

NDSU LIBRARIES | ANNUAL REPORT FY18

July 2017-June 2018

1 SUMMARY

BY THE NUMBERS

Research and Instruction

348,717 Library visits
4,621 Reference questions
158 Research consultations
155 Instruction sessions

Circulation and Website

247,088 Catalogue searches
9,259 Study room bookings
Items circulated
Inter-library loans
2,329,880 Website views
28,572 Research guide views
823,934 Journal articles accessed
17,764 E-book downloads
7,177 E-media usage

New Materials Added

3,764 Books
486 Media titles
129,649 E-books

Library Expenditures FY18

\$299,050 Operating
\$1,807,260 Salaries
\$884,563 Benefits
\$3,510,130 Materials
Total \$6,501,003

Libraries' Total Holdings

870,207 Physical items
231 Databases
121,883 E-journal titles
19,810 Media titles
27,526 E-media
255,622 E-books

In FY18 the NDSU Libraries undertook the task of strategic planning for FY2019-2023. Every employee of the Libraries served in some capacity and was joined by various and valued faculty, staff, and outside partners. The Libraries also welcomed Hallie Pritchett, Associate Dean of Libraries for Research and Learning. Filling the Associate Dean position represents a significant step in the Libraries' continued growth and development and will allow the Libraries to better serve institutional needs.

SOME HIGHLIGHTS:

Acquired or licensed over \$3 million in scholarly resources

Recruited 8 staff

High-density compact shelving was installed in the NDSU Archives

Staff gave 9 professional presentations at local, state, and national conferences, published one book, two book chapters, and one documentary

NDSU librarians received a grant for *The Native Voices: Native Peoples' Concepts of Health and Illness*, a traveling exhibit from the National Library of Medicine which was displayed at NDSU in October and November of 2017, coinciding with Native American Heritage Month

Celebrated Director and Bibliographer of the Germans from Russia Heritage Collection Michael Miller's fifty years of service to NDSU Libraries

NDSU Librarians received a Foundation Library Endowment Award of \$4,077.65 to digitize volumes of the Spectrum

The Libraries received a \$13,579 T-FAC grant to build a Makerspace and a grant from the Foundation to digitize the Spectrum

Retired NDSU Archivist John Bye was made an Emeritus Archivist

A major gift was established to promote the Senator Milton R. Young collection

2 ACCESS



A core function of the Libraries is providing access to materials, spaces, equipment, and services. In FY18, many initiatives were undertaken to make access easier, more streamlined, and accessible to our community of users.

- Access services staff worked with ODIN to implement Alma Resource Sharing to replace Aleph Interlibrary Loan system.
- Access Services, in coordination with the Downtown Branch Libraries, began a pilot project for a pickup location and book drop in the Renaissance Hall administrative office where students, faculty, and staff could pick up items they had requested from the NDSU Libraries.
- A re-design of library signage was undertaken to emphasize positive language and a welcoming atmosphere.
- Large-scale shifting projects continued in both the Main Library and the Annex.
- 24/7 was a safe, successful, and popular service for students during both the fall and spring semesters.
- There were 9,259 group and single study room loans in FY18.
- Deb Saylor retired from NDSU Libraries on September 29, 2018, after 38 years of service. Deb was a valued colleague at the library, contributing significantly to the Libraries' success by maintaining a high standard of service to our students, faculty, and staff, and assisting them in achieving their academic goals.

3 RESEARCH AND INSTRUCTION SERVICES



In FY18, the Libraries continued to provide workshops, class instruction and reference and research services to the NDSU community and continued partnerships with COMM 110 and the First-Year Writing Program. The Libraries also embraced new roles as providers of emerging technologies and hired a specialist to lead initiatives in 3D printing and developing a Makerspace.

Librarians also completed a lengthy project to develop undergraduate learning objectives for use in lesson planning, outreach, and work with faculty and the curriculum.

- Librarians consulted individually with 158 students, faculty, and staff on research, literature reviews, and grants. The amount of consultations done with faculty and graduate students doubled from FY17.
- Librarians provided instruction to 3,127 students in 155 classes.
- In person, via chat, and on the phone, librarians answered 4,621 questions from students, staff, faculty, and community members.
- The library received a grant from NDSU ITS to cover purchases for a new Makerspace.
- Liaison librarians attended a wide variety of functions on campus for both outreach and marketing purposes, and also frequently participated as judges and facilitators of events. Events include:
 - NDSU Explore

- W Challenge
- New faculty orientation
- Annual Faculty Conference
- New Graduate student orientation
- International student orientation
- ITS conference
- Women's Week
- Welcome Week
- Three for-credit courses were taught by Libraries and Archives professionals: HONS 191, HIST 401/601 (Archival Practice and Theory), and HIST 793 (Independent study on Digitization and Electronic Records). A new special projects library course was developed by Lisa Eggebraaten and Beth Twomey and was approved by faculty senate to be taught in Fall 2018: LIBR 299: Research in History.

