

ANNUAL REPORT
THE TRANSFORMATION OF
THE
KIMBEL LIBRARY
2010-2011



Barbara Burd, PhD, MLS
Dean of Library Services

DEAN'S SUMMARY

Barbara Burd

When I accepted this position three years ago, I was challenged to transform the Kimbel Library into a student-centered, technology-rich facility. Many of the initiatives undertaken in this past year have advanced the library toward this goal. By far the most significant change was the expansion of the library's hours. During the academic year, the library is open 138 hours per week. While it is not unusual for academic library buildings to be open 24 hours, Kimbel Library is unique in that we provide basic services for all hours the library is open. If a student wants to check out a book, a laptop, or a reserve item any time day or night, the library accommodates that need. Basic research assistance is provided at all hours day and night. Combining the hours of access with the ability to obtain needed resources has transformed the library into an environment that meets the demands of students and supports the teaching and learning mission of the university.

Three years ago there were approximately 20 desktop computers in the library. Today there are 100 desktop workstations throughout the building and about 100 laptops available for checkout. In addition to laptops, the library began lending equipment, such as video cameras, digital cameras, and even Ipads, to complement student research assistance. The three new Mediascape work group stations have become the most popular space in the library as these employ state-of-the-art technology for students to collaborate and share their laptop windows on communal widescreen monitors. The International Media Room is becoming the hub for videoconferencing as students and faculty use this facility to connect and communicate with colleagues from outside the campus and around the globe.

Over the past three years the library has reconfigured its space to allow for more student seating, especially the much in-demand soft seating areas. In order to accomplish this, collection management has focused on developing a robust e-book collection and has added over 50,000 e-books to the library collection, thus conserving space for student use. Access to the library's resources and services have been improved by the development of an intuitive, user-friendly web presence, incorporating social media, such as blogs, Facebook, and Twitter.

The library's information literacy program has developed as the librarians have worked on linking student learning outcomes to assessment. Librarians have worked with UNIV110 to incorporate instructional videos into the curriculum and in the fall of 2011, the library will offer its first one-credit lab course linked to ENGL101 sections.

Over the past three years the number of courses offered in Blackboard has almost doubled. This past year the TEAL Center piloted the new version of Blackboard Learn and faculty began use of this new Blackboard in the fall of 2011. With the development of faculty qualifications for distance learning, the TEAL Center added distance learning boot camps and additional workshops to ensure that faculty have the appropriate knowledge of the Blackboard system.

In 2008 the library employed approximately 35 student workers. Today that number is over 100, as students have been trained to provide assistance with reference services, to staff important service points, to troubleshoot equipment and other problems, to work on technology projects and the development of the library's web pages, to serve as videographers for the library's newsletter and instructional videos, and to provide support for the various departments of the library. Students are currently being trained to provide Blackboard student support as a new program initiative.

While improving resources and services is the primary goal of the library, librarians and staff have contributed to the profession and to the campus through service on committees, presentations at conferences, and publications in scholarly journals.

As we examine what the library has accomplished this past year, we are looking forward to the future. The construction of the Bryan Information Commons will provide much needed seating for students and opportunities to strengthen and improve our services.

The dedication and commitment of the library staff is unsurpassed as the library works toward its transformation to engage students and effectively contribute to the teaching and research mission of the university.

KIMBEL LIBRARY'S MISSION STATEMENT

The Kimbel Library and TEAL Center serves as a vibrant, student-centered intellectual gathering place offering portals to information and ideas that enhance learning and research for a successful, engaging and diverse community of learners. To accomplish this mission, the Kimbel Library and TEAL Center provide the resources, services, instruction, and facilities essential to support the high quality teaching and engaged learning of students and faculty of Coastal Carolina University. Kimbel Library and TEAL Center will employ highly qualified librarians and staff to develop creative and innovative technology, programming, support services, delivery methods, and real-life work opportunities for students to ensure that graduates of Coastal Carolina University are well-prepared for professional careers or graduate programs and prepared to be productive, responsible, healthy, information-literate citizens with a global perspective.

ADMINISTRATIVE OFFICES' STAFF

Barbara Burd

Dean of Library Services

Patricia West

Administrative Assistant

ACCESS SERVICES

The Access Services Department is the first contact that many patrons have with the library. Access Services consists of circulation (borrowing and lending library materials), course reserves, interlibrary loan, and PASCAL Delivers. In addition, Access Services is responsible for stack maintenance and managing the facilities. The department consists of one librarian, five 12-month classified staff, one 9-month classified staff, four temporary staff working a total of 90 hours per week, and 64 student assistants.

