# DIRECTIONS 

## ANNUAL REPORT 2012

## FROM THE DEAN



Setting directions for Drexel University Libraries is the unifying theme for activities undertaken in 2011-12. The year began with an invigorating conference that helped o frame how the Libraries can contribute to the University's mission. From this intense planning exploration, four strategic directions emerged.

The annual report is organized around these four directions. It offers a baseline of activities accomplished this year, documenting improvements to our traditions of access services,
visions for renovating and reshaping our environments, innovations in partnerships to feature scholarship and learning, and transformations in the Libraries' organizational development.

None of this would be possible without the hard work of our librarians, information specialists and service staff. The Libraries' staff is one of its strongest assets, ripe with creativity, curiosity, collegiality, technological expertise, service generosity and high value for continual learning. This, coupled with encouragement and support from the Provost and other campus administrators, faculty, staff, alumni and friends, are the ingredients that make for exciting times and rewarding adventures as we enact these directions.

On behalf of the Libraries, I extend our thanks for engaging with us to shape our plans for the future.

Danuta A. Nitecki, Ph.D.
Dean of Libraries



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## BUILDING A SHARED VISION OF THE LIBRARIES' FUTURE

The Libraries hosted a milestone event gies and curation of information resources, towards building the 2012-2017 Strategic Plan in July 2011. Nearly 60 people, representing the diverse stakeholders of the Libraries, gathered at Drexel's Queen Lane Campus to participate in a Future Search Conference.
The three-day highly interactive conference took a holistic look at the theme, "The Future of Drexel's Libraries: Advancing the University's Strategic Transformation." Attendees shared past and present experiences to reach common ground before working to identify an exciting future for the Libraries. Dozens of strategies were brainstormed to build a future that emphasizes collaboration, leadership, integration of technolo-
as well as the development of innovative new spaces to advance teaching, learning and scholarship at Drexel and in the broader communities
A Future Search Conference is a unique planning meeting, used worldwide. It helps large diverse groups to discover their shared values, purpose and projects and enables individuals to create a desired future, beginning work on it right away.
Trained future search consultants Gerry Gorelick and Suzanne Noll, Manager of Training and Development at Drexel University's Human Resources department, facilitated the conference.


FLIP CHART
PAGES
"The staff is very supportive and provides high-quality assistance when inquiring about research methods and resources for academic projects."
 getting resources."
"I am most satisfied with the quality of the online resources and the staff in the library. The people I ask for assistance are always incredibly knowledgeable and very helpful."
"During midterms and finals it seems like half the students on campus are at the library."

The [Hahnemann Library] setup, location, accessibility of course books, reserves materials, computers and leisure DVDs is what I'm most satisfied with.


## FOUR DIRECTIONS

 SHAPE THE LIBRARIES' FUTUREEour key directions will shape the future of Drexel University Libraries as a vibrant learning enterprise which seeks to advance the University's strategic plan. Unveiled in April 2012, these directions frame the five-year Strategic Plan that provides a roadmap for the Libraries activities.

The directions highlight the Libraries' focus to 1) ensure access to ideas and authoritative information sources, regardless of time or geography, for Drexel's diverse community to learn, contribute to scholarship, and serve society; 2) build learning environments in physical and cyber spaces; 3) deepen Drexel's connections with scholarship through expert guidance across knowledge communities, authoritative publications, and unique data sources; and 4) model a collaborative and entrepreneurial library organization that effectively leverages university and external resources to serve students, enhance teaching, and support researchers.

Results from the July Future Search Conference and the dedicated work of many individuals both on and off campus helped to shape and articulate these directions and craft the final strategic plan.

The future of the Libraries imagines Drexel graduates and faculty as world-class selfdirected learners distinguished by experiential and theoretical knowledge of their profession's approach to creating solutions. Skilled and confident in mastering their discipline's scholarship and navigating the ever-expanding mass of information, they are able to uncover new questions, create knowledge and solve problems.

The next several pages outline the Libraries' key directions and steps taken during the 2012 fiscal year.

For more information and updates on implementing the five-year Plan, please visit: WWW.LIBRARY.DREXEL.EDU/STRATEGICPLAN.


