

**FY2004 Annual Report  
Interinstitutional Library Committee  
and  
Interinstitutional Task Force on Scholarly  
Communication**

**For**

**Interinstitutional Committee on Educational  
Coordination**

Board of Regents, State of Iowa

August 2004

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## 1. Introduction

The FY2004 annual report of the Interinstitutional Library Committee and the Interinstitutional Task Force on Scholarly Communication is divided into three broad sections that focus on the rapidly changing and complex environment challenging the Regents universities and their respective faculties and libraries.

The first section, "Interinstitutional Task Force on Scholarly Communication," summarizes the final recommendations of the Interinstitutional Task Force on Scholarly Communications.

The second section, "Cooperative Interinstitutional Library Programs," includes a management report from the Interinstitutional Library Committee. Also included are reports on core interinstitutional programs for collection development, reference and instruction, information technology, interlibrary loan, and preservation. Collaboration has always been strong among the three university libraries. These reports outline a number of new areas of cooperation that were initiated this year.

The third section, "Individual Institutional Reports," includes individual library reports that underscore local initiatives in bridging the physical and virtual libraries.

The **Interinstitutional Library Committee** is composed of the following members:

<b><i>Iowa State University</i></b>	Olivia M.A. Madison, Dean of Library Services
<b><i>University of Iowa</i></b>	Nancy L. Baker, University Librarian
<b><i>University of Northern Iowa</i></b>	Marilyn J. Mercado, Dean of Library Services and Chair of the Interinstitutional Library Committee

The **Interinstitutional Task Force on Scholarly Communication's** membership included:

<b><i>Iowa State University</i></b>	Kristin H. Gerhard, David Hopper, Olivia M. Madison
<b><i>University of Iowa</i></b>	Edward Shreeves, Steven Spangler, Jeffrey Cox
<b><i>University of Northern Iowa</i></b>	Cliff Chancey, Katherine Martin, Chris Ogbondah, Richard Utz
<b><i>Board of Regents Office</i></b>	(Liaison)

## 2. Interinstitutional Task Force on Scholarly Communication

The Interinstitutional Task Force on Scholarly Communication completed its service in August 2003 by submitting its final recommendations to the ICEC. The recommendations were intended to facilitate work to continue at the local institutional level, as well as through cooperative efforts as appropriate between institutions. The specific recommendations were:

1. That each campus initiates local discussions to explore the potential benefits of creating institutional repositories at each of the Regents Universities.
2. That each campus pursues specific discussions and communications related to scholarly publishing and faculty evaluation.
3. That each Provost charges a committee to address the issue of copyright policy implementation.

The full recommendations of the Task Force are included in a memo from Kristin Gerhard dated August 28, 2003.

### **3. Interinstitutional Library Committee**

The Interinstitutional Library Committee (ILC) met twice during the year. The members also communicated by e-mail and telephone as needed. The State Librarian has participated in the committee meetings by encouraging and contributing to further cooperation and strengthening of library services to the students, faculty, and other residents of Iowa. The primary topics of interest discussed this year were continued development of the Iowa Heritage Digital Collections; exploring the feasibility of sharing regional government depository responsibilities; and continued difficulties negotiating the renewal of the contract for electronic journals from Elsevier.

The Interinstitutional Library Committee, the State Librarian, and the director of the State Historical Society of Iowa jointly sponsor the Iowa Heritage Digital Collections, an online collection of Iowa history and culture. Primary focus for this year was on developing the website including a page with links to project standards and providing training for participants. Photographs, audio, and manuscript records are available for public access. UI/ISU Preservation department heads are playing a major leadership role in this project. Website is at: <http://lib-transition.iowa.uiowa.edu/index.html>

Persons responsible for government documents services and collections at the three libraries met to discuss potential ways to collaborate and share depository responsibilities. The attendees benefited from meeting their counterparts. They discussed ways to share the responsibility for training other Iowa libraries on issues related to government documents.

The following various interinstitutional program reports describe a highly successful year. Consortial purchases continued to increase, reference and instruction collaboration has grown, and interlibrary loan activities thrive.

### **4. Cooperative Interinstitutional Library Programs**

The following section describes five interinstitutional program initiatives overseen by the Interinstitutional Library Committee: collections, information technology, reference and instruction, interlibrary loan, and preservation. These programs demonstrate strong cooperation in the provision of core services and collections, including some new initiatives. But they also underscore the enormous challenges facing the three libraries, collectively and individually.

#### **4.1 Interinstitutional Collection Management Council**

The Interinstitutional Collection Management Council membership for 2002-2003 was:

- John Forys, Head, Lichtenberger Engineering Library, University of Iowa
- Edward Goedeken, Collections Coordinator, Iowa State University
- Kristin Gerhard, Associate Director for Collections and Technical Services, Iowa State University
- Katherine Martin, Head, Collection Management & Special Services, University of Northern Iowa
- Chris Neuhaus, Reference & Instructional Services Librarian and Bibliographer, University of Northern Iowa
- Edward Shreeves, Director, Collections & Information Resources, University of Iowa

The Interinstitutional Collection Management Council (ICMC) continued to pursue joint initiatives related to coordinated collection building and consortial purchase of electronic resources in FY2004. Pursuing its business through face-to-face meetings (Nov. 23, 2003 and March 29, 2004) and several conference calls, the Council engaged in the following activities:

- Negotiation of a new agreement for Elsevier's *E-Choice*. The Council spent a great deal of effort trying to negotiate a new license for Elsevier's *ScienceDirect* using the so-called *E-Choice* model as a substitute for the existing Elsevier *ScienceDirect* agreement. Despite our efforts, no agreement was reached and we reached a mutual decision to extend the terms of the existing contract through 2004. Work began this spring (2004) for a contract to cover 2005 and beyond. At this point it appears likely that we will be able to reach a three-year agreement that will allow us to eliminate duplicate subscriptions and redirect funds to providing access to additional unique titles. We were able to conclude an agreement to allow flexible access to subscribed content in the event the contract is not renewed.
- Continued cooperative licensing of remote electronic resources. The libraries continued their participation in larger consortial initiatives entered into by the CIC and Greater Western Libraries Alliance. These make databases such as *Britannica Online*, *Nature* journals, *Kluwer Online*, and the *ACM Digital Library* accessible and affordable to all the Regent libraries.
- The University of Iowa and University of Northern Iowa concluded a consortial license for *PsycARTICLES*, the full-text database of journals published by the American Psychological Association plus additional content in the field.
- Assisted library staff from the three institutions seeking to revive the Interlibrary Loan Working Group. See their separate report, attached below.

#### **4.2 Cooperative Reference and Instruction Task Force**

##### Membership:

The task force membership for 2003-2004 was:

- Marsha Forys, Coordinator, Instructional Services, University of Iowa
- Rebecca Jackson, Head, Science and Technology Department, Iowa State University
- Rebecca Johnson, Head, Research and Information Services, University of Iowa
- Jerilyn Marshall (co-chair), Head, Reference and Instructional Services Department, University of Northern Iowa
- Ellen Neuhaus (co-chair), Reference Librarian and Bibliographer, University of Northern Iowa
- Lorraine Pellack, Head, Social Sciences and Humanities Department, Iowa State University

##### Meetings:

Two meetings were held during FY 2003-2004 on November 3, 2003 at University of Iowa and on March 29, 2004 at University of Northern Iowa.

