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2015 Annual Report for the KSU Library System

Kennesaw State University Library System

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

In last year’s annual report we asked for your patience as the university undertook the renovation of the Sturgis Library building. I believe you will find your patience is well rewarded. My hope is that when you read this, you will be as delighted as I am with the results. During this renovation there have been many improvements to both the exterior and the interior. The exterior includes a new front door, building lights, and new, double paned, tinted windows. The interior, beginning with the entrance level, includes a new lobby with a single point of contact for users, a self-check circulation system, an improved vending area, electronic signage, and a multipurpose room for student use and classroom teaching. Computer resources in this area have been doubled to 149 workstations.

“My hope is that when you read this, you will be as delighted as I am with the results.”

The renovation of the first floor has been the most dramatic. We took the concept of our previous OwlSpace and expanded the convivial seating, added eight round banquettes (bringing our total to twelve), and seven group study rooms (five with collaborative work tables). We also have three large presentation rooms and one large seminar room. The crown jewel on first floor is the sixteen-foot wide data wall. All of our efforts are to transform our collections, facilities, organization, and services. In later sections of this report the Heads of our library units will go into greater detail.

For most of 2015 we concentrated on consolidating policies and procedures to create a strong library system. As a sign that we are on the right track, in September 2015 library administrators and faculty met with a representative of SACSCOC, the accrediting body for the southeast region of the United States. Following the evaluation, the representative had no recommendations for the KSU Library System. Great news indeed! As we head into 2016 the library system will continue to work closely with faculty, students, and other departments as we continue our transformation.
Dr. Linda Marie Golian-Lui,  
Associate Dean and Director of Library Services

Since 2013 the Kennesaw State University Library System has pursued a five-year program of transformation entitled *It’s For KSYou*. The program has four areas of focus: Collections, Facilities, Organization, and Services. As Associate Dean for Library Services, I spent 2015 focused on these areas in light of our consolidation with Southern Polytechnic State University.

The professionalism and passion of our newly combined staff are our most valuable assets. Our staff is the pivotal center of providing effective and efficient services that support the overarching goals of student success, learning, retention, progression, and graduation. In 2015 we hired 12 new library faculty and staff and took on nine more as part of consolidation with the Lawrence V. Johnson Library. In particular, we are expanding our Graduate Librarian services to align with the university’s expansion of graduate programs and to support new research initiatives by KSU faculty. This new generation of KSU Library System leaders is revitalizing our organization and assisting us in raising our standards for service.

“We consider ourselves on target in the five-year quest to transform our collections, facilities, organization, and services.”

In the area of scholarship, our library faculty and staff delivered over 25 peer reviewed or invited presentations at state, national and international conferences, including those in Korea, North Carolina, Florida, Oregon and, of course, Georgia. Our transformation in this area continues with a strong emphasis on excellence in service, interpersonal communication, flexibility, positive workplace attitudes, continuous learning, and engagement in the library, KSU, and local communities.

Data driven, positive change remains at the heart of the KSU Library System. We consider ourselves on target in the five-year quest to transform our collections, facilities, organization, and services. We are forging a library system built on a strong foundation of transparent policies and procedures, collaboration, innovative services, flexibility, risk-taking, engagement, service excellence, professionals with state and national reputations, and an organizational structure that supports development and growth. I am excited to think about what I can highlight next year concerning our transformation process.
2015 was a productive year for the library collections of the newly consolidated Kennesaw State University Library System. Library collections are now spread over four facilities on two campuses, requiring significant changes to collection procedures and workflows. Of note, the Collection Development Policy was reviewed and updated to remedy long-standing gaps in our material purchasing and to help standardize processes. Importantly, it is a document that now incorporates both campuses of KSU. As a result of consolidation with the Lawrence V. Johnson Library on the Marietta campus, the breadth of our material holdings has undergone significant expansion in all areas, particularly in the fields of architecture, computing, science, and engineering.

“The Collection Assessment Plan lays the groundwork for years of sustainable collection growth that is better able to meet the educational and research needs of the KSU community.”

