Fall 2018

JWU Library Providence Campus Annual Report 2017-2018

Rosita E. Hopper

Johnson & Wales University - Providence, rhopper@jwu.edu

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Providence Campus
Annual Report 2017-2018

I.	Overview

Service innovations and improvements continued to occur throughout the year, driven by customer expectation, professional standards, and University administrative imperatives. In specific response to the library's stated purpose and values, activities during 2017-2018 focused on increasing the availability on-demand study spaces to meet a range of student needs; providing timely, convenient access to authoritative information resources associated with the University curriculum; providing research instruction and support to students, faculty and staff; and increasing the awareness of JWU special collections.

Statement of Purpose

The Library exists to enrich the scholastic and cultural environment of Johnson & Wales University by making available a wide range of information resources and services that reflect the educational goals of the curriculum, cultivating the information literacy skills of all users in a manner that reinforces the values of the Institution and the library profession.

Values

- Establish and maintain a welcoming study environment that balances the needs of JWU students, faculty, staff and guests

- Steward intellectual curiosity and self-efficacy in all who use our resources and services

- Cultivate in JWU students and other users of the library, information literacy skills that will enable lifelong effective, responsible discovery and use of intellectual property

- Honor core professional principles of intellectual freedom and library user confidentiality[+]

- Enhance the reputation of the university: a) by continuously measuring individual and departmental performance against university and external professional standards; and b) by collaborating with local, state, regional and national agencies to enhance library collections and services

Significant Events & Initiatives

- Implementing a new operational vision for the Culinary Arts Museum, leading to increased use of the Museum as study space and as an instructional resource
- Leadership of an open educational resources (OER) learning community for faculty
- Development and delivery of Cite It Right workshops targeted to the needs of graduate students
- Use of the library's online catalog (WorldCat Management System) to manage the lending of equipment belonging to Instruction Design & Technology, and the College of Arts & Sciences Media & Communications Department

- Launch of Tipasa, a web-based applicant for more efficient management of interlibrary loan requests, and seamless delivery of loaned digital content to JWU Library users
- Survey of JWU faculty needs in support of student information literacy skill development
- Installation of digital signage and the establishment of a digital marketing process through which to display dynamic and informative graphical content about library resources and services
- Development and pilot of the "Ask a Student" IM reference service
- Adjusting to reductions in staffing to meet new budget targets set in response to declining enrollment

II.	Finance

a. Library Payroll

The library's non-student employee payroll was reduced from $986,277 in FY17 to $847,015 in FY18. Budget targets were achieved by reducing the 12-month, full-time position of circulation evening supervisor to an academic-year-only position, eliminating the 12-month, full-time position of Yena Center receptionist, and eliminating the 12-month, full-time head reference librarian position. To help meet demand for reference and instruction services, an entry level academic-year-only reference librarian position was established.

The student employee payroll was reduced from $261,504 in FY17 to $215,750 in FY18.

b. Library Non-Payroll

The library's non-payroll operating budget was reduced from $653,327 in FY17 to $582,053 in FY18. To meet mandatory budget targets, a total of 18 database subscriptions were dropped for a savings of $156,102.00. Funding for journal subscriptions was reduced from $85,312 in FY17 to $35,312 in FY18, which the resultant elimination of 129 subscriptions, leaving 100 active subscriptions for FY18. Funding for book purchases was increased from $16,000 to $18,000, while funding for AV materials remained static at $800. Funding for other non-payroll items such as office supplies, printing and postage were generally reduced by half, while funds for professional development activities ($800) and professional memberships ($1,000) were as minimal as to cover only the most select spending.

Budget for Information Resources	2017-2018	2016-2017
Serials	$ 35,312.00	$ 85,312.00
AV	$ 800.00	$ 800.00
Books	$ 18,000.00	$ 16,000.00
Databases	$ 499,800.00	$ 495,032.00
TOTAL	**$ 553,912.00**	**$ 597,144.00**

c. Museum Payroll

Following the spring 2016 refocusing of the museum's purpose to exclusively serving the JWU community, the three remaining full-time positions were reduced to one (i.e. a collections manager), and student assistant positions were reduced from ten to six.

d. Museum Non-Payroll

While the collection inventorying and deaccessioning project that had dominated museum activities from 2014-2016 was largely concluded by FY18, the strategic refocusing included the expectation that there would be no new acquisitions in the foreseeable future, allowing for a downsizing of the museum's operating budget:

| Budget for Museum Resources	2017-2018		2016-2017	
Advertising	$	1,377	$	4.371
Supplies	$	9,000	$	11,141
Professional Dues	$	375	$	635
TOTAL	**$**	**10,752**	**$**	**16,147**

III.   Space

a. Library
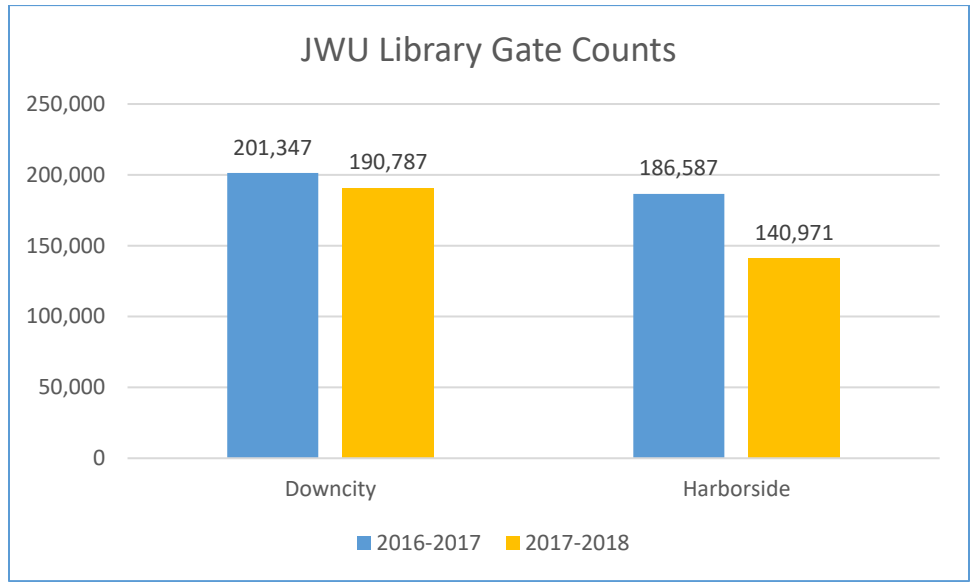
Although the student FTE for the Providence/Online Campus was more or less stable for the latest two years (8,873 in FY18 versus 8,480 in FY17), library gate counts fell by 10,560 visitors to the Downcity Library, and by 45,616 visitors to the Harborside Library. Possible explanations included the availability of additional study space on the Downcity Campus, with the opening and popularity of the John Bowen Center for Science and Innovation, as well as the promotion of the Culinary Arts Museum as a student hangout and study space.

