

Library Annual Report: 2015-16

The library engaged in multiple initiatives in 2015-16 to create the potential for substantial improvements in 2016-17 and the years to come.

- Led by Maryke Barber, our public services staff and information technology librarian produced extensive research and a deep collaboration with Roanoke College to enable us to change our lending model to eliminate most late fines and extend checkout periods. We expect this will improve student access to needed materials for research and scholarship.
- In partnership with Roanoke College, we launched a thorough search for a new integrated library system to replace our outdated and soon-to-expire system. We visited four libraries to see other systems in action; hosted three vendor demos; and have executed a contract to take effect in the summer of 2017.
- Upon resignation of our technical services and metadata librarian, we successfully conducted a search for a new librarian. This position is critical to continued growth of our institutional repositories (the Digital Commons and Shared Shelf), and improving the discoverability of new materials arriving in the library.
- Information technology librarian James Miller conducted multiple rounds of usability studies, discussions, and surveys to redesign our website (last updated in 2009) to better meet our users' needs (such as the need for a responsive mobile-friendly interface) and better match the current Hollins web presence. The new website is live for the 2016-17 academic year.
- Our library survey, coordinated by Rebecca Seipp and conducted in the spring, had a dramatic increase in participation, and we received overwhelmingly positive feedback. We also saw areas for improvement, and we will inform our community about subsequent changes.
- University librarian Luke Vilelle led a Sowell-sponsored faculty learning community investigating open educational resources, to improve access and learning for Hollins students. Students in at least six Hollins courses will benefit from more accessible resources in 2016-17.

The theme of preparation will continue into 2016-17, as we prepare to migrate to a new integrated library system (ILS) in partnership with Roanoke College. This will be our first migration (a massive undertaking, in which we move all our data and records to a new system) in a decade, and our first change in ILS vendors since 1999.

Throughout this period, the community continues to affirm the value and quality of the services and resources we offer, as shown in survey responses in 2016.

- For the fifth consecutive time (2008; 2010; 2012; 2014; 2016), students gave the library the highest satisfaction ranking of any department on campus on the biennial Hollins student satisfaction survey. On a 1-5 scale, the library received a 4.6 satisfaction rating.
- In our library survey, conducted once every five years, the library received satisfaction ratings above 98% in each of the following four critical categories: [See survey report for details]
 - Availability of library staff
 - Friendliness/courteousness of staff
 - Knowledge/expertise of staff
 - Research/reference assistance

I. We taught students to critically engage in the discovery and use of information

We taught a record 107 course-related research sessions, including at least one session for each of the 17 first-year seminars, with 11 of them receiving a second session. We also provided seven orientation sessions (for grad students, horizon students, etc.) and nine stand-alone workshops. A majority of these sessions took place in the library's new first-floor instruction room, which has become a vital asset to our educational mission.

Our student learning outcome assessment showed that students, in their first semester, are learning why they must cite sources and how to properly do so, which meets one of our goals for first-year instruction. [See Outcomes Assessments for details]

II. We connected faculty and students with resources that advance scholarship and creative work

The Hollins community downloaded more than 47,000 full-text articles and accessed more than 3,000 e-books from the library's subscriptions in 2015-16, while checking out more than 15,000 items from our print collection. In gathering data for our SACS report, I discovered the Hollins community checks out books and films at a higher rate per FTE than any of the other eleven VFIC libraries reporting this data.

We gathered data on the usability of our website through surveys, usability testing and card sorting exercises, with the feedback used to both make immediate website improvements and lay the foundation for our new site. [See Outcomes Assessments for details]

The frequently asked questions feature on our website, which debuted in 2014, saw usage jump more than 100%, to 3,991 page views in 2015-16, as our community found answers through this platform.

III. We strengthened the intellectual community

The Center for Learning Excellence debuted in the library to rave reviews. The library benefitted from the CLE's presence through closer integration with its services, plus an increased number of students in the library (the library gate count increased to 68,455 in 2015-16, a 21% increase on 2014-15). 2015-16 also marked the first full year for the coffee shop's evening operation. Our incremental improvements to the study environment (e.g., offering charger checkouts and installing additional whiteboards) also continue to provide positive results.

We received a record 19 applications for the undergraduate research award.

V. We preserved and shared Hollins' legacy

Our special collections and university archive hosted 10 class visits, including one from Radford University. The archive has also been an indispensable resource for the Hollins 175th anniversary celebration and for research into the Oldfield slave community, as part of the Hollins Heritage Committee's work.

The Hollins Digital Commons continues to grow, with 91 works posted last year. Notably, the online archive added the entire run of abstracts from the Hollins Student Conference. Visitors to the HDC downloaded 11,791 items (up from just over 7,000 downloads in 2014-15).

As part of our work within the Consortium of Digital Resources for Teaching and Research (organized by the Council of Independent Colleges), we posted our first 35 images from classical studies professor Tina Salowey's photographic collection of Volos Museum Stelae (ancient Greek grave stelae). We shared this ongoing work through presentations to a group of Board of Trustees members and to the Administrators Forum.

Library Staff: Campus Service

Maryke Barber

- Member, Diversity Advisory Board
- Member, Heritage Committee
- Facilitator for campus insight conversations
- Volunteer for movers & shakers
- Volunteer for reunion registration

Beth Harris

- Member, Heritage Committee
- Member, 175th Anniversary Committee

James Miller

- Coordinated a campus visit by a field biologist from the Virginia Department of Environmental Quality (VDEQ), which resulted in a student volunteering at VDEQ and a posted internship with VDEQ
- Advisor for Honor Court hearings

Lee Rose

- Member, Human Relations Committee

Rebecca Seipp

- Member, Distinguished Speakers Committee
- Volunteer aide at both reunion and homecoming

Luke Vilelle

- Advisor for Honor Court hearings
- Facilitator for campus insight conversations
- Moderator for C3, the career connections conference

Library Staff: Professional Service

Maryke Barber

- Co-coordinator, LEO (Libraries Exchange Observation: regional instruction network)

Beth Harris

- Co-chair, Local Arrangements committee for the fall 2015 Mid-Atlantic Regional Archives Conference in Roanoke
- Member, Virginia Heritage Task Force Publicity Committee

Rebecca Seipp

- Co-chair, The Innovative Library Classroom (TILC) conference, Radford University
- Board member, Roanoke Valley Library Association (RVLA)

Luke Vilelle

- Chair, Virtual Library of Virginia (VIVA) Outreach Committee (and ex-officio member, VIVA Steering Committee)
- Nominated as candidate for president, Virginia Library Association (did not win election)