2014

2014 Annual Report for the Horace W. Sturgis Library

Horace W. Sturgis Library

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Dr David Evans,
Assistant Vice President and Dean of Library Services

The old adage “patience is a virtue” is never more appropriate than now. In the last three years the Sturgis Library has undergone some significant changes with more to come. During Spring Semester we are anticipating the start of a major renovation to the interior of the library. This is where we ask of your patience as the renovation will affect both students and other users of the building. The renovation project will correct an aging ventilation system, open a new entryway to the library, give the library a focal point along the main south to north campus axis, increase the number of computer stations, and add many more group study rooms.

During this first phase Owl Space I and II will be closed while construction takes place in the basement. We plan on moving as much seating to the entry floor as possible to offset the loss of group study space. Once the basement is renovated and a new front entrance is opened, the second phase calls for the current entry level to be closed for that space to be renovated. Our efforts will be to improve the group study space with a larger more open area. Additional group study rooms will also be added.

Not to be forgotten in all of the construction is what is at the heart of our library: our collections. In the next three years we will continue to direct resources to building collections that support our students, faculty, and researchers as the New KSU emerges.

I would like to thank Dr. Papp and Dr. Hinds for their support and commitments to making the library an exceptional campus resource. Also nothing could be done without the hard work and dedication of a fantastic staff. The faculty, staff, and student assistants of the Sturgis Library are the GREATEST!
Since 2013 the Kennesaw State Library System has pursued a five-year transformation program entitled IT’S FOR KSYOU. This program has four major components: Collections, Facilities, Organization, and Service. I spent last fiscal year focusing upon the areas of organization and service. It is my pleasure to share highlights of our progress with you.

Our staff is at the pivotal center of providing effective and efficient services in support of the overarching goals of student success, learning, retention, progression, and graduation. In the past year, we have continued to hire and develop a new generation of library leaders to help revitalize our organization and raise service standards. New responsibilities in the area of scholarship for library faculty resulted in 35+ peer-reviewed or invited presentations. With the launch of our library liaison program, we are actively pairing instructional faculty with library faculty members. This service is resulting in expanded awareness of library resources, services, and expertise. Communication, collaboration, outreach, and relationship building are essential to our continued development.

We spent much time last year reviewing, revising, and documenting all types of policies and procedures for the upcoming consolidation with SPSU. During this review process we discovered many policies and procedures that were not codified, consistently applied, or effectively communicated. We are now working on marketing efforts to inform all patrons of our services and policies.

Positive change is at the heart of the new Kennesaw State Library System. Consolidation provides an opportunity to further transform our collections, facilities, organization, and services. We will build the new library system on a strong foundation of transparent policies and procedures, collaboration, innovation, flexibility, risk-taking, engagement, service excellence, and an organizational structure that supports professional development and growth for all staff. I am excited thinking about what I can highlight next year concerning our transformation process.
One year ago, the Horace W. Sturgis Library announced its intent to improve the library collection and, over time, raise it to a level commensurate with our rapidly growing university. Transforming a library collection requires a multi-faceted approach. The workflows by which library resources are acquired and processed must be updated to improve efficiency. Funding must be secured to provide continued access to these resources. Policies and procedures must be drawn up. Ultimately, the collection must be maintained and evaluated based upon input from Library Subject Liaisons and the community of KSU scholars.

All of this is required in any normal year, and last year was anything but normal. With the announcement of consolidation with Southern Polytechnic State University, the library spent much time in preparation. Consolidation means a total merger of workflows, resources, and technology. Once the collections are successfully merged, we will need to grow the collection in a strategic way that meets the needs of everyone. To help guide the process, a collaboration of KSU and SPSU librarians rewrote the Collection Development Policy for the newly named KSU Library System.

