



**BALL STATE  
UNIVERSITY**

**University Libraries**

# ANNUAL REPORT

July 2018-June 2019

**Submitted by:**

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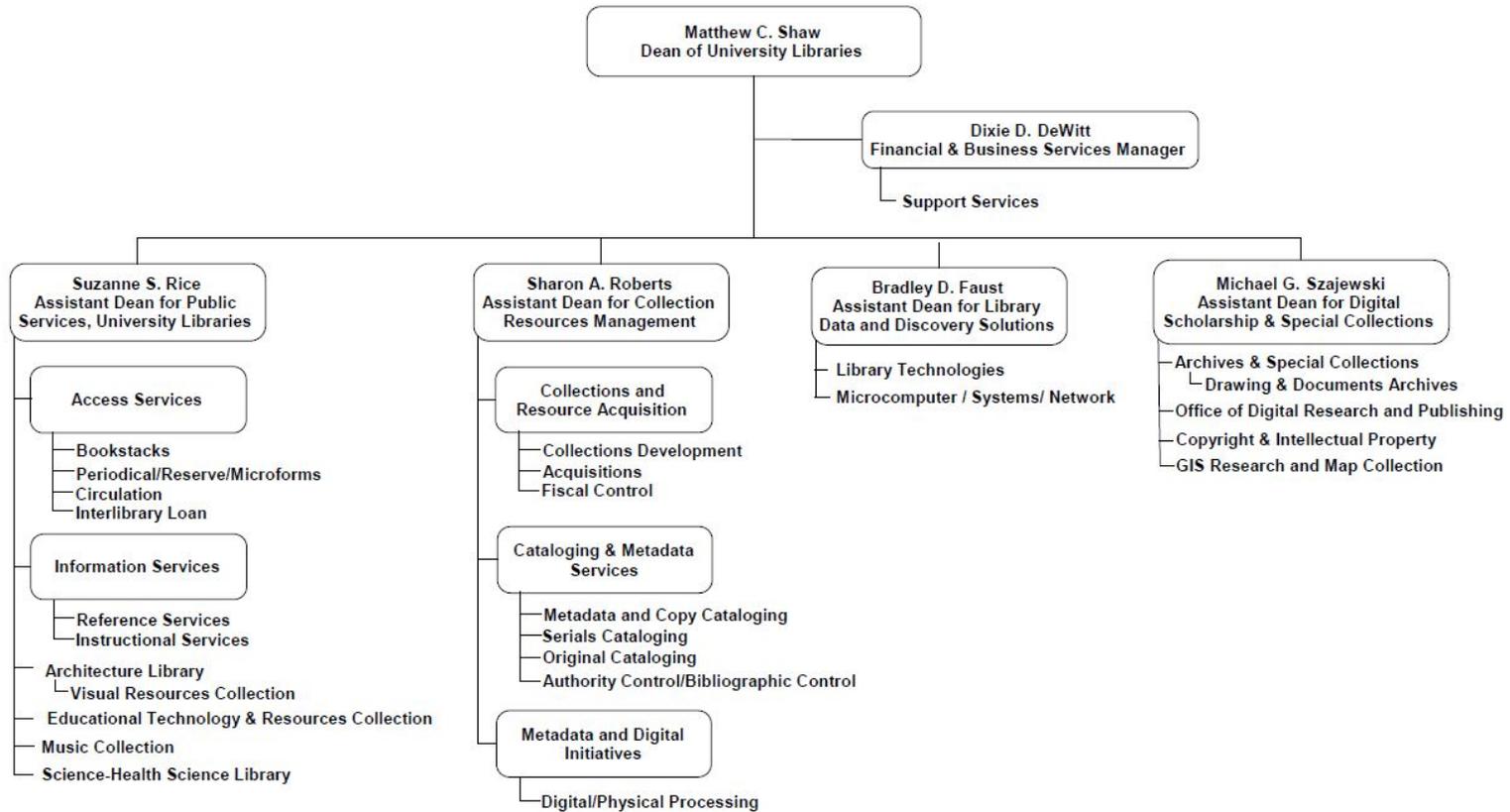
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## Unit Mission

Ball State University Libraries supports the university's mission and enduring values by creating transformative experiences for diverse communities through excellent resources, expert research assistance, dedicated study and learning spaces, and innovative services and technologies for knowledge discovery and dissemination, lifetime learning, and community engagement.

