



# **2018– 2019 Annual Report**

**McConnell Library  
Radford University**

**Steven P. Helm, Dean of the Library  
March 29, 2019**

## Executive Summary

This year has been one of a few challenges, and many exciting new opportunities to serve the Radford University community through expanded services, expanded resources, and new and improved spaces. The July 2019 merger with Jefferson College of Health Sciences and Radford University has already created excitement, a synergy of expertise, collections, and services between McConnell Library librarians, and our new colleagues in Roanoke.

Our work in McConnell Library directly addresses many sections of the **2018-2023 Strategic Plan: Embracing the Tradition and Envisioning the Future** especially the goals of Academic Excellence and Research, and Student Success. As you read this report, the depth and breath of McConnell services, collections, programming, and scholarship will all be evident. Also evident is the McConnell staff's dedication, commitment, and many labors of love, to promote the individual success for each and every Radford University student.

Writing this annual report is challenging in that our fiscal and assessment time-frames are July 1- June 30, which is distinctly different from the dean's annual report covering April 1 - March 30. So all statistics provided below cover the assessment period July-June, and the narrative covers April 2018 - March 2019.

Let me begin by thanking my colleagues in McConnell Library for everything they have done individually and collectively over the past year. They not only consistently offered world class library services, but they often go well beyond their defined responsibilities, and take on new responsibilities and opportunities to serve our students, the broader RU community, the commonwealth, and nation.

Nearly everyone in McConnell is actively engaged with library committees, campus committees, internal governance, and community organizations. A comprehensive list would be quite extensive, so here are a few representative examples of many professional, university, and community services that McConnell faculty and staff are engaged in; Jessica Ireland currently serves as NASIG Treasurer (a national professional organization). Alison Armstrong and Beth Johnson serve on the Montgomery-Floyd Regional Library Board. Alison Armstrong also serves on the VIVA Collections Committee, and Steve Helm serves as Chair of the VIVA Steering Committee, and a member of SCHEV Library Advisory Council. Jennifer Whicker, Lisa Vassady, Lisa Dinkle, are actively involved in VLA/CRL, the The Innovative Library Classroom (TILT) conference, and the regional LEO (Libraries Exchange Observation) project group for instruction librarians.

McConnell librarians are active in their scholarship, and regularly present and publish in their areas of expertise. They also serve on many campus committees, as well as both the A/P Senate and Faculty Senate. Karen Montgomery serves as the Staff Senate President, as well as Capital Campaign committee, and the Master Plan Committee. Jim Webster volunteers many hours in addition to his 16 community service hours with

Montgomery County Emergency Assistance Program (MCEAP). Kay Johnson serves on the Graduate Affairs Council. Eric Ackermann serves on Radford University Institutional Animal Care and Use Committee (IACUC). Beth Johnson serves on the Venture Lab Committee. Jennifer Resor-Whicker has been elected Vice President and President-Elect of the Virginia Library Association (VLA). Congratulations Jennifer!

Commendations to all McConnell staff for the countless ways they serve Radford University, the community, and the profession! Sorry to all the individuals and activities not listed here.



### **Steelcase Active Learning Grant for Information Center B.**

Kudos to Alyssa Archer, Liz Bellamy and our partners on the Steelcase Active Learning Center grant writing team; Dir. of Faculty Development, Susan Van Patten, and Dir. of the Center for Innovative Teaching and Learning, Charley Cosmato. Their successful grant provided new mobile furniture to a newly renovated Information Literacy Center B, converting a static learning environment to a flexible active learning space.





### **McConnell Library Entrance:**

Thank you Karen Montgomery, Beth Johnson, Alyssa Archer, and Jim Webster for working with Toye Oshoniyi (Barrows Inc), and Lou Ferguson (RU Facilities) on the interior design and furniture. Thanks also to the Steve Arbury, (Art Department) and Kim Cockran (Art Museum) for installing the beautiful Dorothy Gillespie sculpture. Thanks to Lydia McCallister and Bud Bennett for planning, designing, and programming the two large digital display panels that assist patrons with Library floor-plans, hours, and information about McConnell Library services, events, other timely news and information.

