

Southwest Minnesota State University  
McFarland Library

# Annual Report

## Academic Year 2021-2022



Kate Borowske, Instructional Design Librarian  
Pam Gladis, University Librarian, Web Services/Instruction  
Maria Kingsbury, Reference/Interlibrary Loan Librarian  
Māra Wiggins, Collection Management/E-Resources Librarian

August 2022

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# Section I: Departmental Information

Pam Gladis, University Librarian

## Mission

*The McFarland Library promotes the success of the SMSU community by providing access to quality resources, instruction, services, and spaces to support research, teaching, and learning in an inviting, inclusive environment.*

*~ Adopted October 2017*

## Staffing

### Librarians

Kate Borowske, Instructional Design Librarian

Pam Gladis, University Librarian (Department Chair/Instruction and Web Services)

Maria Kingsbury, Interlibrary Loan and Reference Librarian

Māra Wiggins, Collection Management/E-Resources Librarian

### Library Technicians

Peggy Anderson, Acquisitions/History Center Technician (100% time)

Liz Fladhammer, Circulation Technician (100% time)

Kristi Peterson, Cataloging Technician (100% time)

Conni Stensrud, Interlibrary Loan Technician (100% time)

Carol DeSmet, Evening/Weekend Technician (36% time)

### Student Workers

The library relies heavily on student workers to staff the main service and research help desks and to assist with interlibrary loan and shelving. This year, sixteen students were employed by the library.

The library also relies on assistance from all library technicians and TRC students to cover the front desk services if we are short-staffed, over breaks, etc.

## Budget

The library budgets increased from FY21 with library acquisitions at \$160,000 and \$30,600 available for operations. We continue to be supplemented by generous foundation dollars, specifically McFarland Funds, Fuhr Funds, and Mann Funds. More details about those funds are included in the Collection Management report.

## 2021-2022 Summary

We saw a rebound in many library services after the pandemic year. We will continue to monitor any shifts in service needs. Overall, it was a successful year connecting with students and faculty across campus. The year ended with two retirements (Kate Borowske (May 10, 2022) and Conni Stensrud (July 7, 2022)).

## What's Ahead

As noted throughout the report, we have several staffing changes on the horizon. This year librarians took the opportunity to revisit all faculty positions and realigned our work responsibilities and job titles to better align with our roles and areas of strength. In 2022-23, Pam's title changes from Instruction/Web Services Librarian to Systems & Archives Librarian; Mara's title changes from Collection Management/E-Resources Librarian to Collection Management Librarian; Maria's title changes from Reference and Interlibrary Loan Librarian to Teaching & Learning Librarian; and we will be joined by Thomas Flynn in our newly created Access Services Librarian position. With Conni Stensrud's retirement in July 2022, Liz Fladhammer is moving into the Interlibrary Loan Technician role. We conducted a search this summer to replace Liz's Circulation Technician position and Caitlyn Sanow will be joining us in August 2022.

Maria has taken on the Faculty Association President role for 2022-23, so her time in the library will be limited. We are fortunate to have Kate Borowske coming back in mid-November to join us as an Adjunct Librarian.

## Section II: Current Year Activities

The following portion of the report is divided into the main functional areas of the library and highlights work done in those areas during the 2021-2022 academic year. Individuals write the reports, but it should be noted that much of our work is collaborative and supported by others in the department.

# 2021-2022 Archives Annual Report

Pam Gladis, University Librarian

## Staffing

We have no full-time staffing dedicated to the Archives or History Center. I continue to oversee this archival work in addition to my instruction, research help, technical services/systems, and department chair duties. Library technicians Peggy Anderson and Carol DeSmet provide support for these collections. We are fortunate that long-time History Center Director, Jan Louwagie, continues to volunteer for the History Center.

## Striegel Archives (print collection)

- With the Communication/Marketing Department's move to a new location on campus, many items from that area were donated to the University Archives. This move happened in June 2022, so few of those materials have been reviewed yet.
- Ongoing, but minimal, clean-up work on the archives backlog continued.

## SMSU Digital Archives

- We continued adding the FOCUS magazine to the digital archives.
- We added to the Undergraduate Research Collection:
  - 2022 edition of *Discovery: The SMSU Journal of Undergraduate Research*
- 20,935 scans are in the digital archives
- Multiple projects are being explored for addition into the digital archives. Currently I am working with PALS to get the 2017-2021 Campus News articles added to the collection, so they can be removed from the campus website. We are also exploring how to transition Theatre items currently housed on the website into the digital archives. Webmaster Joe Zimmerman is also involved in these efforts. I am also working with Marcy Olson, Senior Director of Communications & Marketing, on adding Radio Campus Updates from 2017-2021 into the archives.
- The Islandora software is being upgraded to Islandora 8, so I worked with PALS to update forms for the conversion. Most of the conversion work is expected to happen in Fall 2023.

## History Center

The History Center continues to be a great addition to library services. This collection is primarily used by regional public patrons. Examples of inquiries this year included a 3-day visit for research into the Canby Bank Foreclosure in the 1930s, extensive use of the print copies of the Marshall Independent as the city prepares for the 150<sup>th</sup> celebration and the book publication accompanying it, meeting minutes from multiple townships, and several requests for copies of obituaries found in newspapers in the collection. Jan Louwagie, former History Center Director, continues to volunteer and assist with cleaning up the backlog of materials. Peggy Anderson continues to clip newspaper articles from regional papers and assists patrons with newspaper requests.

## Statistics

Forty-one questions were logged in LibAnalytics as being answered by the physical Archives and History Center collections this year. While this is not an extensive number of questions, the amount of time it takes to find materials (due to the lack of an archival software system for either collection) and the time needed with patrons can be extensive.

There were 2,535 visits to the Digital Archives site this fiscal year. Ongoing efforts are needed to raise awareness of the University Digital Archives as well as the print archives. Liz has done a nice job of including selections from the Digital Archives into the library's social media posts and Communications/Marketing also pulls resources from the Digital Archives for University social media posts.

## Funding

Dedicated University funding for the various aspect of the archive collections is lacking. This is an ongoing concern for maintaining this collection. This year we were able to pay for the Islandora (Digital Archives) service out of the Operations budget. Funding for an archival software system is needed as the collection(s) continue to grow. The current system relies on Excel and/or printed catalog cards. This is inefficient and relies heavily on institutional knowledge which isn't sustainable or good for long-range planning.

## NEH Grant

We were one of 71 out of 170 applications that received funding for the NEH Preservation Assistance Grants for Smaller Institutions. The pandemic delayed the original timeline of this work; there were also staffing changes at the preservation company we were contracting with that caused some delay. But the Preservation Specialist from NEDCC (Northeast Document Conservation Center) was able to visit on June 21, 2022. Jan Louwagie, Peggy Anderson, and I met with Eli Boyne, preservation specialist. Director of Facilities Tony Nubile also met with Eli to take about physical space. We learned several tips while Eli was here, and we anticipate learning more when the final report is received in mid-September 2022.

## Strategic Priority 3: Collections & Access

**Objective 10:** Continue expanding and marketing the University Digital Archives collection.

# 2021-2022 Circulation Annual Report

Liz Fladhammer, Circulation Technician  
Pam Gladis, University Librarian

## Circulation Overview

Many factors contribute to the efficient operation of Circulation, but key components include: managing and training student workers; ensuring updated, standard Circulation practices and procedures are in place; monitoring overdues and lost items; inventory; and prioritizing customer service. Furthermore, Circulation serves as a “gate-keeper” for many services at the SMSU McFarland Library; in this role, we continually strive to provide excellent customer service, not only to ensure patrons are being directed to the right resources, but also to create an inviting, welcoming atmosphere, an environment in which patrons feel comfortable asking questions. Circulation is addressed in the following ways in the library’s strategic priorities plan:

### Strategic Priority 1: Space & Services

**Objective 1:** Evaluate and propose or implement improvements to the mix of study, technology, group, individual, and quiet spaces in the library.

**Objective 2:** Continue to develop cross training of Library and Technology Resource Center staff to improve services for students, faculty, and staff.

### Strategic Priority 4: Scholarship & Outreach

**Objective 13:** Collaborate with libraries, educational institutions, or campus departments to meet student needs, promote scholarship, or raise awareness.

## Student Workers

The library employed 16 student workers in 2021-2022 utilizing work-study funds. The library expended \$27,999.99 in work-study dollars in FY22. The library's operations budget expended an additional \$209.18 for coverage by students whose award ran out prior to the end of the semester/year. The total amount expended for students workers = \$28,209.17.

