University of Massachusetts Boston

University Libraries Annual Report for 2013

Mission, Goals, and Achievements
Strengths, Goals and Strategic Initiatives for 2013

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2013 Goals and Achievements

In 2013 the University Libraries continued providing students and faculty with information resources in support of learning and research. University Libraries (UL) also took part in and, in many cases, lead in collaborations with campus, regional, and international communities. Healey Librarians continue pursuing relationships and opportunities that integrate useful and appropriate information resources into scholarly and instructional endeavors throughout the greater campus.   Significant collaborations continue advancing the UMass Boston mission and its priorities while producing contributions to the UL collection and demonstrating the value of information resources.

Goals for 2013

- Continue to identify and procure licensed intellectual property and other resources needed for research, teaching, and learning, in particular those needed for graduate studies and undergraduate research

- Work with Academic Support Services Aim at developing among its constituents library research skills and understanding of the intellectual property available to them

- Explore new venues to maximize effectiveness and efficiencies in library services and operations

- Make improvements in facilities, space deployment and use, and in maximizing use of the library floors with attractive and appropriate environments to support studying, etc.

- Pursue expanding the UL funding base and means to effectively procure the intellectual property and resources needed by students and faculty

- Continue to work to promote campus conversations on topics and matters of importance to the 2025 campus visibility and vision, including scholarly communication, intellectual property and copyright-retention, and open access in research universities

With mission and goals at the guiding our actions, the University Libraries was able to accomplish the following:

- Aided by Faculty Council approval of an open access policy for the campus, UL was able to increase the publications added to ScholarWorks by 25% and increase the number of downloads by 215%.

- Research collections were strengthened with the University Libraries' access to British Periodicals Online, Early English Books Online, Early Encounters in North America, and Sage Research and Knowledge databases. Resources were added in response to faculty requests.

- The University Archives & Special Collection (UASC) processed and made accessible for research 37 linear feet in 11 different collections while adding 207 linear feet to its Special Collections. An additional 50 publications and 43 biographical images and documents of legendary Spanish archivist Mercedes Agullo' y Cobo were digitized and made available through Open Archive.

- Highlighting the research materials of Rita Arditti, which include interviews with Argentina's Abuelas de la Plaza de Mayo, UASC installed a multilingual exhibit "Archives of an Activist". A well-attended recognition and reception event was held.

- UASC expanded the community archives collections of the Mass. Memories Road Show with public events in four communities where 349 individuals contributed 1,088 photographs and related stories. Events were held in Peabody, Halifax, Lexington and, where Chancellor J. Keith Motley attended the event in his community, Stoughton.

- UL librarians worked with IT's Educational Technology and Learning group to provide information on the operability of iPads with the University Libraries' Ebook collections for the classroom setting.

- UL librarians also participated in educational presentations to the faculty community at the 7th instructional technology conference with presentations on the use and teaching applications of Ebooks. Librarians also presented on the development of a clearinghouse of biomedical Open Access resources for Kenyan nursing students in collaboration with CNHS.

- Towards educating the campus community on scholarly communications issues, UL worked with Office of Faculty Development, and Division of Information Technology in hosting a *Copyright, Fair Use, and Open Education Forum* as presented by colleagues of UMass Amherst.

- Working with the Office of Community Partnerships UL helped organize the annual research celebration which focused this year on community based research.

- In contributing to the dissemination of local scholarship with transnational importance UASC worked with the McCormack Graduate School to revive the New England Journal of Public Policy which had ceased print publication in 2010.

- Commemorated the contribution and digitization of Rita Arditti's interviews with the Abuelas de Plaza de Mayo through an exhibition of photos and testimonies of the *abuelas*. An event launching the exhibit and the digital contributions drew more than 50 attendees, including many faculty and the Provost.
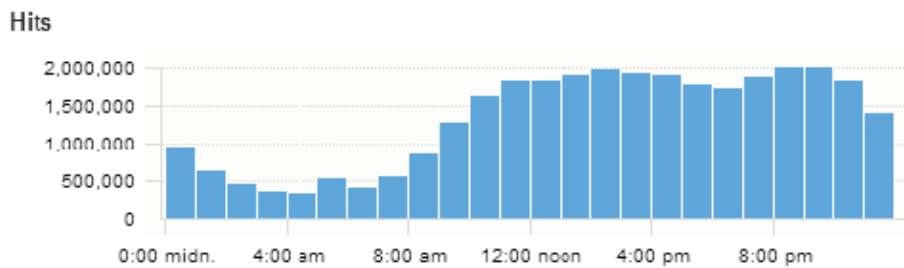
Services