In spite of the decline in gate counts, library personnel continued to field regular complaints from students about excessive noise by others using the space to socialize or work in groups. Personnel continued to promote the "Set the Tone" initiative, launched in 2016-2017 and intended to raise student awareness about student responsibility for keeping library spaces comfortable for all. Student employees were relied upon to do hourly "sweeps" in order to do headcounts and monitor the environment for excessive noise or other problems.

At the Harborside Library, free-standing bookcases were intentionally removed in order to accommodate within that library, for the first time, a quiet study area. Based on the popularity of the area, a decision was made at the end of the year, to continue consolidating the book collection in order to allow for the removal of yet another bookcase and concomitant expansion of the quiet study area.

b. Museum

Following the February 2017 merger of the Culinary Arts Museum and JWU Library, and the revised strategic focus of the museum towards serving the JWU community almost exclusively, the museum space was promoted as open gathering space for students individually or in groups. More soft seating was added and two enclosed areas formerly used as staff offices were repurposed as group study rooms, available for students to book through the JWU Library website. As a result, use of the museum by JWU students, faculty and staff nearly doubled in FY18 as compared to the previous year:

JWU Visitors to CAM

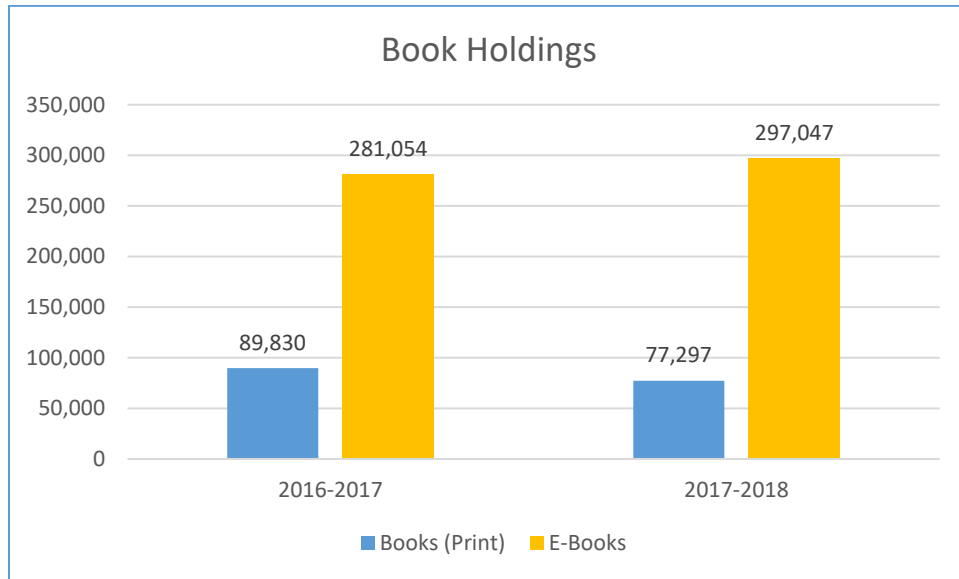|	FY17	FY18
Visitors	3,724	8,544
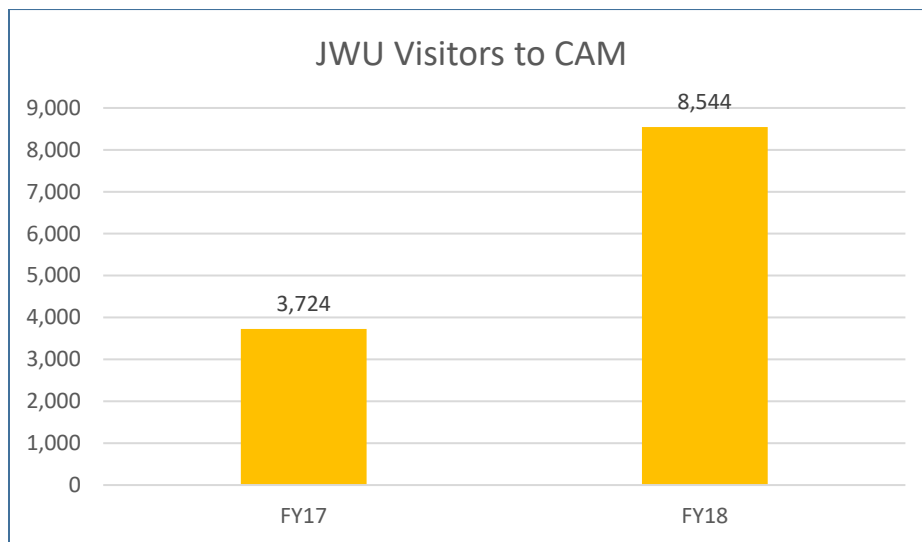
IV.   Collections

a. Library

The breadth and depth of publications available through aggregator databases of e-books, e-journals and streamed videos, paired with the expense of delivering such databases, has nearly eliminated librarian investment in formal collection development activities. The minimal availability of funding for intentional title-by-title purchasing has resulted in librarians basing book, journal and video title purchasing on faculty recommendations and anecdotal demand rather than formal analysis of collection use. As with so many other North American academic libraries, JWU Library continues to evolve towards providing a "just in time" rather than a "just in case" collection of information resources.

