some tracking of specific items used might be necessary to reveal whether any items are used regularly enough to be re-housed in the library rather than at Founders.
- LibQual+ overall results indicated that the community is quite happy with interactions with staff. Nevertheless, front line staff training in use of resources has been increased to ensure effective service, and interest in developing customer service skills is as keen as ever.

### **Library Service Area Renovation**

A major accomplishment of the year has been the renewed effort to plan and implement the construction/renovation of the main level service areas. Despite a large funding cut, a phase one project was identified that moves forward the needed program to improve services. This program calls for all User Services staff to be located in proximity to one another; for the Circulation and Reference service points to be adjacent; for reference librarians to have offices for meetings with individuals and groups; as well as incorporating IT Labs, ordering new shelving, display furniture, and carpeting.

Construction commenced in the spring and is to be completed (final details) over the summer. Following completion, staff will move their offices and staff meeting/training room to the new spaces. Three Tech Suites (formerly IT Labs) will be installed in the vacated ILL Office, Director of User Services office, and staff meeting room on level one. The upgraded spaces and technology enabled spaces will provide a more contemporary impression of the library to tour

groups and other visitors in addition to the functional value they will have. With the significant growth in use of the Tech Suites and laptop loan program, the new suites will be effective additions for meeting user needs.

Reference librarians did an extensive review and reduced the size of the reference collection significantly through a combination of withdrawals, transfers to the general collection (including designation as “in-library use only,” “7-day circulation,” and general circulation). Many items were replaced with online equivalents, and signage plans include more notice of the virtual collection to users of the physical collection. Reference librarians reviewed and selected a number of new databases and e-resources to acquire in the process of the reference collection review. Acquired were:

- Encyclopedia of Medical Devices and Instrumentation*
- EnvironetBase*
- Historical Statistics of the United States*
- Humanities International Complete*
- Jstor collections* (Arts & Sciences Complement and Biological Sciences)
- Medical and Healthcare Marketplace Guide Online*
- Wall Street Journal*
- Wiley Encyclopedia of Biomedical Engineering*
- World Development Indicators*

A significant motivator for the process is the expected summer installation of new, lower height reference shelving adjacent to the new reference area. With much less linear feet of space, a large reduction in the physical collection was necessitated.

### **LibQual+**

The library participated in a national service assessment effort by executing the LibQual+ survey, with a \$3000 grant from the MBLC. LibQual+ was administered in late January through most of February.

A great deal of marketing was done to promote the survey, on the theme “Go Bananas: Let Your Voice Be Heard,” including displays in the library, four banana-themed incentive prizes, articles in Tech News and @Gordon Library, posters and table tents distributed around campus, and Campus Center tables where staff promoted the survey directly to users. Midway through the survey period, we also did open labs in Anderson Lab A for grads, undergrads and faculty to drop in and do the survey and have coffee and donuts.

The group that planned and executed the LibQual+ survey was Pat Flanagan, Debbie Bockus, Christine Drew, Joanne Beller, and Lynne Riley. A required report on the survey and the expending of the \$3000 provided through the grant was submitted April 15th. A second and final report, which Debbie Bockus will prepare and send in her role as interim point person for the LibQual+ process is due in October.

Despite the marketing efforts, our response rate was not as great as some schools, and some research demonstrated that tech schools do seem to have slightly lower response rates, though we do not know exactly what might be behind that difference. However we still received an over

10% response rate which is valid and provided good insights into community opinions and needs. The survey was completed by 565 community members.

Group	Total Responses	Response Rate
Undergraduates	388	13.8% of the total 2806
Graduates	94	9.8% of the total 995
Faculty	47	14.5% of the total 324
Staff	36	7.3% of the total 490

A report on the survey and its response is available at: <http://www.wpi.edu/Academics/Library/About/Libqual/>. Overall, customer service was rated very high, with many positive comments about the friendliness and efforts made by public services staff. Areas of concern for the community were with regard to facilities being dated, noise problems for those seeking quiet study, and limitations of the collections.

### **Outreach**

Library brochures are in the process of being upgraded in collaboration with WPI's Marketing Division. Marketing is doing the design and creating the prototypes for each brochure, as well as placing the orders through the Printing Office for us. New brochures are planned for Electronic Thesis Submission, Archives and Special Collections, RefWorks, and possibly for Projects.

Over the course of the year, a number of displays in the library correlated with campus-wide events and/or brought focus to collections and events that might be of interest to the WPI community. Both the entry display cases and some display "cubes" that were purchased for this purpose were used. Displays related to campus events included Native American History Month, Women's History Month, Latin American History Month, and African American History Month. Other displays celebrated events such as National Engineering Week, LibQual+, the ScareFest vendor fair, National Library Week, and Alumni weekend (Alumni authors display and award-winning student projects display). Still others promoted themes of literature in the collection: Rock and Mountain Climbing, Winter Snow, On the Road: Audio Selections, Summer Reads, Donald Hall – Poet Laureate, and Stanley Kunitz - Tribute.

Reference librarians worked to outline a possible structure for a liaison program, and the Library Managers group decided to move forward with implementation and with participation of librarians throughout the library. Efforts are underway to communicate an in-depth vision of this service to ATC staff who are also planning a liaison program. It is hoped that the two programs may be coordinated in some fashion.

## **Staffing Changes**

Fiscal '06 was characterized in User Services with the consolidation and broadening of a team of high performing staff. In July, 2005, Lynne Riley began as Access Services Librarian, an upgrade of the position vacated by Kathleen Schaffert who retired. The upgraded position has lent additional staffing and professional expertise to both ILL and Circulation functions, as well as in Reference staffing. Additionally, Lynne is point person for Copyright issues within the library and acts as a member of the Library Managers group. In October of 2005, Laura Robinson began work at Gordon Library as Interlibrary Loan/Reference Librarian, the position vacated by the retirement of Diana Johnson. Laura supervises Betty Goodrich and has, with Betty, re-envisioned, documented, and reorganized many aspects of Interlibrary Loan. She has also brought excellent reference skills and instruction expertise, which improves our customer service edge and broadens the scope of staff training, aids with course instruction, and expands the team liaising with IQP project teams. In the spring, with the unfortunate loss of Mary Remillard due to health issues, Ginny Julian was hired as part time Circulation Assistant. While the loss of the long time staff members was sad, the new staff members have brought energy, intelligence, and fresh perspectives.