In fiscal year 2014, the library added over 2,100 physical books to our shelves, supporting undergraduate and graduate study within the Arts, Sciences, Business, Education, Health and Human Services, Humanities and Social Sciences. Further, we commenced an effort to reclaim...
In support of KSU’s Year of Japan, the Sturgis Library created a resource guide containing web resources, tips for locating materials on Japan within library databases, and a bibliography of print books on Japanese history, society, arts, literature, Economics, politics, and international relations. In fact, the library applied for and received a grant of 65 books from The Nippon Foundation in Tokyo. You can find the resource guide on our website: http://libguides.kennesaw.edu/japan.

titles that were missing. This dual effort has strengthened the library’s collection of newer titles while making it easier to locate older ones. Library staff also eliminated a sizeable backlog of materials that required processing before they could be used by library patrons. The elimination of this backlog greatly increased the speed by which books and other resources are available to the KSU community.

Also last year, the library instituted title-by-title ebook purchasing, giving librarians more flexibility to spend their budgets and tailor their collections. In FY 2014, librarians selected 420 individual ebooks for the permanent collection.

In addition to the tangible improvements already mentioned, we have been laying a foundation for the future. In October, the library broke ground on a major renovation project of the Sturgis building slated to begin in early 2015. But to be a library of excellence also requires an excellent collection. As a reminder of this, we presented a display called Books are our Bricks at the groundbreaking ceremony. Prior to the event, students were invited to participate in a contest by painting a brick with the cover of their favorite book. The purpose of this event was to get students involved and to communicate that we intend to transform not just the library building but the library collection as well.

In another effort to engage the community while growing the collection, the library began an Adopt-a-Book program. For a contribution to the library’s collection fund, the library will place a bookplate on the inside cover of a new book on the donor’s behalf. The plate may be used to honor a graduate or to memorialize a loved one. At higher giving levels, donors may direct purchases to a particular discipline, sponsor an electronic database for one year, or permanently endow a book fund for a particular discipline of study. The Adopt-a-Book program was kicked off by two generous donations totaling $1,300.

37,103

Total Circulations
of Books and Other Materials

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New Databases

- Civil War Primary Source Documents
- Sage Reference (Online full-text resources for health, sciences, and social sciences)
- Statista (Statistics Portal)
- Inter-University Consortium for Political and Social Research (ICPSR)
- SIRS (Information Resources for elementary, middle, and high school)
- The Military Balance (Available via Taylor & Francis Online, Publication of the IISS)
- CRC Handbook of Chemistry and Physics (Comprehensive reference resource for science research)
- Cochrane Library (Nursing, medicine)
Another accomplishment in the area of collections is a revised process of database trialing. Previously, databases were trialed throughout the year on an informal basis. Following the trial, it wasn’t always clear whether a database would make a valuable addition to the collection. Now the period for running trials for potential new databases is twice per year, in the spring and fall semesters. This allows liaisons to inform faculty of the upcoming trial and to collect feedback from the faculty once the trial is finished. The point of this new process is to increase the value of the database trial period and to gather better evidence on whether the resource should be purchased by the library.

Building a library collection of excellence at the Sturgis Library is a long term goal but much progress was made in the past year. Additional projects are in the works. We have every intention of maintaining the momentum.

**Interlibrary Loan and GIL Express**

Two services, *Interlibrary Loan and GIL Express*, allow the Sturgis Library to fill patron requests by borrowing items that we do not own from other libraries. These services represent a cost savings to us and it vastly increases access to books and other library resources to the KSU Community. The graphs below show items borrowed from and items loaned to other libraries over the past two fiscal years. In FY ’14, the Sturgis Library loaned to other libraries 5,174 items, almost as many as we borrowed: 5,543. For the previous fiscal year, we borrowed more than twice as many books as we loaned out (6,870 vs. 3,247).
Transforming the Horace W. Sturgis Library building has been a priority for the past three years and will remain one into the foreseeable future. Seating is a particular concern. 560,000 visitors walked through our doors last year and most of them, at some point, wanted to sit down! To help meet this justifiable need, the library made several significant, incremental changes to create additional usable work spaces for the campus community.

