Introduction

The use of the Kreitzberg Library’s collections and services remains strong, though how those collections and services are being used is changing. For example, questions by e-mail and chat now exceed in-person questions. In some cases we have students chatting with us online when they are just across the room! We see a decline in the use of print books and a rise in the use of e-books, so much so that when you add these two formats together, more books are being used than ever before at Norwich University. And we see a rise in the number of people walking through the front door. People are not using the library less but rather in different ways. This is a national trend in the library profession.

Behind the scenes the library has kept pace with applying appropriate new library technologies and services, whether it is the latest in cloud-based integrated library systems, having far more electronic resources than print, or simply improving interlibrary loan average article delivery time to less than 24 hours. However, you would not know that walking through the main entrance. You would see a traditional-looking library with a few computers. The University has formed a Library Renovation Committee chaired by David Magida, Chief Administrative Officer, and hired the Jones Architecture firm to create a plan to transform the existing physical space into a modern library environment. We see other academic institutions in this same process, and some have completed the process, of re-thinking how libraries are being used and matching that use to the physical plan of the library.

FY14 was also a year of change on the personnel side of library operations. Loretta Quero retired at the end of FY13. Tammy Hunt assumed Loretta’s library stacks management duties, while Ellin Lord picked up her bound periodicals duties. Salary savings from the vacant position were used to support a temporary Archives Assistant position filled by Mary Margaret Fletcher. Our dear friend and colleague Annette Wicklund passed away in the summer of 2013. Christa Stook took over Annette’s library acquisitions duties and kept her office manager duties, while Tom Blood switched from evening supervisor to circulation manager. Heidi Steiner Burkhardt, who had been filling in two positions, was able to pass along her distance learning librarian duties to Melissa Cornwell in January of 2014. Library Director Ravil Veli resigned at the end of January 2014. The University suspended the library director search for budget reasons, and I, the Associate Director, assumed the additional library director duties. Betty Shelley retired at the beginning of April 2014.

Thanks to the dedication and professionalism of the Kreitzberg Library staff and faculty, along with University and Friends’ support, accolades about library and archives collections and services continue to grow as does the use of those resources.

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

These priorities were created by the library staff in the Spring Semester of 2014 to better align departmental priorities with the Norwich University institutional priorities.

(Fall 2013 front entrance of the Kreitzberg Library. Photo taken by Heidi Steiner Burkhardt.)
Service Highlights

Archives and Special Collections

- Launched a new Digital Collections website with over 1,500 digitized items from our archival holdings, including nearly 600 student newspapers from the 19th and early 20th centuries, historical photographs of campus life and letters from some of NU’s earliest students.
  - “The digital collections will be of immense help to researchers and will immeasurably advance the appreciation and understanding of institutional history.” – Member of the faculty
- Expanded the Historical Serials Index to include early issues of the Norwich Guidon combined with ongoing digitization of these newspapers. The index currently makes accessible content from student and alumni publications through January 1928.
- Increased visibility of archival collections through creation of MARC records for all open collections.
- Newly revamped blog “Mining for Old” launched.
  - “This is wonderful … This is a great way to build toward 2019” – Senior Administrator
- Launched a program to make historical manuscripts more accessible by working with student transcribers.
  - “Although all handwriting is different, the skills used to transcribe are the same and they will remain with me throughout my career.” – NU student
- Two Gold Stars for Service Excellence.
  - “I could not do my job without the NU Archives!” – Anonymous
Service Highlights

Digital Services

Website Redesigns

- Redesigned on-campus library website for launch in the spring semester by working closely with the Office of Communications, doing a thorough content inventory, focusing on learning about our patrons and migrating to the University’s WordPress installation.
  - New website brings the focus on search, with the implementation of our first ever single search box using WorldCat Local to search traditional catalog holdings as well as some of our most popular article research databases.
  - Updated other web services’ interfaces, including ILLiad for Interlibrary Loan and our Research Guides, to better match the new website and provide a seamless experience.

- Alongside major system migrations at the College of Graduate and Continuing Studies, migrated the website for online students into our existing LibGuides instance using a customized group. The platform is a mobile ready interface and allows for more centralized content management and sharing – setting us up for big things in FY15!

Electronic Resources

- In response to frequent questions from alumni about access to online library resources, created a guide full of information for alumni: http://guides.norwich.edu/alumni.

- Additions! The 2013-2014 was a banner year for maximizing funds and building up the library’s electronic resource collection. The following resources were added this fiscal year:
  - Morningstar – the premier investment database
  - EasyBib Library Edition – a tool for creating citations and bibliographies and organizing research sources
  - eBooks on EBSCOhost – over 70,000 unique eBook titles on the familiar EBSCOhost platform
  - Sage Premier – transitioned from just 31 subscription based titles to this collection of over 600 Sage journals
  - JSTOR Arts & Sciences V & VII – these two collections bring our JSTOR total up to six
  - Films on Demand Master Academic Collection – a collection of over 19,000 streaming videos that can easily be link to and embedded in courses

  “It is amazing how far our library resources have come in the past ten years.” – Administrator
Service Highlights

