

**Oklahoma City University
Dulaney-Browne Library
Annual Report
July 2010 – June 2011**

Contents:

Library Overview	2
Staff Changes.....	4
Faculty Accomplishments ..	5
Departmental Reports.....	6
Library Programs.....	8
Appendices:	
- Statistics	10
- Quarterly reports	14
- Tactical Objective report..	24

LIBRARY OVERVIEW

The library staff met the challenge of providing continuously improving library services in the face of staff shortages and constrained budgets. Several changes in the database and periodicals lists allowed the library to add high value content needed by students and faculty without eliminating access to significant amounts of regularly used information. Major new databases acquired included *Computers and Applied Sciences Complete*, *SPORTdiscus with Full Text*, *Project Muse* (in January), and *Oxford Reference Online* and various titles from the Oxford Digital Reference Shelf (in June). Facilities staff also completed the renovation of the 5th floor. In addition to the improvements for the storage and use of archival materials and the addition of the Honors Seminar Room, President Robert Henry and Jeanne Hoffman Smith donated funds to establish a reading room honoring N. Scott Momaday and President Henry provided artwork for the 5th floor.

Online Resources:

The library continued to benefit from state-wide purchases of databases by the Oklahoma Department of Libraries and the Oklahoma State Regents for Higher Education that benefit all libraries and all academic libraries in the state. These purchases support the majority of the general needs of our students, so we can focus on more advanced and subject specific content. This year we added *SPORTdiscus with Full Text* to support the kinesiology program and *Computers and Applied Sciences Complete* for the computer science program (replacing the under-used and more expensive IEEE packages). We also added *Project Muse Premium*, which provides access to peer-reviewed scholarly journals in the humanities and social sciences. To pay for these changes, we cancelled subscriptions to *Art and Architecture Complete* and the IEEE packages.

Year-end statistics validated the database change decisions. With only 6 months of access to *Project Muse*, 4.46% of all articles downloaded for the full year came from that source. *Computers and Applied Sciences Complete* was also used significantly more than the IEEE databases it replaced. The IEEE databases accounted for only 0.02% of full text retrievals in 2010 and the new computer science database accounted for 0.16% of all retrievals in 2011. *Sport Discus* accounted for 1.84% of full text retrievals in 2011 in comparison to *Art and Architecture Complete* (the database it replaced) with accounted for only 0.23% of retrievals in 2010.

2010-2011 key online database subscriptions

Academic Search Complete
ATLA Religion Online
Biological Abstracts
Business Source Complete
Communications and Mass Media Complete
Computers and Applied Sciences Complete
Cumulative Index to Nursing and Allied Health Literature with Full Text
Ebrary
EconLit with Full Text
Education Research Complete
FirstSearch WorldCat
Foundation Directory Online
Grove Music Online
Humanities International Complete
International Bibliography of Theatre and Dance with Full Text
JSTOR Business Collection
JSTOR Arts & Sciences Collection I
JSTOR Arts & Sciences Collection II
JSTOR Arts & Sciences Collection III
JSTOR Ecology & Botany Collection
Medline with Full Text
Modern Language Association International Bibliography
Music Index
Naxos Music Library
NBER Working Papers
Newspaper Source Plus
Oklahoman Archives
Oxford English Dictionary Online
Philosopher's Index
Political Science Complete
*Project Muse Premium
PsycArticles
PsycInfo
RILM
SocIndex with Full Text
*SPORTdiscus with Full Text

The statistics also demonstrated a dramatic increase in usage of music resources now that new music librarian is in place and working with music faculty and students to promote resources.

Usage of non-music related electronic reference and electronic book collections was down and library faculty is working over the summer on plans to be carried out in the next fiscal year designed to improve usage of these resources. Additional reference book content was purchased in June and plans are underway to provide an improved reference book gateway on the library's web page.

The complete range of EBSCOhost databases have also been made more prominent on the library's home page by the introduction of a drop down menu allowing patrons to choose a specific database. The hope is that this will increase the precision of student searches.

Book Purchases:

The number of monographic purchases totaled 2574 items for the 2010-2011 fiscal year. This is a 16% decrease from last year's high, but still a 14% increase over the total for 2009-2010. The number monographs purchased from the main library budget was down by .06%, to 1817. The majority of the decline was in items purchased for the Saint Paul School of Theology program. A large number of comparatively expensive commentary purchases brought the number of books ordered for that program down to 757, which was a 34% drop.

Gift Books & Satellite Collections:

Major in kind gifts included a large donation of vocal scores from Hal Leonard Corporation, representing the entire in print bibliography of recently deceased OCU alumna Joyce Eilers Bacak, donations from OCU faculty members Don Emler, John Schimek, John Branch, and Robert Trail and from James C. and Helen G. Taylor, June Ditmar, and George Shepherd. Many smaller gifts were also received and a total of more than 800 items were added to the collection.

The library also continues to add items from the Center for Interpersonal Studies through Film and Literature to the library's collection. This included 392 DVDs and 3 VHS tapes.

The library also received several substantial monetary gifts for materials purchases. These included \$50,000.00 from the Coca-Cola Bottlers Foundation, \$30,000.00 from the Henry W. Browne Foundation, \$10,000.00 from the OCU Societies, \$1,000.00 in honor of Vernon and Anne Heisch, and \$1,000.00 in honor of Melvin and Virgie Thurman. These funds were added to the Dulaney-Browne Library Endowment to provide sustained collection funding for years to come. When combined with some smaller gifts, this brought the total gifts for collection building to \$93,430.00.

Renovation:

Fund raising for the renovation process also continued. Faculty and alumni of the Oklahoma City University Honors Program donated \$21,700 in honor of Virginia McCombs, founding director of the honors program for a new honors seminar room on the 5th floor. Shelby Smith, son of Bishop Angie Smith, also pledged \$15,000 toward the renovation of the archival spaces on the 5th floor. \$6,700.00 of the Honors program funds and the first \$5,000 of the pledge were realized in the 2010-2010 fiscal year.

Jeanne Hoffman Smith donated \$10,000.00 toward the N. Scott Momaday Reading Room on the 5th floor. President Robert Henry has provided artwork for the 5th floor including 37 hand colored prints from the McKenney and Hall Indians of North America collection, several watercolors by N. Scott Momaday, and several pieces of art related to N. Scott Momaday and the Kiowa tribe.

Staff Training:

The annual staff retreat in August focused again on team building activities and on re-imagining the library prior to staff restructuring. The discussion continued into regular staff meetings in September and October and resulted in significant changes in library staff duties.

Monthly staff training during the academic year included two EBSCO database update sessions, two sessions on using the Foundation Center's Foundation Directory Professional, end user training for the Ebrary

electronic book database, an introduction to the newly added Project Muse Premium Collection, a session on library privacy and a general updated on library database changes.

Library staff also report individual training activities annually during National Library Week. This year's activities included 20 campus human resources and information technology workshops, 26 workshops sponsored by the Center for Excellence in Teaching and Learning, two online professional conferences, 29 online training activities (webinars, e-forums, etc.), 8 professional conferences and 19 professional workshops.

STAFF CHANGES

Staff shortages continued throughout the year, although three of the four positions open at the beginning of the fiscal year were filled. Andrew Tolly replaced Truman Anquoe in July, filling a position that had been vacant for four months. Risa White joined the library faculty as Access Services Librarian in August allowing Elizabeth (Beth) Jones to take over Serials and Government Documents duties which had been suspended since the retirement of Chariyar Nillraphan 20 months before. Bonnie Elizabeth (Beth) Fleming joined the library faculty a few weeks later as Music Librarian, filling a position that had been open for seven months. By the time fall classes started in August only the reference librarian position vacated by the retirement of Edwin Wiles was open due to a new hiring freeze. All of the library faculty took on additional reference duties to cover this shortage.

The resignation of long time serials technician Edith Daniels in September initially offered an excellent opportunity to put in to practice many of the outcomes of the restructuring discussions begun in the library staff retreat. The library received initial permission to fill the position and worked out a new staff organization designed to help address changing needs and solve several problems.

