



PennState University Libraries

2017-2018 ANNUAL REPORT



Message from the Dean

Like knowledge itself, the University Libraries is always growing, evolving, and inspiring us to pursue new possibilities. During the past academic year, we:

- neared completion of our **new Conservation Centre** to accommodate expert services and specialized equipment to care for our most vulnerable resources, and to teach interns and others to carry these specialized skills into the future;
- kicked off our role in Penn State's current fundraising campaign, "**A Greater Penn State for 21st Century Excellence**";
- held our first-ever University-wide Short Edition short story contest, encouraging Penn State students, faculty, and staff to embrace their creative writing inclinations and draft tiny tales around the fitting theme of "New Beginnings";
- welcomed our first guests from Penn State's Global Engagement Network partner libraries and reciprocated by sending several of our librarians to university libraries in Croatia and South Africa; and
- expanded our annual Information Literacy Awards

University-wide to recognize excellence among all Penn State undergraduate researchers who demonstrated best practice in sharing their findings with campus audiences.

These examples and others in this document are but a representative fraction of the list of our community's recent achievements, milestones, and innovative initiatives.

Today, we hope you enjoy reading about these accomplishments and will celebrate them with us. We are excited about our future in helping our many constituencies succeed in pursuing their academic and research goals.

— Barbara I. Dewey
Dean of University Libraries and Scholarly Communications



2014-19 Strategic Plan Programmatic Areas

TEACHING AND LEARNING | DISCOVERY, ACCESS, AND PRESERVATION | ADVANCING UNIVERSITY RESEARCH

TEACHING AND LEARNING

In Spring 2018, librarians from 17 of the University Libraries' undergraduate locations across the University awarded Penn State students a total of 74 Information Literacy Awards for undergraduate student research that displayed a high level of information literacy skills. This initiative was the first University-wide effort for the Libraries to recognize undergraduate student research using an aligned approach.

— Library Learning Services offered the first **Information Literacy and Research track** at Penn State's annual Teaching and Learning with Technology Symposium, an event attended by more than 500 Penn State faculty, staff, and students engaging in the **intersections between data, technology, and education**. The Libraries' sessions explored a new reference model using the concept of research parties, incorporating BIRD by Muv technology into library instruction sessions for increased student participation, **embedding librarians in courses** to enhance student research skills, and **leveraging the digital humanities** to increase digital fluency among students and alumni.

— **Information literacy** also is being integrated into Penn State's newly **revised General Education courses** through several Libraries initiatives. An annual action team is reviewing courses' learning objects and lesson plans, conduct surveys for assessment, and inventorying information literacy modules available across systems. In addition, a series of **digital badging modules** that provided micro-certification for students who complete a flexible, personalized online information literacy skills program is working to include **artificial intelligence (AI)** into its assessment of students' skills. The incorporation of AI will enable the badging program to scale up.

Pattee Library's Knowledge Commons launched a new approach to reference assistance through a peer-to-peer service housed in The Search Bar.

— This space for "students helping students" combines undergraduate writing tutors and technology tutors, both well established presences in Pattee Library who offer one-on-one assistance, and adds **peer research consultants trained by the Libraries** to help guide peers through the academic research process. Writing tutors provide support at any point in the writing process, while tech tutors coach peers on software or online tools needed for classes or projects.

— Based on the Apple Store's Genius Bar service model, The Search Bar is staffed 68 hours weekly when Penn State classes are in session.



The
Search
Bar

Advancing the use of Open Educational Resources in Penn State courses continues to grow at the Libraries. Integrated regional campus OER support has expanded through the establishment and training of **Open Access librarian liaisons** as well as development and dissemination of workshop-in-a-box materials for open education advocacy.



The Libraries is partnering with **Invent Penn State** through educational initiatives and programs supporting entrepreneurship. Efforts include building an Entrepreneurship Cooperative Collection of informational resources at the Happy Valley LaunchBox in downtown State College, Pa., increasing patents and trademark support, and creating curated online research guides.

