Annual Report 2022-2023

RADFORD UNIVERSITY

University Libraries

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Submitted by: Laura Jacobsen, Ph.D.
Interim Dean of Libraries

Message from the Interim Dean

As a mathematics educator, I had not anticipated that an opportunity might present itself to serve as Interim Dean of the Libraries at Radford University. I had significant prior administrative and leadership experience through roles with the Mathematics Education Graduate Program, Faculty Senate, Graduate College, and Career Center. But the interim dean role in the libraries created an entirely new context and set of opportunities. It has been a privilege to work and learn with and from some of the best colleagues on our campuses. We have extraordinary teams of professionals in our McConnell and Radford University Carilion Libraries, and it is because of their diligence, professionalism, wisdom, passion, and grace in accepting me as a member of the team that I am able to present this report on behalf of our libraries. Thank you for this opportunity to serve our great university, students, faculty, staff, administration, and community.

With appreciation,

Laura Jacobsen, Ph.D.
Interim Dean of the Libraries

Our Libraries' Direction

Whereas the traditional library has been viewed primarily as housing for books, journals, and other resource materials, the modern library serves as so much more than that! The Radford University Libraries seek to operate at and lead from the forefront of innovation, research, and learning.

Our libraries empower and connect our students, faculty, staff, and community with the resources and services they need to effectively seek, evaluate, use, and create information to achieve goals. Beyond that, we aspire to become "the place to go" at Radford for information sharing, lifelong learning, cross-disciplinary collaboration, development of partnerships, community engagement, and the achievement of personal, social, occupational, and educational growth. We envision a future as a central hub and support system for each of our campuses, keeping pace with dynamic and innovative technologies, cultivating a sharing economy and reducing consumption, fostering diversity and inclusion, bolstering information literacy and research, and providing resources to support our curriculum and spaces that flexibly accommodate each person's unique study needs.

Updates on Major Initiatives

GOAL: SUPPORT STUDENT ENGAGEMENT AND BUILD COMMUNITY

University libraries across the nation are in a time of transition, in which they increasingly serve an important role in student engagement and community building, both of which are important drivers of student success. We believe that by welcoming students into our libraries for any reason, whether academic or social, this helps to grow a sense of belonging and identity. Our libraries are open and staffed late hours, and we aspire to create an environment that keeps bringing students back. We have focused heavily over the past year on developing and employing strategies in support of student engagement.

A. One student engagement strategy we collectively pursued was to **expand our event hosting** in our libraries in 2022-2023. This work was coordinated by Access Services and supported by many of our library faculty and staff, creating a buzz of activity. Below are some exciting results demonstrating our progress. [Please excuse that we did not use a standardized reporting approach across our libraries.]

McConnell Library:
In 2021-2022, our team hosted **70** events and by the end of 2022-2023, we will have <u>more than tripled our events</u>, hosting **216** events. See table below for details. The number at the right of each cell reflects the *number of times we hosted each particular type of event*.

2021-2022	2022-2023
Quest donuts/coffee & tours & mini golf: 11	Quest donuts/coffee & tours: 6
x	Welcome Back Reception: 1
New 2 RU: 2	New 2 RU: 2
First Day of X Grade: 1	x
Family Weekend: 1	Family Weekend: 2
Int'l Chocolate Day: 1	x
Admissions Open House: 3	Admissions Open House: 3
Veterans Day: 1	Veterans Day: 1
Stress Buster: 4 (fall) + 9 (spring)	Stress Buster: 4 (fall) + 9 (spring)
Valentine's Day (candy): 1	Valentine's Day (movie): 1
Free Stuff Giveaway: 1	x (incorporated into Stress Buster)
Fresh Fruit Weekends: 14	Fresh Fruit Weekends: 52
Highlander Day: 3	Highlander Day: 3
Advisory Committee Meetings: 3	Advisory Committee Meetings: 2
Art Gallery Openings: 4	Art Gallery Openings: 4
Citation Workshops: 6	Citation Workshops: 8
MLK Day of Service Camp (1/17/22): 1	MLK Day of Service Camp (1/16/23): 1
Graduate Workshops: 2	Graduate Workshops: 3
Winesett Awards (4/29/22): 1	Winesett Awards (4/14/23): 1
ILL Faculty Brown Bag (10/20/21): 1	x
X	Faculty Authors Celebration (3/27/23): 1
x	Music Mondays: 12
x	Yappy Hour: 53
x	Craftea: 6
x	Writing Jam (CITL & Library): 24

x	Murder Mystery Dinner: 1
x	Club Fair: 1
x	CDI Welcome Back: 1
x	Hot Chocolate Day: 1
x	Pi Day: 1
x	DnD: 1
x	Community journal: 1 (ongoing)
x	Guessing games: 2 + 2
x	52 Book Club: 1 (ongoing)
x	MLK Day of Service Camp: 1
x	Parable of the Sower: 3
x	Accessibility Drop-In Tour: 1

