

Cowles Library

Annual Report 2013



Bringing Together a Community of Learners and Scholars

We are a community of learners and scholars. That simple -- but powerful -- reality continues to drive and shape Cowles Library. I invite you to review this brief update on library operations and activities.

Building and sustaining a community requires listening, dialog and action. This year the faculty and staff of the Library conducted a series of focus-sessions, meetings and surveys over a period of several months. Those activities engaged teaching faculty, students and University staff in setting the current and future direction of the Library.

We are actively using the results of these conversations with our community to shape services, resources, and our physical space. This report highlights both new developments and our ongoing commitment to support our core institutional endeavor: teaching and learning as manifested in the Library's three primary programs of knowledge resources, advancement of information literacy and as a center of discourse.

Come join the community!

Rod Henshaw, Dean



Knowledge

Number of titles in Cowles Library's collections owned by fewer than five other US libraries and never digitized:
1,514

Number of titles in our collection that are not held by any other Iowa Library:
28,062



Music history students make extensive use of print resources in the Library.

1 Cowles Library adds three key resources

Web of Knowledge Backfile

<http://webofknowledge.com>

Cowles Library added to one of our flagship resources, Web of Science, by purchasing the backfiles of its sister product, the Web of Knowledge. In addition to journal literature this purchase provides expanded access in the following areas:

- Conference proceedings, data sets, books, patents.

- Two key indexes: BIOSIS citation index (a leading Biology index), and Zoological Record, a key database for zoological (animal biology) literature.

- Two additional databases in Chemistry: Current Chemical Reactions and Index Chemicus.

2 Springer ebook purchase expands ebook access!

<http://library.drake.edu/find/article-databases/goto/springer-ebook-2013-collection>

Cowles Library expanded its ebook offerings by purchasing the 2013 imprints of Springer publishing. This is a collection of nearly 8,900 electronic books on a variety of subjects. A noteworthy feature is that there is no "DRM" associated with these titles (Digital Rights Management), which allows users to more easily share and maintain access to these pdf files. Users have the option to order a personal print copy of ebooks owned by Drake (2013 collection) for \$24.99 (regardless of the actual book price). These "MyCopy" books are soft-cover b/w print copies that are mailed to the reader's address.

3 Reference Universe

<http://reference.paratext.com/>

Reference Universe is a database of article titles, keywords, and index terms from a core collection of reference materials such as encyclopedias, dictionaries, and almanacs. It allows Drake users to "see into" Reference materials that Drake either subscribes to or has purchased in print. **It directly supports the student activity shown above.**

Drake leads in Patron Driven Acquisitions

We continued our move to book and journal article "just in time" delivery. This results in more cost effective utilization of the budget and allows users to specify "what they need when they need it."

We expanded the EBL eBook PDA program by adding more records to the catalog. We were one of the first libraries in the Midwest to establish a PDA program when we implemented this in 2009. We now have around 100,000 records available.

We also implemented the Ingram Coultts integrated eBook/print PDA pilot. Cowles decided to expand our PDA offerings to include print. We worked with the Library Liaisons from Business, Education, Pharmacy, and Journalism to establish a pilot project.

Finally, we moved the Wiley package of journal subscriptions to document delivery based upon cost-per-use data. We previously did this with the Sciencedirect journals subscription package in FY12.

Central Iowa Collaborative Collections Initiative

Central Iowa Collaborative Collections Initiative (CI-CCI) launched this summer!



GRINNELL
COLLEGE

GRAND VIEW
UNIVERSITY

Central
College
— 1853 —

SIMPSON
COLLEGE

The library directors of Drake University, Grinnell College, Grand View University, Central College, and Simpson College announced the formation of the Central Iowa Collaborative Collections Initiative (CI-CCI) this summer. The directors have signed a Memorandum of Understanding to formalize the initiative. The group met again in early August to begin to develop print retention scenarios.