Instruction coordinators were invited to attend the March 29, 2004 meeting. Guests present were Susan Vega Garcia of Iowa State University, and Chris Neuhaus of University of Northern Iowa.

Individuals coordinating Virtual Reference services from each institution were also invited to attend the March 29, 2004 meeting. Those guests included Steve Ostrem of University of Iowa, Kris Stacy-Bates of Iowa State University, and Stan Lyle and Tim Bryant of University of Northern Iowa.

### Projects:

#### Projects during FY 2003-2004

1. The task force continued to revise, update, and maintain the TRIO Web site located at <http://www.lib.uiowa.edu/ref/trio/>. This Web site has been used to help facilitate the sharing of information between the three Iowa Regent Library systems. The task force's charge, minutes, and annual reports were added to the Web site during the past year. The TRIO Web site is hosted by the University of Iowa.
2. All three Iowa Regent Library systems continued to offer a virtual reference service. University of Northern Iowa and Iowa State University currently use OCLC *QuestionPoint* and University of Iowa uses *LSSI Virtual Reference Desk*. During meetings, task force members exchanged information on progress and experience with use of virtual reference services in each library. University of Iowa and Iowa State University are currently participating in a collaborative pilot project during the summer 2004 semester.
3. The task force discussed the possible consortial purchase of electronic reference books. The task force specifically looked at netLibrary "Reference Center" books. The three Iowa Regent institutions currently participate in a consortial arrangement with netLibrary where usually the purchase of one netLibrary ebook provides access to that title for all three institutions. There are some publishers that do not allow for consortial purchase of netLibrary reference books. The task force compiled a list of netLibrary "Reference Center" books available for consortial purchase and is currently reviewing the list with members from their home departments. The task force plans to discuss the list at an upcoming meeting and to possibly make recommendations for purchase of some titles to the Interinstitutional Collection Management Council. The task force plans to continue to work on this project during the upcoming year.

Task force members also had an opportunity to participate in a consortial offer made to CIC library members from netLibrary for the purchase of a group of pre-selected reference titles. University of Iowa, a CIC member, arranged for the other Iowa Regents' institutions to have an opportunity to participate in the netLibrary offer. After review, none of the Iowa Regents' institutions pursued participation in this particular offer from netLibrary.

4. The task force viewed demonstrations and discussed Iowa State University's Scholar's Portal and UI's *MetaLib* projects at the November 3, 2004 meeting. Both projects are run by a federated search engine that can search many databases through a single interface. Within the upcoming year University of Northern Iowa will be investigating the possibility of implementing a federated search engine as well. The task force will continue to discuss these new services in future meetings to identify possible opportunities for additional cooperation among the three Regents' institutions.

5. Lorraine Pellack (Iowa State University) was selected as the new chair at the March 29, 2004 meeting and will begin her duties on July 1, 2004.

### **4.3 Interlibrary Loan Working Group**

The Interlibrary Loan Working Group of the Interinstitutional Collection Management Committee (ICMC) met on April 2<sup>nd</sup>, 2004 at Iowa State University after a lengthy hiatus. During this meeting, it was decided that the chair of the Interlibrary Loan Working Group would follow the current rotation of ICMC. As Ed Shreeves from the University of Iowa is currently chair of ICMC, it was agreed that Amy Fuls, also from University of Iowa, would take the chair position of the Interlibrary Loan Working Group.

The charge for the Interlibrary Loan Working Group was edited and submitted to ICMC for approval. ICMC offered helpful suggestions that were included in the charge. The revised charge follows:

Interlibrary Loan Working Group  
Revised Charge - May 2004 (Original Charge - June 1992)

**Membership:** The working group will consist of two representatives from each of the three Regents' universities, including the head(s) of the interlibrary loan unit(s). These representatives may be from any level of staffing and are not required to hold professional positions. In addition, one librarian from the current rotating membership of the ICMC will serve as a liaison between the Working Group and the ICMC. The chair of the ILL working group will follow the same rotational structure as ICMC and will designate a recorder/secretary.

Meeting schedules and reporting requirements are addressed in the general guidelines for all working groups.

**Charge:** The working group will identify and recommend for implementation ways of enhancing access to Regents collections for members' students, faculty, and staff. The working group will also respond to specific requests by the ICMC and will propose new programs, policies, and initiatives to ICMC.

The membership criteria were restated to make it clear that all levels of staffing were eligible for membership. The current membership roster includes: Amy Fuls and Chris Shaffer from the University of Iowa, Kent Snowden and Rosemary Meany from the University of Northern Iowa, and Wayne Pedersen from Iowa State University. John Forys from the University of Iowa was designated by ICMC as the current liaison between the Working Group and ICMC.

The first special project that needed attention was the liberalization of policies among the Regents. At the meeting on April 2<sup>nd</sup>, Chris Shaffer was charged with editing and distributing the current chart that lists different types of materials and each library's circulating policies as related to ILL. Wayne Pedersen at Iowa State was able to obtain permission to lend periodicals and media materials. He was also able to match the renewal policy of the University of Iowa and the University of Northern Iowa with a 4 week renewal period, up from a 2 week renewal period.

Future activities include formalizing the procedure of loaning/scanning Special Collections materials among the Regent Institutions, purchasing Interlibrary Loan management software, and

ensuring *S/LO* will work with the University of Northern Iowa and the University of Iowa to create the same interaction with *Clio* that Iowa State University currently has.

Kate Martin from the University of Northern Iowa will post information from the Interlibrary Loan Working Group on ICMC's website: <http://icmc.lib.uni.edu/>.

All interlibrary loan activity among Iowa Regents libraries is expedited. Most copies are sent via *Ariel*, the text digitizing software of Infotrieve. With this technology, articles are scanned, compressed, and sent via the Internet. Delivery of documents via *Ariel* is often accomplished in a matter of minutes. Books, microfilm, and other so-called returnables are sent via 2-day commercial shipper. The volume of ILL activity is illustrated with the table below.

### FY 2004 Interlibrary Loan-Lending Among Regents Libraries

	ISU	UI Main	UI Hardin	UI Law	UNI	Total
ISU to	N/A	907	275	4	662	1,848*
UI Main to	1,072	N/A	N/A	N/A	1,150	2,222*
UI Hardin to	862	N/A	N/A	N/A	366	1,228*
UI Law to	72	N/A	N/A	N/A	40	**112
UNI to	408	685	66	0	N/A	1,159***
Total	2,414	1,592	341	4	2,218	6,569

\*Data gathered from *Clio*, the ILL management software. Includes all types of requests (i.e. fax, mail, OCLC, SILO, etc.).

\*\*Tabulated from Iowa State and UNI borrowing records

\*\*\*UNI statistics for month of June 2004 are estimated.

The overall volume of activity was 6,569 compared to the 7,228 requests filled in FY03.

With the exception of the University of Iowa Law Library, all Regents libraries participate in the State Library of Iowa's Access Plus program. The purpose of this program is to provide Iowa citizens with equal access to library resources by supporting no-charge resource sharing activities among academic, public, and governmental libraries. Iowa libraries participating in Access Plus are reimbursed by the State Library of Iowa for supplying interlibrary loan materials at no charge. However, ILL activity between Regents libraries (as represented in the table above) is not subsidized through the program. The Regents libraries serve as the "last resort" within the state and are to be approached only after all other Iowa libraries have been contacted. Outlined below are the currently available figures for Access Plus in fiscal year 2004.



