Kreitzberg Library

Annual Report

FY 2018

(June 1, 2017 - May 31, 2018)
Use of the Kreitzberg Library remains strong. Over 200,000 students, faculty, staff, alumni, and visitors entered the main public entrances of the Library in fiscal year 2018. Virtual visits to library and archival resources via the Internet neared one million page views. Feedback from library and archives users has been overwhelmingly positive. One graduate student wrote, "Thank you so much, you are amazing! There is so much amazing information here and thank you for showing me how to look it up, too. I greatly appreciate ALL of your help!" One NU faculty member wrote, "The archives staff was superb. They created an exciting, interactive environment that got the students very interested in working with primary sources. Several expressed a desire to go back to the archives on their own, and others asked about courses that use the archives in more depth.” One undergraduate student wrote, “Just want to reach out and express my gratitude for your help on Monday with my Country Study. As challenging as it was to work with a new topic, you made it much more manageable. At a busy time of year like this, you took the time to help me and that was huge! Thank you for all you do for NU students!”

Such comments are invaluable. They speak to the dedication and professionalism of our staff. We likewise cannot place a value on unique NU archival materials. They are, quite simply, irreplaceable. We can, however, place monetary estimates on the cost of library resources used. The average cost of a U.S. college book in 2017 was $69.08. Multiplied by the number of initial circulations (8,601), which are mostly physical books, students and faculty used $594,157 worth of books. The average price of a U.S. e-book in 2017 was $25.50. Multiplied by the number of e-books used (42,951), library patrons used $1,095,251 worth of e-books. The average cost of a pay-per-view article by such publishers as Elsevier is $31.50 per article. Multiplied by the number of articles downloaded (502,253), our students and faculty used an estimated $15,820,970 worth of articles! These are but three categories, but for an actual expenditure of only $1,714,949, Norwich has achieved a very high return on investment.

We experienced several staff losses this fiscal year. Alison Horner left her Archives Associate position at the end of FY17, and we were unable to fund and fill the position in FY18. Former Library Director Ann Turner passed away peacefully on July 13, 2017. She had a positive influence on lives of many Norwich graduates, mine included. Ellin Lord, who had worked in the library since 1969, passed away on October 24, 2017, as a result of injuries sustained in a tragic pedestrian accident. Ellin was a close colleague and will be missed.

On October 15, 2017, I assumed temporary museum director duties as the then museum director was placed on leave and subsequently resigned in January of 2018. On March 4, 2018, Norwich combined the Kreitzberg Library and Sullivan Museum and History Center and became what is known as a LAM (Library, Archives and Museum) organization. A fully integrated LAM offers many challenges and opportunities, which we are only beginning to explore.

Greg Sauer, Executive Director of Library, Archives and Museum
Vision, Mission, and Priorities

Vision:
We aspire to be a thriving community that fosters life-long learning, sharing, and creativity.

Mission:
The mission of the Kreitzberg Library is to develop and provide the information resources, services and environment that support Norwich University’s academic and administrative goals. As the home of the University Archives, we assume an important role as the provider and preserver of institutional heritage and memory and as a resource for all those with an interest in Norwich University history.

Priorities:
1. Enhance Library and Archives Instruction
2. Engage Students
3. Provide Equitable Access to Information Resources
4. Share Unique Norwich Collections with the World
5. Invest Strategically in the Library and Archives

Select Images from the Kreitzberg Library

The June 8, 2018, issue of American Libraries Direct (AL Direct), an electronic members newsletter, used the following image of the Kreitzberg Library entry as a stock image of “an academic library” in an article about “2018 top trends in academic libraries.”
Service Highlights

Archives and Special Collections

“The archives staff was superb. They created an exciting, interactive environment that got the students very interested in working with primary sources. Several expressed a desire to go back to the archives on their own, and others asked about courses that use the archives in more depth.” -- NU Faculty

“You always surpass my expectations with your generous support. Your knowledge about the collection and primary source research expertise always helps *me*!” -- NU Faculty

Digital Collections & Access Services

- Transitioned the Cursive to Keyword transcription program from a volunteer program conducted through email to a crowd-sourcing transcription website populated with documents from the Alden Partridge Records.
- Indexed an additional 418 issues from 20 years of NU’s student and alumni publications. The subject index to the Reveille, the Record, and the Guidon now includes issues of these publications through December 1980.
- Added 2,261 new items to archives’ digital collections in CONTENTdm, including all university catalogs published before 1900 and our first collection of born-digital photographs.
- Redesigned the archives’ website for an upgrade to CONTENTdm’s responsive website.