As discussed in the library's staff retreat, our focus is on the students we strive to educate and to serve. Librarians needed more time to focus on educational activities and service needed to be the main focus of our activities. The new structure was designed to help forward those goals and to help to alleviate the problems caused by another year of reduced library faculty positions. It also helped to rectify disparities between library expectations and salary grades. These changes should continue to provide improved and more efficient service for the library's users for years to come.

One goal of restructuring was to move routine decision making and administrative tasks from library faculty members to well trained, empowered, and promoted staff members. The new designations and job descriptions for acquisitions, cataloging, interlibrary loan, and serials "specialists" made this possible. Several advanced routine activities were moved from librarian duties to these newly designated specialists, including some book ordering, review of copy cataloging, and management of some serials statistics and related activities. This allowed more time for the librarians to devote to more direct education and student service activities, especially in a year when library faculty numbers were reduced.

Another goal of the restructuring was to better reflect the actual work expectations of library staff members in their salary grades and job descriptions. Six positions were revised and reviewed resulting in two library technician positions being upgraded to grade 6 and the library specialist positions being upgraded to grade 7. The salary changes required by these new levels were funded by the difference between the salary of the departing long time staff member and the current starting salary. This was a significant achievement in a year of across the board salary reductions.

Finally, an important over-arching imperative of the restructuring was to focus on our vision of the library as a space focused on information literacy, cooperation, and service. All staff members now have public service duties. Three of the new specialists, along with the two circulation technicians and the circulation supervisor, share in the fundamental service provided at the circulation desk. The cataloging specialists provides public service in the archives reading room, and the library's administrative assistant serves as supervisor of the foundation center cooperating collection and provides instruction and assistance to users of that collection.

However, shortly after the restructuring plan was implemented, Lindsay Hall, the library's circulation supervisor announced her resignation and the library was offered the choice of replacing her or the library technician in the restructuring plan. This meant that the library staff work with a library faculty vacancy for the entire fiscal year, worked without a circulation technician vacancy for nine months and in the month of January worked with only one third of the full time circulation staff. The new library specialists were called upon to cover the gaps in the circulation staffing and postpone full implementation of some of their additional responsibilities and the library reduced hours in January to help alleviate the stress on staff.

LIBRARY FACULTY ACCOMPLISHMENTS

Monographs Librarian Robert Dorman's most recent book, *Oklahoma: Past and Present*, was published in September. The book, aimed at the middle school audience, was issued by Rosen Publishing as part of its juvenile series, *The United States: Past and Present*. He also published four book reviews, one book introduction, one book chapter, and one popular book since last April.

Music Librarian Beth Fleming presented "Incorporating digitization to enhance Music Information Literacy Training for Music Librarians" at the Music Librarianship Education in the Digital Age session at the Music Library Association annual conference in February. She also presented on how new digital-download only publishing trends are causing difficulty in interpreting copyright laws and further complicating traditional acquisitions models for obtaining materials at the Mountain Plains Chapter of the Music Library Association meeting in May. That presentation was nominated as the "Best in Chapter" paper and is entered in a nationwide competition with other Best in Chapter papers to win a spot on the program of the 2012 Music Library Association National Conference. She was also appointed to the Resource Sharing and Collection Development Committee of the Music Library Association in March and was asked to serve on the Editorial Board of *Music Reference Services Quarterly* in April. In addition, 13 of her articles for the *Grove Dictionary of American Music* have been accepted. These articles provide basic reference information on (Evelyn) Ruth Anderson, The Columbia String Quartet, Judith Dvorkin, Betty Freeman, Frances Magnes, Liz Phillips, Gustav Amberg, Karl Anschütz, William Castle, Brenda Lewis, the Sequoia String Quartet, the Tremont String Quartet, and on the Music Scene of Oklahoma City.

Systems, Serials, and Government Documents Librarian Beth Jones presented "Customizing Online Information Literacy" at the Oklahoma UnCOILed workshop.

Beth Jones and Access Services Librarian Risa White presented "From Numbers to Policy: What to Do With All That Data" at the Public Access Services Interest Group of the Oklahoma Association of College and Research Libraries workshop in June.

Theology Librarian Lee Webb presented at the Oklahoma Association of College and Research Libraries and at the American Theological Library Association conferences on his work with faculty learning communities on improving student research skills.

Christina Wolf completed the Oklahoma City University Faculty Fellow program and presented on the "Basics of Archives" at a preconference of the Society of Southwest Archivists annual meeting.

DEPARTMENTAL REPORTS

Access Services

Staff turnover continues to be a challenge for access services. In a time of delayed approvals for replacement hiring this was especially difficult. However, the department continues to provide high quality service and accomplish important goals in spite of the challenges. Three new staff members have all made a contribution, a new circulation technician (Andrew Tolly) was hired in July, a new access services librarian started in August, and a new circulation supervisor started in February. A second circulation technician position came open in October when the restructuring process moved Kat Herbison to the serials specialist position and staff members worked extra hours at the circulation service desk to cover for this vacancy. However, the most significant result of slow approvals to hire replacement staff came in December 2010 and January 2011. Finals extended hours were only offered on the weekends in December and evening hours were reduced in January while the search for a new circulation supervisor was conducted.

Major departmental accomplishments include the creation of a new training program for student workers in the main library, implementation of a new tracking database for interlibrary loan transactions with the ability to track types of users and turnaround time, implementation of new interlibrary loan electronic delivery software, and participation of all staff in Windows and Microsoft Office software training. Major projects included the integration of the Linda Garrett Art Library into the main library collection and the shifting of the Children's Literature, Curriculum, and Oversize collections to the 5th floor. An ongoing project is the massive shifting of 40% of the 3rd and 4th floor collections to the basement and the consolidation of the remaining items on the 3rd floor in preparation for the renovation of the 4th floor. The shifting process will move most books published before 1970 that have not circulated in the last 10 years to the basement.

Archives

The entire archival collection was moved off the 5th floor in the summer and early fall to make room for the renovation of the floor. Renovations were completed and the Archives Reading Room reopened for business in April. Improvements include a beautiful reading room, and processing and storage space. The processing and storage spaces have a separate HVAC system, special lighting and surfaces to help improve the preservation environment for the collections.

Major acquisitions included approximately about 15 cubic feet of district records from the Oklahoma Conference of the United Methodist Church, about 1 cubic foot of materials from the Oklahoma Indian Missionary Conference, and about 10 cubic feet of records from various offices on campus.

Staffing in the archives improved this year, with the addition of Reading Room monitoring help in the person of Parker Atkins, Cataloging Specialist. Because of the upcoming Historical Convocation of the United Methodist Church, we were able to hire a temporary Archives Assistant, Samantha Spear. Student workers continued to be an asset for the Archives. Workers this year included Debbie Siew, Amber Mattfield, Glenda Skinner-Noble, and Mairin Ng.

Work toward the implementation of the Eloquent Archives database software continued slowly. The expected completion date is now set for early January 2012.

Government Documents

Beth Jones assumed government documents duties in August after Risa White began work as Access Services Librarian. Steve Beleu from the Oklahoma Department of Libraries visited on October 1st to train Beth on how things work with the GPO. We are continuing to withdraw items from the collections, but there have been some technology difficulties and missing emails, so only two lists have been withdrawn in the last year. Work is also continuing on a collection development policy for government documents.

Information Literacy

In a year with an unfilled library faculty position, each library faculty member focused information literacy in his or her assigned disciplines and the results were good. Librarians provided 70 library

instruction sessions to 1142 students. This was a 40% increase in sessions and a 71% increase in students served. Librarians created an additional 38 subject pathfinders and most of the remaining 69 were completed revised. Usage of these pathfinders doubled.

The Faculty Learning Community on information literacy continued with 11 faculty members. One notable project was Beth Jones' tutorial on plagiarism and source citations. Lee Webb made presentations on the community's work at The Oklahoma Association of College and Research Libraries and American Theological Library Association annual conferences.

Monographs Acquisitions/Cataloging

The reclassification of musical scores in Leichter Listening Library from Dewey to the Library of Congress system, which began in February 2009, was completed in August 2010, in time for the beginning of the academic year.

In October 2010, Parker Atkins was promoted to Cataloging Specialist, with new responsibilities including the review of copy cataloging. Kaitlyn Palone was also promoted to Acquisitions Specialist, and her new duties include vendor selection on orders and credit card ordering.

