2007 / 2008
ANNUAL REPORT

CAL POLY
LIBRARY SERVICES
ROBERT E. KENNEDY LIBRARY

Administration

Collection Management

Information Technology

Public Services

Special Collections & University Archives

CAL POLY LIBRARY SERVICES
ROBERT E. KENNEDY LIBRARY

2007/2008 Annual Report

ADMINISTRATION

The library successfully completed a number of important hires this year. Foremost on the list are Anna Gold, our new Associate Dean, Dale Kohler, our new Director of Library Information Technology, and Rosey Parks, our new Director of Library Advancement. All three are members of the library's leadership team and represent a critical infusion of deep experience and new ideas to that group. We also hired a Digital Repository Librarian and library assistant specifically to support and grow the **DigitalCommons**. Also important are the addition of two new restructured positions, our Late Night Supervisor, without whom we could not keep the building open until 2am, and our Learning Commons Coordinator. The latter position represents a significant step forward in our collaboration with ITS in the overall supervision of the computer labs located in the library.

Associate Dean, Anna Gold, did not join the library staff until mid-February but we are already seeing a proactive approach to using technology to improve services and access to collections. Within weeks Anna created a Wiki for library faculty to share information among themselves and to learn practical applications of this technology. Anna named a task group to study how online navigation to the library's holdings could be improved. The task group report is complete and upgrades have begun. Anna also led the faculty in the selection of software to improve virtual reference.

The new Director of Library Advancement, Rosey Parks, began work in mid-May. Work to date has been largely foundational but we are on our way to developing a strategic plan for fundraising and the formation of an advisory board.

The restructuring of an existing library position to become the **Learning Commons Coordinator** presented an ideal opportunity for the Library and ITS to collaborate on the development of a much more comprehensive plan to support students and faculty using computer labs in the library. Henceforth the library will take the lead for user support, scheduling and lab design. ITS will partner in providing technology and technological solutions for classroom and open lab use.

The *Report to the Provost: Task Group on the Future of the Library* was completed in October and endorsed by the Academic Senate in April. Presentations about the report have been made to the Academic Deans Council and the College of Liberal Arts College Council. Additional presentations to the college councils of Engineering, CAFES, and Science and Math are tentatively scheduled for the Fall.

Library faculty and Collection Management staff worked together with teaching faculty to weed little used or obsolete titles from the library collections. This work not only makes the collections more usable by students but also helped clear the way for a major facility upgrade on the library's second floor. By Fall quarter eight more student project rooms, collaborative work areas, and café style seating will co-locate with the existing Learning Commons and **Julian's Café** to significantly improve the learning environment for students. The remaining volumes were shifted to the upper floors resulting in a massive effort to redistribute the collections.

A substantial amount of time was devoted to the development of a program plan for a renovated and expanded library. The plan was submitted to the Chancellor's Office and eventually added to the capital improvements list. At the direction of the Chancellor's Office the plan has been scaled back and broken into two phases. Work began with the architects this Spring to revisit and revise the Phase 1 plan. The completed revised plan is due at the Chancellor's Office by November 1st.

In another area of collaboration, library faculty and technical staff worked with ITS staff to integrate a library presence into Blackboard. This integration provides better information access for students and permits easier library support for faculty. This application went live in the Fall.

With the addition of several fine new faculty and staff, the completion of the *Report to the Provost*, and the reactivation of the library's advancement program, the Kennedy Library is poised to become a much more active and positive influence in supporting scholarship at Cal Poly. We should never stop striving to improve our services and collections to the campus.

COLLECTION MANAGEMENT

The Collection Management staff continued to work behind the scenes to improve access to the Kennedy Library information resources online and on site.

The multi-year **Main Stack** monograph review/de-selection project was completed during Winter Quarter 2008. Including some items from reference, 36,329 LC classed volumes were processed for withdrawal. Another 900 volumes were withdrawn from the K-12 collection in anticipation of relocation activities.