In June 2015, we launched a Collection Assessment Plan for the KSU Library System. Many months in the planning, this project incorporates data collected from various library units, a materials inventory, identification of damaged items, evaluation of subject areas by the Liaison Librarians, and recommendations for withdrawal. The Collection Assessment Plan lays the groundwork for years of sustainable collection growth that is better able to meet the educational and research needs of the KSU community.

Technical Services continued its evolution and became a centralized service during the consolidation of Lawrence V. Johnson Library and Horace W. Sturgis Library. Technical Services strives to improve the operational effectiveness and efficiency of material acquisition, metadata creation, and management of
the Integrated Library System (ILS).

In probably our greatest accomplishment of FY ’15, we consolidated the ILS systems of KSU and SPSU, a process that required a redesign and cleaning of the database, the removal of duplicate records, and the migration of 3-million library resources and customer records. The ILS consolidation project won the Georgia Library Association Team Award for our excellent contribution in 2015.

Among our many achievements, we integrated a wide range of automation into metadata workflows to improve cataloging capacity and efficiency and to reduce labor-intensive handling of individual records. We successfully implemented service models to make print and electronic books available to library users quickly on both campuses. We employed new ordering systems to procure different types of materials. Also, we standardized policies and procedures for the cataloging of library materials in order to further streamline work processes.

Moreover, we cataloged resources for the Teacher Resource and Activity Center (TRAC), the Center for Literacy and Learning, and the Foreign Language Resource Center. I am proud of the caliber of librarians and staff and the quality of their work. We are committed to achieving the Library System’s mission of support for KSU academic programs in collaboration with other library units.
The consolidation of Kennesaw State and Southern Polytechnic has brought about a pooling of the two libraries’ electronic resources. While there will be some overall rise in costs due to the collective increase in fulltime enrollment, on the whole this has led to an increase in available e-resources for everyone.

Some of the highlights include:

• Merging the book catalogs of the old Kennesaw State and Southern Polytechnic libraries into one. This includes setting up an electronic request system to have books shipped back and forth between campuses.

• Merging the two individual library websites into one site, and in the process incorporating improvements such as responsive design for mobile devices.

• Combining and expanding the databases offered by both libraries to allow for improved access from on and off-campus. This includes the combination of GALILEO, the state supported database portal, as well as the library system’s own lists of databases.

In cooperation with UITS, we have incorporated a library widget into all D2L Brightspace courses, allowing for an easier library experience for all students.

As the new Kennesaw State University Library System continues to grow, Virtual Services plans to offer new services and technologies to support it.
New and Expanded Databases

Business & Trade Databases
• ABI/Inform Trade & Industry (articles, business and industries)
• Mergent Intellect (company information)
• Privco (business and financial corporate data)
• Snapshots (market and industry research)

Education Databases
• EditLib Digital Library
• Education Source

Engineering Databases
• IEEE/IET Electronic Library (electrical engineering)
• Wiley Journal Backfiles (communications technology, electrical & systems engineering)
• SAGE backfiles including IMechE Archive and 2015 Materials Science Subject Collection

Health Databases
• ProQuest Family Health (health articles from popular press)
• ProQuest Health & Medical Complete
• ProQuest Health Management (health management and administration)

Humanities Databases
• English Literature Online (LION) (English literature, poetry, & drama)
• Loeb Classical Library (Greek and Latin classics with English translations)

Periodical Databases
• ProQuest Atlanta Constitution (newspaper articles, access expanded)
• ProQuest Historical Newspapers: Atlanta Daily World (newspaper articles)
• Canadian Newsstand Complete (news)

Science Databases
• ProQuest Biology Journals
• ProQuest Environmental Science Collection
• ProQuest Science Journals (applied and general sciences)

Social Science Databases
• Bibliography of Asian Studies (index/citations)
• ProQuest Criminal Justice
• PAIS International (public administration, economics, policy)
• ProQuest Political Science (political science & international relations)
• ProQuest Sociology (sociology & social work)
• Sage Research Methods Online

Other Databases
• ARTbibliographies Modern (modern and contemporary art)
• SAGE Reference 2015 Handbook Collection
• CBCA Complete (Canadian reference collection)
• Library & Information Sciences Abstracts (library science, information theory, online retrieval)
FY 2015 marked the beginning of the much anticipated renovation project for the Horace W. Sturgis Library. A number of planning meetings were held between the architect, McMillan, Pazdan, Smith, and KSU stakeholders to finalize construction documents, coordinate technology and building system upgrades, and implement the selection process for a General Contractor. Construction on the ground floor began in April 2015 and was completed in mid-August 2015, in time for the start of the fall semester. To accommodate the loss of seating on the ground floor during this first phase of construction, the library brought the OwlSpace lounge and banquette seats to the first floor, and opened classroom spaces during final exams.

