Missouri State University Libraries
Annual Report, 2011-2012
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As Charles Dickens said in *A Tale of Two Cities*, “It was the best of times; it was the worst of times.” This past year has been just that for the Missouri State University Libraries with some wonderful improvements in services and resources and the untimely deaths of two employees, Bob Jordan in December 2011 and Joe Hewitt in May of 2012, both of whom worked in the Library Systems Office. Through those bad times everyone worked together to be supportive and to maintain services. In the good times they also worked together to make this a terrific library for the MSU community of users.

The mission of the University Libraries is to provide, organize, promote and assist in the use of information resources, sufficient to sustain and enhance the University’s primary purpose of developing educated persons and its mission in Public Affairs. This mission has evolved with the University’s long-range plan and now includes supporting student learning, inclusive excellence, and institutional impact in addition to the public affairs mission. The Duane G. Meyer Library, Haseltine Library at Greenwood, and the Paul Evans Library of Fruit Science (Evans Library) on the Mountain Grove Campus combine to provide the resources and services to accomplish these. Everything we do is in support of student learning, faculty research, and public affairs.

Student learning includes efforts to support recruitment and retention.

Information literacy—the ability to find, evaluate and use appropriate information—is essential for the successful college experience. The Libraries engage in this from middle school through graduate education. In FY12, Reference & Government Information (RAGI) provided 273 Information Literacy sessions for over 5,664 students. The Curriculum Resource Center (CRC) provided 34 sessions for 864 education students. Feeling comfortable in the library is important for freshmen and to that end during the past three years, the Libraries have hosted a Pizza Party the first week of the Fall Semester for students in First Year Experience courses. During the event, students systematically explore Meyer Library and become eligible for door prizes. Responses from the over 500 students attending each year show that this is a valuable tool in helping students feel connected with the library and in asking for assistance.

Fall semester 2011 saw Meyer Library extend its hours of service until 2 a.m. Sunday – Thursday nights after long discussions with Student Government leaders. Meyer Library is now open 110 hours a week and, of course, is available electronically 24/7. New means of getting help have been offered and/or enhanced this year. E-mail, chat and now texting for reference assistance are all available.

Meyer was voted by students **BEST** Place to Study in Fall 2011!
In partnership with the MSU Center for Social Sciences & Public Policy Research, the Libraries conducted a survey of faculty and students in fall 2011 and held follow-up focus sessions in the spring concerning library spaces, library collections, and library services. Significant data and feedback were generated which will be applied to operations and further study of our services. The work on elementary and middle school literacy efforts by Haseltine Librarian, Dea Borneman, in collaboration with Greenwood faculty, has led to national presentations.

Haseltine Library had 13 library classes per week for an average of 325 students each week. In a time when physical circulation is declining in most academic libraries, the circulation at Haseltine increased by 10% this year over last.

The Library Science Coordinator conducted approximately 65 advising sessions for potential Library Science students, ranging from freshmen to seniors, adult teachers and other professionals looking to transition into librarianship as a second or third career.

All music materials were finally consolidated on the lower level of Meyer Library. New shelving made it possible to move the circulating materials from the 2nd Level. Additional Finale electronic composing stations were provided, media materials were incorporated and the arrangement of all materials was enhanced. In December 2011 a large reception was held to celebrate the completion of the area. The Music Media area is available 32 more hours per week than when it was located in Ellis Hall.

Reference & Government Information (RAGI) provides reference services 95 hours per week answering approximately 14,700 reference/other questions. All of the “Ask a Librarian” services—Consultations, Chat, Texting and E-ref—are increasing. The Libraries’ homepage was reconfigured to put “Articles & Databases” at the top of the Find pages. This has increased usage. Fifteen new e-reference sources (encyclopedias, handbooks, etc.) have been added. CRC dealt with 16,096 reference/directional questions. Special Collections counts reference questions in a different way since all usage is mediated, i.e. a staff member must help with each request for materials. 3,334 Special Collections items were used, a three-fold increase from 1,087 the previous year. There were 5,498,448 virtual visits to the library’s website in FY 2011. There were 264,536 logins/sessions for databases or services.