## ACCESS

TO IDEAS AND AUTHORITATIVE INFORMATION
The Libraries provides online access to highlighting fraternity \& sorority life. ideas and authoritative information, free- NEW TECHNOLOGY - To meet increased ing researchers from the limitations of time student demand for technologies, additionor geography. Over the course of the next al laptops and iPads were added to those five-years, the Libraries will design and available for loan from the Libraries. In adimplement new collection management dition, work is underway to offer late-night strategies, develop tools to simplify discov- self-checkout of laptops. ery, collaboratively build and service an infrastructure for the life cycle of information within Drexel's digital culture and preserve and curate documentation artifacts of Drexel's history and legacy.
RECORDS MANAGEMENT - With the appointment of a new records management archivist, the Libraries assumed responsibility for guiding University departments to appropriately preserve and discard records and legal documents. BUILDING THE ARCHIVES FOR GREEK LIFE Support from an advisory group of alumni has helped to preserve historic materials and ensure access to Drexel's memory,
new journals added to the collection
time Libraries systems were available
new Apple iPads available for
Circulation
items obtained through ILL for Drexel researchers
items loaned through general circulation
items downloaded from the Libraries' website
2,425
linear feet of materials in the University Archives


The Archives hosted an event in January 2011 entitled Dragons on the Gridiron. The event brought back nearly 30 Drexel football alumni and added new items to the Archives' collection


On November 18, 2011, the Libraries hosted a Digital@Drexel showcase and presentation. The showcase featured Drexel digital projects and a presenta tion from Bill Ying Ph D vice president of ARTstor titled "Digital D., vice president o ARTstor, titled "Digital Landscape Conten Strategy in Higher Education."


## HOLLY TOMREN

Head, Metadata Services Drexel University Libraries

This year, metadata services worked to ensure that Drexel research resources are widely discovrable on the open web ncluding providing access o over 16,000 ebooks. We expanded services to include consultation to the Drexel community on ssues of resource descripions for research data, mage collections and othe materials

## We are excited to continue

 o optimize our metadata services to expose Drexe data to learners and researchers worldwide."

## ENVIRONMENTS , mand

The Libraries provides a variety of learning environments to the Drexel community. A transformation of existing spaces is underway to build self-directed learning environments that will embed the Libraries in physical and cyber learning environments. LIBRARY LEARNING TERRACE - This year welcomed the first full year of use of the Terrace, which opened in June 2011. The collaborative environment, which seats about 75, was popular among students, with over 43,000 visitors through the year. An evaluation of the space showed that students appreciated the Terrace for group work. In the spring, the Libraries added collaborative technology, the Steelcase media:scape, to further strengthen the group-work style environment.
ENVISIONING LIBRARY ENVIRONMENTS Nearly 20 Drexel students, faculty and staff participated in an envisioning project hosted
by the Libraries and facilitators from Vitetta Architects, in January and February. The project invited individuals to share images and ideas to determine what type of library environments would best suit the Drexel campus. Jim Keller and Claudine LeVan, an architect and designer from Vitetta, used this feedback to create a vision for the upcoming renovation of W. W. Hagerty Library and for future embedded libraries.
TYPOGRAPHY PROJECT \& INSTALLATION A collaboration between Westphal College faculty member Shushi Yoshinaga, Ph.D. and the Libraries led to the creation of over 100 learning-inspired typography designs from students in Typography I classes. Students, as a part of their class, were tasked with creating artwork that would inspire learning. These selected designs were printed on the mesh dividing screens of the Herman Miller Hub at the Terrace.


Typography designs from severa students are displayed on dividing panels of the Library Learning Ter race's Hub. Chosen designs were created by: Gerre Mae Barcebal Seth Fowler, Lauren Poole, Soha Qadir and Danielle Rowan.
different countries from which the Libraries' website was accessed average daily service hours for all locations
square feet of library space at Drexel
visits to the Libraries' website
logins to Libraries' desktop computers
group study room reservations
visitors entered Libraries' locations
group study rooms at the Libraries


Exhibit cases at W. W. Hagerty Library and Hahnemann Library showcased a variety of materials throughout the year, including materials from the University Archives featuring Drexel football, computing, literary magazines as well as medical materials from the Legacy Center Archives and the Libraries' collection.


CHRIS BACCASH

## Drexel University <br> Jndergraduate

Engineering Student
"The Library Learning Terrace has a more active environment and more energy [than a traditional ibrary].

People use the whiteboards to do homework and share artwork. You can tell people are working together far more and a lot of students will visit just to connect with each other."