- **Books**

Print book holdings continued to decline. The $2K increase in funding for book purchases could not adequately offset the number of volumes weeded to a) create more study space, or b) to eliminate outdated information. Meanwhile, as funding for information resources continued to skew ever more disproportionately towards aggregator databases, e-book holdings increased. This type of spending does

align with the university's commitment to delivering online programs, and while national surveys suggest that college students still prefer print books, there is increased acceptance of e-books for scholastic purposes. (See *College students prefer print for long-form reading, EBooks for research* https://libraryjournal.com/?detailStory=college-students-prefer-print-long-form-reading-ebooks-research-lj-survey)

Book Holdings

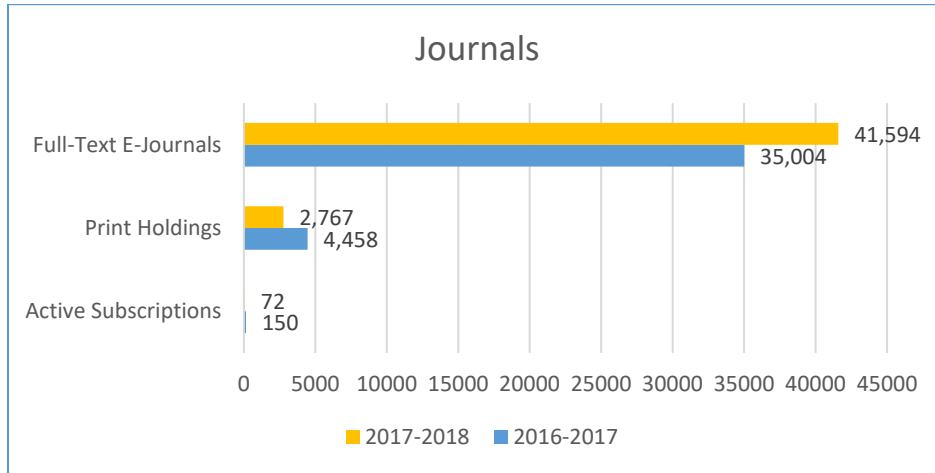| Category	2016-2017	2017-2018
Books (Print)	89,830	77,297
E-Books	281,054	297,047

The circulation of library books and other items also continued to decline, accounted for in part by the reduced population of students, faculty and staff; in part by aging physical collections being updated with less frequency; and in part by the societal trend to prefer online over physical publications for purposes of
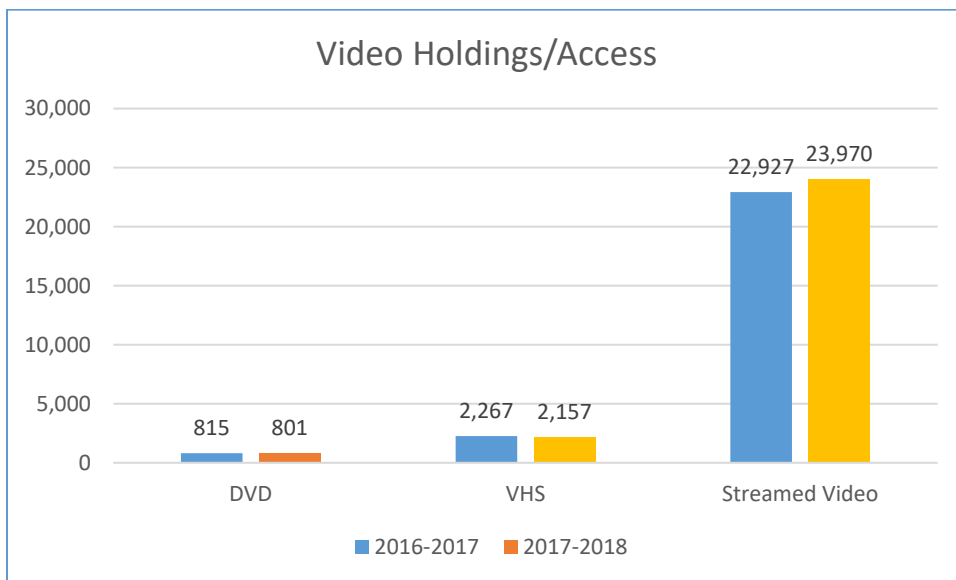
Loans

	2016-2017	2017-2018
Loans	10,138	7,600
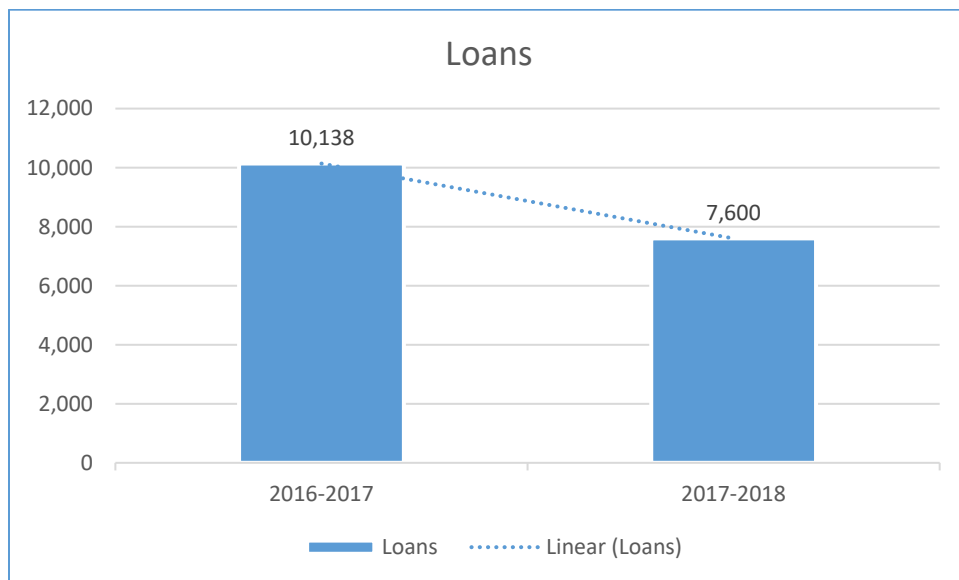
- **Journals**

The majority of available journal publications continued to be accessed through the library's aggregator databases and therefore with no guarantee of continuity, since journal publishers control and may withdraw licensing rights from aggregator providers at any time. Deliberate journal subscriptions were reduced by slightly more than half, due to budget cuts.