Public Service & Research Assistance

- Provided expanded assistance to support bicentennial projects through reference, fact-checking, on-demand reproductions, proofreading, and participation in planning. Notable projects that received additional support include the updated history of Norwich University by Alex Kershaw and the bicentennial travelling exhibit.
- Completed a review of archives’ procedures related to reference transactions, reading room visits, collection use, instruction, and online interactions to ensure consistency with best practices for the collection of public service statistics in archives and special collections repositories.
- Norwich University Archives & Special Collections was acknowledged for our researcher assistance in support of an exhibit at the History Museum of Tsinghua University in Beijing, China.
- Archives responded to 840 questions from researchers and other users of archives. The majority of questions (43%) came from faculty and staff. Students (28%), alumni (12%), and researchers from outside the university (16%) accounted for smaller proportions of questions asked. In general, students asked more questions in person or by phone and other groups made greater use of email.

Outreach

- Two semester-long courses were hosted in the Archives Instruction Room: The Arts of Peace and War; and The Civil War Soldier.
- Created a post-instruction survey for gathering feedback from faculty about our instruction with archival materials and rare books.
Service Highlights

• Created and/or edited content for 40 “200 Things About Norwich” pieces for the bicentennial.
• Inaugural Caraganis Prize awarded to Prof. Kate Donley for her Public Speaking Class
• The Archivists taught a total of 41 classes (reaching 698 students) and 5 workshops (35 students). This accounts for a total of 28.4% of all instructional services in the library for this fiscal year (includes classes and workshops).

Other
• 11 new collections were added to the Archives and accessions were made to an additional 69 collections

Digital Services

Web Services & Content
• Library Website: In coordination with the launch of a new University website, a new Kreitzberg Library website was introduced in January. The new site (guides.norwich.edu) takes advantage of the Library’s existing subscription to the LibGuides content management system, which was already being used to host research guides and the Kreitzberg Library for Online Students. The secure and mobile-friendly new site will provide a flexible, user-focused alternative to reliance on the institutional website for hosting the library’s web content. Full control over the Library’s web presence offers the opportunity to better meet the changing needs of students, faculty, and staff.

Electronic Resources & Systems
• WorldCat Discovery: Highlights of recent updates to Discovery include the ability to group and ungroup related editions, more personalization features, improvements to the process for placing holds, and the introduction of “sticky” facets that allow the Library to create custom search boxes with predefined filters that will persist throughout the user’s search session. Also, a new “Report a Broken Link” tool has made it easy for users to inform Digital Services staff about linking errors and has dramatically streamlined the remediation process.
• New Electronic Resources: The library invested strategically in the following digital collections to support research at Norwich in FY18:
  o American Antiquarian Society’s Historical Periodicals Collection includes fully searchable digitized versions of over 6500 historical periodicals on diverse subjects published from 1684 to 1912.
  o The Documentary History of the Ratification of the Constitution from the University of Virginia Press opens access to thousands of sources documenting the debate around the Constitution’s ratification by each of the thirteen states’ conventions.
  o United States Declassified Documents Online: The most comprehensive compilation of declassified documents from the executive branch, including intelligence studies, policy papers, diplomatic correspondence, cabinet meeting minutes, briefing materials, and domestic surveillance and military reports.
Service Highlights

Instruction Services

"I just wanted to let you know that students in Health Science Research Methods consistently wrote about how much they enjoyed the library sessions. Thank you for all of your work!" (Faculty Member)

"I know that several students in my course last semester, MH510E, found your assistance greatly helpful. Thank you for helping out once more." (Faculty Member)

"Thank you so much, you are amazing! There is so much amazing information here and thank you for showing me how to look it up too. I greatly appreciate ALL of your help!" (Graduate Student)

Distance Learning Services

- Online instruction statistics have been primarily recorded as page views on the Distance Learning Librarian’s LibGuides for online students. We recognize that these statistics are somewhat limited because there isn’t a way that we can differentiate page views between students, instructors, or even library staff; however, we believe that it is helpful to begin recording these statistics as a potential benchmark and comparison for future online instruction data that we gather. The Distance Learning Librarian currently curates a total of 86 LibGuides which have garnered 147,310 page views throughout Fiscal Year 2017-2018.