CI-CCI has four immediate goals:

First, to **responsibly reduce the size of local print collections** by reducing duplication among the participating libraries so that library space may be freed up for other uses.

Second, to **create and maintain a distributed, shared collection of these titles** to ensure that circulating copies of them are retained within the group.

Third, to **coordinate acquisitions with the goal of developing a shared collection** among the participants to reduce duplication and to leverage acquisition funds.

Fourth, to **establish an environment where exploration and additional collaborations** can flourish.

By launching this shared print initiative, Cowles can free up space for more pressing needs such as student study space, a learning commons, and archives. A key component of this initiative is developing a shared collection development approach to allow the participants to make better use of acquisitions dollars. For many items it will eliminate the need to duplicate book purchases within the group since the collections will be shared. This should allow libraries to offer a greater depth of materials. Additionally, the collaboration lays the framework for more targeted future collaboration among the participants.

Teri Koch, Cowles Library Collection Development Coordinator, worked on this project during her Spring 2013 sabbatical. Koch worked on developing this collaboration along with Pam Rees, the Library Director at Grand View University. Library Dean, Rod Henshaw, laid the ground work for this kind of project to flourish during his recent tenure as Chair of the Iowa Private Academic Libraries (IPAL) consortium.



Library classrooms and study spaces support a wide variety of teaching and learning styles.

Learning

Number of views of the pharmacy research guide in 2012:
63,623

Visits to the Library web site in November 2012:
25,865

Number of films viewed in Professor Dunham-LaGree's J-Term documentary film class:
22

Cowles Library prides itself on a long history of outstanding and innovative service to the Drake Community, especially in the context of enhancing Drake's learning environment. Here are a few highlights from the past year:

Three Librarians were named to the Drake University Center for Educational Excellence taskforce, an offshoot of the Drake Strategic Plan

Cowles Library Faculty endorsed an Open Access Initiative that encouraged Drake community members to place their scholarly output in eScholarShare, the openly-available institutional repository. This motion was also ultimately endorsed by the Drake Faculty Senate.

New Drake Faculty continued to take advantage of personalized Library orientation sessions. These sessions reached more than 90% of new Drake Faculty.

Library Faculty launched a "Textbook Alternative Initiative," designed to create awareness of lower cost alternatives to traditional textbook publishing models.

Cowles Reference offered web-scheduled, individualized research help sessions, and dozens of students took advantage.

Library Faculty continued to teach both "standalone" Information Literacy courses, as well as individual sessions of both graduate and undergraduate courses across the curriculum.

Specifically, Library Faculty participated in 90% of all First Year Seminar classes, and played a multi-session supporting role in 10 FYSeS.

Promoted the new Web of Science to faculty in all disciplines.



Community

Award given to Library to Archive Neighborhood Association Papers

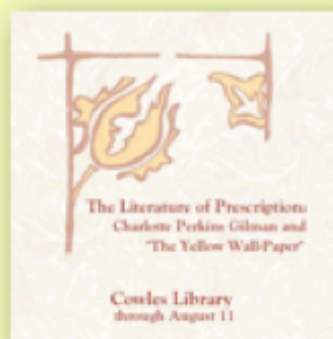
Cowles Library received an Undergraduate Assistantship Program award from the Provost's Office. Two students will share this award and will collaborate with our archival staff and with individuals from the Drake Neighborhood Association in the processing of the Drake Neighborhood Association papers.



The Library is a popular venue for campus events.

Traveling Exhibits are popular with both the campus and community. This year, Cowles hosted two major traveling exhibits.

Literature of Prescription
Charlotte Perkins Gilman and "The Yellow Wallpaper"
July 1-August 11, 2012, sponsored by the National Library of Medicine & National Institute of Health

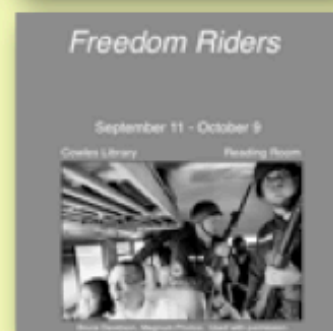


Stanley Nelson
Could You Get On the Bus?
Wednesday, 7:00 p.m.
Reception follows. Free and open to the public.



