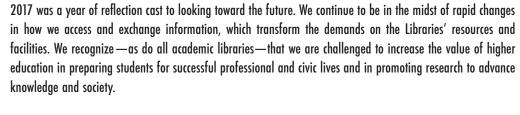


ANNUAL REPORT

JULY 1, 2016 - JUNE 30, 2017



A NOTE FROM THE DEAN



At the start of this fiscal year, the Libraries followed the campus approach to refresh its strategic plans for 2017-2022 rather than totally reimagine our future. After numerous conversations among the Libraries staff, faculty advisory group members, leadership, and the academic deans and provost, we affirm that the strategic directions that have guided us since 2012 are strong and foundational. We now consider these to be the Libraries' obligations to members of the Drexel community: to ensure access to authoritative information, to build informal learning environments, to strengthen Drexel's connections to scholarship, and to model a data-driven and client-centric organization.

Our 2017-2022 objectives address the University's refreshed mission and ambitions to contain the affordability of higher education, to become a comprehensive research university, and to prepare future alumni with experientially-grounded habits to be life-long learners. In the following report, you'll read about our progress with these objectives so far, from the creation of the Data Services Program that aims to advance data literacy on campus to the launch of ScholarSnack, a new program that encourages students to practice their presentation skills. These are just a few of the ways in which the Libraries is working to inspire and transform the Drexel Community.

This year, in addition to reporting our traditional annual input and output statistics, we look back over the past five years to share some insights that will guide us in the years to come. These metrics tell a story of dramatic change in how people find and engage with information. Almost all outputs have decreased since FY13—fewer items searched, borrowed or downloaded; and fewer questions posed, consultations held, and instructional presentations attended. This is dramatic evidence for recasting the value and the role of the Libraries. As we start the period of our refreshed strategic plan, we have set our sights away from what the Libraries has and what we do, to instead focus on how we make a difference in preparing students and promoting Drexel research.

The Libraries' transformation from traditions of "building collections" to ensuring access to authoritative information is one change that our existing metrics demonstrate. The anticipated tipping point toward reliance on electronic resources to ensure access to authoritative information is close. The shift is the result of a relatively small drop in the number of print items collected, but a dramatic 62% increase over five years in the number of electronic resources for which the Libraries' licenses and purchases have improved convenience of access. In addition, we continue to see growth in our own interlibrary loan requests filled, evidence that Drexel relies on collections shared through other libraries to enhance our ability to ensure cost-effective access to resources.

We also see that, as an organization, the Drexel Libraries continues to be lean in size. As a result, we are constantly reorganizing and finding innovative ways to provide services that support the Drexel community, to develop with academic partners new solutions that support teaching and research, and to provide environments that inspire self-directed learning.

We end the year in transition, looking for different approaches for gauging our contributions to the University's success. Tracking outputs and inputs is simply no longer enough. We look forward to telling you more stories in the coming years as we find new ways to measure and address our focused strategic directions.

Damba a. Vitecli

Danuta A. Nitecki, PhD
Dean of Libraries



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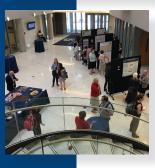












HAPPENINGS

TRANSFORMING W. W. HAGERTY LIBRARY SPACES

W. W. Hagerty Library underwent a few small renovations in FY17. In August 2016, the security gate in the library was updated to include two security lanes, one of which is wider to meet ADA requirements for wheelchair access. The new two-lane setup makes for a faster, quieter entrance to the library. The Libraries also replaced furniture in the area adjacent to the main entrance to create a more welcoming place to work. A set of swivel chairs gathered around a low table and a connected curve of soft seating configure this refreshed area to become a perfect spot to do some reading in between classes or while waiting for a friend. In addition, individual club chairs for more solitary reflection replaced the building's original couches along the window wall. Later, in April 2017, the Libraries completed the first round of renovations in the Bookmark Café. The last pieces of the Taco Bell kitchen were removed, and new carpet was installed throughout the 24/7 space. Additional high-top tables and chairs were also added, providing students with even more workspaces.