Online Journal access: We continued to migrate periodical subscriptions from print to online where possible (2,411 print vs. 10,984 electronic). Staff worked to improve accuracy of Serials Solutions database. (Total Holdings: 63,291; Total Unique Titles: 51,440; Total Databases represented: 196)

Government Documents Review: Collection Management staff coordinated an extensive review of print Federal Documents by the College Librarians. Replacement of print and/or microfiche formats to online where available continued in earnest. Withdrawals were placed on the required needs and offers lists. Conversion from Superintendent of Documents classification to Library of Congress classification of important federal series slated for print retention was begun.

LR&C/LRDC collection relocation: Joan Kunkler and Pat Haberkern worked with Sharon Andresen and her student crew to locate materials, moved from their previous location to the front of the 2nd floor, in a more logical and accessible arrangement.

Hardware and software updates: All Collection Management staff received new upgrade Dell's Optiplex 745 computers, double 20-inch monitors, and Dell's new operating system VISTA that increased staff productively and efficiency.

RISE (Research and Information Services and Education) Participation: Cataloging and Serial participants in RISE completed their 4th year on the Reference and Help Up Front desks. Their background in cataloging, processing and technology, combined with their absorption of reference skills supports valued customer service.

Collection Management Statistics of Interest for 2007/2008

OCLC Transactions (Cataloging)	112,707
Monographs Withdrawn (volumes)	37,225
Federal Documents Withdrawn	805
Monographs Added	4,876
Master's Theses Added	168
Senior Projects Added	1,042
Video Units Added	198
Serials Solutions Titles	51,440
Serials/Periodicals Processed	22,074
Electronic Subscriptions	10,984
Print Subscriptions*	3,174
Online Database Subscriptions	196

* includes government document serials

INFORMATION TECHNOLOGY (LIT)

Transforming Services

The Kennedy Library web site—with about 232,000 unique visitors this year—is widely recognized as one of the best of its kind; with an exceptionally well thought out user interface, cohesive and crisp design, and strict adherence to accessibility and industry standards. Content on the library site is dynamic and relevant to the community. Changes this year include a PolyCAT redesign, librarian blogs, redesigned on-line journal and GIS resource access, and a new feedback blog to create an on-going dialog with our users. The latest project adds a redesigned search bar for enhanced access to library resources.

Transforming Spaces & Technology

Public computer locations have expanded to include all floors of Kennedy Library with the addition of fifteen computers on the 3rd, 4th, and 5th floors. In partnership with Information Technology Services, 76 computers were upgraded this year, bringing the total number of public computers in the library to 245. Next year the library and ITS plan to upgrade about 80 computers and raise the total public computer count to 300.

The laptop checkout service continued to be extremely popular with students, with over 12,000 checkouts this year. This service accounts for about 6% of *all* library checkouts.

New services this year included the satellite TV viewing room and a partnership with Pony Prints to offer expanded print services—including large-format printing—to students. The Learning Commons expansion on the second floor will add eight new study rooms complete with flat-panel displays, a multi-media area, and places for laptop users to "plug in" and be comfortable. Also planned for the coming year are improved accommodations on all floors, including power access for laptops, wireless network upgrades and expanded access, and a remodel of the current "PolyConnect" computer lab—moving into a larger, more comfortable space. The goal is to expand and improve technology services and resources, create a welcoming environment, and enable student success.

Library Information Technology Statistics of Interest

	2006-2007	2007-2008
LIT staff (FTE)	5.5	5.5
Unfilled LIT positions (FTE)	-1	-1
Library web site hits	593,923*	594,597*
Unique library web site visitors	n/a	232,440*
File storage (terabytes)	1.4	3.1
Backed up file storage (terabytes)	0.8	1.1
Public computers in the library	230	245
Number of laptop checkouts	n/a	12,150
Laptop checkouts denied	n/a	988
Lab instruction (hours)	n/a	1943
Lab events (hours)	n/a	797

* actual counts may be up to 7% higher due to limitations of Google Analytics tool.

PUBLIC SERVICES

Breaking through the Million Mark

For the first time since FY2003, over a million student visits were logged at the Kennedy Library in 2007-2008. Bucking national trends, last year Kennedy Library experienced an increase of 26% in the traditional "gate count" measure used by university libraries to assess the use of study and other library facilities. The fall 2007 expansion of Kennedy's evening hours (open until 2 am) and new 24 hour access in October 2007 to a well-lit, sociable study space are largely credited for this big boost in gate count.

