Kreitzberg Library

Annual Report

FY 2015
The $6.8 million Kreitzberg Library renovation project began this fiscal year. It is the first project under the Norwich University Forging the Future campaign. The project is being led by Norwich’s Construction Services and includes Jones Architecture; contractors E.F. Wall & Associates, Bates & Murray, Vermont Mechanical, and others; Norwich’s Information Technology Services (ITS); and the library staff.

Even though construction did not start before January 2015, the library staff began its work in the summer of 2014. By the end of the FY15, we reviewed all the storage circulation books and bound periodicals located in the basement. Those storage materials judged unneeded were weeded from the collection, and all others were integrated in the upper floor collections. The remaining storage Government Documents and Gauss Collection books were relocated and reorganized in the middle of the basement. The entire 4th floor book collection was then temporarily moved to the south side of the basement. Special Collections books from the east side of the 5th floor were moved to the Archives north side of the basement once the necessary shelving and compact storage units were installed. Once shelving was in place, all the mezzanine Government Document books were moved to the 2nd floor and all architecture and art periodicals and books were moved to the 3rd floor. In May feature films, new books, and popular reading books were temporarily relocated to the Multipurpose Room (MPR) and all other 1st floor collections were moved to the basement. Library staff members with offices in the south pod of the library and 2nd floor were moved to the east side of the 5th floor. In May, the remaining staff members with offices on the main floor were moved into the MPR, which became the library’s main service point during the summer. We established a website to keep the entire Norwich community up-to-date on the project and sent construction update e-mails to all in the building. We implemented processes and procedures to stay operational during the renovation project. We even provided earplugs to all using the building to help with the construction noises, but could not do much about the dust. Due to all the construction activities and challenges getting to the physical collections, usage of the library’s physical space and collections was down this academic year.

We hired Tess Zimmerman to fill the Library Associate position. Tess filled the position held by Betty Shelley, who retired in April of 2014. With growing interest in Norwich history and the start of the Norwich University 2019 Bicentennial campaign with its related projects, we reorganized and added more staff to the Archives and Special Collections department. Gail Wiese’s position title of Archivist for Digital Collections and Access Services now reflects her actual duties. Mary Margaret Groberg became our full-time Outreach Archivist, and we hired Alison Horner to be our part-time Archives Associate. I was the interim director for the year and was chosen to be the permanent director for the coming fiscal year.

Greg Sauer, Interim Director of the Kreitzberg Library
Mission Statement and Priorities

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 2015 front entrance of the Kreitzberg Library. Photo taken by Heidi Steiner Burkhardt.)
Service Highlights

Archives and Special Collections

- More than doubled our historical documents available online. 1,993 new items were added resulting in a change from 1,331 to 3324 items.
- Indexed student and alumni newspapers through February 1936
- New archival outreach program established
- All Archives collection guides moved to new platform (CONTENTdm)
- Completed Archives high-density mobile shelving system in the basement of the Library

Digital Services

Web Services & Content

- Migrated to the new LibGuides v2, which offers responsive design, a dynamic databases list, and centralized content management. This transition allows us to effectively repurpose online instruction content and feature a list of our databases that can be easily filtered by subject and/or type of content.
- Created a web presence for the Library renovation to keep the University community informed.
  - Renovation overview providing key highlights. This page was regularly linked to in communications by other departments, as well.
  - FAQ page to address inevitable questions.
  - The Renovation News: a blog featured on the Library website homepage with weekly “What to Expect” posts, as well as fun facts and progress updates.
- As part of newly formed Intellectual Property/Copyright Committee, created a series of web pages to provide information on the basics of copyright and fair use and help answer frequently asked questions. [http://academics.norwich.edu/library/services/copyright/](http://academics.norwich.edu/library/services/copyright/)

Service Highlights

Electronic Resources & Systems

- Transitioned from Serials Solutions to the OCLC Link Resolver, saving the University $10,000 per year. This essential service links all of our various electronic resources together and facilitates locating full-text, as well as offers a search interface for locating specific periodicals.

- FY14 was a banner year for maximizing funds and building up the library’s electronic resource collection, where FY15 was focused on thoughtful pilots and expanding primary source digital collections:
  - Subscription to Mango Languages, which was prompted by the newly formed Student Advisory Committee. Mango is a self-paced interactive online language learning resource with courses in 63 different languages.
  - Invested $5,000 in a Taylor & Francis evidence based ebook pilot. This emerging model of ebook collection development allowed us to make $25,000 worth of content available for one year before we decide what to purchase. This pilot will carry into FY16.
  - Added 21 topical primary source collections to our Archives Unbound package, bringing the total number of collections to 32. The new collections cover a wide range of topics and document types, from periodicals to diplomatic documents.

- Improved internal communications around WorldShare Management Services through creation of WMS guide and Staff Training Committee event. The guide includes release notes, a list of recent enhancements, the primary contact, and lists the staff members to be notified of updates for each module.
Service Highlights

General Library Services

• In FY15 ILL borrowing increased by over 8% and lending decreased by about 5% compared to the previous year. ILL borrowed 4,740 items from other libraries and provided 3,342 items to other libraries. As a member of Rapid, the library continued to save on document delivery fees and article requests filled in Rapid averaged an 11 hour turn-around time.

• In person reference transactions had been in decline so the reference staff added morning coverage and reduced afternoon coverage at the physical desk in FY15. The numbers reflect that in person usage increased by over 9% after making this change to our physical desk coverage and virtual reference increased by over 14% compared to the previous year. Virtual reference still accounts for 2/3 of our reference activity. The liaison librarians weeded their areas of the reference collection in preparation for the library renovation.