Journals

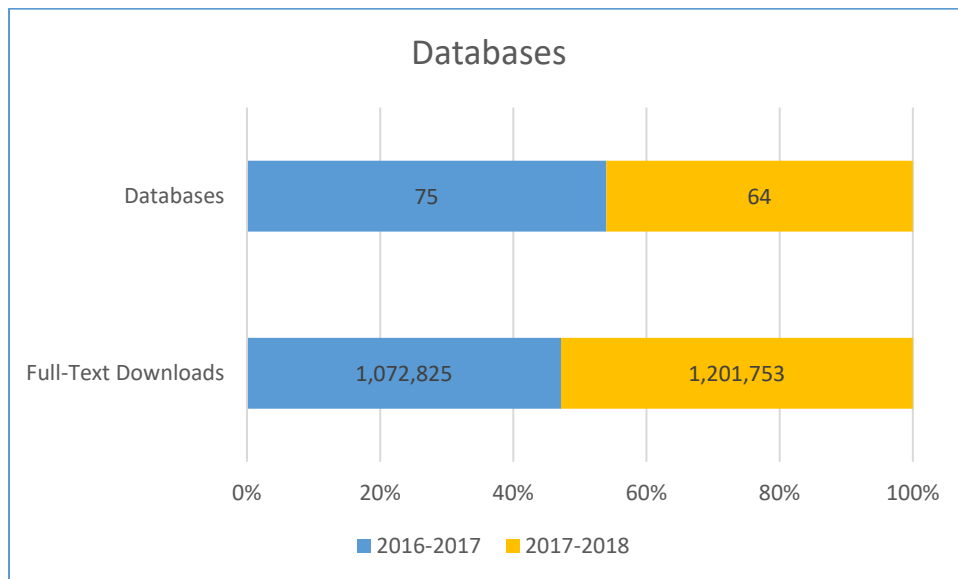| Category	2017-2018	2016-2017
Full-Text E-Journals	41,594	35,004
Print Holdings	2,767	4,458
Active Subscriptions	72	150

- **Videos**

As with the book and journal collections, JWU Library is investing far more heavily in providing online access rather than purchasing videos in DVD format. Two aggregated collections provide the bulk of available videos, with intentional purchases limited almost exclusively to fulfilling faculty requests. While DVDs are still added to the collection on occasion, the convenience of online access that allows for the sharing of videos through ULearn (Blackboard) is making that the preferred format. The extensive collection of videos on VHS continues to take up shelf space but has gone unused since the decision by the university, several years ago, to stop supporting the upkeep of VHS-capable equipment.

Video Holdings/Access

Format	2016-2017	2017-2018
DVD	815	801
VHS	2,267	2,157
Streamed Video	22,927	23,970

- **Databases**

Again, budget reductions in 2017-2017 led to database subscription cancellations in order not to exceed spending targets. While the range of databases offered by JWU Library has never been substantial when compared to the range offered by institutions similar in size and curricular scope, through the analysis of publication overlap between databases, as well as usage data, JWU librarians were able to identify <u>eleven</u> database subscriptions for cancellation, including one considered a staple of many academic libraries, i.e. *LexisNexis Academic*.

When comparing overall database usage, it is heartening to see there were nearly 13,000 more full-text downloads in 2017-2018, in spite of the cancellation of eleven database subscriptions. This suggests that JWU librarians made astute cancellation choices such that users were still able to find a significant amount of relevant materials from the remaining databases.

Databases

	2016-2017	2017-2018
Databases	75	64
Full-Text Downloads	1,072,825	1,201,753

0%   20%   40%   60%   80%   100%

■ 2016-2017 ■ 2017-2018

- **Special Collections – Culinary Arts Museum**

The merging of the Culinary Arts Museum with JWU Library resulted in, among other things, increased promotion of CAM collections as significant scholastic and research resources for use by JWU students and faculty. Just over half the collection is comprised of books published between the 18th and mid-20th century.

CAM Collection 165,037 items

Objects, 63,178, 38%

Archive, 2,932, 2%

Photo, 3,937, 2%

Library, 95,127, 58%
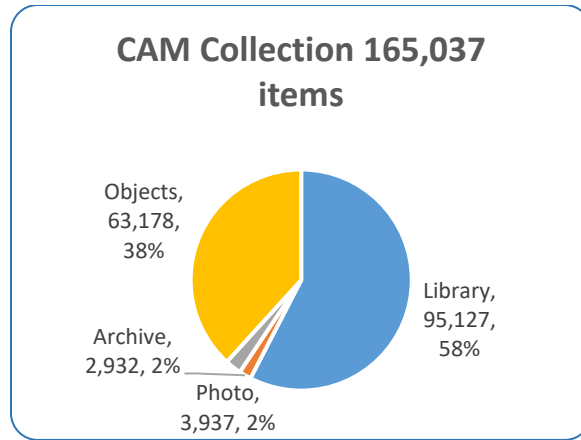
The second largest portion of the collection is comprised of 63,178 objects, with some of the most interesting examples on semi-permanent exhibit in the museum. Current exhibits included *Chaine de Rotissuers*; *Culinary Beginnings; Decades of Appliances; Entrepreneurship; Food on the Move; Inns, Taverns and Bars; Military Food; Seasons of Sweets; Soda Fountain*, and *White House Vignettes*. While the total number of CAM online catalog searches declined slightly, the average number of results retrieved increased.