DREXEL LIBRARIES LAUNCHES NEW DATA SERVICES PROGRAM

On September 1, 2016, the Drexel University Libraries launched the Data Services Program as part of its evolving data and digital stewardship activities. Led by Deb Morley, Director of the Data and Digital Stewardship Division, this new program draws on the expertise of Drexel's liaison librarians and members of the three departments comprising the Data and Digital Stewardship Division: Discovery Systems, Metadata Services and University Archives. As part of the program, Libraries staff assist Drexel researchers with developing and implementing data management plans, as well as building knowledge and expertise to understand data types, formats, repositories and research data management needs in different disciplines. Liaison librarians also develop and implement strategies for advancing data literacy by providing data-related instruction.

LIBRARIANS HOST FIRST ENGINEERING ACADEMIC CHALLENGE MARATHON

In fall 2016, the Libraries' Data Visualization Zone in the Bookmark Cafe morphed into a collaborative gaming space where learners—from first-year undergrads to PhD candidates—worked together to answer interdisciplinary questions during the Libraries' new Engineering Academic Challenge (EAC) marathon. The Engineering Academic Challenge is a global online contest that uses game-based learning strategies to familiarize engineering students with Elsevier's Knovel and Engineering Village databases. Jay Bhatt, Drexel's Liaison Librarian for Engineering, and a team of Drexel students have designed these challenges since 2015, and 2016 marked the first time the Libraries held live, in-person events where students could meet to work on the challenge in teams. This year, Drexel placed first among the 20 participating US institutions and 7th place in the world.

LIBRARIES INTRODUCES SCHOLARSNACK STUDENT EVENT SERIES

On December 1, 2016, over a dozen students, faculty and staff gathered at the Data Visualization Zone in the Bookmark Café to hear 'food for thought' discussions and observations during the inaugural ScholarSnack event. The ScholarSnack series—which was inspired by the Libraries' ScholarSip event for faculty and professional staff—invites Drexel students to share their discoveries among all formats of information and data offered through the Libraries. The event was launched as part of the University's 125th anniversary and kicked off with presentations from two students from the College of Arts and Sciences—Jason Ludwig, a graduate student working with the Center for Science, Technology and Society, and Nathaniel "Bucky" Stanton, an alum who recently earned his undergraduate degree in history. Both shared their experiences doing research in the University Archives as they helped prepare the anniversary book and co-authored one of its chapters.

DREXEL'S POLISH POSTER COLLECTION NOW AVAILABLE ONLINE THROUGH IDEA

The Drexel University Libraries and the Antoinette Westphal College of Media Arts & Design added the University's collections of Polish posters to iDEA, Drexel's digital repository. The collection includes pieces from the Frank Fox Polish Poster Collection at Drexel University and the Kenneth F. Lewalski Polish Posters Collection. Previously, digitized versions of these collections were available via Artstor Shared Shelf, an external platform that enables universities to upload, catalog and share their digital collections online. Moving these collections to iDEA represents an important step in the Libraries' efforts to improve discovery by making Drexel collections searchable and browsable alongside the other digital content archived in iDEA.

