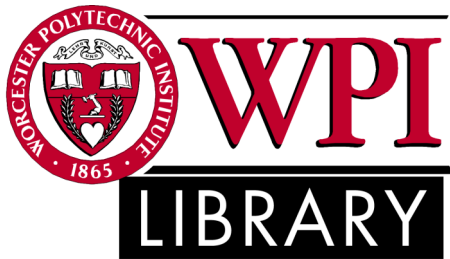




Marissa Goerke, Class of 2014



Gordon Library

Annual Report

2010-2011 began with a successful orientation program (featuring “mark your home” maps on the windows of the building). Highlights included the successful trial of expanded end of term library hours, which will be ongoing, as well as evaluation and implementation of new library software and systems, hiring and promotion of staff, and continued digitization of the Dickens serialized novels. The volume of activity in the library building continued to increase, as did attendance at library instruction sessions. Several significant exhibits drew in many visitors during the year; specifically the Theo Brown Diaries, written by an illustrious WPI alumnus who was lead engineer at John Deere, and the travelling *Benjamin Franklin: In Search of a Better World* exhibit. The library began an initiative to incorporate more than 250,000 records in the online catalog to connect library users with open access, freely available, full-text books and reports. Additions to library holdings included new titles within the Criterion Films Collection and significant additions to several e-book collections.

HIGHLIGHTS

The 2010-2011 academic year was a busy one in the Gordon Library. The library continued to record increases in activity and planned for several system upgrades and changes. Two new staff members joined ranks and Christine Drew was promoted to become the head of the newly formed Research and Instruction group in August. This report highlights services and programs during the year.

A Seamless Digital Library for Users

The library continues efforts to make research even more seamless for users. A web site redesign committee conducted online surveys, focus groups, and a card sort to solicit feedback from users in order to develop an interim library site (deployed August 2011). Staff developed a mobile-enabled site for researchers on-the-go in conjunction with a more simplified approach for off campus access to licensed electronic resources (EZProxy).

New research tutorials were developed on topics such as Google Scholar, Harvard Business Review, and reserving tech suites. These tutorials are among many available from the library to provide online training for busy or off-site researchers. Librarians working with classes developed more engaging, active research education experiences for students with a discovery approach. Technology enhanced the experience with embedded online forms which solicit instant, in-class input from students.

A major implementation of a new discovery search tool, Summon,TM occurred after much review, evaluation, and testing. Seamless access to library-provided content is now realized with this powerful new library search engine. SummonTM, provided by Serials Solutions, is a part of a transition to a new web site with improved navigation and search capabilities. For more about Summon, see p .6.

Did you know?

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- On average 12,000 people entered the library each week last year.
- The library provides access to over 70,000 electronic books and over 450,000 items (many available by open access sources) within the Library Catalog.



A local actor portraying Franklin was on site for a day.

- Ben Franklin came to the Gordon Library for a visit in March.
- The library hosted seven exhibits last year in two galleries and two display areas.
- The Library web site underwent revision in preparation for a major update in 2012.

Research and Instruction

Opportunities and Successes

Restructuring and new staff in this area provided exciting opportunities. The department experienced yet another record breaking year with a total of 337 course-related, general, and outreach sessions offered to more than 4000 attendees. Course-embedded instruction increased by 14% from the prior year. Librarians now work with undergraduate students at all levels. Graduate research education remains an area of potential improvement and growth.

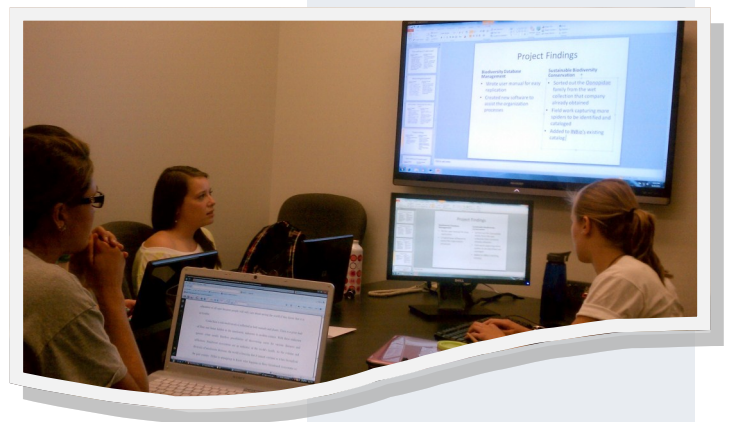
The Research Assistance Desk experienced a decline in reference transactions, in part due to the move of the Information Technology Helpdesk into the library in August 2010. However, the transactions with users are becoming more lengthy and educational with an increase in research consultations by 11% from the previous year to a total of 333. Librarians also offer consultation services to faculty for their own research purposes or for assistance with cited reference searching for tenure or promotion.