“This project will be a major step toward developing a 21st century academic library.”

Despite our best efforts to mitigate construction-related noise, power outages, and AC interruptions, we recognize that the construction project has involved a degree of inconvenience for our users. However, we believe these temporary inconveniences will be far outweighed by the benefits of this major renovation project. Renovating the ground and first floors presents a great opportunity to accomplish a number of objectives in the ongoing transformation of library spaces and facilities. The Sturgis Library building has not seen improvements on this scale since its construction in 1981. This project will be a major step toward developing a 21st century academic library.

Modernization of the building includes upgrading existing mechanical systems and adding a new front entrance. These changes will dramatically and positively affect the flow of traffic by situating the entry opposite the Student Center in the heart of the campus. The new canopy entrance...
and long overdue exterior signage will increase the presence of the library for the university community. However, it is the internal library renovation that will bring about the most transformative change and benefits in the years ahead.

Consolidation with Southern Polytechnic State University also had a considerable impact on transforming facilities during FY 2015. A number of projects were implemented to upgrade the Johnson Library and to create consistent processes as recommended by the Consolidation Operational Working Group.

Transforming facilities at the Johnson Library will continue, with a number of ambitious projects planned over the next several years. Plans include renovation of the lower level into a learning commons space with new study carrels having power capability, re-working the rotunda and storage spaces, adding new collaborative academic support spaces (e.g., The Writing Center), and creating a new entry and courtyard to give the library more visibility and a contemporary look. Just as renovation efforts at the Sturgis Library are creating new synergies and additional, more functional learning and work spaces, so too will these projects transform the Johnson Library into a facility of excellence and inspiration for the KSU community.

**Key Features of the Renovation**
- New front entrance with vestibule and new security pedestals
- Upgraded HVAC, lighting and electrical systems
- Library Donor Wall on Ground Floor
- Learning Commons space will have 152 PCoIP computer monitors
- Two classroom spaces with a total of 90 seats
- 12 additional group study rooms, including two presentation rooms
- 5 group study rooms will have Agati media tables
- Additional lounge and banquet seating for OwlSpace areas on the First Floor
- State-of-the-art video wall designed for collaborative data research projects

**Highlights of Upgrades at the Johnson Library**
- Relocation of 25 ranges of book stacks to align collections in more consistent order
- Re-work of technical services space and adding office space for administration
- Removal of pine trees from the front of the library
- Relocation of seating to lower level to take advantage of natural lighting by windows
- Creation of Research Consultation Room
- Relocation of printers and addition of a K-Cash machine
- Removal and inventory of all art work in coordination with MARB

**Saying goodbye to the old OwlSpace.**

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In fiscal year 2015, the KSU Library System offers three public facilities (Sturgis Library, Johnson Library, and the Performing Arts Library) and several new service points, allowing us to reach more students than ever before. In FY ’14 the library reported 560,757 visitors. Thanks in large part to the addition of the Johnson Library, we are proud to report 817,183 visitors in FY ’15.

Example of the promotional materials for the marketing of the Ground Floor renovation.
Images of the Renovation

Above: Images of the renovation of the Library Commons (Ground Floor) from preparation to completion.

Next pages (centerfold): Goodbye Walls! In advance of the library renovation, several interior walls in the former OwlSpace on the ground floor of the Sturgis Library were scheduled for demolition to create a more open and inviting floor plan. Students were invited to bid a fond farewell to the walls by writing on them. See the next page of this report for a sampling of student contributions. The owl and the dragon were particular staff favorites!

KSU Library System Annual Report 2015
I love
— Nobody

Kenzie

Love

The One's
Goodbye Walls!