24 Hour Study Space: Responding to a Growing Student Need

In its first year of opening, the 24 Hour Study Room had almost 27,000 users during hours the main library was closed. We continue to assess student needs for 24 hour study space. In our spring 2008 survey we found that over 83% of survey respondents live off campus; 88% said the current 24 hour space is "always" or "sometimes" too crowded; 79% said they would use a university computer lab if it were open 24 hours; and 68% said a designated quiet 24 hour study area is also needed.

Transforming Spaces and Services

Public Services staff and students played critical roles in planning and executing a major relocation of collections and services that will allow the Library to open a greatly expanded Learning Commons, complete with eight new technologically equipped group study spaces, small group presentation areas, and an in-house café. This transformation has required the tireless efforts of subject and collection specialists to identify outdated or lesser-used print library materials for storage or to withdraw. This has made possible the consolidation of print library materials on the upper three Library levels. The "Big Shift" also required extraordinary logistical skill and hard work as well as ongoing creativity of Access Services staff in planning and carrying out a Rubik's cube worth of collections shifts throughout the building to make the Learning Commons expansion possible.

Promoting 21st Century Information Literacies

The College Librarian program is Cal Poly's distinctive model for supporting teaching and learning. It continued to flourish this year despite continued vacancies. In August 2007 Leanne Hindmarch joined us as our new College Librarian for CAED; she has degrees in Architectural Studies and Urban Geography as well as Information Studies from the University of Toronto. With two recent retirements of CLA College Librarians we have only five full time librarians, though we've been fortunate to retain Lynne Gamble half time in the FERP program. We hope to recruit one CLA Librarian early in 2008-2009, but meanwhile we have successfully concluded a search for a College Librarian for CSM; the successful candidate will be joining Cal Poly in September 2008. Special thanks are due to the continuing library faculty who stepped in as interim librarians for CSM (Wayne Montgomery) and CLA (José Montelongo).

Due to their efforts and those of their colleagues, Kennedy's College Librarians supported an active program of course-integrated instruction this year, with over 17,000 instances of student in-person and online participation through 373 individual presentations.

The College Librarians were active as well in a variety of CSU system- and campus-based literacy programs, They also participated professionally in sharing their work to promote 21st century information literacies. Notable were Frank Vuotto's fall 2007 conference presentation on "The New Face of Digital Learning Environments in Academe;" Dr. José Montelongo's grant-supported work on developing critical thinking and summarization skills among education and psychology students, which he has also presented professionally at several national and regional conferences; and Leanne Hindmarch's presentation of a CTL-hosted Teaching Well workshop on "Library Resources for Teaching and Learning." Library faculty also contributed to campus assessment of learning outcomes through their work on various groups and committees. Among these groups is the campus-wide Assessment Council, for which the Library's representative, Navjit Brar, will be leading the development of campus life long learning outcomes.

In addition the Library continued to serve as a campus center for learning about GIS (Geographic Information Systems). Our specially trained team of GIS students, faculty, and staff reached over 500 Cal Poly students in thirty sessions, working with six teaching faculty. Applications of GIS can span many fields of research. GIS student assistants helped on some unusual projects, among them tracking radio tagged rattlesnakes in California Valley; while the GIS assistant worked with a Cal Poly English professor who's working on her dissertation to create topo maps of the Lake District in England showing where Wordsworth went hiking; she also worked with a Health Education Specialist from SLO Public Health who needed a map of all the parks in SLO county for a presentation she was doing on banning smoking there. Held in the Library in November, GIS Day @ Cal Poly – 2007 hosted sixteen exhibitors, five speakers, and well over 200 attendees. Finally, the SLO Data Finder on the web received a welcome face-lift. This Web-based interface was developed to allow users to search for and download the County's GIS datasets located on Cal Poly's GIS file server.
See: [http://www.lib.calpoly.edu/collections/gis/gisday/2007/ - images and full story]

Interlibrary and Access Services

The Access Services team continues to provide high quality frontline assistance to the thousands of students and faculty who use the Kennedy Library. Informal feedback from a new "feedback" box launched in spring 2008 repeatedly mentioned the great staff supporting our circulation, reserves, and interlibrary services. The Access Services team was greatly strengthened with the addition in fall 2007 of a seasoned evening and weekend services supervisor, Stephanie Lafferty, a position essential to staffing the Library during our popular new extended hours. Electronic course reserves services were integrated this year with Blackboard, resulting in greater flexibility for faculty to manage their own reserve materials.