## New Front Desk and Carpeting for the Reading Room



Thank you Jim Webster, Beth Johnson, and Karen Montgomery for working with Norman's Cabinets on designing and installing the fantastic new front desk



## Ross Gallery Lighting and Signage:

Thanks to a generous donation from photography instructor Andrew Ross, the Andrew W. Ross Student Art Gallery of level 3 was renovated with new signage, and gallery lighting. We celebrate Andrew Ross's powerful impact on his students, his inspirational outlook, and commitment to showcasing his students' art.



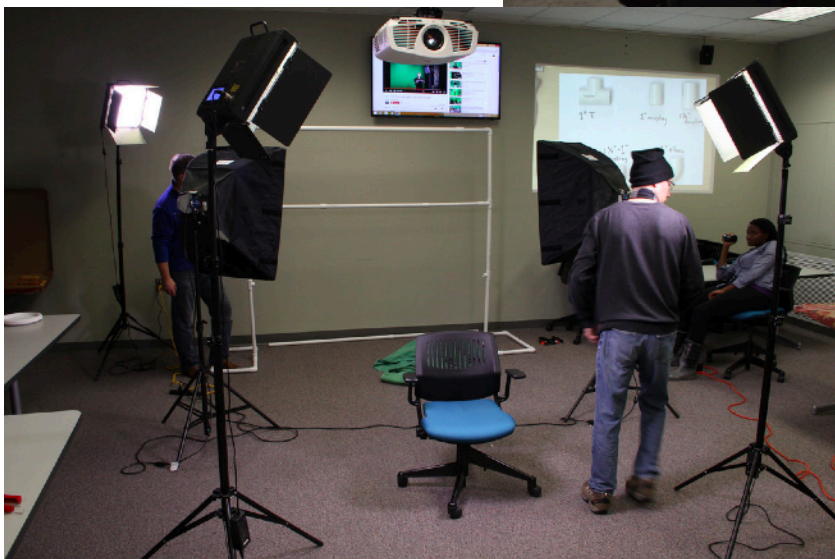
## Reimaging and Repurposing Library Spaces

This past year McConnell staff completed a multi-year comprehensive weeding project of books and bound periodicals. Deselecting materials from a high curated collection is an arduous process, and needs to be meticulously planned to only remove unused, duplicative, out-of-date, or damaged materials. The massive scale of this project, coupled with a challenging deadline, required unprecedented effort by our staff. Kudos to our Collections and Technical Services staff, and all the others who assisted with this project! Well done indeed!

The importance of this weeding project quickly became evident as construction crews began renovations on levels 2 and 4 of McConnell Library in May 2018. The resulting spaces offered a more efficient floor plan, with several new offices for the Collections and Technical Services department. The failing 1967 elevator was removed, and replaced with new hydraulics and elevator. Un-needed stairs were removed and a new larger staff workroom was created.

## Center for Innovative Teaching and Learning

On the west side of level two, repurposed space became the new home of the Center for Innovative Teaching and Learning. The CITL space includes a workshop, iLab, 3D Printing, Drone research, VR creation, film and audio studios, as well as office space for CITL Director Charlie Cosmato, the five CITL staff, and four interns.



## George Harvey Knowledge Center

The east side of 4th level of McConnell Library was transformed into the new George Harvey Knowledge Center. Featuring 10 glass group study rooms, two large learning spaces, and offices for Director Jessica Beckett and the HKC coaches. Traffic in McConnell has increased as students flocked to the HKC for coaching, referrals, workshops, as well as their University 150 classes. The Harvey Knowledge Center is off to an excellent start!



## Archive's New Digital Repository

**Radford University Digital Collections**

Search... metadata and fulltext

RECORDS COLLECTIONS CONTACT

**Campus View**  
Radford University

**Archives and Special Collections**

The McConnell Library Archives and Special Collections supports the teaching, research and public service missions of McConnell Library by collecting, preserving, organizing, and making accessible unique primary source materials that document the history of Radford University, Southwest Virginia, and Appalachia

**About Collections**

RU Digital Collections contains digitized materials from McConnell Library's Archives and Special Collections. Included are photographs, documents, maps, pamphlets, books, and other materials culled from the University Archives, Special Collections, and Appalachian Collection.

**Contact Archives and Special Collections**

We welcome visitors and scholars, but we request that you make an **appointment**. For information please contact us at [archives@radford.edu](mailto:archives@radford.edu) or 540-831-5692, 540-831-5694.