Personal Research Librarians

New departmental online newsletters lead to many positive personal interactions with faculty. A *Personal Librarian* program was created for Great Problem Seminars which provided more in-depth research education for some first year students. Additional efforts with ID2050 Research Methods, the preparation course for WPI's Global Projects Program, brought about increased engagement between students and librarians. Librarians now attend and provide feedback for many of the centers throughout the term, going beyond the inclusion of research tutorials, an online research quiz, and in-person consultations with librarians. Based on surveys, 87% of IQP Global Project students report they "strongly agree" or "agree" the research consultation improved their ability to perform research for their project.

Quick Facts

- 214 course-embedded research sessions to 1975 users
- 32 general research workshops to 224 attendees
- 58 hours coverage at the Research Assistance Desk per week
- More than 4,000 inquiries were answered by librarians and student research assistants
- Over 750 people attended library receptions



and events, many planned in partnership with WPI faculty and alumni.

Collections Management

Collection Management Services staff are responsible for providing print, electronic, and audio visual materials and collections that meet the needs of the WPI community. They provide access to library collections through the library's online catalog and digital collections systems and are responsible for preservation of materials.

Acquisitions

The library book budget for FY2011 was apportioned 65% for electronic book subscriptions and 35% for print books, (most selections coming from academic departments) standing orders, individual e-book purchases, and audiovisual materials. This year academic departments did not spend all of their allocations, leaving funds to augment new programs such as film studies, environmental studies, and robotics. To assist with selection by departments for FY2012, a new program has been set up to alert faculty of new print or e-book titles.

Cataloging

Library staff prepared and loaded complex records into DigiTool, a digital repository, completing the Project Boz MBLC grant (<http://dickens.wpi.edu>). In April a ceremony to acknowledge the project, which digitized works by Dickens, featured comments by Dickens biographer, Michael Slater.



Michael Slater, Dickens Biographer

Library staff continue to convert print versions of student research papers into digital form. Conversion includes scanning, optical character recognition, and updated cataloging for each title. Cataloging staff are also monitoring development of a new worldwide cataloging standard, RDA (Resource Description and Access) and prepare for possible system changes in the future.

Quick Facts

- 1,002 new books and 233 new films added
- 547 IQP/MQP reports scanned and available online
- Patron driven acquisition program for e-books in Humanities and Arts .
- Purchased EBSCOhost (formerly Netlibrary) e-book collections in film studies, civil engineering, green technology, business, mobile communications, networking and security.
- Safari e-books upgrade to complete collection of 11,800 popular IT titles (previously only 4,000 titles were available)
- Electronic subscription to ASTM standards replaced print editions.
- Acquired *Selected Americana* from Sabin's Dictionary of Books Relating to America microfiche collection (77,000 microfiche).

Preservation

Much of the work of the Preservation Office this year, besides the usual maintenance of the library collection, involved completion of the Dickens Digitization Grant, co-curating the Theo Brown exhibition, and working on Gordon Library and WPI art collections. The building was monitored for temperature and relative humidity and exhibition cases were refitted to house pieces from the Brenner sculpture collection.

Collections

A Collection Development policy for Gordon Library was developed, including the WPI Archives and Special Collections. It will be completed during the summer of 2011 and shared with the WPI community. In conjunction with the Research and Instruction group, collection assessments were performed for Bioinformatics and the School of Business. An intern from Simmons College Graduate School of Library and Information Science performed an in-depth analysis of business journals, databases and book collections. Findings were shared with respective faculty to help make decisions and prioritize future purchases in new or expanding areas of the curriculum.

The print reference collection was disbanded during the summer of 2010 and over 2000 volumes either moved to the circulating collection or withdrawn. Space reclaimed on the main floor created an area to display the film collection. The collection increased in summer 2011 with the addition of over 400 films from the Criterion Collection, which will help fulfill a growing demand by faculty to incorporate films into the curriculum.

E-book Use

Use of most e-book aggregated collections (Books24x7, ebrary, Knovel, Safari, Netlibrary, now EBCSOhost Ebooks) increased overall by nearly 40% in the past year. Next year should show significant increases in use due to the Summon search tool and titles added to some collections.