CELEBRATING DREXEL UNIVERSITY'S 125TH ANNIVERSARY

The celebration of the founding of Drexel University — 125 years ago on December 17, 1891 — began in fall 2016. The Libraries contributed to many of the University-wide celebrations, while also organizing its own programs and events. The Drexel Libraries, and particularly its Archives, were instrumental in supporting the preparation of Building Drexel: The University and Its City, 1891-2016, a collection of essays about Drexel's history. Faculty and students visited the Archives, researching publications, documents, images and other artifacts and records to use in preparing the book. The Dean of Libraries, Danuta A. Nitecki, PhD, authored the book's chapter on the history of the Drexel Libraries, one of the oldest units on campus. The Libraries also prepared an exhibit in the W. W. Hagerty Library, which featured a selection of images related to Drexel University's history. Many of the images appear in the book, while others were selected by Archives staff exclusively for the display. The Libraries' 2016/2017 ScholarSip event series also focused on the University's 125th anniversary. The first of the year's gatherings featured Professor Richardson Dilworth, who offered 'food for thought' about his experience in co-editing the collection of essays that compose the anniversary book. The winter and spring ScholarSip events featured other contributors to the anniversary publication: Vice President Susan Aldridge, Drexel University Online, shared her research on the history of online education; and Cordelia Biddle, a faculty member in the College of Arts & Sciences, told her story of writing the family history of her ancestor and Drexel founder, Anthony J. Drexel.

DREXEL LIBRARIES HOSTS 5TH ANNUAL CELEBRATING DREXEL AUTHORS EVENT

On April 26, 2017, more than 70 people gathered in the A.J. Drexel Picture Gallery for the fifth annual Celebrating Drexel Authors event, hosted by the Drexel University Libraries and the Provost. This year's event recognized a total of 75 Drexel faculty, staff and students from 13 different colleges and schools for book and journal publications authored and edited in 2016. Works honored included textbooks and lab manuals, books on politics, nanomechanics and big data, as well as nursing study guides and works of fiction. New for 2017, the event also recognized Drexel's most prolific journal article authors, who librarians identified using Clarivate Analytics' Web of Science Core Collection databases.

DREXEL LIBRARIES HOSTS 9th INTERNATIONAL EVIDENCE-BASED LIBRARY & INFORMATION PRACTICE CONFERENCE

Drexel University Libraries hosted the 9th International Evidence Based Library & Information Practice Conference (EBLIP9), held in Philadelphia, PA, June 18 — June 21, 2017. One hundred forty-seven inquisitive library and information professionals from eight countries attended the three-day conference, which featured 44 concurrent sessions, three inspiring keynote speeches, 13 poster sessions, and numerous networking opportunities. Members of the Drexel University Libraries and the Office of Protocol & Special Events led the local organizing committee, coordinating everything from hotel accommodations and catering to meeting spaces and technical equipment. Librarians from the Free Library of Philadelphia and the Community College of Philadelphia, as well as past EBLIP conference organizers from the U.S. and Canada, also helped with the planning efforts. The University was well-represented in the conference program as well. Drexel President John Fry and Yi Deng, PhD, Dean of Drexel's College of Computing & Informatics, offered the welcoming and mid-keynote addresses respectively. In addition, Hae Min Kim, Data Analyst for Resource Access at the Drexel Libraries, gave a concurrent session titled Exploring a Triage Reference Model for a Chat Service in an Academic Library, which described her work to assess and improve the Libraries' approach to handling reference queries. In true Drexel spirit, another dozen campus staff volunteered their services to carry out a successful conference, which many described as "transformative, inspiring, and exciting."

FRESH AIR PRESERVATION PROJECT NOW COMPLETE

Drexel University Libraries consulted for WHYY on a grant-funded project awarded by The Council on Library and Information Resources [CLIR] to provide online access to nearly 40 years of Fresh Air with Terry Gross, the station's Peabody award-winning national radio program. The Drexel Libraries offered its support and expertise to help WHYY create a cataloging system and rich metadata for the radio series that follow international library standards. The project, which took over two years to complete, concluded in March 2017. Now, the entire collection of recordings is accessible online via WorldCat, a global catalog of library and archival collections.

Photos (top to bottom): 1. The updated security gate in the W. W. Hagerty Library 2. Jay Bhatt (R) and a Drexel student (L) pose for photos during the Libraries' first Engineering Academic Challenge Marathon. 3. Nathaniel "Bucky" Stanton presents his research during the first ScholarSnack event. 4. Richardson Dilworth signs copies of Building Drexel during the fall 2016 ScholarSip event. 5. A group photo of authors and editors recognized during the 2016 Celebrating Drexel Authors event. 6. EBLIP9 conference attendees explore the poster sessions.