# Unit Leadership & Organization

## UNIVERSITY LIBRARIES ORGANIZATIONAL CHART



## Executive Summary

This report highlights activities of the Ball State University Libraries (July 2018-June 2019), focusing on contributions to student and faculty success and community engagement. The Libraries continues to align services, collections, and professional expertise with the needs of the campus and community. This year, the Libraries engaged with undergraduate and graduate students through instruction, workshops, and one-on-one research consultations, reaching nearly 13,000 students to increase information literacy.

With the 2019 launch of the Office of Digital Research and Publishing, the Libraries aggregated and expanded innovative support for digital scholarship and open access publishing, introducing new services and hosting platforms. In addition to continued co-direction of the Digital Scholarship Lab, the Libraries is working closely with individual faculty and students to support specific research projects using digital tools and methodologies for inquiry. The Libraries is also hosting five open access journals through the Open Journal Systems platform and continues to increase access to OA research materials through development of the Digital Media Repository and Cardinal Scholar, which collectively received over 210,000 visits this year.

The Libraries is committed to enhancing quality of living in Muncie, Indiana and continues to expand partnerships with local cultural and historical organizations as well as the Muncie Community Schools. This year, the Libraries introduced web archiving services to preserve the web content of local organizations and institutions and is currently working with 67 unique partners. As part of the ongoing support for MCS, the Libraries expanded borrowing privileges to all MCS employees and completed a significant project re-barcoding books and other materials in the elementary, middle, and high school media centers.

The Libraries promoted inclusivity, equity, and diversity through new programming and initiating plans for amenity improvements. In April, University Libraries held the first Human Library event on campus, engaging students, faculty and staff in the interactive format to facilitate conversations about unique lived experiences.

The Libraries also met with Facilities and Planning about future addition of Ball State's first multi-fixture, all-gender restroom. Plans are underway to renovate existing men's and women's restrooms to accommodate this important need and improve the accessibility of Bracken Library for the campus community.

The Libraries continually improves the user experience, promoting access to collections and services through new and enhanced methods and technologies. This year, the Libraries piloted peer learning services at the Information Desk to encourage student-to-student interaction and minimize barriers to research assistance. The Libraries also completely redesigned the website to focus on user needs, improving discovery of scholarly resources and critical library services and migrated the popular Digital Media Repository to a new hosted platform offering a premium user interface and easy access to over 250,000 unique archival and digital open access assets along with a restricted collection of architecture and art history images.

Through strategic planning, the Libraries engaged in a reflective and imaginative process, creating a strategic alignment plan that positions University Libraries to become an essential partner in the success of our students, the advancement of our faculty, and the progress of our community. The Libraries will innovate to connect people, cultures, and knowledge as a center for lifetime learning and a catalyst for new ideas.

## Endorsements/Designations

- Federal Depository Library (Government Publishing Office, Selective Depository)

## Undergraduate Excellence & Innovation

- Provided course-related information literacy instruction to 579 undergraduate classes reaching 11,628 students.
- Provided undergraduates access to physical research collections through 46,788 checkouts of University Libraries materials, 1,086 document deliveries, 5,274 interlibrary loans, and 14,830 equipment loans.
- Provided extended, individual consultations with librarian subject experts, archivists, and other information professionals to 140 undergraduates.
- Engaged with 1,100 incoming students and their parents during Freshman Orientation July 2018 and with an anticipated 2,600 students in June 2019 to provide information related to library resources and services.
- Revised English Writing Program SearchSmart Tutorial online with over 8,000 views to incorporate an active learning model to introduce students to Bracken Library and the scholarly research process.
- Began pilot of peer-led services at Information Desk to increase approachability for undergraduates seeking research assistance.
- Established a research consultation station on Bracken 1West to facilitate extended research appointments focusing on individual student research needs.
- Provided 21 sessions attended by 173 participants, focused on undergraduate use of technology on a variety of topics such as *Creating Online Portfolios with Wix*, *Google Tools for Teachers*, *Video Editing for Students*, and *Basics of HTML & CSS*.
- Created or revised 245 online research guides which received over 78,000 visits to facilitate independent learning on academic or course-specific topics.
- Advanced the work of 15 immersive learning courses, including:
  - Teaching in the Elementary Education Classroom class (EDEL 350) with 11 students working on an immersive learning project to teach interdisciplinary lessons at the Summer Learning at Camp Adventure program.
  - Human Computer Interaction class (CS445) [2 sections] with 20 students in each section working in partnership with the David Owsley Museum of Art to create mobile applications (“apps”) based on metadata and art images from the Libraries’ Digital Media Repository.
  - Visual Communications 3 class (ADS441) with 16 students working on an immersive learning project to improve accessible design of the David Owsley Museum of Art.
- Established a research consultation station on Bracken 1West to facilitate extended research consultation appointments focusing on individual student research needs.
- Began publishing in Open Journal Systems, two peer-reviewed open access academic journals managed and developed by BSU undergraduates—*Fine Focus: An International Microbiology Journal for Undergraduate Research* and *Stance: An International Undergraduate Philosophy Journal*.
- Organized 20 “Pop-Up” Libraries to participate in and provide resources for College of Architecture and Planning student organization functions including National Organization of Minority Architecture Students, Student Planning Association, and Student Chapter of American Society of Landscape Architects, as well as providing mobile research support for CAP classes.
- Organized and hosted 8 “Material Talks @ Lunch” in the Architecture Library’s Visual Resources Collection featuring visits from company representatives on contemporary building materials,

