

ANNUAL REPORT

2015 - 2016

Utah Valley University Library



# By the Numbers

Between July 1, 2015 and June 30, 2016...

Items checked out:	86,354
Visits:	1,504,081
Instruction sessions:	526
Reference questions:	11,646
Database searches:	1,293,362
New items added:	11,910 physical items, 198,404 electronic books and videos

 \$ 276,259  
total budget increase

 5  
new employees

 39%  
growth in reference usage

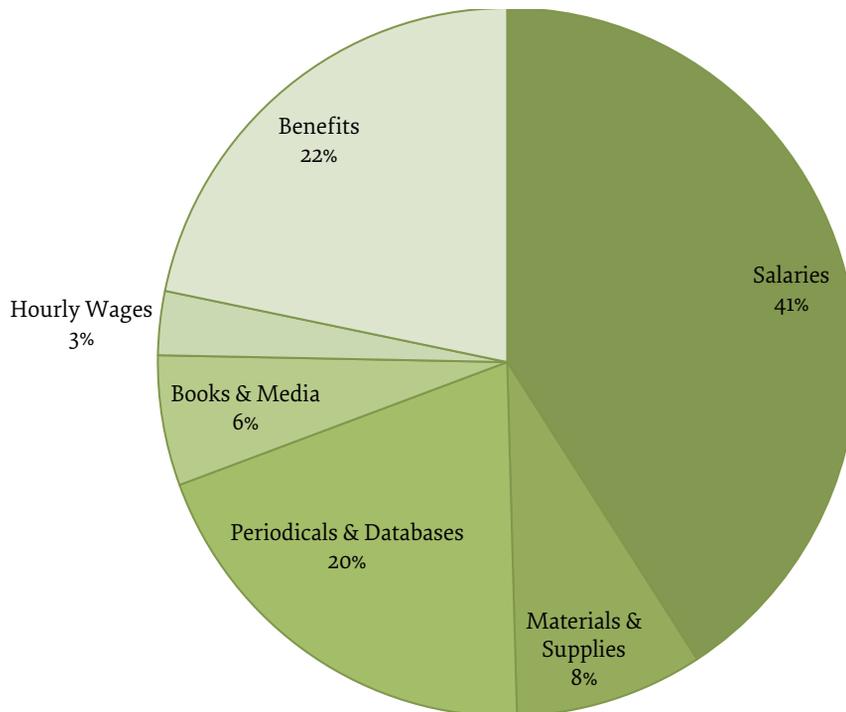
# Letter from the Director

The 2015/16 academic year was an exciting time of growth and change at the UVU Library with the development of a new four-year strategic plan. Through the planning process, we revised the library's mission statement and revitalized our attention on three areas: outreach/ services, resources, and right-sizing the organization. The plan will guide our decisions and growth through 2019.

I was also pleased with additional funding we received from UVU's Planning, Budgeting, and Assessment process. This funding allowed for the purchase of additional databases (\$60,000), addressed database inflation (\$40,000), added a new reference librarian position, and provided one-time funding for music scores (\$25,000). As the university continues to grow, our focus will remain on meeting the needs of UVU students and providing the support they need for academic success. I look forward to the coming year!



## Budget



Total Budget:  
\$ 3,564,544



# Library News

In the fall of 2015, the UVU Library adopted a new strategic plan. This plan ([www.uvu.edu/library/docs/strategic-plan-2016.pdf](http://www.uvu.edu/library/docs/strategic-plan-2016.pdf)) will guide the Library's staff through 2019. The new plan has three objectives: to build on past successes with outreach and find new opportunities to work with faculty and students, provide resources sustainably, and right-size the organization.

## Administration & Assessment

Lesli Baker conducted interviews with UVU faculty and staff from across the university in Fall 2015 to discover how they have been using the Library and what they would like to see from the Library in the future. As soon as the interviews were concluded, Baker took the feedback and worked with the librarians through a SWOT analysis to find major objectives for the new strategic plan. The new strategic plan was adopted at the end of Fall 2015, once goals, activities, and tasks for achieving the plan's objectives had been created.