STAFF AWARDS, PRESENTATIONS AND PUBLICATIONS

AWARDS & STAFF SERVICE

Jay Bhatt received the SLA Engineering Librarian of the Year Award in 2017.

Danuta A. Nitecki and John Wiggins served as co-chairs of the Local Organizing Committee for the 9th Evidence-Based Library and Information Practice International Conference held in Philadelphia, PA in June 2017.

Danuta A. Nitecki continued to serve on the Proquest North America Academic Advisory Board.

Danuta A. Nitecki assumed the chairmanship of the PALCI Board.

PRESENTATIONS

Bhatt, J. (December 2016). The Future of Academic Libraries from Global Perspectives. Presented at the BRCM College of Business Administration, Surat, Gujarat, India.

Bhatt, J. (December 2016). *Public Library System in the U.S.* Presented at the Narmad Library, Surat, Gujarat, India.

Bhatt, J. & Christe, D. (September 2016). *Trends in Teaching Information Literacy. Do You Need Some Information Literacy Inspiration?* Presented during an online webinar.

Bhatt, J., Christe, D., Kontsos, A., & Wisner, B. (October 2016). Raising Interest in STEM Education (RISE): Community College-University Partnership for Engaging Minorities in STEM. Presented at the ASEE Mid-Atlantic Regional Conference, Hempstead, NY.

Bhatt, J., Christe, D., Dhanani, K., Lee, S., Mathur, R., Mazur, K., & Nandkeolyar, A. (October 2016). *Libraries as Collaborative Game Spaces: Engineering Academic Challenge*. Presented at the ASEE Mid-Atlantic Regional Conference, Hempstead, NY.

Ferer, E. (March 2017). Just Get a Job! Collaborating with the Campus Career Center. Presented at the ACRL Conference, Baltimore, MD.

Childs, G. & Masud-Paul, J. (October 2016). Library Research Techniques, Concepts, & Essential Services. Presented at the Drexel University College of Nursing and Health Professions Continuing Education Series, Philadelphia, PA.

Kim, H. M. & Wiggins, J. (November 2016). A Factor Analysis Approach to Persona Development Using Survey Data. Presented at the Library Assessment Conference, Arlington, VA.

Kim, H. M. (June 2017). Exploring a Triage Reference Model for a Chat Service. Presented at the 9th International Evidence Based Library and Information Practice Conference, Philadelphia, PA.

Nitecki, D. A. & Johnson, W. M. (July 2016). Capturing Data on Student Interactions: Improving Informal Learning Environments. Presented at the Society for College and University Planners Annual Conference, Vancouver, BC, Canada.

Nitecki, D. A. (May 2017). *The Library at Drexel*. Presented during the Drexel University 125th Anniversary Lecture Series, Philadelphia, PA.

Nitecki, D. A. (May 2017). Contexte et indicateurs d'impact dans l'élaboration d'un plaidoyer: l'exemple des bibliothèques universitaires américaines (Context and Impact Indicators in Advocacy: The Example of American University Libraries). Presented with translation at the Enssib [École Nationale Supérieure des Sciences de l'information et des Bibliothèques] Plaidons pour une bibliothèque visible! (Advocacy for a Visible Library), Lyon, France.

Nitecki, D. A. (May 2017). *Reimagining Libraries and Other Learning Environments*. Presented at the No-Name Conference, College Park, MD.

Robinson, S. (February 2017). When Research Doesn't Start with a Question: Browsing and Contextualized Visual Information as Information Literacy Competencies. Presented at the ARLIS/NA Annual Conference, New Orleans, LA.

