



annual report



UNIVERSITY LIBRARIES
THE UNIVERSITY OF TOLEDO

Reorganization, Hiring Prepare University Libraries to Move Ahead

A reorganization of University Libraries implemented in March 2016 and the hiring of individuals to fill four vacant positions have prepared University Libraries to move ahead in the coming year.

The process to reorganize the library began in the summer of 2015 when library faculty and staff held retreats to develop a shared vision. From those retreats, it was clear that a streamlined organizational structure with staff reporting to their immediate supervisors and faculty being directed in their day-to-day responsibilities through department directors would improve operations. The new organizational structure implemented is based upon the functions of the library. The plan and the process by which it was developed were unanimously endorsed by both the University Libraries' Faculty Council and the Faculty Senate.

The new structure is being overseen by Barbara Floyd, who was appointed interim director in July 2015. In addition to Floyd, other directors include: David Remaklus, director of Library Operations; Julia Martin, director of Reference and Instruction; Sheryl Stevens, director of Collection Services; and Jolene Miller, director of the Mulford Health Sciences Library. Floyd also serves as director of the Ward M. Canaday Center for Special Collections and Martin was recently appointed chair of the library faculty.

The reorganization allowed the library to identify and prioritize positions needed for optimal functionality. Three new faculty positions and one new staff position were filled during 2016. These included: Jessica Morales, Collections Management Librarian, who will oversee the development of both electronic and print collections to reflect the institution's curriculum and research needs; Margaret Hoogland, Clinical Medical Librarian, who will work with medical students, physicians, and residents to insure access to medical resources needed for patient care; Jonathan DaSo, Undergraduate and Information Services Librarian, who will oversee reference desk services and outreach to lower division undergraduate students to promote student success; and Alexandra Coleman, Cataloging Librarian, who will be responsible for creating access to library materials.

The positions were also prioritized in the library's hiring plan completed two years ago.

In addition to the new positions, four librarian faculty members in the Health Science Campus's Mulford Library have changed status. Three of the librarians have

become tenure-track faculty, and one a senior lecturer. This change in status brings parity to all librarians and establishes a common process for tenure and promotion with the Main Campus librarians.

The librarians with changed status include: Jolene Miller, Gerald Natal, and Jodi Jameson, assistant professors; and Sheryl Stevens, senior lecturer.

The new organizational structure will be evaluated in the coming months to insure it is meeting the needs of the library and its patrons, and adjustments will be made as necessary.

Renovations to Mulford and Carlson Establish New Study Spaces for Students

Renovations completed in 2016 to the Mulford Health Science Library and those begun in May at the William S. Carlson Library will provide up-dated, attractive spaces for students.

Renovations of \$165,000 to Mulford included new soundproofing and furniture in study rooms and the addition of whiteboards in study rooms and carrels. A new small group study area was created and a storage room was repurposed as a conference room that can be used for tutoring or group learning.

Phase One of renovations to the Carlson Library began as soon as the spring semester ended, and targeted the third and fourth floors of the library. These floors house the library's print journals and books, and renovation work required closing access to the collection for the summer. Patrons were accommodated using OhioLINK borrowing with little disruption in service. As part of the work, library faculty and staff moved over 170,000 volumes from one side of the third floor to the other. The move was completed in a little over one week.

The renovations to Carlson were finished in time for the students' return to campus for the fall semester. The walls have been painted, new furniture purchased, and many new individual study carrels and group study rooms have been created. Both types of spaces have been requested by students using the library for many years.

Coordinating the renovations for the library has been the responsibility of David Remaklus, director of Library Operations. The work has been overseen by Chris Levecki of Facilities Management, and the construction contractor is Spieker Construction.

Phase One of the construction was budgeted at \$3 million. The next phase of renovations, which will begin in December 2016 once the fall semester is completed, is

also budgeted at \$3 million. Funding for the renovations comes from state capital improvement money.

The next phase will allow the library to complete renovations begun five years ago on the second floor of Carlson. To be added to this area is a relocated and updated Dorothy Mackenzie Price Model Classroom, as well as a veterans' lounge. The veterans' lounge will be relocated to the library from its current location in Rocket Hall.

