

**21st CENTURY
BAYLOR UNIVERSITY LIBRARIES
2006-2007**

**Pattie Orr, Dean of Libraries
William B. Hair III, Interim Dean 2006-2007**

*“Connecting people with ideas in support of
teaching, learning, scholarship and academic distinction”*

21st Century Library:

Improved services and information resources by:

- Launching OsoFast Delivery, a campus document delivery program
- Providing seminars and instruction opportunities for electronic resources
- Integrating library resources and services into selected Blackboard courses
- Creating a new Blackboard building block for distribution of podcasting and video materials
- Merging Circulation Services and Interlibrary Services to form the Access Services Unit
- Playing an active role in the new student orientation program including interest session presentations, resource tables staffing, and web site information delivery for the promotion of student technology on campus
- Playing an active role in Baylor Premiere events by hosting tours of the library
- Providing timely web delivery of current information on the services and resources provided by the Electronic Library
- Executing changes in Bibliographic Access Unit’s administrative structure; enhancing and streamlining for a more unified unit and work across boundaries of expertise (assessment is ongoing)
- Merging all Central Libraries periodical binding, incorporating science and government documents materials into the general workflow
- Moving all electronic ordering from BISAC to EDIFACT protocol prior to the January 1, 2007, implementation of the 13-digit ISBN Standard
- Implementing “Output Accounting” in III system providing an integrated invoice payment system during the fiscal year
- Providing lists of subscriptions and standing orders to be made available to each library consultant, academic chair, and academic liaison early enough for review and possible addition or cancellation of titles prior to June 1
- Investigating and determining the potential value and method of collecting info about patron-lab attendant interactions
- Implementing new hiring strategies to better ensure a full complement of late night workers in the Moody computer facility and Information Commons

- Coordinating regular meetings for all campus academic technology directors to promote the exchange of technology information and foster an environment of collaboration between academic technology centers
- Improving the reliability of the PawPrints student print management system

Enhanced access to information resources by:

- Continuing to update the electronic resources database with data from BearCat
- Extending OpenURL functionality to allow direct access from citation databases to full-text journal articles
- Continuing the implementation of the BEARdocs institutional repository
- Investigate alternatives to MetaFind for cross-database searching capabilities – specifically Central Search provided by Serials Solutions
- Insuring future access to electronic resources – specifically e-journal content – by participating in initiatives like LOCKSS (Lots of Copies Keeps Stuff Safe) and Portico
- Making use of RSS technology to provide subject-based information to Baylor faculty, students, and staff by providing “RSS for Faculty” workshops and creating a RSS tools web page
- Implementing a new BearCat user interface with CSS and other technologies now available in the III system
- Providing trial access to potential new electronic resources and gathering faculty and student responses to those resources
- Continuing to promote on-going services, tools, and resources to faculty, staff, and students, including Baylor Digital Library (CONTENTdm), BEARdocs, BearSpace, RefWorks, RefShare, TurnItIn, and the libraries’ electronic resources
- Exploring participation in regional digital consortia such as the Texas Digital Library and the Texas Heritage Digitization Initiative
- Conducting inventory of 20% of the Central Libraries “General” collection
- Implementing a regularly scheduled day for Bibliographic Access staff to work specifically with gift items to help reduce backlog
- Implementing new processes in Acquisitions and Collection Development for tracking and reporting new faculty start-up funds
- Streamlining overall technical services workflow by:
- Completing processing of the Eskew Hymnology Collection and make significant progress on the backlog of gift and specially purchased materials

Strengthened instructional programs and education services by:

- Attending the ARL/ACRL Institute on Scholarly Communication to develop programs for promoting scholarly communication issues to faculty on the Baylor campus
- Increasing awareness of scholarly communication issues among academic faculty and library personnel
- Providing document and meeting collaboration capabilities for faculty and staff using the Microsoft SharePoint Services collaboration system