In-Person Instruction

- During Fiscal Year 2017-2018, we taught a total of 152 classes and reached 2,764 students. Compared to last fiscal year’s statistics, this is a decrease of about 19%. However, we had anticipated a reduction in overall instruction sessions because our freshmen class size was smaller this year than it had been in the previous academic year.
- Partnered with Nikki Matheson and the AAC to update CAM information literacy modules for Fall 2017 and 2018.
- Our librarians and archivists offered a total of eight workshops and two Faculty Roundtable events this fiscal year.
- We launched the Modular Information Literacy Instruction (MILI) plan at the start of the Fall semester with the goals of standardizing Library instruction, evening out teaching workloads, maximizing instructional flexibility and customization for instructors, and promoting active learning strategies that engage students with key learning outcomes and concepts
  - Instruction Librarians taught a total of 38 EN 101 class sessions using the MILI modules
  - On the post-instruction faculty satisfaction survey, we asked the following two questions:
    - Question 1 - “On a scale of 1 to 5, how would you rate your overall satisfaction with today's library instruction session?” (Average rating = 4.4 out of 5)
Service Highlights

- Question 2 - “On a scale of 1 to 5, how well did today's library instruction session support your course content?” (Average rating = 4.7 out of 5)
- Results – We received 13 responses from the survey.

Public Services

Circulation
- Circulation checked out 8,601 items and renewed 3,802 items excluding ILL and equipment check outs in FY18. Equipment and key check outs account for another 2,800 items.
- In FY16, the library started to circulate tech related equipment such as chargers and adapters, which were popular. Last year, keys for the group 4th floor group study, writing center and library lockers were added to our circulating items, as well as graphic calculators. The circulation of these items almost doubled from last year.

Interlibrary Loan
- Interlibrary loan filled 3,896 requests for our users and provided 2,498 items to other libraries in FY18. ILL staff attended a Resource Sharing meeting in May at VTC to learn about integrating open access titles into the ILL workflow.

Reference
- The library answered 744 questions virtually and 255 questions in person or by phone as users are making greater use of the library’s virtual chat and email reference services than traditional reference services. The majority of reference questions are answered virtually through email and chat. In general, students are the heaviest users of reference services.

Stacks
- An inventory project of the Architecture periodical collection was completed to ensure that materials are in the right location and that our holdings are accurate.

Acquisitions, Cataloging, and Serials
- 1,485 new books (1,576 volumes) were added to the collection, along with 224 gift books, 184 DVDs (319 discs), 30 Government Document books (84 volumes), and 82 bound periodicals were processed. 1,529 volumes of books were withdrawn from the collection.
- The library has some 19,977 volumes of bound periodicals. We are improving access to them by cataloging the record to the volume level. The projected was completed.
- The library Office Manager also schedules the large meeting rooms, which includes the Todd Multipurpose Room (TMPR), North Instruction Room (NIR), South Instruction Room (SIR), and two small conference rooms. Excluding library sponsored events and room repairs, the TMPR, NIR, and SIR were used for 1,471 events or classes.
Kreitzberg Library Committees

In addition to the Kreitzberg Library departments and units, cross departmental committees and teams operate to improve our services. The following two pages provide highlights from those committees.

Council of Librarians. Membership: Greg Sauer (chair), Deb Ahlers, Melissa Cornwell, Mary Margaret Groberg, John Holm, Brandon Hugo, Kelly Nolin, Claire Veach, Gail Wiese. All Kreitzberg Library faculty serve on the Council. Professional and operational activities are discussed, planned, and coordinated at the biweekly meetings. The biweekly meetings ceased with the formation of the LAM.

Friends of the Kreitzberg Library Newsletter Committee. Membership: Claire Veach (co-chair), Melissa Cornwell (co-chair), Deb Ahlers, Tammy Hunt, Tess Zimmerman, Tom Blood, Gail Wiese. Produced the fall 2017 issue and the spring 2018 issue of the newsletter.

Intellectual Property/Copyright Committee. Advises and assists the University Copyright Officer in creating guidelines and answering copyright questions. Membership: Greg Sauer (chair), Melissa Cornwell, John Holm, Gail Wiese. This fiscal year the Committee advised on five copyright questions.