The recataloging of the OCU Theses collection, to make records more standard, complete, and accurate, was completed in June 2011, affecting more than 1,500 items.

As of the end of June 2011, Monographs had corrected the locations and labels for nearly 600 titles or 35 percent of the library's oversize books on the arts (Dewey 700s). This project is designed to integrate oversize art items with the regular collection because about one third of art books are oversized and having all of the items in one location should make these items more accessible through browsing.

Music Library

A new music librarian, Beth Fleming, was hired and began working in August 2010. She worked with faculty and students to continue to develop the collection and to promote the use of all areas (scores, books, recordings, and electronic resources such as Naxos Music Library) of Oklahoma City University's music collections. The score collection and music listening library visitation rates continue to be on the rise. Because of the very visible placement of the music librarian's office in the listening library itself, music reference inquiries have also escalated. The Dean Mark Parker Music Education Resource Room collection has received special development attention and a resource collection for music educators is underway. The addition of a large screen television and computer system to the Music Education Resource Room have made it a favored destination for group study and for presentation practice sessions. A progressive online music information literacy tutorial D2L module was designed and the decision was made to add the first level to all Music in the Human Experience courses. This new online information literacy module enters the initial testing and assessment phase in Fall 2011.

Serials Acquisitions/Cataloging

The department has an entirely new staff this year. Beth Jones assumed serials librarian duties in August and Kat Herbison was promoted to Serials Specialist in October. Both have focused on learning how serials works and implementing improved systems for tracking serial acquisitions and holdings.

Dana Belcher from East Central University came on February 16th to train Beth on updating local holdings in OCLC and how to gather statistics for local holdings. Kat Herbison has completed online training for EBSCO claiming.

New serials control projects include the use of the ERMES database to track online and print subscriptions, updating the online catalog to reflect cancellations made in 2010, and improving claims tracking.

A major focus has been access to information about title through the journals list. Related projects include setting up access to all online titles that are available bundled with print subscriptions, adding holdings information to the journals list, and converting from Serials Solutions to EBSCO A to Z for journals list.

Theology Collection and Saint Paul School of Theology and Oklahoma City University Support

Theology librarian Lee Webb coordinated the purchase of 757 books, with a focus on purchasing commentaries. He also participated in the Academic Resources Committee/Technology Advisory Group and contributed to the accreditation self-study report section on Academic Affairs.

Reference

Substantive reference inquiries continued to rise by a significant proportion and better compliance with statistics tracking away from the reference desk created a marked increase in overall reference numbers. Circulation desk reference questions were especially impacted by better compliance, with more than a 300% increase in the numbers. Substantive reference questions were up 69% as well.

We added an option to send a chat reference question to the library's main web page in March and answered 85 questions via chat by the end of the fiscal year. Students, faculty, and staff now have the option to ask questions at the desk, on the telephone, via email, and via chat.

LIBRARY PROGRAMS

The library inaugurated a new music series and continued several successful programs, including the Sundae Sunday orientation program for new students, the Chocolate Express, National Library Week food drive and bookplates for graduating student workers. The library also hosted the most popular so far "meet the author" event of the OCU Reads series.

Sundae Sunday

For the second year, we invited new students to the library to tour the building and make their own sundaes. The event is listed in the orientation schedule as "Library Tours," but in the library we refer to it as "Sundae Sunday." The crowd was small this year, with only 15 to 20 students, but they were actively engaged and interested in the library. Almost everyone participated in a guided tour of the building and most sat together with several librarians and discussed resources that were available to help in the transition to college.

Chocolate Express

The fall Chocolate Express served 401 items in five days. Due to staffing shortages, the library was only open extended hours during the first two days of the Chocolate Express in the fall. In the spring, however, we were able not only to return to offering hours until 2 am, we extended the period for those longer hours and for the Chocolate Express. Extended hours began on Monday, April 25th and ran through Tuesday May 3rd for a total of 9 days and 802 items served through Chocolate Express. On the Wednesday of finals week, when the Chocolate Express traditionally ends, President Robert Henry and his wife Jan dropped by in the evening and passed out chocolates to extend the event one more evening.

National Library Week

This year's national library week included some of the standard activities of previous years, including a "Food for Fines" drive that allowed students to pay off library fines and processing fees with donations of non-perishable food items for the Skyline Urban Ministries' food pantry and the library workers celebration honoring the work of the library staff. New this year was a daily "Book Walk" in the Rapp Reading Room. Library patrons participated in a traditional "cake walk" competition, but instead of baked goods, the prizes were books and reading related materials. The Food for Fines drive collection 154 items and the booksale netting \$390.00.

Graduating Student Bookplates

Five graduating student workers were honored with books added to the library collection. Patrick Galvin, Bachelor of Science in Dance Management, chose *Half the Sky*, by Nicholas D. Kristof and Sheryl Wudunn. Laasya Bommireddy, Master of Business Administration in Healthcare Administration, chose *Strategic Management of Health Care Organizations* by Linda E. Swayne, W. Jack Duncan, and Peter M. Ginte. Amanda Edwards, Bachelor of Fine Arts in Acting chose *In the Next Room, or the Vibrator Play* by Sarah Ruhl. Andrew Long, Bachelor of Science in Business (Economics) chose *Conscience of a Liberal* by Paul Krugman. Christopher Hall, Master of Music in Conducting chose *Teaching Music Through Performance in Jazz* by Richard Miles and Ronald Carter. An additional student chose to add a bookplate to a book from the existing collection that was significant to them. Sache Primeaux-Shaw, Bachelor of Arts in Political Science and History, chose *Black Wall Street: From Riot to Renaissance in Tulsa's Historic Greenwood District* by Hannibal B. Johnson. Finally, Stephanie Clark, Bachelor of Science in Cell and Molecular Biology, who had served as a student assistant in the library's serials department chose both an online journal (*Cancer Research*) and a book (*How Life Began: Evolution's Three Geneses* by Alexandre Meinesz) to add to the collection.