An annual library student assistant scholarship was awarded, and several events were hosted in order to boost student morale, build connections, provide training, and thank both library and TRC students and staff for all of their adaptability, perseverance, and hard work during the 2021-2022 academic year. This year, the library scholarship was awarded to McKenna Hinrichs, a Justice Administration major; McKenna works for both the Interlibrary Loan and Circulation departments. Pam Gladis, University Librarian, presented McKenna with the scholarship certificate during a National Library Week event; an announcement was also made on the library’s social media platforms during National Library Week. The \$750 scholarship will go towards McKenna’s fall 2022 tuition/fees.

The events for student workers this year included:

- A fall semester kick-off meeting via Zoom to cover Circulation processes, procedures, and updates
- An in-person fall semester check-in/refresher meeting, with pizza provided
- “Grab ‘n Go – Thanks for Making Lemonade Out of Lemons” thank you treat cups provided at the end of fall semester:



- A spring semester check-in/kick off meeting held via Zoom
- “Grab ‘n Go - Your Future Is So Bright” thank you treat bags provided through voluntary library staff/faculty donations at the end of spring semester:



Additionally, the library employed four graduating seniors during the 2021-2022 academic year; utilizing Sunshine Funds, each graduating senior received a small gift and a library faculty/staff signed thank-you card in recognition of their service to the library.

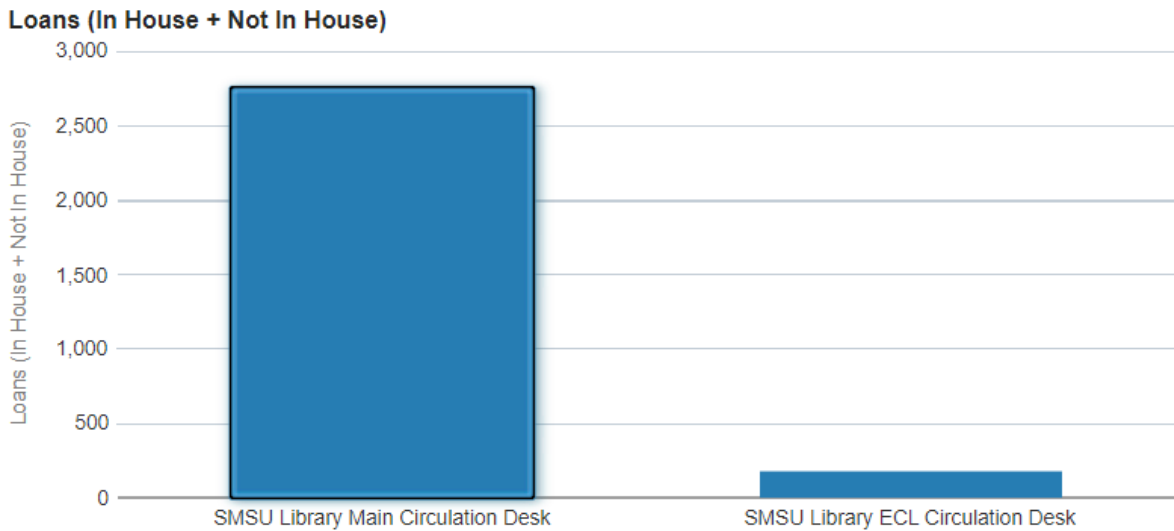
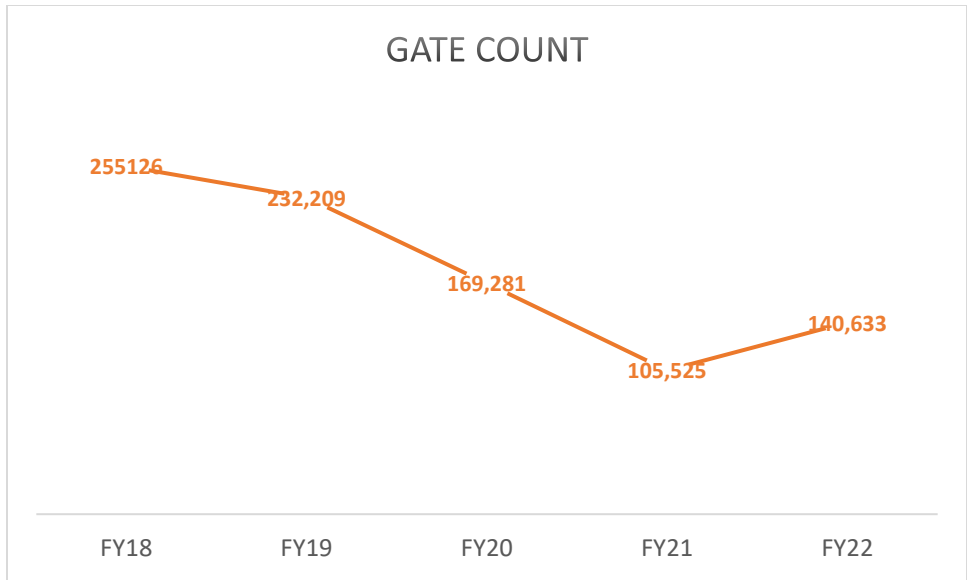
The library also displays a themed bulletin board with Library & TRC student worker pictures on the main floor to help create a welcoming and friendly environment.

Student worker training continues to be a top priority to ensure the smooth functioning of the Circulation Desk. Several meetings were held throughout the academic year to check in with students and discuss priorities, procedures, work-place etiquette and expectations. Customer service remains a top priority, and all new student workers are required to complete a training quiz on library customer service best practices. Furthermore, an online Circulation LibGuide student-worker training manual is currently utilized as one of the primary training resources for new and current student workers. A FAQs binder is updated as needed and is available to Library & TRC students online and in print. Its primary aim is to serve as a quick reference guide for common questions and procedures students regularly encounter and perform at the Circulation Desk.

## 2021-2022 Circulation Statistics

The gate count for FY22 was 140,633, an increase of approximately 26%. This increase was anticipated after the significant negative impact on gate counts during the pandemic the prior year, but it is still good to see it in numbers! Traffic continues to be down from years prior, but that is a trend at many academic libraries as more classes and services move online and on-campus student numbers are lower.





This is the first year of the Education Curriculum Library materials being available for checkout. We have set up the Deeann Griebel Student Success Center with its own Circulation Desk for those materials. This chart shows the overall checkouts at both the main library (2747) and the ECL Library (173).

## Pandemic Impacts

During the 2021-22 academic year, library staff continued to communicate with all library student workers that their health and safety was always first priority and that working at the library was at their discretion. As a student-focused, accommodating space, the library remained open and staffed during standard hours throughout the 2021/22 academic year: 7:30 AM – 11 PM, Monday – Thursday; 7:30 AM – 6 PM Fridays; 10 AM – 5 PM Saturdays; noon – 11 PM Sundays. The library student workers demonstrated a very high level of cooperation, adaptability, and teamwork throughout the year, and overall, student workers conscientiously complied with HR/LR Policy 1446 – COVID-19 Proof of Vaccination and Testing. Student workers and the library technicians also covered missed shifts due to

illness and/or quarantine on an as-needed basis. This teamwork illuminates the library's student and service-centered priorities, because this coverage allowed the Circulation Desk to remain staffed and operating as usual for students and faculty/staff. Liz also attempted to periodically check in with each student worker regarding their comfort level and is very grateful for the student workers' and library staff members' teamwork, dedication, and perseverance.

As noted in the previous report, the cleaning/disinfecting procedures that were utilized were based on the fluctuating situation and the best information and COVID-19 guidelines available at the time. A checklist was used by library personnel and included periodically cleaning high touch surface areas such as the Library and TRC counters and the printer area. Student workers also cleaned the Circulation Desk area with a spray at the beginning of each of their shifts as a preventative measure; the spray and paper towels were provided by the custodial unit.

Per university and CDC guidelines, throughout all of fall semester 2021 and part of spring semester 2022, all library personnel wore masks in the public spaces of the library, and signs were placed throughout the library to encourage masking. Free masks were available at the Circulation Desk, and patrons who entered the library without a mask were asked by front desk staff if they needed one as a way to encourage masking. In line with CDC, MDH and System Office guidelines, physical distancing was not required and COLLAB spaces were opened up to patrons, provided they observe the max occupancy limit. Hand sanitizer stations were also provided on each floor of the library for students' convenience.