Thank you for making the library a priority. We need space in the library for the kids.

Together, we can face any challenges as deep as the ocean and as high as the sky.

-Sonia Gandhi
In 2013 the Kennesaw State University Library System embarked on a journey to totally transform the organization. The plan recognizes that people are the heart of any organization and that by encouraging professional growth and by empowering staff at all levels to become leaders, we can increase our effectiveness and foster excellence in service for library users. We took a big step in 2015 by rewriting the mission and vision statements for the library system. These statements are the ideological bedrock of our organization. Everything else that we do rests upon them. The revision involved input from all library staff, faculty, and administrators.

“Following consolidation with Southern Polytechnic State University, 2015 was a year of aligning two diverse library organizations.”

This process was a springboard to a major review of the library system’s five year strategic plan and an update of this document in light of consolidation with the Lawrence V. Johnson Library on the Marietta campus. In the year ahead, we will be expanding on this plan by working with library units to create their own strategic plans. This process will be conducted in support of the university-wide Improve KSU initiative. More on this in 2016.

Following consolidation with Southern Polytechnic State University, 2015 was a year of aligning two diverse library organizations. The process involved a combination of learning activities (including an All Staff Retreat), an organization-wide skills inventory, and an ongoing conversation about organizational norms and values. We believe that in the past year we effectively increased the level of interpersonal trust, employee satisfaction with their duties, cooperation and collaboration among colleagues, problem solving skills, and we placed a new emphasis upon continuous improvement.
Another library focus is in the area of training and professional development. In 2015 we launched Leading from the Middle, a year-long training endeavor where staff, library faculty, and library administrators met monthly to discuss leadership issues using a text recommended by the American Library Association. As an organization we continue to support our Professional Development Committee by hosting professional book club discussions, conference debriefings, and other learning activities. Highlights from 2015 include workshops on the StrengthsFinder assessment tool and on Thinkertoys for effective brainstorming and problem solving.

We continue to encourage our employees to further their education, with four staff members currently enrolled in an American Library Association accredited Masters in Library Science program. Several other employees are enrolled in additional academic programs such as the KSU MBA, MIS, and the Siegel Institute Graduate Certificate in Leadership and Ethics.

We strongly believe that a healthy organization empowers all employees to strive for professional excellence. In particular, we want our faculty and staff to pursue excellence in service for our users. We continue to foster a transparent organization that values diversity of opinions, life-long learning, and the development of leadership skills. Every day we strive to become a better organization to better serve our users. I cannot wait to report next year about our progress as a learning organization.
Website Data

Above: Website usage is up, with 186,667 users in fiscal year 2015 compared to 143,070 in fiscal year 2014. The same is true for the number of sessions (407,766 in FY '15 compared to 391,094 in FY '14) and the number of page views (642,730 in FY '15 compared to 594,710 in FY '14). This fact is no great surprise given the influx of so many new students from the former SPSU. It will be interesting to see how the major website update that went live in Fall of 2015 will affect site usage.

LV Johnson Dedication Plaque located near the front entrance on the KSU Marietta Campus.
Sample of Conference Presentations in FY 2015

Rori Brewer and Amy Thompson. “From drab to fab: Using library displays to transform and engage”. GA Council of Media Organizations. Augusta, GA.


Olga Koz and Christina Holm. “The nexus of scholarly communication and information literacy”. Georgia International Conference on Information Literacy. Savannah, GA.


Olga Russov and Jon Hansen. “ERM implementation saga: Library’s Beauty or the Beast”. GA Council of Media Organizations. Augusta, GA.