OwlSpace 2 opened to the public in November 2013. Located on the basement level of the library (in the space previously housing the art gallery), OwlSpace 2 increases seating capacity by 88 seats. The space is what the library field refers to as a “loud space.” It is suitable for both individual and group study, where users may feel free to collaborate and speak above a whisper.
One month prior, in October, all of the furniture on the second floor was removed and replaced by 78 individual study carrels. Though there was no net gain of seats from this renovation, there was a great improvement in quality. The seats being replaced were quite old and in poor condition, whereas the new wooden carrels have built-in lighting and electrical outlets where visitors may plug in laptops or other devices.

Also, in FY ’14, Room 103 was converted from a storage closet to useable study space. It now holds 15 tables and 30 chairs.

By repurposing existing spaces, the library was able to make 118 new seats available, bringing the total to 614. This number represents an increase of 24% over the FY ’13 number. During periods of heavy use, such as during final exams, the library has started opening two of our classrooms on the third floor. Combined, these two rooms give us the capacity to seat 40 additional students.

In the coming year, the most striking transformation will be in the area of facilities, with major renovations for the ground and first floors of the Horace W. Sturgis Library set to begin in January. The story of this project goes back to April of 2013 when the General Assembly of the State of Georgia approved the sale of $4.4 million in bonds to finance the renovation. The following October, university and library administration held a ceremonial groundbreaking. In attendance were
President Daniel Papp, Provost Ken Harmon, and Vice President for Operations Randy Hinds, among many other members of the KSU Community.

The key feature of the renovation will be a new entrance to the library. Rather than entering onto the first floor from the north or south, visitors will now enter from the ground floor from the east, opposite the Student Center. Additional renovations will include:

- upgraded HVAC (Heating, Ventilating, and Air Conditioning)
- additional group study rooms
- new classroom (75 person capacity)
- improved lighting
- new carpet and paint
- new furniture

It is difficult to precisely predict the time table of major renovation projects. But, based on current information, the two phases of the renovation are expected to take all of 2015.
Nobody goes to the library anymore?

560,757 people visited the Sturgis Library building in FY ‘14. Yes, that is over half a million visitors! And that doesn’t include the Pilcher Building. 79,536 people visited in October 2013, making it our busiest month. However, our busiest single day was actually December 4th, 2013. On this day, 4,812 people visited the library building. During our slowest month (June 2014), we received 19,241 visitors.
In light of the impending consolidation, there is hardly an aspect of the library that will remain untouched. But the Kennesaw State University Library System, through our ongoing transformation, will maintain its commitment to excellence, and will continually strive to be a learning organization.

Among the many practical consequences of the consolidation will be a larger student body, multiple facilities, and a greater number of graduate and undergraduate degree programs. In short, the library must be able to support a growing and diversifying community of learners. To this end, we spent much of the past year developing subject expertise among KSU librarians at the graduate and undergraduate levels.

The object of the program is to better integrate the library with
the university and to foster collaboration with faculty in the areas of collection development and instruction. Library Administration is placing particular focus on the sciences. One librarian with a science background was hired in 2014 and we are actively working to bring on a second.

As a learning organization, the library invests in the continued professional development of its staff and provides opportunities for employees to share their own scholarship. Last year, the Sturgis library staff attended and presented at conferences as near as Kennesaw, GA and as far away as Shanghai and Seoul. To one conference, the Georgia Council of Media Organizations, the library sent 16 employees to attend and/or participate. This impressive showing was made possible by the generous support of Chief Information Officer, Randy Hinds.

The Mentorship Program serves as another example of the Sturgis Library striving to be a learning organization. In early 2013 the library conducted a pilot program, pairing a cohort of 5 new librarians with senior librarians, in order to foster a culture of continuous development.