## Social Media & Library Promotions

McFarland Library currently utilizes Facebook and Twitter for social media platforms. Virtual displays - <https://libguides.smsu.edu/virtualbookdisplays/home> were promoted on the library's social media throughout the year. Additionally, a couple of themed virtual "escape rooms" were also promoted on the library's social media: <https://smsu.libwizard.com/f/halloweenescaperoom> & <https://smsu.libwizard.com/f/finalsholidayescape>. Popular social media hashtags – such as #tbt (Throwback Thursday) were also utilized throughout the year to highlight library collections, such as the Digital Archives.

## March Madness

The first annual "March Madness – Tournament of Books" in-person event was held during spring semester. A list of the most frequently checked out YA/Children's book titles from the last year was pulled with the cataloging technician's assistance and these were utilized for the first "Sweet Sixteen" round. The interlibrary loan technician and circulation technician worked together to create the window display and items needed for the event, such as brackets, a voting ballot box, and voting ballots. This was limited to in-person voting, which commenced after students turned in their brackets. Each "winning" title was posted on the window display, as well as on the library's social media.

Liz hoped this event would encourage students to continue to return to the library and feel comfortable asking questions at the circulation desk. Anecdotally, the circulation technician had a few interactions and witnessed a few interactions between patrons who were interested in the "March Madness" process. Ultimately, there were two winning participants: one winner was pulled from the brackets that correctly predicted the "Championship" title and the other winner was randomly drawn. Winners posing by the bracket:



## Alma/Primo

Overall, student workers have continued to adapt very well to this relatively new system, ask great questions, and have provided helpful, friendly service at the Circulation Desk during another unpredictable year. Liz continues to utilize LibWizard, an online software platform, to create Alma and Primo tutorials/quizzes for standard Circulation student procedures, and updates these as needed. All new library student workers are required to complete these tutorials, which reinforce the procedures and knowledge gained from in-person training.

## Collection Inventory

We continue to do inventory work through a team effort of the circulation technician/supervisor and evening/weekend supervisor and as of summer 2022, inventory has been completed through part of the "P" section of the general circulating collection. Reports generated through the PALS inventory tool help identify a number of missing, lost, and incorrectly shelved items in the general collection.

## Courtesy & Overdue Notices

During the 2021-2022 academic year, we continued to utilize courtesy notices. A decrease in overdue items is the main goal for courtesy notices. Patrons receive automated courtesy notices 1 day prior to item due date. Patrons received an automated overdue reminder on the due date, and then two overdue reminders in 10-day increments. Patrons also receive an automated "lost item" email 10 days after the final overdue reminder; this email informs the patron the item has been declared "lost" and provides fee information. The primary goal of overdue notifications is to create a more efficient overdues communication process.

As we continue to adjust to Alma processes and procedures and fluctuating COVID-19 guidelines, we will monitor and refine the automated courtesy and overdue notices in 2022-23, to best meet the needs of our patrons.

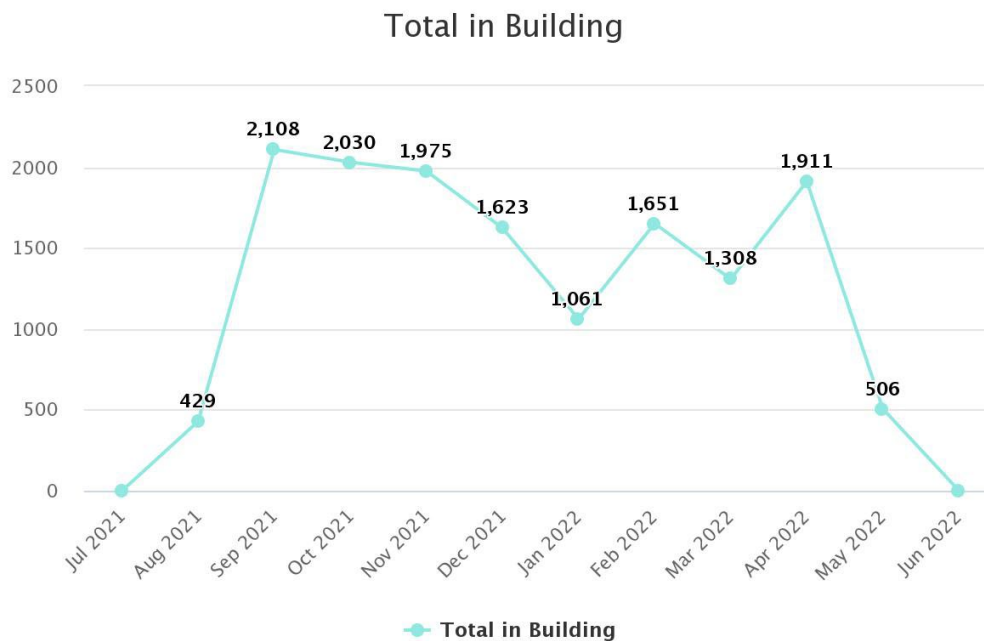
## Library Use Audits

To capture how users engage with library spaces, student workers, library technicians, and librarians actively conducted audits nearly every day during the 2021-2022 academic year. Library Use Audits occurred at specified times:

Monday - Thursday	10:00am	4:30pm	7:00pm	10:30pm
Friday	10:00am	5:00pm		
Saturday	11:00am	4:00pm		
Sunday	1:00pm	4:30pm	7:00pm	10:30pm

Information was collected about computer utilization, study spaces, and the number of people on each floor. The purpose of Library Use Audits is to not only gain a better understanding of current user engagement, but to help shape the future direction of the library’s spaces and services.

The data is recorded in LibInsight, a robust quantitative and qualitative data collection instrument. Using this tool helps us see in data form some of our anecdotal observations. For example, this chart shows the peak months of activity and allows us to see any unexpected declines in traffic:



Note: This chart demonstrates numbers of people in the building only during our audit times; not total numbers in the building throughout the year. We also have this data by the overall gate count.

## Planning Ahead

Our priority for Circulation Services for 2022-23 is ensuring student worker and library patron well-being so that they can continue to learn and grow during an uncertain and challenging time. Other priorities include providing top-notch customer service, continuing to collaborate with the TRC to improve the front-line library and technology help services, utilizing Microsoft Teams to streamline student worker management, tracking questions and referrals, inventory, bolstering our social media presence and engagement, and continuing to learn and implement Alma/Primo best practices/procedures.

After five years as the Circulation Technical, Liz will be moving into the Interlibrary Loan Technician role for the upcoming year, and we have a new hire (Caitlyn Sanow) joining us in August 2022 as the Circulation Technician. Circulation is under the newly created Access Services Librarian position, which will be filled by Thomas Flynn beginning August 2022.

# 2021-2022 Collection Management Annual Report

Māra Wiggins, Collection Management/E-Resources Librarian

Collection Management has become the over-arching term used for several areas of library work that were previously more independent of each other. Over time, due to changes in the field at large, like technological advancements, and changes specific to our library, like the change in integrated library system (ILS) from Aleph to Alma, Collection Management has become a good term to group functions that now have more cross-over in their independent functions. Collection Management is comprised of Acquisitions, Technical Services, and many aspects of managing the physical collection, to include content, layout, labeling, and grouping of specific sets or collections (e.g. Children's Collection or Media).

## Staffing

Technicians Kristi Petersen and Peggy Anderson along with librarians Pam Gladis and Māra Wiggins work with Technical Services. Technical services includes ordering items, cataloging items (print and electronic), running the analytics/reports, providing off-campus access to resources via the proxy server, and managing electronic resources.

There is much cross-over with Acquisitions and Cataloging and Systems work. Kristi, Cataloging Technician, handles the day-to-day cataloging of items and running of reports while Peggy, Acquisitions Technician, assists with paying of bills and processing items.

## Technical Services

### Integrated Library System (ILS) Maintenance & Updates

We have been using the Alma, for about three and a half years, and although we have figured out the day-to-day operations, we are still making sense of some of its features. How the back end processes affect the way things display for the patron is always a concern, and the staff at MnPals is very knowledgeable and willing to help us figure out different features if we run into difficulty. We attend training days and work groups, as well as subscribe to email lists, to keep abreast of changes or enhancements in the software. Though training continued via zoom due to COVID restrictions, we hope to be able to resume regular work days and training as provided in past years.

## Cataloging

As we no longer have a full-time cataloging librarian, items that cannot be copy-cataloged are sent to Minitex for original cataloging. This is a pay-by-the-item service Minitex provides. In FY22, we did not send any items to Minitex for cataloging.

