



Cartouche

THE NEWSLETTER OF THE W Aidner-Spahr Library, Dickinson College

WINTER 2010-11

Waidner-Spahr Library Annual Report

In this issue of Cartouche, you will find the Waidner-Spahr Library's annual report for 2009-10.



Photo by A. Pierce Bounds '11

WAIDNER-SPAHR LIBRARY 10-YEAR REVIEW

“Almost every aspect of the academic library has altered dramatically in the decade since our last review. Technological, economic and social phenomena have transformed the way information is sought, accessed, used, created and communicated. Library collections, staffing, services and spaces both reflect and shape the changing expectations and behaviors of 21st-century teachers, learners and scholars. Libraries such as ours have been challenged to embrace the new while maintaining relevant traditional resources, formats, programs and services. This self-study narrative documents the Waidner-Spahr Library’s transformation during this period of change and highlights our core values of service excellence, information access, evidence-based decision making and continuous improvement.”

— Waidner-Spahr Library
Self Study 2010

“It feels like the library is the beating heart of the campus.”

— faculty comment to external reviewers

The 10-year review process began with a period of intense introspection by the library staff. We pored over the 1999 review and resurrected a host of other documents that articulated library structure, staffing, programs and budget at different moments over the past decade. We looked at data on collections, costs and use of services over the years (and were relieved to confirm that we not only do more now—we document it better).

We then turned to the present state of the library and, following an all-staff retreat on the topic of assessment, identified examples to illustrate our current areas of strength and opportunity. The self study (available at <http://lis.dickinson.edu/Library/Cartouche/WSLibrarySelfStudyWebVersion.pdf>), along with two binders of documents (available in the archives) provided context and background for the efforts of two external reviewers: Sherrie Bergman, librarian of Bowdoin College (and a member of the 1999 review team) and Elliott Shore, CIO and director of libraries for Bryn Mawr College. The reviewers spent two days on campus, meeting with library and LIS staff members, faculty and students. In their report, they responded to our self study and questions developed by the Academic Programs and Standards Committee, which shepherded the review process. Below are the findings and recommendations:

STRENGTHS

1. The library is well managed and staffed by talented, dedicated, service-oriented individuals, who work together effectively.
2. The Waidner-Spahr building is the campus’ intellectual center.
3. Librarians have established an active assessment program and engage in evidence-based decision making.
4. Reference services are provided through an on-call consultation model.
5. Librarians are committed to integrating information-literacy instruction into the curriculum.
6. Librarians actively mentor student assistants and support staff into the library profession.
7. Archives and Special Collections initiatives.

AREAS FOR DEVELOPMENT

1. Developing LIS into a truly merged unit.
2. Meeting collection needs with limited financial resources.
3. Balancing priorities and projects to plan strategically.
4. Improving communication with faculty.
5. Enhancing the information-literacy program within and beyond the first-year seminars.

LIBRARY AS PLACE

“The library is TOO CROWDED RIGHT NOW!”

— Sunday-night Facebook post
by a Dickinson senior

Opened in fall 2009, the Biblio Café has become a favorite stop for students en route to class, for meetings and coffee breaks and for caffeinated fuel for late-night study sessions. The area adjacent to the café was also rearranged last year to expand availability of computers in this less-quiet side of the library. Roughly one-third of the reference collection was relocated to the circulating stacks or replaced with more current print or digital versions. These changes reflect the growth of information available online, the adoption of a research-consultation model in lieu of a reference desk and the increased student demand for collaborative computing space.

Beyond its obvious academic purpose, the library also serves as a social space for the campus community. A lively and diverse schedule of events and exhibits throughout the year creates an inviting sense of community while engaging the mind and the spirit. The library’s FaculTea series hosted informal talks by faculty from many disciplines on a wide variety of topics: mechanical inventions, living with HIV/AIDS, Renaissance music, Italian film, automobility in China and volcanoes.

The library celebrated poetry, hosting Belles Lettres Society poetry readings and a Silent Poets performance. A special book display highlighted the work of Pulitzer Prize-winning poet Maxine Kumin, the recipient of the 2009 Stellfox Visiting Scholars and Writers Program award. Prose was also honored through numerous special book/film displays, including health care reform, No Fat Talk Week, National Geography Week, the 20th anniversary of the fall of the Berlin Wall, International Women’s Day and the Public Affairs Symposium theme “Sports and Society.” A new, permanent rotating display, “Dickinson Writes,” highlights the work of alumni authors in the Biblio Café.