### Sampling of Posters and Presentations by Sturgis Staff

<table>
<thead>
<tr>
<th>Staff Member</th>
<th>Presentation/Poster Title</th>
<th>Conference Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eli Arnold</td>
<td>Assessing Assessment: The Challenges of Proving Worth in Library Instruction Programs</td>
<td>Georgia Council of Media Organizations Annual Conference, Macon, GA</td>
</tr>
<tr>
<td>Jin Guo</td>
<td>Consolidation: a Transformation of Collections, Facilities, Services, and Organizational Cultures</td>
<td>2nd Int’l Conference on Leadership and Innovative Management in Academic Libraries in the Age of New Technology, Shanghai, China</td>
</tr>
<tr>
<td>Ashley Hoffman and Klara Bynum</td>
<td>Your Library @ Home: Document Delivery for the Online Student</td>
<td>Georgia Council of Media Organizations Annual Conference, Macon, GA</td>
</tr>
<tr>
<td>Jennifer Young</td>
<td>Utilizing de Bono’s Six Thinking Hats for Effective Brainstorming and Problem Solving Meetings</td>
<td>USG Computing Conference, Eadenton, GA</td>
</tr>
</tbody>
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**So long and farewell...**

**Martha Henry-Croom**  
Assistant Director for Access Services  
Retired - 25 Years at KSU

**Mary Platt**  
Assistant Director for Virtual Services  
Retired - 23 Years at KSU

**Dewi Wilson**  
Librarian/Reference; Collection Development  
Retired - 21 Years at KSU

**Mary Wilson**  
Graduate Librarian  
Retired – 20+ Years at KSU

**Johnny Woods**  
Distance Learning Librarian  
Accepted a position at Emory University - 7 Years at KSU
learning, collaboration, communication, and community. Now in its second year, the mentorship program has been expanded to include library staff. Each pair is given the freedom to take whatever direction seems most appropriate. In some cases, a KSU veteran may be paired with a newcomer to the university. In other cases, a librarian recently out of library school might be paired with a library staff member currently in library school. The program is neither strictly professional, nor is it strictly social. It is also understood that learning takes place among both participants through the processes of mentoring and reverse mentoring.

The Horace W. Sturgis Library places great importance on safety within our facilities. It is, in fact, a top priority for Kennesaw State as a whole. Many may not know, but among academic institutions, KSU has one of the largest and most developed Crisis Coordinator Programs in the country. Campus wide, there are 265 trained Crisis Coordinators to assist members of the KSU community in the event of a crisis. Employees of the library comprise one of the largest contingents of this group. For better or for worse, we had many opportunities to sharpen our skills in FY ’14. Crisis coordinators quickly and efficiently evacuated the Sturgis Library building due to several fire drills and a gas leak at the Student Center. We also sheltered in place for a tornado warning and locked down the building in response to reports of a suspected gunman on campus.
Website Data

The library website (www.kennesaw.edu/library) is the virtual portal to library resources and services. Web traffic over the 24 month period spanning Fiscal Years 2013-14 shows a significant drop off. In FY 2014, the site generated 391,094 user sessions. This compares to 465,002 sessions for FY '13, a decrease of 15.9%. Likewise, page views dropped from 704,230 in FY '13 to 594,710 in FY '14, a decrease of 15.6%. Almost 5% of all user sessions originated from mobile devices and tablets. At the moment it is unclear what accounts for this reduction in website usage, but early signs from FY '15 are more positive. The data below derives from a Google Analytics analysis of the library website.
Service is a cornerstone of any library. In Fiscal Year 2014, the Sturgis Library continued to expand services in order to better meet the needs of the KSU community. Indeed, building community was a central focus for many of our activities last year. For example, we hosted a number of events such as musical performances, poetry readings, and workshops that go beyond the traditional definition of what a library does. In other fun events, students gathered to paint bricks or make stress balls out of balloons and sand. All of these activities foster the sense of community that we strive for at the Sturgis Library.