Library Statistics FY 2005 – FY 2011

Physical Statistics

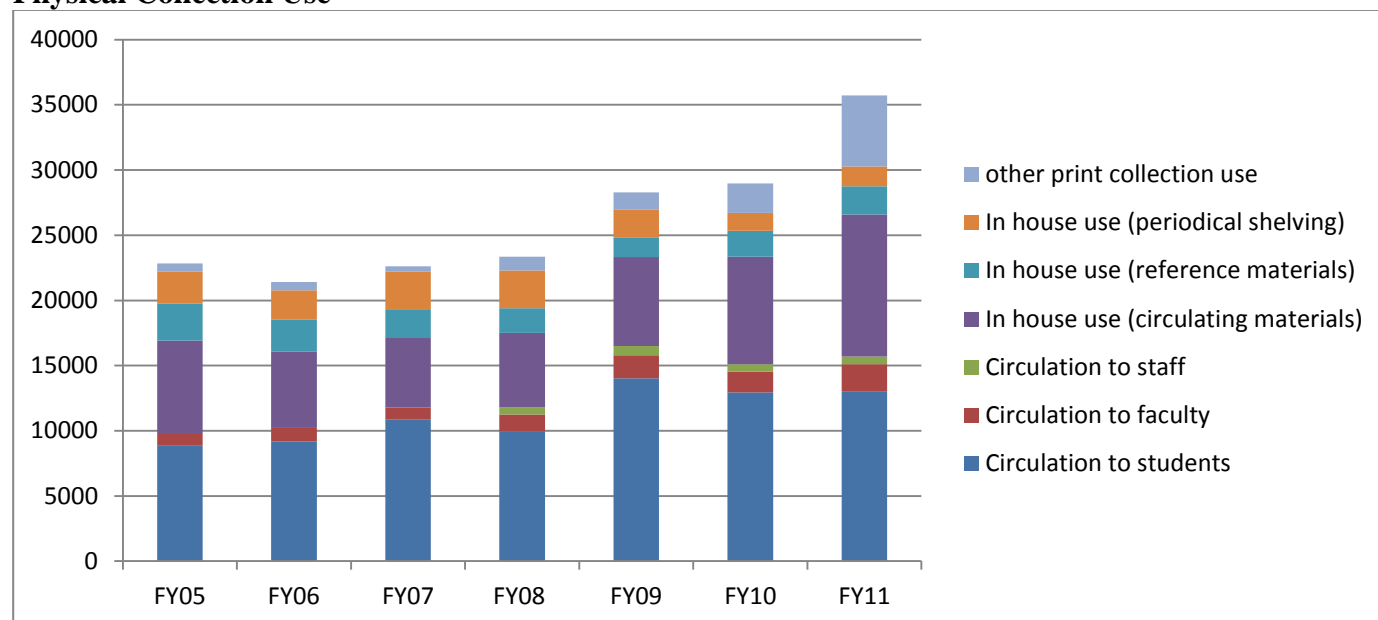
	FY05	FY07	FY09	FY10	FY11	FY10 to FY11	FY05 to FY11
Monographs							
Annual Monographic purchases	1363	1363	2255	3077	2574	-16.35%	88.85%
Annual Monographic gifts	1328	1138	4993	1818	1540	-15.29%	15.96%
Monographic collection totals	169101	175346	191875	197046	200379	1.69%	18.50%
Serials							
Serial subscriptions	807	559	528	528	528	0.00%	-34.57%
bound periodical volumes	20419	20619	21131	21131	21199	0.32%	3.82%
microform periodical volumes	11483	12934	13000	13011	13231.4	1.69%	15.23%
Total Reference Questions	4109	5129	5531	5217	12945	148.13%	215.04%
Basic Questions			1891	1686	4012	137.96%	
Machine/Computer questions			2023	1498	5214	248.06%	
Collection & Computer Navigational questions			1057	1373	2381	73.42%	
Research questions			560	540	845	56.48%	
Referrals				156	606	288.46%	
Basic, Machine & Referral total			3914	3340	9832	194.37%	
Information (collection & research) total			1617	1913	3226	68.64%	
Instruction							
library instruction sessions	30	30	44	50	70	40.00%	133.33%
no. of persons in instruction sessions	449	505	476	669	1142	70.70%	154.34%
Archives & Special Collections							
Reading Room Patron attendance	103	123	113	102	94	-7.84%	-8.74%
Archives information requests	179	477	419	367	323	-11.99%	80.45%
Foundation Center							
Foundation center visitors	348	223	245	171	182	6.43%	-47.70%
Foundation center information requests	484	144	99	659	1204	82.70%	148.76%
Listening Library							
attendance			16871	17185	18620	8.35%	
total materials checked out			715	3630	4630	27.55%	
Circulation							
Circulation to students	8904	10892	14016	12933	12986	0.41%	45.84%
Circulation to faculty	861	904	1776	1598	2121	32.73%	146.34%
Circulation to staff			705	573	579	1.05%	
total print collection use	22833	22615	28275	28977	35719	23.27%	56.44%
Attendance	126791	154666	168129.5	173048	180461.5	4.28%	42.33%
ILL & Document Delivery							
total ILL borrowed	1182	1800	2769	2888	3575	23.79%	202.45%
total ILL lent	1212	1437	1270	1285	1251	-2.65%	3.22%
total document delivery	99	463	756	673	480	-28.68%	384.85%
total library materials use	23895	24258	30822	30464	36708	20.50%	53.62%

Virtual Statistics

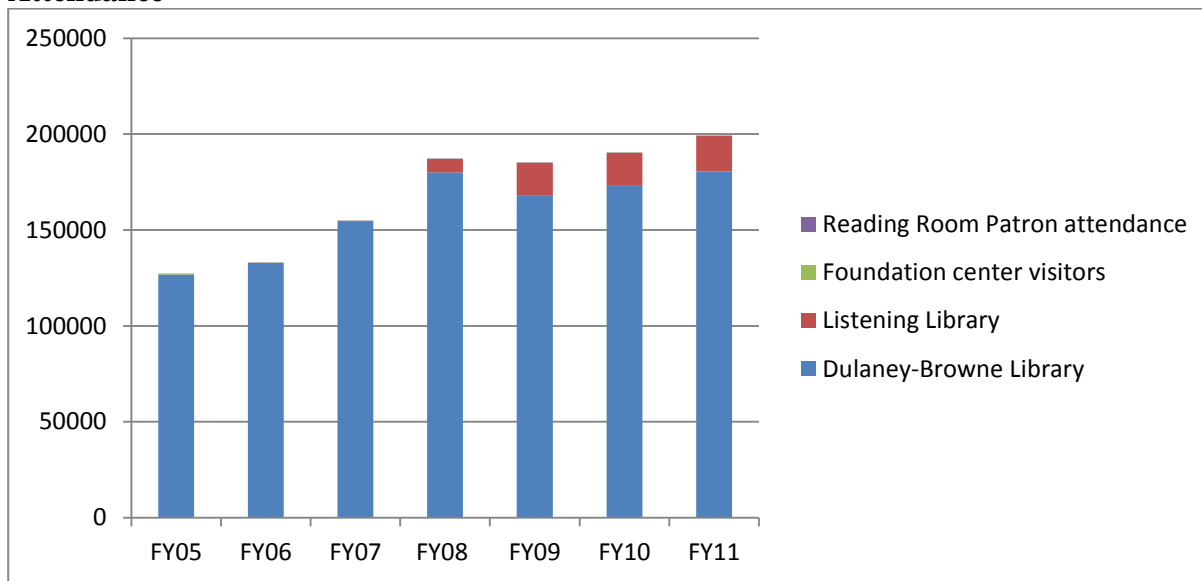
	FY05	FY07	FY09	FY10	FY11	FY10 to FY11 change	FY05 to FY11 change
total library web page views			235446	214973	214003	-0.45%	
home page views			175932	165727	153331	-7.48%	
Key database subscriptions	18	24	31	37	36	-2.70%	100.00%
Serials Solutions Title searches	10558	17956	3839	5461	6065	11.06%	-42.56%
Serials Solutions Browse Searches	5743	11318	2572	5389	5749	6.68%	0.10%
WorldCat searches	10430	9380	9413	9697	11082	14.28%	6.25%
Ebrary searches	2978	6599	6519	2643	2487	-5.90%	-16.49%
Ebrary retrievals	2651	5040	5534	4699	4277	-8.98%	61.34%
Naxos sessions			8808	13466	17204	27.76%	
Naxos clips streamed			38433	57984	95629	64.92%	
reference database searches	0	10325	6316	5315	6281	18.17%	
reference database retrievals/hits	0	105911	67082	5700	6527	14.51%	
article database searches	98231	231435	1440139	1845258	1875151	1.62%	1808.92%
article database retrievals	45058	62561	63271	84908	86952	2.41%	92.98%
OPAC searches	29717	80811	84446	85807	98863	15.22%	232.68%
E-item & e-location (mostly Ebrary)	19458	32355	42415	48290	70643	46.29%	263.05%
E-location (original not e-item)		19	23	25	25	0.00%	