Biblio Café

A highlight of the year was the celebration of the 125th anniversary of the matriculation of Dickinson’s first female students in the fall of 1884. A team of student and alumna interns, Cassidy Dermott ’11, Allyson Glazier ’11, Caroline Radesky ’09 and Allison Schell ’11, created a special exhibit featuring photographs, scrap-books, artifacts and other historical materials that tell the stories of women’s experiences at the college. This display remains on the lower level of the library through June 2011. Archives and Special Collections staff also collaborated with faculty and students to conduct and preserve oral-history interviews with alumni, faculty and administrators.

New artwork by students and faculty and photographs by members of the student photography club are continually being added throughout the library, along with our continuing series of READ posters featuring students, faculty and special guests posing with their favorite books. The READ posters may also be viewed online at: <http://www.flickr.com/photos/dickinsonlibrary/sets/72157608650442517/detail>.



LIBRARY COLLECTIONS

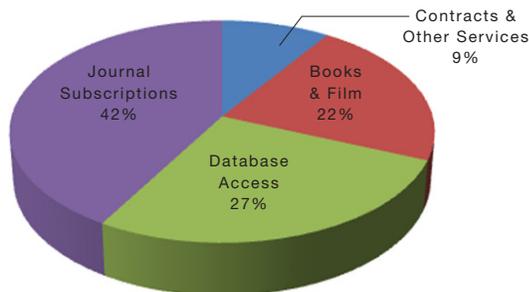
“Electronic is the way to go!”

— faculty member to library liaisons

The library continues to be challenged by rising costs—up to 10 percent per year—for serials and databases, changing formats and complex subscription arrangements, and new subject areas of faculty interest and course content. The library staff is constantly seeking ways to maximize the value of our budget without sacrificing the quality of the collection for student and faculty research.

In fiscal year 2010, the library was allocated \$1.47 million to buy library materials.

Library Acquisitions Budget Overview
Fiscal Year 2010



A SNAPSHOT OF USAGE

Databases are the library’s biggest expense. Through reference transactions and information-literacy sessions, the librarians actively teach about these products as the most reliable and efficient way to access scholarly material for research projects. The library has access to approximately 200 databases, which range from highly specialized coverage in a specific field to broad coverage for topics in all academic divisions. The tables to the right illustrate usage in three division-specific and two multidisciplinary databases.

DATABASES ADDED

Strategic purchasing of new online databases allows the library to support new programs, strengthen existing ones and expand access to items previously available only in print or on microfilm.

- Aluka (*Africana Studies*)
- Biological Abstracts Backfiles
- CiNii (*Japanese*)
- CQ Global Researcher (*International news and global affairs*)
- Credo Reference (*A variety of reference sources*)
- Index Islamicus Online (*Middle East history and culture*)
- London Times Online
- RIPM (*Retrospective Index to Music Periodicals*)
- Women and Social Movements in the U.S.
- Worldwide Political Science Abstracts

*Humanities Full-Text and
Humanities & Social Sciences Retrospective*

Year	Total Searches	Average Searches per Month*	Average Cost per Search
2008-09	5,397	638	\$0.18
2009-10	3,018	358	\$0.32

Social Sciences Full-Text

Year	Total Searches	Average Searches per Month*	Average Cost per Search
2008-09	1,662	197	\$1.50
2009-10	2,277	278	\$1.10

Web of Science (Laboratory and Social Sciences)

Year	Total Searches	Average Searches per Month*	Average Cost per Search
2008-09	9,961	1019	\$2.80
2009-10	15,747	1744	\$1.78

Project Muse (Multidisciplinary)

Year	Total Searches	Average Searches per Month*	Average Cost per Search
2008-09	6,423	745	\$1.75
2009-10	7,589	876	\$1.48

JSTOR (Multidisciplinary)

Year	Total Searches	Average Searches per Month*	Average Cost per Search
2008-09	88,531	10020	\$0.18
2009-10	64,670	7502	\$0.25

*when classes are in session

RESEARCH AND INSTRUCTION

“If I was doing the seminar over, I would include more library instruction. It made a huge difference.”

— First-Year Seminar faculty member to liaison librarian

Librarians are available to assist students with research on weekdays, four evenings a week and on Sunday afternoons. Last year, librarians provided 461 in-depth research consultations to students. A recent survey showed that student satisfaction with our research-consultation service is very high. All respondents said they found it “helpful” or “extremely helpful” to meet with a librarian. As one student put it, “Research services are excellent; I would not have been able to find half of what I did on my topic without the help of the librarians.” Another student appreciated finding better sources with the help of a librarian, stating, “I may have found similar sources [on my own], but they probably would not have been as comprehensive or as good.” Of students responding to the survey, 50 percent said that a faculty referral led them to seek a consultation with a librarian.