workplace-relevant exposure to material application and interacting with manufacturing representatives; the sessions drew 215 participants.

## Graduate Education & Lifetime Learning

- Provided course-related information literacy instruction to 49 graduate classes reaching 771 students, enabling the development of higher-level research skills supporting successful completion of advanced research.
- Provided graduates access to physical research collections through 19,297 checkouts of University Libraries materials, 1,274 document deliveries, 5,631 interlibrary loans, and 3,056 equipment loans.
- Provided extended, individual consultations with librarian subject experts, archivists, and other information professionals to 56 graduates.
- Provided 14 sessions of workshops (online and in-person) attended by 163 participants on topics specific to graduate student needs such as thesis research, literature reviews, and research funding and publication for graduate students.
- Through the Cardinal Scholar Institutional Repository, described, preserved and/or published 255 works of scholarship by graduate students including theses, dissertations, creative projects, conference posters, and presentations.
- Published in Open Journal Systems the *Burkhardt Review*, a peer-reviewed open access academic journal managed and developed by graduate students in the Department of History.
- Created 8 pop-up exhibits promoting interest in and access to archival, geospatial, and cultural resources through the University Libraries.
- Expanded the graduate student loan period for general library resources to one year, matching the privileges of faculty, meeting extended research needs.
- Participated in Graduate Student Orientation sessions to inform incoming students of library resources and services to meet their research interests.

## Community Engagement & Impact

- Provided community members access to physical collections through 6,027 checkouts of University Libraries materials.
- Established partnership with Muncie Community School media librarians to assess needs and develop collaborative proposals related to information literacy and library-related needs; beginning January, 2019 extended library borrowing privileges and waived guest pass fees for all MCS faculty and staff.
- Re-barcode library books in Southview Elementary School, Southside and Northside Middle Schools, and Central High School, completing the project begun in January 2018 in MCS media centers to enable circulation through the automated shared catalog with Muncie Public Library. In total, 96,655 items in 5 elementary, two middle, and the high school were re-barcode.
- Libraries' staff volunteered 59.25 hours in late-July and August on various registration and back-to-school activities as part of the campus-wide effort supporting the beginning of the year for MCS.
- Conducted assignment-related and age-appropriate research instruction to 13 classes from area K-12 schools including Burris Laboratory (7<sup>th</sup> – 9<sup>th</sup> grade English), Heritage Hall Christian School, Jay County High School, Oak Hill High School, Pendleton Heights Middle School, and Wes-Del High School, engaging 276 students.
- Led community-focused workshops at Madjax and the Muncie Public Library, as well as events such as the Second Annual Community Arts Expo, Old Washington Street Festival, Arts Walk, "First

Thursday” and “Final Friday” gatherings to engage community members in book-binding and printing activities related to the Book Arts Collaborative.