Instructional Technology

- Continued to leverage the 30 classroom iPads purchased in spring 2012 for instruction in the MPR
- Supported a hands-on Apple workshop on iPads in education by distributing devices to roughly 12 faculty participants

General Library Services

- The Circulation Supervisor and Student Circulation Supervisors received reference training in FY14 so they can assist with basic reference questions and refer more complex research questions to a librarian.
- In FY14, ILL became a member of Rapid to reduce document delivery costs and improve our delivery speed for article requests. We did significantly reduce lending fees by about 50% from $11,329.91 in document delivery charges for FY13 to $5,691.55 in FY14 after joining Rapid and requests filled in Rapid averaged a 12 hour turnaround time.
  - “You all claim that you can get us these journal articles in less than 24 hours. I claim you do it in far less time! I usually order journal articles in the evening and receive them first thing in the morning. I have not ever been as pleased with a library's staff as I am with Norwich's! “ – NU online graduate student

Instruction Services

- Collaboration with faculty on course development feedback:
  - “I am JUMPING FOR JOY!!! You have made my day...I am so thrilled!! You have NO IDEA how excited I am!” – MPA Course Developer
- Classes designed to build information literacy skills feedback:
  - “Thank you very much for the super lesson. I myself learned a bunch and it stimulated the students (two of them told me that they would have never thought to use these services) - thanks also from a pedagogical standpoint.” – Faculty member
- Led library initiative for Corporal and Civilian Academic Mentoring (CAM) program, which focused on evaluating online information.
- Conducted IL pilot assessment using ETS iSkills test. Analyzed scores and identified future areas of focus for undergraduate student IL efforts.
Statistics

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<tr>
<th>INPUTS</th>
<th>FY14</th>
<th>FY13</th>
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<tbody>
<tr>
<td>Collections</td>
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<tr>
<td>Electronic (unique titles)</td>
<td>425,014</td>
<td>361,713</td>
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<td>Print (physical volumes/units)</td>
<td>236,571</td>
<td>243,343</td>
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<td>Expenditures</td>
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<td>Collection Materials/Services Expenses</td>
<td>$566,298</td>
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<td>Salaries and Staffing Expenses</td>
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<td>$138,190</td>
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OUTPUTS

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<td>Initial Circulation</td>
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<td>Renewals</td>
<td>3,877</td>
<td>3,573</td>
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<td>E-books</td>
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<td>17,328</td>
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<td>E-journal articles</td>
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<td>Interlibrary Loan</td>
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<td>For Norwich Researchers</td>
<td>4,379</td>
<td>4,002</td>
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<td>To Other Libraries</td>
<td>3,518</td>
<td>1,398</td>
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<td>Information Services to Individuals</td>
<td>852</td>
<td>1,008</td>
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<td>Archives</td>
<td>1,215</td>
<td>1,372</td>
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<td>Information Services to Groups</td>
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<td>137,541</td>
<td>132,599</td>
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Professional/ University Service and Scholarly Contributions

National and State Committees
- Association of College and Research Libraries
  - Co-Chair, 2015 Conference Innovations Committee
  - Research Planning and Review Committee
- American Library Association
  - Instruction Section, Planning Committee
  - New Members Round Table, Endnotes Committee
  - New Members Round Table, Web Committee
- Vermont Library Association
  - Ad-Hoc Website Redesign Committee

University Committees
- ADA Advisory Committee
- College of Graduate and Continuing Studies LMS Implementation Team
- Faculty Senate
- Faculty Senate Academic Integrity Committee
- Faculty Senate Committee on Academic Technology
- Equella Implementation Team
- Library Building Renovation Committee
- President’s Advisory Council
- Staff Council
- University General Education Committee
- Writing Center Committee

Other University Service
- Presented Staff In-Service Day Workshop – Norwich Voices: Share Your Memories

Presentations at
- ALA TechSource Workshop
- Charleston Conference
- Dartmouth October Conference
- LOEX, Grand Rapids
- Library Technology Conference, St. Paul
- NERCOMP: Eureka! Web-Scale Discovery from Alpha to Omega
- Vermont Library Conference

Articles or Chapters in
- *LOEX 2014 Conference Proceedings*
Library Departments and Personnel

Administration
   Greg Sauer, Interim Director
   Christa Stook, Office Manager

Archives and Special Collections
   Kelly Nolin, University Archivist and Special Collections Librarian
   Gail Wiese, Assistant Archivist
   Mary Margaret Fletcher, Archives Assistant (temporary)

   Work-study Students: Wilma Melton, Michaela Fredette, Rebecca Dominguez, Emily Flinn

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
   Betty Shelley, Library Cataloging Associate (retired 4/6/2014)
   Ellin Lord, Library Serials Associate
   Karen Matthews, Special Collections Cataloger (temporary)

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

   Student Evening/Weekend Supervisors: Brenden Brogan, Crandall Miller, Jacqueline Campbell, and Morgan Ross.

   Work-study Students: Andreau Audet, Caitlin Cataldo, Erick Fulton, Erin Donovan, Gabby Digiovanni, Ivan Ilic, Kelley Fitzmaurice, Kevin Kuhens, Liam Carroll, Matthew Tyson, Natalia Mendez, Nik Steele, Ralph Melanson, Seth Cecchett, Tyeim Sackey.

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