4 COLLECTIONS AND SYSTEMS

COLLECTIONS

In FY18 the total materials expenditure was \$3,510,130.

The Libraries continue to benefit from three main endowments for collections: the Shott Fund, to foster student curiosity through a leisure reading collection, the Hansen Endowment, to support undergraduate resources in engineering, and the new in FY17 Terry Dahl Health Sciences fund, to provide new databases, journals, and other resources for the Health Sciences Collection with an emphasis on pharmacy.

RESOURCE ACQUISITION, MANAGEMENT, AND DISCOVERY (RAMD)

RAMD is responsible for the behind-the-scenes work that makes finding a library resource possible, from acquiring new resources in physical or electronic form to making sure they are findable in the Library's discovery system, on the self, or in a database. FY18 saw the completion or implementation of processes that make the Libraries' holdings more relevant and easier to access.

- Coordinated with subject librarians in an extensive review of individual journal subscriptions, journal packages, and databases, cancelling and swapping resources as necessary to better suit NDSU research and programs.
- With the Systems department, released the upgraded version of the NDSU Repository
- Began digitizing the print collection of NDSU Masters papers, theses, and Ph.D. dissertations, starting with 2011 and working backward.
- Began transitioning databases to a January to December subscription cycle to gain efficiencies in renewal processes for the Acquisitions & Serials Librarian and subject librarians, as well as for budgeting and accounting

SYSTEMS



NDSU Repository

Significant improvements and upgrades that got underway in FY18 will greatly enhance access and the user experience for many important portals maintained by the Libraries. In addition, the department maintained its schedule of regular maintenance and support for hardware/software/servers/laptop carts, including software and hardware updates/upgrades, wifi and network connectivity, device support, campus malware attacks, power and network outage recovery, and resolution of related issues in coordination with campus ITS.

- Migration of the DSpace environment was completed in July, and was followed by work with the Graduate School to reorganize the structure for the dissertation and theses content. Content areas were restructured in an attempt to better address how users would browse to discover content.
- The Libraries switched to the new user interface in Alma over the December break.
- The Libraries' webmaster worked on a number of important projects including working with the GRHC to plan for updating their website, and working with Digital Horizons partners to support and take advantage of upgrades to the ContentDM platform.

BUSINESS LEARNING CENTER



The Business Learning Center (BLC) (in conjunction with the Architectural Studies Library, which uses the same student workers) renewed and enhanced its commitment to providing meaningful, rigorous, training and work experiences for its seven student workers by re-vamping their onboarding process to better connect student workers to the Libraries as a whole, revising their evaluation process to more closely reflect the competencies desired by employers, and adding projects that utilize

student interests and skills.

The Business Librarian was a part of the College of Business's strategic planning committee, attended department meetings, provided instruction for capstone courses, and successfully chaired the hiring committee for a new Government Information librarian.

KLAI JUBA WALD ARCHITECTURAL STUDIES LIBRARY



The Klai Juba Wald Architectural Studies Library (ASL) continued to provide excellent circulation, reference, and course reserves support for students and faculty. While the number of loans was down by 10%, patron use of the space increased by 38%. The ASL Librarian assisted with the accreditation visit for the Masters of Architecture program. For the first time, students in the A/LA programs submitted their design theses to named folders in OneDrive for inclusion in the Institutional Repository.

- A/LA students of Dr. Regin Schwaen again displayed their book cover projects in both the Main and ASL Libraries.
- The ASL hosted a "Coffee at Klai" event on September 22, 2017, which coincided with the Architecture and Landscape Architecture Advisory Board fall meeting.

- Participated in a pilot project with Access Services to provide hold pick-up services at Renaissance Hall.

P. N. HAAKENSEN HEALTH SCIENCES LIBRARY



In FY18, the Health Sciences Librarian, Merete Christianson, further developed her working relationship with the Bismarck campus for nursing. A new position was developed for the Bismarck library when Sanford decided to discontinue providing a librarian for the location. A temporary library assistant was hired for the spring semester, and a permanent library assistant will be hired in FY19.