CAM Online Catalog

	2016-2017	2017-2018
Searches	1,930	1,848
Records Returned	1,678	1,704
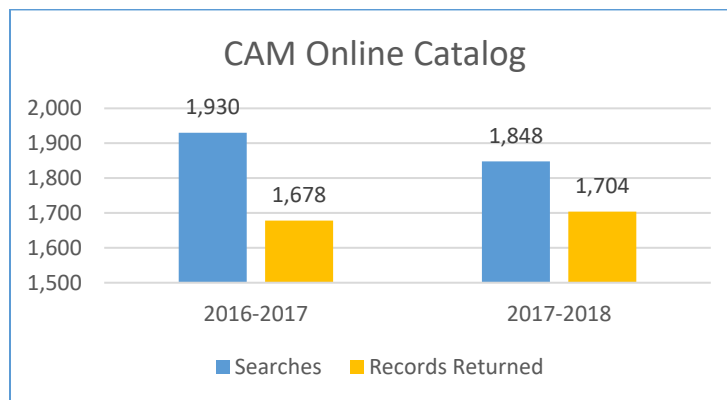
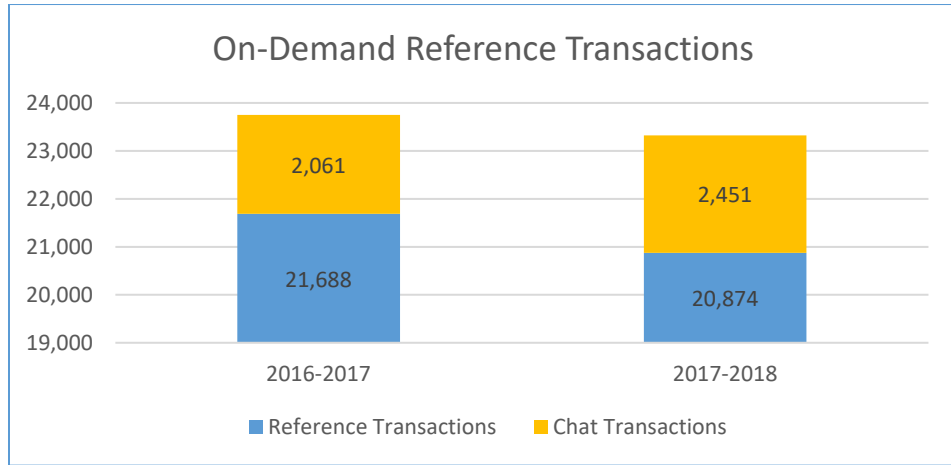- **Special Collections: University Archives**

JWU Library also continued to serve as a repository for artifacts, documents and ephemera related to the history of the institution. With less than a quarter of a full-time position dedicated to managing the collection, only a small percentage of total holdings have been inventoried. Nor does a searchable database of holdings yet exist, however, in 2017-2018, the library continued to take in newly contributed archival items.

V.	Reference & Research Support

Assisting students, faculty and staff in the discovery of relevant and reliable information continued to a core feature of JWU Library services. Reductions in staffing did result in some curtailment to hours of operation as well as availability of professional librarians to cover the service desks, monitor the "Ask a Librarian" chat reference service, and provide instruction sessions; nevertheless,
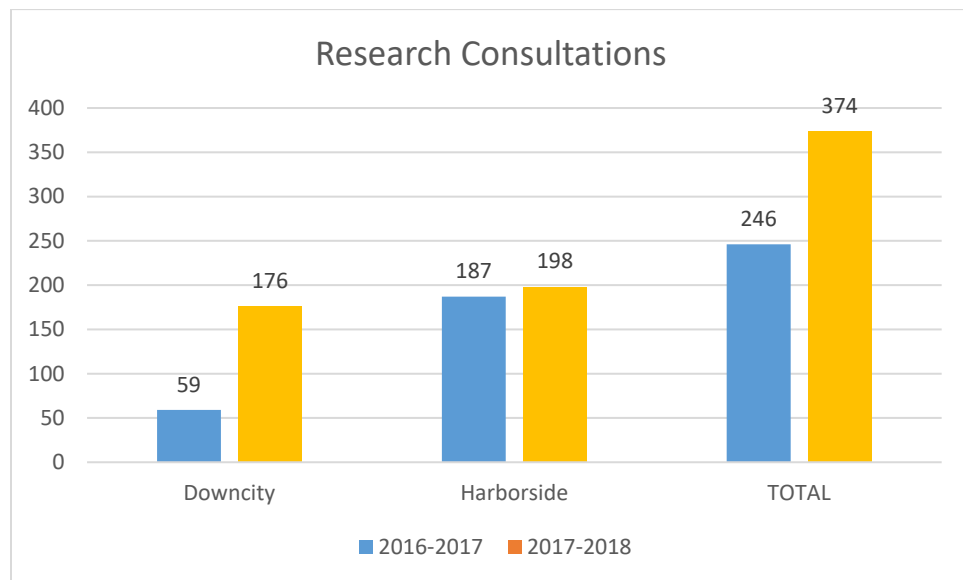
rates of service continued to be comparable to previous years, to the credit of a very dedicated team of librarians.

a. One on one transactions

On-Demand Reference Transactions

	2016-2017	2017-2018
Chat Transactions	2,061	2,451
Reference Transactions	21,688	20,874

Legend: ■ Reference Transactions ■ Chat Transactions

b. Research consultations

In spite of the declining enrollment and reduction in library staffing, the total number of one-on-one research consultations conducted by JWU librarians increased by 128 sessions between 2016-2017 and 2017-2018. Possible reasons include the increased visibility of the option provided through the library website to book an appointment with a librarian, and quickly see where, when and which librarians are available.

