

Sacred Heart University
Ryan-Matura Library
Annual Report
Academic Year 2001-2002

"Alas! what can you do for me, you nasty frog? . . ."

--Grimm's The Frog-Prince

These are the words spoken by the Princess in her initial encounter with the Frog. She has no idea that the frog can be of service to her. She reacts instead, both to his appearance (a frog) and to his reputation (nasty). In both reactions, she betrays the haste with which she perceives the frog as a being that has nothing to offer her. Nevertheless, the frog suggests that he can be of assistance. And only after he has performed on his offer to retrieve her submerged toy ball, does she recognize that he has, at the very least, some utility. The story, as we know, doesn't end there. The *frog's* patience and persistent pursuit of his goal eventually leads the princess to the revelation of what is hidden inside him.

I won't be reporting on the achievement of goals and objectives set out at the beginning of this academic year. On the matter of internally developed goals and objectives, I've taken the liberty of beginning with a blank slate. We will be setting out goals and objectives for A.Y. 2003, upon which I will base our next annual report. All operational plans and annual reports subsequent to A.Y.2003 will be based on a strategic plan that we will be developing for Academic Years 2004-2008.

I will be referring to the University's Strategic Plan, 1998 to 2003, and the goals and objectives set out in it, for this annual report. I will report on activities of the Library and its staff that have contributed to the University achieving its goals and objectives.

GOAL 1: Establish, achieve, and continuously improve standards of excellence within each academic program in terms of its quality, distinctiveness, and breadth and depth of learning.

Objective 2. Complete the revision of the core curriculum so as to give expression to the University's Catholic intellectual and liberal arts traditions.

In April 2002, the University Librarian proposed that the committee responsible for revising the core curriculum consider including information literacy competencies in the core. He requested to meet with the Committee to discuss information literacy and provided them with a copy of the booklet *Information Literacy Competency Standards for Higher Education* published by the Association of College and Research Libraries (ACRL).

Objective 4. Identify and assemble the configuration of resources needed to achieve the standards of excellence established by each program.

In March 2002, at the request of the Academic Vice President, the University Librarian compiled an "Action Plan Preliminary to a Strategic Plan" for the Library. The plan reported on six major areas of concern and set out to identify resources and methods by which the Library could begin to achieve a standard of excellence equal to that of other universities' libraries. Those areas of concern were : 1. Library Organization--the need to establish a core operational organization; 2. Library Collections--the need to rationalize collection development; 3. Library Services--the need to establish certain traditional services that our peer institutions have already developed to a high degree; 4. Public Relations--the serious need to improve the Library's public image, and to develop a marketing strategy; 5. Budget and Stewardship--the need to make the Library budget work for the Library, and to do it as effectively as possible; and 6. Preparing for the Future--the need to tool the organization and to acquire the skills that will prepare the Library to provide 21st Century information services.

Among the issues cited in the report was the configuration of staff and especially the absence of technical expertise with library systems. The report identified two professional positions that need to be added—a collection development librarian and an instructional services librarian. It also identified the need to re-deploy an existing professional position to lead technical services operations. It further recommended an aggressive professional development program for the staff as a whole.

The Innovative Interfaces integrated online library system is a necessary resource to providing credible library services. Through the course of the academic year however, it became apparent that the migration from the Bibliomation system was not as effective as it should have been. Library management responded with the formation of the Innovative Interfaces Committee, which was charged with all aspects of management and functionality of the system. The Committee established a prioritized list of enhancements and issues that need to be resolved and worked hard at resolving those problems. As of this writing, new problems have surfaced that may require the complete reconfiguration of the system.

In response to the need for additional library resources, the Library set aside additional funds from its operating budget and other sources, for the improvement of collections. First among the collections to be supplemented were those that support the Education Department, the College of Business and the Social Work program. Approximately \$9,000.00 each was earmarked for these areas to help prepare them for outside accreditation.

Objective 5. Ensure that all programs . . . incorporate improvements in educational pedagogy and technology, and are responsive to the imperatives of the University's mission.

In July 2001, the University Library migrated to the Innovative Interfaces (III) integrated online library system. The III system represents a step up in library automation over the former system.

Objective 8. Continue to enhance programs within the existing flagship areas : Business, Education, and Health Sciences.

As mentioned above (Objective 4), the Library reallocated funds for the improvement of collections in Business and Education to assist them in preparing for outside accreditation.

Objective 11. Develop and implement a plan to significantly enhance the Library as a center for learning.

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GOAL 2: Continue to develop new and to enhance current academic programs that are responsive to the changing environment and support the strategic positioning of the University.

Objective 2. Develop and implement a responsive and efficient process for proposing reviewing and, if appropriate, initiating academic programs and projects.

Beginning in March, and continuing through the A.Y. 2003, the Library established a new organizational structure that brings the staff within one of three departments—Access Services, Technical Services and Automation Services. Two of these departments were organized under Department Heads. The Department Heads began to meet weekly with the University Librarian to discuss policies and operational issues, but also for the purpose of proposing, reviewing and considering new programs of library service. In addition, we instituted a series of regular meetings of the general staff and librarians.