Acclaimed documentary filmmaker
Director & producer of FREEDOM RIDERS

Freedom Riders
September 11-October 9, 2012,
sponsored by the NEH, Gilder Lehrman
Institute of American History and PBS's
"American Experience"



Tonight at Cowles!
Reading Room 7:00 p.m.

Melancholia & Medicines:
the Treatment of
Depression
before Prozac

Dr. Gregory J. Highby

Number of non-Library
special events held in
Cowles Library in February,
2013: **29**

Total Library entrances in
February, 2013: **21,794**

Dr Angela J. Grippo

Drake Graduate ('98) & Award-Winning Scientist

**How Santa Claus & the Drake Relays
Taught Me to Be a Scientist**

Tuesday, March 26, 7:00 p.m. in the Reading Room
Free & Open to the Public



2012

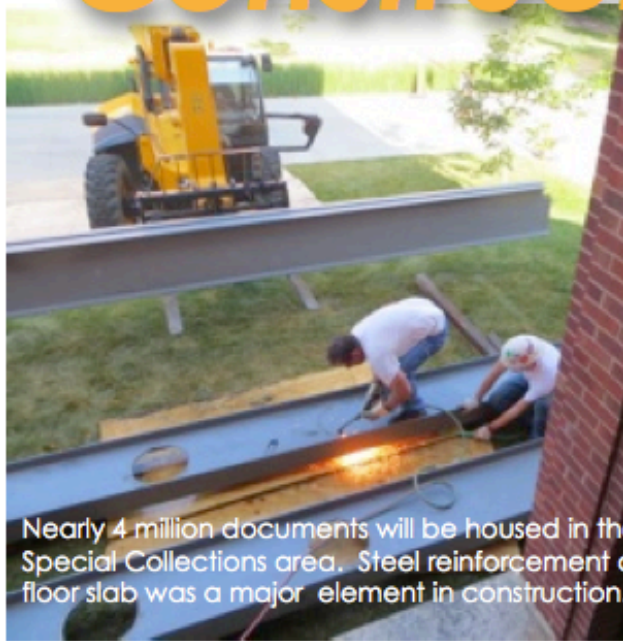
The Lower Commons Project

Completed in September 2012, the Lower Commons -- a social learning space with cafe that provides 24/7 study space for Drake students -- has been wildly popular since opening. The area includes basic collaboration stations, glass boards, and other amenities. Heavily used near mid-terms and finals, the Commons has helped set the tone for new, technology-rich learning spaces across campus.



Students make extensive use of the after-hours area, particularly near finals. This photo was snapped at 5:00 a.m.

Construction Projects



Nearly 4 million documents will be housed in the new Special Collections area. Steel reinforcement of the floor slab was a major element in construction.

University Archives & Special Collections

Faculty Senate unanimously approved a University Archives, naming Cowles Library as its new "home." Given this development, the library staff began planning for a records management process to implement a systematic schedule of obtaining institutional records from all departments across campus. The newly established University Archives and Special Collections unit will merge content of both institutional and historical significance to form this new department. Since the resolution passed, the University has acquired the papers of Senator Tom Harkin, who will be retiring in November, 2014. More recently, we found out that we would also be digitizing a portion of former Governor Robert D. Ray's papers. All this content will be rehoused in new archival facility scheduled to be finished in the Fall of 2013. This facility will provide a research room and an environmentally appropriate archival storage area.

Next year's goals include a records management workflow schedule with all departments on campus, and processing the untouched historical papers of several of Drake's past presidents. Undergraduate student assistants will help archive the Drake Neighborhood Association papers, and other historically significant collections.

