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2013 Annual Report for the Horace W. Sturgis Library

Horace W. Sturgis Library

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IT’S FOR KS YOU!

Horace W. Sturgis Library
Transforming
Collections • Facilities • Organization • Services

2013 ANNUAL REPORT
Introducing Dr. Linda Marie Golian-Lui, Associate Dean and Director of Library Services


The Horace W. Sturgis Library has begun a new five-year initiative in improving all of these areas for YOU, the Kennesaw State University community, and I consider it a great honor to serve as the Associate Dean and Director for Library Services.

Transformation is nothing more than a fancy word for change. What makes this transformation different is that the Sturgis librarians and staff are renewing our professional energies to focus and strategically align this change with the needs of the KSU learning community. We are striving for excellence and are seeking state and national recognition in these four library areas. With the $4.4 million dollar renovation as a symbolic starting point, our staff has been revitalized with a unique opportunity to build upon our past strengths while creating an exciting future filled with unlimited possibilities. As the KSU 50th anniversary theme states, we are celebrating our past while we are igniting our future. The library was one of the principal places of the campus fifty years ago. The Horace W. Sturgis Library will continue to be the intellectual heart of the KSU campus fifty years from now.

As many American Library Association leaders have said, libraries transform communities. I consider myself very fortunate to be here at the cusp of such exciting times as the Horace W. Sturgis Library aspires to excellence. I look forward to transforming our collections, facilities, organization and services with you.
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“For the Horace W. Sturgis Library, excellence in academic librarianship is defined as a positive and proactive attitude of striving to provide the best in collections, facilities, organization and services. As a dedicated team of librarians and staff, we aim to further the educational mission of the library, Kennesaw State University, and our local community”.

-Dr. Linda Marie Golian-Lui
An academic library collection is a living thing. The current state of knowledge and publication advances so rapidly that new material must constantly be acquired in order to keep up. To stay relevant, an academic library must grow and evolve along with the institution to which it is attached.

Needless to say, Kennesaw State University has grown a lot in its 50 year existence. The Horace W. Sturgis Library recognizes that the quality of our collections has not always kept pace. Indeed, recent results from the 2013 LibQUAL+ survey show significant dissatisfaction with print and electronic collections among graduate students and faculty. Clearly, there is work to be done. The Sturgis Library is happy to announce the recent acquisition of the Academic Complete e-Book package. This addition will provide access to over 77,000 high quality titles from across all academic disciplines, increasing the breadth and depth of the collection overall.

We spent the latter half of the 2013 fiscal year researching and beginning implementation on a pilot program for a new model of collection development known as Demand-driven Acquisition (DDA). This model will provide the KSU community with access to a wealth of new material without the upfront costs of traditional acquisitions. Patrons are able to search an expanded pool of electronic books, but a purchase fee is not triggered until one or more patrons actually click through and show sustained interest in a book. This model transforms and expands access to academic material while it helps the library to get more value from a limited collections budget.
Scholarship, of course, is not something that exists exclusively outside of the Kennesaw State community. It is created right here at home. In summer 2009, the Sturgis Library created the Digital Commons@Kennesaw State University. Since this time, over 5,000 scholarly and creative works produced by KSU students, faculty, and other affiliates have been uploaded to the site. These works have been downloaded 317,000 times by people all over the world, with almost half of these occurring in the most recent fiscal year. Through the Digital Commons, the Sturgis Library is helping KSU to transform scholarly publishing and increase the visibility of academic works created by members of our university.

Over 317,000
Scholarly works have been downloaded

The library is actively pursuing additional financial resources to improve the quality of our graduate and undergraduate collections. In particular, additional funds were allocated to the development of the graduate collection at the end of fiscal year 2013. As Kennesaw State University has been declared a comprehensive state institution by the Georgia Board of Regents, with ever increasing emphasis being placed on graduate programs, this area will require considerable and continued attention in the coming years.

Top 5 downloaded documents from the Digital Commons@Kennesaw State University

1. Doing Business in China: A Risk Analysis 8,550 hits
2. Agricultural Development in India since Independence: A Study on Progress, Performance, and Determinants 5,302 hits
3. The Impact of Teacher Absenteeism on Student Performance: The Case of the Cobb County School District 4,723 hits
4. Exploring Dress and Behavior of the Emo Subculture 3,548 hits
5. India US Business Ethics 3,482
When the Horace W. Sturgis Library first opened its doors in the spring of 1981, KSU (then known as Kennesaw College) enrolled 3,631 students. Thirty-two years later, this enrollment figure has grown to over 23,000—six times as many!