Statistical Trend Charts

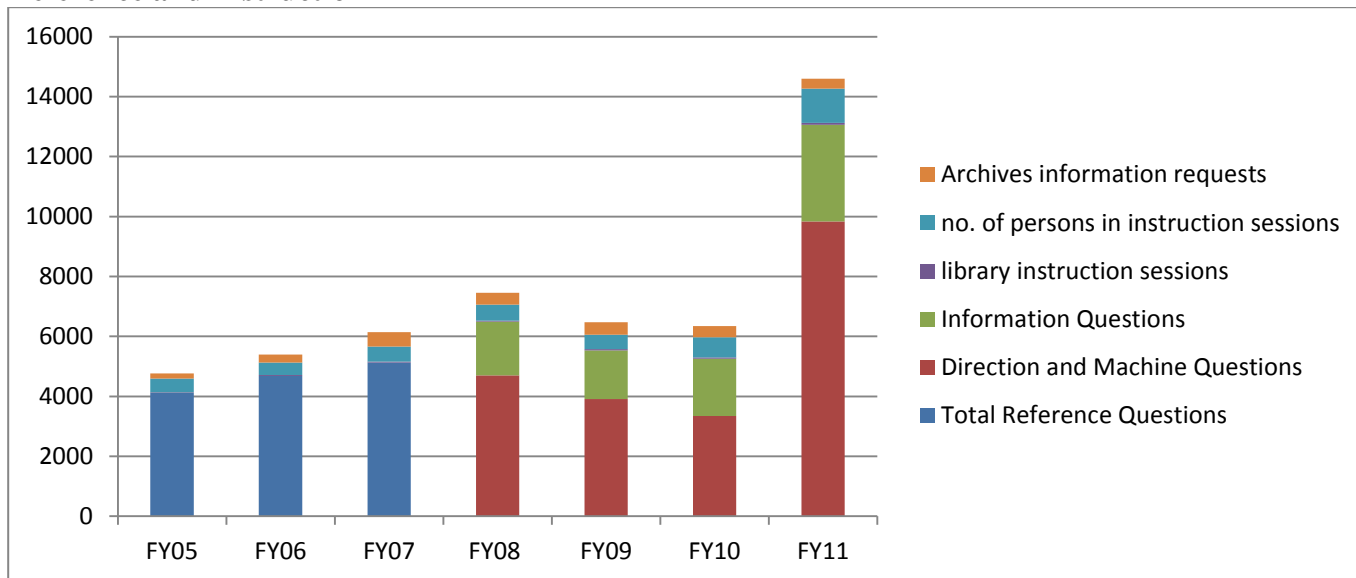
Physical Collection Use



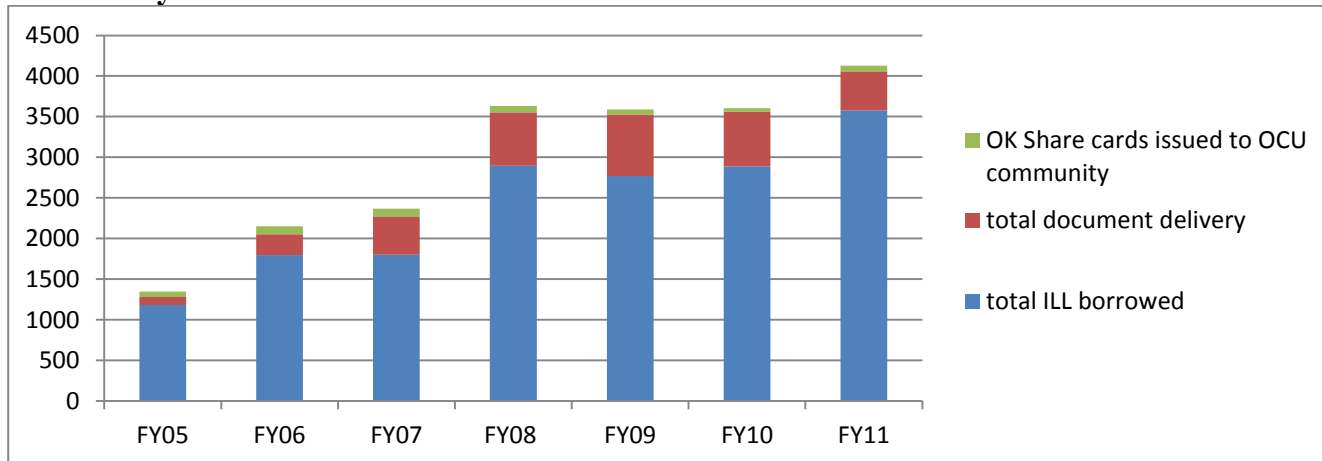
Attendance



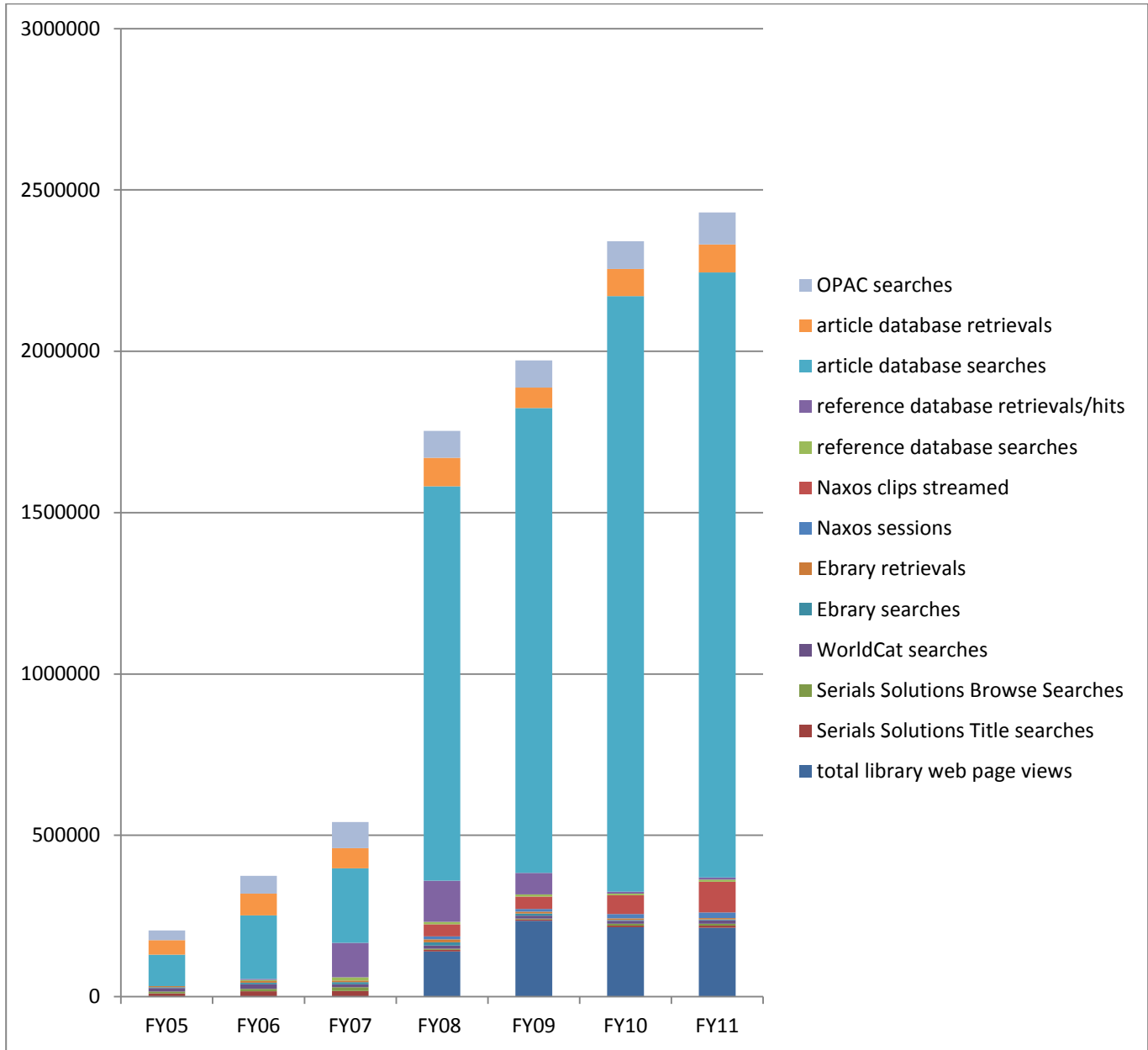
Reference and Instruction



Interlibrary Loan and OK-Share



Virtual Library Use



Quarterly Reports

Dulaney-Browne Library Quarterly Report July - September 2010

Victoria K. Swinney, Ph.D.
Director

Sundae Sunday

Sundae Sunday on August 22nd drew a small but motivated and interested crowd. Students and librarians enjoyed a good informal discussion of library resources and adapting to college life over ice cream after a guided tour of the library.



Faculty Scholarship

Music Librarian Beth Fleming was notified in August that the national program committee for the Music Library Association decided to accept the proposal of the Music Librarianship educators for a session on Music Librarianship

Education in the Digital Age. Her presentation in the session will be about using digital resources to enliven music information literacy instruction. The conference is February 9-12, 2011.