The construction will also involve renovations to the first floor, including the removal of the concourse, and creating an open space between the first and second floors.

Most dramatically, it will also include the removal of the brick façade of Carlson on the east side and the replacement of the brick with a glass curtain wall. This will allow more light into the upper floors of the building, and create a modern, updated look for the library.

Carlson Library was originally built in 1973, and is named for the 12th president of the university, who served from 1958 to 1972. While some renovations have occurred over the years, the work done in this latest renovation is by far the largest and most impactful.

Program Review Recommendations Implemented

In April 2015, a three-person team of outside reviewers completed a site visit and prepared a report on the effectiveness of University Libraries in fulfilling its mission. Since the issuance of that report, the library has made significant progress in addressing the concerns outlined by the reviewers.

Below are some of the recommendations of the program reviewers that have been addressed in FY2016:

- **Recommendation:** Clarify membership of the library leadership team and create reporting lines for staff to improve supervision.
 - **Response:** The reorganization of the library completed in March 2016 creates a new leadership team. Departments are based on function with clear reporting lines so that staff report to the person who directs their day-to-day work.
- **Recommendation:** Adopt a data-driven, transparent decision-making model.
 - **Response:** Under the new organization, the Director of Operations is responsible for data collection and oversight of assessment. The

library will be developing an assessment plan in FY2017 and collecting data that allows for measuring the effectiveness of primary functions.

- **Recommendation:** Implement one faculty model for all librarians.
 - **Response:** With the reorganization, all Health Science Campus librarians now have their faculty lines in University Libraries rather than in academic departments outside the library.
- **Recommendation:** Engage with campus master planners and architects to discuss renovations to Carlson Library.
 - **Response:** The faculty and staff who work in Carlson Library met last fall and prepared recommendations for the renovations to the building that began in May 2016. The input from the library improved the plan to better meet programmatic needs.
- **Recommendation:** Hold regular meetings with faculty and staff.
 - **Response:** The interim director attends all of the Library Faculty Council meetings, and reports at length about issues. In addition, two library-wide meetings were held this year along with several social events. Department directors meet regularly with faculty and staff of their departments to discuss issues and resolve problems.
- **Recommendation:** Provide advanced customer service training to Circulation Dept. staff so they can also provide basic reference assistance.
 - **Response:** The Circulation Department supervisor held a structured in-service training program for student employees to improve service. One full-time Circulation Department employee is now shared between Circulation and Reference. A new reference model will be implemented in Fall 2016 under the direction of the Undergraduate and Information Services librarian.
- **Recommendation:** Revise hiring plan to include a collection strategist.
 - **Response:** The position of Collections Management Librarian was recently filled. This position will coordinate collection development across all formats.
- **Recommendation:** Investigate best practices for information literacy.

- o **Response:** As a result of the reorganization, information literacy responsibilities have been split between two coordinators—one aimed at entry level classes, and one aimed at upper division and graduate classes. New techniques for reaching more students have been piloted, including workshops. On-line tutorials and webinars will be developed for students in Fall 2016.
- **Recommendation:** Revisit reporting structure at Mulford Library.
 - o **Response:** With the reorganization, all Mulford Library staff report for day-to-day responsibilities to the director of Mulford Library; the director also provides input to the library chair regarding Mulford faculty workload agreements.

Other recommendations of the program review team that involve long-term strategic planning have been delayed until a permanent leader of the library is appointed.

Departments Have Productive Year

Access Services and Library Operations.

University Libraries saw 722,954 individual visits to Carlson Library and Mulford Library combined in the academic year of 2016. This was an increase of over 10,000 from the gate counts of 2015. More than 71,000 items circulated, including books, items on reserve, media, and laptop computers. Nearly 21,000 interlibrary loan requests were filled.