RUC Library:

In 2021-2022, the RUC Library hosted **21** total events. By the end of the 2022-2023 cycle, we will have hosted **47** events.

Date	Event	Date	Event
8/30/2021	Welcome Back Event	Many Dates	Time to Paws: 14 events
10/12/2021	RUC Fall Festival	9/12/2022	Graduate Student Get Together
11/6/2021	RUC Open House	9/13/2022	Tuesday Trivia: Disney/Pixar
11/11/2021	Veterans Day Events	9/20/2022	Virtual Workshop: CINAHL
12/6/2021	Caffeination Station	9/27/2022	Tuesday Trivia: GoT
12/6/2021	Stress Busters	10/3/2022	Fall into a Good Book
1/24/2022	Welcome Back Event	10/11/2022	Tuesday Trivia: MCU
2/1/2022	Virtual Black History Month Event	10/18/2022	Slim's Retirement Party
2/2/2022	Caffeination Station	10/18/2022	Virtual Workshop: Levels of Evidence
2/8/2022	Internet Safety Giveaway	10/25/2022	Tuesday Trivia: Harry Potter
2/22/2022	Library After Hours	10/31/2022	Strange Travels
2/28/2022	Spring Fling With a Book	11/8/2022	Tuesday Trivia: Office
2/28/2022	Meet Our New Dean Reception	11/15/2022	Caligraphy with Crystal
3/1/2022	Women's History Month Event	11/15/2022	Virtual Workshop: Internet Safety
3/15/2022	Library After Hours	11/28/2022	Cocoa and Cookies
4/4/2022	Java with Jamie	11/29/2022	Button Making
4/5/2022	Library After Hours	11/28/2022	Giveaways
4/6/2022	Desert Island Decisions	2/7/2023	Salute to Veteran Patients
4/24/2022	Stress Busters	1/31/2023	National Hot Cocoa Day
4/24/2022	Chocolate Day	2/7/2023	Library Open House
4/25/2022	Make Something Awesome Button-Making Event	2/10/2023	Game Night
		2/14/2023	Tuesday Trivia: Movies
		2/21/2023	Smartie Gras
		2/27/2023	Spring Fling With A Book
		2/28/2023	Tuesday Trivia: Star Wars
		3/21/2023	Tuesday Trivia: DCOM
		3/28/23	Tuesday Trivia -- Animated TV Shows
		3/30/23	Paracord Projects
		4/4/23	Lunch with the Librarians

4/11/23	Tuesday Trivia -- Popular Music
4/17/23	Faculty Authors Celebration
4/24/23	Stressbusters Giveaways (all week)
4/24/23	Chocolate Day
4/25/23	Button Making

B. A second major initiative we undertook in this area was **welcoming students and faculty in groups into our libraries**.

McConnell Library:
At McConnell, our approaches included, but were but not limited to, (i) Contacting every registered student organization with an open invitation to reserve library spaces for meetings and events, (ii) Being present at events like Club Fair to do the same, and (iii) Re-arranging library spaces to create a better environment for work or for relaxing, and conducting outreach through several campus offices to make students aware of this.

In partnership with colleagues in the New Student Programs Office (now Student Connection Programs), we rearranged and added to the fourth floor décor to form the **Highlander Den**. The Highlander Den is open to everyone but was intended as a gathering place for transfer students, commuter students, and also study hall groups such as enrolled in UNIV 150 courses. The space includes tables and chairs for reading and studying, study carrels for individual work, couches and other comfortable seating for relaxing or working, and various whiteboards for collaborating. We are working to get vending machines placed in the Den as well as other supplies for students to use while here.