### FY 2004 Access Plus Statistics Among Regents Libraries

Institution	Total Access Plus ILL Transactions to Iowa Libraries	Total Access Plus Reimbursement	Average Reimbursement per transaction
UI*	9,182	\$23,814	\$2.59
UNI	5,343	\$11,070	\$2.07
ISU	4,594	\$12,924.90	\$2.81
Totals	19,119	\$47,808.90	\$2.50

\* The University of Iowa data includes ILL requests supplied by the Main Library and the Hardin Library for the Health Sciences, but not the Law Library. The Law Library does not participate in Access Plus.

The average reimbursement rate of \$2.50 for all three libraries is a decrease from the \$3.60 received in FY03. Compared with FY03, the University of Iowa received 20% less Access Plus funds (\$29,811.80 in FY03), UNI received 38% less (\$17,858.57 in FY03), and Iowa State received 9% less (\$14,178.16 in FY03). The overall volume of activity was up 11% from the 17,178 transactions recorded in FY03.

#### 4.4 Preservation

<b>FY2004 Institutional Binding Statistics/Expenditures</b>		
	<b>Items Bound</b>	<b>Expenditures</b>
<b>ISU</b>	29,867	\$185,501
<b>UI</b>	21,196	\$126,314
<b>UI Law Library</b>	4,500	\$30,000
<b>UNI</b>	4,903	\$33,400
<b>TOTALS</b>	<b>60,466</b>	<b>\$375,215</b>

It should be noted that costs per item vary depending on a number of factors, such as whether a volume is a periodical or monograph, trimmed or not trimmed, or has other special needs.

#### Group Highlights:

UI Preservation Department coordinated Preservation 101 sessions sponsored by the Iowa Conservation and Preservation Consortium, which concluded this June. Over 200 Iowans attended at least one class. The series included 6 sessions over the ICN broadcast to 18 sites around Iowa and 3 daylong hands-on sessions. Six individuals completed the entire series. UI/ISU staff provided much of the training for these sessions.

UI/ISU preservations staff attended a two-day disaster recovery training for Iowa collection care takers. Training was provided by Upper Midwest Conservation Association.

UNI/UI preservation and binding departments exchanged visits this year. The visits have resulted in an increase in communication between the two departments and some changed procedures within each department.

The current binding contract for the regents' institutions libraries expires September 30, 2004. A committee of purchasing agents, conservators, binding supervisors, and department heads from the three universities prepared the RFP and evaluated vendor responses. A new contract will be issued soon.

#### **4.5 Library Information Technologies Council**

The Library Information Technologies Council met on May 17, 2004 in Ames. The discussion focused on digital library initiatives and portals/metasearch software. University of Iowa and Iowa State University representatives shared information about their recently purchased digital library management systems and demonstrated their portals/metasearch engines. It was decided to hold two meetings per year. The host institution will be responsible for organizing the meeting. The next meeting will be held at the University of Northern Iowa.

# IOWA STATE UNIVERSITY

## A. Collections and Services

### Collections Growth

This year the Iowa State University Library has continued to add new products to the e-Library's electronic collections. Major acquisitions included the purchase of complete backfiles to the *Web of Knowledge* and the product *Westlaw Campus*, which is a remarkable collection of legal resources. Additionally, the Library acquired full text access to the *U.S. Government Serial Set*, the *Institute of Physics Historic Backfiles*, the *Oxford English Dictionary Online*, and the extensive *Vanderbilt Television News Archives*. Online access to *Science*, the essential scientific journal, was also acquired. We continued to add hundreds of new electronic monographic titles from NetLibrary to our e-Library's electronic book collection. These purchases were made possible through the use of central university funds and strategically negotiated consortia agreements with other Regents' Libraries, Iowa's private university library network, or regional networks.

University budget constraints forced the closing of the Economics and Sociology Reading Room. Integration of the reading room's materials into the Parks Library respective collections took place during 2004 Spring and Summer semesters. This project required updating the cataloging records and physical move of nearly 10,000 volumes.

### Collections Budget Reductions

The Library was required to revert \$159,682 from the Materials & Acquisitions Budget in FY2004 to the central administration. The Library eliminated nearly all duplicated serial titles, and also worked to reduce all instances where it was paying for both print and electronic serial formats. Through these efforts the Library was able to postpone a major journal cancellation project.

### Reference Services

The Library also introduced a major new public service with its "live chat" digital reference service, staffed by librarians in the Science & Technology and Social Sciences & Humanities departments. Using *QuestionPoint* software developed originally at the Library of Congress, this service allows any user – local or remote – to participate in a real-time, online "chat" session with a subject specialist via the web, and to simultaneously view documents, web pages, and other resources. Digital reference increases the number of options library users now have for seeking reference assistance, which also includes walk-in, telephone, and email requests.

In the summer of 2004, the Library began collaboration with the University of Iowa for virtual reference services. In addition to hours that both libraries offered chat reference individually, each library staffed certain unique hours of the day in which patrons from either university could log in and ask questions. Because it was the summer and statistics were down for all reference transactions, there were very few questions that either institution answered from the other school. The Library will be continuing this collaboration in the fall. The University of Northern Iowa is very interested in joining this collaboration, and will probably participate in the Spring, 2005. A positive benefit of this project is that librarians at UI and ISU were cross-trained to learn more about each others' library systems and typical questions in order to be better prepared to answer questions posed by the other library patrons.

### **Instruction**

In FY04, the Library continued efforts begun in FY01 to strengthen its instruction program through the hiring of key personnel. The Library created and filled a new faculty position, Instruction Coordinator, in November 2002. Building on that position, the Library created and filled another new faculty position, for Associate Dean for Reference & Instruction in July 2004, and filled a vacant faculty position for an Instructional Technology Librarian in May 2004. The Instruction Coordinator leads the library-wide user education program serving both on campus and distant learners, while the Instructional Technology Librarian will improve and expand the Library's efforts in teaching with technology. The Associate Dean for Reference & Instruction will advance the Library's commitment to meet the education needs of all its users.

The Library also began to implement major revisions to the University's mandatory library skills course, Library 160, shifting its focus to address broader information literacy goals. Assessment of the course began in FY03, and included analysis of student learning goals, programmatic goals, pedagogy, and course delivery. In FY04, the Instruction Coordinator led implementation of a number of revisions based on recommendations of the Library 160 Task Force. These revisions included designing and administering a pre-test to measure the information literacy levels of students the first day of the course; infusing information literacy concepts into the instructional material and assignments, and migrating course delivery to WebCT, the University's selected course-management software program.

### **Interlibrary Loan and Document Delivery**

The Library's Interlibrary Loan unit (ILL) continues to improve its services through collaborative projects and technological innovations. In 2003, ISU became a charter member of the Rapid Consortium, a group of 20 libraries committed to high-speed delivery of journal articles via the *Ariel* scanning network. In most cases, delivery of digitized journal articles between member libraries is achieved in 24 hours or less. The service is also extremely cost-effective, with an average per transaction cost of \$5.06, compared to the overall ILL loan average of \$17.50 (as determined by the ARL cost/performance study). The ILL unit also added a third *Ariel* workstation in FY04, to accommodate the increased amount of journal article scanning.