- Providing basic academic video streaming and podcasting services to faculty members for a more visual and aural delivery of information and instruction to their students
- Creating the Baylor Educational Technologies Showcase to demonstrate Baylor's best practices in the use of education technology
- Insuring maximum reliability of the Blackboard learning management system by developing server-monitoring scripts
- Offering additional courses to faculty and staff on integrating information technology into their courses through RSS feeds, podcasting and webinar technologies

Enhanced information technology support in academic areas by:

- Continuing to provide support for 300+ electronic resources, 18,000+ e-journals, BearCat, BEARdocs, and other technologically based research resources and tools
- Providing BearCat kiosks in the Moody/Jones libraries to give fast, direct access to BearCat without the need to logon to the computer
- Providing ongoing support for individual faculty in their computational research
- Designing a new, scalable backup solution for the HPC systems
- Installing ContentDM server, Art Server, BearCAT replacement server
- Installing presentation technology in Moody G34 conference room
- Completing technology upgrades for the Creekmore Conference room
- Enhancing the quality of Sciences videoconferencing rooms
- Completing the videoconferencing upgrade to Nursing Dean Admin room
- Relocating AMX MeetingManager services to new server in the data center
- Promoting and facilitating the use of eInstruction student response systems, the adopted campus standard
- Completing technology upgrades for Arts and Sciences technology classrooms
- Implementing a regular room check schedule for campus technology classrooms
- Upgrading hardware and/or software in the following departmental computer facilities: Interior Design, Physics E.340, OALA, & ASL Labs, and other departmental facilities as needed
- Installing and implementing HP Desktops in general access locations on campus
- Shifting Dell GX260s to library workstations and student workstations across campus
- Installing new Intel iMacs in Moody Garden computer lab and Education Learning Resource Center
- Creating dual-boot systems on Intel iMacs running both Information Commons Services (ICS) Windows and Mac images in the Moody Garden computer facility
- Installing additional scanners in General Access facilities
- Expanding the number of laptops in checkout program and reestablish checkout service in the Moody Garden computer lab
- Implementing new Mac lab admin tools: DeepFreeze for Mac and upgraded version of Apple Remote Desktop
- Moving STS01 services from old server hardware to new blade server hardware
- Creating updated installers for AutoDesk 2006 software

- Investigating possible use of RFID technology for technology equipment checkout programs in the Pritchard Information Commons and the Moody Garden computer lab
- Providing video cameras for checkout by students
- Installing and implementing TeamSpot group collaboration station in the Moody Garden computer lab

Strengthened personnel development by:

- Providing instructional workshops and individual consulting for faculty, students, and staff to assist them with improved use of electronic resources and academic technology tools
- Providing opportunities for faculty and staff to participate in regional and national conferences on library, information management, and academic technology issues
- Completing Millennium training geared to collection development and public services staff

Provided tools for staff to improved efficiencies by:

- Continuing to make use of EBSCO's EJS Enhanced service to assist in the management of e-journals and to obtain usage statistics for the e-journals available through EJS
- Working with Baylor's accounting office to automate the accounting process between BearCat (III) and the University's accounting systems
- Implementing the use of Millennium for laptop checkout
- Automating daily BearCat and ERD activities
- Continuing maintenance of ICS procedures documentation on the ICS wiki
- Conducting training for lab attendants for Fall semester including technical modules on AV equipment, TeamSpot, video editing and additional topics
- Reviewing and weeding Technical Processing books in the library collection
- Providing supplemental training on Innovative's Millennium acquisitions module to fully utilize nuances of the system

Enhanced and improved physical space by:

- Rearranging and repurposing existing space in the Moody Garden computer lab in order to create a more inviting location
- Installing new flooring in Moody Garden computer lab
- Contributing to the planning for new and renovated spaces in the libraries
- Consolidating service points and moving associated collections
- Continuing to manage shelf space challenges
- Creating a faculty position to coordinate information gathering and planning for an automatic storage and retrieval system (BAIRS)

Advanced digitization capabilities for Baylor's collections by:

- Continuing the digitization and cataloging of the Spencer Sheet Music collection in the Crouch Fine ArtsLibrary by implementing Phase II (African American Sheet Music)