Since the Government Documents are no longer in their own separate collection, we add a local note in each bib record so we can easily pull a list and get a count of how many titles we have in our collection. As of June 30, 2021, there are 1,372 physical titles and 23,466 electronic titles (29,554 portfolios). Kristi pulls monthly lists to add new electronic titles of government documents to our catalog.

Kristi helps with several of the electronic subscriptions. Films on Demand adds new videos regularly, so once a month, Kristi imports the new video records into Alma. Likewise, twice a year Films on Demand sends a list of videos that have been removed from the subscription, so Kristi runs that job, and then checks to make sure the videos that were on the list for deletion were successfully removed from the catalog. This same process occurs with the EBSCO Nursing eBook database, requiring Kristi to update our catalog accordingly. Kristi and Māra work together each year to add and remove streaming videos from the Swank subscription. These are manually added and removed from Alma and OCLC. Kanopy is another streaming video service we use, but the only videos we actually catalog are titles that have been viewed several times for a certain amount of time each.

### **Comparison of Number of Items by Collection from July 2021 to July 2022**

<u>Collection</u>	<u>Number of Items July 2021</u>	<u>Number of Items July 2022</u>	<u>Difference</u>
General Collection	165,402	165,673	+271
Reference	3,177	3,181	+4
Indexes	1,922	1,931	+9
Children's Collection	2,544	267	-2,277
Beginning Readers <i>[new]</i>	--	194	194
Picture Books	604	2,124	+1,520
Juvenile Collection	194	2,547	+2,353
Teacher Resources	66	323	+257
Rare Books	2,371	2,371	0
University Archives	972	928	-44
Reserves	320	364	+44
Circulation Desk	765	760	-5
Government Docs (Maps)	75	0	-75
Minnesota State Documents	505	505	0
Periodicals (635 print titles)	86,901	87,538	+637
Microfilm	12,465	12,445	-20
Newspapers	6	6	0
Newspapers (microfilm)	5,735	5,760	-25
Maps	12	0	-12
Maps & Atlases	41	41	0
Media Collection	5,111	3,779	-1,332

Music Collection <i>[new]</i>	--	1,566	+1,566
Archived Media (Vinyl)	3,474	3,475	+1
Archived Media (16mm)	90	90	0
Archived Media (Cassettes)	661	661	0
Archived Media (Filmstrips)	6	6	0
Archived Media (Sound Filmstrips)	66	65	-1
Archived Media (Slides)	347	347	0

## Acquisitions

COVID-19's impact on purchasing began in March of 2020, as we focused on getting materials available either online or via streaming for students who were no longer on campus to be able to access. This trend continued as we realized our academic year would require distancing, and students need for books, movies, documentaries, and articles required online access.

**McFarland Library Acquisitions Budget: \$160,000** The acquisitions budget was increased by \$16,000, the first increase in over a decade. This budget needed to be increased in order to support both increasing additions of online and new programs as well as compensate for an average of 8% price increases in subscriptions. In addition to our base budget, we received permission to carry forward funds in the amount of \$3,750—encumbered for Kanopy, a streaming video vendor.

Ongoing subscriptions for databases, journals, newspapers, and streaming videos encumber the bulk of our budget at \$173,055.60. It must be noted that the Acquisitions budget is \$160,000 (previously \$144,000). The balance is being covered by Minitex subsidies and McFarland gift funds. Gift accounts have given us the funds not only to purchase standing orders (encumbered databases and journals) but also items that are requested by students and faculty.

In comparison to other state universities, we are working within the smallest budget. Bemidji has the next smallest acquisitions budget, and at similar FTE, has three times our acquisitions budget.

## Databases

Cancellations:

- **EBSCO Faculty Select** (almost no use despite promotion and training)
- **SWANK** reduced to 30 titles from 55 titles

Additions: None

**Science Direct:** This is the first year of a five year contract. The first year allows for no price increase. Continued annual increases (\$2,500 last year, with \$500 increases per year) during this contract have become problematic, as it causes a domino effect in the acquisitions budget, requiring us to cut purchases or subscriptions each year in order to accommodate the increase and stay within our base budget. It should be noted that because we receive a \$20,000 subsidy from Minitex, and continue with

a funding formula that began with the McFarland gift funds in FY13 which has Science Direct paid with 50% McFarland Science gift fund, 25% McFarland Business gift fund, and 25% Acquisitions budget, are we are able to continue with the subscription.

**CINAHL:** the primary database for nursing research, and supports program accreditation. This database is paid for with a fund line from Nursing (212003) \$3,750. This was previously grant funds, but was added to our budget last year after a one-year gap in funding. We receive a \$5,000 subsidy from Minitex for CINAHL, and pay the remaining \$3,391. This subsidy is set up on a tiered plan, so that the first year the library got \$1,500, the second year \$3,500, and the third and following years we received the full \$5,000. It is important we continue our subscription, as we have realized the full \$5,000 ongoing subsidy (contributing to significant savings). We reap additional cost savings with this database due to Consortium pricing, which saves us \$17,559 over purchasing it on our own.

## Journals

McFarland Library continues to use EBSCO Subscription Services as our jobber. They carry all but one of our periodical subscriptions. The invoice we receive from them (EDI invoice) totaled \$33,121.98.

## eBooks

Our ebook vendors (usage stats in parenthesis) are:

- CREDO-online reference materials (954)
- EBSCO (15,773)
- EBSCO Nursing ebooks (13,998)
- Gale Virtual Reference Library (GVRL)

## Streaming

We are in our seventh year of streaming video at SMSU. Streaming video allows faculty who show films the flexibility to flip their classroom and have the students watch the films outside of class, then participate in lecture/discussion during class time. These films can be accessed on or off campus, have unlimited viewing/viewers, and provides for public performance rights. We subscribe to these vendors:

- Swank hosts thirty Hollywood films (all films have been requested by faculty who are using the films for classes).
- Films on Demand is contains the largest content with 43,805 titles and 309,464 segments across 27 subject areas
- Kanopy is a streaming video vendor that offers mostly documentaries, foreign films, and some Hollywood movies. It is offered on a patron driven acquisition model (PDA). Any film in the Kanopy catalog may be watched at any time. A film is triggered for purchase if it has been viewed (a 'view' is two minutes of continuous play) four times. An initial budget of \$4,500 was set three years ago, and was encumbered until it was expended in March.

## Books/Media

A total of \$19,963.60 was spent for faculty/student requests for books and media. This budget varies as affected by other subscription increases or cancellations, and is up approximately \$10,000 from last year. Purchases are made on a 'first-come, first-served' basis. This budget is for faculty and student research requests. Books are purchased if the student requested access to the item through ILL and we determine the item will be good in our collection or if the item is one that another library will not loan. We then purchase the item in lieu of actually borrowing them from other libraries. Our turnaround



time is typically quite fast (3-4 days) as we do most of our purchasing through Amazon.

## Government Documents

67 tangible documents were received, 79 were withdrawn, and 11 were superseded. Tangible maps were withdrawn. 2,395 items were selected, making SMSU a 23.31% depository. No shipments of items were sent from FLDP due to COVID until Fall of 2021, and since then, shipments have been sporadic.

Physical displays were allowed this year (last year all displays were cancelled due to COVID restrictions) and were set up to feature US Troop withdrawal in Afghanistan, Constitution Day, President's Day, and Black History Month.

In April, Peggy completed a project weeding the maps and posters, allowing for the withdrawal of 79 items. Also in April, the Biennial Survey was compiled and completed.

## Donations

McFarland Library is the fortunate recipient of many donations and gifts, primarily from faculty, both current and retiring. During FY22, we added 101 books and 427 media from donations.

The following journals are also donated by faculty:

- American Journal of Agricultural Economics (Gerry Toland)
- American Journal of Physics (Ken Murphy)
- American Nurse (Laurie Jo Johansen)
- Art in America (Bill Mulso)
- Nurse Educator (Laurie Jo Johansen)
- Nursing Education Perspectives (Laurie Jo Johansen)
- Nursing Research (Laurie Jo Johansen)
- Physics Teacher (Ken Murphy)
- Physics Today (Ken Murphy)
- Yellow Medicine Review (Judy Wilson)

## Additional Funding

### Gift Funds: (specific purchases are available upon request)

McFarland funds are gift funds donated by the McFarland family and designated for library purchases in the following areas: Science (divided between Biology, Chemistry, and Physics) and Business (shared by Accounting, Finance, Management, and Marketing). Annual amounts are dependent on investment markets, and though not guaranteed, we have been fortunate to see increasing returns. Amounts not spent in these budgets roll back to principle at the end of the fiscal year. Māra works with program faculty to coordinate purchases for books, media, and databases. The following information details McFarland fund income and expenditures.