Needless to say, the university has grown faster than the library. But the sheer numbers involved are not the only challenge. Present day students must navigate a vastly expanded information environment. They face a complex and uncertain job market. In short, they have different academic needs and just as students must adapt to the environment in which they find themselves, the library facility must transform if it hopes to stay relevant.
One aspect of the library's transformation involves a shift from an entirely baccalaureate institution to one that has a blend of undergraduate and graduate programs. The Sturgis Library is committed to the support of a growing number of Masters and Doctoral Programs at KSU. In October of 2012, the university held a ribbon cutting ceremony for a newly renovated Graduate Library on the third floor of Sturgis. The $1,000,000 renovation project included new furniture and carpeting as well as seven new glassed-in rooms for group study and three additional classrooms for library instruction. Unlike the Owl Space (renovated the year before), the Graduate Library is intended for silent study.

$4.4 Million in bonds were approved in 2013 for future renovations

As the student body continues to grow and diversify, one of the most critical needs for the Sturgis Library is space. In an attempt to make room for much needed seating and technology stations, the Book Repository facility was set up off campus where all physical books older than 1975 are stored. These books (some 76,000 of them) are retrievable within a 24 hour period.

And more change is coming. Earlier this year, the state approved the sale of $4.4 million in bonds for minor renovation and upgrades of the library ground and 1st floors, with the creation of a new entrance on the ground floor facing the Student Center.
The Horace W. Sturgis Library strives to be a learning organization. The KSU students, faculty, and staff, who apply their minds to the problems of our age, deserve a library that will grow with them. In order to meet these expectations, we must promote excellence and transform not just the library building—not just the collections and services—but the full gamut of our organization, including staff, policy, workflows, and procedures. Certainly, this is not a transformation that will occur in a single year, though great strides were made in Fiscal Year 2013.

Being a learning organization involves bettering the understanding of the organization itself. To this end, the Sturgis Library participated in the LibQUAL+ Survey this past spring. We surveyed the entire KSU population regarding perceived quality of library facilities, services, and collections. Over 4,400 survey submissions and 1,500 comments were received. We are actively using this data to inform our decision making—what are we doing well and what can we do better? We can also compare our own performance against other university libraries that have participated in the survey.

One of the more significant organizational transformations is that Sturgis Librarians are now considered members of the Kennesaw State University faculty. This means a louder voice for the Sturgis Library within KSU. Librarians, for example, will serve on the Faculty Senate. Faculty status also means new responsibilities for scholarship and heightened accountability. Going forward, professional conferences and academic journals will see increased involvement from the Horace W. Sturgis Library.

To stay sharp, we have participated in numerous trainings and established a professional development reading group. Several members of the library staff are certified Crisis Coordinators, who work with university authorities to ensure that the library is prepared and can respond effectively in the event of a crisis.
During FY 2013, the library hired a new Library Director and 10 new staff. These individuals support every aspect of the library: Information Systems, Interlibrary Loan, Performing Arts, and Collection Development to name only a few. The library has initiated a mentoring program to facilitate the exchange of information between Sturgis veterans and the new recruits.
12,243
Hours worked by Sturgis Library Student Assistants last year
As the Horace W. Sturgis Library strives for the continuous improvement of our collections, facilities, and organization, we give our most thoughtful attention to the transformation of services. This means new services, improved services, and services that are better integrated into campus, local and virtual communities.

8,018
Students Received
Library Instruction in FY ‘13

In order to more fully integrate library services and resources throughout the university, the Sturgis Library spent the latter half of FY 2013 developing a Library Liaison Program, which pairs a librarian with each academic unit within the university. Library liaisons build subject specific collections and partner with university teaching faculty to provide contextually relevant research skills. The liaison program went into effect July 1st, 2013.

Not only must the library’s presence be felt in every classroom, it should extend beyond the campus as well. The Sturgis Library partnered with the Cobb County Public Library System to present a three-part film series as part of the Let’s Talk About It: Muslim Journeys initiative. This initiative was in support of a Bridging Cultures grant that we received from the National Endowment for the Humanities.
This past January, the library began offering a 24/7 instant messaging service. Whether in a dorm room down the street or studying abroad, members of the KSU community can get help anytime day or night. 24/7 chat was added to supplement a previously existing day and evening service.

