

Annual Report from the University Library

The 2013-2014 academic year was marked by challenges and successes as the University Library demonstrated continuing vitality and relevance to the academic community.

The library demonstrates this vitality in more than abstract numbers of books acquired or borrowed, instructional sessions, reference conversations, and the like. The true value of a library is that moment when a person's life changes: when resources, materials, services, and environment join to enable new learning, insights, and skills. The library is a key component in the intellectual health and vibrancy in the Sacred Heart University academic environment (both on-ground and online), that can lead a person to think differently, to imagine a different and better world, and to see a person's place in leading and support change for the better.

1. The Physical Context: The Library Building, Facilities, and Programming

The library made certain incremental improvement and alterations in the location of services and collections. The library welcomed the work of Dr. Jaya Kannan and the Center for Digital Learning, and her staff support person, Barbara Gerwien, in the space formerly devoted to the Honors Study. In turn Honors students were offered the use of four individual study carrels on the second floor. Library staff continued to weed, process, and tag remaining printed volumes of serials that are not represented in reliable online databases, and student library assistants in particular continued the project of tagging every book with RFID tags, a project which is not substantially completed.

Usage of library spaces continued at a very high rate, and by April 30 the daily gate count exceeded the number of library visits recorded in the previous academic year. The library staff endeavored to keep the library open during several winter snowstorms, at least later than the University's announced closing, and opening earlier than the announced resumption of classes. As expected, wear and tear on the building and furniture has become noticeable and plans are underway to repair or resurface furnishings as necessary.

The library sponsored three speakers in cooperation with the Department of Computer Science, the 50th Anniversary Committee, and the Department of Communications and Media Studies. On October 9, the noted media and computer science writer Jaron Lanier spoke to a standing-room-only crowd in the Schine Auditorium, as well as a 90-minute conversation with computer science students, and dinner with invited guests. His presentation was the first in a 3-speaker series examining the question, "The Library: The Future is Open?" and his remarks prompted lively discussion and questions. On February 10, William Sullivan of the Open Software Foundation spoke about the open software and open computing movement, of particular relevance given recent social concerns about surveillance, security, and privacy. Finally, Kathleen Fitzpatrick spoke about open access

publication and recent trends in scholarly communications on April 23. Her talk, while directly relevant to numerous faculty concerns, was unfortunately less well attended due to the end-of-semester rush induced by the particularly late date of Easter break. The library also co-sponsored the appearance by the Irish writer Glenn Patterson on April 9 (co-sponsored by the Center for Irish Cultural Studies and the History Department), and an Alumni Authors Showcase Series, sponsored by the Alumni Relations office, on March 19.

The library staff, lead by Renata Cioffi, continued to offer conversations about particular books (for example, Geraldine Brooks' novel *March*) in the format of a reading club. While University constituents regularly express interest, participation has been disappointing. Nevertheless, the staff feels that it is important to offer this conversation to the University. On a more playful note, several years ago the Library purchased a chess set in the Library café area for student use and in the past year students have begun to use it –one hopes, an occasional stress-reliever from rounds of studying and writing.

2. Library services

The Library migrated its mission-critical integrated library system from Innovative Interfaces' Millennium system (in used since 2000, and running on a server in-house) to the vendor-hosted Sierra system. Due to the diligence of Cindy Li, Bonnie Figgatt, and others, the transition was very smooth and produced rather few of the expected number of difficulties. This migration is foundational to further development of other new services, such as Innovative Interfaces' Encore Duet discovery service. The library contracted for this service in December and after some delays with the vendor implementation began in earnest in April. This discovery service will significantly improve the findability of numerous library resources by providing a "one-search" solution for full-text resources available to library users.

Resources management librarians also improved the existing library catalog and continued to implement RDA (Resource Description & Analysis) cataloging in the database. While such improvements and upgrades may seem arcane to those outside the library, in fact such implementations speed users' access to all kinds of digital resources and helps to reduce the "noise" of unhelpful results from natural-language searches. In addition, catalog access to archival resources and resources available on Digital Commons has been improved, rendering such resources far more transparent for users.

The Library continued to refine its application of its current web site while engaging in planning and contracting for a new web site which will become operational during the 2014-2015 academic year. Other planned improvements such as single-sign-on for database searches by off-campus users, and users' ability to log into the ILLiad inter-library loan service using their regular SHU ID and password, are in

preparation. ILL service has been improved with implementation of the OCLC KnowledgeBase which helps to make our resources more findable for library users.