Assistant Director, Lora Brueck showing her Art Book collection

Technology and E-Resources

The Technology and E-Resources Department manages the licenses and subscriptions to more than 150 databases, electronic journals, and electronic book packages, as well as the maintenance contracts for library software and hardware services. These subscriptions and services annually cost nearly two million dollars, a significant portion of the library budget. The department administers the library catalog management, serials management, and digital asset management systems, along with the federated search tool, link resolver, and the new proxy and Summon discovery services. The department works closely with the WPI Information Technology Department on software and hardware management and implementation.

This year the E-Resources Department oversaw two major projects. The first was the investigation and implementation of the discovery service Summon™. Within this tool researchers find most of the library's physical and electronic resources from a single search box. Implementation took place during the spring and summer, with Summon rolled out to users along with an updated library interim home page in August 2011. The second major project was the implementation of EZproxy™, which simplifies access to licensed library resources from off campus. After the software installation on a virtual server, the Library configured and tested the EZproxy™ database during winter and spring. EZproxy™ was introduced in May 2011 after classes ended. The department also concluded the implementation of the Serials Solutions management service that allows library staff to monitor usage of electronic resources and provide data that will assist in budget planning and collection management.

In the coming year, the department again will be involved in some major projects. The first is the migration of the library web site to the WPI content management system (CMS). This project began during 2011 and will continue through the fall. The department and other library staff are working closely with the WPI Web Operations staff and an outside consultant on the transition of the web site to the CMS, with a brand new site to be introduced during the winter break. A second major project is the ongoing analysis of next generation library systems. In 2012 the vendor of the library's Voyager library management system will introduce its next generation system which will replace Voyager. Because the transition to any new system will mean significant changes, the library must carefully evaluate all of its systems and look closely at alternatives.



Archives and Special Collections

The Archives and Special Collections hosted two exhibits in the Gladwin Gallery during the past academic year. An extensive and detailed exhibit highlighting the life and work of Theo Brown was displayed from October until June. The opening reception, sponsored by the Alden Society, featured comments from Theo Brown's grandson Willie Cade. The Archives continue to receive historical photographs and papers from the Morgan Construction Company for an exhibit running from September 2011 to June 2012 and as part of the permanent collection.

Rachel Katz, WPI Class of 2009, contributed many hours as a volunteer in the Archives. She organized and photographed a large and valuable collection of cameras and accessories given to WPI by Thomas Card, Class of 1920. She curated an exhibit of the collection, on display during Summer 2011.



During the past year, staff worked to make more collections accessible within and outside the WPI community and has provided reference services to students, faculty, staff and the general public. Finding aids for many collections are now available online. There were 369 visitors during the past fiscal year and staff assisted 168 people with reference queries. The Archives assisted Professor David Spanagel and his class on the history of maps by providing storage and access for early maps borrowed from Clark University.



The Archives hosted tours for the Student Alumni Society and Sigma Pi fraternity, held two noontime events for the WPI community showing of our very old, rare books. Many items and collections were received from faculty, alumni, and others. Of particular note are:

- Course notes from Fire Protection Engineering Professor Emeritus David Lucht from his undergraduate work at Illinois Institute of Technology, 1961-1965, at that time the only undergraduate program in fire protection engineering
- Smoke detectors and prototypes from the family of Duane Pearsall, inventor of the home smoke detector
- Awards, certificates, memorabilia, and violins of Herman Medwin, Class of 1941.

Access Services

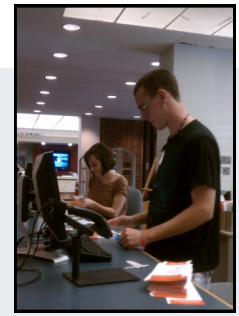
Access Services staff oversee borrowing, course reserves, interlibrary loan/resource sharing, and stacks maintenance. Staff oversee Tech Suite reservations, all library student employment, building operations, and safety.

The Library is open 105 hours per week during the regular academic year. Expanding upon past successes of extended hours at the ends of terms, the library experimented by extending service to 20–24 hours for 4 nights. During extended hours students enjoyed cookies, coffee, tea, and cocoa sponsored by WPI Summer Programs, Student Activities, the Office of Women and Diversity, the Academic Technology Center and the Library. The Dean of Engineering sponsored a special “Midnight Breakfast” in the new Class of 1970 Café, which was very popular with students.

