Kreitzberg Library

Annual Report

FY 2016
Introduction

The Kreitzberg Library renovation project maintained a fast pace through the summer of 2015. One summer renovation project was to move the entire library collection to its new location. This was organized and completed by the library staff along with a small group of volunteers. It is worth repeating that moving a library collection of over 230,000 item twice (once to its temporary staging location and then to its final location), while the library was being renovated in and around those locations, using one five-by-seven-foot-wide elevator was a noteworthy event and the staff deserve great praise.

September 1, 2015, was the Kreitzberg Library Grand Reopening. Norwich University President Rich Schneider, Vermont Lieutenant Governor Phil Scott, and myself provided opening remarks. The theme in the speeches was the renovation project changed the Kreitzberg Library from a “cathedral of the book” to a “cathedral of learning.” The renovation added 5,189 square feet to the building (48,059 GSF to 53,248 GSF) primarily by infilling space within the library walls. This, along with the reorganization of the book locations, resulted in a 77% increase in the number of seats -- going from 249 to 440 seats and from being able to seat 10% of the student population to 18%. The number of library group study rooms changed from one to eight. One small conference room changed to two. Each room has a room availability display. One small seminar-sized library instruction room became two full-sized, technology-enabled instruction rooms. Technology in the two instruction spaces will enable active learning in ways not possible in other spaces on campus and provide a true teaching space for our librarians, as well as a home for experimentation by teaching faculty. The Fourth and Mezzanine floors became collaborative-learning areas. Displays in open areas, booths, and group study rooms will allow students to connect multiple devices and share their screens, whether working in groups or with a tutor from the Academic Achievement Center. The Second and Third floors remain a traditional library setting for quiet, individual study. A café, “The Daily Grind,” was added to the library.

In August of 2015 we hired Claire Veach to be our new Head of Instructional Services. The position was held by Nikki Krysak who left the end of June to become the Library Director at St. Johnsbury Academy. John Holm advanced to Head of Digital Services in October, after Heidi Steiner Burkhardt left to take a UX Specialist positon at the University of Michigan Library. Due to the University hiring freeze, we waited until the end of the fiscal year and hired Brandon Hugo to fill John’s Electronic Resources Librarian position. Deb Ahlers, formerly Head of Reference and Interlibrary Loan Services, became Head of Public Services. This was done to improve coordination at our new single Library Services desk where both library circulation and reference services are performed and because the Associate Director of General Library Services position, which supervised both these functions and others, was cut from the library budget.

Greg Sauer, Director of Kreitzberg Library
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

(May 2016 front entrance of the Kreitzberg Library. Photo taken by Heidi Steiner Burkhardt.)
Service Highlights

Archives and Special Collections

“Your staff are worth their weight in gold. I could not do my job without them.” – University staff member

Digital Collections & Access Services
- Expanded coverage of the Newspaper Index to include issues of the *Norwich University Record* and the *Norwich Guidon* through August 1949. To date, approximately 73% of all issues of the *Reveille*, *Guidon*, and *Record* are indexed.
- Expanded our selection of digitized historical documents available online by more than 2,000 items. Archives’ digital collections now include selected writings by our founder and over half his correspondence as well as early catalogs of the university, records of student and alumni involvement in World War I, and postcards of the Norwich campus.
- Assisted with research and access to archival collections for multiple bicentennial projects, including liaising with Alex Kershaw and the Norwich Bicentennial Book Production Team.
- Completed migration of Archives & Special Collections’ website to CONTENTdm.
- New archival outreach program established.

Archival Collections & Rare Books
- Arranged and described 39 new collections and made accessions or other changes to the finding aids for 68 existing collections.
- Total linear feet of our archival collections increased by 112 linear feet to a total of 2,061.13 linear feet.
- Rare books underwent a comprehensive preservation survey to determine items in need of additional protection.

Instruction & Volunteer Projects
- Opened new instruction space in Archives and solicited proposals for two semester-long classes to be taught there in the Fall of 2016.
- From Cursive to Keyword volunteer transcription pilot project produced 50 new transcriptions.
- Taught 17 classes reaching 377 students.