### **Assessment Activities**

The ISU Library has participated twice in the ARL-sponsored *LibQUAL+* survey, first in 2001 and again in 2003. As a standardized survey of perceptions regarding library service quality, *LibQUAL+* allows us not only to compare how users rate our various services over time, but also to see how the Library's ratings compare to those of other academic libraries. In FY04, analysis of the 2003 survey results showed that the ISU Library compared favorably to the aggregate of 66 participating ARL libraries. Across all 25-core survey questions, the gap between minimal expectations and perceived levels of service was greater for ISU than for the ARL average. Ongoing analysis of both quantitative and qualitative *LibQUAL+* data will be used to identify areas of challenge and improve library services.

The Library also chose, in FY04, to repeat another service quality survey that had previously been administered: the Wisconsin-Ohio Reference Evaluation Program (WOREP), an assessment instrument for services at the reference desk. When last conducted in 1993, this survey paved the way for a new "tiered" model of reference service at Iowa State. The 2003 data, currently being analyzed, will allow us to shape the next generation of reference service at Iowa State.

The Library's Interlibrary Loan unit also participated in a focused study of costs and performance in 2003, via ARL's "Assessing ILL Services" study. Findings demonstrated that, while ISU's costs per ILL transaction are slightly higher than the ARL average, our delivery times and "fill" rates are also better than average.

Finally, in the fall of 2003, a committee was appointed to conduct formal usability testing of the e-Library website, utilizing an 8-question, 30-minute hands-on test that has since been administered to selected faculty, graduate, and undergraduate students. Camtasia™ software is used to track each participant's cursor/keyboard actions and to audio-record dialogue for playback and analysis. Results from the usability testing will be compiled, analyzed, and ultimately used to recommend changes to the e-Library's design and functionality.

### **Exhibits**

*Celebrating a Century of Wings*, a traveling exhibit sponsored by the National Aeronautics and Space Administration, was displayed in the Parks Library atrium in August/ September 2003, to commemorate the 100<sup>th</sup> anniversary of the Wright brothers' flight. The exhibit was supplemented by numerous local projects and activities focusing on aeronautics. Another major exhibit, jointly sponsored by the ISU Library and the University's Council on International Programs and entitled *The World as Seen from Iowa State*, showcased the many classes, grants, projects, and activities at ISU that promote international perspectives in learning. The exhibit appeared in October 2003, coinciding with the celebration October 24 as United Nations Day. Another traveling exhibit, mounted in May 2004, showcased women chemists who have helped create our modern world. *Her Lab in Your Life: Women in Chemistry* was created by the Chemical Heritage Foundation, and its local display was sponsored by the Library's Archives of Women in Science and Engineering. In addition to these physical exhibits, the Library continued its strong tradition of virtual (web-based) exhibits with two new offerings: *VEISHEA: Iowa State's Rite of Spring*, and *Visions of Scientific Beauty: Selected Botanical and Butterfly Images from the Rare Book Collection*, both available online via the e-Library.

## **B. Information Technology**

### **e-Library**

The e-Library, introduced to the campus in 2001 as the newest library branch facility, continues to grow in size, scope, and use. Web server statistics for FY04 show that e-Library users submitted over 10.1 million successful requests for pages, a figure that has grown by 6% since FY03. The actual amount of data transferred to users per day has grown by 20% over the same time period (1.6 versus 1.3 gigabytes per day). These figures corroborate data from the 2003 *LibQUAL+* Survey, which indicate that the number of regular e-Library users continues to grow. According to this latest survey, 19.2% of respondents visit the e-Library on a daily basis, in contrast to the 8.3% who use the physical facilities daily. (In 2001, these figures were 16% and 8%, respectively.)

### **e-Library 5-year review**

The Library engaged in a 5-year program review for the Provost this fiscal year, and it was decided to focus this 5-year program review on the e-Library to obtain an objective, outside critique of the e-Library content and services, assessment process, and infrastructure. The review team consisted of Brian Schottlaender, University Librarian, University of California San Diego; Ann Wolpert, Director of Libraries, Massachusetts Institute of Technology; and Lawrence Woods, Director Information Technology and Branch Libraries, University of Iowa. The final report from the review team was generally favorable, crediting the Library staff for innovation in the development of the e-Library and the current development projects underway, while also identifying key areas where the review team felt additional progress or improvements are required.

## **e-Library development/expansion**

### *Multimedia collections development*

This fiscal year the library began offering streaming audio files for e-Reserve courses associated with the Music Department, utilizing existing RealPlayer servers in Academic Information Technologies. Student and faculty response to this service has been favorable. Further expansion of multimedia offerings through the e-Library began with the development of content for a proposed Arts Wing addition to the e-Library, which will feature both static and dynamic collections of visual and performing arts materials. Preparation for the development of a number of digital library projects relating to Special Collections materials were initiated with the purchase, installation, and configuration of *Insight*, the digital management software from Luna Imaging, Inc. This software will enable the Library to create and manage metadata and images, providing access to local collections previously accessible by a limited number of researchers.

### *Software Development*

Installation of Oracle and Cold Fusion software were installed as the first steps towards a long-range plan to convert the e-Library infrastructure from a static HTML page based model to a data driven web site model. The ISU Library is one of seven major research libraries in the U.S. to collaborate with Fretwell Downing Informatics (FDI) in developing and implementing zPortal, a discovery tool designed to simultaneously search multiple databases and return results in a single, de-duplicated presentation. ISU's customized implementation of zPortal, called **Find it!**, appears prominently on the entrance page to the e-Library. In addition to adding additional resources to the Find it! collections, specifications for a number of enhancements were developed, and staff participated in installing and beta testing the latest release of software.

## **Infrastructure**

### *Public Workstations and Printing*

The 39 workstations in the two public labs were replaced with new machines this year, and software was upgraded to Windows XP and Office Suite 2003. All public workstations will be upgraded and converted to Windows XP during the coming year.

In FY03, the Library began a pilot project to investigate the use of pay-for-print on the library's public accessible computers. A printer was installed in student lab room 32 and a second printer in the Physical Sciences Reading Room. The public computers had a print program installed that required the patron to enter their University Net-Id and password and would then bill the account for the number of pages printed. A second pay-for-print test to the new digital photocopiers was also conducted in the Physical Sciences Reading Room. In this test, a patron could print to the photocopier and use either coin, currency, or their ISU card to pay for the printed pages.

After the successful pilot project, and in response to the demand by patrons for better quality printing, a grant was secured from the GSB to install nine more pay-for-print laser printers. The printers were installed in the Design Reading Room, Physical Sciences Reading Room, Veterinary Medical Library, Parks Library central access area, Reserve and Media Services, and a major study area. Seven additional photocopiers were also networked to the public computers in public areas to provide non-University patrons with pay-for-print printing access. The laser printers and photocopiers were setup before the start of 2003/2004 academic year, and they have been successful and virtually trouble free.

The pay-for-print system, in the past year, has generated extra revenue for the Library, reduced costs associated with the dot matrix printers, and increased patron satisfaction with printing.