Timeline

March 2013 - Faculty Senate endorses the University Archives at Cowles Library.
May 2013 - Construction begins.
June 2013 - Public announcement of Senator Tom Harkin's papers coming to the Drake Archives.
July 2013 - Governor Robert Ray papers digitization project at the University Archives announced.
September 2013 - Construction concludes
October 2013 - Dedication

2013

No PIN Required

In February 2013, we implemented LDAP authentication for My Library Account. This meant that Drake students, faculty and staff could log in to their library account using their regular Drake credentials, rather than having to remember a library-specific PIN. Since the PINs are auto-generated, first-time users had no idea what their PIN was and were required to contact the library. This was inconvenient for the user, labor-intensive for library staff, and an insecure method of communicating user credentials.

Since implementing LDAP, PIN requests have dropped significantly (special users, like attorneys who use the Law Library, are still required to use PINs). There were 80 PIN requests in the 6 months preceding LDAP, compared with only 8 requests in the 6 months following LDAP.

Patron-Placed Holds

In June 2013, we enabled patron-placed holds, giving our users the ability to request a hold or recall on checked out items. As users search the online catalog, checked-out items appear with an additional "Request a Hold/Recall" button. If an item has been checked out for more than 21 days, a recall notice is sent; when the item is returned, it is flagged for the hold shelf and a pickup notice is sent to the requester.

Not only is this service more convenient for students and faculty, but it also saves staff time. In the past, all hold requests

had to be placed through library staff, and recall & pickup notifications were sent manually by email. Patron-placed holds ensure that library policies are enforced, notices are automatically generated and sent, leading to fairer and more efficient circulation of library materials.

In the short time since implementation, 70 patron-placed holds have been made. We expect this number to increase exponentially as the Fall 2013 semester gets underway.

Online Catalog Gets a Face lift and Permalinks

In December 2012, we replaced the outdated online catalog pageset with a cleaner, more visually appealing set. This updated interface also addressed some confusing elements.

We removed the "Log Off" link that appeared in the navigation menu whether a user was logged in or not; where possible, error screens offer additional explanation and/or suggestions; and, the Session Timeout screen automatically redirects to the default search page, rather than requiring users to click an OK button.

Other enhancements in the new interface included: a Permalink button, which creates user-friendly URLs that can be used to revisit results or individual records; replacing generic "URLs" with dynamic, more descriptive link text (e.g., "View this E-Book" for e-book links); and implementing responsive design elements to provide a usable and visually appealing display on a variety of screen sizes.

More Mobile!

Cowles Library's website has had a mobile version for several years, but the mobile site has been an incomplete representation of the content available on the full site. In 2013, we decided to extend the mobile interface to the rest of the Library's website and host the code ourselves. The result is a more complete and consistent mobile experience for our users, because what is available to the mobile interface is the same as the full interface.



In addition to the Library website, some third-party services were updated to become mobile-friendly. CSS and Javascript were added to the ILLiad (interlibrary loan) and "Check for Full Text @ Drake" (LinkSource) web pages to improve their display and behavior on mobile devices. Changes were also made to the database login screen to prevent mobile users from having to pinch and zoom just to see and access the login fields.

libraryhelp.drake.edu

Our popular Library help web site now offers

- *a web form for scheduling one-on-one consultation with a librarian for research assistance (October 2012)

- * a new interactive chat wizard with many new features (August 2012)

Academic Search
Complete full text
retrievals in 2012:

74,607

e-Reserves

A new e-reserves service, accessed through Research Guides, offers a more user-friendly interface, a lower cost and now includes the ability for instructors to manage their own e-reserve materials -- all at a significantly lower cost! (Fall Semester 2012)

SUPERSEARCH
COWLES LIBRARY

Number of times
SuperSearch used during
fall semester: **35,398**

Number of full-text articles
retrieved through
SuperSearch in the same
period: **44,938**