COMMITMENT TO DIVERSITY

The University Libraries is committed to diversity in all of its forms, embracing differences with acceptance and respect. Highlights of diversity-promoting activities and events in 2017-2018 include:

The 2nd annual **Human Library**, where attendees “check out” a human book to engage in “conversations that challenge stereotypes and prejudices through dialogue”;

The 4th annual **Art+Feminism Wiki-edit-a-thon**;

The 25th annual Lee Bennett Hopkins Poetry Award, presented by the Libraries and the Pennsylvania Center for the Book to winner Jorge Argueta for **Somos como las nubes/We Are Like the Clouds**, and honor recipient Nikki Grimes for *Garvey's Choice*;

The 33rd annual Martin Luther King Jr. Commemoration Week “Deconstructing the Dream: At Whose Expense?” **student poster contest exhibit**;

“100 Years of the Pulitzers: Celebrating Our Humanity” exhibit;

“Depth of Field,” an exhibit examining the history and **impact of war in the Middle East**, the history of war photography, and works by 21st-century **women war photographers**;

“**Opening Doors: Contemporary African American Academic Surgeons**,” a traveling exhibit from the National Library of Medicine and the Reginald F. Lewis Museum of Maryland African American History and Culture;

Global Engagement Network library initiatives:

– “The Many Faces of Intercultural Dialogue: A Showcase,” held during International Education Week, – a collaboration and visit/exchange with University of Split, Croatia, and – “Academic Libraries Around the World” exhibit; and



A daylong “**Diversity Retreat: Advancing the Conversation on Inclusion**” for Libraries employees.

DISCOVERY, ACCESS, AND PRESERVATION

Several new iterations to the University Libraries website have been developed and launched to **improve search results and connect website visitors to subject expert librarians**. Visitors can browse both library databases and experts by subject keywords, and search results are now delivered in separate “Bento box” sections based on type of content.

The Information Technology team also **improved accessibility of the University Libraries website** by implementing SiteImprove.

The Eberly Family Special Collections Library hosted the third Aeon Symposium at in August 2017, “**Intersections: Technology and Public Services in Special Collections, a Penn State Symposium.**” Special collections attendees from across the nation explored how technology, assessment, and public service intersect to support discovery and access of cultural heritage collections.

The Libraries’ **digitization services and self-service technology and equipment** were inventoried and published online, and guidelines published, to help Libraries visitors explore a range of options to preserve and transfer their content digitally in multiple file formats.

An expanded **library materials office delivery program**, initially developed for University Park faculty, has begun rollout of an expanded service to graduate students.

A total of 183 titles — covering 104,048 issues, 835,489 pages, and dates from April 15, 1789, through December 2003 — have been added online to the **Pennsylvania Newspaper Archive**. If those pages were printed in their original broadsheet and stacked, they would approximate the height of the Statue of Liberty.

#GIVINGTUESDAY™

annual online giving campaign benefiting the Libraries’
Textbook and Educational Resources Endowment

\$32,000

raised online

29 hours, 5 minutes

Nov. 27-28, 2017

\$90,099

total raised (2015–2017)

to support Penn State students’
affordable access to required course materials

LibCal, a new self-serve, online reservation system, enables students at all Penn State locations to **reserve group study rooms online** with just a few clicks.

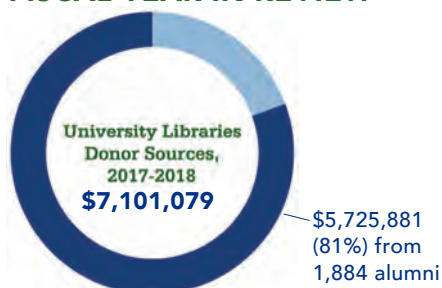
Several digital innovations are in progress to help develop next-generation access of the Libraries website and digital collections:

- Several key **portions of the Libraries website are being made available in other languages**, starting with Mandarin and Korean;
- The **Cultural Heritage Object Access platform** is the working name for a user-friendly, visually oriented digital library that will make the Libraries’ digital collections easier to find and use online; and
- Developments for web-based projects are being created using open-source code, so Libraries technology developers can **contribute content to and support the open-source community**.

HIGHLIGHTS BY THE NUMBERS

In August 2017, the Association of Research Libraries' annual Library Investment Index listed Penn State's University Libraries **No. 2** among U.S. public university libraries, just behind the University of Michigan Libraries.