Science and Nature were acquired in digital format utilizing ongoing salary savings. An e-book collection called ebrary was licensed for the year utilizing funds from the Parents’ Library Collection endowment and will be continued for FY2013. Over 70,000 titles covering all academic areas are included from more than 500 publishers. Five more sections of JSTOR were added to the e-resources collection. JSTOR is extremely important for upper division, graduate and faculty research efforts.

Keeping the collections current is important. 700 children’s, juvenile, and young adult books valued at $13,143 were added (free of charge) to the collections of the Curriculum Resource Center and the Haseltine Library (Greenwood) from the Children’s and Young Adult Book Review Board of Missouri (BRB) work. The backlog of uncataloged phonograph albums was processed. This makes important music resources available. Four hundred outdated or
redundant volumes of nursing monographs were removed. More than 5,000 outdated/unusable media items were removed. In all cases of removing materials, many parameters are utilized to insure that needed items are kept. Work continued on including all maps (paper, digital, and aerial photographs) in the online catalog or creating detailed index maps. As the only academic map library in the state, it is important that access be comprehensive and correct.

This was the final year for the Digital Archives Initiative Grant: Phase II. The grant, which began in 2009, allowed us to significantly expand our Digital Collections program. Shannon Mawhiney worked with Anne Baker and David Adams to improve and maintain the Digital Collections website. Shannon digitized and provided metadata for dozens of collections, maintained the Foure-Footed Beastes Facebook page, and contributed to Historypin.com. The Digital Collections site now provides access to over 5,000 items. Notable collections added this past year include the Ozarko yearbooks, the Standard student newspaper from 1912-2009, and finding aids to over 130 processed collections. The number of hits on the various images within CONTENTdm average around 200,000 every month. Our digital collections were highlighted several times in 2011 on OCLC’s CONTENTdm Featured Collections site: http://www.oclc.org/news/announcements/2011/announcement54.htm.

The switch to the implementation of the Central Authentication Service (CAS) aka BearPass required a re-write of the Libraries’ authentication/Login page for most of the Libraries online services. We continue to work with Computer Services on implementation of their CAS 2 server to use on the EZproxy login.

Systems upgrades – ILLiad inter-library loan software had a major upgrade. Delivery of interlibrary loan articles has gone from weeks to hours. Preparations were made for hardware migration and software upgrade of CONTENTdm in preparation for growth of the Libraries’ digital collections. The CONTENTdm migration as well as planning for server hardware replacement were both delayed as the Systems Office reviewed and adjusted workloads after the deaths of Bob Jordan and Joe Hewitt. These are two of four positions in this department. After looking at support needs and trends, consolidating processes and reviewing workloads, the Systems Office recommended that one of these positions be given up as part of the expected University budget reductions. Duties will be redistributed among the three remaining positions in the department. If necessary some non-technical or non-specialized work might be moved to others within the Libraries.

Inclusive excellence is reflected in not only the diversity of our library workforce but also in the diversity of resources and special collections which we build, make available, and promote through educational activities.

The Libraries do have a diverse workforce in all categories—faculty, staff and student employees.
Additional work has been done on organizing and processing a collection of Ozarks field recordings donated by Gordon McCann. This is an important addition to the study of Ozarks culture and heritage.

Cherri Jones completed a book on multicultural resources for children.

More than a half-dozen month-long displays were supported for various diversity-related months.

Dr. Grace Jackson-Brown was Co-chairperson of the Springfield African American Read-In in partnership with the MSU Office of Multicultural Student Services, Drury University, Springfield Public Schools, Springfield-Greene County Library District, and the Springfield NAACP Chapter. The major event was a poetry reading held in Springfield on February 6, 2012.

Dr. Grace Jackson-Brown developed a special topics course titled Multicultural Issues in Libraries.

Two workshops, initially for employees in Meyer Library, but expanded to the campus community, were developed with the English Language Institute to develop awareness of the challenges and opportunities in working with international students.

**Institutional impact is characterized by the many ways in which we support the local community, the broader southwest area, and the state of Missouri with library services, professional activities and cooperative arrangements.**

In October 2011, over 2,500 students in grades 4-8 attended the Children’s Literature Festival of the Ozarks which was co-chaired by the department heads of the Curriculum Resource Center and Haseltine Library. An event such as this may be a child’s first contact with a university and often leads to further involvement and eventually enrollment as a student.