Baker implemented a major change to how the librarians work with faculty and purchase materials for the Library. While librarians still primarily work one-on-one with assigned departments, they have been tasked with working as college teams to increase outreach to the rest of campus, divvy up collection development funds, and provide back up for instruction for each other.

Many of the Library's protocols and procedures have not been updated in several years. Baker has worked with librarians to update, revise, and even delete old protocols. The updating process is now ongoing. In

addition, Baker has asked librarians to begin documenting all procedures. This process is ongoing.

In FY 2015-2016, Baker asked for and received a \$140,000 increase to the Library's base budget and \$136,000 in one-time funding through UVU's PBA (Planning, Budgeting, and Accountability) process to cover inflation costs for databases, subscribe to new STEM databases, and add more student hourly positions.

Mary Naylor was tasked in FY 2015-2016 with designing and executing several assessments: Circulation Services, Reference, Library weekend and evening hours, and so on. The results of the weekend and evening hours have already been used to adjust the Library's hours for Summer 2016. A proposal to add Sunday hours is still being reviewed by university administration. In Fall 2015, Naylor presented the results of a LibQual survey conducted by the library that semester. The survey garnered fewer responses than in previous years, but it gathered valuable data about user satisfaction with the Library (see page X for LibQual highlights). Tim Rowley has also worked on assessing the Library's accessibility for students with disabilities. Changes based on the results of this assessment will be implemented over the next year.

### **Circulation & Patron Services**

In Circulation, Trevor Young has worked with the rest of the Library staff to update circulation protocols. Checkout periods have been revised and simplified. Cole Smithey has been working with Mary Naylor to design an assessment for the department's training program for library aides. The assessment will focus on identifying areas where aides need additional training and determining which methods of

training are most effective.

Patron Services continues to see success. Interlibrary loan requests and book delivery both increased in FY 2015-2016.

### **Instruction & Reference**

Instruction requests held steady in FY 2015-2016. In Fall 2015, the instruction librarians began to teach the bulk of ENGL 1010 and 2010/2020 classes as a core instruction team. Having fewer librarians teaching these classes will help improve consistency, one of the most frequently cited issues from faculty and adjuncts.

Emily Bullough completed a curriculum map in FY 2015-2016 that will help librarians target required upper division courses that include a research component for increased instruction and outreach. Most UVU students receive a basic introduction to the Library in their composition courses, but this introduction does not address subject specific databases and research techniques that many students need as they advance in their majors.

Annie Smith was once again embedded with Christa Albrecht-Crane's ENGL 3090 course to provide in-depth information literacy instruction for students. In October 2015, Smith co-presented with Albrecht-Crane on embedded librarianship at the 13th International Conference on Books, Publishing, and Libraries in Vancouver, Canada. She also embedded with Kat Brown's HIST 3450 (World War II) class in Fall 2015 where she helped students navigate the Library, correctly use sources, and improve their writing.

While instruction requests have stabilized, reference continues to defy the national decline. Students are asking more questions than they

have in several years at the Reference Desk. Not only are students asking more questions in person, they are reaching out to librarians through virtual reference (chat, text) in record numbers. In addition, Anthony Morris has established “office hours” at the Music Department to answer student and faculty questions about research.

Because reference continues to grow, Annie Smith has been working with Kim Rollins and the Instruction and Reference librarians to develop a plan to address the increased demand for reference services. Several options are being discussed, but changes to reference scheduling are still pending. Currently, Instruction and Reference librarians are providing *ad hoc* backup for chat, text, and phone reference questions.

### Sutherland Archives

FY 2015-2016 has been incredibly busy for the Sutherland Archives. As UVU has geared up for its 75th anniversary, Catherine McIntyre and the archives staff have been working closely with university administration to answer questions about the institution’s history, provide digitized archival materials for presentations and promotional material, and contribute to a new history of UVU.

In addition, McIntyre and Aimee Bastarache have joined UVU’s Campus Records Retention Committee. Records management is a complex topic and the Committee will help university faculty and staff identify and organize materials that need to be retained for the future. On a related note, McIntyre has updated the Sutherland Archives’ collection development policy to more clearly express which materials will be accepted upon donation and which will be declined.