Services to specific university constituencies continued in development and outreach. The library formed a marketing committee and prepared six new research over-views for broad areas such as business, education, and health sciences. These over-views were in turn distributed and brought to the attention of department and program directors with the frequent result that they requested more copies and indicated their widespread distribution. In addition, the University Librarian began to write a monthly Library Newsletter for Faculty to highlight various services, topics, and resources, which has also resulted in further inquiries and comments from faculty. In addition, the marketing committee prepared an information sheet for parents of incoming students (distributed at orientations), and will be pursuing other ventures to publicize library events and resources. The Marketing Committee also prepared small displays of relevant library materials which were set up at various Common Core Colloquia events.

Instructional librarians have been particularly active during the year. Libby Knapik, Head of Information Literacy Programs, initiated contact with student athletes, and gave several presentations to groups such as the freshman football team on gaining an academic "competitive advantage." She also worked with faculty to improve information literacy resources on SHUSquare, created resources for use with student athletes and the Jandrisevits Learning Center, and worked with Jaya Kannan to present seven workshops which although not well attended, were well received. Robert Berry taught IL302, Information Literacy of History Majors, gave several presentations both inside and outside the university to librarians and other researchers about patent, trademark, and other legal resources. Amy Jansen, Research Librarian for Business, collaborated with the John F. Welch College of Business Problem-Based Learning Lab, including an online portal and considerable time in consultation with students and faculty. Ms. Jansen and Mr. Berry have also been notably active with the Patent and Trademark Resource Center, including instruction sessions in Westport and Stamford. Jeffrey Orrico, Health Sciences Research Librarian, handled a major increase in individual and small group consultations with notably more complex research questions, in particular resulting from the growth of online nursing programs. In particular, he has been collaborating with NU365 faculty to develop an assignment requiring students to meet with him in small groups, a method which seems to have greater impact than individual sessions. Kim Macomber continued her work with the Isabella Farrington College of Education faculty members, in particular in support of the proposal for the new Ed.D. degree program.

Development of library resources was a continuing and constant pre-occupation throughout the year given both fiscal constraints and shifting resource formats. The Library purchased significant new e-book collections from Business Expert Press and JSTOR in support of business, environmental sciences, history, and global studies curricula. Although the acquisition of print monographs continued to fall,

such monographs have been revealed as more important than ever given the friction for users resulting from rights restrictions and other barriers established by publishers. Significant shifts in e-book distribution and package patterns have resulted in a somewhat chaotic marketplace that requires great care and scrutiny. For this reason, the library has only purchased e-book rights from well-recognized organizations such as JSTOR. Changes in databases resulted largely from the migration of iConn from Gale to Ebsco databases state-wide; the resulting cost savings for the University were unfortunately nearly consumed with database fee increases and the retention of certain necessary Gale databases such as Business Insights Essentials.

Professional presentations by librarians at external events include those PTRC presentations (mentioned above) in Westport, Fairfield, and Stamford, and the International Association of Technological University Libraries meeting in Espoo, Finland (by Cindy Li). Amy Jansen published an article, "Patents as Business Intelligence Tools" in *Patent and Trademark Resource Center Association Journal*, and Cindy Li has had a paper accepted for publication in the *Computers in Libraries* Cyber Tour format, as well as two contracts for book chapters (forthcoming).

3. Resources, Budget, and Assessments

The continuance of flat budget allocations (despite new funds allocated from new academic programs' budgets) resulted in fewer dollars available for monographic purchases during the 2013-2014 academic year. This in turn resulted in discussions in the University's Academic Assembly about library funding, a concern which was referred to the Faculty Affairs Committee. The Committee subsequently surveyed faculty about library resources and services. The survey results suggested that while the library services and staff are in general well-regarded, faculty clearly desired more resources both to support their teaching, and to support research at a time when the University is asking the faculty to do more research. The survey also resulted in numerous informal discussions with faculty about library resources, and led to the creation of the printed library research overviews as indicated above.

A more substantial assessment was undertaken with participation in the inter-institutional Measuring Information Services and Outcomes (MISO) survey. This survey is administered in about fifty colleges and university, with professional support vested in the Bryn Mawr College Library. Administered in February, the initial survey results showed that faculty, staff, and students in general regarded the library quite well, but students in particular desired 24-hour open access and greater quiet on the second floor (devoted to individual study spaces). While the second request could be acted upon immediately (it had been previously expressed), the first request must await a renovation and reconfiguration of the lower floor of the library, due to security concerns. The 2014 MISO survey will provide a baseline against which progress in further years can be measured. The aggregated MISO survey results from every college and university were only received in later June, and currently are under review. The MISO survey also

surveyed services and resources available through University Information Technology, and that division is responsible for interpretation of those results.