Outreach
- Beginning in December, produced 26 weekly columns for the “200 things about Norwich.”
- Hosted public programming for American Archives Month for the first time.
- Overhauled displays of Archives collection material throughout the library, including the use of the new state-of-the-art digital displays on the first floor.
- Launched a program to make archival displays available at Homecoming Weekend, resulting in numerous new connections with donors.
- Doubled the number of Mining for Old blog subscribers, from 95 to 190.
Service Highlights

Digital Services

Web Services & Content
- Content added to Library website included:
  - Information about the newly renovated spaces, including floor maps and directory, group study rooms, collaborative technology, and instruction rooms
  - Information for faculty about the Semester Course Use Award for use of the new instruction rooms

Electronic Resources & Systems
- Migrated from WorldCat Local to WorldCat Discovery platform, which allows users to retrieve full-text article results in addition to books, ebooks, and other media. The updated interface includes:
  - Availability, location and call number in results list
  - One-click access to online materials like ebooks, articles, and streaming video
  - Responsive interface that adapts to the size of the user’s screen
- Updated patron-facing ILLiad web pages to include a mobile-friendly responsive design, fewer forms to choose from, simpler field labels, and information about open requests visible from the main page.
- Conducted comprehensive data point inventory and began working with LibInsight, an online data repository that will allow the Library to store and analyze data for all systems and services including reference and instruction statistics, electronic resource usage statistics, key circulation statistics, Google Analytics, LibGuides statistics, and more. LibInsight will allow us to centralize data collection and key sets of statistics, as well as conduct cross dataset analysis. Implementing this platform will help facilitate data influenced decision making and the creation of data dashboards to showcase use and value.

Instructional & Collaborative Technology Support
- Following the 2015 renovation, the Head of Digital Services has taken on a support role for technology in the instructional rooms and elsewhere in the building. This has involved creating signage, assisting with training, first-tier troubleshooting, and serving as a liaison to IT staff.

Digital Displays
- The Library and Archives have begun creating and managing content for the two large digital displays in the lobby, which have been a highly visible means of highlighting digital collections, Library and AAC events, and more to patrons as they enter the building.
Service Highlights

Instruction Services

- Face-to-face instruction statistics were up across the board this year. For Fiscal Year 2015-2016, the Library taught a total of 117 classes (excluding Rook Orientation) with a total of 2,062 students in attendance. This is an increase of 8 more classes and 123 more students in attendance compared with the previous fiscal year. English and History continued to be the Library’s heaviest users and accounted for over 73% of all instruction sessions.

- 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 80 LibGuides which have garnered 149,465 page views throughout Fiscal Year 2015-2016.

- The Distance Learning Librarian initially began an embedded librarian project as a way to engage online students in more direct ways and also to scaffold information literacy threshold concepts directly into the online classrooms here at Norwich. The CGCS embedded librarian project now includes strategic information literacy instruction for online students in MH 510 – Introduction to History & Historiography, AD 511 – Foundations of Public Administration & Policy and GI 512 – Foundations and Historical Underpinnings of Information Assurance. Student reactions have been overwhelmingly positive and indicate that this project is meeting a key student need.
  - “The Norwich library is much more helpful than other school e-libraries that I have come across in the past. I like that it is subdivided into our programs which seems to make things easier. I am also impressed with how many full e-books are available.” (MH 510)
  - “Thank you for putting this tutorial together. It was nice to get a refresher as well as some tips on how to search better and more efficiently. It's been awhile but I don't recall anything nearly as helpful when I did my undergrad.” (GI 512)

- Identified more opportunities for campus and community collaboration for students, faculty, and staff. This fiscal year’s events included staff professional development (Claire & Melissa, Archives), CGCS student engagement in archival literacy (Archives), and a partnership with Northfield Middle/High School seniors to prepare high school students for college-level research.

- Recreated Library Research Lesson instructional videos with Norwich University branding and new content.

- Developed and implemented surveys with scenario-based quizzes for both the Public Administration and Information Security Library Research Lessons in March 2016.

- Partnered with the AAC and the Student Library Advisory Council to establish a collection of leisure reading materials with a wide variety of readership levels and competencies in order to support ESL students’ language acquisition skills in April 2016.
Service Highlights

Public Services

Circulation
- The library stacks were closed for most of the summer during the renovation and circulation moved to a temporary location to maintain operations. Users were able to request materials from the collection during the renovations which were retrieved by staff. Circulation checked out 7,344 items and renewed 4,109 items excluding ILL and equipment check outs in FY ’16.
- Since September circulation and reference share a new combined Library Services Desk. The new Desk is a single access point for getting research help, checking out materials and picking up reserve and interlibrary loan items.
- After moving to the new Library Service Desk, various adapters were made available for check out so users could connect their devices to the new collaborative technology funded by the generous grant from the George I. Alden Trust. The adaptors and chargers available for check out have been well used with over 600 check outs, and the library plans to offer new items for check out such as graphic calculators and clickers.