- Participated in the BY5 Interest Group, planning and presenting events for young children and their families as part of *Splash Day* at Tuhey Park and *Be My Neighbor Day* at the YMCA, reaching nearly 250 families.
- Participated in the *Campus Community Experience* in Heekin Park, meeting 68 members of the community and providing them information about available library resources and services available to residents.
- Collaborated in the *STEM Educator Exchange* summer program for 20 in-service and pre-service teachers, creating active learning experience for teaching biology standards.
- Participated in a field trip for East Washington Elementary 3<sup>rd</sup>-grade students, providing age-appropriate resources for a class project.
- Supported resource sharing between partner universities, public libraries, and related institutions by lending 7,208 items and supplying 3,661 journal articles and other non-returnable items.
- Provided access to archival, geospatial, or digital scholarship resources and expert research services to advance 60 major community research, journalism, education, and place-making projects in Muncie, Delaware County, and the state, from Muncie Star Press enquiries to architectural drawings and photographs to support historic preservation of such buildings as the Lake County Courthouse and Indianapolis Columbia Club.
- Completed work towards a \$170,944 George and Frances Ball Foundation grant supporting the exhibition, digitization, and preservation of the *Frank Bracken Family and Civil War Collections*.
- Acquired, provided public access to, or prepared for digitization 15 significant archival collections documenting the history, legacy, and cultural resources of Muncie and Delaware County.
- Launched a web-archiving initiative to preserve and provide searchable access to websites pertaining to Ball State University, Muncie and Delaware County, and Architecture in Indiana; collected and preserved websites from 67 culturally significant organizations related to arts and culture, service, health, education, small business, and religion.
- Hosted or facilitated 22 community education programs with over 560 total attendees, partnering with organizations and societies including the Cornerstone Center for the Performing Arts, Muncie Public Library, Delaware County Historical Society, Minnetrista, the Academy for Community Leadership, the Association for Lifelong Learners, High Street United Methodist Church, David Owsley Museum of Art, and the Westminster Village Retirement Community.

## Scholarship & Societal Impact

- Provided faculty and staff access to physical research collections through 17,195 checkouts of University Libraries materials, 57 document deliveries, 4,828 interlibrary loans, and 1,358 equipment loans.
- Acquired access to faculty-requested research databases, including *Mass Observation Online* and *African Newspapers, Series 1 & 2 (1800-1925)*.
- Through participation in the Academic Libraries of Indiana’s Oxford OSO (Oxford Scholarship Online) group purchasing agreement, provided access to all of the Oxford University Press 2018 published e-book content on Business and Management, Classical Studies, Economics and Finance, History, Literature, Philosophy, Religion, Social Work, and Sociology.
- Acquired membership in the Center for Research Libraries, enabling user access to the Center’s *Global Resources Network* which includes access to materials from around the world, including approximately 16,000 newspapers, 800,000 international dissertations, and 30,000 non-English journals from 1800 to the present.

- Enriched and expanded the Libraries' Digital Media Repository, adding 1,813 new digital assets to the database. New collections included:
  - **BSU Early History Collection**—documents, records, and artifacts of predecessor institutions to Ball State. (26 records; 607 items)
  - **Elizabeth Glenn Collection**—over 200 reports, maps, research notes, and writings documenting the research of Elizabeth Glenn, Professor of Anthropology at Ball State University from 1967 to 1997, whose research focused on Native American populations in the Midwest. (244 records / 5,097 items)
  - **Bracken Family Collection**—letters, personal papers, photographs, ephemera, and other records of the Bracken Family, spanning four generations from the 1860's through the early 2000's. (1,205 records; 2,846 items).
  - **Ball State University Student Newspaper**—215 records were added to this collection, bringing the final total for this multi-year project to 11,165 newspapers editions (91,427 pages). All print student newspapers (1922-2017) are now available online.
  - **Ball State University Student Computer Artworks**—art created by students in Computer Science course (CS120), 2013-2018. (263 records; 263 items will be published before the end of June 2019.
  - **Muslims in Muncie Oral History and Documentary Film Collection**—22 interviews of Muslim residents in Muncie conducted by students in the Virginia B. Ball Center seminar "Muslims in Muncie" in spring 2018 and an hour-long documentary made from the interviews. (22 records)
- Provided 2 embedded librarians to the Book Arts Collaborative, each contributing 6 hours weekly to the work of the BAC, providing instruction and appreciation for book and print culture.
- Provided access to archival, geospatial, or digital scholarship resources and expert research services to advance 1) 28 major faculty scholarship projects by scholars across 15 disciplines; and 2) 21 major research projects by visiting scholars (area, national and international).
- Provided copyright and intellectual property consultative guidance and expertise to advance 70 educational, publishing, and scholarly initiatives.
- Provided direct support to 298 faculty, students, and staff in account creation and/or software download of GIS programs.
- Launched the ArchivesSpace content management system, providing global scholars with enhanced searchable access to collection descriptions for archival holdings; the system includes 1,040 collection records/finding aids and item-level descriptions for 173,526 archival assets.
- Acquired the Frank Felsenstein papers, representing approximately 50 cubic feet of material representing 1,530 files and items. This is an important faculty research collection advancing research in areas including the history of English literature, the Jewish experience in Britain, and Middletown Studies.
- Reached an agreement to have over 8,000 open access theses and dissertations written by BSU students indexed in the EBSCO Open Dissertations database, increasing discoverability and research impact of Ball State University scholarly product.
- Hosted 10 workshops and educational programs with a total attendance of 146 to increase community awareness of available digital research and publishing tools, enhance digital scholarship literacy and engage the campus community in meaningful digital scholarship activities.
- Continued co-direction of the Digital Scholarship Lab and collaborated in the organization of 8 talks and educational programs with over 225 attendees to increase faculty digital scholarship literacy and funded 3 faculty digital scholarship projects.