New Faces

Amanda Albert
Distance Learning Librarian
Kelly Ansley
Research and Instruction Librarian
Laurie Aycock
Undergraduate Science & Government Documents Librarian
Lesley Brown
Head of Access Services Sturges
Li Chen
Discovery Librarian
Ying Chen
Research & Instruction Librarian
Donna Coder
Library Technical Paraprofessional II
Nancy Colyar
Head of Special Projects
Elizabeth Foley
Library Technical Paraprofessional I
Khyle Hannan
Learning Commons Librarian
Christina Holm
Liaison Coordinator
Rosemary Humphrey
Library Technical Paraprofessional
Elizabeth Ivey
Library Technical Paraprofessional II
Kimberly Mascara
Library Technical Paraprofessional II
Olga Koz
Graduate Education Librarian
Yongli Ma
Head of Access Services Johnson
Kimberly Mascara
Library Technical Paraprofessional II
Ann Mills
Library Technical Paraprofessional II
Crystal Renfro
Graduate Engineering Librarian
Morgan Rhetts
Research & Instruction Librarian
Aaron Wimer
Head of Research and Instructional Services Johnson

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The Access Services department has undergone a great deal of change in the past year. The Heads of Access Services were involved in consolidating the Integrated Library Systems (ILS) for the Johnson and Sturgis Libraries. Yongli Ma worked on the acquisitions module and Lesley Brown worked on the circulation module. This project was essential in bringing the operations of the Johnson and Sturgis libraries together. It took over 7 months to bring to a positive conclusion. And this was not the only project that occupied the resources of Access Services.

Other notable endeavors include:
- Shifted Johnson Library collections from the lower level to the 2nd floor
- Updated Johnson Library signage to reflect KSU and the KSU logo
- Relocated circulation services to the newly renovated space on the Ground floor of Sturgis Library
- Created a template for procedures and policy manual
- Developed a tiered pay structure for student assistants at Sturgis Library
- Implemented the ILLiad shared service and adjusted interlibrary loan workflows to accommodate the two delivery locations
- Began a weeding project of bound periodicals at the Johnson Library

2015 has proven to be a very busy year with many things learned and continuous effort focused on improvement.

Instruction services provided by the KSU Library System were fully consolidated by August 2015. The department provides three types of classes: 20-minute Introduction to Library Services, 50-minute Introduction to Research, and 50-minute Subject or Resource Specific Classes. In FY ‘15, KSU librarians taught 369 library instruction sessions, reaching 7,564 students.

In 2015, research help services were moved and
expanded in both the Johnson and Sturgis libraries. In the Johnson library the Research Help Room began operation in fall 2015. This centralized space has become a one-stop information center for students to receive research assistance. Following the ground floor renovation in the Sturgis Library, the Research Help Desk was moved front and center, near the main library entrance. This new location has greatly increased the number of students, faculty, and staff that librarians interact with and has improved customer service and collaboration among library service points. In addition, the 24/7 chat service continues to be extremely popular. Students clearly appreciate that they can receive research help via chat at all hours and laud the excellent quality of the service.

“2015 has proven to be a very busy year with many things learned and continuous effort focused on improvement.”

In a collaborative effort, librarians drafted a mission statement and a department 5-year strategic plan that encompasses instruction, reference, distance learning, the Undergraduate Faculty Liaison Program, and strategic marketing. The Research and Instructional Services department has far reaching goals, including an expansion of reference services outside of the library, assessment of student learning, and the creation of online information literacy tutorials to better serve distance students.

The Graduate Library provides comprehensive user-centered services, collections, and learning environments—both physical and virtual—to graduate students throughout their time at KSU. In 2015, graduate librarians provided more than 50 in-class presentations, conducted more than 100 consultations with graduate students and faculty, and developed over 50 Research Guides, video tutorials, and learning modules. Three Graduate Research Assistants support the work of the Graduate Library by creating bibliographies, supporting research projects, and expanding the Digital Commons.

In addition to Elisabeth Shields and Cheryl Stiles, two new graduate librarians joined the library system this year. Olga Koz received her doctorate from Colorado Technical University in management with a concentration in emerging media. She works collaboratively with graduate students and faculty of Bagwell College. Crystal Renfro spent the last ten years as an engineering librarian at Georgia Tech. Based at the Marietta
campus, she works with graduate students and faculty of the Colleges of Engineering, Architecture and Construction Management, and Computing and Software Engineering.

Graduate librarians made presentations at a number of state and national conferences including: Internet Librarian, Georgia International Information Literacy Conference, Best Practices in Higher Education Emergency Management Conference, and the GA Council of Media Organizations.