Also in McConnell, we repurposed and shared our lounge, previously open only to library personnel, to become our new **Faculty Lounge (room 579)**. The lounge is open to all faculty (as well as our library team) and has a fridge, microwave, coffee pot, tables, chairs, and couches. In partnership with CITL, we hope to further make the Faculty Lounge into a comfortable Writing Center where faculty can come to carve out time and write.

RUC Library:
At the RUC Library, we proposed **renovation of Room 505**, with those renovations recently approved and moving forward. Room 505 has been a classroom with 30 computers for years now, but student needs do not require having that many computers in the space. We will be removing 10 computers, creating mobile partitions for the space, rearranging, and creating four new small group study areas in the remaining space.

C. We are partnering with the Radford City Public Library (RPL) to create a better and more convenient experience for Radford students. The RPL is making available to our University Libraries a set of **New River Valley Public Libraries (NRPL) ID cards and applications for public library access for university library patrons**. In the future, these will be offered to University Library patrons to complete at our circulation desk. Once the form is completed, we can share that with RPL and they will set up a new account so our patrons have access to Radford City Library resources without being required to stop by that library in person. Their library, for example, has streaming movie and music services to which our students do not currently have access. So, our students, faculty, and staff will soon gain those benefits.

GOAL: IMPROVE THE LIBRARIES' PHYSICAL APPEAL

Research suggests that university libraries are important facilities in the selection decision process for prospective students, second only to facilities for the major (see Figure 6.2 from https://doi-org.radford.idm.oclc.org/10.1002/ir.223).[i] By having more inviting and better designed library spaces, we can more effectively welcome prospective students and the community at large to our libraries.

Our McConnell and RUC Libraries both undertook a massive effort to improve our library facilities, requiring *hundreds of hours of work from our library faculty, staff, and student workers*, as well as extensive work from our partners in Facilities Management.

McConnell Library:
We were delighted to learn in the fall that the library would be receiving significant attention from Facilities Management to improve our spaces in spring 2023. If you have not been to our library recently, you will want to check out **floors four and five. Both have had wallpaper removed, fresh paint applied, and new carpeting laid.** I owe endless debts of gratitude to many members of our library team – with special thanks to Alan Brainard, Bud Bennett, and Nate Popp – for doing countless hours of labor in moving *approximately 100,000 books* on these floors off of their respective shelves and to other spaces or floors. This provided Facilities with access to remove shelves and lay new carpeting. Then, our team had to return *every book* to our shelves.

Our Library Display Committee created many new **visual displays**. These included displays on Homecoming 2022, blood donation, dinosaurs, cats, New Year's resolutions, sensitive topics, potted plants, and therapy dogs.

The Library Facilities Committee (LFC) has led efforts to **reimagine all five floors in the library for the future** (funding permitting). We were recently awarded one-time funding that will enable us to improve the appearance of the third floor, our main level in the McConnell Library. The LFC extensively researched and selected décor to arrive in summer 2023. Facilities Management also this summer will complete a third-floor McConnell Library renovation including new paint, carpeting, and more.

RUC Library:
Over winter break, we received the unfortunate news that sprinklers had burst and flooded our RUC Library. This created the necessity of doing a **rapid remodeling of paint and carpet**, which likewise created the necessity of having all resources removed from our shelves and later re-shelved. Our RUC team stepped up to the task, **spending days on end getting everything back on shelves** and the library ready to open for business by the first day of the spring semester.

The RUC Library team has been awarded one-time funding to improve the library's appearance, selecting new décor to remodel Room 505. (See above reference to Room 505 renovation for more details.)

GOAL: SUPPORT COLLEGE AFFORDABILITY

Our Libraries aspire to contribute significantly to Radford University's efforts to support college affordability. Here are several ways we have approached this:

    A. **Virtual Library of Virginia (VIVA) Curriculum Driven Acquisitions Project:**
            https://vivalib.org/va/open/bookstore-cda

            The VIVA Consortium purchases Perpetual, Unlimited, DRM-Free, or DRM-Light textbooks based on faculty textbook order requests to their campus bookstore. VIVA selected Radford to participate for

FY2023. For fall semester 2022, VIVA purchased 127 books for Radford Students, saving a combined cost of over $240,000 in textbook expenses for Radford University students. For spring semester 2023, VIVA purchased 93 books, with estimated cost savings of $168,700.

