

Sacred Heart University Library
Annual Report 2018-2019

The Library welcomed two new staff members: Susan Luchars, Resources Development and Assessment Librarian, and Sharaya Smith, User Services Assistant. Both have contributed considerably and very positively to the work of the organization this year.

Resource sharing via InterLibrary Loan (Tipasa) saw continued use with 2,934 resources borrowed (or received) and 607 resources supplied or loaned. Demand for group study room space has been very strong, and user services were improved through reorganization of documentation and continued training for graduate and undergraduate library student assistants. The Ryan Matura Library building continued to be used heavily, and new seating was made available in June in the former reference stacks area on the main floor. Services in CHE have been expanded, and a digital counter will be able to track traffic in and out of the room –unfortunately delayed due to technical difficulties. The Library also undertook a review of internal signage with an eye towards consistency, clarity, and accessibility, the results of which will be apparent in coming years.

Library digital services saw a major migration of the integrated library system (now sometimes called the library services platform) from Innovative Interfaces' Sierra to Koha open-source software, with the support of Bywater Solutions. Testing and design began in January, training in April, and the application went live on May 13, with further work with ancillary connections OCLC, vendors, SHU IT and other trouble-shooting. This also led to a reconfiguration of WorldCat Discovery for book title searches, and a thorough retraining and revision of workflows and some policies. DigitalCommons now includes 5,200 papers and had more than 236,000 downloads in the past twelve months. EDS (discovery layer) was updated and reconfigured, and coverage finally included links to Artstor and other image databases. Work on the configuration of Redlink moved ahead, as well as renewed information in 360 electronic resource management. The user-experience survey of the library website was begun.

The budget was thoroughly reviewed and adjusted, including dropping Westlaw. New databases included the long-desired completion of all JSTOR Arts & Sciences collections, as well as the Life Sciences Collection, *America: History and Life*, *Hein Online Academic* (replacing Westlaw, and searchable via the discovery layer), and *Academic Video Online (AVON)*, the latter especially given an increasingly untenable patron-driven leasing agreement with Kanopy Streaming Video, which continues to be used for the Media Educational Collection and certain videos required for instruction. In June trials were begun of *PolicyMap*, *Statista*, *Scopus*, *WorldCinema* collection from Films on Demand, and the *Harvard Business Review* e-book collection, as well as expanded coverage of SpringerNature *Nature* periodicals.

Library assessment continued with expanded assessment of instruction in First Year Seminars, and coded evaluation of History capstone projects. The MISO survey was administered to graduate students, part-time students, and online students (de-duplicated groups), and questions about the library were asked in an internal Academic Affairs survey. The library was

well-regarded in these surveys with certain requests, notably about the building, and about navigation of the website, as well as requests for more information about the library resources from instructors, particularly at the graduate level.

The Marketing group re-organization led to a re-vitalization of marketing projects, including outreach to the residence hall staff, a review of library publications, a library beach party and “blind date with a book” (oriented to undergraduates), and increased use and visibility of the bulletin boards. A digital display was purchased for configuration and usage beginning in the summer of 2019. (Accessibility and signage have been mentioned above.)

Archives and special collections moved ahead slowly with very helpful work by Kelly Shand, a volunteer (who moved to a professional library position late November). A major cooperative agreement was reached with Lehigh University, and the Gloria Naylor Collection was temporarily lent for digitization and professional conservation treatment, to be returned at a later date. A significant collection of publications was donated by NBC Peacock North, an alumni/ae organization of former NBC employees. The Market and Communications Division began to record and review files of university photographs, and planning resumed for the digitization of the Thomas DeLong archive about former Gov. John Davis Lodge, especially the increasingly fragile cassette tapes.

The strategic directions identified by the Library in 2016-2017 continued to inform its reassessment of resources, technologies, and services in the light of changing expectations, demands, and university size and complexity. Many of the imperatives that are consequences of these directions are on-going concerns, not once-and-done. Among those, a major concern has been to scale library services to meet the growing university (and increasing academic quality of the university) in a positive and pro-active manner. The Library also increased outreach and cooperative arrangements with the Office of Sponsored Programs, the Student Success Center, First Year Seminar committee, Center for Excellence and Innovation in Teaching, Student-Athlete Support Services, Student Government, the School of Communications, Media, and the Arts, the Jack Welch College of Business (Virtual Reality in teaching research), and the department of Art & Design.

In the Annual Report on the Library’s Strategic Imperatives: Progress in the First Year, 2017-2017, the work was noted as “yet to be done:”

- I. We will engage every member of the University with teaching and learning the skills, habits and dispositions of creating and sharing knowledge.

[. . .]