Monographs Librarian Robert Dorman's most recent book, *Oklahoma: Past and Present*, was published in September. The book, aimed at the middle school audience, was issued by Rosen Publishing as part of its juvenile series, *The United States: Past and Present*.

OCU Reads

The Meet the Author event for OCU Reads selection *Secret Daughter* with June Cross drew a record crowd to the library's Rapp Foundation Reading Room on Thursday, August 20th. Approximately 50 individuals participated, including students, faculty, staff, and new OCU president Robert Henry.



Library Training

Library training sessions for the new academic year started out well on September 2nd with an overflow crowd for an EBSCOhost update. The session was repeated on September 17th for a total attendance of 29, including 12 Dulaney-Browne Library faculty or staff members and 17 faculty, staff, and student participants from across campus.



Staff Retreat

The annual staff retreat was held in the Small Gardner Conference Room of the Meinders School of Business. This year's agenda focused on team building exercises and work restructuring brainstorming.



Renovation Preparations

Preparations for the renovation of the 5th floor consumed much time and effort during the quarter. All of the Dewey Decimal 700s, children's books, and curriculum books from the 5th floor were moved to the 4th floor. Books in circulating storage were shifted to allow for more free space for



archives boxes, and finally, every item in the archives was removed from the 5th floor. In addition to regular staff activity, Archivist Christina Wolf organized a volunteer service day for students on September 11th. Approximately 20 students worked from 10 am to 3 pm moving several hundred boxes.

New Staff

Andrew Tolly joined the staff as a circulation technician on July 1st. Andrew is an Oklahoma City University alumnus and had been working at the Southern Oaks Branch of the Oklahoma City/County Metropolitan Library System. Risa White joined the staff as the new access services librarian on August 2nd. She holds a Master of Library and Information Science from the University of Oklahoma and a Master of Arts from Wartburg Theological Seminary. She had been working at the Edmond Branch of the



Oklahoma City/County Metropolitan Library System as well as having completed an internship at the University of Central Oklahoma.

Bonnie Elizabeth (Beth) Fleming joined the staff as the new music librarian on August 17th. She holds a Master of Library and Information Science from Kent State University, a PhD in music history/musicology from the University of Kansas and Master of Fine Arts degree in music history/musicology from the University



of Kansas and in oboe performance from Arkansas State University. Her previous experience includes teaching

music librarianship and music history and various roles in a wide array of music libraries.

Library Statistics

Monitoring library usage statistics is a valuable aid in understanding trends in the library's use and finding areas that require attention. The statistics for this quarter reflect a broad range of areas with increased use. Many of these reflect increased use of information resources compared to the same period last year, which is an important library goal. These include:

- Total questions (+35.7%)
- Circulation desk questions (+66.13%)
- Information questions (+13.35%)
- Foundation center visitors (+32.02%)
- Circulation to students (+12.46%)
- Circulation to faculty (+6.23%)
- Reserve circulations (+359.58%)
- OK Share cards issued (+220%)
- ILL books borrowed (+27.87%)
- Naxos clips streamed (+35.73%)
- Reference database use (searches +112.26%, retrievals +109.36%)
- OPAC searches (+22.7%)
- Periodical shelving (+53.66%)

There were, however, two more troubling numbers. Use of article databases was down (searches down .28%, retrievals down 31.85%) and the overall attendance number was down 4%. We will be investigating the number of patrons in the library at various times of the day to get a better picture of the library use than the raw attendance count provides and we will continue to promote online database use and investigate trends and changes in use to provide the best possible information services for our students and faculty.

Departing Staff

After almost 20 years as serials technician, Edie Daniel left in mid September to take a teaching job in the Oklahoma City Public School System. This position will provide her with the opportunity to use the education and skills she has gained through her Oklahoma City University Master's degrees in TESOL and Early Childhood Education.

Dulaney-Browne Library Quarterly Report October - December 2010

Victoria K. Swinney, Ph.D.
Director

Renovation Progress

The renovation of the 5th floor started in earnest on October 1, 2010 and a great deal of progress was made during the quarter. The old walls came down and the new walls were added. The special air conditioning system was installed for the archives storage area. New lighting and ceiling grids were installed, including specialized LED lights for the archives reading and processing areas. These LED lights use less electricity and emit none of the ultraviolet rays that other lights emit and that damage paper and other archival materials.



Faculty Scholarship

Eight of Beth Fleming's articles for the *Grove Dictionary of American Music* were accepted. The subjects are (Evelyn) Ruth Anderson, The Columbia String Quartet, Judith Dvorkin, Betty Freeman, Frances Magnes, Liz Phillips, the Sequoia String Quartet, and the Tremont String Quartet.

Library Training

In October, Susan Small led two library training sessions covering the Foundation Directory Online Professional and other Foundation Center resources. The November training session was a webinar provided by Ebrary on its ebook platform. Victoria Swinney led the December training session, which focused on the library's newest database offering, Project Muse. The foundation database

training drew the largest

crowd, with 18 participants in two sessions. The Ebrary training drew librarians from Dulaney-Browne and the Law Libraries, and all of the Project Muse training were Dulaney-Browne librarians and staff.

Gifts

Generous donors continued to support the library during the quarter. Donors added more than \$32,000 to the library's endowment and \$6,000 to the library renovation fund. The largest donation came from Library Executive Advisory Board member Henry Browne who gave \$30,000 to the library endowment. In addition to the outright gifts to the renovation fund, long time university supporter Shelby Smith has pledged \$15,000.00 to the renovation of the archives areas currently underway on the 5th floor.

Graduating Student Workers

Two graduating student workers were honored at the fall end of semester student party with books added to the library collection. Patrick Galvin, Bachelor of Science in Dance Management, chose *Half the Sky*, by Nicholas D. Kristof and Sheryl Wudunn. Laasya Bommireddy, Master of Business Administration in Healthcare Administration, chose *Strategic Management of Health Care Organizations* by Linda E. Swayne, W. Jack Dumcan, and Peter M. Ginte.

Staff Reorganization

In an effort to better reflect the level of responsibility for library service of our dedicated staff members and to help relieve the pressure on library faculty created by ever growing areas of responsibility and an unfilled faculty position, library staff grades were adjusted and more responsibility assigned to various staff members in October. Upgraded staff included Parker Atkins, who is taking on more original cataloging and processing responsibilities as Cataloging Specialist; Ed Bryant, whose increased responsibilities as interlibrary loan continues to grow were acknowledged with the new title of Interlibrary Loan Specialist; Kat Herbison, who is taking on new responsibilities as Serials Specialist; Kaitlyn Palone, who is taking on more ordering and processing responsibilities as Acquisitions Specialist; and Andrew Tolly, who is taking on new responsibilities as Circulation Technician.

Staff Shortage and Finals Hours

The uncertain economic and budgetary situation meant that the position opening created by the departure of Edie Daniel was not filled, which reduced the number of hours that the library staff was able to offer extended hours for finals preparation. Hours after midnight were not offered, although additional weekend hours were still offered.



Student Study Sounds



New this quarter were Sunday evening music offerings in the reading room. Library technician Andrew Tolly arranged and advertised several events in November featuring faculty member Terry Phelps and library staff member Kat Herbison. Library student worker Meghan Wagner was also scheduled to appear but was prevented by illness.

Library Statistics

Some areas of library statistics continue to show improvement. These include the number of students and others asking for help at the reference desk and especially those asking for in depth help in finding information resources. The number of library instruction sessions requested by faculty is also up. The use of interlibrary loan for items not owned by our library continues to increase, which also suggests continued improvement in student research skills.

However, some other numbers show areas worthy of continued efforts. These include circulation to students, which is low when compared to our peers and continues at fall slightly; attendance, which we would like to see increase, but continues to remain steady; and use of online articles, which has long been a growth area and is now showing a decline. These numbers suggest a continuing need to work with students and faculty to build fluency in information use into the curriculum and expectations of faculty and students.