#### **McFarland Science: \$23,461.42**

This fund came in \$131.42 lower than last FY. Science programs continued with commitment to pay one-half the cost for Science Direct, \$16,201.97. Remaining funds are divided between the Biology, Chemistry, and Physics programs.

#### **McFarland Business: \$23,461.42**

Business programs continued with commitment to pay one-fourth the cost for Science Direct,

\$8,100.99. These gift accounts pay for subscriptions to AICPA, Mergent, Morningstar, Value Line, and contribute to subscriptions for Communication and Mass Media Complete, Films on Demand, Statista, and Science Direct.

**Walter Mann funds: \$1,425.00**

This fund came in slightly up from last FY. This gift fund originates from a bequest from a former faculty member of this department. Titles purchased can be books or media, and cover philosophy, religion, and poetry. These funds are spent at the discretion of the Philosophy department and Poetry section of the English department.

**Sandra Fuhr funds: \$4,834.00**

This fund came in \$201 more than last FY. This gift fund originates from a bequest from SMSU University Librarian Sandra Fuhr, who died suddenly in 2007. Funds are spent at the discretion of the librarians. Over the years we have purchased a variety of items: subscriptions to databases; subscriptions to Islandora (Archives database). This year we purchased picture books and juvenile fiction and non-fiction for the Children's Collection, in addition to books for the circulating collection in the subject of Education.

**Minitex Subsidies**

Minitex is a publicly supported network of academic, public, state government, and special libraries working cooperatively to improve library service for their users in Minnesota, North Dakota and South Dakota, and is funded through the legislature. Minitex coordinates consortial group purchasing, saving us approximately \$48,000 off list price, as well as providing subsidies to us for Science Direct (\$20,000), CINAHL (\$5,000), and Project Muse (\$970).

We would be unable to offer the databases and journal subscriptions we currently hold without the gift funds and Minitex subsidies we receive.

## Usage Statistics

Summon Discovery, branded One Search, is the default search on the McFarland Library homepage. Usage statistics are reported by COUNTER standards, with the current standard COUNTER 5. Update from COUNTER 4 to COUNTER 5 occurred in the last two years, and left reporting uneven. All databases are now reporting in COUNTER 5.

Usage typically fluctuates for many other reasons, including fluctuations attributed to the addition or cancellation of databases causing students to search for information in other databases; faculty sabbaticals; courses offered every other year or semester; research consultations directing students to the appropriate database more directly than students trying several databases before locating information needed. Last year complicated the known variations with COVID. Though it seems that students taking classes off site would use databases more, there was also more fluctuation in instruction and even in assignments.

Note: our ILS, Alma, is provided by Ex Libris. Alma integrates linking to some vendors, like Proquest, better than others, specifically EBSCO. There is a downward trend in usage statistics for EBSCO that could well be explained by this technical issue, as other databases show increased usage.

### Paid Databases – Usage Statistics

E-Resource title	FY22 searches	FY21 searches	FY20 searches
<b>Databases</b>			
Agricultural Science Collection	4792	3912	2863
CINAHL Complete	37982	41370	43255
Communications and Mass Media Complete	14929	16464	14672
Criminal Justice Abstracts with Full Text	14196	15891	
Ed. Research Complete	20899	20615	21057
JSTOR	5742	4132	6400
Mergent		3991	4820
MorningStar	182	179	634
Music Index with Full Text	12855	14806	N/A
NYT Con Svc (Historical)	4007	3469	4889
Philosopher's Index	3621	3076	4164
Psychology Database	6463	6025	6613
Project Muse	101	105	165
PsycINFO	6035	4780	5528
Science Direct	14485	16968	16936
Sociological Abstracts	3503	3054	3824
SportDiscus	15833	18635	15748
Statista	1934	2436	3551
ValueLine Elite	N/A	N/A	N/A
<b>ebooks</b>			
Credo	954	1312	2166
Ebsco ebook Nursing Collection	13998	15861	14186
GVRL (Gale Virtual Ref Lib)			276
<b>streaming video</b>			
Films on Demand	1112 searches	1945 searches	2962 searches
Kanopy	639 plays of 246 movies	853 plays of 125 movies	30 plays of 10 movies
Swank	902	1631	1207

### ELM – Free Databases Usage

	FY22	FY21	FY20
free or part of ELM resources	searches	searches	searches
<b>EBSCO</b>			
Academic Search Premier	34978	39,606	48,417
Alt Health Watch	13216	15257	13,847
American Antiquarian Society Historical Periodicals Series 1	12840	14805	

American Antiquarian Society Historical Periodicals Series 2	12835	14809	
American Antiquarian Society Historical Periodicals Series 3	12825	14786	
American Antiquarian Society Historical Periodicals Series 4	12825	14778	
American Antiquarian Society Historical Periodicals Series 5	12827	14789	
Business Source Premier	14786	17471	18,066
Consumer Health Complete	266	367	478
Consumer Health Complete EBSCOhost	12948	14956	13,727
EBSCO e-books	15773	17580	15,845
EBSCO MegaFILE	18223	21384	21,371
ERIC	17924	21063	19,857
European Views of the Americas: 1493 to 1750	12844	14731	13,301
Funk & Wagnalls New World Ency./EBSCO	12850	14793	13,356
GreenFILE	13534	15682	14,522
Health Source-Consumer Edition	13393	15584	14,273
Health Source-Nursing/Academic	13592	15829	14,714
Library, Info Sci & Tech Abstracts	13001	14916	13,854
MAS Ultra-Complete	12912	14788	13,449
MasterFILE Complete	13530	15406	14,124
Middle Search Plus	11764	14781	13,441
Points of View Reference Center	21063	23509	14,983
Primary Search	12934	14856	13,549
Professional Development Collection	13139	15002	13,718
Regional Business News	12934	14395	13,653
Science Reference Center	13077	15133	13,804
Teacher Reference Center	13583	15370	14,368
<b>EBSCO Totals</b>	<b>407825</b>	<b>456966</b>	<b>360,717</b>
<b>ProQuest</b>			
Dissertations & Theses - SMSU	3639	3366	4,173
Newsstand	7770	7552	5,019
<b>ProQuest Totals</b>	<b>11409</b>	<b>10918</b>	<b>9,192</b>
<b>Total searches - free/ELM Resources</b>	<b>419,234</b>	<b>467,884</b>	<b>376,003</b>

## Projects

### CALD Cooperative Collection Management Project

As we continue efforts to refine and focus our print collections to meet the needs of SMSU students and faculty, we are also cognizant of our wider role of providing materials in the state. To that end, in May of 2021, we joined the Council of Academic Library Directors Cooperative Collection Management Project. This project bore out of a shared print retention pilot that six libraries in the state undertook over the past few years. They established a model libraries can use in an effort to retain the scholarly record in the state. The work for this project got underway in the 2020-21 academic year; this work will impact workflows in the deselection process. Pam has been a member of this workgroup for two years as department chair; Māra replaced her in May of 2021 as it aligns more with her responsibilities. This group meets monthly, but progress has been slow as theory, impact, and processes are discussed.

### Deselection (commonly referred to as “weeding”)

Pam Gladis and Māra Wiggins have been working through the main collection, having completed a large weeding project (from call numbers beginning T through Z) last summer. No further sections were weeded in the main collection.

### Education Curriculum Collection Project

In April 2021, we started moving our Children’s Collection to the Deeann Griebel Student Success Center where the Education Collection is held. To begin with, we had three collections housed there: Picture Books, Juvenile, and Teacher Resources. In March 2022, we added a new collection for Beginning Readers. As of July 1, 2022, out of the 5,188 items that are currently cataloged in those four collection, 1,980 of the items originally belonged to the Education Department. The remaining 3,208 items were either moved from our Children’s Collection, or purchased new with Fuhr funds to replace tattered copies or enhance/diversify the collection.

### Shifting/Relocating

In January 2021, we separated the music CDs from the Media Collection and moved them to separate shelving. In July 2021, the CDs and Media were all moved to 4<sup>th</sup> floor where the Children’s Collection had been, and a new collection was added to the catalog for MUSIC. Kristi ran a job in Alma to batch move 1,147 CDs to the new collection code. During Christmas break, Peggy and Kristi added MUSIC stickers to the call number labels on all the CDs to make it less confusing for the shelvees. Between July 2021 and June 2022, 421 more donated CDs were added to the collection (from a gift donation of over 750 music CDs from retired professor Jim Hubley).