Another staff change determined this year is the promotion of Christine Drew to Manager of Outreach and Instruction. Christine's vision and energy for expanding information literacy efforts, and for finding numerous creative and productive ways to insert the library into campus initiatives and student experiences, gained her the recognition and reward of promotion. Her new position incorporates more coordination of User Services staff performing instruction, a greater role in marketing the library, responsibility for the library relationship with IGSD programs, and a lead role in the new subject liaison effort between faculty and librarians.

Pat Flanagan announced that she is taking a position at Virginia Commonwealth University and will be leaving in mid July.

## ***Goals for FY06/07***

- Continue momentum of LibQual+ with follow up activities and response to findings, including promotion of this ongoing effort; File second MBLC report on LibQual+ grant mid October.
- Roll out Liaison Program, including promotion to departments, and implementation of basic services by librarians participating.
- Move physical reference collection to renovated side of main floor, continuing to reduce items kept there so that it will fit appropriately on new shelving units; Promote online reference collection resources via signage and other means.
- Set up new display shelving and table arrangements on southside of main level. Continue to implement furniture and computing configurations recommended by "Southside" subgroup, as funds permit.
- Continue addressing signage needs as development of Phase 2 of the lobby renovation moves forward (or not).
- Target outreach efforts to the new Dean for Undergraduate Studies, the Associate Dean for IGSD, and the Dean of the First Year.
- Continue work with First Year and Gen Ed group.

- Continue work with Balanced Scorecard initiatives. Debbie and Joanne are User Services members of the Learning and Growth group which does the IT Staff survey biannually. Not clear at this point what other activities are underway.
- Identify general and targeted customer service training opportunities in which all User Services staff can participate, and identify practices to implement across front line interactions. (i.e. referral best practices)
- Increase communication and refine staff roles and responsibilities across User Services, both for general improvement of service and to develop best practices for a merged desk operation; this should include sharing of information about student employee roles and responsibilities.
- Continue training in electronic resources, across User Services staff, possibly in short weekly meetings.
- Actively engage in transition of web site within content management system, ensuring quality and clarity of information needed for effective use with users, and for user self-service needs.
- Continue to experiment with podcasting and other technologies that have potential to engage the campus and have value as instruction tools.
- Expand other outreach to various offices and departments on campus with which library services can provide valuable offerings.

## INSTRUCTION

### *Accomplishments in FY 05/06*

- Continued to develop & promote information literacy program goals through outreach, developing partnerships and working towards developing assessment methods
  - Vision for Information Literacy at WPI shared with many stakeholders and Presidential Commissions.
  - Attended Assessment workshop offered for ATC Faculty Fellows and gathered articles and input from colleagues on assessment options.
  - Created evaluative survey that many librarians used to gather input from ID2050 groups.
  - Created assessment for BME3300 students and presented results at ASEE Conference in Chicago of interaction with biomedical design course.
- Continued to develop general instruction offerings that benefit the WPI community
  - 38 general sessions were offered, with new topics ranging from Blogs/Wikis for Knowledge Exchange, to RSS feeds, to podcasting.
- Collaborated with additional faculty on course-related library instruction and built integration, including continued inclusion into ID2050, and disciplinary focus as well as targeting on campus IQP project teams/advisors
  - We have worked with at least 8 new faculty to incorporate library research instruction into their courses. As well two new tenured faculty utilize course related web guides for their students which we maintain based on their specific course research project guidelines.
  - Laura Robinson and Deb Bockus have been working with instructing IQP project teams on research skills since last fall. We are working towards offering a unified set of outcomes for IQP library research interactions.



- Meet with IGSD faculty to promote library inclusion beyond ID2050
  - We staffed a table at the on campus IQP fair, educating students how to search for archived projects. This stimulated interest in library related projects, so we now have a web page available at [wpi.edu/Academics/Library/About/Projects](http://wpi.edu/Academics/Library/About/Projects) and hope to work with at least one group next academic year on a library related IQP project.
- Worked on instructional video clips for web site, myWPI instruction modules, & maintain *Help & Instruction* web content to meet user needs, including distant learners
  - This summer we'll be rolling out additional video clips on the web site. The SearchPath modules are top priority as they are used by IQP groups.
  - Last fall we worked with ADLN to improve the library related content on the ADLN orientation web site [wpi.edu/Academics/ADLN/Services/orientation.html](http://wpi.edu/Academics/ADLN/Services/orientation.html) and we've included more instructional content. However, they would like to see a tutorial clip on how to set up the Proxy server, another priority for this summer.
- Continued to participate in staff training efforts, including more vendor/product training to enhance library staff research abilities
  - We offered a variety of training options, including hosting many vendor led webinars this year. Most notably an interactive session with staff was held on Humanities databases (specially focusing on History) as well as stepping in to train on Trillian, the new reference chat software which was rolled out at the end of D Term 2006.
- Coordinated vendor fair, October 31, 2005
  - The SCARE FEST: Library Services and Vendor Fair was a success with more than 225 people attending and numerous raffle prizes awarded (2 iPods, portable DVD player, etc.). Twelve external vendors (EBSCO, ProQuest, Elsevier, etc.) or local service providers (Worcester Public Library and National Network of Libraries of Medicine/ New England Region) as well as four internal participants (Archives & Special Collections, Campus Bookstore, ATC, and CCC Training and Help Desk). During follow up discussions, it was decided we'd try to offer this every other year, so stay tuned for Scare Fest 2007. Outreach activities this coming year will include more campus center interactions and possibly partnering with student organizations.
- Collaborated with ATC, CCC on Help & Instruction offerings/content for the IT division
  - Worked with Web Development staff, as well as members of ATC and CCC to assist with the redesign of the online training registration system (REGI).
  - Coordinate on a regular basis with Debra Dexter, Kerry O'Connor and Amy Ricci to offer training aligned with other IT offerings.
- Continued as Technology Faculty Fellows liaison role and outreach to faculty utilizing library services, technology & databases within their myWPI course sites
  - In addition to participating in many of their programs, we offered special session this year for the *Teaching with Technology Fellowship Program* faculty. This hands-on workshop included lunch provided by ATC and information on how faculty can successfully make *content connections* for their students. Attendees learned how faculty peers are connecting students with content in creative & interesting ways including use of eAudio, eBooks, research databases, and online course readings.