Student Employees and Retention

Access Service is responsible for hiring the students for all departments in the library. The library is one of the highest employers of students on campus, employing 119 students working 30,641 hours. In 2010-11, fifteen library student assistants that were hired during their freshman year (35 total hires) graduated from the university. The retention rate for students who work in the library throughout their four years on campus is 43%. This supports current research which suggests a correlation between working in the library and student retention.

FAST FACTS			
	2009-10	2010-11	% change
Library Hours	105	138	+31
Door Count	297,789	262,338*	-13
Circulation	179,257	198,131	+10.5
Checkouts	104,752	88,240	-18.7
Equipment Checkout	84,547	100,165	+18
Interlibrary Loan: Lending	601	795	+32
Interlibrary Loan: Borrowing	1501	2145	+14
PASCAL Delivers: Lending	917	919	0
PASCAL Delivers: Borrowing	2475	2473	0
Course Reserves	3,101	4,433	+30
Student Assistants	79	119	+50

* Loss of data due to gate change

STAFF

Jennifer Hughes, MLS, MBA
Head of Access Services

Michelle Lewis
Circulation Supervisor

Lee Brown
Assistant Circulation Supervisor

LaTiffany Davis
PASCAL Delivers Specialist

Brady Cross
Circulation Specialist/Weekend

Chance Alexander
Circulation Specialist/Evening

Cara Gibbs
Circulation Specialist/Overnight

Pam Cazzola
Temp Circulation Specialist/Night (part-time)

Bill Carter
Temp Circulation Specialist/Night (part-time)

Amanda Kraft
Temp Circulation Specialist (part-time)

A.J. Bloom
Temp Circulation Specialist (part-time)

Library Facility

Access Services continues to make improvements to meet the demands of students. Highlights from this past year include:

- Re-configuring the first floor to provide more seating by moving the reference collection to the main stacks, thus providing circulation of these materials
- Installation of noise suppression system completed on both floors
- Addition of three Mediascape collaborative work stations
- Addition of computer pods on first floor
- New lighting throughout the building
- Design and oversight of new entrance



LIFE Students

This year the library continued its participation in the LIFE Student Program. The library provides hands-on training to develop skills that can be used in future employment. These progress from task-oriented skills through customer service positions. One of the original participants of the program advanced to a paying student position assisting with equipment checkout and basic computer maintenance, while three of the original participants remain in the training program. In the spring semester the library welcomed three additional LIFE students to the program. As the LIFE program continues to grow, the library has become integrated into the education and life skill development of these students.

PUBLIC SERVICES

The Public Services Department provides reference and instruction in information literacy. The department consists of four librarians, one full-time reference specialist, and one part-time reference specialist. Because of the small staff and increased demands on instruction, the department implemented a peer reference service in 2009-10. Library student workers staff the reference desk and provide the first line of assistance. For more detailed questions, a librarian is on call to assist students with their research.

The peer reference assistance program was expanded in 2010-2011 to provide an additional service point on the second floor of the library. Students staff this desk to provide point-of-need assistance. Assistance is also provided through telephone, email, and virtual chat.

Information Literacy

Information literacy is broadly defined as the set of abilities that allows individuals to recognize that they have an information need and that they have the skills to access, retrieve, evaluate and use this information effectively. As such, information literacy instruction plays a major role in preparing students to do quality research and to succeed in the academic environment. Kimbel Library works with faculty from all disciplines, but primarily with UNIV110 and ENGL101 faculty, to instruct students in the skills needed to accomplish their research projects. Students at Coastal Carolina University receive their first instruction in information literacy in the UNIV110 course. In 2009, in order to meet increasing demands, the librarians constructed a series of video tutorials to assist students with the skills they need to develop an annotated bibliography. Response to these videos has been very positive. For 2010-11 assessment of the student learning outcomes for these videos indicates a large percentage of students who viewed the videos scored high in knowledge of learning outcomes.