## Strategic Priority 3: Collections & Access

**Objective 8:** Continue evaluating print and digital collections.

**Objective 9:** Improve efficiencies and workflows with ALMA (Library System).

# 2021-2022 Instruction Annual Report

Pam Gladis, University Librarian

## Strategic Priority 2: Teaching & Learning

**Objective 4:** Promote and support faculty efforts to incorporate information literacy learning outcomes, library resources, and technology into curricula.

**Objective 5:** Continue development and assessment of information literacy components in the curriculum.

## Librarian Instruction Staffing

This academic year librarians taught 119 library instruction sessions. All full-time librarians teach information literacy sessions. While we don't have a formal liaison program, we have established relationships and/or expertise in certain areas. A few examples of targeted efforts in this area include Maria working with the English and Communication Studies, and Māra working with Justice Administration.

Māra, Maria, and I continued teaching LEP 101. We refined our information literacy instruction, and collaborated with our cohort instructors to include information literacy instruction and assessments. We conducted pre- and post-tests and shared those results with our cohort instructors (details in Assessment section). We are working to reinforce the idea that all faculty play a role in information literacy instruction.

## Library Instruction Statistics

The total number of instruction requests for the 2021-2022 academic year increased to levels more aligned with years prior to the pandemic.

The following chart depicts a snapshot of the instruction sessions this academic year:

	<b>Total # of Sessions</b>	<b>LEP Courses (excluding FYS)</b>	<b># of FYS Information Literacy Sessions</b>
<b>Fall 2021</b>	78	14	36
<b>Spring 2022</b>	41	14	4
<b>Totals</b>	<b>119</b>	<b>28</b>	<b>40</b>

## Instruction Statistics Fall 2018-Spring 2022

	Total number of Classes Requesting Instruction	Number of LEP Sessions (excluding FYS)	Number of FYS Sessions	Number of Students Present
Fall 2018	84	18	29	1687
Spring 2019	34	9	9	533*
<b>Totals</b>	<b>118</b>	<b>27</b>	<b>38</b>	<b>2220</b>
Fall 2019	75	14	23	1483

Spring 2020	45	9	8	753
<b>Totals</b>	<b>120</b>	<b>23</b>	<b>31</b>	<b>2236</b>
Fall 2020	46	11	9	776
Spring 2021	46	16	13	821
<b>Totals</b>	<b>92</b>	<b>27</b>	<b>22</b>	<b>1597</b>
Fall 2021	78	14	36	776**
Spring 2022	41	14	4	821
<b>Totals</b>	<b>119</b>	<b>28</b>	<b>40</b>	<b>2738</b>

\*Numbers of students present were not recorded for six classes during Spring 2019.

\*\* Numbers of students present were not recorded for seven classes during Fall 2021.

Librarians are always willing to meet with classes in a variety of modes. This year, we saw a return to more in person instruction, but continued to offer in the format faculty requested.

	Face-to-Face	F2F + Zoom	Zoom only	Online only
<b>Fall 2021</b>	50	18	8	2
<b>Spring 2022</b>	16	20	4	1

## Instruction Tools

### Research Guides

The following table shows research guides that were viewed at least 50 times this year. The total number of views for all published guides was 38,253. The Research Guides are a valuable resource for students to utilize after a library instruction session, to supplement an online class, to learn more about a library service, or to access when the faculty hasn't elected to have a library instruction session but requires the use of library resources. Librarians update the Research Guides as they prepare to utilize them in instruction sessions.

Guide Name	Views
Nursing Program	7879
SIFT: Evaluating Sources Online	5901
Management Program	5602
ED 622: Research in Education	2809
NURS 400: Community Assessment Assignment	2645
ENG 151: Academic Writing	1743
Research Help	1407
ENG 251: Writing in Professions	1217
ED 102: Technology: Classroom Applications and Portfolio Development	895
THTR 100: Plays and Playwrights (S. Tabaka)	850
BIOL 306: Anatomy & Physiology	821
JUAD 144: Introduction to Justice & Society	786
ED 312: Human Relations for Teachers	662
PE 602: Research Foundation in Sport	578
Education Program - Distance Students	394
COMM 110 Essentials of Speaking and Listening	319
Exercise Science	253

Faculty Information	208
ED 275: Foundations: Parent/Child Relationships	180
ART 351: History of Graphic Design	176
K-12 Databases	174
Public Relations	174
Education (Early Childhood)	157
LEP 101	146
Psychology	142
Chemistry	138
JUAD 498: Justice Administration Senior Seminar	116
Art History	106
Anatomy & Physiology	105
Botany	102
College Now & the SMSU Library	97
Environmental Science	90
OER - Open Educational Resources	90
Agribusiness Management	87
Social Work	86
Education (Special)	84
Creative Commons	75
ART 100: Introduction to Visual Arts (Brace)	70
Art	63
Accounting	53
Government Information	53
Sociology	52

## Research Consultations

We continued offering research consultations to students as part of our instruction and research help services as an option for receiving personalized/individual information literacy instruction. We work with students with varying amounts of information literacy experience from many disciplines, allowing us to connect with students in a different, more personalized way than in a classroom setting. We can also better tailor the resources and information shared with them based on their particular research needs and experience with information literacy concepts.

We continued using LibCal, a scheduling tool powered by the SpringShare software that we use for other library applications, to schedule the appointments. Many sessions were held via Zoom this year, but most librarians maintained an in-person option to meet with us in our offices. We have altered the consultation form to clarify information in order for us to better understand students' needs, and we are continuing to adjust this form to better accommodate off campus students so they are aware that they can meet with us online. Our data shows there was a mix of students actively seeking out research help on their own as well as those who were required to attend consultations for class assignments.

Many students are also seeking out research help via these consultations as opposed to asking at the Research Help Desk. This is a shift from years past as students have become more accustomed to the appointment-based research consultation model. As evidenced in the graph below, the number of



consultations has been steady throughout the time we've had this service and took quite a leap this past year. We were fortunate to already have this service in place prior to COVID. We did make the "Get Research Help" more prominent on the library homepage during this year, so that may also have had an impact on the increased number of consultations.



## Assessment

While we haven't qualitatively measured student satisfaction with the Research Consultation service, the librarians value this one-on-one time with the students where we can more easily assess the students' level of information literacy and adjust our consultations accordingly. In addition, many students who have established a relationship with a librarian use this method of inquiry for continued help.

In addition to the student learning outcomes (SLOs) established for LEP 101, Maria continued using the SLOs for ENG 151, ENG251, and COMM110 this year. The SLOS are posted on the library website (<https://www.smsu.edu/library/slos.html>).

We utilized a Pre- Post-test in LEP 101 again this year to get a baseline of data. The assessment covers a variety of topics including library spaces, services, and information literacy concepts. Librarians developed a rubric to aid in assessment. We used the following categories and assigned numbers to be able to create averages:

Novice/Unaware (1)	Novice/Aware (2)	Able/Knowledgeable (3)
--------------------	------------------	------------------------

This is the Fall 2021 breakdown of the aggregate results for the 16 areas covered in the Pre/Post test. Twelve out of the 16 sections participated in the Pre-test. Eleven sections completed the Post-test. These are the average scores for all participating sections:

<b>All Sections - Test (# of responses)</b>	<b>Library Materials</b>	<b>Library Services</b>	<b>Interlibrary Loan</b>	<b>OneSearch &amp; Google</b>	<b>What is plagiarism?</b>	<b>Importance of Not Plagiarizing</b>
<b>Pre (303)</b>	1.80	2.57	2.69	1.18	2.46	1.45
<b>Post (228)</b>	1.82	2.53	2.69	1.14	2.46	1.42

<b>OneSearch &amp; Journal Articles</b>	<b>StarID</b>	<b>Physical Sources</b>	<b>Journal Title</b>	<b>Citation help in databases</b>
2.75	2.42	2.63	1.51	2.87
2.75	2.42	2.60	1.53	2.86

<b>Believable Source</b>	<b>Tweet</b>	<b>Fukushima</b>	<b>Contacting Librarian</b>	<b>Research Help</b>
1.99	1.27	2.05	2.71	2.93
1.95	1.27	2.03	2.69	2.93

This information, along with the rubric, and individual course data was shared with each faculty member teaching LEP101.

After completing the fall 2021 assessment, the librarians agreed we could make slight modifications to the pre/post test for next year to better align with what we are teaching and what we have outlined in our SLOs. We also recognized we need to spend more time on citations to help students decipher what aspects to evaluate.