Access Services (which became part of Library Operations after the reorganization in March 2016) also created or helped to create several exhibitions and special programs throughout the year. These included the Undergraduate Research Showcase, where students who had conducted research in collaboration with UT faculty presented posters on their work in December 2015. An exhibit on the fifth floor of Carlson Library featured historical bottles from the Canaday Center's collection of materials from Owens-Illinois. In May, the library was the site of the Bachelor of Arts in Visual Arts Capstone Thesis Show.

Collection Services. The Collection Services Department significantly enhanced the relevance and usefulness of the library's resources in 2016.

Over 40 new electronic information products were purchased covering a variety of disciplines, formats, and

types. Among them were: ProQuest ebrary, American Founding Era Collection, Early American Newspapers, Historical New York Times, Afro-Americana Imprints, Theatre in Video, AccessEngineering, and Private Company Financial Intelligence. The addition of these products brought the total number of subscribed electronic resources to over 350. The number of full-text content and data views by users of all of these resources exceeded 700,000 and searches topped 2 million.

A new "discovery layer" was implemented, providing users with expanded keyword search capabilities across many library resources.

The library's remaining print and microform journal collections were condensed and reorganized for improved relevancy and access, as was the government documents collection. Rare historical government documents were transferred to compact shelving, and will be cataloged and made accessible to the public through the special collections department.

Print versions of a selected number of required textbooks were purchased for the course reserve collection to help support the goal of reducing textbook costs for students. Also, a book selected by each newly tenured and promoted faculty member was purchased and added to the library's collection in honor of the faculty member.

Mulford Health Sciences Library. Responsive and exceptional research, education, and information services continue to be hallmarks of Mulford Library. The systematic review literature search service resulted in at least four published systematic reviews. Librarians worked closely with faculty as liaisons to provide information literacy and evidence-based practice instruction to students in professional programs.

The library added several new resources to support student learning and clinical care in a variety of programs. Streaming video, an improvement over DVDs, is available for several resources which can be embedded by faculty into Blackboard and made relevant for specific course content.

In fall 2015, Mulford Library hosted the National Library of Medicine exhibit "Every Necessary Care and Attention: George Washington and Medicine," detailing Washington's health and that of his family, soldiers, and slaves. In January, Mulford also hosted the annual Artist Showcase of works by faculty, staff, residents, and students in health-related programs. The exhibit opened with a lecture by local artist, nurse, and cancer survivor Laura Miller.

Reference and Instruction. The Reference and Instruction Department focused on two initiatives in 2016: investigating a new reference model and increased outreach to students, particularly those in the lower divisions.

The department will begin implementing the new reference model in the fall, which will utilize more student assistants to answer simple questions, allowing librarians to devote time to more complex questions and teaching information literacy classes.

Outreach to students included a “5 Things for Student Success” marketing campaign focused on library resources and services that can improve student success. On-line information literacy modules designed for freshman composition and other lower division classes with research requirements were developed for use in Blackboard, inserting library instruction into a tool frequently used by students. A spring workshop series offered instruction on specific library resources.

Ward M. Canaday Center for Special Collections.

The Canaday Center continues its mission to collect, preserve, and make available rare and unique research collections.

In 2016, the Center acquired several significant new collections. This includes the original minute books of the Toledo City Council dating back to the founding of the city in 1837 and other early records of Toledo governance. Included in the minutes were the original articles of incorporation for the city. The Center also acquired the records of the Toledo city manager from the 1950s to the 1980s.

The Center also acquired the collection of nationally-known photographer Tom Olin, documenting many of the important events in the history of the disability rights movement. The Olin collection is further evidence of the growing reputation of the Center’s collections documenting the history of disability.

The exhibit “Greater Toledo: The City in the World” opened in September as part of the activities marking the inauguration of Dr. Sharon Gaber as the 17th president of the University of Toledo. The exhibit looked at the global connections of Toledo, its people, and organizations. The exhibit provided the first opportunity for the public to view the founding documents of Toledo, and Mayor Paula Hicks-Hudson attended and spoke at the event.

The Canaday Center also lent important items from the Marie Vogt Papers to the Toledo Museum of Art for its exhibition “Degas and the Dance.”

Public Events Focus Attention on University Libraries

In addition to those organized by various departments, University Libraries sponsored several library-wide special events last year aimed at students and the general public.