- Participated in LibQual+ assessment and related activities, and worked towards creating enhanced assessment methods for library instruction
  - Many “instructional opportunities” exist, now it’s a matter of prioritizing them and attempting to tackle the issues that arose.
- Continued as active member of Presidential Commission A1 and promote information literacy skills to first year programs
  - The Commission A1 recommended 5 goals as part of a new First Year Experience here at WPI, this first being “To encourage critical thinking, information literacy, and evidence-based writing in the first year”
  - In addition, Commission B on the IQP and the Global Programs has indicated a strong need for information literacy skills as well and for the library to give recommendations on how to improve this as part of student preparation for projects.
  - During D Term, I have been invited to serve on the Committee for Academic Policy subcommittee on the First Year and General Education, which has begun to meet over this summer to devise a program to pilot FY2007-2008.

### **Additional activities, projects, achievements**

Podcast pilot underway! We developed self guided audio tour and a podcast series (Audio to Go) with “Library wisdom for the MP3 masses” at [wpi.edu/Academics/Library/Borrowing/Podcasts](http://wpi.edu/Academics/Library/Borrowing/Podcasts). Summer 2006 we are rolling out an audio version of Two Towers: The Story of Worcester Tech 1865-1965.

New self help web guides created include:

- Maps: Google Earth and Beyond
- RefWorks: Online Personal Database and Bibliography Creator
- RSS Feeds: Fast and Customized Alerts
- Finding Standards – workshop materials posted online and used & recommended by other engineering librarians
- New Searchpath module: Finding Visual Materials
- Enhanced Library Catalog main search screen with links to instructional materials & help

### **Statistics**

Librarians offered 252 sessions to 3075 people. Almost 90% of the sessions are offered to undergraduates, via orientations, course integrated, and general research sessions. Thirty-three percent of our offerings were for IQP teams performing research for their projects, with some increase in meetings with on campus teams that do not take ID2050. Last year we had only one course related offering for graduate students, so we have made great progress in this area with seven offerings ranging from involvement in GRAD2006 to course integrated sessions. Both the number of attendees and number of sessions increased from the previous year, most likely due more awareness of instruction options by faculty at WPI.

Also, we are working on targeting programs that fit into the vision for Information Literacy at WPI. Thirty-eight sessions were either new general session topics, with new faculty, or new instances of course-integrated sessions. Our busiest time with instruction is A Term, but much of

this is related to orientation activities for various groups. C Term follows, due to the number of IQP groups we work with followed by B Term.

**Instruction Summary 2005-2006**

<u>Term</u>	Sessions				Participants			
	General	Course-Related	Other	Totals	General	Course-Related	Other	Totals
Summer '05	1	0	2	3	1	0	9	10
A Term '05	6	38	76	120	22	516	904	1442
B Term '05	6	31	3	40	19	307	255	581
C Term '06	8	37	2	47	26	270	89	385
D Term '06	8	17	7	32	20	266	304	590
E Term '06	9	1	0	10	53	14	0	67
<b>TOTAL</b>	<b>38</b>	<b>124</b>	<b>90</b>	<b>252</b>	<b>141</b>	<b>1373</b>	<b>1561</b>	<b>3075</b>

**Sessions offered by....**

**Type of Session**

Course Related (124)	49%
IQP Groups (83)	33%
General Sessions (38)	15%
Other (90)	36%

**Audience Served**

Graduate (8 sessions)	3%
Mixed Audience (16 sessions)	8%
Faculty (7 sessions)	3%
Undergraduate (217 sessions)	88%

**Goals for FY 06/07**

- Develop & promote information literacy program goals through outreach, developing partnerships and working towards developing assessment methods
- Serve as active member of CAP General Education Committee to promote information literacy skills to first year programs
- Work on instructional video clips for SearchPath modules & web site, myWPI instruction modules, & maintain *Help & Instruction* web content to meet user needs, including distant learners
- Collaborate with ATC, CCC on Help & Instruction offerings/content for the IT division
- Participate in LibQual+ assessment and related follow up activities

- Collaborate with additional faculty on course-related library instruction and build integration, including continued inclusion into ID2050, and disciplinary focus as well as targeting on campus IQP project teams/advisors
- Explore uses of creative and innovative instruction technology

## REFERENCE

### *Accomplishments for FY 05/06*

We continue to review and streamline the Reference Collection to update/replace hard copy with electronic equivalent if available and within the scope of our budget. We have added some new electronic reference sources to reflect subject shifts in the university's curriculum. Selected hard copy books/collections will be relocated into the circulating areas to allow for better visibility of these items for maximum patron use though they still may be non-circulating or restricted borrowing. Reference staff will continue with a "weeding" program to allow us to move items into storage for lesser used items and to allow for optimum space management.

A limited renovation was planned for the creation of new offices and service areas for the Circulation Department, Reference Department, Interlibrary Loan Department, Manager of Instruction and Outreach, Manager of Access Services and the Director of User Services, Assistant Library Director. This is still not the complete vision we have for this area; due to the redesign and construction a new circulation desk was not included in this renovation. However, this modified renovation brings us the closest than we have ever been to consolidating our service areas. Reference hopes 2007 will pave the way for continued construction/redesign of a merged desk.

The statistics in the following chart represent the interactions of reference staff, whether at the Reference Desk or at their own desks.

Reference Statistics - Annual Totals for Fiscal Year 2005-2006																					
Reference						Reference						Reference									
By Question-Type						By Mode						By Status									
	Dir	NRB	SkB	StrB	Cons	RDk	RPh	L-Q	IM	PEml	Mail	PPH	InP	UG	Gr	Fac	St	AI	ARC	NK/Ot	Total
S Stats	88	73	104	29	6	189	34	26	5	12	0	8	25	105	52	47	26	15	2	53	300
A Term	377	313	458	139	21	991	72	68	42	41	11	13	70	901	151	73	48	17	8	104	1308
B Term	296	211	281	121	28	708	51	40	36	41	9	8	44	610	98	76	27	17	13	96	937
C Term	263	228	264	61	33	585	56	64	43	39	4	13	45	537	110	56	30	15	10	91	849
D Term	232	266	207	46	25	546	39	49	39	43	4	19	37	475	82	58	24	26	17	94	776
E Term	78	67	72	18	5	158	18	11	6	17	0	4	26	75	50	24	20	8	4	59	240
Total	1334	1158	1386	414	118	3177	270	258	171	193	28	65	247	2703	543	334	175	98	54	497	4410
	Dir - Directional					RDk - Reference Desk						UG - Undergraduate									
	NRB - Non Resource Based					RPh - Reference Phone						Gr - Graduate									
	SkB - Skill Based					L-Q - Library-Questions						Fac - Faculty									
	StB - Strategy Based					IM - Instant Messenger Chat						St - Staff									
	Cons - Consultation					PEml - Personal Email						AI - Alumni									
						PPH - Personal Phone						ARC - ARC Patron									
						Mail - Mail						Not Known/Other									
						InP - In Person															

Reference statistics increased from the previous year (4410 vs. 4354 in FY 2005). There was a decline in 2004-2005 statistics attributed to a possible shift away from the more traditional patron favored modes of communication such as in-person transactions and phone transactions. 2005-2006 reference statistics indicates an increase in patron use of electronic communication technologies such as email and IM chat. Email reference (Library-Questions/Personal Email) and our Trillian IM chat service show increased usage compared to the previous fiscal year.