Interlibrary Loan
- The patron interface for submitting ILL requests in ILLiad was updated during summer 2015. The fields on the online forms were simplified to make them easier to fill out and all the important information about your open requests can be viewed on the main page when you sign in. Interlibrary loan filled 3,528 requests for our users and provided 2,832 items to other libraries in FY ’16.

Reference
- The reference staff did our best to maintain reference services throughout the renovation project. After the renovations were completed in late August, staff transitioned to a combined services desk for circulation and reference. The transition to a single service point is working well but overall reference transactions were down which could be the result of the renovation and transition to the new desk. There was a technical problem for a few weeks in the spring with our online reference form which did interrupt our virtual reference service but that has now been resolved. The library answered 637 questions virtually and 296 questions in person as users are making greater use of the library’s virtual chat and email reference services than traditional reference services.

Stacks
- The library’s entire collection was moved during the renovation project. The library staff worked together to relocate the collection to its new location. After the collection was moved to its new home, the stacks were labelled to help our users find materials in their new locations. An inventory project has been underway since the move to ensure that materials are in the right location and that our holdings are accurate.
Statistics

INPUTS

Collections

Electronic (unique titles)  447,046  442,419
Print (physical volumes/units)  238,020  236,669

Expenditures

Collection Materials/Services Expenses $569,346 $563,859
Salaries and Staffing Expenses $841,752 $898,648
Other Operational Expenses $134,329 $136,650
Total $1,545,427 $1,599,157

OUTPUTS

Items Loaned

Initial Circulation  7,344  8,740
Renewals  4,109  3,266
E-books  50,093  45,229
E-journal articles  329,870  328,549

Interlibrary Loan

For Norwich Researchers  3,528  4,740
To Other Libraries  2,832  3,342

Information Services to Individuals

Archives  736  833
Library  933  1,371

Information Services to Groups

Sessions  117  109
Attendees  2,062  1,939

Gate Counts

Main entrance*  178,794  116,834

*The large change in the main entrance gate count is because of the lower use of the library during the renovation and the greater use and capacity of the building after the renovation.
Professional Activities and University Service

National, Regional and State Committees
• Association of College and Research Libraries
  o Various committees
• Vermont Library Association
  o Assistant Webmaster

University Committees
• ADA Advisory Committee
• Banner Users Group
• Bicentennial Commericative and Comissioned Works Committee
  o History of Norwich Book Review Committee
  o Norwich University Bicentennial Book Production Team
• Digital Accessibility Task Force
• Faculty Senate
• Faculty Senate Academic Integrity Committee
• Faculty Senate Committee on Academic Technology
• Leadership & Change Institute Advisory Board
• Library Building Renovation Committee
• President’s Advisory Council
• Staff Council
• University General Education Committee
• Writing Center Committee

Library Committees
• Copyright and Intellectual Property Committee
• Council of Librarians
• Friends of the Kreitzberg Library Newsletter Committee
• Library Staff Development Committee
• Library Student Advisory Committee
• Semester Course Use Award Committee

Other University Service
• Presented Staff In-Service Day Workshop – Always Be Learning! Tip & Tools to Create a Personal Learning Environment
• Presented Staff In-Service Day Workshop – From Cursive to Keyword: Transformation through Transcription

Scholarship and Creative Activities
Library Departments and Personnel

Administration
Greg Sauer, Director

Acquisitions, Cataloging, and Serials
Christa Stook, Acquisitions and Office Manager
Ellin Lord, Library Serials Associate
Karen Matthews, Special Collections Cataloger (temporary)
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
Alison Horner, Archives Associate (temporary)

Work-study Students: Imani N. Green, Justin H. Johnson, Hoainam V. Nguyen

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

Instruction 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: Liam Carrol, Kevin Kuhens, Ralph Melanson, Bethany Towne, Matthew Tyson

Work-study Students: Luka Bekauri, Pabitra Bhattarai, Andrew Borgens, Pasquale Cassese, Chase English, Febe Eze, Josie Gibb, James Goodman, Ivan Ilic, Edward Jacome, Chun Jiang, Maurice Johnson, Aaron McDuffie, Ryan McInnis, James Miller, Andrea Moreno, Maciel Porto, Lidanis Quinones, Robbie Sikora, Gabriel Swain, Sam Wheeler

In Memorial
Longtime library supporter and Friend of the Kreitzberg Library Carol Todd passed away December 16, 2015. The University dedicated the library’s Multipurpose Room in her memory. We are honored and will continue to hold many fine events in the Todd Multipurpose Room.