- Due to the Dahl and Beres Endowment Fund and the increased fee from students for books, the Health Sciences Library was able to purchase 150 books for the collection this year.
- The Health Sciences librarian has been planning and carrying out a research project focused on collection development decision-making and controversial complementary and alternative medicine materials.
- In April of 2018, the College of Health Professions held a groundbreaking event for the new addition to Sudro Hall, which will include new library space. In the months prior to the groundbreaking, the Health Sciences Librarian, Health Sciences Associate and Dean of Libraries, attended and participated in meetings with the architects to discuss library space needs, including office, shelf and student space.

GERMANS FROM RUSSIA HERITAGE COLLECTION (GRHC)



In FY18, the GRHC participated in outreach events throughout the region, and continues to develop valuable partnerships with the NDSU Foundation, NDSU Graduate School, NDSU History Department, Tri-County Tourism Alliance, GRHS, AHSGR, North Star Chapter of Minnesota Germans from Russia, SHSND and the Tri-County Tourism Alliance. They received \$18,790 in financial donations to the Michael M. Miller Germans from Russia Legacy Fund. They continue to work closely with the NDSU Foundation Office about fundraising and the development of the Legacy Fund.

GRHC premiered the new documentary *Gutes Essen: Good Eating in German-Russian Country*, in July 2017. Michael worked closely with Prairie Public and the Tri-County Tourism Alliance with interviews and photographs. This is the 9th documentary of the award-winning Germans from Russia Series of Prairie Public Broadcasting. In May 2018, Michael Miller and Jeremy Kopp led the 22nd Journey to the Homeland Tour. They received overwhelmingly positive feedback on their post-tour evaluation survey and developed many Friends of the GRHC. The GRHC also demonstrated their commitment to supporting student retention efforts by providing a NDSU student internship, a NDSU graduate assistant, and employing four NDSU student employees.

INSTITUTE FOR REGIONAL STUDIES COLLECTIONS AND UNIVERSITY ARCHIVES



In FY18 the Archives undertook a massive project to install compact-storage to increase storage capacity. The Archives was closed from October 9th through November 26th to provide time to shift materials and install the shelving. An Open House was held on February 15th to celebrate the new shelving. Nearly 100 guests came to visit, view some of the Archives' most interesting documents, and hear Distinguished Professor Dr. Tom Isern give a talk about the history of the Archives.

The Archives added 82 new collections of archival material and catalogued 320 items. A grant for \$4,077 was received from the NDSU Foundation Libraries Endowment to hire a student to digitize the Spectrum from 1950-1980. The Head of Archives coordinated the creation of a traveling exhibit highlighting the NDSU Archives, Germans from Russia Heritage Collection, NDSU Press, and the Emily Reynold Historic Costume Collection, which will be used by NDSU Extension. The Archives demonstrated their commitment to support student engagement by working with four interns and a student worker in FY18, in addition to hosting six classes for tours of the archives.

Archives staff, along with library staff, curated and presented the following displays developed from NDSU archival holdings:

- Appetite for Education: The Alba Bales House
- Home Front During WWII
- Exhibit of Senator Milton Young's artifacts in the Archives

GOVERNMENT INFORMATION



NDSU is an official federal and state publication depository with stewardship over collections of interest to the NDSU community. The library offers reference and research services to help users find, access, and use current and historical government information.

A full time Government Information librarian, Susanne Caro, was hired in January 2018. The NDSU Libraries entered into MOUs with the Government Publishing Office to be Preservation Stewards for two titles:

The Public Papers of the President, and the Record of the War of Rebellion. This is a new designation in the Federal Depository Library Program where libraries agree to preserve specific collections or titles. A regular government documents newsletter "Fed Doc Friday!" is increasing awareness of the physical and electronic government document collections. NDSU's partnership with UND continues with increased discussion of materials to be held, and the planning of the 50th anniversary of the shared depositories.

5 PARTNERS AND CONSORTIA

The Libraries work with a variety of other institutions to promote and develop new services, resources, and areas of engagement.

ODIN / NDUS

The Libraries gained discounts to electronic resources through our participation in the Online Dakota Information Network (ODIN), managed through NDUS. The Libraries have worked with ODIN in FY18 to address concerns about budget and customer service. Agreements were quickly made and ODIN and NDSU Libraries began the process of transferring NDSU's instance of Primo/Alma to a new cloud platform managed by ExLibris.