FAST FACTS			
Reference desk hours 8am-12am, Monday-Thursday 8am-9pm, Friday 1am-12am, Sunday			
	2009-10	2010-11	% change
Reference Transactions	21,232 (est)	8,471 (actual)	-60
Information Literacy Classes	336	323	-4
Information Literacy Head Count	6518	6088	-7

STAFF
Margaret Fain, MLS <i>Head of Public Services</i>
Allison Faix, MLS <i>Coordinator of Reference Services</i>
Joshua Vossler, MLS MA <i>Reference/Information Literacy Librarian</i>
John Watts, MLS <i>Reference/Instruction/ Outreach Librarian</i>
Brooke Taxakis <i>Reference Specialist</i>
Marcia Balasz <i>Temp Reference Specialist (part-time)</i>

This past year librarians developed a set of consistent learning outcomes for English 101 classes with appropriate assessment. Thirty-eight percent of students in English 101 completed the assessment with the following results:

- 70% of students were able to correctly identify a magazine citation
- 87% could identify a journal citation
- 97% identified three ways to get assistance in the library
- 70% were able to select a set of keywords that were not relevant to a search topic
- 76% were able to select two relevant research guides
- 86% were able to identify three ways of limiting searches in databases.

Librarians participated in the assessment of Core Curriculum Core Knowledge Goal 1A through assessment of the bibliographies of English 101 and 102 research papers. Using a rubric, the librarians ranked ability to use multiple sources of information, select information relevant to the topic, and cite sources properly. The results of the assessment indicate that librarian-taught information literacy sessions are effective in teaching skills related to Core Knowledge Goal 1A.

In the fall of 2011 the librarians will pilot a one-credit information literacy lab course attached to 21 sections of English 101. This initiative is designed to improve student research papers and to provide students with the foundation in information literacy that they need for continued academic success. The pilot will be evaluated by librarians and English faculty using assessment of student learning outcomes and, if successful, will lead toward implementation across all English 101 sections.



COLLECTION MANAGEMENT

Collection Management provides for the acquisition, processing, development, and management of the library's collection. The collection management department consists of one librarian who serves as department head, and five full-time classified staff positions. With a budget of \$764,000, collection management acquires print and online materials that are relevant to the curriculum. Of this amount, over 90% is spent on recurring expenses, primarily databases.

Collection Development

One of the goals of the collection management department is to begin a systematic evaluation and improvement to specific areas of the collection. This past year collection development focused on audiovisual materials and on the education collection. The department developed and implemented policies for replacement and preservation of audiovisual materials in formats that are no longer available. The VHS collection was reviewed and 3,549 titles were withdrawn or replaced by DVDs.

Prompted by the NCATE evaluation, education faculty and librarians worked together to evaluate the education collection. Faculty identified 977 items for de-accession. End-of-year money was used to purchase 70+ core titles requested by faculty. Acquisition of requested titles will continue this year.

Improving Access to the Collection

As part of the strategic plan, the collection development department is implementing new processes and workflow for ordering materials. Faculty may now request materials online. Once approved, the department now uses a batch ordering process and is receiving materials that are shelf ready. This greatly cuts down on the processing time and makes it possible for books to appear in the catalog and on the shelf in a very short time frame.

For 2010-11 the library added the following collections to the library's catalog:

- 43,000 records for *Ebrary's* electronic book collection
- 6700 records for *Films on Demand*, a streaming video collection
- 7000 records for *Slavery and Anti-slavery: A Transnational Archive*

FAST FACTS			
	2009-2010	2010-2011	% change
Print Books/ media	\$98,006	\$53,264	-46
Recurring (Databases Etc.)	\$606,566	\$713,816	+15

STAFF

Cathy Goodwin, MLS, MS

Head of Collection Management

Bryan Briones

Collection Management Coordinator

Carol Collins-Bunn

Acquisitions/Accounting Coordinator

Shametra Graves

Cataloging Specialist

Ann Hamilton

Media/Government Documents

Librarian

Sharon Tully

Collection Management Specialist

Significant Additions to the Collection

- *Tests in Print Online*
- Blackwell STM online titles
- Duke University Press e-book collection
- Springer e-book package
- *Films on Demand*
- *Slavery and Anti-slavery: A Transnational Archive*



LIBRARY TECHNOLOGY AND SYSTEMS

John Felts joined the faculty of Kimbel Library as Head of Library Technology and Systems, replacing Michael Lackey who led the systems department through the transition from a print environment to electronic systems and resources. Library Technology and Systems consists of one librarian, who serves as head of the department, one additional librarian and one full-time staff position. Library Technology and Systems manages the library's integrated library system, III Millenium. This includes all system aspects of access and circulation, acquisition, collection management, cataloging, and the library's catalog. Library Systems and Technology is responsible for the design and development of the library's web pages and for improving access to collections and resources through established and innovative technologies. Library Technology and Systems maintains statistics on databases and manages the library's electronic resources.