15,998
attendees at Libraries' instructional sessions
3,340 1,105 25\% 13,417 500


In November 10, 2011, the Libraries hosted a screening of the 1985 documentary film Going National, followed by a panel discussion about technology's growing impact in higher education. The event welcomed over 100 attendees, and panelists included: John Gruber, Sheldon Master, Paula Cohen, Ph.D. and David Jones, Ph.D.. The event was moderated by Youngmoo Kim, Ph.D.


Drexel faculty and staff toasted the end of spring term at the June 2012 ScholarSip event, which featured a presentation from Drexel director of athletics and Carl R. Pacifico Professor of Neuropsychology, Eric Zillmer, Psy.D., who spoke about the psychology of terrorism.


YOUNGM00 KIM, PH.D.

Assistant Dean of Media Technologies

Associate Professor of Electrical \& Computer Engineering, Drexel University College of Engineering
"I've always known the library as a place to connects with knowledge, but Drexel's Libraries also connects individuals from across campus to advance and celebrate our scholarship through new technologies -- it's exciting to watch these new digital efforts evolve."


A model library organization effectively le- tion and practices. Visitors included Irina verages university and external resources to serve students, enhance teaching and support researchers. The Libraries seek to develop a learning organization that builds managerial leadership and employee expertise, utilizes client feedback and engages in collaborative services with other campus departments. External support will help to drive mprovements and facilitate this work.
COMMUNICATION - A new e-newsletter helped communicate the Libraries' efforts. The newsletter, In Circulation, is delivered monthly to Drexel staff, faculty, alumni, students, parents and friends and complements a variety of existing Libraries communications. Also, the staff intranet was revamped to streamline internal communications INTERNATIONAL VISITORS - The Libraries welcomed several international visitors throughout the year, exchanging informa-

Wagner, a intern from Bielefeld University Libraries, four librarians from Uzebekistan and three library professionals from Japan. Wagner spent several weeks at Drexe through a partnership program of the American Library Association and its German counterpart while visitors from Uzebekistan were visiting through a U.S. Department of State program
IMPROVEMENT - The Libraries' Counting Opinions online questionnaire garnered in put from 295 individuals, which led to planning for several major improvement initiatives for fiscal year 2013.
STAFF DEVELOPMENT - The Managerial Leadership Group developed program plans which will help to ensure that the stra tegic directions are realized in daily interactions, work flows and procedures, as well as budget planning and future initiatives.

44,324

5 Drexel accreditation reviews supported by library data, including the Middle States self-study and the Association of American Medical Colleges self-study.

Libraries' staff participated in the Drexel Employee Olympics in sum mer 2012, competing and winning mer 2012, competing and winning we walk/run relay competition. Par ticipants included John Cannon Kevin Egan, Charlotte Ford, Patrick Garon, Brendan Johnson and Steve Thorpe.
miles traveled by staff to attend professional conferences
donors to the Libraries
comments provided through the Counting Opinions feedback survey members of the Libraries' Managerial Leadership Group professional and paraprofessional Libraries staff [FTE] staff participation in the Drexel WHY I GIVE donation challenge


Libraries' staff attended a presentation from Haruki Nagata, a professor at Japan's Rikkyo University on August 9, 2011. Nagata's presentation was on Japan's tsumani and nuclear disaster and their effects on libraries. Pictured above: Kazutomo Tanaka, systems technician Meg Finney, dean of libraries Danuta A. Nitecki, Haruki Nagata and Yumie Tsuri.


ANN C. YURCABA
Director of Library Administrative Services
"As a new member of the ibraries' staff, I am deighted to be part of a team hat actively embraces transformative change in support of the University's vision.
"To ensure the ongoing elevance and vitality of the Libraries as a pivotal resource in the learning enironment, organizationa change and development are key to encouraging and supporting staff to seek and leverage opportunities and o enable ongoing growth and learning."

## STAFF ACCOMPLISHMENTS

## IIBRARYCELEBRATIONWARDS

On Thursday, May 10, 2012, Drexel University Libraries hosted the third annual Library Celebration Awards. Established in 2010, the Library Celebration Awards recognize individuals or teams who have advanced the values of the Libraries through exceptional accomplishments. In addition to Library staff, a student worker is also recognized for his/ her dedication to the Libraries by receiving the Jane Bryan Student Worker Award, named in honor of the previous director of Libraries.