- Continued to publish in Open Journal Systems two peer-reviewed open access academic journals managed and developed by Ball State University faculty—*Teaching History: A Journal of Methods* and the *Journal for Social Action in Counseling and Psychology*.
- Provided library liaisons to 42 academic departments to facilitate communication, aid relevant resource acquisition and collection development and to assist with discipline-specific research needs.
- Launched the Omeka and Reclaim Hosting platforms to design, publish, and disseminate interactive works of open access online digital scholarship.

## Inclusive Excellence

- Organized and hosted the inaugural Human Library event in Bracken Library bringing an internationally-recognized platform for promoting one-on-one dialogue between participants to reduce stigma and bias, and further social justice. The event included 14 “book titles” and over 60 “reading” sessions.
- Co-curated, with local art gallery owners Carl and Barbara Schafer, an exhibit of historic photographs honoring the legacy of African-American community leader Hurley Goodall with proceeds from the sale of exhibit items contributing to the creation of a statue of Hurley Goodall for downtown Muncie by the Delaware County Historical Society.
- Created an exhibit of archival images and documents highlighting the history of multicultural student organizations at Ball State University to celebrate the institution’s centennial history.
- Hosted the 2018 GIS Day Map-a-thon attended by 60 volunteer mappers who mapped over 875 buildings in underserved geographic regions of the world to improve technology infrastructure.
- Prepared for digitization a large archival collection of the records of pioneering, Indiana-based, landscape architect Claire Bennett to be published in the Digital Media Repository.
- Collaborated in the planning of a University-wide program honoring the legacy and contributions of prominent women in the Ball Family, creating a pop-up exhibit containing materials from archival collections documenting the lives and accomplishments of Elisabeth Ball and Rosemary Ball Bracken.
- Conducted community educational presentations specifically related to inclusive excellence, including programs at Muncie High Street Methodist Church and the Cornerstone Center on topics of women’s and African American history.
- Hosted visiting student scholars from Purdue University who used archival resources to support their creation of a documentary film highlighting the lives and careers of prominent African American community leaders in Indiana.
- The Office of Digital Research and Publishing collaborated with BSU undergraduates led by Ron Morris, Professor of History, to create and host an online digital scholarship project, the *Indiana Digital Civil Rights Museum*, providing online access to artifacts relevant to civil rights in Indiana.
- Engaged with potential students during campus events such as 21<sup>st</sup> Century Scholars, Admitted Students Day, and Cardinal Preview Days to raise awareness of resources and services to aid student success.
- Updated online research guides to aid independent research on a variety of diversity-related topics including *Diversity* (general guide), *African-American Studies*, *Hispanic and Latin American Studies*, *Jewish Studies*, *LGBT Studies*, *Native American Studies*, *Religious Studies*, and *Women’s and Gender Studies*.
- Provided specialized research instruction and information literacy sessions to 79 international students participating in the Intensive English Institute.