Dulaney-Browne Library Quarterly Report January - March 2011

Victoria K. Swinney, Ph.D.
Director

New Online Database

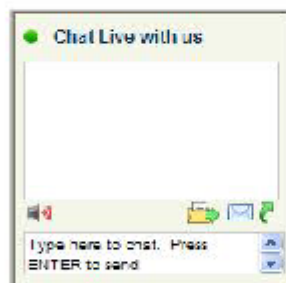
Starting in January the library reduced its print subscriptions by more than half to slightly more than 200 in total and added an additional full text database with over 500 current full text titles. The Project Muse Premium collection offers high quality university press journals in the humanities and social sciences.

Chat Reference

The library added a chat reference service hosted by Libraryh3lp.com in March. The service allows for multiple librarians to monitor incoming questions and transfer questions to the most appropriate person as needed. We are answering about 10 questions per week through the new service.

Have a research question? Need general information?

Ask A Librarian!



Library Statistics

Most of the library statistics for the quarter were positive or neutral when compared to the previous January to March period. However, some numbers do suggest possible negative trends that need to be addressed. Print periodical shelving was down considerably (38%). While this is a lower percentage than the percent of print subscription titles that were cancelled (51%), it does suggest that the reduction in print subscriptions was not entirely without impact. Balancing this concern is the fact that online database retrievals were up by 25% in the same period. The raw numbers paint the picture more clearly. Print reshelving was down by 167 items. Online article use was up by 6271.

Of more concern is the drop in use of reference databases (down 19%) and online books (down 11%), since it was not accompanying by a greater

increase in an analogous use. Library faculty are working on a plan to improve and better publicize online book and reference resources.

The positive numbers in the statistics far outweigh the few negatives. Particularly important is the increase in all kinds of reference questions, and especially the increase in substantive reference questions. This number provides an indication of the number of students engaging the library as part



of their significant research activities. These substantive information related reference questions were up by 90%.

Other areas with significant improvements include items borrowed from the Leichter Listening Library (up 16%), attendance at the main library (up 9%), circulation to faculty (up 35%), use of the Naxos classical music streaming service (up 77%), and article database use (up 25%).

Faculty Scholarship

Beth Fleming presented "Incorporating digitization to enhance Music Information Literacy training for Music Librarians" at the Music Library Association meeting in February.

Renovation Progress

Renovation work on the 5th floor continued throughout the quarter. Most of the wood trim was completed in January. Carpet and most of the furniture was installed in early February. March was move-back month with books and archival boxes moving back to shelves on the 5th floor.

Library Training

January's library training time was devoted to the important issue of patron privacy and was limited to library staff members. February's training time was rescheduled for March due to bad weather in February. The March training session attracted library faculty and staff from Dulaney-Browne Library and the Law Library and was an update on library databases.

Foundation Center Training

Staff from the Foundation Center in New York City visited the campus on March 17-18 to offer fundraising training in the library. Thursday evening's session provided a free introductory orientation to fundraising called "Introduction to Fundraising Planning" and the paid all day session on Friday covered more detail in the "Foundation Fundraising: An Introductory Course."



Dulaney-Browne Library

Quarterly Report

April - June 2011

Victoria K. Swinney, Ph.D.
Director

National Library Week

This year's National Library Week celebrations

included an informal opening of the archives reading room, daily "book walk" competitions, and the annual library workers day reception. Award winners in this year's competitions included Beth Jones and Risa White for continuing education for their investigation of and implementation of new interlibrary loan software and routines. (They attended workshops on Odyssey software and implemented it. This new software allows staff to send and receive journal articles via the internet and to forward them to users via email. The faculty scholarship award went to Robert Dorman who published four book reviews, one book introduction, one book chapter, one reference book, and one popular book since last April. The Library Improvement Award went to Lee Webb for chat reference. He was chosen from a list that included about half of the staff and dozens of great ideas implemented in the last year. The Responsible Budgeting Award went to Ed Bryant and Susan Small for the idea of reducing TransAmigos courier service to three days per week for a substantial cost savings.

The Library Customer Service Award went to Beth Fleming for the great job she has done in making connections with music students. The Library Supporter Award went to Pierre Cyr for his work with Christina Wolf to integrate information literacy into his composition courses.

Faculty Scholarship

Beth Fleming presented on the publishing world



and how new digital-download only publishing trends are causing difficulty in interpreting copyright laws and further complicating traditional acquisitions models for obtaining materials at the Mountain Plains Chapter of the Music Library Association Regional meeting in New Mexico in May. Her presentation

was voted the best in the program.

Beth Jones and Risa White presented "From Numbers to Policy: What to do with all that data" at the Public Access Services Interest Group of the Oklahoma Association of College and Research Libraries conference in June.



Online Reference added

Librarians reviewed several resources available for reference information online and chose to add several online reference books from Oxford

University Press and their Oxford Reference Online Premium. Titles include the *Encyclopedia of Popular Music*, the *International Encyclopedia of Dance*, the *Oxford Encyclopedia of American Literature*, the *Encyclopedia of African American History*, and the *Encyclopedia of Climate and Weather*.

5th floor Renovation Completed

The renovation of the 5th floor was completed and the Archives Reading Room reopened on April 11th. The reserved study rooms and open study spaces were very popular during the final exam period.



Longer Extended Hours

Based on several semesters of data on library use close to the end of the semester, the library extended hours starting earlier this spring, starting 2 am

closings on the Monday before finals. The statistics for the additional hours suggest that they

were well used, although not as popular the Sunday, Monday, and Tuesday of finals week.

McKenney and Hall Indian Portraits

Oklahoma City University President Robert Henry shared his collection of hand-colored lithographs from *History of the Indian Tribes of North America, with Biographical Sketches and Anecdotes of the Principal Chiefs*, written by Thomas L. McKenney and James Hall, published from 1836 to 1844. The portraits represent important Native American leaders (including Sequoyah, John Ross, Major Ridge, Asseola, and Pocahontas) and ordinary men and women of various tribes. Thirty seven portraits hang on the walls of the 5th floor.



Amigos Online Conference

Librarians attended the Amigos Library Services virtual conference on May 18-19. Topics covered included mobile web sites, ebooks, QR codes, and merchandizing. Several ideas developed during the conference are already being implemented including improved merchandizing of new books and “reserve” videos and a mobile web site for the library.

Library Statistics

The library statistics for the quarter continue to show a substantial increase in research questions and some continuing improvement in circulation to students, faculty, and staff as well as modest increases in database usage. Some negative trends were also apparent. Attendance in the Leichter Listening Library was down for the quarter. This was unexpected and may have been the result in changes in the academic calendar. Other areas with decreases included monographic purchases, which were delayed due to budget constraints, and interlibrary loan lending. Research is underway for ways to improve the interlibrary loan lending rate and an improved budget is expected for the upcoming fiscal year.



Library Training

The library held one training session during the quarter. In May, Risa White introduced 7 library staff members, 5 librarians, and 3 staff from other areas on campus to the computer tutorials available through Campus Technology Services.

Repurposed Display Case

The display case donated to the library by the OCU class of 1953 was repainted and moved to the 1st floor. The first display it held was on information seeking related to tornados and severe weather. In May the library display was change to highlight a sample of the gifts received by President Robert Henry in honor of his inauguration as the 17th president of Oklahoma City University.