2004-2005 - Email Reference: 368      IM Chat: 134  
2005-2006 - Email Reference: 451      IM Chat: 171

Reference librarians are responsible for the retrieval/return of patron requested library materials that have been placed in the library's storage area in Founders Hall. Reference has created an Access database to analyze impact on staff (Reference and ILL), by what is being requested. Condition of materials for Interlibrary Loan requests is also captured.

<b>Founders Statistics - Annual Totals for Fiscal Year 2005-2006</b>										
Founders			Reference							
By Requested For			By Status							
	ILL	REF	UG	Grad	Fac	St	AI	ARC	NK/Other	Total
<b>2004 - 2005</b>	128	161	58	21	74	5	0	0	131	<b>289</b>
<b>2005 - 2006</b>	146	256	72	72	33	18	50	0	157	<b>402</b>
	0	0	0	0	0	0	0	0	0	<b>0</b>
	0	0	0	0	0	0	0	0	0	<b>0</b>
	0	0	0	0	0	0	0	0	0	<b>0</b>
	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Total</b>	274	417	130	93	107	23	50	0	288	<b>691</b>

The Founders' statistics show a substantial increase (95 requests) in the number of Founder's requested items through the reference department for members of the WPI community than the previous 2004/2005 fiscal year

#### **Goals for 06/07**

- Assist organization, packing and move of the Reference Collection to new Reference location in the library.
- Organize and optimize areas of new reference space, Reference Desk and user services areas.
- Continue Reference Desk Manual revision and updating.
- Add new Quick Look RefDesk rolodex.
- Continue re-evaluating current reference holdings, print versus electronic.
- Implement new weekly ½ -1 hour training sessions open to all library staff
- Continue and expand Reference participation in IQP/MQP library instruction.
- Continue participation in LibQual+ follow through activities.

### **ACCESS SERVICES**

#### **Accomplishments for FY 05/06**

A new pilot program, *Journal Circulation for Faculty*, has been well received by the faculty who have taken advantage of the ability to charge bound journals out for a 2 hour period for photocopying in their departments. We anticipate usage will increase as more faculty become aware of the program. Last year's new *Proxy Patrons for Faculty* found 6 faculty members taking advantage of the ability to allow a student to charge out items on their behalf. Our other new program, *Eaudio*, has seen a 30% increase in use.

Due to the high demand for laptops by students, the ATC responded by providing an additional 8 laptops. Laptop usage increased by 54% this past year. In 2004-2005 we circulated laptops 4,471 times. In 2005-2006 the number jumped to 8,255. Even with this increase in the number of laptops, we had to turn down student requests for a laptop when all were in use.

IT Labs (now called Tech Suites) continued to be very popular as well. Two additional labs were added last year and the usage count increased from 1,925 in 2004-2005 to 3,593 in 2005-2006. This is a 53% increase. Three more IT Labs (all to be renamed "Tech Suites") are scheduled for installation and operation at the beginning of A term 2006. Many IT Lab requests were unfilled due to the high volume of use. At the beginning of C term we began offering Anderson Lab A as an alternative in the evenings and weekends if all IT Labs were in use. This helped to alleviate some of the problem and students were very appreciative. One ongoing problem has been individual students reserving the rooms that are meant for group use and circulation staff has had to monitor requests to ensure that all labs are being used by groups.

Overdue fees were quite high over the course of the year for laptops. Students often would get "lost" in their work and forget to renew or return their laptops on time and would be assessed high fines. Conversely, IT Lab fines were too low and groups working on a project would not exit the room to allow the next group to check in. This created some high fines and annoyed groups. To try to alleviate some of these problems, we changed both fines to \$.25/minute. We hope that the lesser fines on the laptops and the higher fines on the labs will make it easier on the students to pay slightly less fines when returning laptops late while encouraging student groups to complete their work in the IT labs in time for the next group to check in.

Reserves use has dropped again. Numbers are down from 3,010 to 2,502. However, the number of circulation transactions has increased this year from an adjusted total of 32,743 for 2004-2005 to 37,833 for 2005-2006. (an adjusted total does not include Microsoft CDs and Reserves). Books, Microsoft CDs and Reserves dropped slightly, but laptops, IT Labs and DVDs increased significantly.

Patron visits have also increased from 204,052 of last year to 234,197 for this year. This is the highest count we have had since 2002.

Our largest group of users, WPI undergrads, have increased their circulation transactions from 55.63% of the total items borrowed to 64.65%. Alumni have dropped from 1.09% to 0.61%. Evening Grad use has dropped from .24% to .10% and Grad student use from 19.61% to 15.6%. These two grad student numbers have seen the most change of all the patron groups. In a 4 year time span, Evening Grad use has dropped from .74% to .10%. Grad student use has dropped from 24.66% to 15.6%.

Library of Congress classification areas QA, QC and TA account for the most circulated physical books.

A successful search was accomplished for Access Services Librarian and Interlibrary Loan Librarian.

The new Access Services Librarian, Lynne Riley, began in July 2005. Lynne's experience and expertise in circulation and reference have been a tremendous asset to the department. Additionally, she has become proficient in ILL and is able to expand ILL assistance to Sundays. She is also becoming more knowledgeable in copyright and how it applies to libraries.

A new Interlibrary Loan Librarian, Laura Robinson, began in October 2005. Laura's reference and instruction experience have been a wonderful asset as she has assisted in instruction classes and training in the ILL module. She has established new policies and procedures to bring our ILL service to a new level.