KSU’s institutional repository, the Digital Commons, added over 600 new documents in 2015 and allocated repository space to each of the new colleges acquired in the consolidation. Managing Editor Aajay Murphy represented the Digital Commons through presentations at the DCSEUG meet up at Winthrop, the International Conference on Open Repositories in Indianapolis, and at an Open Access Week event at Columbus State University.

Above: The READ poster program continued in 2015 with notables such as Coach Bohannon and the football team, as well as Happy Tails Therapy Dogs. Not pictured are Dr. Thomas Currin, Maria Brit, Dr. John Omachanu, Dr. Monica Nandin, Dr. Jennifer Priestly, Dr. Megan Adams, Dr. Ran Matson, and Dr. Charles Amlaner.

Below: Some of the events, contests, programs, and speakers sponsored by the KSU Library System in 2015.
The Performing Arts Library (PAL) located in the Joe Mack Wilson building on the Kennesaw Campus, continues to serve students, faculty, and staff of the School of Music, the Department of Theatre and Performance Studies, and the Department of Dance in pursuit of academic and performing excellence. Librarians in the PAL serve as liaisons to the various departments and are responsible for communicating with faculty regarding services needed, requests for general and subject-specific library instruction, and the development of our collections in various formats.

In 2015 the PAL saw much needed additions to its staff. Following a competitive search process, Carey Huddlestun became Performing Arts Cataloger and Librarian Assistant Professor in October. Carey possesses a wealth of training and experience as a cataloger, musician, and performer. Additionally, we were able to hire a second student assistant for 20 hours per week, which assisted us in keeping our doors open more consistently, even when full-time workers were involved outside of the library.

Use of the PAL by students and faculty continues to rise modestly. In March, we recorded the highest monthly door count - 2,023 - since we began recording this statistic! The number represents an average of 92 visitors per business day. This is quite an accomplishment in light of the fact that our library footprint is only 720 sq. ft. During the year we added some 269 items valued at approximately $8,684.00 to the collections. At the end of 2015, the PAL collection stood at 12,216 items.

Recently added to the Digital Commons

- 2 full-text Open Educational Resources
- Issue #1 of South
- Issue #1 of Pamoja
- The Theodor Ziegler Photo Scrapbook Project
- Proceedings of the Symposium of Student Scholars
- Proceedings of the Atlantic Marketing Association
- Video collection from the Maya Heritage Community Project

IT’S FOR KSYOU!
In the words of Bilbo Baggins, the road goes ever on. Following a dramatic event like
the consolidation of two libraries, one might justly feel inclined to put the feet up and
take a well-deserved nap. But that is not the culture of the KSU Library System. In fact,
as a newly consolidated institution, with new facilities, greatly expanded collections,
and so many new faces bringing new ideas and skillsets, there is more to do than ever.
As we transition away from the consolidation phase, it is once again time to reflect on
where we are, where we want to go, and how we plan to get there. We must now plot
a course for a sustainable growth that each day is more responsive to our users’ needs
than the day before.

This process kicked off in July 2015, the start of a new fiscal year and the first days of a
fully consolidated library system. The occasion was the annual library retreat. All library
faculty and staff gathered in a presentation hall at the KSU Center to talk about the
future. Specifically, we were embarking on a major strategic planning effort in which
each of the library’s functional units would draft a strategic plan to support the overall strategic direction for the library system. Faculty and staff were asked to imagine the future. What were the major goals that they would like to have accomplished within five years and what would this accomplishment require in terms of time, money, and resources? The unit plans will undergo numerous drafts and revisions but they should serve as a guide for our continued progress in the years ahead.

“We must now plot a course for a sustainable growth that each day is more responsive to our users’ needs than the day before.”

Now, in 2016, the library system is partnering with KSU’s Office of Institutional Effectiveness. Over the coming months, library units (along with 500+ other administrative units around KSU) will be using a new campus-wide assessment system to track desirable metrics over time and to more easily measure progress toward institutional outcomes. The plan is called Improve KSU.

As we reflect on 2015, we have much to be proud of. Looking forward, we are excited by the possibilities.

Library staff from both campuses come together as “Team Smartacus” for a day of fun and friendly competition with other university departments at the KSU Owlympics.