TRI-COLLEGE UNIVERSITY

NDSU, Minnesota State University Moorhead, North Dakota State College of Science, M State-Moorhead, and Concordia College form the Tri-College University, which facilitates cross-registration and other shared services among institutions of higher education in the greater Fargo-Moorhead area. Library directors of the institutions met regularly over the academic year, and a day-long professional development event was organized for April 19, 2018. Libraries staff led a number of discussion sections on topics including student workers, assessment, marketing, and instruction.

MINITEX

Minitex is a publicly supported network of academic, public, state government, and special libraries working cooperatively to improve library service for their users in Minnesota, North Dakota and South Dakota. There is reciprocity with Wisconsin libraries. Belonging to this consortium allows NDSU Libraries to save significantly on databases and other library products through cooperative purchasing. Minitex also provides valuable professional development opportunities for participating libraries.

6 EVENTS AND PUBLIC PROGRAMS



The Libraries held a number of public events ranging from topical lectures to active learning events, drawing over 500 attendees during the course of the year. The audiences included students, faculty, staff, and community members.

Highlights include:

- During dead and finals weeks, the Main Library stayed open 24/7 and held programs to help students de-stress, including therapy dogs, a gaming and pizza night, and a late fee amnesty program.
- An opening reception for the display *Appetite for Education: The Alba Bales House*, which featured comments from President Bresciani, Dean Fitzgerald, Dean Mocnik, Beth Twomey, and Alba Bales House alumni Jane Nissen, Lois Schneider, and Janet Well, April 2018
- International Student and Welcome Week Passport Hunts to familiarize new students with library resources and services
- Michael Miller's 50 years at NDSU Celebration, October 2017
- Gunlogson Research Presentation by Dr. Denise Lajimodiere, January 2018
- Archives Open House to promote new high-density shelving, February 2018
- Fargo Tornado Book Talk with authors from NDSU Libraries staff, May 2018

- In support of the *Native Voices: Native People's Concepts of Health and Illness* exhibit, the Libraries hosted a screening of the documentary *The Essence of Healing: The Journey of American Indian Nurses*, and a panel discussion focused on the traditional foods of Native Americans, moderated by Dr. Michael Yellow Bird

7 TASK FORCES AND WORKING GROUPS

In addition to ongoing committees, library staff split into a number of subcommittees to work on various aspects of strategic planning. New and ongoing groups include:

Library Management Council (standing)	Institutional Repository
Alma/Primo (standing)	Staff Development
Exhibits (standing)	Book Budget Allocation
Events (standing)	Policies Task Force
Strategic Planning Committees	Search committees (multiple)
Fines and Fees Committee	Position Classification and Advancement

8 STAFF ACTIVITIES

NEW STAFF

Adam Elznic, Emerging Technologies Coordinator
 Al Bernardo, Social Sciences Librarian
 Susanne Caro, Government Information Librarian
 Jake Clark, Emerging Technologies Coordinator
 Lindsay Condry, Marketing and Programs Coordinator
 Alexa Deschene, Interlibrary Loan Technician
 Kim Dienslake, Accounting Technician
 Rex Hughes, Metadata & Cataloging Librarian
 Hallie Pritchett, Associate Dean of Libraries for Research and Learning

SERVICE AWARDS

Retired NDSU Archivist John Bye became Emeritus Archivist
 Lisa Eggebraaten, five years of service
 Rachel Goodman, five years of service
 Robin Hellman, five years of service and second recipient of the NDSU Libraries' Employee of the Semester Award
 Diana Kowalski was the inaugural recipient of the NDSU Libraries' Employee of the Semester Award
 Candy Skauge, twenty-five years of service
 Beth Twomey, five years of service

STAFF CONFERENCE PRESENTATIONS

Susanne Caro planned and organized the ALA Annual GODORT Chair's program: "Government Information for a Cynical Public." She also presented virtually at the Montana Library Association in April 2018, and moderated the panel "Government Information for a Cynical Public" at ALA Annual. The program had 140 attendees.

Lisa Eggebraaten presented about NDSU Libraries resources at the Great Plains Social Sciences Conference in February 2018.

Lisa Eggebraaten, John Hallberg and Trista Reazar-Stursa gave presentations about their book *1957 Fargo Tornado* at the NDSU Archives, the Fargo Public Library, and Riverview Retirement Community.

Nicole Juve facilitated a panel discussion on misinformation in agriculture at the USAIN conference in May 2018. With Beth Twomey, she also presented an invited webinar for ACRL based on their book chapter in *Framing Information Literacy* in June 2018.