Research Consultations

|	Downcity	Harborside	TOTAL
2016-2017	59	187	246
2017-2018	176	198	374

Legend: ■ 2016-2017 ■ 2017-2018

c. Museum research

9

The decision to close the Culinary Arts Museum to virtually all external visitors may have resulted in a reduction in one on one research transactions but the renewed focus on the museum as an instructional resource resulted in the collections manager conducting multiple instruction sessions and conducting a total of 148 individual research consultations. A couple of the most notable classroom projects had students using the Museum collections to research historic pies, and heirloom fruits.
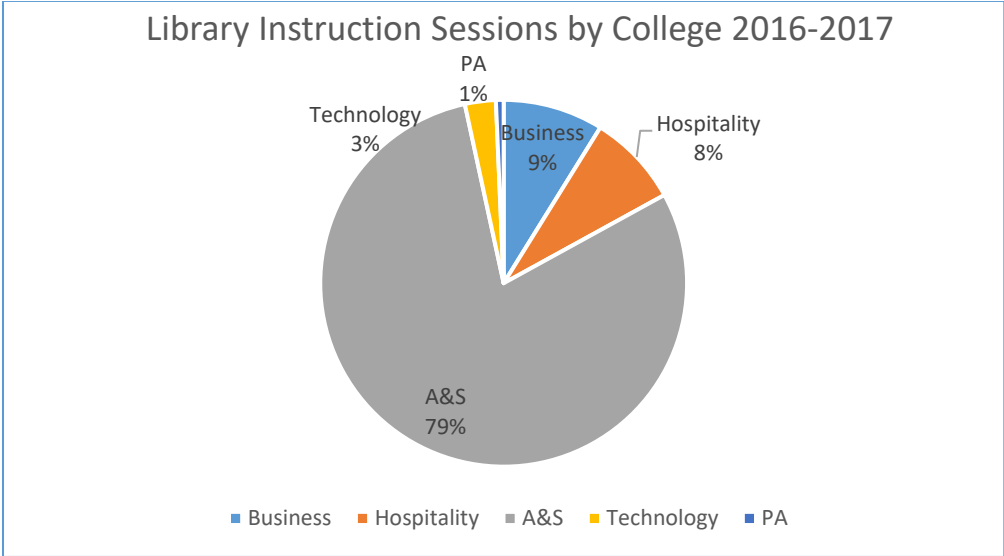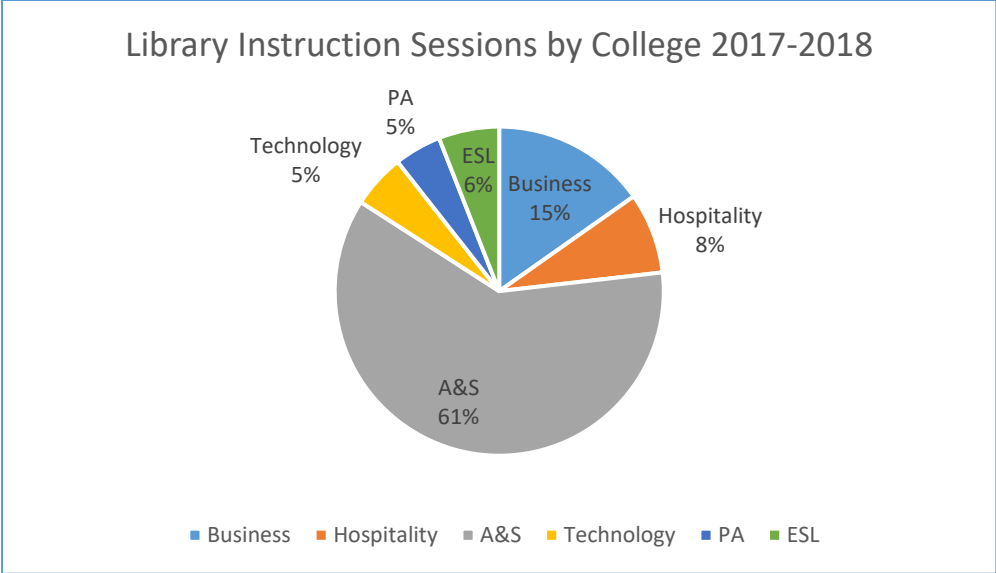

VI. Instruction & Outreach

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a. Library classes and course embedding

While the total number of librarian-led instruction sessions declined slightly (-20) in comparison to the previous year, the number of courses and course sections with an embedded librarian increased dramatically (+258). Through continued conversations with faculty it's become clear to the instruction librarians that faculty are less inclined to devote class time to librarian-led instruction now that they have the option to embed a librarian into the ULearn site for any course they are teaching. Once a librarian is embedded in a course site, they can review the syllabus in order to anticipate students' library resource and instruction needs, integrate links to helpful resources into the site, and respond directly to students' questions. By arrangement with faculty, they can also initiate and lead relevant group discussions through the site, or offer other types of instructional support.
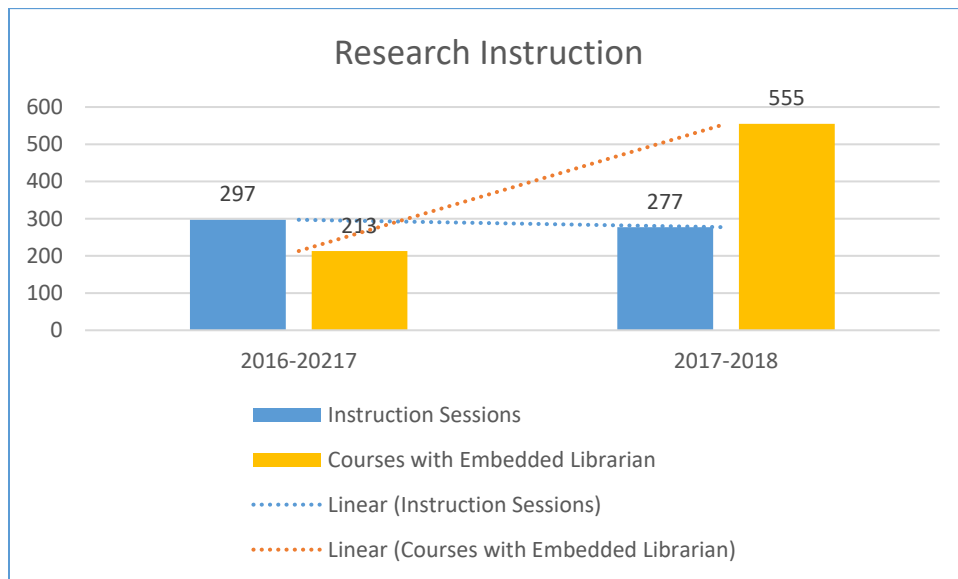
As the tables below demonstrate, the majority of librarian-led instruction continued to be delivered to students enrolled in courses through the College of Arts & Sciences. The main difference between this and the previous year was the bump in the number of instruction sessions delivered to ESL classes (+9).