Library Building Committee. Formed in FY17, the committee’s purpose is to improve the environment; the student experience of the space; and the overall safety of those in the building. Membership: Christa Stook (chair), John Holm, Mary Margaret Groberg, Tom Blood, Monique (“Nikki”) Matheson, Michele Robie, and Greg Sauer (ex officio). Some highlights include privacy film removed from Conference Room 402 and 407 doors to better aid in monitoring continual abuse of the space(s) by students, especially rooks; guidelines for room use were established for Conference Rooms 402 and 407 and posted in each room; all room policies were reviewed and updated; a policy was established and posted on the library’s website regarding sharing/use of library instruction spaces as many, many faculty requested use of library spaces due to campus renovations; a new water fountain, with bottle filling capabilities, was installed on the first floor with a second unit likely to be installed on the fourth floor during FY19; a second unit of lockers for student use was purchased and installed on the second floor, next to previously purchased unit.
Kreitzberg Library Committees

**Semester Course Use Award Committee.** The committee reviews and awards faculty the full use of one of the three Kreitzberg Library instruction rooms for one course section for the duration of the semester. Membership: Claire Veach (chair), John Holm, Gail Poitras, Kelly Nolin, Stephanie Maass and Rowly Brucken. Ten courses received the award in the fall and eight in the spring semester. At the end of each semester, the library hosted a Faculty Roundtable at which faculty members shared their teaching experiences using the instruction rooms.

**Staff Development Committee.** Membership: Deb Ahlers (chair), Tammy Hunt, Claire Veach, Tess Zimmerman. Six sessions were given. Dave from Fire Pro Tech provided fire safety training and a demonstration in two sessions. Brandon Hugo delivered a presentation on Grammarly, a new online writing support tool the library added to its online resources. Eucaris Medina from the Development Office presented information on faculty/staff giving opportunities. Christa Stook led a holiday craft making session. Nicole Krottinger from the Counseling and Wellness Center gave an update on recent changes.

**User Experience (UX) Team.** Membership: John Holm (chair), Gail Wiese, Melissa Cornwell, Brandon Hugo, and Greg Sauer (ex officio). In FY18, the UX Team continued to focus on learning more about the information needs of online students in CGCS. A simple and informal usability test was conducted during the 2017 Residency Conference, in which volunteer participants were asked to mark up a printed screenshot of a program landing page from the library website to assess whether they were able to accomplish a common research task, and provide open-ended feedback about the website. The testing showed that students are likely to choose the most easily accessible materials even when they are not necessarily the most useful, underscoring the importance of minimizing barriers to information through thoughtful design. This assessment, along with the continuation of end-of-seminar survey coding that revealed dissatisfaction with the current program sites, led the team to start planning for a redesigned library website for online students, to be introduced in FY19.
## Statistics

### INPUTS

<table>
<thead>
<tr>
<th>Collections</th>
<th>FY18</th>
<th>FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Archives Digital (items digitized)</td>
<td>11,201</td>
<td>8,940</td>
</tr>
<tr>
<td>Archives Physical (linear feet of collections)</td>
<td>2,152</td>
<td>2,169</td>
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<tr>
<td>Library Electronic (unique titles)</td>
<td>569,061</td>
<td>492,754</td>
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<tr>
<td>Library Physical (volumes/units of materials)</td>
<td>242,971</td>
<td>242,100</td>
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### Expenditures

<table>
<thead>
<tr>
<th>Expenditure</th>
<th>FY18</th>
<th>FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collection Materials/Services Expenses</td>
<td>$603,906</td>
<td>$594,155</td>
</tr>
<tr>
<td>Salaries and Staffing Expenses</td>
<td>$972,273</td>
<td>$961,036</td>
</tr>
<tr>
<td>Other Operational Expenses</td>
<td>$138,770</td>
<td>$164,215</td>
</tr>
<tr>
<td>Total</td>
<td>$1,714,949</td>
<td>$1,719,406</td>
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### OUTPUTS