Joe Mocnik presented at the Symposium on the Future of Libraries a presentation entitled "Sustainability Strategies for Libraries & Communities" at ALA Midwinter, February 2018. He served as external reviewer for the Committee on Accreditation of the ALA. He also served as a Fulbright Program U.S. Scholar Discipline Peer Reviewer and the HLC Open Pathway Assurance Reviewer.

Trista Reazar-Stursa presented about NDSU Libraries resources at the Great Plains Social Sciences Conference in February 2018.

Laura Trude co-presented twice at the North Dakota Library Association Annual Conference, once about the NDLA Unconference and once about the NDSU Libraries Staff Development Committee. She also presented a poster at the NDLA Unconference highlighting work with student workers this year, and co-presented at LibTech about the NDLA Unconference.

Beth Twomey presented about OER at the NDSU Faculty Professional Development Conference, August 2017; she facilitated a panel discussion for the NDWHEN Leadership Conference "Managing in the Middle," November 2017, and recruited for and hosted a panel discussion in support of the Alba Bales House exhibit, April 2018. With Nicole Juve, she also presented an invited webinar for ACRL based on their book chapter in *Framing Information Literacy* in June 2018.

STAFF PROFESSIONAL AND UNIVERSITY SERVICE

Mitch Axness is serving on the newly formed campus Cyber Security Group.

Susanne Caro is active in the FDLP and in GODORT. She served as a co-chair for the Rare and Endangered Publications Committee of GODORT, and was elected as chair elect for GODORT. She is co-chair of ReGil (a committee of regional librarians that plan the regional meetings at the DLC conferences).

Merete Christianson served as past-Chair of the Health Sciences Information Section of the North Dakota Library Association.

Robert Correll served on the *One Book, One Community* committee.

Lisa Eggebraaten served on the National Endowment for the Humanities Summer Stipend Review Committee, and the Gunlogson Committee.

Rachel Goodman served on the staff senate.

Jenny Grasto served on the NDSU Explore Committee.

John Hallberg served on the State Historical Records Advisory Board.

Steve Jeffrey is a member of the Society for Engineering Education and served on the NDSU Research Data Working Group.

Nicole Juve represented NDSU as co-Convener for the Social and Rural Issues Interest Group of the United States Agricultural Information Network (USAIN), lead of the Content Development Action Group for the Rangelands partnership, and on the NDSU Explore Committee.

Cate Kratchovil worked with the ACRL Access Services Interest Group to develop a framework for Access Services. She worked on the NDLA conference planning committee.

Michael Miller served on the boards of the Tri-County Tourism Alliance and Pioneer Heritage Inc. (Welk Farmstead State Historic Site). He is Historian of the Friends of the Welk Homestead.

Joe Mocnik served on the ACRL Budget and Finance Committee, Resources for College Libraries Editorial Board, and LLAMA Membership Committee. He also served as a reviewer for Journal of New Librarianship and LYRASIS Catalyst Fund, and as AP Reader for the College Board's Advanced Placement Program.

Amy Reese served on the NDSU Research Data Working Group. She is also serving on the Upper Midwest Users Group for Ex Libris, and on the planning committee for the UMWUG Conference scheduled in October 2018.

Trista Raezer-Stursa represented NDSU on the Digital Horizons administrative group, chaired the Gunlogson Grant Review Committee, and served on the Records Management Advisory Committee.

Laura Trude served on the North Dakota Library Association Constitution and Bylaws Committee (2012-present), served as chair of the Academic and Special Libraries section of NDLA, and served on the College of Business's strategic plan committee. She initiated and co-organized the inaugural Business Librarian Online Conference.

Beth Twomey served on the Women and Gender Studies Advisory Committee, the University Curriculum Committee, the Student Senate Open Resources Board, as chair-elect of the North Dakota/Manitoba Chapter of the Association of College & Research Libraries, and belongs to the ACRL/WGSS Instruction Committee. She is also the North Dakota state coordinator for the North American Suffragette Biographies project.

STAFF PUBLICATIONS

Doney, J., Eggebraaten, L., Hallberg, J. & Raezer-Stursa, T. (2018). *1957 Fargo Tornado*. Charleston, S.C.: Arcadia Publishing.

Correll, R. & Twomey, B. (2018). What did they say and why did they say it?: Scholarship as conversation in the science classroom. In *Framing Information Literacy* edited by Janna L. Mattson and Mary K. Oberlies. Chicago, IL: ACRL.

Juve, N. & Twomey, B. (2018) Beyond “Is it peer-reviewed?”: Exploring information creation in the sciences. In *Framing Information Literacy* edited by Janna L. Mattson and Mary K. Oberlies. Chicago, IL: ACRL.