After four years of increased library use this year marked a decline in patron onsite head counts throughout the University Libraries portion of the building. Total visitors in 2013 were 437,385 compared to 450,385 visitors last year. Library study space has been significantly decreased with Tutoring Services having temporarily taken the study space available in the 8th Floor. Additional seats and study areas were added to the 4th Floor to offset the loss of study space on the 8the Floor. UL understands this move to be temporary while renovations are made to their existing spaces at the Campus Center.

UL Circulation service point continues to be a central location for much of the library's physical transactions. Over 54,500 transactions were conducted for first and renewal loans of material as well as reserves use. The desk is also the principal location for students to receive their semester stickers, more than 10,200 stickers are issued at the desk each semester. Over 6,650 barcodes are issued across to campus students, faculty, and staff. As a service center for the Libraries and the building, the Circulation desk continues as a beehive of activity.

The University Libraries continues making available its online resources to UMass Boston authenticated users around the world. EZproxy is the application used to authenticate off-campus users so that users can access electronic databases, journals, and books. During the year 12,672 unique users access UL resources online: on a typical day 940 sessions with a resource is conducted spending a total of 222 hours spent accessing UL resources. The adjoining tables relate the frequency of searches throughout the day, the week, and months throughout the year.
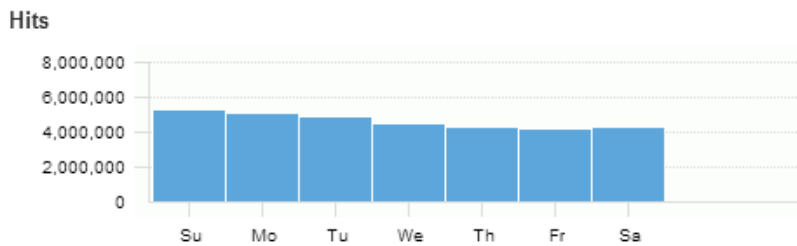
EZ Proxy as Indicator of UL Resource Use: Hits Throughout Hours, Days, and Months
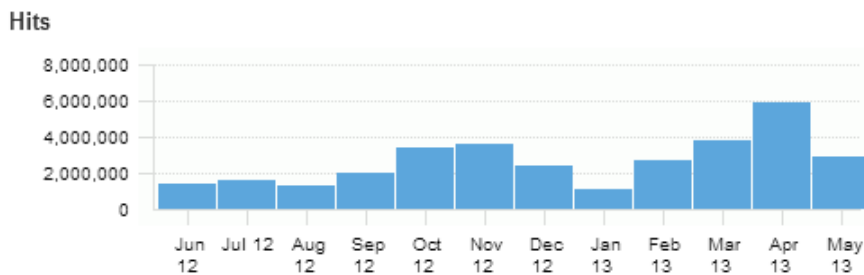
Hours of day

Use statistics indicate consistent daily access to UL resources throughout the afternoon and evening hours

Days of week

As indicated by hits, UL resources are accessed at high levels (over 4 million hits) throughout every day of the week.

Months

Peak use periods of UL resources by Year are generally throughout fall and spring semesters with higher use in October/November and March/April periods of the semester.

Reference Outreach Instruction services reached 2,986 users through virtual services like synchronous chat sessions (929), and web, email, and texting interactions (1,057). Transcripts of sessions become part of the UL FAQ repository which was consulted 190,472 throughout the year. ROI's 700 Subject Guides were hit over 206,800 times. Instructionally the library conducted over 353 workshops or curriculum integrated instructional sessions, reaching over 6,000 students.

UASC, University Archives and Special Collections continues promoting resources and integration of UASC primary source material by hosting 13 class session from College of Liberal Arts and Honors Colleges. UASC sponsored 11 interns and served 314 researchers from a wide range of institutions including UMass Boston,

Harvard, Yale, Simmons, Wellesley, The Discovery Channel, MSNBC's "Hardball with Chris Matthews" and others. Images from UASC were used and cited in five publications this year, including the History Department's brochure publicizing the new Public History and Archives graduate studies tracks.