#### *Sun Server cluster*

The Library Management System (Horizon) and the e-Library are hosted on two V880 Sun servers located in the Durham Center. Both the LMS software (Horizon) and the public web interface (Horizon Interface Portal) were upgraded to the latest release levels this year. An addition of 1.7 terabytes (24x73G) of shared and mirrored storage was added to the Library's high availability cluster this year. The 3310's utilize SCSI 3 technology to provide higher transfer rates with a more compact footprint and lower maintenance costs. Oracle 9.2 and Cold Fusion MX 6.1 were installed on the Sun servers this year to support the new database driven web model, the Find It! portal, and the Luna digital management software, Insight.

### **C. Human Resources**

#### ***Budget and Staffing***

University budget reductions again affected library staffing and supplies and services budgets. A total of \$ 309,904 was cut from student funding, supplies and staffing causing the loss of 1 faculty, 1.5 Professional and Scientific, and 1.88 merit positions. Thanks to additional funding specifically for recruitment and hiring of faculty members, the Library added 5 new faculty positions – two Science and Technology Reference Librarians in the Life Sciences, a Fine and Performing Arts Reference Librarian, an Instructional Technology Librarian, and an Associate Dean for Reference and Instruction. This helped offset the loss of 8 faculty positions over the previous 3 years.

#### ***Reorganization***

The recent Library administrative reorganization (focused on instruction and reference, e-Library collection growth and digital initiatives) was completed with the creation of three key faculty leadership positions: Associate Dean for Reference and Instruction, Instruction Coordinator, and Digital Services Coordinator.

#### ***Staff Development***

FY2004 staff development focused on supervisory and leadership training. Four staff members attended Iowa State University's 12+ Supervisory Leadership Program, incorporating the book *Becoming a Master Manager: A Competency Framework*. Eight additional staff members attended the ARL/OLMS Library Management Skills Institute I: The Manager. Future planned participation in the ISU 12+ Supervisory Leadership Program and ARL/OLMS workshops will strongly benefit the leadership development of additional library staff.

### **D. Outreach**

The Library continued to provide technical support and expertise for SILO (State of Iowa Libraries Online) under the leadership of the State Library of Iowa. Some 600 libraries across the state use SILO, both as a resource database of their joint holdings, and as an interlibrary loan system.

The Library received \$91,500 to film additional materials as part of our participation in a major multi-institutional and multi-year preservation grant project, *Preserving the History of United States Agricultural and Rural Life: State and Local Literature 1820-1945* (for Iowa materials). The National Endowment for the Humanities funded the grant, and Cornell University administered the project. The final Iowa project resulted in 478 microfilmed titles, totaling 4,231 bibliographic volumes. The master negative reels were sent to the National Underground Storage Center and the positive service copy to the National Agriculture Library.

## **E. Consortial Activities**

The ISU Library belongs to the Greater Western Library Alliance, which consists of thirty research libraries. This year the Consortium was awarded an ILMS grant to create a Western Waters Digital Library. The project covers the Colorado, Rio Grande, Columbia, and Platte river basins. GWLA is seeking funding for a phase two, and, if funded, the Library may participate in the second phase with water quality being an important component. The Library remains closely involved with GWLA bioengineering resource & services project.

During FY04, Olivia Madison served as the elected GWLA Chair and later was appointed the Chair of the GWLA Finance Committee.

The ISU Library, in partnership with the University of Iowa Libraries (the lead institution), the UI School of Library and Information Science, and the University of Nebraska-Lincoln Libraries received a \$392,347 grant from the Institute of Museum and Library Services to recruit and educate university science and health sciences librarians. Recruitment and identification of the graduate studies were completed during the summer of 2004. See the University of Iowa Libraries' institutional report for a full description.

## **F. Physical Facilities**

The Library's extensive collection of public art grew again in FY04 with the installation of *Prairie Sky*, a 20' x 5' mural by Iowa-born artist Kurt Anderson, which now graces the lobby of the Parks Library. The mural was funded with memorial contributions honoring the late Dr. W. Robert Parks, the 11<sup>th</sup> president of Iowa State University, and was dedicated at a ceremony on May 21, 2004.

In support of the expanding campus IT infrastructure, the Library undertook a project to test and upgrade the wireless network throughout the Parks Library, installing additional transmitters to optimize wireless coverage in all parts of the building, including individual research study rooms.

In March, the Library was awarded a Lennox Foundation grant that will co-fund a major renovation project for the Special Collections Reading Room. Planning is underway with the expectation that the renovation (focusing on new furniture, wireless technology and new flooring) will be completed by the end of January of 2005.



## 5.2 Individual Institution Report

### UNIVERSITY OF IOWA

#### A. Collections and Services

The UI Libraries licensed or purchased the following major publications this year:

- *Eighteenth Century Collections Online (ECCO)* - a database of digital images of every page of 150,000 books published in the United Kingdom and the Americas during the 18th Century. The Libraries joined approximately twenty major research institutions in the US and abroad to become charter purchasers of ECCO. Material from the collection is based on the English Short-Title Catalogue. The Libraries plan to load cataloging records for all titles in the collection into InfoHawk, the Libraries online catalog.
- *Access Medicine* - 24 core medical texts that comprise a comprehensive electronic bookshelf for health sciences students, faculty, and practitioners.
- *The Index to Printed Music: Collections & Series* - indexes individual pieces of music in standard scholarly editions, and emusicquest's Music-in-Print Series, offering up-to-date access to available musical scores, including choral, solo vocal, orchestral, band, all keyboard and all other instruments, including handbells.
- No. 2 of the rare periodical *Der Dada*, completing our run of this key publication of the Dada movement in Berlin. This and other important new titles were added to the library's Digital Dada Library.
- *PsycArticles* - online access to articles published in major journals in psychology.
- *Jin dai Zhongguo shi liao cong kan san bian* - a more than 900 volume set collecting important printed source materials for the study of Chinese history of the Qing (1644-1912) and Minguo(1912-1949) dynasties. This segment is the third of three parts.
- *China Academic Journals (CAJ): Literature/History/Philosophy* - a database forming part of the electronic project of the CNKI (China National Knowledge Infrastructure), offering the full text of journal articles published in China in almost all the subject areas of the humanities and arts from 1994.
- *Television news archive* [electronic resource] - descriptive summaries of the Vanderbilt University collection of network television news programs and other news-related programming collected in its archive since August 5, 1968. The collection holds more than 30,000 individual network evening news broadcasts and more than 9,000 hours of special news-related programming. Loan copies of videotapes in 3/4 inch U-matic & 1/2 inch VHS formats are available for a fee from the Archive.
- *The Social Science and Humanities database* - provides an opportunity to cross-search the contents of major Russian periodicals, including all 31 journals of the Russian Academy of Sciences, on topics ranging from archeology to linguistics, as well as popular literary editions, and independent scholarly publications. The database supports

searching in English, Cyrillic, and transliterated Russian with full-text and full-image content of print editions.

- *Communication & Mass Media Complete* - combines CommSearch (formerly produced by the National Communication Association) and Mass Media Articles Index (formerly produced by Pennsylvania State University).
- *African-American Newspapers: The 19th Century* - a wealth of information about the cultural life and history during the 1800s.
- A database published by the Société Internationale de Bibliographie Classique.
- *CQ Supreme Court Collection* - offering historical analysis with timely updates and expert commentary of Supreme Court decisions, biographies of Supreme Court justices, Supreme Court institutional history, and the U.S. Constitution.
- *CQ Encyclopedia of American Government* - providing concise, up-to-date explanations of the who, how, and why of American democracy along with expert, clearly written articles on contemporary and historical topics.
- *SPORTDiscus* - comprehensive, bibliographic coverage of sport, fitness and related disciplines with over 600,000 records of journals and monographs going back to 1800.