Library Instruction Sessions by College 2017-2018

- Business 15%
- Hospitality 8%
- A&S 61%
- Technology 5%
- PA 5%
- ESL 6%

Legend: Business, Hospitality, A&S, Technology, PA, ESL

Library Instruction Sessions by College 2016-2017

- Business 9%
- Hospitality 8%
- A&S 79%
- Technology 3%
- PA 1%

Legend: Business, Hospitality, A&S, Technology, PA

b. Faculty development

JWU librarians continued to represent the university on the steering committee for the *RI Open Textbook Initiative*, launched by Gov. Gina Raimondo in 2016 to galvanize Rhode Island's institutions of higher education to take direct action to reduce the cost of textbooks for Rhode Island's college students. In fall 2017, JWU librarians partnered with the JWU Faculty Center for Academic Excellence and Innovation to launch a learning community to provide faculty with support on the use and development of open educational resources (OERs) as alternatives to commercial textbooks.

Learning Outcomes

After four consecutive years of conducting university-wide student information literacy (IL) assessment using the Standardized Information Literacy Assessment (SAILS), the decision was made to suspend such testing in 2017-2018 for the following reasons:

- Because there had been only minor variations in test results over the four years of testing, it was surmised that additional testing would not alter our current generalizations about JWU student IL skills
- A need to conserve budget dollars
- Reductions in library staffing at all campuses would make it more difficult to conduct the amount of testing that had been done in previous years

JWU librarians agreed to use the year to consider other options for obtaining reliable data on student IL skills, and on the impact of librarian-led instruction on student IL skills. It was acknowledged that in spite of the well-enumerated limitations of standardized testing (for example, see Feingold, R. S., 2013), it offers the advantage of generated large data sets. Convenience however may no longer be the most significant factor in determining future methods for obtaining evidence.

d. **Museum classes**

A total of 20 classes also received Museum tours and instructions on using the Museum's online catalog.

e. **Committee Work & Professional Presentations**

With the near elimination of budget funding for professional development or continuing education activities, JWU librarians focused on low- or no-cost activities. JWU librarians served on--or worked with-- the following committees or initiatives:

Internal (JWU)

Dean of Libraries, posing with contestants after she officiated at annual Greek Life spelling bee

- Adaptive Technology Awareness Committee
- Administrative Curriculum Committee
- Collaborative Learning Program
- Guided Meditation Group
- Outcomes Assessment Committee
- Provost's Council
- Safety Committee

External

- Consortium of Rhode Island Academic & Research Libraries, Board of Directors
- HELIN Access Services Affinity Group
- HELIN Annual Conference Planning Task Force
- HELIN E-Resources Affinity Group
- HELIN Board of Directors
- Library Board of Rhode Island

- Library of Rhode Island Technology Standards Committee
- Rhode Island Library Association, Executive Board
- Rhode Island Library Association, Communications Committee
- Rhode Island Library Association, Information Literacy Round Table
- RI Open Textbook Initiative, Steering Committee
- Second Life Virtual Worlds Education Round Table

Sexual Assault Awareness Month library display

Several JWU librarians also contributed to the growth of new knowledge within the library profession by giving the following presentations:

ACRL New England DigiCamp

- Teaching and Technology: Info Literacy, Digital Literacy and DL Behavior (Sarah Naomi Campbell)
- Web Design/UX (Kelly Faulkner)
- Supporting Researchers (Kerry Caparco & David Meincke)
- OERs, Open Access, and Institutional Repositories (Kerry Caparco)

Faulkner, K. & Rogers, T. C. (2017). *Making the Shift to OER and Approachable Process*. New England Faculty Development Consortium Fall Conference.

Meincke, D. (2018). *Can Robots Replace Librarians? Experiences Using a Chat Bot to Respond to IM Questions*. ACRL New England Chapter Annual Conference.

VII.   Special Projects

a. Library

Bloomsbury Food Library Digital Partnership

JWU Library and Culinary Arts Museum formed an agreement with Bloomsbury Press to supply the Bloomsbury Food Library with 1,000 digital objects and the associated metadata. The digital objects were harvested from the ScholarsArchive@JWU and the Culinary Arts Museum Online Collection. Because the CAM images were not of an optimal dpi (dots per inch), the JWU digital services librarian developed a way to improve the clarity of the images. He also exported the metadata into CSV format and organized a team of JWU librarians to enrich the metadata through a team event nicknamed a "metadata-palooza." Although the revenue from the partnership was not substantial ($1,000 total) it represented external interest in the cultural heritage artifacts curated by JWU Library and the Culinary Arts Museum. Another benefit of the partnership was that two JWU librarians will have a year of free access to the Bloomsbury Food Library. Bloomsbury Press has also expressed interest in other opportunities for sharing of digital content such as the Museum's antiquarian cookbooks, although as yet, none have been fully digitized.

Faculty IL Needs Assessment

In continuing to reflect on new ways to improve student information literacy skills, JWU librarians wondered how faculty perceived their student's skills. They also wondered what type of support faculty

wanted from librarians in the process of developing student skills. With the decision not to conduct a large scale student information literacy assessment, JWU librarians decided to instead survey faculty about their IL support needs. With the approval and assistance of the institutional research department, an online survey was constructed and distributed during the spring term to faculty at all campuses. (JWU Library: Faculty IL Needs Assessment) A total of 190 faculty responded and a deep analysis of results was planned for July 2018.