Outreach

The University Library promotes its services throughout the campus as well as with external partners. Library leadership presented its array of services and resources to Graduate Program Directors, emphasizing the availability of primary source material available from the library's Archives and Special Collections. Presentations were also made to faculty in the Sociology department to promote specialized resources and instructional services.

Institutional leaders from the University of Addis Ababa in Ethiopia visited the campus in April. UL librarians were pleased to present its services and collections and highlight its collaborations with external partners as part of possible collaborations that could be forged.

In March, UASC assisted in the publication of the previously dormant New England Journal of Public Policy. The McCormack Graduate School of Public Policy revived the journal to be published online through the library's ScholarWorks platform.

The library collaborated in or sponsored numerous campus-wide events aimed at enhancing educating the campus on information issues or promoting research. The library hosted a workshop in copyright and fair use issues in conjunction with the Office of Faculty Development. UL librarians also participated in the Center for Instructional Technology's conference with programs on partnerships and collaboration and using E-books. Librarians also promoted expert assistance in the IPads in the Classroom pilot project. The library worked with the Chancellor's Office and the Office of Community Partnerships to highlight community based participatory research at the annual research celebration event.

UASC organized and conducted Mass. Memories Road Shows in four communities, Peabody, Halifax, Lexington, and Stoughton. 555 individuals (including Chancellor Motley, a resident of Stoughton); 349 of them contributed stories and 1,088 photographs related to their respective communities.
UASC has also helped prepare for the upcoming 50th Anniversary of the campus by organizing existing material for outreach, communications, advancement, and exhibit needs for archival material related to the University's history. UASC also is prepared for receiving newly uncovered and contributed material related to the University inception and development.

Last year the University Libraries completed and unveiled the Mercedes Agullo' Digital Library; a collaborative project between the Latin American and Iberian Studies Department and the University Libraries. Collaborators worked with Mercedes Agullo' to set up a digital library model using ScholarWorks. This project was developed to showcase the possibilities and capabilities of the University Libraries as a collaborator in digitization projects of the scholarly works and research corpus of authors, and/or selected libraries. The MADL was unveiled by the Provost in October in Cadiz, Spain. During that trip the Provost and Dean of University Libraries met with historians, librarians, archivists, and faculty of the University of Cadiz. From those meetings several projects have conspired. The Royal Academy of Hispanic America has agreed to provide access to 30,000 pages from their vast collection of books, journals, and other works that will be extremely valuable to existing and budding programs and degrees at UMass Boston. Several Memoranda of Understanding are pending to grant UL access to the collections of the Casino Gaditano and the Ducal Archives of Medina Sidonia, one of the oldest private archives in the world.

Staffing

Lisa Romano was hired as the UL Cataloging and Metadata Librarian. Carolyn Goldstein, PhD was hired as the Public History and Community Archives Program Manager. Javier Crespo was hired as Associate University Librarian for Special Project. Several FSU librarian searches were begun: The search for the ROI & Public Services Head was begun with interviews conducted in June. The search for the Resource Sharing and Document Delivery Librarian also began in June. Evening and weekend paraprofessionals were hired after staff departures. The Library Development Applications Manager was vacated after Jonathan Gray left the position in May.

Assessment

Last year, for the second year in a row, UL worked with ITSD to deploy the MISO user satisfaction survey to help IT and Libraries better understand areas where students and faculty needs can be met. Although these are useful tools, these do not measure learning outcomes. With the adoption of LEAP rubrics, it is important for the Libraries to understand the effectiveness of its instructional efforts, in particular the how successful information literacy teaching methods are among our students. In preparation for the NEASC self-study and re-accreditation process, Dean of University Libraries and Associate University Librarian met with Peter Langer and Donna Kuizenga in February to discuss the process and begin preparation. A Library Assessment Team was convened to draw an assessment plan involving unit operation outcomes as well as student learning outcomes for information literacy and curriculum integrated instruction. Standard 7 of the NEASC self-study will include Information Technology and involve the campus community.

Resources

Thirteen databases, five large Ebook collections and numerous electronic journal titles were added to the collections. Resources are added in response to faculty demand and consultation. While the library continues to place a priority on purchasing electronic books and journals, 3,777 monographs were added to the collection, originating from faculty demand or gifts.