Highlights from the past year include the following initiatives:

- Completion of the implementation of ILLIAD, the new interlibrary loan system
- Refinements of the library's web pages based on usability studies
- Prototyping new web pages for TEAL
- Production of Pulp and Pixels, the library's online newsletter
- Implementation of LibStats to be used by reference to better track statistics
- Upgrades to the Millenium system
- Beta testing of improvements to the library's catalog to include spell checking, book covers, reviews and other value-added refinements
- Development of the Embed-a-Librarian utility to support communication between students and librarians in Blackboard
- Development of web-based system to track door count
- Development of a new inventory database
- Implementation of EZ-Proxy for remote authentication to library resources

STAFF

John Felts, MLS

Head of Library Technology and Systems

Christopher Ferguson

Electronic Resources and Systems Administrator

Casey Schacher

Emerging Technologies Librarian

FAST FACTS

DATABASES SEARCHES

Total Sessions	323,560
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Total Searches	731,017
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Total Full-text	298,922
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DATABASES

The library subscribes to 97 online databases to support the curriculum of Coastal Carolina University. The following is a table indicating most widely used databases:

Database	Sessions	Searches	Full-text
Academic Search Premier	98582	261942	107757
Business and Company Resource Center	5711	16024	1354
Business Source Premier	9682	22866	11291
JSTOR	54711	27316	49288
Literature Resource Center	8072	20883	14085
Newsbank	5110	6630	8179
PsycARTICLES	5119	14851	7541
PsycINFO	6894	36303	0
ScienceDirect	24952	37910	21577
SPORTDiscus with Full Text	5037	13279	6441



TEAL CENTER

The Technology in Education to Advance Learning (TEAL) Center is responsible for faculty and staff professional development in technology and for management of the university's course management system, Blackboard. The TEAL Center provides training and assistance to faculty interested in identifying and using technology to improve their teaching. The TEAL Center provides formal and informal training through workshops, boot camps, and individual consultations. The TEAL Center provides support for distance learning through its boot camps, which address delivery of course materials in an online or hybrid environment. To improve access to its instructional materials, the TEAL Center has developed an online course equivalent to its boot camp. The TEAL Center consists of five full-time staff positions.

This past year the TEAL Center rolled out training for the new Blackboard Learn Course Management system. Because this system varied significantly from the previous iteration, all faculty teaching online were required to complete a basic Blackboard training course. For 2010-11, over 250 faculty received training in Blackboard Learn basics.

Working with librarians, the Sr. Blackboard Administrator was able to provide links in Blackboard for key library resources. The Ask-A-Librarian link was successfully integrated into numerous courses.

With support from the Provost's office, the TEAL Center designed and developed the International Media Room. This facility provides state-of-the-art technology for videoconferencing and is used by faculty to connect Coastal Carolina University students with their counterparts across the United States and throughout the world. The International Media Room is equipped with suspended widescreen monitors, an instructor touch screen monitor, eighteen desktop workstations, eight laptop workstations, high resolution webcams, and a high quality sound system to facilitate communication using either Adobe Connect or SKYPE. The TEAL Center provides training and support for this facility, located on the second floor of the library.

STAFF

Jennifer Shinaberger
Assistant Director of Distance Learning and TEAL

Tracy Gaskin
Senior Blackboard Administrator

Tina Henninger
Instructional Technology Trainer

Jacob Bane
Instructional Designer

Melissa Kruegger
Blackboard Administrator

FAST FACTS

	2009-10	2010-11	% CHANGE
INSTRUCTION SESSIONS	258	304	+17
BLACKBOARD TRAINING	63	128	+50
COURSES IN BLACKBOARD	2685	2898	+8

OUTREACH

The Kimbel Library participates in the life of the Coastal Carolina University through several outreach activities that increase awareness of the role of the library on campus. This past year the library developed a theme of "Choose Privacy" and implemented a "Fix Your Face" campaign to make students and others aware of the privacy issues surrounding social media, especially Facebook. The library was asked to present this information to the general public through workshops at the Conway and Socastee Public Libraries. The library continued its theme of online privacy with participation in the Tunnel of Oppression, featuring a video informing students of the issues surrounding online dating and stalking.