Visits to the building continue to increase. Total visits for the year increased by 24% to 414,719. Library visits have doubled in the past 5 years. The average number of visits is over 12,000 per week during the academic year and rising. Tech Suite, labs, and equipment usage have also increased. Tech Suites and labs were charged out 9,687 times (up 9%) and equipment (hard drives, headphones, whiteboard kits, etc.,) checkouts increased by 14.5% to over 4,000 items borrowed.

Overall circulation transactions declined due to the transfer of laptops to the Information Technology Helpdesk. Book and course reserve circulations were down 15% and 24%. This is consistent with past trends and may be the result of the availability of more electronic resources.

Interlibrary loan is an essential service for WPI. Staff processed 13,310 requests to fulfill faculty and student research needs. The WPI community received 3,881 books and articles from around the world. We also supplied over 5,200 books or articles to other libraries. A new initiative to provide time-crunched researchers with speedy access to materials was implemented in collaboration with Research and Instruction staff.



Quick Facts

- End of term hours extended until 4:00 am four nights very popular with students.
- Unlimited renewals and recalls now offered to WPI community.
- 9,687 Tech Suites or Labs checked out, up 9%.
- 3 new Tech Suites added
- Interlibrary Loan borrowed over 3,881 books or articles for the WPI community from around the world.
- Document Delivery pilot program implemented for rush articles.
- Equipment loans increased by 14.5%
- Book circulations declined by 15%
- Course Reserve usage declined by 24%

Support for the Gordon Library

Many generous gifts provide help for library programs, resources, and facilities. In the past year, these gifts enabled us to do the following:

- Purchase new e-book collections for new programs
- Support the Student Advisory Committee meetings
- Purchase portable white boards for the Information Commons

Endowed funds and gifts allow us to stretch the dollars just a little further and add to the generous support we receive through the annual budget process.



A few library budget facts: —

- The average price of a book in chemistry—\$115
- The average annual subscription for a chemistry journal—\$3499
- The library materials expenditure per FTE (FY11) - \$379
- Most current items we provide for students are licensed, not owned by the library, and have very strict restrictions on use and access.
- Database collections of journals are dynamic and coverage often changes each year. Think of your cable TV packages!

Library Donors

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* Library staff donors

LOOKING AHEAD

The staff are looking forward to 2011-2012 and already starting the new academic year with more students, a few more tech suites, and providing even more electronic resources to WPI library users.

Featured New Electronic Resources:

- Conference Proceedings Citation Index
- New business databases: ABI Inform Complete and Entrepreneurship
- InCites (pilot program) creates reports on citation impact factors

A few upcoming highlights:

- Web site redesign (new site expected winter 2011-12)
- Review of Library Catalog and planning for transition from Voyager
- Research Education: new suite of online tutorials and more integration with graduate programs

Thanks to all the library staff and student employees who continue to make the Gordon Library, both in-person and online, a better experience for students, faculty and staff.

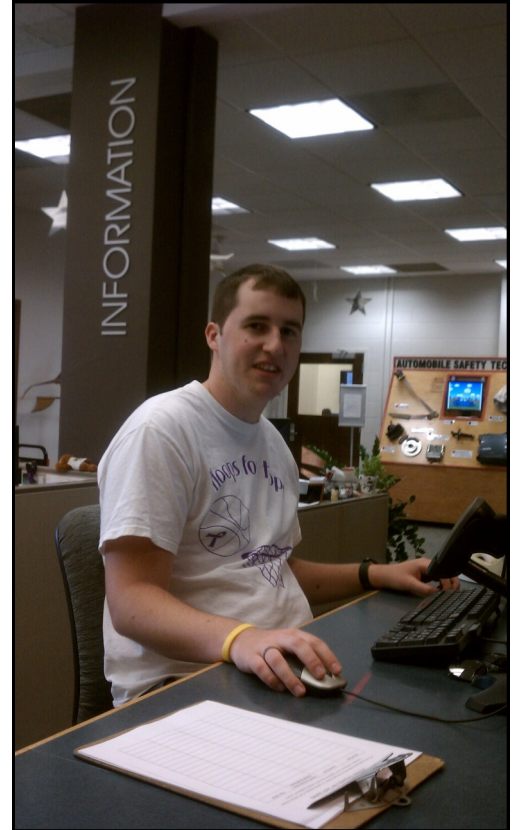
The staff welcome your comments and suggestions.



Please contact:
Tracey Leger-Hornby
Dean of Library Services

tlh@wpi.edu

X 5058



John Cushion, Class of 2012
Library Student Supervisor



Ashley Marcinkowski, Class of 2014
Library Student Assistant—Circulation