**Student Success** 

**Digital and Information Systems** 

**Building Community** 

**Staffing and Organization** 

**Administrative Services** 

**Statistical Highlights** 



# **2010/2011 ANNUAL REPORT**

# INTRODUCTION

The 2010-2011 year marked a celebration of 30 years of excellence and innovation since the Robert E. Kennedy Library was dedicated in April 1981. The transformation of the Library's services and spaces continued this year, which was also notable for major organizational and staff transitions, culminating in the exciting announcement of the Library's new partnership with ITS as part of Information Services under former Dean Michael Miller, now CIO and Vice Provost. Anna Gold was named incoming University Librarian, creating a new opening for an Associate University Librarian to lead the Library's academic support programs (reference, instruction, access, and outreach). Several key staff resignations and retirements created additional vacancies, most of which were filled or were well on their way to being filled by the end of the academic year. We also reorganized some staffing responsibilities to support important new program areas. As a result we are entering the 2011-2012 year with an outstanding staff that includes both new and seasoned perspectives. Together, we proudly rolled out new services and did important work to create opportunities for new services in the coming year. A notable highlight was the outstanding work of the Student Library Advisory Council, providing us with a trove of helpful data to guide our work meeting students' needs in the years ahead.

#### 1. STUDENT SUCCESS

INSTRUCTION: This year over 300 faculty-led library instruction sessions reached over 7500 Cal Poly students in nearly 200 different courses. This represents a major increase in student exposure to library instruction over the previous year. The increase reflects a high level of College-based instructional activity, as well as the Library's close collaboration with core GE communications courses. This year, led by Navjit Brar and Brett Bodemer, all College Librarians participated in GE instruction; in winter we began integrating our LibRAT students into GE instruction support, and by spring quarter, a growing number of GE courses was ably led by several senior LibRAT / reference students. This development assures we'll be able to sustain high levels of both GE and College-specific instructional support in the coming year, while developing an even stronger cadre of peer-instructors who are effective particularly with incoming first-year students.

The College Librarian team experimented throughout the year with several new video and web capture tools including the (relatively) light-weight Panopto lecture capture system. We established a mobile video studio – a shared collection of capture and production equipment that is available to any librarian. Patrick Kammermeyer developed basic documentation on design, capture, and production of lightweight video, and arranged

Panopto training for librarians with ITS. Tools like these will help librarians meet the needs of off-campus students as well as on-campus classes. An example was the quick turnaround one librarian was able to offer, creating two 5-minute video tutorials in response to a last-minute request for support to a class of seniors working off-campus on senior project internships. The course instructor's response: "WOW…just the right information and presented at just the right level for our students…. This is just GREAT support of the department and our efforts."

The year also included many instructional presentations and outreach events led by Special Collections staff, to both Cal Poly and community constituents, including presentations to over 750 participants from the Departments of Architecture, Education, Liberal Arts/Engineering Studies, History, Graphic Communication, Art & Design, and Osher Life Long Learning (OLLI). Presentations were also made involving the following community educators and groups:

- Cuesta College books arts and architecture classes,
- Campus Open House
- Friends of Hearst Castle
- Fresno high school
- Nipomo and Arroyo Grande fourth graders
- Filipino American National Historical Society (FANHS), California Central Coast Chapter
- Fine printing demonstrations in collaboration with Shakespeare Press Museum

LIBRARY SPACES AND HOURS: Overall use of the library saw a modest upward trend this year, with the annual main library gate-count just shy of the 1.3 million mark. Use of the Library's expanded 24-hour spaces also continued to grow. Based on SLAC survey results that documented strong student desire for expanded evening hours on Fridays and Saturdays (an issue the Library has heard for many years), the Library piloted a one-hour expansion on both evenings during spring quarter, closing at 6 pm. While additional evening hours cannot be added without funding for additional staff positions, this one-hour expansion was received positively and our spring quarter counts show use during the 5-6 pm hour by up to 400 students...on a Saturday! As a result we've permanently expanded our already long hours to close at 6 pm Fridays and Saturdays throughout the next academic year.