PUBLICATIONS

Bhatt, J. & Christe, D. (2016, October 24). *Epic Wins: Engaging Students Globally with Game-based Learning* [Blog post]. Retrieved from https://libraryconnect.elsevier.com/

Bhatt, J. & Christe, D. (2016). Engineering Academic Challenge: a grand challenge gaming experience developed by students, for students. *Issues in Science & Technology Librarianship*, 85(1). doi:10.5062/F4G73BQJ

Ferer, E. Review of The Craft of Librarian Instruction: Using Acting Techniques to Create Your Teaching Presence, by Artman, J., Sundquist, J., & Dechow, D.R. College & Research Libraries, 77(6), 2016.

Nitecki, D. A. (2017). Mesurer l'impact des bibliotheques pour construire un plaidoyer [Context of Impact Indicators in Building Advocacy. In Cécile Touitou, La Valeur sociétale des bibliothèques: Construire un plaidoyer pour les bibliothèques. France: Editions du Cercle de La Librairie.

Nitecki, D. A. (2017). Future of academic library space assessment. In S. E. Montgomery (Ed.), Assessing Library Space for Learning. Lanham, MD: Rowman & Littlefield Press.

Nitecki, D. A. (2016). The Past and future of the library at Drexel University. In R. Dilworth & S. G. Knowles (Eds.), *Building Drexel: The University and Its City*, 1891—2016 (pp. 147-161). Philadelphia, PA: Temple University Press.

Nitecki, D. A. & Simpson, K. (2016). Communicating the library as a learning environment, *Journal of Learning Spaces*, 5(2), 39-52.

Robinson, S. (2016). Artists as scholars: the research behavior of dance faculty, *College & Research Libraries*, 77(6), 779-792.

Robinson, S. (2017). Authority is constructed and contextual vignette. In H. E. Buchanan & B. A. McDonough (Eds.), *The One-Shot Library Instructional Survival Guide*, 2nd Edition. Chicago: ALA Editions.

LIBRARY CELEBRATION AWARDS

On May 23, 2017, the Drexel University Libraries hosted the 8th annual Library Celebration Awards. Established in 2010, the Library Celebration Awards recognize Libraries staff for their exceptional achievements and for their support of Drexel University's mission of teaching, research, and community engagement. One student award — the Jane Bryan Student Worker Award — is also presented each year to a student employee for his or her outstanding service to the Libraries. This award honors Jane Bryan, director of Drexel University Libraries from 2005 to 2008.

Over 30 people attended this year's ceremony, which honored one student and seven staff members for their support of the Drexel Libraries:



Sean Winter, a student worker at W. W. Hagerty Library, received the Jane Bryan Student Worker Award for outstanding service to the Libraries. (Shown at left with Sophie, Thomas and James Bryan and Danuta Nitecki)



Matthew Lyons, University Archivist, and Deb Morley, Director for Data & Digital Stewardship, received the Libraries Champion Award for their work to identify new ways to grow iDEA, Drexel University's digital repository.



Holly Tomren, Manager for Metadata Services, received the Change Champion award for initiating a plan to streamline Drexel's thesis and dissertation policies with the goal of moving to a completely electronic archiving system.



John Wiggins, Director for Library Services and Quality Improvement, received the Professional Contribution Award for his efforts as co-chair of the Local Arrangements Committee to plan the 9th International Evidence-Based Library & Information Practice Conference.



Spencer Lamm, Manager for Discovery Systems (pictured), Eddie Rubeiz, Digital Repository Applications Developer, and Rob Macasieb, Data Infrastructure Developer, received the Exceptional Service Award for their willingness to take on extra responsibilities to ensure uninterrupted access to the Libraries' information resources and applications.







A CONTINUING COMMITTMENT TO TRANSFORMATION: REFRESHED STRATEGIC PLAN 2017 - 2022

How we access information and how we make sense of the world each revolves around transformative ways that information is exchanged. In the midst of this, academic libraries are challenged to increase the value of higher education in preparing students for professional and civic lives and in promoting research to advance knowledge and society.