The Access Services Librarian has been communicating with ATC and Academic Resources/Disabilities Office to update and relocate our Kurzweil machine in order to make it more current and visible.

Limited safety training for all library student supervisors was completed this year, but plans continue to expand their training.

The Access Manager's Daily Log has proven to be an excellent way to alert all Circ staff to any problems, changes or information for each day. Additionally, she has put together a Rolodex file for students and another for staff with quick easy reference cards on procedures and policies. These have been used extensively by all staff and are very useful.

Full time staff attended a presentation at MLA's Annual conference on customer service, and implemented new ideas to improve our services.

The ILL librarian has taken the lead to communicate with staff to ensure they are trained and informed of all new policies and procedures as well as having an understanding of the overall goals of ILL to ensure smooth workflows. In an attempt to create a more efficient ILL unit, it was decided to order a number of articles through the Boston Public Library ILLIAD service. Although this was in pilot mode at the end of FY06 it was apparent that this would decrease the amount of fees that WPI users would have to pay.

CCC staff and the library's Systems Librarian worked together to find a way to mount articles received through Ariel onto a server so that patrons could access the content from anywhere. Despite their work this was not realized. Instead, email delivery to patrons was implemented. The new service has had some small problems but overall has been well received and popular.

Several new procedures were implemented in ILL including reviewing of Constant Data records which are vital to the implementation of lending strings and direct requesting initiatives, updating WPI's policies in the OCLC Policy Directory and using ILL Management.

Copyright reports are run once per month to insure that WPI does not exceed CONTU limits. If the report shows that we have exceeded our limits, it is a simple process to go to the Copyright Clearance Center website to request the appropriate permissions.

Acquisitions reports are generated once per month and provided to the Collections Management Librarian who uses the lists to decide whether items should be purchased for the library.

iPod shuffles were put into use and have proven to be more popular than the Muvo and Otis players previously used. One issue has been the problem of "shuffling" the stories



unintentionally by the user. The iPods have a larger memory so that more than one part of a book can be loaded.

**Goals for 2006-2007**

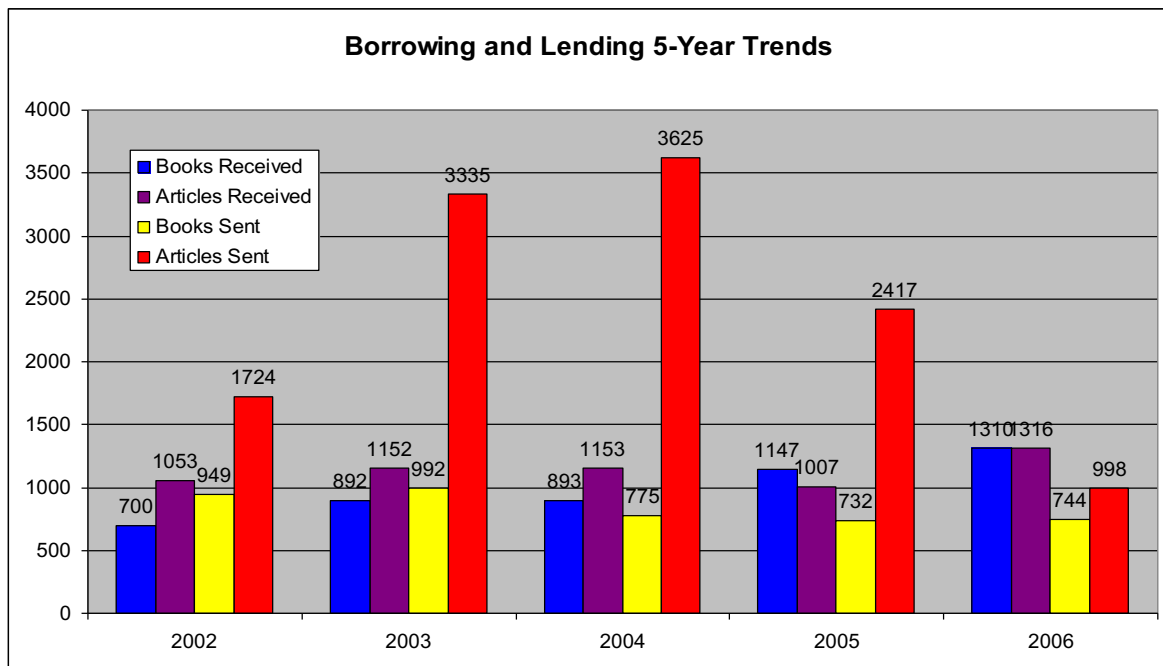
- Evaluate policies, procedures & services based on results of LibQual+ survey.
- Evaluate & adapt workflow for new service area.
- Participate in training of ADA PC software for understanding of capabilities of equipment.

**INTERLIBRARY LOAN**

**Accomplishments for FY05/06**

During this year there have been several changes in the ILL area. A new Interlibrary Loan/Reference Librarian was hired. Electronic delivery of articles to patrons’ desktops was initiated, and some new procedures for collecting statistics were implemented.

In addition to changes that the department has made, outside factors have had an impact on the department’s work. The number of photocopies that the department has sent to other libraries has declined dramatically during this fiscal year (from 2,417 in fiscal 2005 to 998 this fiscal year). One of the major factors that we believe has affected this decline is that our electronic journal holdings are not listed in OCLC. In the next fiscal year this may change due to a pilot program through NELINET in which the Serials Department will be involved. This dramatic decrease in the lending of articles is paralleled by an equal loss in IFM credits. The department has experienced a 22% increase in borrowing, which may have to do with increased instruction and greater marketing of the service.



As the above chart displays, during fiscal 2006, WPI received 1310 books and 1316 articles from other libraries for the use of our patrons. We lent out 744 books and sent 998 articles to other institutions. We also received 921 lending requests for both books and articles that we were unable to fill.

### ***Goals for FY 06/07***

- Use new borrowing strategies to obtain articles at a lower cost, such as taking advantage of Boston Public Library's Document Delivery services, using CWMARS direct borrowing, and initiating advantageous reciprocal agreements.
- Pursue further Interlibrary Loan reciprocal agreements in order to reduce costs and be more efficient
- Create a paperless office
- Implement patron initiated Interlibrary Loan requests through OCLC.
- Create excellent lending strings to streamline the Interlibrary Loan borrowing process.
- Work with academic departments to develop easy ways to access department funds in order to pay for the small number of Interlibrary Loan items that require a fee.
- Visit local libraries to review Interlibrary Loan procedures and develop best practices for WPI Interlibrary Loan.
- Develop a smooth workflow for all those involved in the Interlibrary Loan processes, including both staff and student employees.