The Library has provided a dedicated grad study room for several years, and over that time had discovered that students experienced conflict between those wanting quiet and those wanting to talk and collaborate. In response we made the decision to convert a general "quiet group study" room on the fourth floor into a quiet grad study room, leaving the original third floor space designated for collaborative and active study. We surveyed and interviewed grad student room users to find out what kind of resources they wanted in both spaces, and used their input to plan improvements that included updated furniture, carpet, and white boards as well as three computers in each space. Room updates, completed with additional funding from Research and Graduate Programs (thanks to Dean Susan Opava), feature soft seating in both spaces (very soft...bean bags!), and the changes have gone a long way to improving the environment for Cal Poly's graduate student community.

Four instructional spaces (111H, 202A, 202B, and 511) were remodeled to incorporate the latest "SmartRoom" technology, including screens, speakers, and ceiling-mounted projectors. Each room features a layout designed to test drive new ideas in support of instruction. For instance 202A and 202B have uniquely designed tablet-arm chairs on wheels that facilitate quick transitions from classroom instruction to group work. The raised floor in 111H—our mobile technology-friendly space—features power outlets distributed in a grid pattern allowing the mobile tables to be easily reconfigured in support of group work or instruction and still have ready access to power. Several spaces feature the latest in automated lighting systems, including the ability to dim the lights for AV presentations.

The "Café Corner" was upgraded this year with a new sound system to better support public events. The upgrades include sixteen speakers and a state-of-the-art portable mix rack with the ability to support up to six wireless microphones for the ultimate in performance flexibility.

Jeanine Scaramozzino worked with library facilities and Public Services crews—including Sharon Andresen—to redesign the Teachers Resource Center area for better accessibility and usability. After rearranging collections and furniture, the result is a more attractive and efficiently used space.

Finally, in response to student feedback that we create a nicer aesthetic environment, we added more "gallery prints" (photos in the large black frames) on the  $1^{st}$ ,  $2^{nd}$ , and  $5^{th}$  floors of the library.

ACCESSIBILITY: The Library's newly designated Accessibility Advocate (Jesse Vestermark) worked closely this year with LIT and the DRC to implement our new "mainstreamed" assistive technology model. Assistive technologies are now openly accessible and clearly marked throughout the Library building, on all floors, rather than hidden within closed offices. Floor maps showing the locations of assistive computers were developed, and Library web pages on assistive technology were updated. We also expanded the variety of technology devices we check out to include assistive keyboards, mice, and headsets.

#### 2. DIGITAL AND INFORMATION SERVICES

ENHANCED WEB NAVIGATION: A significant accomplishment of Public Services in collaboration with LIT was their joint work on a significant redesign of basic Library website navigation. A new tab structure and expansive drop down menus were piloted in summer 2010 and launched in fall 2010. Public Services faculty and staff worked closely with LIT to update and develop new content for the new navigation, and provide input through the summer. Important input on the organization, content, use of icons, and other design features also came from the Library's active Student Library Advisory Council (SLAC). The outcome of this collaboration was notable improvement in web-based discovery and access to the full array of Library services, facilities, and resources. LIT conducted usability testing in spring quarter, and their findings reinforced the overall success of the new navigation system and new presentation of content. The look of the library website was also updated to incorporate the new Cal Poly "green" theme for a more

cohesive user experience. This year for the first time, the library website crossed a threshold of over 900,000 unique visits—another sign of our contribution to student success!

FAST DESKTOP DELIVERY: Another major accomplishment was the successful implementation of Rapid ILL to support fast desktop delivery of articles borrowed from other libraries for Cal Poly users. Installation, training, and testing occurred in summer 2010, and by the end of the year, between 80-90% of all borrowed articles were being delivered through Rapid's unmediated 24-hour service. Satisfied users and quick turnaround time were among the factors that led to a 40% jump in library borrowing; new lending relationships established through Rapid led to a 20% increase in our lending to other libraries. The fixed costs of Rapid made this surge in activity sustainable, with the able assistance of Access Services Circulation staff and increased student assistance.

**DIGITALCOMMONS:** During this year, DigitalCommons@Cal Poly established significant benchmarks and stabilized its suite of services. The year started with the successful recruitment of a new staff member and the completion of the transition of DigitalCommons staff, equipment and operations from Special Collections to Collection Management.