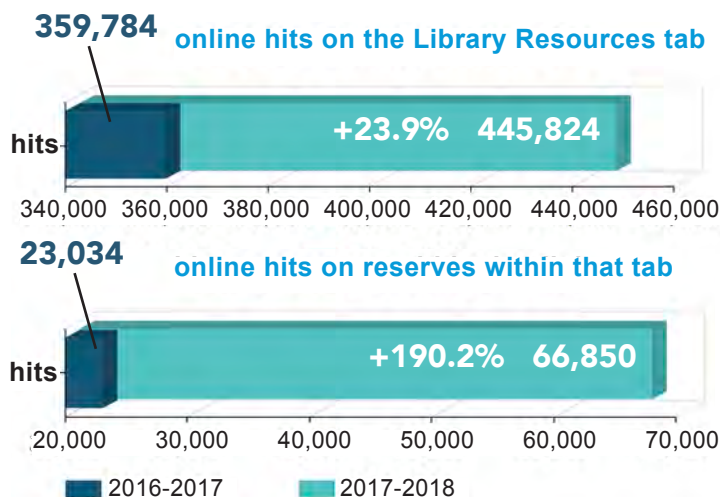
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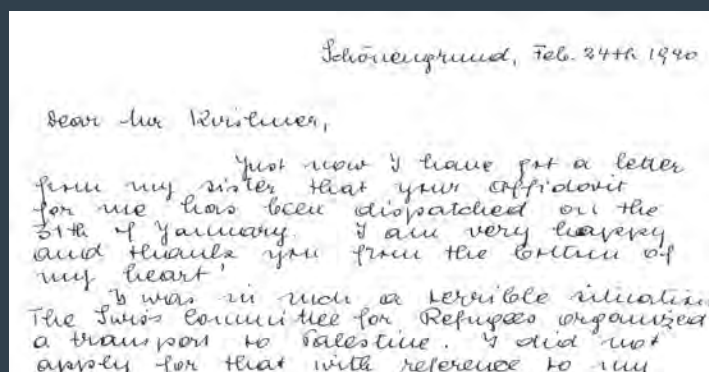
Canvas, the online "home base" for student and faculty course content sharing, includes web links to Libraries-provided e-books, course reserves articles and chapters for required reading.

Its Library Resources tab provides subject- and course-specific guides curated by librarians to help students locate content that is current, accurate, authoritative, and relevant.

Access to library content in Canvas, Penn State's learning management system



ADVANCING UNIVERSITY RESEARCH



The **Kirschner Family Holocaust-Era Letter Collection**, a donor gift to the Eberly Family Special Collections Library, includes two unique sets of correspondence: one a research-rich resource documenting World War II Jewish-American efforts to address the crisis of refugees stemming from Hitler's attempts to exterminate the Jewish people, an **under-documented area of Holocaust studies**; the other spans multi-generational correspondence between the families of two young Jewish Russian émigrés, one who settles in North America and the other in South America.

The **Electronic Thesis and Dissertation System** and **Electronic Honors Thesis System**, both overseen by the Digital Scholarship and Repository Department, published:

1,038 graduate submissions among master's degree and Ph.D. graduates and

557 undergraduate honors thesis submissions for new Schreyer Honors College graduates.

ScholarSphere, Penn State's institutional repository service for self-deposit research and scholarly work produced by the University community and maintained through a partnership with the University Libraries and Information Technology Services, received:

618 new works encompassing

1,163 files totaling

145 GB in size from University scholars, including

209 new users.

Preliminary phases of a **space master plan to support teaching and research** — developed to more effectively use library spaces and designate instruction and academic research support spaces service points especially at the University Park campus — were completed. Several departments were relocated and upgraded, in preparation for and in conjunction with the Pattee Library and Paterno Library renovation and expansion project.



HONORS AND ACHIEVEMENTS

University Libraries, World Campus E-Book Partnership Savings, 2017-2018



A Libraries partnership with Penn State World Campus **saved online learners an estimated \$1.2 million** in the cost of buying required course textbooks from its launch in Fall 2017 through the Summer 2018 semester. World Campus has committed to investing up to \$50,000 per semester to continue to help the Libraries buy e-books — more than 330 so far — and connect them directly as course reserves in Canvas, Penn State's learning management system.

Its great success prompted the Libraries to launch a similar pilot program with the College of Information Sciences and Technology for its student at the University Park campus, laying groundwork for even greater savings for students across the University.

Emily Rimland, information literacy librarian and learning technologies coordinator, was named the American Library Association's Library Instruction Round Table **2018 recipient of its Librarian Recognition Award** for contributions to the development, advancement, and support of information literacy and instruction.

Librarian Emeritus Stephen Herb was named the **2018 recipient of the Distinguished Service Award** from the Association for Library Service to Children, a division of the American Library Association.

John Meier elected **Science and Technology Section chair** of the Association of College and Research Libraries.

Beth Thomsett-Scott was elected **chair-elect of the Sci-Tech Division** of the Special Libraries Association.