Better Resource Access

Dan Taylor, Library Applications Developer, has made a number of improvements to the Article Databases section of the Library website. In addition to performance improvements to the back-end database, the following enhancements have been added to the user interface:

- * Ability to view the "n" most recently-added databases by using a URL in the form "<http://library.drake.edu/find/article-databases/new/n>"

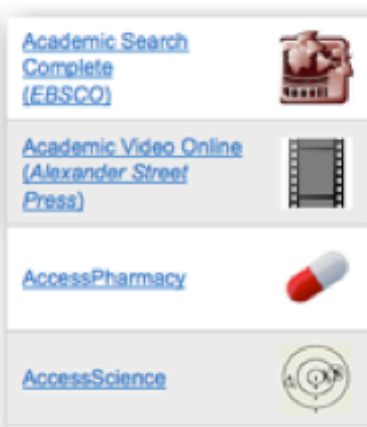
- * The "Search for a database" field features autocomplete as you type.



- * Friendly URLs and Page Titles. Whether a user looks for databases by subject, by keyword search, or by A to Z index, they will have a bookmark-able URL they can use to easily return to their results.

- * Redirects and click tracking. Rather than linking directly to the database, we created redirects that pass through the library website. We maintain the direct link in only one place, making URL changes a very simple process. Redirects also allow us to track how many visits a database receives through our website (as opposed to other sources like SuperSearch, LinkSource, etc.).

- * Icons were added to each database listing to help users make a visual connection to the resource. Some students may not remember what the name of the database was that they used for their last paper, but they might remember the icon.



Number of e-books viewed in February 2013:

635

Number downloaded:

197

*Number of E-Books available through
Cowles Library:*

258,713

Faculty & Staff Activities

FACULTY

Bruce Gilbert. Chair, Drake Curriculum Analysis Committee; Member, DUCCE sub-group for TIG/Goal Group 1; Speaker for the Humanities Symposium, "The What and Why of the Open: Is Openness the New Humanity?"; Attended SCUP 2013 "The Community Connection: Developing Integrated Campus Partnerships;" Attended conference on "The Future of Community-Based Learning;" attended campus planning retreat.

Carrie Dunham-LaGree. DUCCE sub-group for TIG/Goal Group 1; attended campus planning retreat; Presented Poster Session at ALA Conference; Presented "Living & Writing: Using TBL in a First Year Writing Course in a Learning Community" at Team-Based Learning Conference; Presented "What's Up Doc? Transforming Information Literacy Instruction with Documentary Films" at LOEX Conference; Attended Iowa Library Association - ACRL and ALA Conference; Accepted into the first class of ACRL's Immersion Teaching with Technology track; Taught in inaugural J-term "What's Up Doc? An Information Literacy Exploration of Documentary Films;" member of DCAC; member of Changing Pedagogies Working Group; member of Drake Anti-Violence Coordinating Council; Professional Committee Memberships: ACRL 75th Anniversary Task Force Publications Committee; ACRL Instruction Section Communication Committee; ACRL Women and Gender Studies Section Membership Committee; ACRL Women and Gender Studies Section Publications Committee; ILA-ACRL Electronic Communication Committee; Published "Chasing Reference: Librarians and Collective Blogging," Reference & User Services Quarterly, Spring 2013.

Priya Shenoy. DUCCE sub-group for TIG/Goal Group 1; Attended ALA Conference; Attended AACP Conference; Named Chair of the Iowa Health Science Library Association; Extensive work organizing the Iowa Health Sciences Library Association meeting; organized a presentation on "From Beyond Our Borders: Providing Health Information to Refugee Populations;" served on TIG/Goal 1-2 Interdisciplinary Collaboration.

Bart Schmidt is a Faculty Senate member; Faculty Senate Executive Committee member; member Faculty Development Advisory Committee; serves on Board of Student Communication and attended ACRL, DigCCur, Iowa ACRL; and ILEAD Iowa (Lead Instructor).