It is exciting to explore the new Digital Archives Repository and the amazing secrets house therein. Thanks to Aaron Spelbring, Bud Bennett, and Lydia McAllister for all their months of work to migrate the local McConnell Library Archives Digital Repository to LIMB Gallery, a cloud-based next generation repository. The new digital repository houses 11,738+ digital objects ranging from documents, yearbooks, books, manuscripts, videos, student newspapers, posters, scrapbooks, yearbooks, photographs, glass slides, glass negatives and more. The new repository offers a powerful and flexible image viewer, OCR, fully text searching, exporting, and social media integration.

The Archives is also gaining world-wide attention of researchers due to the popularity of the Archives Vimeo site hosting high resolution documentaries and oral histories. Our Archives Vimeo site includes the popular Banjo Masters series, and Radford Veterans Oral History Project, Women's March interviews, Highland Summer Conference speakers.



## Statistical Summary (July 1, 2017- June 30, 2018)

Library Collections		
	Physical	Digital/Electronic
BOOKS (TITLE COUNT)	254,680	603,676
BOOKS (VOLUME COUNT)	302,635	
DATABASES		481
MEDIA	14,381	210,121
SERIALS	414	25,185
TOTAL	269,475	839,463

Institutional Repositories	
Items added to the Archives Digital Repository	14,650
Digital Repository Usage	100,500

Library Circulation Usage	
	<b>Physical</b>
CIRCULATION	15,957
	<b>Digital/Electronic</b>
CIRCULATION	82,750
E-BOOK USAGE COUNTER BR2	79,744
E-SERIALS USAGE	307,500

**Information Services to Individuals**

TRANSACTIONS	3,310
CONSULTATIONS	45
VIRTUAL REFERENCE TRANSACTIONS	2,153

**Information Services to Groups**

NUMBER OF PRESENTATIONS	388
TOTAL ATTENDANCE AT ALL PRESENTATIONS	6,557

**Hours**

NUMBER OF HOURS OPEN DURING A TYPICAL WEEK IN AN ACADEMIC SESSION	97.25\
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**Gate Counts**

GATE COUNT - ON AN ANNUAL BASIS	221,640
GATE COUNT - IN A TYPICAL WEEK	7,157

**Collection Expenditures**

ONE-TIME PURCHASE OF BOOKS, SERIAL BACKFILES, AND OTHER MATERIALS	\$104,888
E-BOOKS (IF AVAILABLE)	\$20,816
ONGOING COMMITMENTS TO SUBSCRIPTIONS	\$1,088,246
E-BOOKS (IF AVAILABLE)	
E-JOURNALS (IF AVAILABLE)	\$262,360
ALL OTHER MATERIALS/SERVICE COST	\$43,732
TOTAL MATERIALS/SERVICES EXPENSES	\$1,236,866

PRESERVATION SERVICES	\$3,143
ALL OTHER OPERATIONS AND MAINTENANCE EXPENSES	\$382,721

TOTAL OPERATIONS AND MAINTENANCE EXPENSES	\$385,864
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### Institutional Repositories

ITEMS HELD IN THE INSTITUTIONAL REPOSITORY(IES)	14,650
ITEM USAGE FROM THE INSTITUTIONAL REPOSITORY	100,500

Interlibrary Loan Services	
ILL-01 RETURNABLE	3,539
ILL-02 NON-RETURNABLE	4,200
TOTAL	7,739
ILL-03 RETURNABLES	1,020
ILL-04 NON-RETURNABLES	3,542
ILL-05 DOCUMENTS RECEIVED FROM COMMERCIAL SERVICES	1
TOTAL	4,563

Digital Collections	
DIGITAL/ELECTRONIC	
DIGITAL/ELECTRONIC BOOKS	603,676
DIGITAL/ELECTRONIC DATABASES	481
DIGITAL/ELECTRONIC MEDIA	210,121
TOTAL ELECTRONIC COLLECTION, CALCULATED	814,278
TOTAL ELECTRONIC CIRCULATION	82,750

Physical Collections	
PHYSICAL BOOKS	254,680
PHYSICAL MEDIA	14,381
PHYSICAL SERIALS	414
TOTAL PHYSICAL COLLECTION, CALCULATED	269,061
TOTAL PHYSICAL CIRCULATION	15,957
TOTAL INTERLIBRARY LOANS AND DOCUMENTS PROVIDED TO OTHER LIBRARIES	7,739
TOTAL INTERLIBRARY LOANS AND DOCUMENTS RECEIVED	4,563