Another function of Access Services, Interlibrary Services, provides essential support for the research and teaching needs of Cal Poly programs that require resources beyond the present scope of our locally owned and licensed collections. The level of borrowing activity continues to climb, with an increase of 26% in unmediated book borrowing (Link+), and a total of over 20,000 requests processed by ILS staff per year. A little-known aspect of our interlibrary services is its new global reach. In the past, if a patron wanted something that was held outside of the United States, it was often impossible or impractical to try to obtain the material in a timely way. And this service can be surprisingly fast: we received one document from the Koninklijke Bibliotheek in the Netherlands in 48 hours.

Optimizing Web and Virtual Services

Experiments and analysis throughout the year will yield several new services come fall 2008, among them a new search bar designed developed in consultation with public service librarians, to speed search for known items (journals, books, articles) wherever users may be in the Library web site. Librarians are also planning and piloting brief web-based

tutorials that students can watch "just in time" and that faculty can link to from their Blackboard sites.

Key Public Service Metrics / Trends:

	2006-2007	2007-2008	Change
Number of librarian faculty	7.5 (.5 unfilled)	5.5 (two vacancies, .5 unfilled)	-27%
Number of instructional sessions:	383	373	-3%
Annual hours open (excluding 24 Hour Room):	4220	4558	+ 8%
Gate count (main library):	971,658	1,220,296	+ 26%
24 Hour Room count:	n/a	26,662	n/a
Total non-reserve circulation (includes videos and LRC):	144,996	152,591	+ 5%
Total print reserve circulation:	29,706	27,512	- 7%
Mediated interlibrary borrowing, filled:	11,960	11,066	-7%
Unmediated borrowing (Link Plus), filled:	6,603	8349	+ 26%

SPECIAL COLLECTIONS

DigitalCommons@CalPoly

With funding from the Provost, the pilot phase of Cal Poly's institutional repository was launched. Marisa Ramirez joined the faculty in October as Digital Repository Librarian and Vanessa Woods was hired in February to provide support for the project.

The first faculty works were added less than a month after Marisa's arrival. During fall quarter, repository staff worked with the pilot group to develop the necessary infrastructure to acquire, preserve, and provide access to scholarly and intellectual work created by faculty. Supporting personal researcher pages were also created to showcase individual researcher accomplishments. The initial pilot group was quickly expanded to include the Provost, the Architecture Department and the UC/CSU/CCC Sustainability Conference 2008. Groundwork for the management of the repository included the creation and documentation of procedures for copyright permissions, digitization, metadata and ingest, policies related to digitization services and collection development, and outreach materials including website branding, logo creation and the development of a supporting library

Web site, informational brochure and newsletter articles.

By spring quarter, the project was ahead of schedule and the pilot was expanded again to include additional faculty from the departments of Modern Languages and Literatures, Dairy Science, City and Regional Planning and Social Sciences as well as administrators and Deans from CAED, CAFES, CLA, Robert E. Kennedy Library, and Research and Graduate Programs.

During this time, DigitalCommons also became the online archive for the CAD Research Center as well as for campus journals including *Moebius* (College of Liberal Arts), *Focus* (Department of City and Regional Planning) and *Honors Undergraduate Research Journal*. During spring quarter work began with Research and Graduate Programs on a pilot to ingest electronic master's theses. Formal rollout of this portion of the DigitalCommons service is slated for fall 2008, with continued outreach to faculty and selected groups scheduled.

The DigitalCommons also became a registered data contributor to large-scale digital library projects including OAIster.org, Open Archives Initiative, and Scientific Commons.

At the close of the academic year, the DigitalCommons@CalPoly contained over 700 scholarly documents resulting in over 3,770 downloads and created over 30 Personal Researcher pages for faculty.

Special Collections & University Archives

Digital Finding Aids

All new guides had collection pages created by Marya Figueroa and her staff, including links to XML-encoded guides at the Online Archives of California at:
http://www.oac.cdlib.org/institutions/ark:/13030/kt529026qp.