The Repository Librarian and Repository Library Assistant II made great strides in building the service and its collection. This year saw the deposited item count pass the 10,000 item mark, elevating the national ranking of DigitalCommons@CalPoly to 23 of 400 U.S. repositories. With over 618,400 full-text downloads by users worldwide during AY 2010-2011, DigitalCommons@CalPoly now ranks fourth out of a total of 160 DigitalCommons repositories in numbers of downloads.

The repository staff completed the digitization of the full run and increased the visibility of *Ethics and Animals*, a philosophy journal which was previously available only in paper. Utilizing the peer-review and publishing technologies available from Bepress, DigitalCommons@Cal Poly is providing value-added services to the philosophy journal, *Between the Species*.

Finally, the Repository Librarian produced a three-year summary report, analyzing and appraising achievements and identifying areas for growth and recommend future directions for the repository. (Available at: <a href="http://works.bepress.com/marisa-ramirez/16">http://works.bepress.com/marisa-ramirez/16</a>)

COLLECTIONS: Acquisitions staff successfully completed a year-long transition from one major vendor to another. This entailed processing adjustments in the vendor records, ordering and receiving, accounting, invoicing and correspondence procedures. Additionally, the Blackwell monographic deposit account was transferred to the new vendor (Yankee Book Peddlar, YBP) and depleted. The move from BNA to Yankee also involved all College Librarians in developing new approval profiles and adopting YBP's online "no slips" book selection interface.

Acquisitions staff completed the first full year of responsibility for all Course Reserves activity, and produced a review document that assesses the impact on staff time and resources devoted to these activities.

Acquisitions and Cataloging staff collaborated on processing the 4,000 plus lost book list, using a more efficient decision workflow to query librarians and assess the need for replacement.

Cataloging staff continue to support reference chat at the rate of 12 hours per week. Current Periodicals and Bindery operations were integrated within Collection Management staff and processes late in the year.

The transition from physical receipts and processing of federal government documents to digital access was completed with a focused effort by Collection Management staff and coordination with the Federal Depository Library Program (FDLP) and our documents records vendor.

Acquisitions and Cataloging staff also collaborated on a major effort to prepare and present data on costs and campus use for all major electronic databases and electronic serials.

This year we completed a comprehensive review of the special public service collections in the reference area. Led by Doug Gates, this review encompassed the Reference Collection; the Diablo Canyon collection; microforms, and maps. New shelf signage was developed to improve access to all remaining print collections. As the year progressed it became evident that the weeding and review made a new microform service model possible, and opened up significant new space in Room 111C for computing and collaboration around the use of GIS and other data sources. Another major collection review was undertaken in the TRC collection, with the potential for weeding and streamlining that may save staff time and allow us to open up additional study space in the next year or two.

We deferred planned reviews of our media and materials data collections due to staffing shortages; but we did launch a team charged with reviewing our recreational reading collection service in order to reduce costs and increase the appeal of the collection to students. The group concluded its work in summer 2011, with implementation in fall 2011 of the new collection, "Good Reads," with linked social media sites and new signage, in the Julian's Café area.

**SPECIAL COLLECTIONS:** Despite staff shortages during the year, Special Collections staff managed to create a new descriptive guide for one manuscript collection (Kathleen Goddard Jones Correspondence (MS 173); create 597 new digital master images; and accession six new collections. These included three new Special Collections acquisitions: Mark Mills (MS 175); Ethnic Studies Oral Histories (MS 105); and Monday Club (open to public August 2012). New collections added to the University Archives included materials from Public Affairs; materials from retiring President Warren Baker (books, NSF/NSB, presentations); and materials from Jack Spaulding, Jim Flanagan, and Wally Glidden. In addition to their many instructional and outreach presentations, Special Collections staff made collection cultivation presentations to the San Luis Obispo chapter of CODE Pink, and the Monday Club.

PUBLIC COMPUTING: In partnership with ITS, LIT replaced 90 public computers this year with state-of-the-art workstations. LIT also implemented workstation authentication, allowing the library to reserve select stations solely for student use—a critical need during

mid-terms and finals. In the coming year workstation authentication will also enable real-time maps of available computers and the ability to make computer reservations.