## **VIVA Extends Contracts for New Ebook, Streaming Media, and Data Set Resources**

Serving as VIVA Steering Committee Chair the past two years has been an honor, and with my colleague Alison Armstrong who has served on the important VIVA Collections Committee, I am very pleased to report on the significant accomplishments of VIVA, the consortium of academic libraries in Virginia. Thanks to excellent collaboration between my Steering Committee colleagues across the Commonwealth, the outstanding VIVA Director, Anne Osterman, and other VIVA central staff at GMU, VIVA has had an excellent year with not only funding to sustain our many resources, but also additional new funding in support of Open Educational Resources!

Through VIVA member contributions, and state funding provided by the General Assembly, VIVA acquired three new important collections that meet specific content needs for higher education within the Commonwealth. These include unlimited use, multidisciplinary e-book collections; streaming media collections; and a demographic and data visualization tool. These resources will support curricula throughout the state and are available to all of the public colleges and universities. Each product also includes deeply discounted pricing options for the non-profit private schools interested in participating.

### **Proquest's Academic Complete and College Complete:**

Academic Complete is a multidisciplinary collection that covers all subject areas. It is made up of over 150,000 ebooks from leading University Presses as well as a wide array of commercial and non-profit publishers. The focus of Academic Complete is to support higher education curricula through ebooks that are added to the collection based on regular reviews of graduation rate trends and emerging courses. A companion collection, College Complete, includes over 46,000 ebooks and includes a focus on guides, manuals, handbooks, and case studies for students seeking employment in manufacturing, nursing, electrical engineering, construction, and similar trades. All of the ebooks included these collections are unlimited, multi-user access and allow for chapter downloads without restrictions.

### **Oxford University Press' Social Explorer:**

Social Explorer is a go-to source for demographic information and data visualization. It allows for data maps and location analysis down to the city block level. Users can make thematic maps, produce reports, and create "stories," or collections of maps put in sequence that provide a visual narrative of different data points. Both United States and international data sources are included in Social Explorer, which currently has over 40 billion data points and 25,000 interactive maps. Social Explorer data sets include

election results, crime data, religious population data, census information, business data, and more. Available data sets go back as far as 1790 and are current through 2017, with new content being added regularly.

### **Infobase's Films on Demand Master Academic Collection:**

The Films on Demand Master Academic Collection contains over 31,000 streaming media titles, more than 300,000 video clips, and over 17,000 hours of programming. The content is appropriate for a wide variety of disciplines, aiming to provide “every academic department on campus with the most essential video titles for their field of study.” The titles included in the collection come from over 800 international producers and include Oscar, Emmy, and Peabody award-winning materials. In addition to comprehensive collections in Health and Medicine, Humanities and Social Sciences, Business and Economics, and Science and Mathematics, the Master Academic Collection also includes an Archival Films and Newsreels Collection.

Not only do these new collections greatly expand the breadth, depth, and type of content that VIVA makes available to its members, but by negotiating as a group each of these acquisitions represents substantially better terms than institutions would be able to achieve on their own. VIVA has been a cost savings initiative for the Commonwealth of Virginia for 25 years, and these new resources represent over a million dollars in immediate and ongoing cost avoidance for our member institutions. In addition to being an incredibly cost effective use of state funds, acquiring these research materials through VIVA removes the duplication of effort required for institutions to acquire the materials individually, saving local staff time and resources.

### **OER**

The response to VIVA's RFP for its new Course Redesign Grant Program was tremendous, with 61 proposals requesting a total of more than \$800,000. I am very excited to let you know that VIVA has awarded 17 projects in this first round of funding, totaling \$240,696 in grants with the potential to save Virginia students more than \$1.7 million dollars each year. Grant recipients represent 19 VIVA institutions, with many of the projects representing multi-institution collaborations, and 13 disciplines, with the STEM fields strongly represented. Summaries of the awards and descriptions of the funded projects can be found here: <https://vivalib.org/Spring2019RedesignAwards>.