## **ACQUISITIONS/CATALOGING/PRESERVATION**

### ***Accomplishments for FY05/06***

Besides the normal work of managing acquisitions and cataloging of monographic, standing order, a/v and electronic books during FY06, our work reflected changes in other areas of the library. The renovation of the main floor of the building meant that almost half of the reference collection had to be relocated or disposed of. Moving the books to the circulating collection meant shifting and weeding there. Other books were moved to Founders. Besides the actual physical work of moving the collections, records in Voyager and OCLC had to be updated. About 2000 reference volumes were moved during the project.

In the Preservation area, the Preservation/Stacks manager, who had been out on disability for much of the previous year, was relieved of her position in April, 2006. Toward the end of her absence, Kathleen Markees, a preservation librarian whom we had hired to do conservation on the Woodbury Collection ten hours per week, took over the Preservation/Stacks Managers responsibilities in the preservation area. In June, she was hired on a permanent part-time basis. Although a very skilled conservator with a library degree, Kathy needed training and extra supervision in working in an academic environment and with student assistants. The work area was moved and procedures were evaluated, altered and written down.

Due to costs increasing faster than our budget, purchase of some electronic book collections, which had been paid for from the periodicals budget, came out of the book budget. That lowered the amount that could be spent on print, av, and other electronic titles. Toward the end of the FY,

there was enough money left for the purchase of electronic reference materials like the New York Times historical collection, CRC Environetbase, and Humanities International.

Discussions about how to best deal with electronic IQP and MQP reports led librarians to evaluate how searching and access was given to print and electronic projects. It was decided toward the end of the FY to put all projects in Voyager, the library catalog. A system for loading was devised by serials librarian Martha Gunnarson, a manual was prepared stating how to correct and complete the records in Voyager, and three staff were trained to do this work.

Other activities included collaborating with Curator of Special Collections and Archives on a grant application to digitize Theo Brown Diaries; exploring options for solving the problem of supplying keywords for project reports—including student supplied keywords and establishing an online thesaurus; and completing conservation on 54 of the drawings in the Woodbury Collection with protective enclosures being made for 60 of them.

### **Statistics**

The average price of print books purchased decreased from \$65 in FY2005 to \$58.48 in FY06. Reference books, Civil Engineering, Chemistry and Chemical Engineering were the highest priced, averaging over \$125. Some of the decrease in cost could be attributed to purchasing on Amazon.com where substantial discounts are offered and great deals can sometimes be found from outside dealers on very high priced titles. Whatever decreases were realized in the purchase of print material, however, were quickly eaten up by electronic titles—ebook collections and individual reference titles. As more of our reference collection goes from print to electronic to save space and provide 24x7 access, a greater percent of the materials budget must be devoted to this. Where purchasing a reference work in print is a one-time thing, purchasing it in electronic format can sometimes mean an annual subscription for the same title.

Although use of some electronic book collections decreased during FY2006, these collections continue to be very popular. Since there is not complete consensus in the statistics that we receive from ebook vendors, one statistic common to all is “Sessions.” Using this as a basis of comparison, the number of sessions in all collections was 13,192 in FY05 and 13,184 in FY06. Knovel had the greatest increase, almost doubling the number of sessions. Use of these collections and individual electronic titles will have to be continually monitored to make sure we are purchasing electronic works that are relevant to our community.

Complete statistics for acquisitions, collections and use of electronic books are available in the appendices.

### ***Goals for FY 06/07***

- Begin cataloging IQP and MQP reports in Voyager
- Collaborate with interlibrary loan librarian on using ILL requests to help in selecting books for purchase
- Begin planning Theo Brown diaries digitization project
- Continue to monitor use of electronic material

## SERIALS

### *Accomplishments for FY05/06*

The library continues to expand its collection of electronic journals in spite of cancellations this past year, due to a number of factors including improved pricing, additional titles included in some collections, and the careful work of librarians in scrutinizing lists and options for most affordable solutions.

The serials collection is the most expensive area in the library's budget and amounts to over \$1.2 million. Given the annual increase in prices which average anywhere from 7% to 10% it is a challenge to maintain existing collections, let alone add new titles that are requested by faculty. Examples of some pricing this past year were : Elsevier Science Direct - \$274,087; IEEE - \$105,495; Web of Science - \$68,532; SciFinder Scholar - \$57,760. Subscriptions through EBSCO, both print and electronic amounted to over \$338,000.

The huge effort of linking catalog records to the EBSCO A-Z list for many thousands of journal titles was completed. This project makes it easier for library users who look for a journal title in the catalog to be linked to the URL in the A-Z list.

Although outside the normal scope of the Serials Librarian, Martha Gunnarson was instrumental in enabling student project report information to be loaded into the library's online catalog. This information had never before been included in the catalog but librarians were looking for the best way of presenting/delivering this to people searching for IQPs and MQPs. Martha developed a technical process to batch load the report descriptions into the online catalog and link them to the actual report.

The financial situation required that the library cancel some journals in order to stay within budget. The Serials Librarian analyzed all 20,000 journal titles for usage data, whether duplicated in more than one database, whether available in a less expensive format, etc. and then ran reports which listed three categories of potential cancellations. One listed very expensive titles with little use, another listed journals with no recent use at all, and another listed titles that were available in more than one database. The suggested cancellations were sent to faculty. When faculty requested that specific titles not be cancelled the library honored those requests but the outcome was a significant savings of close to \$35,000.

Librarians participated in a new license agreement discussion for Science Direct along with librarians from other institutions and NELINET. NELINET, on behalf of these institutions, including WPI, negotiated a successful license which resulted in lower pricing.

Discussions among the local Academic and Research Collaborative (ARC) resulted in a decision to drop the Worcester Area Union List of Serials (WAULS) and investigate other options that would enable all libraries to access journal information online while being affordable to the entire group. The group decided to collaboratively purchase subscriptions for all ARC libraries with access to OCLC's WorldCat. This resulted in less effort by Gordon Library's serials staff

in contributing journal information to WAULS as well as Gordon Library's responsibility for the maintenance of WAULS online. The WorldCat solution is also less expensive.