The library celebrated Banned Books Week and co-sponsored the Banned Books Readout. The library provided a display of banned or challenged books in support of academic freedom and the right to read. Sixty-four people attended the readout and many more viewed the display and checked out banned books.

During National Library Week, the library focused on the importance of maintaining and supporting libraries as a foundation of our democratic society. Using posters and displays, the library stressed its importance in building community and developing connections between people. The library sponsored an Edible Book Fair, which received 33 entries of food designed to represent books.

The rollout of the *Slavery and Anti-Slavery Database* provided an opportunity for the library to feature a talk by Charles Joyner, one of the database's editors. The Osher Lifelong Learning Institute asked that this program be repeated at the Litchfield campus. Approximately 100 individuals attend these events.

This past year the library published two editions of its popular online newsletter, *Pulp and Pixels*, and continued its participation in National Gaming Day, which has become a very well-attended event. In addition, the library sponsored a *De-Stress Fest* during exams by providing snacks, chair massages, and other activities for students to take a break from studying.



KEY INDICATORS

Coastal Carolina University and Peer Institutions

FACILITIES COMPARISON

Institution	FTE*	Square Feet	Square Feet/Student
Coastal Carolina University	7625	43,000	5.63
Winthrop University	5573	90,000	16.15
Florida Gulf Coast University	8702	127,229	14.62
Georgia College and State University	6154	135,000	21.93
Murray State University	8644	150,000	17.35
Radford University	8898	125,000	14.05
University of Tennessee - Martin	6577	120,000	18.24
University of Tennessee - Chattanooga	8777	180,000	20.50
Valdosta State University	10552	184,024	17.43

*Data taken from NCES Academic Library Comparison Reports 2010

The Bryan Information Commons will add approximately 15,000 usable square feet to the library bringing the square feet per student to 7.60, still far below any of our peer institutions.



The International Media Room, equipped with wide screen monitors and communication software, serves as a classroom for faculty collaborating with students and colleagues outside of campus and as an additional study space after hours.

KEY INDICATORS

Coastal Carolina University and Peer Institutions

STAFF

	HOURS PER WEEK	LIBRARIANS AND OTHER PROFESSIONAL STAFF	LIBRARIANS AND OTHER PROFESSIONAL STAFF PER FTE	ALL OTHER STAFF	STUDENTS (FTE EQUIVALENT)
COASTAL CAROLINA	132	10	1.31	13	15.19
FLORIDA GULF COAST	95	15	1.72	18	5
GEORGIA COLLEGE AND STATE UNIVERSITY	96	17	2.76	11.8	9.78
MURRAY STATE	105	11	1.27	23	28.5
RADFORD UNIVERSITY	98	15	1.69	14	17.4
UNIVERSITY OF TENNESSEE-CHATTANOOGA	88	16	1.82	14	7
UNIVERSITY OF TENNESSEE-MARTIN	89	13	1.98	14	10.11
VALDOSTA UNIVERSITY	146	24	2.27	23.88	15.75
WESTERN CAROLINA UNIVERSITY	104	22.5	2.91	27.5	6.53
WINTHROP UNIVERSITY	96	12	2.15	16.04	6.4

Kimbel Library is open more hours per week than any of its peers, except Valdosta University which is open 24/7. However, Kimbel Library has fewer librarians than any of its peers and fewer staff than all but one of its peer institutions. As can be seen from the above data, the Kimbel Library is dependent on student workers to keep the facility open.

KEY INDICATORS

Coastal Carolina University and Peer Institutions

COLLECTIONS

	BOOKS, OTHER PAPER HOLDINGS	BOOKS, OTHER PAPER HOLDINGS PER FTE	MICROFORMS HELD	AUDIOVISUAL MATERIALS HELD
COASTAL CAROLINA	160,816	21.09	11,213	7,833
FLORIDA GULF COAST	265,529	30.51	843,154	16,324
GEORGIA COLLEGE AND STATE UNIVERSITY	145,108	23.58	699,842	11,947
MURRAY STATE	739,666	85.57	209,978	36,284
RADFORD UNIVERSITY	311,997	35.06	1,416,767	18,680
UNIVERSITY OF TENNESSEE-CHATTANOOGA	516,293	58.82	1,312,167	20,327
UNIVERSITY OF TENNESSEE-MARTIN	480,707	73.09	708,506	15,861
VALDOSTA UNIVERSITY	540,680	51.24	1,104,848	24,978
WESTERN CAROLINA UNIVERSITY	524,113	67.74	1,564,281	18,690
WINTHROP UNIVERSITY	439,170	78.8	1,228,144	3,427

As can be seen by the above data, the collections of the Kimbel Library are less than those of most of the peer institutions. This past year the library's collection management department, in collaboration with faculty, analyzed the Education Collection and purchased approximately 100 books to build a core collection to support the curriculum. The Collection Management Department plans to address one or two specific areas of the collection each year with the goal of purchasing core resources necessary to support the undergraduate curriculum in those areas.