Information Arcade was upgraded to all Macintosh and Dell computers in the multimedia stations and classroom. All multimedia station computers now have DVD burning capability, and the Mac video stations are all equipped with dual monitors for improved on-screen workspace. Other Arcade additions include a turntable for digitizing LPs, a scanner with automatic document feeder, and an additional DV deck. A generous gift allowed the Arcade to purchase a photo-quality printer, which will allow users to print their digital images on high-quality paper with archival inks. During the fall semester, the Arcade began offering the use of a seminar room. Intended for use by small groups of four to ten people, this room is equipped with one Macintosh and one PC (loaded with standard Arcade software), a whiteboard, an LCD projector and screen, and a large table.

The staff at the Hardin Library for the Health Sciences digitized the copper plate images from Johann Remmelin's *Catoptrum Microcosmicum*, a 1619 dissection atlas. The book is probably the most extensive anatomical "flapbook" ever published. Each of the three large plates includes several layers of images which can be lifted to reveal successive layers of body organs and tissues. Because the plates were photographed at high resolution, users can use "zoom" technology to view the engravings in remarkable detail.  
<http://www.lib.uiowa.edu/hardin/rbr/imaging/remmelin/>

The Main Library Interlibrary Loan Department has been able to reduce cost as well as the length of time required to deliver materials with the addition of a Minolta PS9000 scanner. This "top down" scanner, permits direct scanning of pages from books without prior photocopying. Many requested items can now be directly scanned into the Interlibrary Loan system for faster electronic delivery.

The Libraries completed a 4-year retrospective conversion project to add records for approximately 500,000 titles to InfoHawk, the online catalog. Previously these materials were only represented in the card catalog. Another 225,000 records representing individual titles in three large microform or digital collections were also added. All of these records were also added

to the OCLC database to make these holdings known to other libraries who might wish to borrow them through interlibrary loan. The long delayed barcoding of the materials included in this retrospective conversion project was finally begun during the past year. The initial phase of the project was completed much faster than anticipated, but the clean up work will continue for some years.

The University Libraries began a major planning initiative this past year to redefine priorities and realign the organizational structure in light of current staffing levels and changing user needs. Among the changes resulting from this effort, the Reference, Instructional Services, and Government Publications Departments in the Main Library will be merged into a single unit and service point. The Access Services and Media Department will similarly be merged. Central Technical Services has also been reorganized. The retirement of four senior staff, including three key managers in Central Technical Services, offered a special opportunity to realign that department to reflect, more accurately, existing staffing levels and processing needs. Monographic and serials processing have been merged. A rapid access cataloging unit has been created along with a unit to handle more complex cataloging. These changes will occur over time as space in the Main Library can be adjusted to accommodate consolidated departments and as new processes/procedures can be implemented. A new Strategic Plan for the Libraries was also approved as part of this planning effort.

Thanks to a grant from the College of Liberal Arts and Sciences, the Rita Benton Music Library has been awarded funding for ten new public computer workstations. These PCs will allow students to access Internet resources, as well as view DVDs, listen to CDs, and have in-library access to the music library's streamed audio reserves. These workstations will also create an area for user education purposes, freeing up the music library's five original public stations which provide user access to the *InfoHawk Gateway*. This funding was a result of a larger grant awarded to the Division of Performing Arts from the College. The new workstations, along with new headphones and task seating, also funded through the grant, should be in place by the Fall 2004 semester.

Last year was a record year for fundraising for the University Libraries with over \$1.5 million in donations, nearly doubling any previous single year's gifts. Needless to say, these funds will greatly enhance the collections and services of the UI Libraries now and in the future.

Instructional Services librarians worked with the College Transition program to incorporate information literacy skills into the curriculum of that program.

Ericka Raber, the TWIST librarian, worked with the teaching faculty participating in the TWIST program, to migrate their course web pages to course management software. This transition was done with the help of staff in Academic Technologies.

The University of Iowa Libraries is one of four CIC participating institutions awarded a National Endowment for the Humanities (NEH) grant of \$393,000 to preserve research materials important to scholarship dealing with U.S. railroads and their influence on American life, landscape, history, and technology. The project will focus primarily on reformatting, to archival-quality microfilm, a body of fragile materials whose acidic, brittle paper renders them vulnerable to further deterioration, damage and loss.

The Preservation Department coordinated the *Calendar of Patent Rolls [Edward III (1348) – Henry VI (1452)]* digital project initiated by Professor Robert Boynton. 27 volumes or 20,683 pages are now available and searchable at <http://www.uiowa.edu/~acadtech/patentrolls/>

The Libraries also received a grant of \$24,100 from State Historical Society, Inc. to fund preservation and digitization of portions of the Redpath Chautauqua collection.

The National Film Preservation Foundation awarded \$2,588 to the Libraries to restore a 1960 instructional film, *Iowa Test of Motor Fitness*, housed at the Iowa Women's Archives.

The National Television and Video Preservation Foundation, a new program affiliated with the Association of Moving Image Archivists awarded a grant to the Libraries to restore a 1970 master's thesis, *Environmental Works*, by Michael Eilenfeldt.

## **B. Information Technology**

In the Spring, the Libraries introduced MyLibrary, a scholar's portal system from Ex Libris, the provider of our integrated library system *Aleph*. This feature allows users to search across multiple electronic resources simultaneously, including the full text of our electronic journals, digital images, electronic books and other resources. We are also implementing *DigiTool*, a digital asset management system from Ex Libris. *DigiTool* is a joint project between the University Libraries and Academic Technologies. It will also be used to serve up streaming video for classroom and research use.

To respond to a need voiced by the UI faculty, the Information Commons Productions Services in the Hardin Library has created *iLecture*, the simple online lecture tool. *iLecture* makes preparing an online lecture an easy process. It allows narration of Power Point slides. The software packages the images and audio, along with the individual timings for each slide, in a directory that is ready for upload to any web server. Not only does *iLecture* offer convenient features to any instructor narrating an online lecture, it also makes viewing and listening to that lecture simple for students. <http://www.lib.uiowa.edu/commons/ilecture/>

The entire online catalog was rewritten from a framed version to a frameless version. The new catalog is faster and supports persistent URL's. Numerous general upgrades in screen design and help screens were also completed.

The Libraries are now directly exporting bibliographic records to OCLC, a world wide library cooperative supporting shared cataloging and interlibrary loan.

The Libraries have integrated portable barcode scanning and record loading into InfoHawk. This process is streamlining the flow of information about materials which are being transferred to storage.

## **C. Human Resources**

Ten professional positions were filled during the year: Chinese Studies Librarian; Hardin Library Technical Support Specialist; Coordinator of Public Relations; Interlibrary Loan & Documents Librarian; Hardin Library Information Resources Librarian; Hardin Library Reference & Education Librarian; Serials Cataloging Librarian; Japanese Studies Librarian; Cataloging Librarian; and Business Reference Librarian. In addition, eleven Merit staff positions were filled. Budget cuts forced the elimination of two Merit staff positions, both in Government Publications. Additional impact of budget cuts was seen in filling vacant positions with lower-paid, less-experienced staff.