# 2021-2022 Instructional Design Annual Report

Pam Gladis, University Librarian

## Introduction

After five years in the Instructional Design Librarian position, Kate Borowske retired May 10, 2022. I did not ask Kate to submit a final report outlining her year as Instructional Design Librarian, so after a conversation with her, this is a limited report with some highlights from this academic year and upcoming changes.

I would be remiss not to document the impact of having Kate in this role for the past five years. She took a newly designed position that had very little structure to it, and created a real home for faculty development on this campus. Her knowledge and her personality helped evolve both the position and COLT. Kate was the right person for the job at the right time. We will miss her!

## Summary

- Began the year with an Open House for the redesigned COLT space
- The development of the COLT Teams site was established and a soft rollout was done this spring. This communication mode will be key to sharing information with and among faculty.
- Work was done to update the COLT website
- Numerous faculty development sessions were offered both in person and via zoom
- The Teaching Circle was a positive new venture for COLT with regular meetings and attendees.

## Upcoming Changes

With Kate's retirement, the librarians took the opportunity reassess the Instructional Design Librarian position and other faculty positions in the library. This position has morphed more into a faculty development position than a traditional instructional design role. Maria has strengths and interest in this area of teaching and learning and has been heavily involved in both equity and accessibility work which both dovetail nicely with this position. So beginning Fall 2022, Maria will be the Teaching & Learning Librarian leading COLT efforts. Fortunately this decision was made relatively early in this last academic year so Maria and Kate were able to spend a good amount of time together in preparation for this shift in staffing.

# 2021-2022 Interlibrary Loan/Resource Sharing Annual Report

Submitted by Resource Sharing Staff  
Conni Stensrud and Maria Kingsbury

## Overview

2021-2022 was much less eventful than our previous fiscal year, but still quite busy, and characterized by preparing for upcoming changes. We appreciated the return to largely pre-pandemic conditions and the opportunity to continue running our services without disruptions from library closures.

Our lending figures continued an overall rise, which is a trend we like to see, given the large number of borrowing requests that SMSU Library users place; ideally, borrowing and lending numbers are close to equal. But, that said, our borrowing numbers, or the number of requests placed by SMSU Library users to other libraries, also rose.

We like to see our services used—and to keep busy—and my hope is that the uptick in numbers represents the ease with which the SMSU community is finding items they’d like to use, and not that our collection needs to be expanded. We’ll need to keep an eye on these numbers in coming years.

## Staffing

Interlibrary Loan librarian: **Maria Kingsbury**  
Interlibrary Loan technician: **Conni Stensrud**  
Interlibrary Loan student assistant: **McKenna** (a returning student who started in August 2018)

In addition to interlibrary loan duties, Conni also created and updated a lot of the signage in the Library. In the absence of the circulation technician, she served as the backup for routine day-to-day functions.

Conni’s other projects included ongoing work on the children’s book diversity audit (described thoroughly in last year’s report), updating markers in the recorded music collection (see Figures 1 and 2 below), assisting Circulation Technician Liz Fladhammer with a March Madness display (see Figure 3), and assisting with planning a retirement reception for librarian Kate Borowske. Notably, Conni planned to retire at the end of this fiscal year, so a number of her activities were related to this transition, which will be discussed in the Anticipating FY 23 section of this report.



Figure 1: Recorded Music collection before update



Figure 2: Recorded Music collection after update



Figure 3: March Madness display

In addition to Interlibrary Loan, Maria's roles included information literacy instruction, providing research help services, coordinating various library apps, and other university service work. In FY 23, Maria will transition away from interlibrary loan/resource sharing to focus on COLT (Center for Online Learning and Teaching) and reassigned time as SMSU Faculty Association President.

## **Technology & Initiatives**

In addition to using Alma (February 2019-current) as our primary platform for processing requests, we also continued our usage of OCLC's WorldShare platform to process a limited number of requests and Article Exchange, another OCLC product, to send and receive many of our article/book chapter requests.

As we received requests for journal articles in OCLC WorldShare and couldn't fill them, we checked our holdings information in ALMA against our holdings information in OCLC WorldShare. If the holdings information hadn't been updated in OCLC WorldShare, Conni forwarded these to Kristi so she could make the necessary edits. The goal is to reduce the number of requests we get that we can't actually supply.

Once again, we exercised the patron-driven acquisition project, taken on in conjunction with librarian Māra Wiggins in 2014, as it proved to be an efficient and effective method of providing library users with books that are difficult to acquire via interlibrary loan. This year, we purchased 4 such books.

## **Anticipating FY2023**

There are big changes coming up in FY 2023. Conni Stensrud, longtime library technician and stalwart interlibrary loan facilitator, will be retired, and Liz Fladhammer will move from her FY22 position to take Conni's place. Since Liz's acceptance of the interlibrary loan role late this spring, Conni has been working to train her in all things Interlibrary Loan. In addition, Maria will be moving from her role as well, and next year new hire and librarian Thomas Flynn will take her place.

## Year in Numbers – Lending

The tables below show a 3-year trend of the total number of lending requests received and filled, as well as a breakdown of the type of request (book or article).

LENDING REQUESTS – Received/Filled				LENDING REQUESTS- Book vs. Article			
	FY2022	FY2021	FY2020		FY2022	FY2021	FY2020
Total Requests Received	1,183	1,102	1,362	Book Requests Filled	652	587	831
Total Requests Filled	785	683	933	Article Requests Filled	133	96	102

The following table shows the month-by-month breakdown of lending requests for the past 3 fiscal years.

### Interlibrary Loan LENDING Statistics

Month	Total Requests Received			Total Requests Filled			Book Requests Filled			Article Requests Filled		
	FY2022	FY2021	FY2020	FY2022	FY2021	FY2020	FY2022	FY2021	FY2020	FY2022	FY2021	FY2020
Jul	89	63	180	59	36	103	53	29	97	6	7	6
Aug	95	91	151	70	65	111	64	54	106	6	11	5
Sept	97	93	176	60	56	109	48	43	100	12	9	9
Oct	113	97	201	77	54	153	61	46	127	16	12	26
Nov	95	82	142	60	50	96	54	50	82	6	0	14
Dec	86	83	140	57	52	113	41	46	102	16	6	11
Jan	102	96	140	58	68	104	51	62	90	7	6	14
Feb	124	98	138	69	57	104	55	46	91	14	11	13
Mar	123	125	74	83	80	37	66	66	36	17	14	1
Apr	99	101	9	71	60	3	55	50	0	16	10	3
May	82	83	0	66	54	0	56	48	0	10	6	0
Jun	78	90	11	55	51	0	48	47	0	7	4	0
<b>Totals</b>	<b>1,183</b>	<b>1,102</b>	<b>1,362</b>	<b>785</b>	<b>683</b>	<b>933</b>	<b>652</b>	<b>587</b>	<b>831</b>	<b>133</b>	<b>96</b>	<b>102</b>

## Year in Numbers – Borrowing

The tables below show a 3-year trend of the total number of BORROWING requests received and filled, as well as a breakdown of the type of request (book or article).

BORROWING REQUESTS – Received/Filled				BORROWING REQUESTS- Book vs. Article			
	FY2022	FY2021	FY2020		FY2022	FY2021	FY2020
Total Requests Received	1,312	1,088	976	Book Requests Filled	325	279	445
Total Requests Filled	1,222	959	847	Article Requests Filled	897	680	421

## Interlibrary Loan BORROWING Statistics

Month	Total Requests Received			Total Requests Filled			Book Requests Filled			Article Requests Filled		
	FY2022	FY2021	FY2020	FY2022	FY2021	FY2020	FY2022	FY2021	FY2020	FY2022	FY2021	FY2020
Jul	50	25	43	47	23	40	20	5	27	27	18	13
Aug	48	41	86	48	34	78	25	19	52	23	15	26
Sept	195	126	192	177	107	166	51	27	79	126	80	93
Oct	185	157	131	169	130	123	23	27	55	146	103	73
Nov	133	115	101	120	98	89	26	35	49	94	63	42
Dec	55	68	71	49	65	58	16	19	33	33	46	25
Jan	110	111	89	103	101	76	14	33	54	89	68	28
Feb	140	189	89	126	163	83	25	35	39	101	128	48
Mar	155	97	84	152	92	66	21	38	21	131	54	42
Apr	121	94	44	116	85	29	21	21	25	95	64	6
May	38	28	3	37	26	4	19	10	0	18	16	3
Jun	82	37	43	78	35	35	64	10	11	14	25	22
<b>Totals</b>	<b>1,312</b>	<b>1,088</b>	<b>976</b>	<b>1,222</b>	<b>959</b>	<b>847</b>	<b>325</b>	<b>279</b>	<b>445</b>	<b>897</b>	<b>680</b>	<b>421</b>

In addition to the numbers above, Conni handled approximately **64** “pick from shelf” requests. These are materials requested by local or on-campus patrons from our collections.