Systems Librarian Mark Stevens has assisted the archives staff with Kaltura, an online streaming media service that hosts photos, videos, and audio files. Digital content has increased exponentially over the last few years and services like Kaltura are vital to making that content accessible.

### Technical Services & Systems

The Technical Services and Systems departments have tackled several major projects in FY 2015-2016. First, Mark Stevens created a program that would help identify ebooks that were no longer in the Library’s subscription so that they can be removed from our catalog. When the program first ran in December 2015, it found more than 17,000 bad links. This program runs regularly to help the catalog current. Stevens also worked to create new procedures for reporting technical problems. Debbie Short worked to add HaPI (Health and Psychosocial Instruments), the American Geophysical Union, Science, Nature, the Medcom Nursing Video Collection, GeoScience World, the

Proceedings of the National Academies of Science, ValueLine, IBISWorld, PrivCo, and the American Antiquarian Society Archives to the

Ben Wilson, the Library’s webmaster, worked with a small committee of librarians to launch a new website. The committee solicited input from Library staff and UVU students to streamline the site and create an entirely new look and feel. The new website launched in January 2016.

In Spring 2016, librarians began to weed the collection to remove outdated material, damaged books, and items that do not fit the Library’s collection development policy. Hundreds of books have been deleted from the Library’s collections to date. Weeding the collection has also helped to create much-needed room for new books in places that were becoming overcrowded. Weeding is expected to continue through 2016; it is a slow process, as each book in the collection needs to be evaluated.



# LibQual 2015 Results

In the fall of 2015, Mary Naylor survey students, faculty, and staff about their use of the Library using the national LibQual survey. The survey covers customer service, resources, and physical space.

## Highlights

Undergraduate students are the Library's biggest users. Almost half of the undergraduates who responded to the survey reported visiting the Library at least weekly. Undergraduates reported being mostly satisfied by the service and resources at the Library, but there is work to do in monitoring noise in the quiet spaces and training staff.

Graduate students responded positively to the Library's group study space, courteous staff, modern equipment, and how staff have made information easily accessible for their own use.

Faculty were most impressed with the Library's quiet spaces, comfortable and inviting location, and group study space. Faculty also reported that staff help teach them how to find information and that they were satisfied with the services they received while checking out books, reserves, equipment, and other library resources.

## Student Comments

I love the library. Thank you for all the help and willingness to help out!

--Undergraduate Student, School of the Arts

I love how quiet the library is and I enjoy using it a lot for studying and homework.

--Undergraduate Student, College of Technology & Computing

## Short-Term Response

The areas in which survey respondents had the most complaints were address in Spring 2016. Faculty and undergraduate students asked for a simpler, more intuitive website. A new website was launched at the beginning of January 2016. Undergraduate students noted the long login times for Information Commons computers. These computers were updated during the end of Spring 2016; login times are much faster now.

## Long-Term Response

LibQual surveys are run every five years; the next time the UVU Library will run the survey is 2020. However, with the assistance of Mary Naylor, librarians are identifying problem areas and implementing changes to training and reference service to address faculty and student comments about the quality of customer service.

Very helpful. Love the artwork and quiet study Areas. Plus it always smells like bacon and coffee so that's an added bonus!!

--Undergraduate Student

I love the library at the Orem Campus! I have always used it as a "retreat", especially during Finals Week. It has always been a very pleasant, positive and helpful experience.

--Undergraduate Student, School of the Arts

# New Library Staff



## Mary Naylor

Reference/Instruction Librarian

Mary joined the UVU Library staff as its evening reference/instruction librarian. She is a member of the library liaison teams for the School of the Arts and University College. Mary is also the Library's assessment coordinator. Mary comes to the Library from Salt Lake City's LDS Business College.



## Amanda Leavitt

Financial Coordinator

Amanda Leavitt joined the Library as financial coordinator, assisting with purchasing for materials, subscriptions, and supplies. She also helps as a liaison with UVU's Business Office.



## Maralee Carlin

Circulation Supervisor

In August 2015, Maralee Carlin became a member of the Library's staff. In addition to supervising student and hourly workers during the week, Maralee serves as the Library's weekend supervisor.