## D. Outreach

The Iowa Public Health Information web resource, <http://www.iowapublichealth.org>, designed and created by the staff of the Hardin Library for the Health Sciences was released to the public on March 1, 2004. The project, aimed at Iowa public health professionals, has received attention from local, state and national media, and rave reviews from Iowa public health professionals. Another aspect of this project, training the staff of 15 public health departments, was completed during the summer, 2004. The IPHI project was funded with federal funds from the Center for Disease Control and the National Library of Medicine. Hardin Library is maintaining this site after the project period as a service to Iowans.

The Hardin Library has also been awarded a \$20,000 contract for testing Internet performance between the National Library of Medicine and the University of Iowa. By participating in the "NLM-Centric Internet Performance Evaluation Network," Hardin Library will be contributing to a greater understanding of network connectivity issues between the NLM and Iowa. Data from this project will inform technology staff members on both ends and will help in the management, evaluation and troubleshooting of the network.

Edward A. Miner, International Studies Bibliographer, and Andrea Langhurst, Graduate Assistant, conducted a two-day digitization workshop at the University of Ghana, Legon, in June 2004. Attendees included nearly thirty librarians and information professionals from academic institutions, government ministries and private organizations from around Ghana. Topics addressed in the training included the design and management of small-scale digitization projects; copyright; institutional collaboration; digital preservation standards; and metadata. The workshop was sponsored under a US Department of State grant supporting linkages between the University of Iowa and the University of Ghana.

The University has a new web site co-hosted by the UI Alumni Association and UI Libraries. The site includes photos of all 19 men and women who have served as UI president since 1855 along with short biographies of each.

The Preservation Dept. negotiated special funding and coordinated a two-day disaster recovery training for over 40 Iowa collection caretakers. Training was provided by Upper Midwest Conservation Association.

Nancy E Kraft, Head of Preservation, coordinated Preservation 101 sessions sponsored by the Iowa Conservation and Preservation Consortium which concluded this June. Over 200 Iowans attended at least one class. The series included 6 sessions over the ICN broadcast to 18 sites around Iowa and 3 daylong hands-on sessions. Six individuals completed the entire series.

On August 12, 2003, Nancy E. Kraft (Head of Preservation), Susan Hansen (Book Repair Supervisor), and David McCartney (University Archivist), promoted the UI Libraries and "Preserving Family Home Movies" at the Iowa State Fair in Des Moines. In the morning David and Nancy joined WSUI's (AM 910) Dennis Reese in a discussion of preservation issues during "Talk of Iowa." The program was simulcast statewide on WOI (AM 640) in Ames, on KTPR in Fort Dodge and KWOI in Carroll.

Government Publications Department coordinated a state-wide Government Printing Office (GPO) access training event in October 2003. GPO trainers presented the day-long workshop, which was attended by 24 people.

In a cooperative project with Hoover Presidential Library, the Government Publications Department housed a "Hoover Kiosk" in October 2003. The kiosk held photos and other reproduced items illustrating President Herbert Hoover's life. Additional information was made available in a bibliography mounted on the Government Publications Department website, and the kiosk was promoted via the UI Publicity Office.

Government Publications Department initiated outreach activities to Iowa City elementary, junior high and high school media specialists promoting Ben's Guide to U.S. Government for Kids <http://bensguide.gpo.gov/> through an e-mail introduction and follow-up letter with brochures inviting questions and further recommendations for student resources.

The aerial photo collection is being used increasingly by patrons from out of town and often out of state, a group unable to borrow the photos without a UI borrower's card. Many of these visitors, as well as library users who are affiliated with the university, choose to have photos scanned by library staff and the resulting files sent to them via e-mail. Scanning has taken the place of much of the off-site photo circulation and is viewed by patrons as a valuable service.

The High School to Higher Education group planned one workshop in the Fall entitled, "What first year students need to know," and one in the spring entitled "Academic integrity: high school and college perspectives on plagiarism." This group was created in 2003 and consists of UI librarians involved in library instruction, librarians from other colleges in the area and high school librarians from the regional high schools. The purpose of the group is to share information, teaching techniques, and ideas that will assist students from high school in their transition to college with respect to information literacy skills.

Tracy Mitrano, the Policy Advisor and Director of the University Computer Policy and Law Program for the Office of Information Technologies at Cornell University, was the featured speaker for the Libraries' second Ada M. Stoflet Lectureship on Wednesday, October 1, 2003. Mitrano is a national known expert on policy issues pertinent to electronic communications, the implications of the USA PATRIOT Act, and library patron privacy. Her lecture was entitled, "Civil Privacy and National Security Legislation: A Three Dimensional View,"

April 1, 2004 UI Libraries Annual Friends Event, "From Stacks to Stage: A Lyrical Look at an Opera Director's Love Affair with the Library." Gary Race, Opera Director and Associate Professor in the School of Music of the Division of Performing Arts, College of Liberal Arts and Sciences, offered an illustrated lecture regarding the ways in which the library is the foundation for his research as he prepares for new opera productions.

## **E. Consortial Activities**

The University Libraries, in partnership with the UI School of Library and Information Science, Iowa State University Library and the University of Nebraska-Lincoln Libraries received a \$392,347 grant from the Institute of Museum and Library Services to recruit and educate university science and health sciences librarians. It has always been challenging to attract students with academic degrees in the sciences, technology, or health sciences to librarianship. Most of the funding will hire 9 graduate students in the UI School of Library and Information Science with assistantships at one of the three university libraries designed to provide practical experience needed for university science and health sciences librarianship. Students in Lincoln and Ames are enrolled through the distance program. The students began their academic program and assistantships during summer session, 2004.

UI Libraries is assisting staff from nine institutions around the state to digitize and input original Iowa items into the Iowa Heritage Digital Collections. Primary focus for this year was on developing the website including a page with links to project standards and providing training for participants. Photographs, audio, and manuscript records are available for public access. Website is at: <http://lib-transition.iowa.uiowa.edu/index.html>

This past summer, the reference librarians at UI and Iowa State University shared "live reference," the interactive reference service over the Internet. The librarians at UI responded to questions from users at both institutions during the afternoons; Iowa State librarians responded for both during the evening. This arrangement, which helps both institutions share expertise and use limited staff more effectively, will continue this fall.

UI Government Publications librarians met with their counterpart librarians from the other Regents universities to discuss ways to share expertise and other possible collaborative efforts related to making state and federal government publications more available to the public.

## **F. Physical Facilities**

The South Plaza of the Main Library received major renovations over the summer. It was badly deteriorated with crumbling concrete and sections had been roped off for safety reasons. The new plaza features better disability access to the south end of the Main Library, improved lighting and new landscaping. New carpet and wall coverings were also installed on the first floor corridor of the Main Library.

The Hardin Library for the Health Sciences received major renovations to the main floor (3<sup>rd</sup>). Three services desks were replaced by a single service desk. New public seating areas were opened up in the areas vacated by the old service desks. A new first floor entrance from Newton Road was opened.

Construction continued on the new Art Building which will house the Art Library on the 2<sup>nd</sup> floor. The building is expected to open in 2005. Planning began for a remodeled Chemistry building which will house a combined Chemistry and Geoscience Library.

Over 300 new chairs were purchased for the Main and Hardin Libraries, replacing chairs that had been in service for 25 years.