Andrew Welch attended the ALA Annual Conference, IPAL Spring Conference, Computers In Libraries Annual Conference, ILA/ACRL Spring Conference; Member of the CMS Selection & Implementation Group; Member, Iowa ACRL Electronic Communications Committee; attended campus planning retreat; Published "Patron-Driven Acquisitions: Integrating Print Books with eBooks" by Teri Koch & Andrew Welch. *Against The Grain*. December 2012-January 2013. v24,n6.

Mark Stumme. Attended the ACRL and Iowa ACRL conferences.

Karl Schaefer Fulbright Campus Representative for the Fulbright Scholar Program;

Rod Henshaw Named to STEM Advisory Committee Advisory Council; Member, Iowa Private Academic Library (IPAL), Director's Executive Committee; participated in formation of CI-CCI, and serving on the Director's Committee; served on both STEM, and CITO Search Committees; participated in Provosts Retreat; Chair of IPAL Task Force on Shared Technologies Initiative; elected Chair-Elect for Affinity Libraries Group (2014-15); attended conferences; ALADN Conference on Library Fund Raising (May), Affinity Libraries Directors meeting (June), ALA Annual Conference (June), "Leading Change through Collaborative Decision Making" (July).

Claudia Frazer attended Central Iowa Archivists conference, ALA Annual conference, ILA Annual Conference, "Rules of Engagement: Librarians as Community Leaders," workshop; Drake Humanities Colloquium; IPAL Conference; Midwest Archives Conference; ILA/ACRL Conference; Digital Storytelling Workshop; ALADN Conference, Pittsburgh, PA. Served on Faculty Senate, Budget Advisory Committee; Strategic Plan. Goal Working Group 1; Drake University Futures Conference; Des Moines Public Library strategic planning group; National History Day judge. CO-presented "Perspectives on Race: Athletic Competition in the 50's and 60's: The Johnny Bright Story," Ray Society.

Teri Koch. University Planning Council; Chair, Library Faculty. Promotion & Tenure Committee (sub-group of Library Faculty); Grand View University Advisory Board. Published "Patron-Driven Acquisitions: Integrating Print Books with eBooks" by Teri Koch & Andrew Welch. *Against The Grain*. December 2012-January 2013. v24,n6; attended ALA and the Charleston Conference and pre-conference entitled "Shared Print Monographs: Making It Work." Completed an extensive sabbatical project developing the CI-CCI collaboration project..

Marcia Keyser Gave invited talks on copyright at the University of South Dakota and at the USAIN conference; taught "Copyright Issues in the U.S.;" Attended ALA Annual Conference; EDUCAUSE Annual Conference; IPAL Meeting; ILA/ACRL Conference. Served on Faculty Development Advisory Committee; Member, IACUC Committee; and University Curriculum Committee.

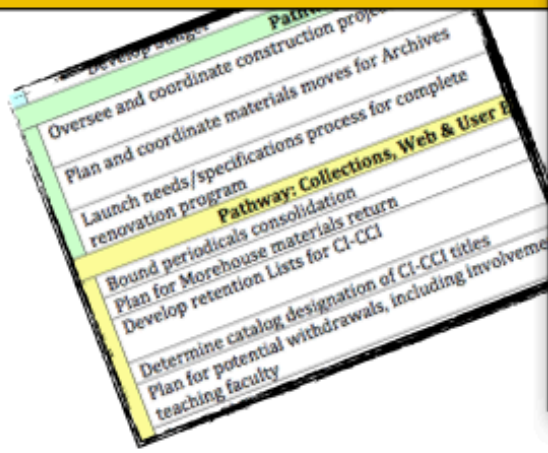
Liga Briedis. Member of University Global and International Programs Action Council.