Librarians also have developed self-help research guides for each of the majors offered at the college. These online guides point students to high-quality sources appropriate for the discipline. Many of the guides were developed using MediaWiki software, which is easy for librarians to update and for students to navigate. Recently the library redesigned the look of our guides to avoid confusion with Wikipedia. From September 2009 to September 2010, these guides were visited approximately 3,000 times. All guides are linked from: <http://lis.dickinson.edu/Library/Research/SubjectGuides/index.html>.

INFORMATION LITERACY/INSTRUCTIONAL SERVICES

During 2009-10, librarians provided in-class information-literacy instruction for courses in 26 different departments across all three divisions taught by 69 different faculty (not including First-Year

Seminars). Total attendance at all classes, including First-Year Seminars (FYS), was 3,600 students.

The number of instructional sessions taught by librarians declined somewhat from prior years. Some of the decline in total number of FYS instruction sessions is likely due to concurrent sessions taught for the “Great Ideas” cluster of seminars. Some FY seminars had fewer but longer sessions. Average contact time per FYS (118 minutes) declined only 10 minutes from the previous two years. We will be analyzing the reasons for the decline in the number of instructional sessions in an effort to improve our support for integration of information literacy throughout the curriculum.

Number of Information Literacy Sessions Requested by Faculty

Type of Instruction	2007-08	2008-09	2009-10
First-Year Seminar sessions	113	87	73
Sessions in other courses across curriculum	151	127	122

Special instruction sessions also were provided to orient transfer and international students to library resources and services available at the college. Although transfer students do not have FY seminars, we strive to ensure that they receive the foundational information-literacy skills that will support their success at Dickinson.



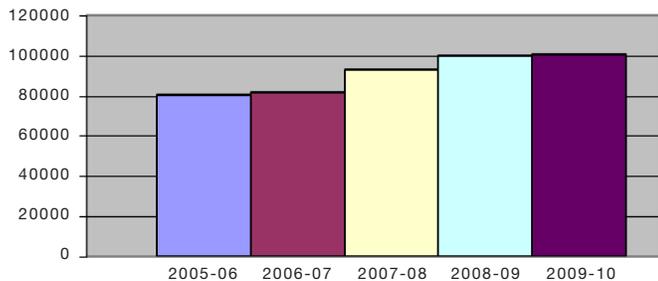
ACCESS SERVICES

“We love RAPID!”

— faculty member to liaison librarian

We reached an impressive milestone this year, exceeding 100,000 circulation transactions for the first time. This marks a 3-percent increase over last year and a 21-percent increase over the last five years. Our students borrowed 72 percent and our faculty borrowed 18 percent. Our popular service of loaning student laptops continues to prove its worth. A 35-percent increase in loans from last year shows that students value the technology and the mobility laptops afford.