## Rebecca Bryant

Administrative Support

Rebecca joined the Library as administrative support for the administrative team in September 2015. She takes notes at all library team and committee meetings, handles scheduling, and assists with projects for librarians and staff.



## Sarah Anne Flinders

Circulation Supervisor (Evening)

Sarah Anne was hired in February 2016 as the UVU Library's evening circulation supervisor. She helps staff the Library's circulation desks, keep student and hourly workers on task, and closes the Library during the week. Sarah Anne also assists with performance management and training for student and hourly workers.

# Accomplishments, FY 2015-2016

- Created and launched new Library website of 360 pages.
- Created liaison teams for librarians to work with UVU's colleges and share teaching and collection development duties.
- Captioned 144 videos for electronic reserves.
- UVU affiliates ran more than 1.2 million searches in the Library's databases.
- Librarians answered more than 11,000 questions--the most since we started collecting statistics.
- Campus View computer lab opened on the second floor.
- Judy Robertson retired.
- Added twelve new online databases and journals.
- Restructured media area for book processing.
- Numerous practices and procedures were documented across the Library. Many policies were streamlined to save time and/or take advantage of new technology.
- A walk-up scanner was added on the first floor.
- Drafted and adopted a new strategic plan.
- 10,000 physical items (half of them donations) were added to the Library's collections.
- 6,000 items were weeded.
- Added scores to the music collections via PBA funding.
- Reorganized UVShare.
- Increased student hourly positions to 10.
- Reorganized the physical layout of the circulation and technical services suites.
- Added three workstudy positions in technical services.
- Added new equipment, including skeletons. (The skeletons have circulated more than 200 times since they were added.)
- Reorganized storage areas, including the second floor storage area.
- Updated cataloging of reserved textbooks.
- Created a searchable catalog for the Office of Teaching and Learning's book collection.
- Created and launched "Be Here" customer service training program.
- Added a mother's room on the second floor.
- Increased number of items delivered to faculty offices. The service averages 150 deliveries per month.
- Added authority control.
- Added a scanner in the Sutherland Archives.
- Moved Heather Gurule' from Public Services to Technical Services.
- Revamped media collection development policy.
- Increased number of interlibrary loan requests filled, especially the number of items lent to other libraries.
- Moved music reference collection.
- Migrated electronic reserves to a new server.
- Updated cataloging for brief records
- Improved ILLiad and updated login process.
- Improved EBSCO/OneSearch interface.
- Upgraded all three instruction labs and converted LI 205 into a PC lab.
- Added 10 new Macs to the Information Commons lab.
- Migrated EZProxy to a new server.
- Prototyped a link-checker for ebooks to identify bad links.
- Migrated from Ambassador to YBP
- Experimented with mobile reference service.
- Implemented pre-processing of books.
- Created a technology plan.
- Assessed ADA compliance throughout the physical and online Library spaces.
- Added special shelving for scores and text.
- Librarians taught 520 classes (approximately 10,400 students).
- Continued embedded librarian program (adding HIST 3450).
- Reorganized instruction program.
- Developed processes for a cashless organization.
- Improved library aide training.
- Participated in Veterans' Day activities.
- Supported Utah Women's Walk program.
- Supported archive deaf studies materials.
- Planned a transition from Docutek to Canvas using Kaltura.
- Migrated 47 print titles to online.
- Supported UVU's 75th Anniversary by finding historical materials.
- Added patron-driven acquisition. Patron usage added 22 titles into our online collections.
- Created flexible learning lab
- Added research assistant position for executive research service.
- Assessed reference service.
- Updated Get a Clue game.
- Improved finding aids for archival collections.
- Increased online journals collection to 385,000 titles with full text and 790,000 titles indexed.
- Purchased new shelving for the Sutherland Archives.
- Added 20 new oral histories.
- Revised Archives collection development policy.
- Documented the Roots of Knowledge stained glass installation.
- Transferred archives records to Box.
- Digitized materials for Orem Library.
- Added campus newsletters to Archives.



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**LIBRARY**