STAFF

Kris Mogle attended ILLiad Conference; **Daniel Taylor** attended Educause. **Pam Brennan** attended the Charleston Conference. **Lori Bralicko** serves on Drake Campus Techs and the DUIT Committee and attended campus planning retreat; and IPAL conference. **Karen Jurasek** attended the Society for Applied Learning Technology conference and serves on Safety & Security and Institutional Research committees. **Marc Davis** presented "Disruptive Thinking About Disruptive Innovation" at Iowa ACRL Conference; Attended workshop "Moving Toward A One-Stop Student Success Center;" Presented "Creating the Commons" at IPAL Conference; Member of CAAD; Member of TIG II-1b and member of TIG II-1b Sub-Group on Student Services pilot project. **Jordan Flynn** attended the Strategic planning campus retreat and serves on the Budget and Office Managers Committee. **Kathy Lincoln**, attended the Consortium of Iowa Archivists, Archon Workshop, Archives and Special Collections Working Group of IPAL and attended Midwest Archives Conference.

60 students employed for 14,799 hours of service last year

Pathways



Almost a year ago, the Library's faculty, staff, and Dean Henshaw embarked on a new organizational structure that we call "Pathways."

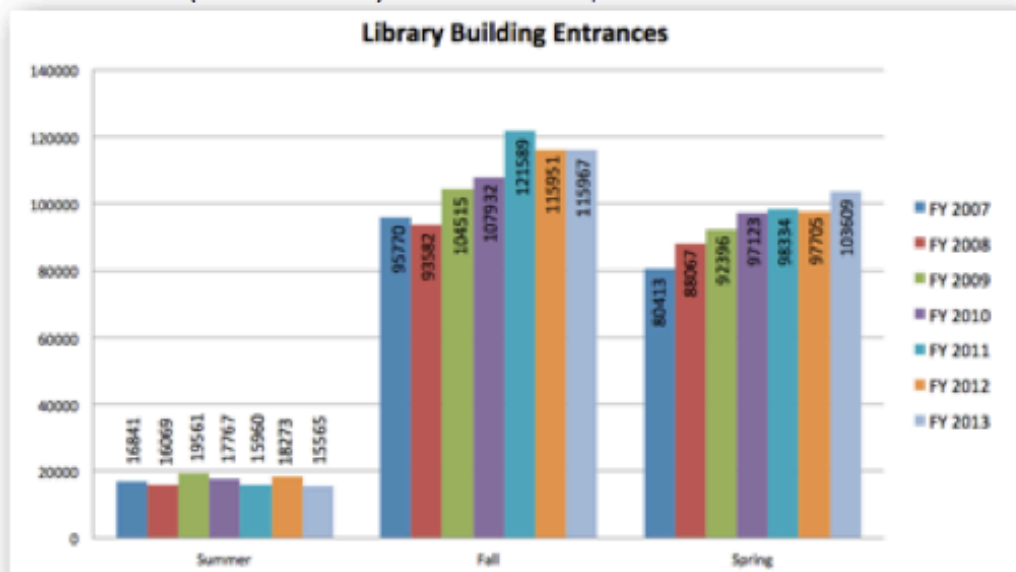
The details of the Pathways structure are invisible to library users, but a few characteristics might be of interest. First, every faculty and staff person is assigned to a "Pathways group."

Second, individual performance goals are set based on the overall goals of the group. Finally, the composition of the "Pathways groups" are reviewed every year, so personnel may be shifted to other projects as organizational needs change.

Many of the Cowles Library innovations that you have read about here (or elsewhere)

began with, or were supported by, Pathways activities. A couple of major examples: The designation of Cowles Library as the Drake University Archives began as a Pathways request. Facilities upgrades (including the 24-hour area) were planned by the Facilities Steering Committee, an archetypal Pathways group.

Going forward, our users will continue to see benefits from the Pathways process (even if they aren't aware of its existence!) Future priorities will include enhancing our collections through collaboration and close management; detailed study of the User Experience; and ongoing improvements to services and the facility.