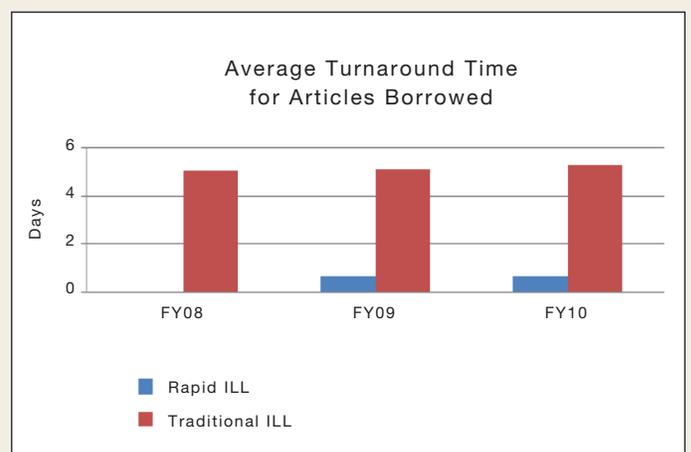
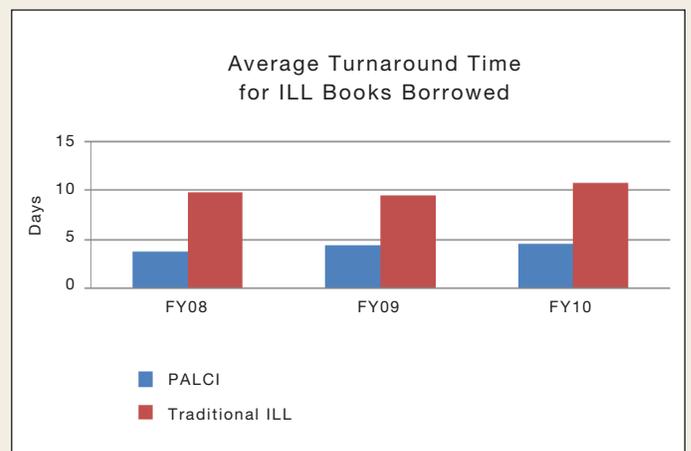
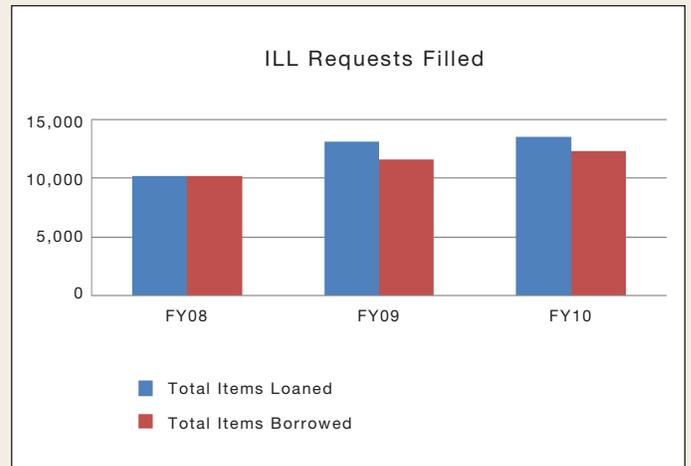
Library Circulation Transactions



Reserves continued to be an important service. Only 2,200 individual items were placed on reserve lists but often were cross-listed for multiple courses. Circulation data revealed that there were almost 7,000 reserve checkouts last year, a 7-percent increase over the previous year.

We took maximum advantage of resource sharing through a number of technologically enhanced interlibrary-loan systems. In the past year Dickinson’s patrons borrowed 12,380 items from other libraries, many transactions taking place with little or no staff mediation. This represents a 6-percent increase from fiscal year 2009. In addition, our patrons received requested items quickly. Over 70 percent of the overall total of interlibrary books loaned to our patrons were filled by our PALCI (Pennsylvania Academic Library) consortium and were available to the patron on average within four days. As partner in the cooperative RapidILL service, we were able to facilitate the rapid delivery of 65 percent of all article requests for our patrons, with an average delivery time for these articles of just over 12 hours; hundreds of requested articles were received within minutes of request, and the other 35 percent of articles were delivered on average within three days.

The speed and efficiency of RapidILL also has boosted our inter-library lending to other libraries’ patrons by 8 percent. We have had significant success training students to carry out all aspects of filling requests. They work independently and have achieved an impressive level of service.



ARCHIVES AND SPECIAL COLLECTIONS

“Compliments to you for your Special Collections and Archives Web pages, especially on the detail of the finding aids, and also ease of use of your pages with the great (and clear) links.”

— a non-Dickinson researcher

The last academic year was an especially busy one in Archives and Special Collections. Whether organizing existing materials, digitizing papers and photographs, teaching students about primary sources, appraising and cataloging newly acquired collections, providing research services to our patrons or exploring available technologies to make our information more accessible, archives staff members were in constant motion.

Thanks to a grant from the Pennsylvania Historical and Museum Commission, we were able to hire recent Dickinson graduate Caroline Radesky '09 to process our Frank Masland collection. The collection, featuring a wealth of information about Masland's explorations of the American West and his environmental efforts, has already been used by scholars from across the country.

Don Sailer '09 was employed on a part-time basis to assist with other digital initiatives. With his help, 10 diaries and student notebooks totaling more than 2,300 pages of handwritten text were added to the Their Own Words Web resource. Included among these items were 1790s lecture notes of Charles Nisbet, first president of Dickinson College, on literary criticism and economics. Journals dating from the 1850s of President Charles Collins and students Tiphen Allen and Marcus Parrott were mounted online, as was a remembrance of college days authored by early Dickinson coed Elizabeth Low.

Another grant, this one from the Institute for Museum and Library Services through the Pennsylvania Department of Education, allowed us to collaborate with Millersville University to build upon a project launched two years ago. Greg Aldin was hired to digitize more than 10,000 pages of 19th-century books and pamphlets for our Slavery & Abolition in the U.S. Web resource.