The Affinity Libraries Group, a consortium of approximately 30 Carnegie Class Masters-1 private institutions, has compiled comparative and shared library statistics and metrics for over a decade. Due to retirements and other changes, responsibility for compiling the statistics has passed this year to Renata Cioffi, Director of Library Budget and Information. This represents a significant recognition by our peer institutions of Sacred Heart University's and Ms. Cioffi's work, and places the University Library in an excellent position in its peer group.

Implementation of SerialsSolution's 360ResourceManager and 360Counter during the previous academic year also enabled more precise tracking of the usage of resources. This will be especially useful in the event that database subscriptions will have to be cut due to the budget constraints, as seems likely during academic year 2014-2015. These usage figures also enable librarians to remind faculty that expensive resources have been acquired for them to use with their classes.

4. Challenges and Opportunities

As noted in the previous year's annual report, the greatest challenge remains how to sustain currently levels of high-quality digital and print subscriptions and purchases given the fiscal constraints of the present environment. Greater support for graduate instruction in the University will necessitate further development of resources which by their nature (in business and the health professions in particular) tend to be expensive. The entire point of implementing a discovery service and other library technology enhancements is to make discovery of current library resources easier and more transparent, but such transparency only goes so far.

The critical gateway for students' usage of library resources is faculty involvement and esteem, and if the faculty are dissatisfied with library resources and services, this will inevitably be communicated to students. Already librarians have had experiences of students recounting a professor remarking that "the library doesn't have anything about [this subject]," only to discover that the library's resources in the subject were apparently not realized by the professor.

The University Library has had the particular opportunity to join with the Office of Digital Learning and the Office of Global Affairs to support these important initiatives for learning. Library staff support and participated in the Faculty Institute for Digital Teaching in June, and have supported the Center's efforts with the faculty survey, outreach, teaching, and background support services. As regards comprehensive globalization, the acquisition of JSTOR e-book packages in Global Sustainability, Business, and Economics in particular will bolster not only instruction in global studies but comprehensive awareness of global environmental and cultural issues.

Digital Commons Annual Report FY 2013/2014

Prepared by Beverly Lysobey, Cataloger & Digital Commons Librarian, Sacred Heart University Library

A major goal of the Digital Commons@SHU (<http://digitalcommons.sacredheart.edu>) is to identify, capture, preserve, and provide access to research by members of the Sacred Heart University community.

A brief history: The Sacred Heart University Library was one of the early subscribers to the Digital Commons platform (DC) and the first items were added in 2009. This was a project to add article by article the full text contents of the [Sacred Heart University Review](#) (published 1980-2009 as a “creative and scholarly outlet for University faculty and visiting scholars”). Due to a lack of staff time for the project, no more content was added until 2011, when Library Cataloger Beverly Lysobey was given the part-time task of adding content. The early years of *SHU Review* were not in digital format, so a work-study student scanned each article. After that we began the process of identifying faculty works by several means, including reading SHU department newsletters, searching the Library databases, and requesting citations from the faculty. Slowly, the size of DC@SHU has grown, from 92 items FY2009-2010 to 2,042 items as of June 30, 2014. If copyright policies allow, we post the full texts; if not, we link to the works in the Library catalog or to publisher websites. In April 2013 I was asked to post 10 years’ worth of citations for the John F. Welch College of Business, a list which was generated from the Digital Measures database. At that time, we decided to start SelectedWorks (SW) sites for WCOB faculty on the list. As the Digital Commons database grew we added more. There are now more than 160 SW sites.

FY2013/2014: To increase awareness, I served on the Academic Festival Committee, attended SHU events, sent out many individual emails to faculty, publishers, etc., including a paper of the day notification to individual faculty authors. At WCOB request added 10 years of WCOB faculty research to DC (beginning April 2013). Met with academic departments with the goal of collecting digital versions of graduate and undergraduate theses. Drafted a workflow for cataloging and adding theses. Met with faculty and librarians to increase outreach and awareness. Set up 116 SelectedWorks sites since 7/1/13, edited and maintained the 166 total SW sites. Identified and added 1192 papers 7/1/13-6/30/14, which involves working with faculty, locating citations and copies of the works, querying publishers, and identifying publisher policies. Began work with Library Technical Services staff so that we all take part in Digital Commons activities.

Statistics:

FY2009(Nov)-2010	92 items	306 downloads	306 total downloads	
FY2010-2011	108 items	8,205 downloads	8,511 total downloads	
FY2011-2012	276 items	23,158 downloads	31,669 total downloads	2 SelectedWorks sites
FY2012-2013	850 items	56,616 downloads	86,179 total downloads	52 SelectedWorks sites
FY2013-2014	2042 items	119,617 downloads	200,908 total downloads	168 SelectedWorks sites

Top Ten Downloaded Items: (Statistics from first publication date in DC through June 30, 2014)—
Different from Top 10 downloads on DC site, which are calculated on the number of days since posting.