GOAL 4: Promote the growth and development of the faculty as the primary University resource for achieving academic excellence, enriching student learning, and enhancing scholarship.

Objective 2. Develop and implement a faculty growth and development plan within each College to achieve academic excellence, enriched student learning, and enhanced scholarship.

Shortly after the spring faculty institute, a member of the Library staff compiled a bibliography of library materials that we broadly described as resources for faculty development. The bibliography was distributed to the faculty by email.

Near the end of the fiscal year, the Library received a portion of a grant amounting to \$2,500.00. This money was earmarked for the purchase of "faculty development" materials.

Objective 3. Provide faculty with appropriate technology, training, and funding to enhance scholarship and to support faculty and student learning.

As part of an effort that will continue into academic year 2003, the Library staff provided the faculty of the College of Arts and Sciences with an extended presentation on library services and resources that are available to them.

The Library also provided the Faculty with more interlibrary loan service than ever before. The Faculty borrowed 789 books and 1,158 articles. This represents increases of 32% and 13% respectively over A.Y. 2001.

Goal 6: Lead and manage the University so that it achieves its vision.

Objective 3. Develop management structures required to provide effective leadership as the University continues to grow and increase in complexity.

Beginning in March, and continuing through the A.Y. 2003, the Library established a new organizational structure that brings the staff within one of three departments—Access Services, Technical Services and Automation Services. Two of these departments have now been organized under Department Heads. The department heads are to manage all operations within their respective discreet areas of responsibility and, in consultation with the University Librarian, will make a policy, procedure and personnel decisions for their departments. They are especially to bring a level of technical expertise to the operation.

The Department Heads began to meet weekly with the University Librarian to discuss policies and operational issues, but also for the purpose of proposing, reviewing and considering new programs of library service. In addition, we instituted a series of regular meetings of the general staff and librarians.

Supervision and development of the Innovative Interfaces Library system was transferred to a self-managing work group under the leadership of the Head of Automation Services. This group, in consultation with the University Librarian, will manage all aspects of planning and continued implementation of the system.

Other library-wide committees established include a Displays Committee that is charged with creating the informational displays in the library. The Hospitality

Committee, not only plans staff functions, but is also responsible for planning external functions for the students, faculty and administration.

Objective 6: Develop and implement development and compensation plans for staff.

General attention was paid to a development plan for the staff. In the University Librarian's report to the Academic Vice President of March 2002, a heightened program of continuing education for the professional and clerical staffs was recommended. Following upon this recommendation will require a greater outlay of money for professional development, but one that will reap improved service to the Library's clientele.

Objective 9. Improve significantly the external orientation of the University by increasing the effectiveness, number, and quality of partnerships and collaborative relationships.

In May 2002, the University Librarian, in collaboration with a member of the Biology Department faculty, completed a grant application for funding to put on a public program. As part of this effort, the Library has entered into partnership with the Bridgeport Public Library to assist with publicity and a venue for part of the program.

Goal 7: Significantly improve the coordination of marketing and public relations efforts throughout the University so that it is positioned as a leading Catholic university.

In January 2002, the Library joined the World Criminal Justice Library Network. Membership will give the University international exposure.

The Library is now a member of the National Network of Medical Libraries. This membership will help provide additional support to Health Sciences Faculty and programs.

Goal 8: Increase the level of understanding and ownership of and commitment to the University's mission, its vision, and its identity as a comprehensive Catholic university by all members of the University community.

Objective 6. Maintain and enhance the University's level of participation in community service.

The Library staff were encouraged, and acted upon, invitations to perform community service. Most favored among the service activities of the staff was the read-aloud at the Winthrop School.

As mentioned above, the University Librarian and a member of the Biology Faculty have applied for a public programming grant entitled "The Research Revolution." The grant will provide for support for a series of public lectures and discussion.

Goal 9: Continue to develop and maintain the facilities to achieve an image of a leading Catholic university.

An effort to clean up the library included the following:

- Clean out trash from the dock area.
- Clean up shrubbery on all sides of the Library building.
- Install new signs within the Library
- Clean out closets and publicly viewable staff areas.
- Clean and paint a foyer space and install a vending machine.
- Develop a plan to rotate displays in display cabinets and keep display topics fresh and engaging.
- Review art works mounted in the Library.
- Work with Buildings and Grounds to maintain a clean environment.

Goal 10: Improve significantly the quality of, and customer satisfaction with, all services at the University.

Objective 1: Establish, regularly apply, and analyze measures of customer satisfaction with service for the overall institution and within each department.

Near the end of the spring semester, the Library performed its annual patron survey. This years survey was slightly changed and expanded with recommendations from members of the Student Senate.

Objective 2: Enhance personnel empowerment for decision-making, action, and innovation.

An organizational structure was put in place in the Library that we hope will have the effect of empowering the staff. The structure includes bringing four members of the staff into high level decision and policy-making and bringing the staff together on a weekly basis to share thoughts, experiences and ideas.