In 2011/12, titles from the BRB collection valued at over $5,000 were donated to local service organizations.

Dea Borneman and Cherri Jones consulted with Webb City elementary school librarian, Mary Blair, to create a request for proposal to a potential donor. The request was successful and a celebration was held in May.

The School Library Media Program was again accredited by the Missouri Department of Elementary and Secondary Education (DESE).

Library Science faculty coordinated a series of Webinars (hosting five of them) and two colloquia by Dave Richards and Michael Ellis (of the MSU English Department) to which not only MSU but also area librarians were invited.
Visits were made to nine school libraries during the year.

Ten maps were generated for five faculty and one religious organization. These maps take extensive work to locate the places that are wanted for a map.

RAGI provided support for the dual-credit program by providing information literacy sessions for these high school students—another marketing and recruitment effort. A RAGI faculty member revised the information about library access and use for online/distance students.

Special Collections and Archives conducted a number of outreach activities this year including exhibits, instruction sessions, and special events. Of the various displays set up on and off campus this year, the two main interpretive exhibits showcased by the department were Local Treasures: The History Museum Archives at Missouri State University (Fall 2011) and I'm a Tent Fan! Celebrating 50 Seasons of Tent Theatre at Missouri State University (Spring-Summer 2012).

Especially noteworthy were extended sessions on researching theater history conducted by Anne Baker for Phelps School WINGS students this past spring.

Public Affairs is what a library is about.

Meyer Library continues to be a U.S. depository library and the only United Nations (UN) depository library in Missouri. These collections provide primary source information to students, faculty and the Springfield citizenry. During FY12, 3,500 paper government documents and over 10,000 digital items were received from the U.S. government. All of these are found in the online catalog SWAN and the statewide catalog MOBIUS.

An agreement was signed with the University of Missouri-Columbia to become the “regional” depository for State Department and International Relations Committee publications.

Collaborative projects were undertaken this year with the Missouri State Archives in Jefferson City, The History Museum, and the State Historical Society of Missouri. The State Historical Society of Missouri and the Libraries (Special Collections and University Archives) formed a partnership in January of 2012 that allows researchers access to SHSMO’s manuscript, book, and microfilm collections on the fourth Wednesday of every month. Collections from all SHSMO Research Centers (Columbia, Kansas City, Rolla, and St. Louis) are available for retrieval. This partnership has been a long-standing goal of the department and was made possible by SHSMO Director, Dr. Gary Kremer, and the staff of the Rolla Research Center. MSU researchers and the general public now have access to over 500,000 manuscript items, 800 reels of microfilm, and 150,000 state archival records through this new program. This partnership is one of the more important services the department has ever offered to our patrons.

Evans Library continues a project to digitize and archive the bulletins, circulars, proceedings, and other items that have been published by the State Fruit Experiment Station. The first set of
proceedings is available in the Meyer Library digital archives. This project is conducted with Special Collections and Archives.

The School Library Media Program was represented in the development of the Missouri Standards for School Librarians and in the development of the Missouri Standards for Professional Educators (MoSPE).

Marilyn McCroskey, Head of Cataloging and Professor of Library Science, began her 20th year of serving on the Marionville School Board. She has served several times as President. She also represents this area on the Board of Directors of the Missouri School Boards’ Association for the seventh year.

David Richards, Head of Special Collections and University Archives and Associate Professor, is Vice-president, President-elect of the Springfield-Greene County Library Board.

And so the Libraries made it through the worst of times and thrived in the best of times this past year. Two very valued employees, Bob Jordan and Joe Hewitt died this past year. New services, resources and initiatives were undertaken to enhance the learning and research experiences of the entire university community.

The coming year stands to be an exciting one full of change. Neosha Mackey is retiring on July 31, 2012 after 27 years in the Missouri State University Libraries. Her time here has been filled with great change in how services and resources are used and accessed, the building project, and increases in staff. Tom Peters will begin on August 1, 2012 as the seventh Dean of Library Services. He follows William Daggett, Grace Palmer, Robert Harvey, John Meador, Karen Horny and Neosha Mackey. His tenure will be entirely in the 21st century! Given the changes in the past 27 years, it is hard to imagine what exciting delivery methods, resources, and interactions Mr. Peters and the Libraries will encounter in their time together!