# 2021-2022 Research Help Annual Report

Submitted by Maria Kingsbury

## Overview

Research Help remains a core aspect of the service we provide at the library, and it is a support that we see as a complement to our expanding instructional efforts. The recorded data suggests that interest in these services remains strong in the SMSU community, and it reflects the changing service model we have adopted as well as the expectations of our students.

The following stands out:

- Research Help librarians recorded approximately 900 interactions over the past year;
- IM/Chat service points were the most heavily used;
- Demand for Research Help services is strong, with a growing percentage of interactions described as Research Consultations.

## Staffing and services

Librarians providing Research Help services included full-time librarians Pam Gladis, Māra Wiggins, Maria Kingsbury, and Kate Borowske. Because we did not have an adjunct working for us this academic year, we shortened Research Help hours slightly to reflect the decreased staffing.

Research Help was provided on an on-call basis over the course of the year, either in person (with those librarians who chose to be on campus), via Zoom, via telephone, via email, and via IM chat with LibAnswers through the AskMN Co-op.

Research Help was offered during the following hours:

Sunday	12pm-6pm
Monday-Wednesday	10am-6pm
Thursday-Friday	10am-4pm
Saturday	<i>No Research Help staffing</i>

In addition to these hours, librarians Pam Gladis, Māra Wiggins, Kate Borowske, and Maria Kingsbury were available between 12-20 hours a week for one-on-one research consultations; because of the pandemic, most of these were conducted via Zoom. Research consultations

- require that students make an online appointment, which they may do from a number of places on the SMSU Library website;
- are intended to make effective use of the 20-30 minutes scheduled;
- ask that students provide specific information at the time of making an appointment regarding an assignment or research problem so that the consulting librarian can prepare in advance;
- provide students with a known contact person for follow-up questions.

Students made research consultations using LibCal widgets embedded at various points on the Library's website. Before scheduling an appointment, students fill out a form asking them to identify their topic, sources they have already found, and the kinds of sources that they need.



Verbal feedback from students and professors has been positive, and demand has increased, and so we are attempting to accommodate that shift in desires.

Usage statistics for these services can be found later in this report.

## Changes & Projects

We didn't undertake any major projects in Research Help this academic year, but instead focused on continuing to provide individualized, thoughtful service to our SMSU students and community. We've put forth effort in promoting Research Help services in our instruction sessions, and since three of the librarians, Pam, Māra, and Maria, were teaching their own sections of LEP 101 as well as embedding with their larger cohorts, the number of students who got to know us and were comfortable approaching us for research help increased. We expect that these relationships, as well as an online presence, will continue to drive use of research help.

We were also in the process of a staffing transition for next academic year; Kate Borowske retired at the end of this year, and librarian Thomas Flynn will be joining us at the beginning of academic year 2022-2023.

## Data Report

Last year, we recorded 897 Research Help interactions. This marks a slight decrease from last year, which may be due to any number of factors, including fewer available staff, better findability of information online, more targeted information literacy instruction, and slightly reduced hours.

Most questions logged (about 58%) were designated as "research" related, followed by questions about databases (about 20%). This is consistent with findings from past years, and suggests that Research Help is working as advertised—helping with research! Notably, too, most Research Help interactions were categorized as research consultations, the one-on-one appointments students make to work with a librarian.

## Methods

Data was collected using a platform called LibAnalytics, using a form first developed in 2014-2015. This instrument provides a place for librarians and student assistants to enter qualitative information about each reference transaction—however informal-- that they undertake. Because it is web-based, librarians can enter information from anywhere with an internet connection, and the platform also offers the ability to modify submitted entries. I also collected data from LibAnswers for chat interactions with SMSU students that librarians in the broader cooperative had picked up.

## Data Collected

Librarians recorded a total of **897** reference interactions from July 1, 2021 until June 30, 2022. I should note here that the actual number of interactions is likely higher, as there are research help transactions that don't get entered for a variety of reasons.

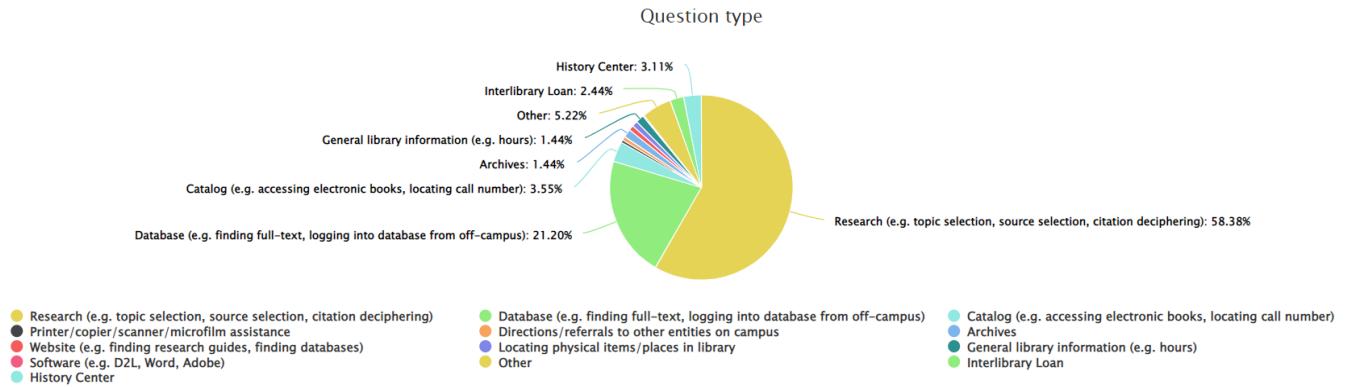


Figure 1: "Question Type" 2021-2022 (897 entries)

A new category of questions to us this year is "History Center," as the History Center moved into our library space, and we received a number of questions related to that space and service this year.

Number of records for all Mondays, all Tuesdays, all Wednesdays, etc.

Mon	Tue	Wed	Thu	Fri	Sat	Sun
177	179	207	124	130	2	78
19.73%	19.96%	23.08%	13.82%	14.49%	0.22%	8.70%

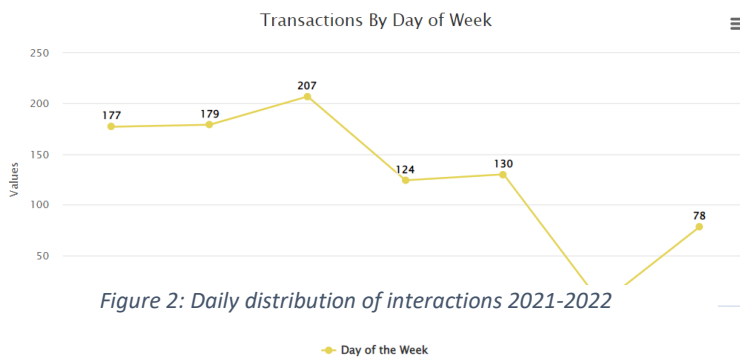


Figure 2: Daily distribution of interactions 2021-2022

Our number of IM/chat or real-time texting interactions remained steady from last year, at about 50% of our interactions (see Figure 3).

About 22% of our interactions were research consultations, which tracks with the direction our research help services have been heading over the past several years, from a drop-in model to one that is appointment-based. About 9% of our interactions were via email this year, which marks a decrease from last year's 15%.

The demand for research help services follows the ebb and flow of the academic week and the availability of our services (see Figure 2).

Option	Count	% of Total
Consultation appointment	201	22.41%
Drop-in (in your office)	76	8.47%
Email	82	9.14%
IM/chat	435	48.49%
Null	2	0.22%
Referral from CIRC	52	5.80%
Solicited	5	0.56%
Telephone	32	3.57%
Walk-up (at the Research Help Desk)	6	0.67%
Was on-call in office-student called to come to Desk	6	0.67%

Figure 3: Point of First Contact, 2021-2022

## **Research Help in 2022-2023**

In the coming year, we'll welcome librarian Thomas Flynn, as well as add an adjunct mid-fall semester, when Kate Borowske returns. Maria Kingsbury will be shifting a majority of her attention to SMSU Faculty Association duties, however, so Research Help services will need to be balanced among staff with many competing responsibilities. This continues to be a challenge for us, but as in years past, we will make it work!