In celebration of National Library Week, the library hosted the unveiling of READ posters featuring KSU Administrators. The READ initiative seeks to encourage a love of reading through pictures of celebrities, athletes, and other famous people posing with their favorite books. In FY ’14, the work of the Horace W. Sturgis Library is made possible by a dedicated cadre of student employees. These young men and women are in large part the public face of the library. They check out books, laptops, iPads and reserve materials. They re-shelve items so that the next person can locate them. They fix printers, answer questions, and help library visitors get where they want to go. This picture was taken at the Groundbreaking Ceremony in October. Student employees were on hand to direct those in attendance and to assist with the setup and breakdown of the event.
the Sturgis Library set out to capture our own local celebrities with their favorite books. Guests of honor included President Daniel Papp, Provost Ken Harmon, Vice President for Operations Randy Hinds, and Director of Athletics Vaughn Williams. Each unveiled his own freshly printed READ poster.

We also greatly expanded the Digital Commons @ Kennesaw State University. This is our Institutional Repository featuring the scholarly works of KSU faculty as well as undergraduate and graduate students. The Digital Commons is an example of the open access model of scholarship. Rather than hiding scholarly works within a database that requires an expensive institutional license, why not make these works freely available to anyone in the world with an Internet connection? The author gets increased exposure and the community gets open access to high quality scholarly content. The institutional repository is an alternative model for the publication of scholarly works. In FY 2014, the library uploaded 2,441 new articles into the Digital Commons. During the same year, the repository received 219,788 downloads from all over the world. The Digital Commons also hosts several local and state journals including African Social Science Review, Atlantic Marketing Journal, and Provenance: Journal of the Society of Georgia Archivists.

Research Guides have become a standard means for academic libraries to communicate research tips and resources for a given subject area. As of last year, the library has a Research Guide for every major at KSU. We have now standardized the guides so students will have a similar experience regardless of subject. The layout, format, and organization are consistent across all guides with only the subject content being unique. Research Guides may be seen as an extension of the Subject Liaison Program. Library Subject Liaisons use Research Guides as a means of sharing their subject specialization with the KSU community. They are particularly valuable in the support of our distance education students.
This year we expanded our READ Poster project outside of the library. Campus notables that participated included President Daniel Papp, Provost Ken Harmon, Vice President for Operations Randy Hinds, Director of Athletics Vaughn Williams, and Christina Conti from University Events, as well as others not pictured. Several of the posters were unveiled at the National Library Week event in April 2014.
Reference Services
Library personnel answered 5,197 reference questions in FY ’14 compared to 5,101 in FY ’13. However, the library only conducted 126 research consultations in FY ’14 compared to 169 in FY ’13.

Instruction Services
Library personnel conducted 372 presentations in FY ’14 compared to 309 in FY ’13. Attending these presentations were 7,157 people in FY ’14 compared to 6,301 attendees in FY ’13.
When the announcement was made that KSU and SPSU would be consolidating, everything changed. Library Administration at KSU’s Sturgis Library had already committed to a transformation of the library collection, facility, organization, and services, but this was something else entirely! It became clear that now transformation would involve a second major library facility (the Lawrence V. Johnson Library at SPSU); ten new faculty and staff with their own culture, workflows, ways of doing things; a whole library collection that would need to be merged with the existing collection; and all of this would need to be accomplished by a blended organization consisting of representatives from both institutions with no history of collaboration. It has been a massive undertaking, but we are well under way.
The Library Operational Working Group (OWG) was #17 of 81 working groups assembled to create one unified library out of two independent organizations. The OWG consists of 14 professional librarians from Kennesaw State University and Southern Polytechnic State University and reports to the Consolidation Implementation Committee (CIC), the top level committee overseeing all others. The Library OWG was charged with all library matters including but not limited to:

- Merge Library Operations and Staffing
- Review, Reconcile and Revise Library Policies
- Review, Reconcile, and Revise Library Goals and Develop Joint Goals
- Review, Revise, and Consolidate Library Websites

While the major deadline to report upon progress in each of these areas was May 2014, details and procedures will continue to be refined as the consolidation progresses through 2015. The experience has been challenging, rewarding, and ultimately quite successful. Our colleagues from the Johnson Library have been exceptional partners and we look forward to introducing you to the expanded team in 2015!