Drexel University Libraries embraces such challenges by transforming self-directed active learning and discovery of information. We are an innovative, model library that inspires its community to be life-long learners through evolving an environment for discovery, exploration, creation and dissemination of knowledge.

Four core obligations continue to guide the Libraries' transformation into a destination for becoming and being a life-long learner:

- 1. ACCESS: Ensure access to ideas and authoritative information sources.
- 2. ENVIRONMENTS: Build learning environments in physical and cyber spaces.
- CONNECTIONS: Deepen Drexel's connections with scholarship.
- 4. ORGANIZATION: Model a collaborative, client-focused, data-driven and entrepreneurial library that effectively leverages all resources.

The Libraries' strategic directions will continue to reinforce the mission and ambitions of Drexel University, and we will focus on these ambitions throughout the next five years to engage students, faculty and staff to become well prepared to make life-long contributions to a global, knowledge-dependent society:

- CONTAIN THE AFFORDABILITY OF HIGHER EDUCATION: The Libraries' decisions about how to facilitate access to information are driven by costs,
 usage and alignment with the University's educational and research priorities.
- SHAPE FUTURE SCHOLARSHIP: The Libraries applies its knowledge and expertise to strengthen the University's contributions to scholarship by
 enabling access to and exposure of Drexel-generated research outputs to global researchers.
- INSPIRE A QUEST FOR LIFE-LONG LEARNING: The Libraries guides the Drexel community to utilize information responsibly and builds learning
 environments that promote self-directed learning.

To learn more about the Drexel Libraries' refreshed strategic plan, visit www.library.drexel.edu/about/strategic-plan

BY THE NUMBERS

ACCESS	FY13	FY14	FY15	FY16	FY 17
COLLECTIONS					
Print Collections	444,954	436,487	424,150	424,142	422,592
Electronic Collections	255,489	209,921	216,467	271,572	384,096
Other	25,822	25,892	25,055	25,198	22,818
Linear Feet of Archive Collections	2,496	2,606	2,762	2,739	2,806
INTERLIBRARY LOAN TRANSACTIONS					
Obtained for Drexel	16,655	15,829	15,321	17,045	17,467
Provided to Other Libraries	14,407	13,766	20,051	14,902	14,748
ITEMS LOANED & ACCESSED					
Online Searches	3,042,735	3,834,835	4,374,548	4,025,520,	3,990,481
Downloads	3,263,268	1,382,441	2,238,771	2,312,453	2,280,686
General Circulation	43,812	33,188	52,653	35,891	28,424
Equipment Loaned	114,030	79,673	35,188	33,955	21,405
Reserves	117,895	115,612	104,290	104,983	103,173
ENVIRONMENTS					
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Visitors at Physical Sites Online Website Visits	1,271,394	1,166,797	1,187,250	1,057,155	830,653
Weekly Service Hours	1,600,000 117	1,450,000 117	832,748 113	745,399 113	629,062 113
Weekly Service Hours	117	117	110	113	113
CONNECTIONS					
Reference Transactions & Consultations	14,117	14,436	12,659	9,069	6,929
Presentations	522	530	278	300	289
Presentation Attendees	15,998	12,263	12,031	10,268	9,945
ORGANIZATION					
Full-time Staff	64	64	61	59	59
Staff Presentations, Publications & Awards	40	33	41	44	39
Budget Spent on Collections	47%	46%	49%	48%	51%

SUPPORTERS

Special thanks to the following individuals and organizations for their generous support of the Drexel University Libraries this year.

Abby Adamczyk

Stacey Ake

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Lucile C. Anderson

Mark Banchi

Wendy Baral-Cooper

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2017 ANNUAL REPORT

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Front cover image: Students studying in the W. W. Hagerty Library. Photo courtesy of Jaci Downs Photography.

Back cover image: Members of the Drexel Libraries staff present on May 23, 2017. Photo courtesy of Jaci Downs Photography.