### Items Loaned/Used

<table>
<thead>
<tr>
<th>Category</th>
<th>FY18</th>
<th>FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Archives Digital Collections [*methodology changed]</td>
<td>580*</td>
<td>2,152</td>
</tr>
<tr>
<td>Archives Physical Collections [*from Sept. – May 2017]</td>
<td>1,768</td>
<td>1,286*</td>
</tr>
<tr>
<td>Library E-books [*counting methodology changed]</td>
<td>42,951</td>
<td>37,974*</td>
</tr>
<tr>
<td>Library E-journal Articles</td>
<td>502,253</td>
<td>337,574</td>
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<tr>
<td>Library Physical Collections Initial Circulation</td>
<td>8,601</td>
<td>8,717</td>
</tr>
<tr>
<td>Library Physical Collections Renewals</td>
<td>3,802</td>
<td>4,239</td>
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### Interlibrary Loan

<table>
<thead>
<tr>
<th>Category</th>
<th>FY18</th>
<th>FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>For Norwich Researchers</td>
<td>3,896</td>
<td>3,988</td>
</tr>
<tr>
<td>To Other Libraries</td>
<td>2,498</td>
<td>2,625</td>
</tr>
</tbody>
</table>

### Information Services

#### Archives

- Individuals helped with research: 840 (879)
- Class sessions taught: 46 (38)
- Class attendance: 733 (751)

#### Library

- Individuals helped with research: 999 (992)
- Class sessions taught: 106 (151)
- Class attendance: 2,031 (2,290)

### Gate Counts

<table>
<thead>
<tr>
<th>Category</th>
<th>FY18</th>
<th>FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Archives Reading Room</td>
<td>362</td>
<td>550</td>
</tr>
<tr>
<td>Library Building (public entry) [*data loss Apr. – Sept.]</td>
<td>215,767*</td>
<td>222,319</td>
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<tr>
<td>Website Virtual Use (page views)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Archives (CONTENTdm, Cursive to Keyword)</td>
<td>72,007</td>
<td>78,542</td>
</tr>
<tr>
<td>Library (website, LibGuides, WorldCat Discovery)</td>
<td>891,277</td>
<td>809,152</td>
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</table>
Professional Activities and University Service

National, Regional and State Committees
- Board member of the Vermont Academy of Arts & Sciences (VAAS).

University Committees
- ADA Advisory Committee
- Norwich University Bicentennial Book Production Team
  - History of Norwich Book Review Committee
- Digital Accessibility Task Force
- Faculty Senate
- Faculty Senate Library Committee
- Faculty/Staff Giving Committee
- NEED Committee
- President’s Advisory Council
- Staff Council
- University General Education Committee
- University Budget Committee

Library Committees
- Council of Librarians
- Friends of the Kreitzberg Library Newsletter Committee
- Intellectual Property/Copyright Committee
- Library Building Committee
- Semester Course Use Award Committee
- Staff Development Committee
- User Experience (UX) Team

Other University Services
- Presented Staff In-Service Day Workshops:
  - Work Study: Best Practices, Helpful Hints, and Discussion
  - NEED Book Read: Blindspot
- Workshop for CGCS residency – “From Cursive to Keyword: Transformation Through Transcription.”
- Sullivan Museum and History Center Collection Advisory Committee
- Presented an overview of the Modular Information Literacy Instruction plan and served as a panelist on the New Faculty Orientation – Best Teaching Practices Panel in August 2017.

Scholarship, Professional, and Creative Activities
- Panelist of a presentation entitled “But Does It Scale? Charting the New DLS Standards across Three Institutions” at the Distance Library Services Conference in San Antonio, Texas, in April 2018.
Library Departments and Personnel

Administration
Greg Sauer, Director

Acquisitions, Cataloging, and Serials
Christa Stook, Acquisitions and Office Manager
Karen Matthews, Government Documents Specialist
Tess Zimmerman, Library Associate

Archives and Special Collections
Kelly Nolin, Head of University Archives and Special Collections
Gail Wiese, Archivist for Digital Collections and Access Services
Mary Margaret Groberg, Outreach Archivist


Digital Services
John Holm, Head of Digital Services
Brandon Hugo, Electronic Resources Librarian

Instructional Services
Claire Veach, Head of Instructional Services
Melissa Cornwell, Distance Learning Librarian

Public Services
Deborah Ahlers, Head of Public Services
Tammy Hunt, Interlibrary Loan and Stacks Management Associate
Tom Blood, Circulation Manager and Library Reference Associate

Student Evening/Weekend Supervisors: Josie Gibb, Edward Jacome, Patrick Kane, Connor Lessard, Lidanis Quinones, Jennifer Zarycki