During the summer of 2009, students Cassidy Dermott '11, Allyson Glazier '11 and Allison Schell '11 collaborated on researching, designing and mounting an extensive exhibit celebrating the 125th anniversary of women's education at Dickinson. Much of the information used was drawn from the Women's Experiences blog, launched earlier in the year by three student interns and contributed to by nearly a dozen volunteers. The 125th-anniversary exhibit will be on display through Alumni Weekend 2011.

Our work-study students digitized a number of photographs to add to our online Flickr collections. Images of the construction of the Panama Canal dating from around 1910, Soviet News Agency photos from the 1930s, immediate post-WWI images of Europe and 19th-century maps and atlases are among the notable additions. Items from our various Flickr collections were viewed more than



From left, Allyson Glazier '11, Allison Schell '11 and Cassidy Dermott '11 work on the exhibit celebrating the 125th anniversary of women's education at Dickinson College.

42,000 times during the past year. Other work-study students processed collections of personal papers and college records. Among the notable collections were the Marcia Chamberlain letters from poet Marianne Moore, the George E. Reed journals of his WWII experiences and the John Perry Wood family papers.

Finally, with the assistance of graduate intern Dennis Lavery and Instructional and Media Services colleague Ryan Burke, we launched a project to make available online digitized copies of the *Dickinsonian*. Beginning with the 1959-60 school year, student workers are summarizing the contents of each issue through our Drupal-based archives blog. This work in progress is available online, and we look forward to hearing any comments you may have about this new digital initiative.



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PUBLICATIONS AND CONFERENCE PRESENTATIONS BY LIBRARIANS AND LIBRARY STAFF

PUBLICATIONS

Arndt, Theresa. "Reference Service Without the Desk." *Reference Services Review* 38, no. 1 (2010): 71-80.

Arndt, Theresa. "Services in a (Post) Google World." *Reference Services Review* 38, no. 1 (2010): 7-9.

Brunskill, Amelia. "Do-It-Yourself Library Basics." Printed in *The Library Instruction Cookbook*, eds. Ryan Sittler and Douglas Cook. Chicago: ACRL, 2009.

Gerencser, James and Malinda Triller, "Cooking with the Past: A Hands-On Approach to Interpreting Primary Sources." Printed in *The Library Instruction Cookbook*, eds. Ryan Sittler and Douglas Cook. Chicago: ACRL, 2009.

Osborne, John M. and **Christine Bombaro.** "Learning to Read the Signs." *The History Teacher* 43, no. 2 (February 2010): 205-222.

POSTERS

Brunskill, Amelia. "Deconstruction of Our Instruction: A Summer Salon Exploring How To Become Better Teachers." American Library Association Annual Conference, Washington, DC, June 2010.

CONFERENCE PRESENTATIONS

Arndt, Theresa. "Reaching Out Intentionally: The Mentoring Challenge." ACLCP Fall Meeting. Grantville, PA. October 2009.

Bombaro, Christine and Wendy Moffat. "What Does a Successful Information Fluency Program Look Like?" Council for Independent Colleges' Information Fluency Workshop. New Orleans, LA. March 2010.

Brunskill, Amelia. "iTALC: Free & Effective Management of Computer Classrooms." @ LIRT Program: Capitalizing on Technology: A Teaching Technology Fair. ALA. Washington, DC. June 2010.

Brunskill, Amelia. "Evaluating and Weeding Book Collections in the Sciences." Assessment Discussion Group. Science and Technology Section. ALA. Washington, DC, June 2010.

Degnan-Rojkeski, Mara. "Improving the Research Competencies of Your Political Science Students." American Political Science Association Teaching and Learning Conference, Philadelphia, PA. February 2010.

Dermott, Maureen. "You Are Not Alone: Managing Change in Access Services with Compassion and Commitment." Access Services Conference. Atlanta, GA. November 2009.

Dermott, Maureen and Tina Maresco. "Documents...We Want 'Em Rushed and Readable." Access Services Conference. Atlanta, GA. November 2009.

Gerencser, James. "Maximal Processing: Product, Process, Priorities." New England Archivists Spring Meeting. Amherst, MA. March 2010.

Radesky, Caroline. "'Man's Domain': Anti-intellectualism and Challenged Masculinity within Higher Education, 1870-1915." Central Pennsylvania Consortium Women's Studies Conference. Lancaster, PA. March 2010.

Triller, Malinda. "Social Networking in the Archives: The 'Women's Experiences at Dickinson' Blog." Central Pennsylvania Consortium Women's Studies Conference. Lancaster, PA. March 2010.