Tactical Objectives and Performance Measures

Tactical Objective	Performance Measure	Baseline	Current Status (July 2011)	What are we doing to impact this?
I.1 - Recruit and retain superior library faculty and staff.	All faculty and staff possess the academic and experience qualifications listed in the faculty handbook or job description requirements.	January 2011: All faculty meet requirements, 2 staff members lack academic qualifications expected of newly hired staff.	All faculty meet requirements, 2 staff members lack academic qualifications expected of newly hired staff.	librarian search
I.3 - Promote an interdisciplinary learning and social environment in the library.	Provide and promote at least 2 interdisciplinary events in the library each year.	FY 2009-2010: 2 events (OCU Reads, new faculty orientation)	FY 2010-2011: OCU Reads, new faculty orientation, 2 Student Study Sounds events	library training workshops
I.3 - Promote an interdisciplinary learning and social environment in the library.	Complete renovation of 3rd through 5th floors and continue to include improved spaces for interdisciplinary interaction.	October 2007: 1970 building with few updates	renovation of 1st, 2nd, and 5th floor complete, preparation for 4th floor renovation underway	5th floor almost finished, beginning to prepare 4th floor (600s withdrawals, followed by mass storage project)
I.8.A - Assure that OCU graduates possess the information literacy skills needed to succeed in work, graduate education, and life.	Exceed national mean frequency of students reporting asking for help in the library on CSEQ.	2006 OCU mean: 1.73	2010 OCU mean 1.74 (significantly below national mean)	chat reference - marketing reference / visits to new student orientation
I.8.A - Assure that OCU graduates possess the information literacy skills needed to succeed in work, graduate education, and life.	Exceed national mean frequency of students reporting using a database on CSEQ.	2006 OCU mean: 1.97	2010 OCU mean 1.91 (significantly below national mean)	database training sessions - instruction sessions
I.8.A - Assure that OCU graduates possess the information literacy skills needed to succeed in work, graduate education, and life.	Exceed national mean frequency of students reporting that they have written a bibliography on CSEQ.	2006 OCU mean: 2.03	2010 OCU mean 2.28 (significant increase since baseline)	

Tactical Objective	Performance Measure	Baseline	Current Status (July 2011)	What are we doing to impact this?
I.8.A - Assure that OCU graduates possess the information literacy skills needed to succeed in work, graduate education, and life.	Exceed national mean frequency of students reporting that they have made a quality judgment about information on CSEQ.	2006 OCU mean: 2.01	2010 OCU mean 2.16	
I.8.A - Assure that OCU graduates possess the information literacy skills needed to succeed in work, graduate education, and life.	Increase the interlibrary loan borrowing rate by at least 5% per year until we reach the peer mean.	FY04: 1098 items borrowed (32% of peer mean)	FY11: 3575 items borrowed (56.7% of FY 10 peer average 6277)	request option in worldcat.org
I.8.A - Assure that OCU graduates possess the information literacy skills needed to succeed in work, graduate education, and life.	Increase the number of students who successfully complete the plagiarism guide tutorial each year.	Used in 1 dance class, 9 completed quizzes	9 completed quizzes fall 2010 and 5 for spring 2011	added new style sheets
I.8.B - Encourage the integration of information literacy into appropriate OCU courses and provide support for information literacy education.	Develop a list of major requirements that could benefit from information literacy information and begin contacting classroom faculty to develop such integration	Some informal contacts	list complete for Music	Beth F has a list
I.8.B - Encourage the integration of information literacy into appropriate OCU courses and provide support for information literacy education.	Include information literacy in a systematic way in the revision of the general education curriculum	Revision is underway and a librarian is part of the committee	information literacy is included in the first objective of the new general education curriculum	
I.8.C - Provide information resources to meet the curricular needs of students and faculty.	Increase collection development funding by 5% per year until we reach the peer mean.	FY08 budget \$293,252.45, FY08 expenditures \$307,201.08	FY11 budget \$265,725.16, FY11 expenditures (without SPST funds) \$269,064.18	extra \$20,000 for FY2012, additional funds in endowment

Tactical Objective	Performance Measure	Baseline	Current Status (July 2011)	What are we doing to impact this?
I.8.D - Develop a collection development plan through consultation among librarians and classroom faculty.	In collaboration with classroom faculty, develop a collection development plan by May 2012.	Have a "policy" but no organized plan	no progress	
I.10 - Provide outstanding library services and facilities.	90% or more of students will describe library services as meeting or exceeding expectations.	Fall 2005: 73.81% meets or surpasses expectations (30.48% meets, 43.3% surpasses)	not measured	library renovation, thesis tracking sheet, extended finals hours, extended music library (including summer hours), DRS?, chat reference, improving online resources (that's what they ask for), added download only from MusicTheater.com
I.10 - Provide outstanding library services and facilities.	Fewer than 3 errors per 1000 transactions will be found in library patron records.	FY06: 20 reported errors in 12574 circulation transactions = 1.95 errors per 1000 transactions	FY11: 37 errors in 16865 circulation transactions = 2.19 errors per 1000 transactions	better training for student employees,
II.1 - Enhance diversity of the library faculty, staff, and executive advisory board.	Gender mix of all employees and executive advisory board should be approximately equal and 10% ethnic minority.	January 2011: Staff 62% female, 15% minority Student workers 74% female, 15% minority Board 50% female, all white	July 2011: Staff 64% female, 14% minority Student workers 74% female, 15% minority Board 50% female, all white	

Tactical Objective	Performance Measure	Baseline	Current Status (July 2011)	What are we doing to impact this?
III.2 - Continue to strengthen the relationship between the University and the United Methodist Church through support for the archives of the Oklahoma Conference of the United Methodist Church, the Oklahoma Indian Missionary Conference of the United Methodist Church, library collections and services for students and faculty of the Saint Paul School of Theology at OCU, and clergy library services.	Offer at least one workshop per year for Methodist churches or clergy (archives/history or library research).	4 site visits to local church archives and 1 train the trainer session in 2010	1 train the trainer session and 1 workshop for the Oklahoma United Methodist Historical Society	Christina's conferences this summer,
III.4 - Benefit the community through direct library services and cooperation with other libraries.	Increase interlibrary loan lending to the peer average.	FY04: 1161(48.9% of FY04 peer mean 2376)	FY11: 1251 (17.9% of FY10 peer average 6988)	started to track turnaround times
III.5 - Support university sustainability efforts.	Track and reduce library paper consumption.	Approximately 130 cases per year	don't yet have a full year of data	
IV.4 - Increase external giving and grants to the library.	Apply for at least one library grant per year.	Approximately 1 every 2 years	2 librarians investigated and worked on grants, but the applications were not completed	Risa has investigated grants for curriculum collection, Beth F worked on a grant for bibliographic control of LP collection
IV.5.A - Improve library faculty development.	All library faculty members participate in multiple faculty development activities annually.	Average of 17.4 activities per year (April 2010)	Average of 19.2 activities per year (April 2011)	on track

Tactical Objective	Performance Measure	Baseline	Current Status (July 2011)	What are we doing to impact this?
IV.5.A - Improve library faculty development.	Increase the number of library faculty development activities that are directly tied to the strategic plan or defined as high quality.	Average of 2 high impact activities per faculty member	Average of 4.67 high impact activities per librarian (total 28)	
IV.5.B - Collaborate with CETL and CTS and others to provide opportunities for university faculty development.	Offer at least one collaborative faculty development opportunity to the campus at large per year.	No collaborative workshops	May library training on CTS software training	custom guide library training was coordinated with CTS
IV.6 - Improve library faculty scholarship, including external grants.	Increase the percentage of librarians who have published or presented in the previous 2 years.	April 2010: 50%	April 2011: 83.3% (Christina, Robert, Beth F & Beth J in FY11, Christina, Beth J, Robert & Lee in FY10)	
IV.9 - Support student retention by providing outstanding library service to all academic programs.	Library survey responses show that 90% or more of respondents describe library service as meeting or surpassing their needs.	Fall 2005: 73.81% meets or surpasses expectations (30.48% meets, 43.3% surpasses)	not measured	
V.1 - Conduct research on institutional effectiveness to inform our strategic planning process.	Research at least one new or evolving service option as part of the implementation process.	Some research on peer and benchmark use of chat reference and internal research on alternate reference staffing.	Research for the new web design included review of peer and benchmark library pages and others	
V.1 - Conduct research on institutional effectiveness to inform our strategic planning process.	Conduct comparative research on the information literacy of OCU students.	Some information from library service and faculty surveys and CSEQ	no progress	
V.2 - Support efforts to improve university's peer ranking.	Increase funding to improve library's expenditures and collections relative to peers.	FY 2010 collection expenditures of \$463,925.00 (37.66% of 2008 peer mean)	\$20,000 in additional collection funding was approved for the 2011-2012 fiscal year	

Tactical Objective	Performance Measure	Baseline	Current Status (July 2011)	What are we doing to impact this?
V.4 - Update peer and benchmarking comparisons to inform our strategic planning process.	Provide the strategic planning and budget committees with biennial updates of budget and services comparisons to peer and benchmark university libraries.	Provide oral updates to budget review committee	new data available after the end of the year - this report reflects the new data	
V.5 - Evaluate and strengthen the general education curriculum and all degree programs.	See I.8			