National Library Week (April 10-16) was celebrated with many events, including a paper-making workshop, a poetry slam night featuring students and community poets, a book printing demonstration, a game night, and talks by two authors. A book sale of titles weeded from the library’s collection raised money to buy new books. Library Week was promoted with posters featuring important university and community leaders that encouraged people to read.

The Banned Books Vigil, held in collaboration with the Banned Books Coalition on October 1, brought hundreds of students into Carlson Library to hear presentations on the importance of the right to read.

Other public events during the year included participation in NaNoWriMo, part of a national effort to encourage people to write an entire novel during the month of November. The “Seeds of Hope” exhibit, sponsored in cooperation with the Peace Education Initiative, featured posters on sustainability. University Libraries also participated in Welloween again this year, providing students with information on how the librarians can help students use library resources for their academic and personal research.



Professional Accomplishments of the Faculty and Staff of University Libraries

The faculty and staff of University Libraries saw a productive year in professional accomplishments. Below are some of the publications, presentations, and other achievements.

Thomas Atwood:

Publications:

Atwood, Thomas, et al. (2016). "On the Front Lines: Serving Ohio's Best." *The Journal of Academic Librarianship* 42(2) 172-180.

Presentations:

Plenary speaker for joint ACRL Maryland Information Literacy Exchange (MILEX) Conference at Loyola University, Baltimore, MD, "Your Student is My Student: Information Literacy and the Transfer Experience," November 20, 2015.

15th Annual Information Literacy Summit, DePaul University Library and Moraine Valley Community College Library, Palos Hills, IL, "Lost but not Forgotten: A Dialogue of Pedagogical Strategies for Transfer Students," April 29, 2016.

2016 AAUP Annual Conference, The State of Higher Education, Washington D.C. "The Great GASB: Statement 68 and Its Consequences" June 17, 2016.

Janet Douglas

Professional Achievements:

Received the Bachelor of Science Degree in Public Health from the University of Toledo, May 2016.

Barbara Floyd:

Publications:

Legendary Locals of Toledo. Charleston, SC: Arcadia Publishing, 2016.

Presentations:

Toledo Local History Group, "Toledo Glass: Innovation that Changed the World." September 14, 2015.

Maumee Valley Historical Society Speakers Series, "Toledo Glass Innovation." September 22, 2015.

Downtown Post of the American Legion Post 335, lunch speaker, "*The Glass City*." February 5, 2016.

Point Place Historical Association, "Toledo Glass Innovation." March 21, 2016.

Ohio Academy of History Book Panel, *The Glass City: Toledo and the Industry that Built It*. April 2, 2016.

Lourdes University Lifelong Learning Program, "Toledo Glass: Innovation that Changed the World." April 22, 2016.

Jodi Jameson:

Publications:

Selector for *Doody's Core Titles* (2016 Edition), a core titles list of essential book titles in the health sciences.

Suhasini Kumar:

Professional Achievements:

The Biographical Encyclopedia of Astronomers, 2nd edition, received the 2017 Osterbrock Book Prize. Kumar authored four entries in the volume.

Wade Lee:

Publications:

Khan, M., Akbar, A., Baron, T., Khan, S., Kocak, M., Alastal, Y., Ismail, M. K. (2016).

"Endoscopic Ultrasound-Guided Biliary Drainage: A Systematic Review and Meta-Analysis". *Digestive Diseases & Sciences*, 61(3), 684-703. doi:10.1007/s10620-015-3933-0

Khan, M. A., Ali, B., Lee, W. M., & Howden, C. W. (2016). "Mesalamine does not help prevent recurrent acute colonic diverticulitis: Meta-analysis of randomized, placebo-controlled trials". *American Journal of Gastroenterology*, 111(4), 579-581.

Khan, M. A., Kamal, S., Khan, S., Lee, W. M., & Howden, C. W. (2015). Systematic review and meta-analysis of the possible association between pharmacological gastric acid suppression and spontaneous bacterial peritonitis. *European Journal of Gastroenterology and Hepatology*, 27(11), 1327-1336.