In terms of technology, we want to foster an environment that is both comfortable and flexible. For many of our patrons, that means more Apple products! In June, the library acquired Apple MacBooks and iPads. These are available from the library circulation desk and may be checked out for use inside the library for periods of four hours.

Our Ask-A-Librarian service (also called the Knowledge Base) continues to grow. Ask-A-Librarian represents a huge upgrade from the old days of endless scrolling through lists of Frequently Asked Questions. This service parses a user’s question and then ranks the most likely answers first. The system currently holds 372 public answers and a team of librarians add more every week.
ABOVE: Each item on this graph is a question from the LibQUAL survey. The red dot represents our performance level. The blue bar represents the community’s expectations from minimum to desired. These results, from KSU faculty and graduate students, indicate that this is an area that needs improvement.
ABOVE TOP: Significant positive change observed in the Library as Place dimension between 2011 and 2013.

ABOVE BOTTOM: Notice how the blue band got a little thicker in the lower right section between 2011 and 2013? That's a good thing! The Library as Place dimension measures library users' perceptions of the quality of the library facility (as opposed to services or collections). After major library renovations in the last two years, this is what we wanted to see.
From The Office of the Assistant Vice President and Dean of Library Services, Dr. David Evans

The Sturgis Library is geographically located at the center of campus, convenient to four classroom buildings, and the student center. Its location is symbolic of the centrality in the academic life of students. This past year has been one of those exceptional years that will be long remembered. As outlined in this annual report, much as been accomplished and much work on the library remains to be done. I would like to thank both Dr. Hinds and Dr. Papp for their continuing support of the library during these challenging times. Their belief in the centrality of the library to the academic life bodes well for our continued move toward creating an organization and resource that the entire campus takes pride in.

The challenges faced by the library staff in the last several years have been great. I would like to thank the faculty, staff, and student assistants of the Sturgis Library for their perseverance, hard work, and fortitude in meeting these challenges. Their pride in the library and positive outlook for the future of the library is a terrific asset for the university that will move the library forward to ever-greater accomplishments in the future.

“This past year has been one of those exceptional years that will be long remembered.”

~ Dr. David Evans
This past year has been one of those exceptional years that will be long remembered.

~ Dr. David Evans
Timeline of Important Events

April 1966 - Robert Greene hired as Librarian. A secretary was also hired for the library. Administrators and staff worked out of Banberry Elementary School until the campus was built.

January - April 1967 - Bookshelves were set up in the physics lab as a temporary library (The library held 4,200 volumes when it opened).

April 1967 - Library Building (Now Pilcher Building) opened. Stacks were on the second floor. Small study rooms were around the periphery of the first floor.

1968 - Designated as a Federal Depository Library.

1973 - Library becomes a charter member of SOLINET [Southeastern Library Network].


1986 - Library Director Robert Greene retires. Mr. Robert Williams named as new Library Director.

1987 - Bentley Rare Book Gallery opened.

February 1 1990 - Children’s room dedicated to honor the late John Difazio, professor of education at KSU.

June 1 1990 - Library was named in honor of Horace W. Sturgis, first president of KSU.

February 2004 - Friends of the KSU Sturgis Library established.

2004 - University Archives established.

April 29 2009 - Implementation of Digital Commons. Opening of the Copyright Management Center.

Fall 2009 - Information Commons opened. Department of Virtual Services created.

Fall 2009 - The Bentley Rare Book Gallery and University Archives changes into the Department of Archives, Special Collections and Records Management, under the leadership of Tamara Livingston.

October 2009 - Mr. Robert Williams, Assistant Vice-President for the Library and Archives, retires. Robert B. Williams Teen Literature Collection dedicated.

November 2009 - Dr. David Evans becomes Interim Assistant Vice-President for the Library and Archives. Ms. Betty Childress is named Library Director.

Fall 2010 - New reference services through texting, instant messaging, and live chat.

October 2011 - OwlSpace opened.

July 2012 - Dr. Linda Golian-Lui becomes the Associate Dean and Director of Sturgis Library.

October 2012 - Graduate Library floor opened.

October 9 2012 - Groundbreaking for the $4.4 million Sturgis Library Renovation.

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