B. **Supporting No-Cost and Low-Cost Courses:**
The McConnell Library, partnering with CITL, has taken the lead on renewing efforts undertaken in recent years to develop an **updated Textbook Sales Policy**, providing guidance on the utilization of open educational resources (OER) and zero-cost or low-cost textbooks and other educational resources. This year, the updated policy was reviewed by the Council of Chairs, Academic Policies and Procedures Committee, and the Faculty Senate. All have recommended that the document continue to move forward for institutional adoption in the coming months.

Our Library has also continued providing **training for faculty related to how to find and evaluate OER materials** in their respective content areas. We have provided information to faculty on grants available through VIVA to support their implementation and/or development of OER.

Also this year, we conducted faculty outreach to seek **spare copies of classroom textbooks** and materials to make available for students for short-term check out from our library. This was designed to help students to not fall behind in classes, especially early in the semester when they may not yet have purchased course textbooks and required materials.

GOAL: IMPROVE OUR RESEARCH SUPPORT MODEL AND OUTCOMES

In fall 2022, our Research Services team transitioned to a **liaison model for research instruction**, to ensure that all departments received outreach from a librarian to support faculty and student understanding of library resources and services and to ultimately contribute to their learning and success.

Research Services began this new outreach initiative during the Fall 2022 semester. Their efforts appear to have had a dramatic effect on instruction numbers during Spring 2023, although we will not have the total classes and students taught until the end of the Spring 2023 semester. In the Research Services Liaison model, each department on-campus is assigned a member of the Research Services Instruction Team who contact faculty to discuss our information literacy and research offerings and to encourage them to request library instruction. Final numbers for Spring 2023 library instruction will not be available until the mid-May 2023.

A. Our **numbers for library instruction are trending up** now that things are returning to "normal" on-campus. In Fall 2022, UNIV 100 classes were not required to come in for library instruction. Going forward, library instruction for UNIV 100 classes will again be required, so we expect to see higher numbers in Fall 2023.

Type of Instruction	Fall 2021	Spring 2022	Fall 2022*	Spring 2023**
Lower-level classes	90 (72%)	41 (63.08%)	69 (57.98%)	55 (57.29%)
Upper-level classes	24 (19.2%)	16 (24.62%)	39 (32.77%)	35 (36.46%)
Graduate level classes	7 (5.6%)	6 (9.23%)	5 (4.2%)	2 (2.08%)
Citation workshops	3 (2.4%)	3 (4.62%)	4 (3.36%)	4 (4.17%)
Orientations	1 (0.8%)	0 (0.00%)	2 (1.68%)	0 (0.00%)
Total	125	66	119	96*
# of students taught	1,823	995	1,828	1,024*

*For Spring 2023 we have listed the total classes scheduled as of 3/21/2023. We will not have the total classes and students taught until the end of the Spring 2023 semester.

B. Our **online resource usage has been increasing slightly** over the past 2 years. For example, total LibGuide views and video views totaled 44,953 in fall 2021 and 46,330 in fall 2022. We do not yet have spring 2023 totals. Our LibGuides were our most used online resource. The videos with the most views were those connected with our APA and Avoiding Plagiarism modules. The quizzes with the most first attempts were those connected with our APA and Avoiding Plagiarism modules. Our D2L module on SuperSearch is also well used.

C. We saw **increases in our reference transactions** when comparing the time periods listed in the table below. [Note: These March dates were selected since we do not yet have full spring 2023 data available.] We are beginning to see a bounce back in our numbers due to the university returning to "normal" operations with the lifting of COVID restrictions. The walk-up reference transactions saw the largest increase, while our virtual options saw declines. We believe this is due to the fact that students are coming into the library more and relying less on virtual options for interactions. Our FAQ continues to be utilized, but like all our virtual resources it saw a decrease in usage.

   We are also seeing an **increase in the number of research consultations requests we receive**. We believe this is due to the marketing campaign we launched early in the Spring 2023 semester focused on our research consultations. We have placed fliers around campus, posted on social media, made business cards with QR codes for scheduling research consultations, and are also promoting research consultations in our library instruction classes. I have also passed along promotional materials to The Harvey Center so that they could also promote our research consultations. This is the first time we have intentionally promoted our research consultations and it is paying off.