## 3. BUILDING COMMUNITY

EXHIBITS AND DISPLAYS: The Library's exhibits coordinator, Special Collections Curator Catherine Trujillo, administered an active exhibits program this year, featuring two Gallery@the Commons exhibits and several other exhibits and displays:

Taiwan: Plugging into the world. The Library featured this traveling exhibition, which introduces digital life in Taiwan and the Taiwanese goal of becoming a "knowledge-based economy." This was a collaborative curatorial effort with Dr. Andrew Morris (History Department and the Asian Studies Minor Program), and the Taipei Economic and Cultural Office, Los Angeles.

Look the Other Way: A photography exhibit using student-engineered images, sounds and textual documents, which draw from University Archives materials. The exhibit was produced in collaboration with the Engineering Studies Program (LAES), Honors 411, the College of Liberal Arts, Cal Poly Department of Architecture, Arts in Education Liberal Studies students and the Theatre and Dance Department. These exhibits included 120 student collaborators and attracted more than 500 visitors including school tours from seven local elementary and charter schools.

Nisei Diploma Project: Stories from California Polytechnic State University: An exhibition highlighting Japanese American Cal Poly students who were unable to complete their education due to their forced relocation and internment under federal Executive Order 9066 during World War II. The exhibit was presented in collaboration with Cal Poly's honorary degree program, which pays tribute to the academic intentions of these students by awarding them Special Honorary Bachelor of Humane Letters degrees. Collaborators included the Office of the President, Cal Poly.

*Dr. Robert E. Kennedy Exhibit/Memorial:* Following Dr. Kennedy's passing this year, Special Collections and University Archives created an extensive online tribute to his rich contributions throughout a career that spanned more than seven decades. [http://lib.calpoly.edu/kennedy/tribute.html].

Where We Stand: This exhibit extended the Library's 2009 exhibit, Strive & Struggle: Documenting the Civil Rights Movement at Cal Poly, 1967 – 1975 and similarly draws from Mustang Daily articles, student club documents, and oral accounts to construct a brief history of African American advocacy on the Cal Poly campus from the Civil Rights Movement to the present day. Collaborators included the Cal Poly History Department Internship Program.

Student Exhibitions: Three student exhibitions were hosted in the library gallery spaces: an Art & Design student group show (1st floor gallery); a

student led art competition for Water Awareness Month (WAM) and "Green Campus Program" (2nd floor Café Gallery); and the Expressionists (1st floor gallery).

Campus Student Groups Displays: Eleven campus groups reserved this display space to promote campus projects and activities. Displays featured Latin American History Month, emPower Poly Coalition, American Indian Student Association, Cal Poly Rose Float Club, Alliance to Save Energy, Colleges Against Cancer, The Forum at Cal Poly, Lantern Festival (Omega Xi Delta), Homeless Awareness (Chi Delta Theta), and Japan Earthquake & Tsunami Dodge Ball Relief (Chi Delta Theta).

EXPANDED PUBLIC PROGRAMMING: A highlight of the third year of Cal Poly Science Café was an exciting and well-attended Open House weekend event, featuring Cal Poly / BRAE alum Russ Angold from Berkeley Bionics speaking about "Merging Man and Machines." Angold shared a moving personal history that led him to create robotic exoskeletons. He demonstrated these devices before a rapt audience of nearly 200 students, alums, parents, and community members in April. In addition to this event, we made great progress with marketing to and engaging Cal Poly's student clubs, through a spring breakfast and a marketing video. In February, we submitted a major IMLS grant proposal, requesting funds to expand and sustain the program.

Another community service this year was the Library's launch of a new public program, "Conversations with Cal Poly Authors," enabling Cal Poly faculty authors to informally share recent work and discuss their experience of the writing process. Set in the informal and cozy setting of Room 111H, our first two events featured recent books by Professor Hema Dandekar (City and Regional Planning chair) and Professor Andrew Morris (Asian Studies Chair), each joined by two other faculty "conversants." This program was ably led by Eileen Akin in her role supporting public engagement programs on a temporary position. Eileen also helped us pilot a new outreach channel – podcasting – which is also a way to share our public events with a broader audience. Working with other Library staff, Eileen events helped develop recordings of these events into an inaugural set of podcasts.

Another new public program for Kennedy Library this year was the Banned Books exhibit, initiated and executed by Kristen Thorp and Jeanine Scaramozzino. The student response to this was phenomenal, as indicated by the crowds of students gathered at all hours around the bookshelves and display, discussing their favorite books on the banned books list.