5. We still have work to do:
 - a. Build closer collaborations with each College’s curricular and program planning; *[remaining to be done, and in development in 2018-2019];*
 - b. Develop visible and sustainable relationships with our global alumni/ae, clinical faculty affiliates, and retired faculty members; *[remaining to be done, and in development 2018-2019];*

- c. Initiate further partnerships with local and regional cultural memory organizations *[in part addressed through Gloria Naylor Archive partnership with Lehigh University; yet to be addressed regarding other archives and special collections]*.
- II. We will enhance the library's digital and physical resources to support its members' participation in deep, broad learning, and the life-cycle of research, information, and scholarly communication.
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3. We still have work to do:
- d. Institute more effective regular reviews and assessments of library tangible and digital resources *[in-process following the recruitment of a new Resources Development and Assessment Librarian, December 2018]*;
 - e. Creation of a library space in the West Campus to support academic programs located there *[pending University action]*;
 - f. Complete the renovation of the Ryan Matura Library lower level and upper floor *[pending University action; seating has been increased on the main floor]*.
- III. We will foster the trust that sustains all scholarly communication, and the inclusive values implicit in Catholic social traditions that seek a just, fair, and diverse global society of all University members, collaborators, and partners.
- [...]
5. We still have work to do:
- a. We need to establish an informal library planning group with faculty participation, and input from UAA officers, administrators, and students *[remaining to be done, and in development 2019-2020]*;
 - b. We need to develop a Friends of the Library group to involve alumni/ae, local and distant friends, and further collaboration with the Office of University Advancement *[re-focused from a Friends group to further collaboration with University Advancement following insights gained at 2019 ALADN meeting]*;
 - c. We need to identify and refine library learning standards to guide future assessments of services and resources *[remaining to be done and in development 2019-2020]*;
 - d. We need to continue to pursue the development of Archives within the constraints of our staff *[some work has continued to be done despite severe constraints on staff time and elimination by non-renewal of one staff position in 2018]*.

The conclusion of the 2017-2018 report continues to hold true:

The library possesses important assets: our staff members' commitment to service; the trust and goodwill of our members and community; our resolve to provide the best

resources we can within our constraints. In an era when every institution in higher education is under-funded and under-staffed, these important assets are not trivial.

Without a university library, our student and teachers would be forced to locate, purchase, and retain their own information resources on-the-fly and in a manner which would neither sustain nor engage economies of scale. Our students could never afford individually the resources we provide at scale and would fail to afford or obtain the resources they need to excel and achieve academic distinction. Our teachers and learners would have great difficulty with sustaining the habits, skills and dispositions necessary to engage the frameworks complexities of information literacy.

Our core mission emphasizes our development of a reliable and trusted infrastructure, our nurture of teachers and learners, and our extension of the University's mission through internal collaborations and external partnerships. We make a difference to this university by engaging its members, collaborators, and partners with the complexities of teaching and the usage of information resources, and nurturing their habits, skills, and dispositions for their wise, socially informed use of knowledge and engagement with scholars and researchers over boundaries of time, space, and format.

We connect scholars and convene our community to engage with resources and services that enhance and support teaching and learning. It is a privilege to serve this University community.

Sacred Heart University Library in press releases and public announcements during the year 2018-2019:

Sacred Heart University to Digitize the Work of Gloria Naylor with Help of Lehigh University (March 13):

<https://www.sacredheart.edu/aboutshu/news/newsstories/2019/march/sacred-heart-university-to-digitize-the-work-of-gloria-naylor-with-help-of-lehigh-university.html>

Find more time and more resources to help users – OCLC interview with Dan Fitzroy:

<https://www.oclc.org/en/member-stories/sacred-heart.html> (April 30)

Gloria Naylor Archive Project Awarded Accelerator Grant – Lehigh University Library & Technology Services News (April 24); also reported in ResearchBuzz (April 26):

<https://ltsnews.lehigh.edu/gloria-naylor-archive-project-awarded-accelerator-grant>

<https://researchbuzz.me/2019/04/26/vermont-humane-agriculture-virginia-prohibition-touring-bird-more-friday-afternoon-researchbuzz-april-26-2019/>

Sacred Heart University Library Goes Live on Koha with ByWater Solutions (May 28)

<https://liswire.com/node/2786>

<https://librarytechnology.org/pr/24318>

Sacred Heart Library is Home of Magazine Written by NBC Veterans (June 21):
<https://www.sacredheart.edu/aboutshu/news/newsstories/2019/june/sacred-heart-library-is-home-of-magazine-written-by-nbc-veterans.html>

A More Accessible Archive: Showcasing the Work of Writer Gloria Naylor (June 28):
<https://www2.lehigh.edu/news/a-more-accessible-archive-showcasing-the-work-of-writer-gloria-naylor>