PDFs were made available for downloading at DigitalCommons@CalPoly at:
http://digitalcommons.calpoly.edu/lib_spc/.

Special Collections also participated in the new CSU Directory of Special Collections of the California State University Libraries at:
http://dsc.calstate.edu/campuses#CaliforniaPolytechnicStateUniversitySanLuisObispo.

AIA Project

Special Collections was chosen to participate in a pilot for an online directory of architecture collections planned by the archives of the American Institute of Architects in New York. Records for the Butner Papers were uploaded and testing on this project continues.

Exhibition Loans

Special Collections worked closely with the Los Angeles County Museum of Art for their upcoming major exhibition, "Hearst the Collector." Drawings from the Julia Morgan Papers were loaned for the exhibition in exchange for major conservation work on selected Morgan drawings. Nancy Loe wrote copy for the exhibition's catalog for the works contributed to the exhibition. A loan from the Bowling Papers was made to UCSB's Fine Arts Library for an exhibition on the work of Mary Bowling.

Digital Delivery Task Group

A task group on Digital Delivery of Images reviewed software available to build, manage, and deliver archival images from the department's holdings. CONTENTdm was selected and implementation is planned for FY 2008-09.

University Archives Web Site

Special Collections provided content to LIT for a complete redesign of the University Archives Web site. External policies were reviewed before inclusion, new content relating to services and collections was written, and visual materials were added for the first time, including a timeline of university history. The site is currently in production.

Processing

Special Collections exceeded its processing goals this year and created new or revised descriptive guides to 15 manuscript collections, as follows:

- Guide to the Smith Family Papers on World War II, 1936-2005, Denise Fourie
- Guide to the Moore Collection of Underground Comix, 1907-1993, Ken Kenyon
- Guide to the Messinger Pacific Theater World War II Collection, Ken Kenyon and Nancy E. Loe
- Guide to the Harold Miossi Papers, Nancy E. Loe
- Guide to the Kathleen Goddard Jones Papers, 1933-2001, Nancy E. Loe
- Guide to the Lee Wilson Papers, 1956-1989, Nancy E. Loe
- Guide to the Ian McMillan Papers, 1925-1990, Nancy E. Loe and Kathy Headtke
- Guide to the Enrico Bongio Papers, 1952-1993, Catherine Trujillo
- Guide to the California Fairs Collection, 1856-1997, Karen R. Lewis, Lynn A. Bonfield, and Nancy E. Loe
- Guide to the Sinsheimer Collection, 1868-1997, Denise Fourie
- Guide to the Charles E. Butner Papers, 1911-1957, Nancy E. Loe, Ken Kenyon, and Catherine Trujillo

The following collections were processed ahead of schedule to increase access to collections related to diversity:

- Guide to the Manzanar Collection, 1942-1994, Nancy E. Loe
- Guide to the Painted Rock Pictograph Collection, c. 1870s, Denise Fourie
- Guide to the National Association for the Advancement of Colored People (NAACP) Convention Collection, July 1949, Denise Fourie
- Guide to the Alice Martin Papers, 1937-2004, Denise Fourie and Catherine Trujillo

Exhibitions

Working with students, Catherine Trujillo planned, installed, and served as curator for the following exhibitions:

- Ticino Architecture Exhibit in collaboration with the Architecture Department. (Fall 2007)
- Retro•spective (Fall 2007)
- Chisme Exhibit (Spring 2008)

In addition to the planned exhibition schedule, Catherine also produced a substantial exhibition for Black History Month during winter quarter 2008.

Special Collections Statistics of Interest

Special Collections (from July 2007 to June 2008)	
Reference/Collection Access	
Students	325
Faculty/Staff	101
Other Universities	32
Alumni	42
Public	188
Total	**688**
Spec. Coll	405
Archives	283
Total	**688**
Directional Requests	247
Presentations	25
Attendance - Presentations	500
DigitalCommons (from Oct 2007-June 2008)	
Total Full-Text Documents	704
Total Full-Text Downloads	1504
Selected Works Profiles	31
Presentations	7
Attendance - Presentations	125