Congratulations to all our awardees especially the two Radford faculty OER Course Redesign grant award winners, Matt DeCarlo (\$23,000), and Amy Balija (\$5,000). Hopefully we'll see a widespread embracing of OER by Radford University faculty in the coming years as they discover, retain, reuse, revise, remix, and redistribute Open Educational Resources saving students the burden of high textbook costs.

Every project funded by a VIVA Course Redesign Grant will deposit their final product in VIVA's new OER Commons Microsite. Texts and other educational resources found in the microsite will be accessible to faculty in Virginia and beyond, making the savings and pedagogical advantages of those course materials available to students throughout the state. As VIVA Course Redesign Grant recipients begin their work to bring open and

affordable course content to students in Virginia, VIVA has already begun to plan for the future of the program. A new call for applications will be announced in the summer of 2019.

## Engagement and Outreach Activities

Co-Sponsored 2019 Honors Lecture - Karen Duffin

CoSponsored Radford Reads Program with Radford Public Library.

Transfer Student Social

Veteran's Day Social

Student Assistant Orientations

Thanks to all the students serving on the McConnell Library Advisory Board this year!

### Fall 2018:

Megan Hall

Lam Dinh

Joseph Jackson

Sharisse Bullock

Olivia Berry

Jason Petty

Brooke Love

Amber McMillian

### Spring 2019:

Bailey Elkins

Amber McMillian

Behram Gowadia

Jordyn Bostick

Lam Dinh

Nalani Story

Jason Petty

Daniel Harrison

Chad Boxley

Student Art Exhibits in the Ross Gallery (monthly)

McConnell Library Photo Contest

MLK Day of Service

Radford Reads - collaboration with Radford Public Library

Transfer Student Social

Human Library

Fall Stress Buster (Fall and Spring)

McConnell Library Photo Contest

Grilled Cheese Night (Fall and Spring)

McNaughten Popular Reading Collection

Winesett Research Awards

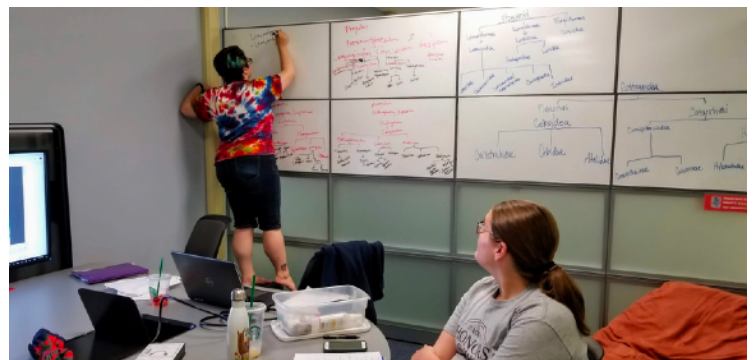
Veterans Day/MRC Reception

### Our Turn Sessions and other RU presentations:

Interdisciplinary Partnerships: Finding Your Scholarly Soulmate - Alyssa Archer

Find, Adopt, Create: OER and Fair Use - Alyssa Archer

Fall Into Frankenstein - Alyssa Archer and Christine Mitchell



Open Educational Resources and Open Pedagogy - Alyssa Archer  
 Thoughts from the Dark and Light Side: Lessons from Star Wars - Jennifer Whicker  
 APA Library Survivor Workshops

Winesett Research Awards 2018	
Lauren Boush	Upper Division Winner
Caitlin Maloney	Upper Division Winner
Amanda Dean	Lower Division Winner
Dessiry Eugenio	Lower Division Winner
Kelly Hodges	Finalist
Delany Sutherland	Finalist
Layne DiBuono	Finalist
Kioshi Lettsome	Finalist
Madeline Murchie-Beyma	Finalist

### Thank you to the members of the Library Committee 2018-2019

Dr. Suzanne Ament  
 Dr. David Anderson  
 Dr. Adrian Aron  
 Hailey Campbell  
 Amber Hairston  
 Steven Helm  
 Elizabeth Johnson  
 Dr. Darren Minarik  
 Dr. Kiertisak Toh  
 Dr. Jerusalem Walker  
 Jim Webster

### Assessment

Eric Ackermann, Head of Research Services and Assessment Librarian developed an excellent portal for McConnell Library called "Value of McConnell Library" that includes a Library Dashboard, Library assessment results, including LibQUAL+ surveys and Library Value Added (ROI) calculator, Search Terms used by student and more. Commendations for designing this excellent project Eric!