Sofi, A. A., Nawras, A., Alaradi, O. H., Alastal, Y., Khan, M. A., & Lee, W. M. (2016). "Does endoscopic sphincterotomy reduce the risk of post-endoscopic retrograde cholangiopancreatography pancreatitis after biliary stenting? A systematic review and meta-analysis". *Digestive Endoscopy*, 28(4), 394-404. doi:10.1111/den.12584

Julia Martin:

Professional Achievements:

Academic Business Librarianship Travel Award, Business Reference and Services Section, Reference and User Services Association, American Library Association (chair, July 2014-June 2016).

Presentations:

Sherman, M.D., and Martin, J.A. (2015, September 24). "Teaching Millennials Using Contextual Learning."

Presented at the Financial Education Association/Academy of Business Education 16th Annual Conference, San Antonio, TX.

Jolene Miller:

Presentations:

Panel discussion, “How the Digital Revolution Influenced my Work.” Toledo Area Librarians Association, March 8, 2016.

John Napp:

Professional Achievements:

Elected director of the Engineering Libraries Division of the American Society for Engineering Education.

Elaine Reeves:

Professional Achievements:

Information literacy modules created by Reeves were recently certified and recognized by Quality Matters.

Christine Rigda:

Professional Achievements:

Innovative Users Group, Kline Family Scholarship, 2016.

Presentations:

“Playing by the (Loan) Rules: Tips to Make Your Circulation System a Winner.” 24th Annual Innovative Users Group Conference, San Francisco, CA, March 15, 2016.

Arjun Sabharwal:

Publications:

“The Transformative Role of Institutional Repositories in Academic Knowledge Management,” accepted for publication in *Managing Knowledge and Scholarly Assets in Academic Libraries*, Bhojaraju Gunjal ed., published by IGI Global.

“Emerging Technologies in Humanities Education,” accepted for publication in *Humanities: Past, Present and Future Perspectives*, Michael Shaughnessy ed., published by Nova Science Publishers, Inc, due April 2017.

Presentations:

Network Detroit 2015, Lawrence Technological University: “Structuring Collections in Digital Archives.”

Michigan Academy of Science, Art & Letters, 2016, Saginaw Valley State University: “Curating Sister City Heritage: A Virtual Exhibit on Toledo’s Sister Cities.”

Sheryl Stevens:

Professional Achievements:

Selector for *Doody’s Core Titles* (2016 Edition), a core titles list of essential book titles in the health sciences.

Lauren White:

Professional Achievements:

Completed coursework and final comprehensive exam to acquire Digital Archives Specialist Certification.

One of 32 participants selected to participate in Library Leadership Ohio institute.

Served as University of Toledo’s representative at the national meeting of the Disability History Archives Consortium in Arlington, TX, a program funded by the National Endowment for the Humanities.

Presentations:

Presented (with Arjun Sabharwal) on topic of digital preservation at the spring meeting of the Special Collections and Archives Interest Group of the Academic Library Association of Ohio.

Total Circulation

	2013	2014	2015	2016
Carlson	138,420	104,772	81,163	58,583
Mulford	14,306	10,455	8,709	8,090
McMaster	160	62	88	94
NWORBD	n/a	n/a	134	92
Total Circulation	152,886	115,289	90,094	66,859



Dashboard Statistics on University Libraries' Services for 2016

Total Checkouts(includes renewals) Fiscal year 2016	Carlson	Mulford	McMaster	NWORBD	Total
Books and Accompanying Materials, Theses/ Diss	24,167	2,212	86	86	26,551
equipment (including laptops)	9,678	3,297	0	0	12,975
Reserves	4,519	598	0	0	5,117
Media (video, video games, sound recordings)	1,357	35	0	0	1,392
Other	263	0	8	6	277
Total Local items circulated	39,984	6,142	94	92	46,312
OhioLINK borrowed items	18,599	1,948	0	0	20,547
Total items circulated	58,583	8,090	94	92	66,859
Pcirc Lending (figures included in checkout numbers above	4,949	173	0	36	5,433