## General, Operational, and Technical

- Provided access to resources and services in Bracken Library (123 hours weekly) and Architecture Library and Science-Health Science Library (76.5 hours weekly each) with over 1.2 million visits to the University Libraries.
- Launched the Office of Digital Research and Publishing in the University Libraries to aggregate library services related to digital scholarship, open access publishing and to advance production and dissemination of digital scholarship created by Ball State University scholars.
- Introduced new platforms for open access publishing and digital scholarship, including Open Journal Systems, Omeka-S, and Reclaim Hosting. The Libraries is currently publishing 5 OA journals, which received 7,684 visits this year. The Libraries is working with Immersive Learning to migrate selected projects to the Omeka-S and Reclaim Hosting platforms.
- Provided access to Libraries' repositories, including Digital Media Repository with 258,179 records in 288 collections and Cardinal Scholar with 26,894 records including faculty research, theses and dissertations, and University records. This year, the DMR received 97,364 visits, and Cardinal Scholar received 113,544 visits.
- Licensed and executed the migration of the Digital Media Repository solution to a hosted instance of CONTENTdm that is responsive and provides a much-improved user experience for discovery and use of digital objects from local cultural heritage and scholarly collections.
- Effective July 1, 2018, merged Collections Development and Acquisitions Services units, forming the Collections and Resource Acquisition Services unit under a single unit head to create unified workflows and better coordination of selection and purchasing activities.
- Continued extensive activities related to implementation of Alma library services platform, including review and revision of migrated records, improvements to workflows and automated processes, comprehensive staff training, and development of workshops for faculty and other researchers to leverage capabilities of Alma for research.
- Collaborated with UMC to redesign University Libraries website in Sitecore, reducing the site from 955 to 147 pages by streamlining, editing, and reconfiguring content with an updated focus on services, programs, and collections; added a subscription to LibGuide CMS to provide a web publishing platform for useful content that was not represented in the new Sitecore presence.
- Created 4 major public exhibits showcasing the cultural resources of Ball State University Libraries:
  - *Supporting Excellence for 100 Years and Beyond: The Growth and Development of Ball State University's Campus* (digital exhibit with 60 digital assets and over 5,590 views)
  - *The Power of Place: 100 Years of Architecture at Ball State University* (at the David Owsley Museum of Art)
  - A display highlighting the history of multiculturalism and inclusivity at Ball State University in celebration of the University's centennial (Bracken Library)
  - A display on the history of community-engaged research, learning, service, and cultural institutions at Ball State University also for the centennial (Bracken Library)
- Collaborated with campus IT to configure Enterprise Login system for the BSU ArcGIS Online account, allowing students and faculty to more efficiently conduct digital scholarship and data visualization through the creation of interactive maps.
- As part of a STEM collection maintenance project, reviewed 50,647 volumes in General Collection; 23,337 volumes designated for withdrawal. Project is 51% complete.
- Upgraded the presentation display technology in the Schwartz Digital Complex Viewing Room to include a large 85" flat panel display to improve presentation and video content in the space.
- Expanded to 3 the number of student Print Smart color printers in the University Libraries to provide high quality cost effective color printing services to students, faculty, and staff.

- Updated data lines serving the BL 009 computer space to address network performance issues in that location and improve library information literacy instruction for students.

## Opportunities for AY 2019-2020

The Libraries Strategic Alignment Plan outlines significant opportunities for this coming academic year, including:

- Development of an **undergraduate Learning Commons** in Bracken Library—coordinate and collocate academic success services through collaborations with the Writing Center and Learning Center. Preliminary phase 1 plans include offering evening and weekend Writing Center hours in a dedicated space on Bracken 1 West.
- Development of **Personal Librarians program for graduate students**—collaborate with Graduate School and graduate advisors to pilot services that offer sustainable and extended librarian contact to graduate students, connecting them to librarian liaisons to provide research consultations and promote programs and workshops focused on graduate student success.
- Sustained **support for Muncie Community Schools media centers**—collaboratively develop information literacy initiatives for high school students and provide operational support services such as collection inventory and reshelving.
- Promotion of **digital scholarship and open access publishing**—expand use of newly-adopted platforms for digital scholarship and open access journal publishing; participate in campus-wide affordable learning/Open Educational Resources initiatives.
- Create **inclusive spaces and improve facility amenities**—facilitate collaborative learning, focused study, and contemplative reflection through creating unique environments to accommodate the needs of a diverse community of learners; improve accessibility of technologies and restroom facilities.