Finally, it has been exciting to see the awareness of the Library's public programs and services grow as our Facebook presence, passing the 1000 "fan" mark early in the year and standing now at over 1200 fans.

STUDENT LIBRARY ADVISORY COUNCIL (SLAC): This was the first full year for the Library's Student Library Advisory Council, a highly active and engaged group of 12 students that met weekly. SLAC is ably led by students including representatives from ASI and the Student Campus Computing Committee (SC3) and Housing. A centerpiece of SLAC's work this year was to conduct an all-campus survey, seeking information about student use of the Library and providing input to current and future Library priorities. Highlights of the

survey results included an impressive piece of information: 97% of Cal Poly students consider themselves library users, with 84% reporting they use the library daily or weekly.

Student priorities revealed in the SLAC survey included improving the Library Atrium for study, adding power outlets, and improving the collaboration features of group study rooms; as well as increasing the presence of student art throughout the Library.

SLAC met regularly with Library staff through the year, as well as sitting down with ASI President Sarah Storelli, and getting a VIP tour of the Library's Special Collections and University Archives. New members were solicited, the SLAC web presence and Facebook were thoroughly updated, and members also undertook revising SLAC's bylaws. SLAC plans to continue next year with conducting an annual survey to solicit student priorities and plan their goals for advocacy and education.

## 4. STAFFING AND ORGANIZATION

REORGANIZATION: In spring 2011 we began to prepare for our transition to a new organizational home on campus, as a part of the newly established Information Services Division under CIO / Vice Provost Michael Miller. With the appointment of Associate Dean for Public Services (Anna Gold) as University Librarian, recruiting will begin in summer 2011 for a new Associate University Librarian for Academic Services. Two Public Services staff joined other parts of the Library: Patrick Kammermeyer joined LIT, with new responsibilities for media design, production and management; and Donna Lister joined Collection Management/IRA as part of the their serials management staff.

RECRUITMENTS: There was significant personnel change in the Special Collections and University Archives department this year when we welcomed our new Head of Special Collections & University Archives, Peter Runge (Northern Arizona University) in March 2011. Peter is a certified archivist (ACA) who brings many years of experience to the position. Peter reports to the Director, Information Resources & Archives.

Two College Librarian faculty retirements in spring 2011 meant that we had a busy spring recruiting season, identifying a new College Librarian for Engineering, and a new College Librarian for the Orfalea College of Business. Both recruitments were successful, with David Beales (Imperial College London) and Mark Bieraugel (Tacoma Community College) joining us in fall 2011 as the selected candidates. We are excited to begin working with these exceptional new colleagues. In addition we were able to establish and recruit for a new staff position, Communications and Public Programs Coordinator, to take over leadership of the Science Café, Conversations with Cal Poly Authors, and other public programs, as well as coordinating and leading communications efforts for the Library. Karen Lauritsen (UCLA) joined us in August in this new role.

NEW RESPONSIBILITIES: Beginning spring quarter, two Library faculty accepted significant new responsibilities in the organization, including new supervisory roles.

Brett Bodemer assumed the mantle of coordinator for Library General Education (GE) instruction as well as coordinator of reference services. Brett's experience leading the Library's LibRAT student peer research assistance program positioned him well to take on

this role, as we transitioned to a greater reliance on LibRATs to provide in-person and chat reference as well as GE instruction support.

Jeanine Scaramozzino accepted a new role as coordinator of Data and GIS Services: a new Library service program. In addition to her new supervisory role in this unit, Jeanine leads a Library's data services team (including Tim Strawn and Marisa Ramirez). Their work will encompass addressing data curation services; supporting Cal Poly grant seekers in developing data management plans; and collecting and describing digital data to support the Cal Poly curriculum. The first year goal of the new unit will be an exploration of needs and opportunities at Cal Poly, and developing a strong network of relationships both at Cal Poly and with other academic library data services professionals.

Also in spring quarter, Carl Hunt agreed to become the LIT Computing Coordinator in addition to his programming duties, assuming responsibility for desktop and server support and the supervision of Mark Smith and Tommy DeMoville. This allowed Dale Kohler to focus more time on library facilities projects.