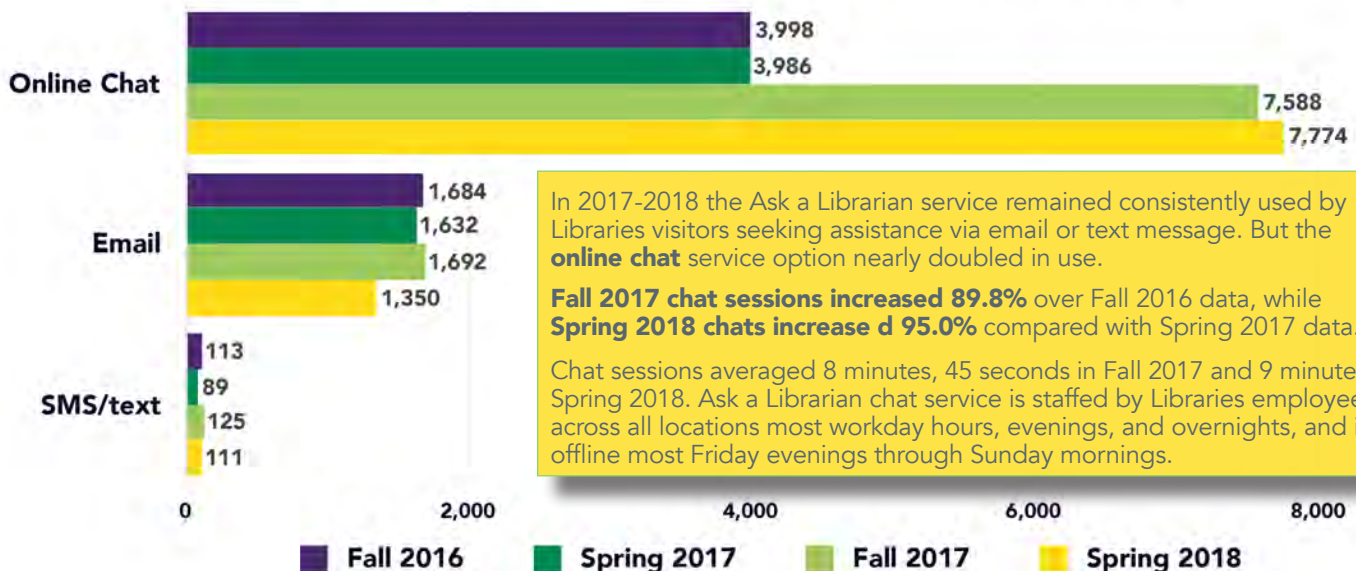
Binh Le was elected to the **board of directors of the Pan Asian Senior Services Inc.** It provides services to low-income Asian American senior citizens in the Philadelphia region.

Zoe Chao was invited to participate in the Core Design Group of Northeastern University Libraries' **IMLS grant project: Design for Diversity.**

Vairo Library at Penn State Brandywine head librarian Teresa Slobuski will serve on the American Library Association's **Stonewall Book Awards – Mike Morgan & Larry Romans Children's & Young Adult Literature Award Committee.**

Penn State Abington Reference Librarian Paula Smith was awarded a grant from Penn State Outreach and Online Education to develop a **curriculum and teaching guide for The Loving Project podcast**, which celebrates the landmark Supreme Court case, Loving v. Virginia, by exploring what it's like to be a part of a mixed-raced marriage in America today.

Ask a Librarian assistance service: 2016-2017 vs. 2017-2018



In 2017-2018 the Ask a Librarian service remained consistently used by Libraries visitors seeking assistance via email or text message. But the **online chat** service option nearly doubled in use.

Fall 2017 chat sessions increased 89.8% over Fall 2016 data, while **Spring 2018 chats increased 95.0%** compared with Spring 2017 data.

Chat sessions averaged 8 minutes, 45 seconds in Fall 2017 and 9 minutes in Spring 2018. Ask a Librarian chat service is staffed by Libraries employees across all locations most workday hours, evenings, and overnights, and is offline most Friday evenings through Sunday mornings.

Visit the Alumni Library at alumni.libraries.psu.edu

Through a partnership between the University Libraries and the Penn State Alumni Association, members receive online access to several of the Libraries' subscription databases not available to the public.



In 2018-2019 and beyond:

— Thanks to a team-based approach to design, planning, and execution, Pattee Library and Paterno Library will receive an expedited renovation and expansion, completed in just one year. The **Central Atrium and Collaboration Commons construction project** launched in September 2018 and is expected to be **open by August 2019**.

— The Libraries' **new Conservation Centre** will open its doors, realizing a decades-long vision to provide **dedicated expertise for the care and treatment of rare books and manuscripts** for the University Libraries and others throughout the Commonwealth of Pennsylvania, and welcome the public to participate in its **planned outreach and instruction initiatives**.

— Multiple Libraries **virtual reality labs** are in the midst of "soft launches" in Fall 2018, and establishing a future **Immersive Lab** in Pattee Library is actively being discussed. Meanwhile, librarians at the Lofstrom Library at Penn State Hazleton and Pattee Library's Knowledge Commons are collaborating on research about **instructional uses of VR for undergraduates** through a National Network of Libraries of Medicine grant.

... and so much more!