Nearly 40 guests, including Jim and Thomas Bryan, husband and son of the late Jane Bryan, attended this year's ceremony, held in the Library Learning Terrace. Five people were recognized with awards.

Members of the 2012 award selection committee: Alexis Antracoli, John Cannon, Sarah Daub, Meg Finney, and Holly Tomren [chair].

Recipients shown at right with Danuta A. Nitecki, Dean of Libraries.


KELLEY COTTER
Circulation Assistant
Queen Lane Library


KENNETH FISHER
Technical Services Assistant
W. W. Hagerty Library


JENNY JAMES LEE
Marketing \& Events Associate
W. W. Hagerty Library


## WILLIAM PATERSON

Electronic Resources Assistant W. W. Hagerty Library


## ASH WHISNAT

Student Worker
Hahnemann Library

## AWARDS

Kelley Cotter received a 2011 Brodart Scholarship to attend the Pennsylvania Library Association's Annual Conference.

Linda M.G. Katz received a 2011 Certificate of Appreciation Award from the Philadelphia Chapter of the Medical Library Association for her work as the chapter representative to the national organization's Academy of Health Information Professionals.

## PUBLICATIONS

Genis, Vladimir, Jay Bhatt, and Shawn Woodson. "Enhancing Graduate Online Programs by Using Digital Library Services." In Proceedings of the American Society for Engineering Education Annual Conference \& Exposition, San Antonio, Texas, 2012

Bhatt, Jay, Marko Dimiskovski, Vanessa Lin, Pareshkumar Brahmbhatt, Shirin Karsan, and Alexa Karkenny. "International Biomedical Engineering Education through Collaborative Student Service-Learning Experiences." In Proceedings of the American Society for Engineering Education Annual Conference \& Exposition, San Antonio, Texas, 2012.

Bhatt, Jay. "Search Rescue." Campus Tech-
nology, 25, 8 (2012): 10-12.
Kilzer, Rebekah. "Information Audit: Keys for Understanding the Academic Library." Technical Services Quarterly, 29 (2012) 3.

Kilzer, Rebekah, Larry Milliken, Jay Bhatt. "Fast and Furious: Using Web-Conferencing and Other Tools for Virtual Reference and Instruction." In Leading the Reference Renaissance: Today's Ideas for Tomorrow's Cutting Edge Services. ed. M.L. Radford. NY: NealSchuman, 2012.

Kilzer, Rebekah. "Reference as Service, Reference as Place: A View of Reference in the Academic Library." Reference Librarian, 52 (2011) 4.

Lynch, Katherine. "Creating a Seamless Cross-Platform Online Experience for Mobile Users." Code4Lib Journal 16 (2012).

## PRESENTATIONS

Childs, Gary, Adrian Banning and Charles Stream. "Information Management: A Demonstration of Evidence-Based Medicine Tools." Presentation at the Physician Assistant Education Conference, New Orleans, LA, October 2011.

Childs, Gary, Paul Thomas Clements and Karyn Holt. "Where is the Contemporary University Library?" Presentation at the International Technology, Education and Development Conference, Valencia, Spain, March 2012.

Childs, Gary, and Adrian Banning. "Kick Your Textbooks to the Curb: Find Clinically Relevant Information Quickly." Presentation at the American Academy of Physician Assistants Conference, Toronto, Canada, May 2012.

Cotter, Kelley. "Leveraging Social Media in Education." Presentation at the Drexel eLearning Conference, Philadelphia, PA, 29 March 2012

Egan, Noelle. "We're Looking Into It -- Enhancing Service Using a Cohesive E-resource Troubleshooting Workflow." Presentation at the Electronic Resources \& Libraries (ER\&L) 2012. University of Texas, Austin, TX, 3 April 2012

Ipri, Tom. "Why Transliteracy?" Northeast Chapter Workshop. Keynote Presentation at the Pennsylvania Library Association, Scranton, PA, 5 Jun 2012.

Kilzer, Rebekah. "Developing FRBR-Based Library Catalogs for Users." Panelist at the

ASIS\&T Annual Meeting, New Orleans, LA. October 12, 2011.