In October, the Provost and Faculty Council approved a campus-wide open access policy proposed by its Library Committee. The process was guided by the Dean of University Libraries and UASC's Scholarly Communications Archivist. The adoption of this policy contributes significantly to furthering open access scholarship on campus, facilitating the dissemination of research more freely and more widely. Emboldened by the Open Access Policy, the Library increased the number of publication added so ScholarWorks by 25%. Downloads from the UMass Boston ScholarWorks site increased 215% from the previous year.

This year the University Archives and Special Collections built upon previous years' expansions by adding 9 new collections (207 linear feet) that support the mission to collect materials that reflect the University's urban mission and focus collections of records of urban planning, social action, alternative movements, community organization, and local and regional history. These include the records of the Sherborn Peace Abbey, the Catholic Order of Foresters, and the Boston Harbor Islands. Three significant digital collections were added: the Mercedes Agullo' y Cobo Digital Library Collection (in process), the 27,000 record index for the Foresters Mortuary Collection, the Confinement to College video interview collection and Mass. Memories Road Show images from the Boston Harbor Islands, Sharon and Waltham, MA. 3,300 items were added to the OpenArchives online collection.

Goals for 2014:

- Continue identifying and procuring licensed intellectual property and other resources needed for research, teaching, and learning, in particular for newer academic programs

- Continue promoting campus conversations on important issues affecting scholarly production (scholarly communication, copyright retention, and fair use)

- Assume leadership roles in Standard 7 (Library and Information Technology) of the upcoming NEASC self-study as well as participate in other self-study teams and working groups.

- Assess student and faculty perceptions of the University Libraries and conduct assessments measuring student learning and functional outcomes

- Develop a suite of services and use policies designed for students enrolled and faculty teaching in distance based contexts

- Develop and deploy methods that enhance communications of UL resources, services, and activities throughout the campus communities

- Explore new venues for state of the art library services that maximize effective and efficient delivery of resources

- Continue improving facilities and maximizing space deployment to create attractive environments for study and collaboration

- Continue fostering existing and developing new relationships that create local, national, and transnational partnerships that enhance access to specialized and rare collections.

UL Strengths & Weaknesses

University Libraries Staff is one of its major strengths of UL. Our small staff continues delivering upon its promise of answering all questions and offering high levels of output and service resulting in the achievements highlighted above.

The UL was able to harness faculty preference for open access resources to offer resource alternatives that are equal in depth and richness as other resources available through expensive purchases. The ScholarWorks faculty repository and UASC's commitment to making available primary source material for research and learning offers state of the art models in information resource development and stewardship.

The task of transforming the University Libraries to a state of the art library worthy of the University's forward vision will rely on continued resource efficiency, systemic and individual transformation, as well as a staff composition proportionally equal to the of the University's recent and ongoing growth. The addition of new academic programs, expansion of distance learning, and the vision for a residential-based student life for the campus will necessitate a larger professional library staff.

Space for the University's growing archival collections and environmental concerns are the two additional critical weaknesses for UASC. On campus storage capacity was exceeded near the end of AY12-13. The lack of any archival space that meets professional climate-control standards for preservation of archival documents, audio and video tapes, is an ongoing and serious weakness. Since the failure of the Liebert temperature and humidity system, campus facilities has put in place a variety of stop-gap measures that resulted in water leaks, fluctuating temperatures and humidity levels. There is currently no timeline for an installation of a fully

functional system. Much time has been spent assessing needs, damage, and moving the most vulnerable material out of danger and into a rental space. The stabilization and expansion of a climate controlled room with necessary environmental conditions continues to be a high priority for the UASC.

The work of UASC has also been complicated at times due to lack of clarity about the work of archives, and the nature of archival collection-building. Greater visibility brings upon an increasing pressure to accept collections that are out of scope or not archival in nature.

Another area of concern is the University Libraries' capacity to continue delivering high quality curriculum driven information literacy and research instructional services across the academic enterprise that is growing in academic programs, online delivery, and academic schools.   As a previously reported aspirational peer George Mason University has a student population that is twice as large as UMass Boston (GMU: 32,961; UMB: 16,874). While supporting a similar number of schools and colleges (GMU: 11; UMB:10), the University Libraries supports its services with a 2013 contingent of 34 total FTEs. George Mason University supports its user population and programs with 131.8 FTEs. While reaching to support a research-extensive higher education enterprise, the University Libraries brings information resources, expertise, and collaboration with a staff size that is proportionally 46% smaller than its aspirational peer.