As mentioned above the management of the Innovative Interfaces Library System has been transferred to a work group and a Displays Committee have been established. These committees have total control of these services.

Goal 11: Promote student learning and personal development outside the classroom.

Objective 1: Complete and implement the Student Development Plan that focuses on student learning outside the classroom.

Although not directly related to the Student Development Plan, the Library re-evaluated and re-framed its student employment program in order to provide student staff with a more meaningful work experience. Over the summer, a student staff

policy will be completed and hiring has been moved to the University Librarian's Office from the Circulation Department.

Objective 2: Develop and implement systems for outcomes assessment of student learning outside the classroom.

As part of the re-evaluation of the student employment plan will be an evaluation of the performance of student staff. A performance evaluation form has already been adopted.

Goal 12: Strengthen the University's capacity to lead in the application of information systems for academic, administrative, and student use.

Objective 2: Develop and implement a plan to continually improve all information services at all educational and administrative sites.

The Library evaluated its web site for effectiveness and has begun to re-structure it in order to better provide access to information resources.

We began an effort to evaluate our implementation of the Innovative Interfaces System including:

- Proxy services
- Database integrity
- E-reserve service
- Corporate image

Other accomplishments and activities:

- The University Librarian met with a large number of patron groups, including: representative faculty, graduate and undergraduate student bodies, admissions personnel, administrators, individual members of the Library staff.
- The University Librarian scheduled regular meetings with representative student body.
- Library staff made a number of presentations to the University Community about Library services. Among the groups addressed were: Faculty of the College of Arts and Sciences, parents and students of incoming first year class, faculty of the Masters of Arts in Learning program, incoming class of the Masters in Nutrition program, etc.
- The Library sponsored a food for fines program at the end of the spring semester, waving fines for students who "paid" their overdue fines with food for a food bank.
- Library hours were extended by five per week. Hours were posted on closed circuit TV and publicized in the student newspaper.

- Library staff provided a research service for the Zimmerman Grant that in turn, provided the Library with \$7,500.00 for the acquisition of books on mentoring and faculty development topics.
- The public relations efforts cited above yielded a great deal of good will from our patrons, and brought donations from the Student Senate (\$2,000.00), University College Council (\$2,100.00) and the Council of Graduate Students.
- The University Librarian consulted with the Dean of Undergraduate Admissions to get ideas about how to make the Library more attractive and to provide students with a more welcoming environment in the Library:
 - New signs were commissioned and installed.
 - The Director of the Art Gallery provided advice on the placement of art works.
 - The University Librarian consulted with the Director of Buildings and Grounds on a cleaning routine for the Library.
 - Trash that collected in the loading dock area was removed and continues to be removed on an "as needed" basis.
 - The foyer area was cleaned up, painted and artificial plants and a vending machine were installed.
 - Landscaping near the Library was cleaned of weeds and mulched.
- Security:
 - The Director of Security was consulted on a number of issues.
 - The Library Security System was up-graded with a voice warning.
 - The Library Security Camera and video equipment were serviced.
 - Specific security issues were identified.
- Collection:
 - Funds were re-directed from operational accounts to make modest improvements in the Reference Collection.
 - A plan of improvement of the Reference Collection was informally adopted.
 - As mentioned above, money was directed into improving the collections for Business, Social Work and Education.
- Budget:
 - The Business Office agreed to stop charging Library accounts for donated books.
 - Greater effort was made to spend down all accounts, including personnel accounts.
- Staff and staff development.
 - Gail Marcello filled a vacancy in the circulation staff on July 1, 2002. Gail has over 20 years' experience in library public services.

- The University accepted the resignation of Lisa Kelley, Reference/Catalog Librarian. Lisa's job description will be revised to provide for a Head of Technical Services.
- Libby Knapik replaced Bill Ertel as part-time reference librarian
- Dennis Benamati was hired as University Librarian
- Nancy DeVecchio replaced Tod Hampton as part-time reference librarian in May 2002.
- Mary Ellen Bowen was elected president of the Connecticut Association of Health Sciences Libraries.
- Conferences and workshops attended by the staff.
 - Conn. Council of Academic Library Directors monthly meetings (DB, SB, LK)
 - Connecticut Library Association Annual Conference (DB, MB, SB, LK, KM)
 - CT Digital Library Request seminar, Oct. 2001, Middletown, CT (KM)
 - North Atlantic Health Sciences Librarians Annual Conference, Oct. 2001, New Haven, CT (MB)
 - Mary Ellen Bowen was elected president of the Connecticut Association of Health Science Libraries.
 - *Computers in Libraries*, March 2002, Washington DC, (MB & SB)
 - Innovative Interfaces Users' Group Meeting, April 2002, Houston, Texas (MB)
 - ADA Issues for Libraries, NELINET , Southborough MA, April 2002 (Susan)
 - National Online, May 2002, NYC (Brimah Jalloh)
 - NELINET, April 2002, Southborough, MA (MB)