- 1) A Comparison Of Muscular Activation During The Back Squat And Deadlift to the Countermovement Jump (David Robbins, Thesis for Master of Science in Exercise Science and Nutrition)
- 2) The Acute Effect Of Self-Myofascial Release On Lower Extremity Plyometric Performance (Brian Fama and David Bueti, Thesis for Master of Science in Exercise Science and Nutrition)
- 3) Fernando de Azevedo e a Questão da "Raça Brasileira": Sua Regeneração pela Educação Física [Fernando de Azevedo and the Issue of the "Brazilian Race": Regeneration through Physical Education] (Karl Lorenz, Isabelle Farrington College of Education)
- 4) Toni Morrison's Beloved: "Unspeakable Things Unspoken" Spoken (Angela DiPace, former faculty English Dept., from *Sacred Heart University Review*)
- 5) A Living Constitution and a Living Bill of Rights (William V. Dunlap is Professor of Law at Quinnipiac University School of Law. This lecture was delivered on September 21, 2005, as the inaugural address for Constitution Day at Sacred Heart University., from *Sacred Heart University Review*)
- 6) Top 10 Positional-Release Therapy Techniques to Break the Chain of Pain, Part 1 (Tim Speicher, former faculty Physical Therapy, College of Health Professions)
- 7) History of Maxwell's Equations (Lindsay Guilmette, undergraduate paper Mathematics Dept., Writing Across the Curriculum 1st prize)
- 8) Effectively Hedging the Interest Rate Risk of Wide Floating Rate Coupon Spreads (Thomas Schröder and Kwamie Dunbar, WCOB)
- 9) Approaches to Teaching the Metaphysical Poets ed. Sidney Gottlieb (Book Review by Robin McAllister, English Dept. former faculty, from *Sacred Heart University Review*)
- 10) Holiness, the Academy, and the Laity: The Vocations of Teaching and Learning (Elizabeth Johns, a Fellow at the Center for Religion, Ethics, and Culture at the College of the Holy Cross, is Professor Emerita of History of Art at the University of Pennsylvania. This talk was delivered on April 4, 2002, at Sacred Heart University as the Fifteenth Annual Bishop Walter W. Curtis Lecture, from *Sacred Heart University Review*)

Enhancements to the Digital Commons platform this fiscal year:

Addition of the Discipline Wheel, Addition of Browse by Disciplines, Addition of the Follow buttons

Digital Commons is supported by Berkeley Electronic Press (Bepress)

Find out more information about the Digital Commons platform here:

<http://digitalcommons.bepress.com>

To see a complete list of other universities and colleges using this platform please visit the bepress listing of IR's:

<http://digitalcommons.bepress.com/institutional-repository-colleges/all.html>

Measuring the impact of the library's collections and services is always a challenge. The establishment of reliable service metrics will depend upon more precise assessment from three perspectives: user perceptions of service quality, fiscal return, and impact on learning. In particular the issue of fiscal return is pressing in an era concerned with the market value of the investment represented by tuition dollars. The University Library is joining with the approximately 30 other Affinity Libraries Group institutions in establishing useful metrics to measure fiscal return. The library's impact on learning is also difficult but important to measure: do students become good students because they use the library resources, or do they use the library resources because they are already good students? The library will be examining ways to mine and aggregate data which could reveal important impacts while maintaining user privacy and meeting any and all FERPA concerns.

Things to work into this report: Digital Commons; Digital strategy for ARTstor/SharedShelf; digital preservation of university data sets; credo/literati;

Mobile strategy / Browser

Streaming video

Copyright

Shari / Kim

2013-14 Accomplishments for Library Annual Report

Submitted by Amy Jansen

- Collaborated with WCOB's Innovation Center's Problem Based Learning Lab (<http://www.sacredheart.edu/academics/johnfwelchcollegeofbusiness/wcobinnovationcentersproblem-basedlearninglab/>): worked with faculty and staff at WCOB to provide an online portal (<http://libguides.sacredheart.edu/PBL>, password: wcob) and research support for enrolled students.
- Provided a number of individual research consultations to WCOB students, as demand for research assistance is exploding (at least 60 one-on-one or small group consultations), as well as met steady faculty demand for library research sessions (class-wide instruction).
- Purchased digital library collections from Business Expert Press, these are well received and used by faculty and are applied, concise books written by business experts.
- Added quite a bit of the library's holdings and database access information to OCLC's KnowledgeBase, which will make some of our resources more findable for our patrons and hopefully decrease Interlibrary Loan demands.
- Presented, with a colleague- Robert Berry, on patent and trademark searching at both the Westport Public Library and Stamford's Ferguson Library in 2013-14
 - An announcement for the Westport presentation can be viewed here: <http://westportlibrary.org/events/inventors-series-patent-and-trademark-resource-center-services>)
- My article, "Patents as Business Intelligence Tools," was published in the *Patent and Trademark Resource Center Association Journal*, V. 24 (2014), <http://ptrca.org/newsletters/2014/jansen>.