Mathematical Sciences Library expanded shelf space for books and bound journals and added five new comfortable chairs for users without losing student study space.

### 5.3 Individual Institution Report

## UNIVERSITY OF NORTHERN IOWA

### A. Collections and Services

Rod Library initiated subscriptions to the following new online databases:

- *ARBA Online*, the American Reference Books Annual features 9,500+ reviews of reference works published since 1997 and reviews of 350+ CD-ROMs and Websites.
- *ComDisDome*, the Communications Sciences and Disorders Dome
- *Engineering Village II*, which provides access to bibliographic databases of engineering research literature, including Compendex, as well as to patents, standards and handbooks
- Gender Studies Database provides access to *Women's Studies International*, *Men's Studies* and *Sexual Diversity Studies* databases with relevant contributions from the Child Development & Adolescent Studies as well as *Family & Society Studies Worldwide* databases
- *IOP Archives* jointly licensed with University of Iowa Libraries, provides access to the backfiles of e-journals available from the Institute of Physics (Great Britain).
- *PsycArticles* jointly licensed with University of Iowa Libraries, provides full text access, citations and abstracts to articles from journals published by APA, the APA Educational Publishing Foundation, the Canadian Psychological Association and Hogrefe & Huber.
- *RILM Abstracts of Music Literature*, produced by the International Repertory of Music Literature
- *Standard and Poor's NetAdvantage*, a searchable database of Standard & Poor's publications: Industry surveys; Stock reports; Corporation records; Outlook; and Register of corporations, directors and executives
- *Value Line Investment Survey*, a comprehensive source of information and advice on approximately 1,700 stocks, more than 90 industries, the stock market, and the economy.

University administration began directing funds collected from library fines to an account for the acquisition of Library materials. In FY04 over \$21,000 of this account was used to acquire monographs, videos, and specialized reference works.

With assistance from university Information Technology Services, the Library implemented audio streaming to provide listening assignments for some music courses online through the Art and Music Collection reserves services.

The three Special Services units' public Web pages were enhanced during the year.

Funds were provided to enhance the Art & Music Collection audio equipment. Cassette decks, cassette players, stereo receivers, turntables, and compact disc players were purchased.

The bound periodicals collection was shifted to provide needed shelf space for active titles and to reduce empty space at the inactive titles. Runs of titles with the frequency of a periodical were also transferred from the book stacks to the periodicals collection.

Library hours had been reduced from 106.5 hours per week during fall and spring semesters to 86.5 hours per week at the beginning of the 2003-2004 academic year. Within six weeks after the beginning of the fall semester, the Provost's office provided temporary student employment funding to restore 14 of the 20 hours weekly that had been cut. The library was open 100.5 hours weekly for the remainder of the academic years. Summer session hours had been cut by 10



hours per week and were not restored. It has been a challenge to maintain services with reduced personnel lines and reduced student assistant budgets.

## **B. Information Technology**

The library's homepage was redesigned to give more prominence to library and Internet resources and to enable users to start searching more quickly. The gateway was redesigned in the spirit of the new homepage. It provides quick searches of both the catalog and licensed databases.

The library implemented SFX software in the fall of 2003 to improve the backend integration between citations in online indexes and full text articles in electronic journals. The service is called *Find It!*

Three new indexes were added to the catalog to improve access to library materials: a journal title index, a youth subject index, and a form/genre index. Form/genre headings were also added as a special segment to the keyword index to improve the retrieval of specialized formats such as compact discs, electronic books, electronic journals, newspapers, and theses.

The library participated in the planning for the new UNI ID card, which uses a nine digit ID in place of a Social Security number. The library tested the new ID in the catalog's patron database to ensure compatibility.

All locally developed databases such as *Index UNI* and the *Des Moines Register Index* were converted to a Linux/PHP platform using MySQL or Oracle as the database management system.

Public workstations were converted to a Windows XP platform and are connected to a Windows 2003 server for Active Directory authentication and remote management. This has resulted in significantly improved stability and security.

In cooperation with ITS, plans were made for installing wireless networking in the main core of the library. This will occur in the fall of 2004.

The library continued its migration to the client/server model of technical processing through the implementation of the Millennium Acquisitions, Millennium Cataloging, and Millennium Serials modules of the Innopac catalog software.

In compliance with the move toward greater security for the UNI campus network, the library assisted non-UNI members of the Cedar Valley Library Consortium members in implementing Secure Shell (SSH) clients.

## **C. Human Resources**

The Cataloging Department Head position became vacant in September 2003. The library took this opportunity to evaluate available personnel resources and needs. The decision was made to merge the Acquisitions and Cataloging departments under a single department head. The new department is now called Technical Services. A part time merit employee was transferred from Technical Services to the Access Services department.

There were four other vacancies, three AFSCME and one P&S, due to death, resignation and retirement. One of the AFSCME positions has been filled. One vacant half-time AFSCME position was combined with another half-time position to increase the incumbent's assignment.

Portions of the salaries and fringe benefits on the Head of Cataloging and P&S lines were reduced to meet FY2004 budget reductions.

When the university had a reduction of AFSCME positions in other campus offices, two library employees with less seniority were affected. These library employees were bumped according to the AFSCME contract and provided positions in other university offices. The Library has received two more senior employees in those positions on July 1, 2004, a difficult and busy time in respect to the responsibilities of the positions affected. These employees new to the library are now undergoing extensive training because the jobs are quite different from their previous experience.

#### **D. Outreach**

The library continued to participate in the Cedar Valley Reads project with local libraries to encourage reading by the citizens of Iowa. The All Iowa Reads project chose Niagara Falls All Over Again as the 2004 selection.

The library continued participation in an exchange with the library of Herzen State Pedagogical University, St. Petersburg, Russia. Four UNI librarians traveled to St. Petersburg in December 2003 to attend and present at the "University Libraries: Past, Present, and Future" Conference. The remainder of their trip was spent meeting and working with Herzen library employees. Two librarians from Herzen visited UNI in February 2003 for a two-week period. This exchange is very beneficial to both institutions.

Early in the fall semester Rod Library held a reception for newly tenured and promoted UNI faculty. Faculty publications were highlighted in a display during the month in which the reception was held. This reception is anticipated to become an annual event

#### **E. Consortial Activities**

Rod Library continued to share its integrated online library system with the other Cedar Valley Library Consortium members. The primary activities in this arena were installation of new software releases and continued migration to the various web based modules.

#### **F. Physical Facilities**

New light fixtures and new ceiling tiles were installed in the areas near the main entrance and in the lounge seating area directly in front of the Circulation desk. This project made significant improvement to the appearance and lighting in those areas, which had been originally constructed in 1964. Other sections of light fixtures and ceiling tiles from 1964 may be replaced as university funds become available.

Attention was given to several maintenance concerns in the building. The floor of the front porch entrance was repaired to replace disintegrating concrete and to smooth out unevenness in the surface. External walls were repaired and caulked on the east and west sides of the building. There had been repeated leaking during heavy windy and rainy periods. A recent storm indicates there continues to be a problem on the north side of the building.

Carver Trust awarded a grant of \$70,440 to Rod Library for the creation of an electronic classroom with 33 student and instructor computers. An existing non-equipped classroom is being enlarged and converted to greatly enhance our abilities to provide hands on bibliographic instruction to students. Student Computer Fee funds will be utilized to purchase the equipment for this new facility.