Launch of "Ask a Student" IM Reference Service

Since its launch at JWU Library more than a decade ago, the "Ask a Librarian" instant messaging reference service has been one of the library's most popular features. Ease of use, the option to remain anonymous, the quick response times and friendliness of library staff have all contributed to that popularity. In the past year, with the reduction in library staff positions, JWU librarians have been more challenged than ever to maintain "Ask a Librarian" coverage levels. In the summer of 2017, discussions began about training library student assistants to help with coverage. Over the course of 2017-2018, a subset of JWU librarians developed a plan to pilot an "Ask a Student" IM reference service. It was agreed that rather than have student employees respond to "Ask a Librarian" questions, and potentially mislead the askers about who was responding, the students would instead respond through their own separate "Ask a Student" queue. Three student assistants received training in late spring 2018. Plans were made to train additional students in fall 2018 and continue monitoring the service for popularity and quality of transactions.

b. **Museum**

Extended Hours

With the merger of the Culinary Arts Museum and JWU Library, it was agreed that an effort would be made to use the Museum to relieve some of the crowding of the Harborside Campus Library. Although the Museum had never previously been open for student use after 5:00 p.m., except during prescheduled special events, the Museum stayed open until 8:00 p.m. Monday-Wednesday. The tables below confirm that student bookings of CAM study rooms peaked between 4-8 p.m., Mondays and Tuesdays.

Daily/Hourly Distribution

Click on the legend to show/hide data series
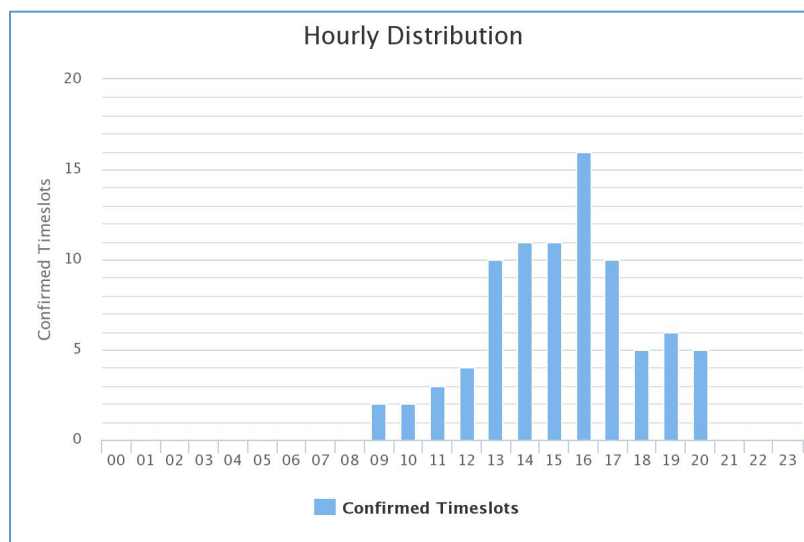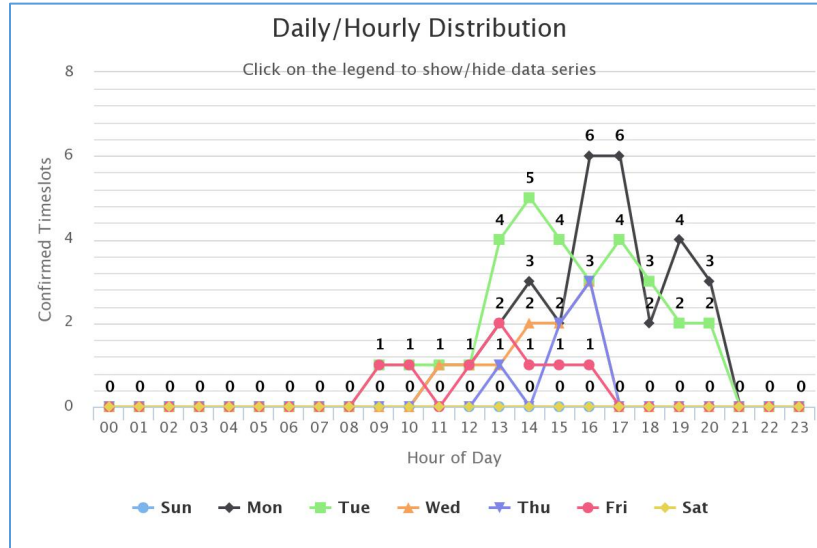
Relocation of the CAM Library Collection

In winter 2017, library and museum staff were informed of the University's decision to extend its partnership with Food Innovation Nexus, or FIX—a food product development company—by installing FIX in an area of the Culinary Arts Museum dedicated to storage of the Museum's library.

After a period of investigation by Facilities managers, it was determined that professional contractors would be brought in to prepare another area of the Museum to house the library collection, and then relocate the 95,000+ items. Prior to the move, the collections manager was charged with the significant task of identifying and deaccessioning any irrelevant or redundant items. Although this was an unplanned for diversion of the collection manager's time from other activities, she was able to reduce the overall collection size by 3.331 items. An advantage of relocating the collection to another area was the new opportunity it provided to better store some of the large graphic materials (paintings, prints, etc.) held by the museum. A disadvantage, however, was the loss of one the University's larger event spaces which many departments utilized for significant functions. While another area of the museum was repurposed in order to try to offer a semblance of event space, it cannot offer the same level of functionality.

VIII.   Some Future Objectives

In order to support the University's strategic plan, *Focus 2022*, the library will begin a process of identifying initiatives and activities that connect directly to the guiding principles established by *Focus 2022.* Areas already identified for new plans include:

- Measuring how library use contributes to JWU student success
- Applying systematic data analysis to the selection of information resources
- Updating the accessibility, appearance and functionality of the library website
- Improving access to archived JWU historical content

- Capitalizing on digital and social media technologies to increase awareness of information literacy and library services

University mascot Wildcat Willie visits the library