Suggestions for Annual Report

Reference Services

The Library has professional reference librarians available to answer questions and assist students, faculty, and others over 90 hours each week during the fall and spring semesters and for close to 60 hours each week during the summer.

Subject specialists in several areas are available to meet with individual students or faculty or to present to classes upon request.

Information Literacy

IL 302 Information Literacy for History

The library has offered this advanced information literacy course for the past eight years. The one-credit course supports History majors working on a senior thesis by providing a review of databases and advanced instruction in researching primary materials such as American and foreign law materials, historic patent searching, archival research, Census Bureau data, maps, government documents including municipal records, newspapers, film, and photographs.

The course, created in collaboration with the History Department, seeks to broaden the array of document types and primary sources students are comfortable with. The course deals with a number of advanced information literacy concepts such as dealing with bias in primary materials, the preservation of the historic record, and determining the most authoritative documents to support a statement of fact or proposition.

Patent and Trademark Resource Center

Since 2009 Sacred Heart University has been home to the only Patent and Trademark Resource Center ("PTRC") in the State of Connecticut. The United States Patent and Trademark Office's PTRC provides resources to libraries throughout the United States to increase access to information on Patents and Trademarks, including extensive training for librarians and access to examiners' databases such as PubEast and PubWest.

Sacred Heart's participation in the PTRC program creates an important resource for area inventors, business persons, students, researchers, and faculty who can learn how to conduct a preliminary patent search or a preliminary trademark search free of charge.

Marketing and Outreach

Sacred Heart Librarians have conducted a number of events organized to increase awareness of the Library's valuable resources.

PTRC

In order to inform the community about Sacred Heart's PTRC program librarians conducted five presentations last year at public libraries in Stamford and Westport:

PTRC Resources for Trademarks. Ferguson Public Library, Stamford, CT. April 22, 2014. (PTRC Rep. Rob Berry and Weekend Librarian Barbara Hampton).

PTRC Resources for Patents. Ferguson Public Library, Stamford, CT. April 8, 2014. (Business Librarian Amy Jansen and PTRC Rep. Rob Berry).

PTRC Resources at Sacred Heart University's Ryan Matura Library: Trademarks & Patents, Westport Public Library, Westport CT. January 15, 2014. (Business Librarian Amy Jansen and PTRC Rep. Rob Berry).

Patent Searching using the USPTO Public Website. October 24, 2013. Ferguson Public Library, Stamford, CT. (Business Librarian Amy Jansen and PTRC Rep. Rob Berry) Presentation was a training session for reference librarians at Ferguson Library.

Trademark Searching. October 17, 2013. Ferguson Public Library, Stamford, CT. (Business Librarian Amy Jansen and PTRC Rep. Rob Berry). Presentation was a training session for reference librarians at Ferguson Library.

Assistance with Campus Events

The Library has assisted in several campus-wide events. For example in conjunctions with the University's Panel Discussions on the Assassination of JFK held on November 22, 2013 the Library created an online research guide—featuring, photographs, books, videos and links to Kennedy's speeches and executive orders—and assisted in setting up a memorabilia display to accompany the panel discussions. The Library also created a physical display of Kennedy photographs and books about the president.

Pre-Law Workshops

In order to help prepare Sacred Heart's pre-law students for law school, the Library regularly conducts legal research workshops. In the 2013 to 2014 academic year four pre-law workshops were conducted by librarians who are also attorneys with substantial experience in the practice of law and in researching the law.

Online Research and Reference Guidance

LibGuides

The Library creates and maintains an ever-growing collection of research guides covering a broad array of scholarly topics. Currently the library maintains 74 research guides covering Business, Economic Research, Education, Evidence Based Practice in the Health Sciences, History of American Christian Movements, Zotero, Soccer, Ice Hockey, Information Literacy Standards, Study Abroad, Patents and Trademarks, and many other areas.

LibAnswers

The Library maintains an online platform that allows students, faculty, and others to quickly access frequently asked questions or to post questions to the Library's professional reference librarians.