#### 5. ADMINISTRATIVE SERVICES

STAFF CHANGES: Library Administrative Services experienced a considerable change in staffing in fall 2010 with the departure of two staff members; Susan Bratcher, Assistant to the Dean; and Wynette Winkler, Accounting Technician. In January 2011, Cheryl May joined the library as the new Assistant to the Dean, with Samantha Mora joining the library in March as the new Budget Analyst. Both Cheryl and Samantha originate from other departments on campus, bringing with them an in-depth knowledge of campus practices and policies. Their knowledge and skills have contributed to the restructuring of Administrative Services to provide administrative management, leadership and support to Library programs and services.

OLLI PROGRAM SUPPORT: In addition to support for Library Services, Administrative Services provided support to the OLLI program up until the unfortunate discontinuation of the program in August 2011. Notable was the Library's dedicated commitment to community learning through our one-year role as host of OLLI (Osher Lifelong Learning Institute). The library was home to OLLI, providing classrooms OLLI offerings, the Café Lounge space for kick-off events, along with meeting space for monthly board meetings and office space for both the OLLI Coordinator and OLLI Director.

ADVANCEMENT TRANSITION: In early spring 2011, the Director of Library Advancement, Roseann "Rosey" Parks relocated to Heron Hall and became a Regional Development Director as campus advancement efforts were made centralized by campus administration. Administrative Assistant Shelly Lucas played a key role in the transition from a decentralized to a centralized advancement system. Shelly fielded centralized advancement support staff inquiries using her comprehensive knowledge of library advancement administrative practices and procedures until centralized staff were self-sufficient and experienced.

BUSINESS PROCESS REVISIONS: Multiple administrative business processes and procedures were streamlined by administrative services staff this year. Samantha brought

her expertise of finance dashboards to the Library, and provided training to staff on the proper use and reconciliation of their pro-cards, while also organizing the library chart of accounts to be structured more effectively. Cheryl tackled the Retention, Promotion and Tenure (RPT) process for the Library, working with the library faculty council and library administrators to revise and clarify the RPT process. Administrative Services now takes full responsibility for administering each piece of the process and for providing a consistency lacking previously.

CLASSIFICATION CONVERSION SUPPORT: In late spring 2011, the Chancellor's Office and CSUEU announced an agreement on the reclassification of Library Assistants in Unit 7 (Clerical and Support Staff) to a new classification of Library Services Specialists in Unit 9 (Technical Support Staff). Cheryl provided support to Library Assistants in re-writing their HR120's by holding an open forum discussion, providing pre-populated HR120 templates and providing one-on-one HR120 development consultations to staff seeking guidance and support.

# 6. STATISTICAL HIGHLIGHTS, 2010-2011

Public Services	2009 2010	2010 2011	% CHANGE
Main gate count	1,226,179	1,276,940	4%
Late night gate count	46,418	47,830	3%
Regular checkouts and renewals	104,781	98,780	-6%
in-house use	20,427	18,551	-9%
	40,839	41,258	
Reserve checkouts			1%
	2,011	2,069	
Total reserve items			3%
	21,477	31,808	
Total items borrowed (ILS)			48%
	18,361	22,006	
Total items lent (ILS)			20%
	11,072	15,374	
Total Service Point Questions			39%
	1,101	1,119	
Total Expert Consults:			2%
	107	181	
Instruction: courses supported			69%

	238	321	
Total presentations			35%
	6,695	7,501	
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Total presentation participants			12%

Library Information Technology	2009 2010	2010 2011	% CHANGE
	840,370	908,016	
Website hits			8%
			0 %0
File storage (terabytes)	9.5	12.1	
			27%
	826,238	766,053	
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Public pages printed (PolyCard)	2.126	T 012	-7%
Service point technology questions	2,136	5,812	172%
	19,877	30,328	
Laptop checkouts			53%
Виреор спесноись	1.001	2.1.10	3370
	1,381	2,148	
Lab instruction hrs (campus classes)			56%
	2,105	2,485	
	2,100	2,100	
Lab event hours & library instruction			18%

Digital Senior Projects added to DigitalCommons	550	1,120
Full-text downloads from DigitalCommons	618.487	900,000
Items added to DigitalCommons	3,129	10,958
Special Collections digital downloads:  Julia Morgan Collection	60,947	
Sarah Holmes Boutelle Papers	56,341	
Messinger Pacific Theater World War II	42,406	
Horner Architectural Photography	39,361	