Reference Transactions

Question Source	3/15/2021 to 3/14/2022	3/15/2022 to 3/15/2023
Walk-up	2,492	3,051
IM/Text	1,235	940
Email	105	94
Phone	73	42
Consultation	30	55
LibAnswers/FAQ*	2	2
Other	31	63
Totals	3,968	4,247

*These questions are asked in our FAQ system.

We will continue to market our services and resources to the RU community to make sure everyone knows we are the place to go for all their research needs.

GOAL: SUPPORT DIVERSITY, EQUITY, AND INCLUSION

Our libraries have undertaken many DEI initiatives in 2022-2023. Here are several examples among many:

A. Tough-Topics Group – **"Tough Topics"** was a Collections and Technical Services initiative. Our team put together a list of sensitive/tough topics and their call numbers and posted it in prominent places in McConnell Library so that students could find books on topics for which they may feel uncomfortable asking a librarian for help. CaTS also put together an associated display on Tough

Topics and ordered 189 print books for adults, young adults, and children. This will supplement or update our existing print books and ebooks. In addition to the "tough" subject areas, we included some general career development for college student books as well.

B. A member of our Research Services team hired two new work study students to collaborate on a special **experiential learning project in McConnell Library designed to enhance user experience of library accessibility**. Drop-in tours have been offered to learn from participants' observations, preferences, and needs in the library with respect to accessibility.

C. We requested and received a **replacement machine with JAWS Software** for our Accessibility Room.

D. We **eliminated late fines** in the Radford University Libraries and the Teaching Resources Center, effective spring 2023. This helps make our libraries more user-friendly and in accordance with national trends.

GOAL: IMPROVE LIBRARY SYSTEMS

A. Our team worked on **migrating the Interlibrary Loan system**, ILLiad, from local hosting to Atlas Systems cloud hosting and maintenance.

B. A **library-specific setup of LiveWhale** was implemented for posting events and hours on the libraries' website.

C. A **transition of our Super Search service from EBSCO Discovery Service to WorldCat Discovery Service** will occur in summer 2023. This eliminates unnecessary duplicative expenditures while maintaining the same quality of services, resulting in an annual budget savings of approximately $30,000.

Supplementary Materials: Materials Expenditures, July 2022 through March 22, 2023

Book, Media, and Subscription expenditures:
    Books and Media:
        RUM: $50,575.56
        <u>RUC: $9,483.82</u>
        Total: $60,059.38

$26,801.58 (53%) of the RUM purchases are e-books or streaming media, available to both campuses.
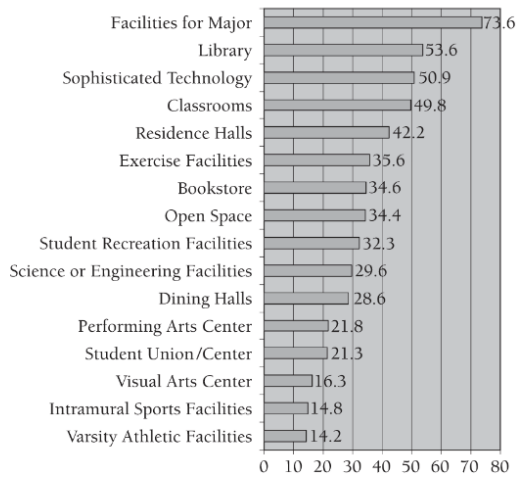
    Serials (Subscriptions):
        RUM: $809,139.12
        <u>RUC: $33,729.20</u>
        Total: $842.868.32

$781,054.92 (96.5%) of the RUM Subscriptions are e-journals or databases available to both campuses.

RUC's share of UpToDate is unsustainable because the cost is based on FTE and numbers of clinicians, both of which are increasing at RUC. Note the cost jumped from $20,875 in 2021/2022 to $27,403 in 2022/2023, an increase of 31%.

Figure 6.2. Extremely or Very Important Facilities in the Selection Decision Process

Facility	Value
Facilities for Major	73.6
Library	53.6
Sophisticated Technology	50.9
Classrooms	49.8
Residence Halls	42.2
Exercise Facilities	35.6
Bookstore	34.6
Open Space	34.4
Student Recreation Facilities	32.3
Science or Engineering Facilities	29.6
Dining Halls	28.6
Performing Arts Center	21.8
Student Union/Center	21.3
Visual Arts Center	16.3
Intramural Sports Facilities	14.8
Varsity Athletic Facilities	14.2

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