- Beginning the digitization process for the Royce-Darden Black Gospel Collection
- Providing consultation services on digitization issues
- Investigating opportunities for collaboration on digitization projects and grants with other campus entities such as Oral History, Texas Collection, Mayborn Museum, and others
- Migrating from the hosted version of CONTENTdm to a local server that will hold CONTENTdm digital resources
- Installing MDID (Madison Digital Image Database) on the production server for the management of the Art Department slide collection and providing support for the process of placing the digitized slides in the database

Maximized the library materials budget by:

- Collecting usage statistics for electronic resources and providing information in useful formats in order to make informed collection development decisions
- Negotiating pricing options for electronic resources with vendors and publishers
- Spending library material budget within 1%
- Moving from print journal subscriptions to electronic access when contractual agreement guarantees ownership of and access to backfiles
- Revising approval plan profiles and transition services as we move to Yankee Book Peddler (YBP)

Armstrong Browning Library

Strengthened the collection by:

- Pursuing significant endowments for the acquisition of collection materials
- Purchasing select materials from the Victorian era, from both U.S. and world markets, with a concentration on materials by and about Victorian authors such as: Matthew Arnold, Charles Kingsley, George MacDonald, and John Henry Newman
- Acquiring materials specifically by and about 19th-century women poets

Improved the Library's international visibility by:

- Hosting visiting fellows and other scholars, including Dr. Robert Tennant (University of Glasgow), Dr. Tod Jones (University of Maryland, College Park), Dr. Elizabeth Jay (Oxford Brookes University), and Dr. Fabienne Moine (Paris)
- Working on cooperative advanced degree programs with other major universities, including Bucharest, Paris, Texas A&M, and others
- Pursuing endowments to fund fellowships for proven scholars, PhD candidates, and graduate students
- Planning international conferences for 2007-2009, possibly: "Dante and Florence in the Nineteenth Century," "Joseph Miland and the Brownings," "Browning's Readings," and a symposium on textual editing
- Pursuing a donor for the remaining "Vallombrosa" stained glass window in the Cox Reception Hall

- Attending international meetings of the Browning Society (Westminster Abbey in December)
- Updating and enlarging *The Brownings: A Research Guide*, our online database, by seeking funding through the NEH, IMLS or major donors

Baylor Collections of Political Materials

Provided access to collections by:

- Continuing to process Jack Hightower papers
- Inventorying Bob Platt materials as they arrive
- Continuing to prepare an inventory of the Bob Bullock papers

Encouraged use of collections through exhibits by:

- Hosting Jack and Colleen Hightower exhibit for fall 2006: “Integrity~Justice~Service”
- Inviting outside sources to use exhibit area in BCPM Reading Room
- Partnering with Moody Library to display BCPM materials
- Upgrading new glass vault with custom shadow box exhibit shelves
- Preparing in-house and online exhibits

Increased the BCPM’s visibility by:

- Encouraging membership in THE STANDING COMMITTEE
- Working with Bullock former staff members to raise money for the Bullock Endowment using gavels and framed cartoons as incentives
- Working cooperatively with library development
- Holding an annual Open House during national archive’s week in October
- Providing articles for library publications and professional newsletters
- Providing monthly and periodic reports to donors, The STANDING COMMITTEE and the library dean
- Publicizing the opening of the Hightower exhibit on October 7
- Sponsoring a guest lecture series beginning in Spring 2007 – inaugural speaker was former Texas Lt. Governor Ben Barnes
- Participating in the Association of Centers for the Study of Congress and the Congressional Papers Roundtable

Strengthened collection development by:

- Partnering with donors of papers to encourage archiving of papers
- Encouraging members of the Coalition on Political Assassinations and similar groups to utilize BCPM as a repository for materials related to JFK
- Acquiring a concentration of materials related to Project 9-11 and the JFK assassination
- Constructing a special collections temperature-humidity controlled room to house rare materials
- Transferring hundreds of signed books from Judge Hightower in Austin to the new “glass vault”

The Texas Collection

Increased service for patrons of the library division by:

- Extending evening and adding Saturday hours to the Texas Collection schedule
- Scheduling assistants to attend appropriate professional training
- Conducting in-house training sessions
- Completing re-conversion of CL201 to meeting room

Increased the Library's visibility by:

- Mounting a mini exhibit of bird's eye view maps [originals and reprints] and sponsoring a guest lecturer as a tie-in
- Increasing bibliographic instruction for Baylor academic groups, as needed
- Developing new Baylor programming at Baylor at Independence—under separate budget administered/coordinated by Vice Provost Elizabeth Davis and Thomas L. Charlton
- Assisting the Baylor Student Life Division with its planning for the Baylor Line Camp program for incoming freshman students

Library Advancement and Special Projects

Increased library endowments by:

- Collaborating with University Development to explore the potential and create a plan for locating and cultivating new major donors
- Providing additional financial resources for the purchase of electronic, print and primary source materials for Moody/Jones, The Texas Collection, the Baylor Collections of Political Materials, Armstrong Browning Library
- Building the corpus of the Baylor Book Society and the Electronic Library Endowment permitting the libraries to increase purchases from the interest generated from these cooperative funds

Improved and enhanced library facilities by:

- Securing the funding for designing, purchasing and installing the Vallombrosa stained glass windows in the Cox Foyer of Armstrong Browning Library
- Securing the financial resources to replace and upgrade the technology and furniture in the Crouch Fine Arts Library, Moody

Increased the libraries' annual undesignated gift revenues by:

- Collaborating with University Development to promote gifts by parents and alumni to the Library's Excellence Fund
- Recruiting new members to THE STANDING COMMITTEE, a support group for the W.R. Poage Legislative Library

Increased library marketing and visibility by:

- Publishing *Access* and *Connect!* newsletters twice a year
- Updating the Library Advancement website
- Promoting the Ferguson-Clark Author Lecture Series featuring Bruce Feiler

Key Statistics

Baylor University Libraries 2002-2007

	2002/03	2003/04	2004/05	2005/06	2006/07
Volume Count					
Books, Journals, Scores	2,140,168	2,165,992	2,214,058	2,245,322	2,377,787
Print Volumes Added	38,730	35,601	37,897	33,774	31,355
Microform Pieces	2,059,235	2,117,565	2,157,058	2,197,980	2,123,465
Audiovisual Items	175,420	179,648	199,668	203,746	208,283
Serial Subscriptions	18,940	20,027	18,589	22,746	31,660
Electronic Resources					
Log Ons	260,090	359,575	433,793	406,473	599,718
Searches	2,137,504	3,260,666	3,435,345	3,369,263	3,274,085
Full-Text Retrievals	537,747	667,490	728,151	614,975	839,849
Web Page Views ^u	1,474,366	1,360,239	1,917,961	2,070,092	2,953,176
Web-Based Resources	260	328	312	320	379
E-books	32,217	32,353	59,796	70,432	346,866
E-journals	13,860	16,736	18,910	37,866	46,381
BlackBoard Usage					
Student Use	77%	84%	91%	94%	94%
Faculty Use	38%	45%	54%	61%	68%
Number of Courses	1,617	2,221	3,085	3,732	4366
Gate Count	1,282,089	1,251,364	1,122,600	1,107,815	1,041,414
Professional Staff	52	52	48	46	49
Support Staff	91	91	88	85	96
Materials Used					
Circulated	252,309	283,246	252,696	336,682	270,506
In-House	110,695	106,136	110,060	102,312	54,170
Group Instruction					
Classes/Presentations	1,216	1,118	1,289	1,269	649
Persons Served	14,777	13,686	14,814	13,293	11,066
Interlibrary Activity					
Items Supplied	30,568	33,914	36,006	34,487	31,444
Items Received	16,624	17,554	17,081	15,459	16,899
Total Expenditures	\$14,222,959	\$13,904,245	\$13,962,799	\$14,664,352	Not Available

^u A page view is a hit to any file classified as a page; a hit counts files of any type. These include the main library web site, ABL, BCPM, Texas Collection, Nursing LRC, Electronic Library, Electronic Resources Database, Library Advancement and the Browning database.