**McConnell Library Value Calculator**

My Semester Benefit:  
**\$0.00**

**Value Added of the 9 Most Popular Library Resources, Services, and Spaces.**

Monthly  Semesterly

**How many of each item/service listed below do you typically take advantage of during a semester?**  
 For example, if you borrowed 3 DVDs, put the number 3 in the appropriate box below.

Borrow an academic or scholarly book or ebook.	2	\$75.00	\$150.00
Borrow a DVD for a class assignment for a day.	1	\$32.14	\$32.14
Download scholarly articles for your paper or project.	5	\$82.50	\$412.50
Participate in a library workshop.	0	\$25.12	\$0.00
Ask a research question in-person or online.	2	\$28.95	\$57.90
<a href="#">Borrow an SLR digital camera for a day.</a>	0	\$214.14	\$0.00
Use a library computer for 1 hour a week to do research or write your paper.	1	\$9.79	\$9.79
Study in the library building for an hour.	0	\$116.21	\$0.00
<a href="#">Use a media:scape study room for group study or projects for an hour.</a>	0	\$32.73	\$0.00

**my benefit: \$662.33**

How were these values calculated?  
 Calculator by LTC  
 Use freely under the Creative Commons license.



## **Personnel Changes**

Elizabeth McCormick - Systems Librarian

### **New Colleagues**

Taryn Stanley - Access Services Generalist

Luke Anderson - Evening Building Supervisor

### **Resignations:**

Amanda Pauley -- Access Services Generalist

Will Anderson - Evening Building Supervisor

### **Restructuring:**

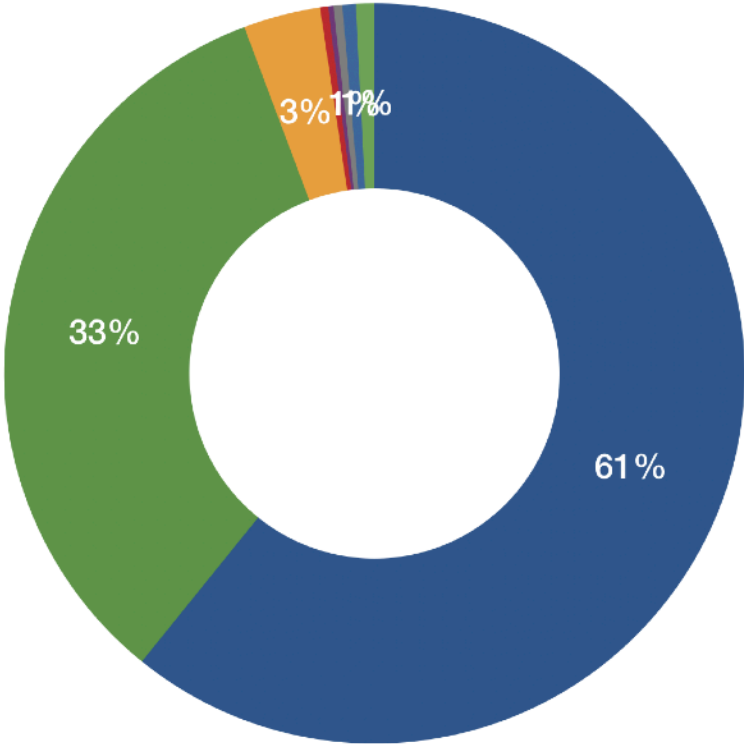
Bruce Buskill - now Lead Systems Administrator &  
Security Engineer, IT Infrastructure

Ashenafi Mengistu - now Web Services Developer, IT  
Web and Mobile Technologies

Jason Collins - now Computer Support Specialist,  
IT Technology Support Services

2017-2018 Operating Budget	
Personnel (including benefits)	\$ 2,247,149
Collections	\$ 1,236,866
Contractual Services	\$ 124,483
Printing/Postage	\$ 12,888
Telecommunications	\$ 8,517
Travel	\$ 14,287
Supplies and Materials	\$ 29,923
Equipment	\$ 21,357
<b>Total expenses</b>	<b>\$3,695,470</b>

2017-2018 Operating Budget



- Personnel (including benefits)
- Collections
- Contractual Services
- Printing/Postage
- Telecommunications
- Travel
- Equipment
- Supplies and Materials