### ***Goals for FY 06/07***

- The library will evaluate existing and new Electronic Resource Management (ERM) tools that will greatly assist in the management of approximately 30,000 print and electronic journals as well as electronic databases. The goal of this evaluation will be to purchase an ERM tool for the library with the approved dollars in the IT capital budget.
- Given the issues with Interlibrary Loan not being able to use WorldCat for information about WPI's electronic serial collection, the Serials Librarian will monitor the OCLC e-journal product supposedly being released in summer 2006 with a view to implementing it so that WPI's holdings information will appear in WorldCat.
- Although the loading of project data is outside the Serials Librarian's responsibilities she will continue to load data about student projects into the Voyager online catalog.
- Continued monitoring of the journal collection is critically important in terms of reviewing usage of titles, analyzing costs, and reviewing individual titles as well as groups of titles for less expensive options.

## **SYSTEMS**

### ***Accomplishments for FY05/06***

Major upgrades to the Voyager, ENCompass, LinkFinderPlus, and Interlibrary Loan systems were installed in FY06. To facilitate desktop delivery of journal articles via the Ariel service, the Voyager ILL article request form was edited to allow users to indicate e-mail delivery. Also, the LinkFinderPlus display page was changed to present users a more logical order of options for obtaining a full text article.

Collaboration with the Web Development Office continued in order to fine tune unique interfaces to Woodbury and FABERC repositories in ENCompass. Descriptive metadata for newly-submitted electronic project was loaded successfully into ENCompass on a regular basis as part of the E-Projects pilot program. A new metadata loading scheme necessitated by the upgrade to ENCompass 3.6 also was successfully implemented. Over 4,000 metadata records for NIST (National Institute of Standards and Technology documents) were loaded into the ENCompass as part of the FABERC project.

There were ongoing discussions among the library staff concerning ENCompass in particular and federated searching in general and their roles as effective search tools. The changes to the ENCompass product line announced early in 2006 by Endeavor Information Systems made these discussions even timelier.

Based on an examination of usage data, and in consultation with library User Services staff, the web interface to the Voyager Library Catalog was changed to expose all search options to users at once. Previously, choices were displayed in a drop-down menu with the Title option as the default choice. Usage data showed that Title search was chosen most often and often incorrectly

(e.g., typing a person's name as a Title search when Author was the correct choice). It was felt that perhaps users weren't looking at the drop-down choices and were simply typing search terms. By exposing all search options at the same time, it was felt that the correct option was more likely to be used. In order to determine the feasibility of using the Voyager Library Catalog as the search and retrieval tool for completed project reports, a project report request option was added to Voyager so that library staff could test this request method. Further changes to Voyager Library Catalog interface were implemented as well. "Tabs" for Journals List and Other Libraries were added to the Basic Searches, Advanced Search, Course Reserves, and New Books tabs. The new tabs allowed users to link directly to the list of journals, newspapers, and magazines with its own search engine, as well as to the Other Libraries web page. As a result, Other Libraries was removed from the search toolbar, and Journal Title was eliminated from the search options list.

### Statistics

Usage statistics for databases and electronic resources are on the library share at [\\admin\fc\library\\_usage\\_data\Databases\2005-2006](\\admin\fc\library_usage_data\Databases\2005-2006)

Most database and full text providers now report usage data in compliance with COUNTER, making it easier to compare usage data across the various resources. In 2005-2006 there were 57,715 sessions and 433,755 searches reported. These were the ten most-searched databases.

Database	Service	Searches
SciFinder Scholar	CAS	21503
Business Source Premier	EBSCO	18958
WorldCat	FirstSearch	13092
Lexis-Nexis Academic	Lexis-Nexis	11018
Web of Science	Thomson-Scientific	10326
Historical Newspapers--New York Times	ProQuest	7255
Compendex	EI Village	5344
Expanded Academic	Thomson-Gale	5241
General Reference	Thomson-Gale	3351
Health Reference	Thomson-Gale	3266

### Goals for FY 2006-2007

- Monitor ENCompass and implement changes as needed.
- Investigate alternatives to ENCompass, if appropriate, in conjunction with library staff.
- Assist in investigation of appropriate software for a WPI Institutional Repository.
- Explore ways of using Voyager to the fullest extent possible with a view to providing other services that would be useful to both library users and staff.

## UNIVERSITY ARCHIVES & SPECIAL COLLECTIONS

### *Accomplishments for FY05/06*

The Archives receive a \$5000 Documentary Heritage Project grant from the Massachusetts Historical Records Advisory Board (MHRAB) to conduct a survey of the archival records documenting Worcester's printing industry, including the WPI's Woodbury & Company Collection. The project called *Print Worcester: Documenting Worcester's Printing Industry* was completed in late 2006 and the results of the survey were published online: <http://www.wpi.edu/Academics/Library/Archives/PrintWorcester/>.

The Archives received a \$3884 preservation grant from the National Endowment of the Humanities to purchase supplies and train staff to preserve the Robert Fellman-Charles Dickens Collection. Special phase boxes were purchased to house the first and rare editions of Fellman-Dickens Collection as well as mat board to re-house and mat the prints and artwork in the collection. Conservators Nancy Carlson Schrock (MIT) and James Reid Cunningham (Boston Athenaeum) were hired as consultants to train staff and review in-house preservation work.

The Archives arranged the transfer of the Thomas C. Mendenhall Papers from the American Institute of Physics to WPI. Mendenhall (1841-1924) was President of WPI from 1894 to 1901. The papers consist of approximately 16 linear feet (33 manuscript boxes) of archival material that document his tenure at WPI, his career in the federal government, and his work in the fields of physics, seismology, and geodesy. The finding aid to the papers can be found at: <http://www.aip.org/history/ead/20060147.html>.

The Archives hosted the exhibit *Saving the Princess: The History of Storytelling in Video Games*, October 28 to December 15, 2005. The exhibit consisted of classic video games and memorabilia from the collections of Stanford University Libraries and the WPI Archives. Steve Meretzky, legendary video game designer, spoke at an exhibit related event on December 8<sup>th</sup>. Meretzky along with author Douglas Adams designed the video game version of *Hitchhiker's Guide to the Galaxy*.

The Archives and members of the Interactive Media and Game Design (IMGD) collaborated to establish a history of video game collection at WPI. The archives includes well over 100 video games, systems, and memorabilia, and includes the papers of Massachusetts-based game designers Rick Goodman and Steve Meretzky. The archives serves as a study collection for the IMGD faculty and majors and is open to researchers interested in video game history and design.