Kilzer, Rebekah, Larry Milliken and Jay Bhatt. "Fast and Furious: Using Web Conferencing and Other Tools for Virtual Reference and Instruction." Presentation for the Rutgers University Chapter of Beta Phi Mu, the International Library and Information Studies Honor Society, Rutgers-New Brunswick, New Brunswick, NJ, 24 April 2012

Lynch, Katherine and Grey Brooks. "Drupal Accessibility and Government Discussion." Presentation at Capital Camp DC 2011. George Washington University, Washington, DC, 22 July, 2011

Lynch, Katherine. "The Benefits of Accessibility." Presentation at Capital Camp DC 2011. George Washington University, Washington, DC, 23 July 2011.

Lynch, Katherine. "The Benefits of Accessibility." Presentation at Drupaldelphia 2011. Temple University, Philadelphia, PA, 29 July 2011.

Lynch, Katherine. "Drupal Voices 213: Katherine Lynch on Advanced Accessibility." Interview by Kent Bye. Drupal Voices, Web, 10 August 2011.

## LIBRARIES IN THE NEWS

Ostapkovich, John. "Amid Campus Construction, Drexel University Opens A 1965 Time Capsule." CBSPhilly.com. 5 October 2011 http://philadelphia.cbslocal.com/2011/10/05/ amid-campus-construction-drexel-university-opens-a-1965-time-capsule/

Fox, Bette-Lee. "Year in Architecture 2011." Library Journal. 15 December 2011. http:// features.libraryjournal.com/architecture/library-buildings-2011/year-in-architecture-2011/

Dwyer, Liz. "The Year in Education: Seven Innovations Changing the Way the World Learns." Good.com. 23 December 2011. http://www.good.is/post/the-year-in-education-seven-innovations-changing-the-way-the-world-learns/?utm content=image\&utm medium=hp_carousel\&utm_source=slide_1

Foster, David. "Student Designers Make Their Mark." Herman Miller. 2 February 2012. http:// www.hermanmiller.com/discover/student-de-signers-make-their-mark/
"Power to the Librarian: Reinventing the Learning Space." Library Connect. www. powertothelibrarian.com

Bhatt, Jay. Search Rescue. Campus Technology, 25, 8 (2012): 10-12.


## INPUTS



## COLLECTIONS

Electronic Collections $\quad 184,570$
Print Collections
184,570
440,961
Other
25,552
EXPENDITURES [In U.S. Dollars]
Total
9,855,667
4,617,072
4,320,569 918,026

## OUTPUTS

## ITEMS LOANED

General Circulation
52,191
Reserves 246,865
Online
Equipment

## INTERLIBRARY LOAN <br> For Drexel Researchers 14,643 <br> To Other Libraries

## RESEARCH CONSULTATIONS

Reference Transactions

## INSTRUCTION

Sessions
Attendees ..... 15,998

## BUILDING AN ARCHIVE FOR GREEK LIFE AT DREXEL



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## MAKE A GIFT

To make a contribution to Drexel University Libraries, visit www.library.drexel.edu/giving or contact Kerry DiBlasio, director of development at kerry.diblasio@drexel.edu or 215-571-3803.

The Libraries' Annual Report is published once a year and contains information elevant to the 2012 Drexel University fiscal year which runs July 1, 2011 through June 30, 2012.

Danuta A. Nitecki, Ph.D. Dean of Libraries

Jenny James Lee Marketing \& Events Associate

## Editorial Advisors:

Linda M. G. Katz
Elizabeth Ten Have
John Wiggins
Ann C. Yurcaba

## Photography:

Jaci Downs Photography Jenny James Lee Megan Hoke


The expanding availability of information through digital formats, as well as the wide range of learning and teaching styles, has changed what people expect from a library. As students are able to access information through their laptops, tablets, smart phones and mobile devices, they seek out libraries for individual and collaborative learning environments. These learners come to the library to consult with experts and meet peers to work on group assignments. To meet this new demand, a variety of unique learning environments are required to support Drexel students as they read, collaborate and learn.
The Libraries is planning a redesign of its many well-used group study rooms to accommodate these new learners. Newly designed rooms will offer a welcoming ambience that will inspire students to explore and discover information and create new forms of communicating knowledge. They will have added flexibility to accommodate a variety of different group interactions and will incorporate innovative technologies to support collaborative work. These environments will help to minimize noise in the remainder of the building while enabling intentional collaboration, stimulating conversations and new connections to scholarship.
For more information on how to support new environments within the Libraries, contact Kerry DiBlasio, director of development, at kerry.diblasio@drexel.edu or 215-571-3803.