Instruction Services

Information Literacy

• Created Research Basecamp, a video-tutorial series to meet needs of self-paced learners at point-of-need intervals.

• Reconsidered approach to information literacy to extend beyond traditional in-person and online techniques. Identified opportunities for campus collaboration for students, staff, and faculty. FY15 events included financial literacy (Tom), staff professional development (Heidi), copyright literacy (Heidi, et al.), and archival literacy (Archives).

CGCS

• Implemented new embedded librarian model for MMH/MAH programs in March 2015.

• Piloted assessment survey tied to Introduction to History Research Library Research Lesson for MMH/MAH students.

Outreach

• Introduced Therapy Dogs (courtesy of Therapy Dogs of Vermont) to students during December 2014 StressBusters event. Dogs now come 4 times per year due to student demand.
## Statistics

<table>
<thead>
<tr>
<th>INPUTS</th>
<th>FY15</th>
<th>FY14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collections</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electronic (unique titles)</td>
<td>442,419</td>
<td>425,014</td>
</tr>
<tr>
<td>Print (physical volumes/units)</td>
<td>236,669</td>
<td>236,571</td>
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<tr>
<td>Expenditures</td>
<td></td>
<td></td>
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<tr>
<td>Collection Materials/Services Expenses</td>
<td>$563,859</td>
<td>$566,298</td>
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<tr>
<td>Salaries and Staffing Expenses</td>
<td>$898,648</td>
<td>$853,857</td>
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<td>Other Operational Expenses</td>
<td>$136,650</td>
<td>$138,190</td>
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<tr>
<td>Total</td>
<td>$1,599,157</td>
<td>$1,558,345</td>
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</table>

| OUTPUTS |          |          |
| Items Loaned |          |          |
| Initial Circulation | 8,740 | 10,326 |
| Renewals | 3,266 | 3,877 |
| E-books | 30,454 | 25,681 |
| E-journal articles | 343,324 | 365,134 |
| Interlibrary Loan |          |          |
| For Norwich Researchers | 4,740 | 4,379 |
| To Other Libraries | 3,342 | 3,518 |
| Information Services to Individuals |          |          |
| Archives | 833 | 852 |
| Library | 1,371 | 1,215 |
| Information Services to Groups |          |          |
| Sessions | 109 | 106 |
| Attendees | 1,939 | 1,903 |
| Gate Counts |          |          |
| Main entrance | 116,834 | 137,541 |
Professional and University Service

National, Regional and State Committees
- Association of College and Research Libraries
  - Co-Chair, 2015 Conference Innovations Committee
  - Professional Development Committee
- ACRL/NEC
  - Vermont State Representative
- New England Archivists
  - Roundtable for Early Professionals and Students’ Day of Service host site. Volunteers transcribed correspondence of Alden Partridge.
- Vermont Library Association
  - Assistant Webmaster

University Committees
- ADA Advisory Committee
- Banner User Group
- Bicentennial Commemorative and Commissioned Works Committee
- Digital Preservation Task Force
- Faculty Senate
- Faculty Senate Academic Integrity Committee
- Faculty Senate Committee on Academic Technology
- Library Building Renovation Committee
- President’s Advisory Council
- Staff Council
- University General Education Committee
- University Information Literacy Committee
- Writing Center Committee

Library Committees
- Copyright and Intellectual Property Committee
- Council of Librarians
- Library Staff Training Committee
- Library Student Advisory Committee

Other University Service
- Presented Staff In-Service Day Workshop – Always Be Learning: Tools and Tips for Creating a Personal Learning Environment
- Presented Staff In-Service Day Workshop – Personal Archiving: Preserving Your Family Memories
Scholarly Contributions

Presentations at

- American Library Association Midwinter Meeting
- American Libraries Live: Going Beyond Google (webinar)
- Association of College and Research Libraries National Conference
- Association of College and Research Libraries New England Chapter, Electronic Resource Management Interest Group Fall Program
- GaleGeek Webinar
- Vermont Library Association College and Special Libraries -- Not Afraid of Beta: Going Live on LibGuides v2

Articles in

- LOEX Quarterly (Invited Interview)
- WeaveUX (Invited Digital Panelist)
Library Departments and Personnel

Administration
   Greg Sauer, Interim Director
   Christa Stook, Office Manager

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: Cameron Myette, Vladyslav Vlad, Natasha Lara

Digital Services
   Heidi Steiner Burkhardt, Head of Digital Services
   John Holm, Electronic Resources Librarian

General Library Services
   Greg Sauer, Associate Director of General Library Services

   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

Circulation and Reserves
   Tom Blood, Circulation Manager and Library Reference Associate

   Student Evening/Weekend Supervisors: Jacqueline Campbell, Randall Miller, Kevin
   Kuhens, Katherine Anderson, Caitlin Cataldo
   Work-study Students: Anthony Hernandez, Maciel Porto, Brenden Brogan, Bethany
   Towne, Liam Carroll, Ralph Melanson, Samantha Thornton, Robbie Sikora, Lucas
   Medlin, Ivan Ilic, Ariana Holmes, Matthew Tyson, Kelley Fitzmaurice, Andrew Borgens,
   Armando Diaz, Michael Binyaminov, Erin Donovan, Brendan Salvas, Carl Hampe, Sasha
   Aronson, Kevin Ross, Kaylee Krizan, Zachary Norris, Paul Matthews, Chun Jiang,
   Johnny Saca, Jonathan Mercer

Reference, Interlibrary Loan, and Stacks Management
   Deborah Ahlers, Head of Reference and Interlibrary Loan Services
   Tammy Hunt, Interlibrary Loan and Stacks Management Associate

Instruction Services
   Nikki Krysak, Head of Instructional Services
   Melissa Cornwell, Distance Learning Librarian