KEY INDICATORS

Coastal Carolina University and Peer Institutions

SERVICES

	CIRCULATION	RESERVES CIRCULATION	CIRCULATION PER FTE	INSTRUCTION SESSIONS	HEAD COUNT FOR INSTRUCTION
COASTAL CAROLINA	93,754	2,272	12.59	344	6750
FLORIDA GULF COAST	42,284	0	4.86	87	2537
GEORGIA COLLEGE AND STATE UNIVERSITY	19,572	1,415	3.41	123	1878
MURRAY STATE	53,985	2,561	6.54	318	6036
RADFORD UNIVERSITY	45,321	2,797	5.41	471	7505
UNIVERSITY OF TENNESSEE-CHATTANOOGA	31,862	40,799	8.28	342	6077
UNIVERSITY OF TENNESSEE-MARTIN	70,000	20,000	13.38	107	1605
VALDOSTA UNIVERSITY	77,848	23,218	9.58	197	5360
WESTERN CAROLINA UNIVERSITY	118,515	10,542	16.68	248	5689
WINTHROP UNIVERSITY	47,885	3,007	9.13	147	2834

Kimbel Library provides services at or exceeding the level of its peer institutions. Because of its robust laptop lending program, the library circulates more items than all but one of its peers. Kimbel Library supports reserves circulation for books or other physical materials, but does not have an electronic reserves program. Instead, faculty are encouraged to use the Blackboard Course Management System for distribution of electronic course-related copyrighted materials.

The Kimbel librarians provide more library instruction sessions than any of their peers and reach a greater number of students than all but one of the peer institutions.

Provision of these services, which directly support student learning, occurs at a high level even though the staffing at Kimbel Library is less than most of the peer institutions.

FUTURE GROWTH

The Kimbel Library continues to expand its services and resources to meet the needs of the students, faculty, and staff of Coastal Carolina University. For the upcoming year, the library will be looking at its services to distance learners and to graduate students. Currently these are two underserved populations. The library will be hiring a distance learning librarian who will work with faculty and the Blackboard Administrators to provide support for distance learning, especially in the area of information literacy. The TEAL Center will expand its offerings to include workshops on Quality Matters, which is recognized as a national standard for best practices in online and hybrid courses. At the request of the graduate council, the library has already extended borrowing privileges for graduate students and will be examining ways to improve document delivery to students who don't live near or come to campus on a regular basis.

The library will renovate the current instruction room to provide a more stable desktop computing environment and a better overall seating arrangement for better sight lines for projection and instructor-to-student and student-to-student interaction.

Reorganization of the public services department will provide improved reference services and the ability to develop cross-functional work teams to improve services and customer satisfaction.

The opening of the information commons will provide much-needed seating and, with the completion of an additional classroom, will allow the library to expand its credit course offerings. Based on evaluation from the fall semester of 2011, the library, working with the English 101 faculty, will determine the appropriateness of expanding the Library 101 Lab Course.

Three librarians and a Blackboard Administrator resigned this past year, leaving openings in key areas. The University Archivist and Special Collections Librarian will not be replaced by a librarian, but instead Ben Burroughs will direct the Horry County Archives Resource Center, providing access to local collections and resources. The Archivist position, along with another new position, will be hired as Information Literacy Librarians in order to meet the demand for library instruction and to further develop credit courses.

Renovation to the current library is much-needed. Data and electricity are inadequate and, with the opening of the information commons, the position of the circulation desk needs to be changed to allow for better building security.

The library has used the LibQual national survey to assess customer satisfaction with its physical space, access to collections, and strength of collections and services. This survey should be administered at the completion of the information commons to assess the impact of the commons on customer satisfaction.

The staff of the library look forward to the future and to providing the best possible space, resources, and services to the students, faculty and staff in support of the mission of the university.