The WPI Archives recently acquired an original watercolor by the British painter Clarkson Stanfield for the Fellman-Dickens Collection. Stanfield was a friend and illustrator of Charles Dickens, best known for his seascapes. Stanfield completed the watercolor entitled "Bouy" in 1826.

### **Exhibitions**

- Photography Exhibit, *Apertures: Photographic Works by John Gaumound* (Aug. 26-Oct. 14, 2005)

- Video Game Exhibit, *Saving the Princes: Storytelling and Video Games* (Oct. 28-Dec. 15, 2005)
- Photography Exhibit, *Works by David Machado* (Jan. 13-March 3, 2006).
- Painting Exhibit, *Works of Yoshiro Sanbonmatsu* (March 10-April 28, 2006).
- Group Art Exhibit, Women's Caucus for Arts (May 5-June 2, 2006).

### **Student Projects**

- IQP, History of Video Game Exhibit (advisors Professors David Finkel & Dean O'Donnell)
- IQP, Preserving Shaker Oral History Interviews (advisor Professor Wes Mott)

### ***Goals for FY06/07***

- Secure funding and resources for Theo Brown Digitization Project. The Archives will seek public and private grants or donations to fund the digitization of the Theo Brown Diaries, totaling 65 volumes, 23,000 pages, dating from 1893 to 1971. The Archives seeks to secure in-house funding for web programming, hardware, and software that is needed.
- The Archives will focus staff time and resources to organize, rehouse, and catalog some 15 to 20 unprocessed manuscript collections, approximately 60 to 80 linear feet of material. Formal finding guides will be compiled for each of the collections and the collections listed on the Archives' website.
- The Archives will begin converting existing finding guides in Encoded Archival Description format (EAD) and making these finding guides available on the Archives' website. EAD is the archival professional standard for describing finding guides.
- The Archives will increase its recruitment efforts for graduate student interns, primarily from the School of Library and Information Science, Simmons College. Past graduate students have greatly assisted in the processing of archival and manuscript collections and with digitization projects.
- The Archives will seek to establish in the library an art gallery that will provide a dedicated means for student, staff, and faculty to exhibit their artistic works. There is no central art gallery for the campus community and this effort will hopefully provide one.

## **MAJOR LIBRARY STAFF ACTIVITIES**

Helen Shuster was Chair of the Board of Directors of NELINET, a New England wide consortium of 600 libraries.

Helen Shuster, Pat Flanagan and Christine Drew participated in Presidential Commissions (Commissions C, B, and A1, respectively). Christine is continuing on the phase 2 group spawned from Commissions A1 and A2, looking at the first year and general education at WPI. Helen is continuing on a subgroup of Commission C that is interested in working with graduate



students to improve their quality of life at WPI. Pat acted as a member of the search committee for the Dean of Undergraduate Studies, representing Commission B.

Debbie Bockus participated as the IT staff member in the Colleges of Worcester Consortium (COWC) Management training series. She also continued a lead role in the Massachusetts Library Association (MLA) Paralibrarian effort, where two of our own WPI library staff were awarded Paralibrarian recognition.

Laura Robinson and Christine Drew continued leadership roles in the Association of College and Research Libraries/New England Chapter and spoke at various programs about WPI activities.

Lynne Riley continued to lead the Professional Development Advisory group of the Academic and Research Collaborative (ARC) and is a member of the Massachusetts Library Association Conference Planning Committee.

Christine Drew's efforts experimenting with podcasting have not only attracted interest at WPI, but are also grabbing attention from outside; she has been asked to speak about her efforts and has received queries from librarians across the country trying to implement similar services. Christine was a speaker on a panel at the ASEE annual conference in June, and was a member of the CMRLS Strategic Planning Committee.

Betty Goodrich and Elenore McGourty were awarded the Paralibrarian level one certification by the Massachusetts Library Association.

Pat Flanagan was Chair of ASIS&T's Scientific and Technical Information SIG, and is currently Past Chair; she is also Chair of the Cretsos Award jury, celebrating new ASIS&T members who have made significant national level leadership efforts within the organization. She is a member of the Communications Advisory Group of ARC.

Rodney Obien served on the board of the New England Archivists and was the chair of the ARC Special Collections Interest Group.

Margaret Anderson served on the board of the Woodstock Historical Society (Conn.).

Don Richardson served on the Search Committee for a Bibliographic and Technical Services Consultant for the Central Massachusetts Regional Library System (CMRLS) at the specific request of the CMRLS administrator.

Lora Brueck was appointed to the Massachusetts Board of Library Commissioners Preservation Advisory Committee.

Martha Gunnarson gave a presentation on history and current practice in organizing electronic journals at the annual inFIRE meeting in 2005.

## LOOKING TOWARDS FY2006/2007

Library staff are looking forward to building on the successes of this past year to ensure ongoing progress for our many goals and objectives. Some of the broader goals we hope to accomplish next year are as follows:

- Communicate with the new VP for Advancement and identify planning strategy for library renovation funding in the new capital campaign so as to implement the library vision.
- Work toward developing systemic library information competency across the curriculum: First Year Experience, IGSD integration, tutorials and other library integration within myWPI, and discipline-specific course instruction at the undergraduate and graduate levels.
- Build stronger library relationships with academic departments focused on marketing appropriate services, integrating with coursework and research activities and understanding collection needs. Develop liaison program to further this goal.
- Create focal, inviting, workable spaces for user/staff interactions by completing Phase 1 of the 2<sup>nd</sup> floor renovation and developing and implementing Phase 2.
- Foster discovery of library resources and services through library web site and catalog improvements; review meta-search, digital repository and other online access tools.
- Meet with representatives of SGA and GSO to assure attention to their needs and implement solutions wherever possible.
- Assess library services, including follow up on LibQual+ and the establishment of outcomes and measures for continuous evaluation in keeping with accreditation and other campus-wide objectives.
- Continue to review and create library policies and services that reflect understanding of changing student and faculty needs. Use available system technologies to their fullest extent to help achieve this goal.
- Finalize work on the electronic projects pilot with the goal of faculty approval of electronic submission and archiving of projects during the year.
- Ensure learning opportunities for all library staff to retain our talented, motivated, and highly effective staff.
- Continue to identify and pursue grant funding for special projects.