Scholarly Communication

The Faculty Senate of Drake University endorsed an Open Access Policy at its regular meeting on 17 April 2013 (the amended text follows). It is **one of the first such campus-wide Open Access academic policies to be adopted in Iowa.**

The Faculty of Cowles Library had originally endorsed the policy, and they hope to leverage this endorsement to raise awareness of Open Access and the Drake Institutional repository, eScholarShare.

Drake University Open Access Policy

The Faculty of Drake University is committed to disseminating its research and scholarship as widely as possible. The Faculty recognize the public benefit of such dissemination, including that providing greater access to scholarship promotes social justice. This policy is also intended to serve faculty interests by promoting greater reach and impact for scholarly publications, assisting authors' retention of distribution rights, and ensuring long-term preservation of the scholarly output of the University.

In keeping with these commitments, the Drake Faculty Senate recognizes that Cowles Library has created an Open Access repository of the scholarly output of faculty (eScholarShare). Each faculty member grants to Drake University permission to make electronically available his or her scholarly works that the author has chosen to distribute as Open Access. Drake University will permanently store and index those works for the purpose of open dissemination. In legal terms, under this policy, Drake Faculty author(s) or copyright owner(s) grant to Drake University the non-exclusive, royalty-free right to reproduce, convert to an updated electronic format, publicly display/perform and/or distribute their submission (including the abstract) worldwide in any format or medium, including but not limited to print, photographic, electronic, audio and/or video. The Drake Faculty author(s) remain(s) the copyright owner unless that author chooses to transfer the copyright to a publisher.

Scholarly works authored or co-authored while anyone is a member of the Faculty would be eligible for deposit in the repository unless the Faculty member entered into an incompatible licensing or assignment agreement, such as transferring all rights to a publisher. If the faculty member grants to Drake University permission to make electronically available his or her scholarly works, he or she may embargo scholarly articles from distribution for a specified period of time if a publishing agreement made by the Faculty member is incompatible with immediate distribution in eScholarShare.

The Faculty Senate calls upon the Cowles Library Faculty Council to work with the Provost's Office, in collaboration with the Faculty Senate, to develop and monitor an implementation plan for this policy. The Library Faculty Council, in consultation with the Provost's Office, will submit annual reports to Faculty Senate. The policy and service model will be reviewed as needed and a recommendation on revisions to the policy presented to the Faculty Senate.



eScholarShare: Open Access at Drake

eScholarShare continues to grow. We have scanned all theses and dissertations, dating back through 1953.

358 items (theses, faculty articles/books & DUCURS posters) were added this year, bringing the grand total of content items in Drake's institutional repository to 1,686.



Top Trends in Libraries

2012 - 2013

With the growing popularity of flipped classrooms, instruction librarians are exploring what one-shot library instruction sessions look like in a flipped classroom.

The traditional model for one-shot sessions involves a librarian lecturing and demonstrating library resources. A typical flipped model requires students watch video tutorials before coming to a library session.

Then, the students may spend time searching databases during the session rather than after. This model requires coordination and close collaboration with faculty, as well as technological resources.

Among the frequent discussions about MOOCs, academic librarians are asking "what's the role of the library in MOOCs?"

Students enrolled in MOOCs do not receive virtual access to library resources and MOOCs emphasize multiple choice testing assessments.



Gamification provides numerous opportunities for academic libraries to connect with patrons. As discussions about badges in higher education continue, some academic libraries are developing achievement badges for students and faculty to demonstrate mastery of information literacy skills. Some libraries are using games to transform library orientation programs.



Digital Humanities is perhaps the biggest buzz phrase in academia. Libraries are a natural partner for work in digital humanities, which emphasizes technology, creativity, and interdisciplinary scholarship.

As the digital humanities continue to evolve and experiment, academic libraries have the opportunity to collaborate with scholars on issues related to access and preservation of these collections.

