



Stony Brook University | Libraries

Research & User Engagement

**2017-2018**

**Annual Report**





**AE** **Academic Engagement**

**AUS** **Access & User Services**

**RET** **Research & Emerging Technologies**

**CE** **Campus Engagement**

**AST** **Assessment**

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With

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# Research & User Engagement

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## University Libraries Mission

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The Stony Brook University Libraries inspires learning, research, scholarly inquiry and service in an environment dedicated to the open exchange of ideas and information. We are engaged in scholarly, cultural and artistic interactions with Stony Brook University, its regional and global communities by:

- Promoting academic engagement
- Building, preserving and providing access to rich and diverse collections
- Developing responsive library spaces for diverse user communities
- Fostering an innovative culture of learning and assessment

The Libraries is an essential partner in Stony Brook University's mission of global leadership in research, discovery, and learning, positioning ourselves as the hub of collaboration, digital innovation and scholarly endeavors. We enable the dissemination, preservation, and creation of new knowledge by remaining committed to delivering world-class physical and digital content and services critical to research, education, and outreach, now and in the future.

**FAR  
BEYOND**

# Contribution to University's Strategic Plan

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The following are ways that the R&UE Division of University Libraries has contributed toward the University's Strategic Plan:

**Goal 1.** *Stony Brook University will implement innovative strategies to enhance undergraduate and graduate education to develop world-renowned academic programs that foster student productivity and success.*

- Helped students meet Stony Brook Curriculum's Evaluate and Synthesize Researched Information learning objective through customized curriculum support.
- Overall, provided 338 instruction sessions and workshops for undergraduate and graduate courses, reaching nearly 7,800 students.
- Provided learning and study spaces to more than two million visitors.

**Goal 2.** *We will renew our commitment to excellence in research and scholarship throughout the academic enterprise and find new and innovative ways to support and reward faculty and students for research and creative activity.*

- Provided more than 37,000 hours of service in nine library locations.
- Answered nearly 25,000 questions to the University community.
- Used library spaces to promote campus engagement with 77 programs that were attended by nearly 4,000 participants.
- Celebrated faculty and student research through the STEM Speaker Series and other events.
- Offered workshops to enhance academic research skills and creativity.
- Created public spaces in the library to exhibit art and engage in dialogue on current issues.
- Contributed to scholarly communication through 22 publications and nearly 70 posters and presentations.

**Goal 3.** *We will increase access to Stony Brook University, including the number of undergraduate and graduate students from underrepresented minority groups, while enhancing student quality and implementing strategies to improve retention and graduation rates.*

- Taught research instruction for high-impact courses that contribute to student retention, engagement, and common intellectual experiences such as WRT102, Undergraduate Colleges, Honors College, and capstone courses.
- Facilitated research access to five area high school classes.
- Offered campus-wide programming on diversity and inclusion themes:
  - Black History Month
  - Women's History Month
  - Asian Heritage Month
  - Global Initiatives
  - Hispanic Heritage Month
  - Native American Heritage Awareness Month
  - Veterans Awareness



# Academic Engagement

The Academic Engagement group enhances scholarly productivity and student learning by engaging in SBU's research enterprise and integrating library research skills into the curriculum. The team helps integrate information literacy throughout the curriculum across all schools and colleges, while continually evolving workshops, sessions, and specialized engagement activities. Through partnerships both within the library and with relevant departments the team of liaison librarians actively engage with the campus community in instruction, research, and outreach activities.

## Academic Engagement Team Members 2017-2018:

Bob Tolliver, Chris Filstrup, Chris Kretz, Clara Tran, Claudia McGivney, Dana Haugh, Darren Chase, Gisele Schierhorst, Gregg Stevens, Jamie Saragossi, Jason Torre, Jay Datema, Jennifer Devito, Jessica Koos, Kate Kasten, Laura Costello, Mona Ramonetti, Michael Huang, Min-Huei Lu, Sherry Chang, Victoria Pilato

## 2017-2018 Accomplishments

### Principle 1: Promote Academic Engagement

In order to align with the University standard's we developed overarching SLO's for the University Libraries' information literacy program and specific SLO's for sessions taught to for the department of Writing & Rhetoric. We created a video to showcase liaison work and impact throughout the University, which highlighted course-integrated instruction, research partnerships, academic events, collections, and the depth of liaison work. Liaisons organized, participated in, or attended: University Libraries Writers' Series, University Libraries Colloquium Series, University Libraries STEM Speaker Series, Women's History Month, Digital Humanities Open Mic, Open Access Symposium.

### Principle 2: Build, Preserve, and Provide Access to Rich and Diverse Collections

We developed and created awareness of subject-specific library resources through specialized research guides and workshops designed to highlight specific collections and resources such as: data management, Kanopy, Tableau, open data resources, and Voyant. We also promoted open access publishing opportunities and open access resources through workshops, events and direct outreach with faculty. We engaged the campus community with the University Library's OER grants, Open Education Week at SBU, Open Access Week, Open Access Symposium, Open Access Open House.





**Principle 3: Develop Responsive Library Spaces for Diverse User Communities**

We streamlined the process for scheduling course-integrated instruction, workshops and ad-hoc events through “25 Live.” We also evaluated and developed procedures to add to the MOU agreement for Library Lab policy for impactful usage of these spaces.



**Principle 4: Foster an Innovative Culture of Learning and Assessment**

The Peer-Assessment process was designed, developed and implemented and the cohorts are consistently working together each semester. Liaisons conducted formative assessment in select information literacy sessions, such as: WRT 102, UGC sessions, STEM sessions, and HSC sessions. We partnered with Institutional Research to explore assessment options for course-integrated instruction and the evaluation of WRT 102 sessions and student GPA provided correlation between student achievement and information literacy instruction.

**2017-2018 Highlights**

<b>34</b>	Specialized Workshops	<b>2</b>	<b>Library Faculty Research Activity</b>
<b>211</b>	Blog Posts	<b>11</b>	Moderating Conference Sessions
<b>304</b>	Instruction Sessions	<b>13</b>	Grants and Awards
<b>403</b>	Instruction Contact Hours	<b>22</b>	Posters
<b>7,790</b>	Total Students Impacted	<b>55</b>	Publications
			Presentations



# Academic Engagement

## Curriculum Impact Through Library Instruction

### West Campus

Instruction Sessions	229
No. of Students Impacted	5,680

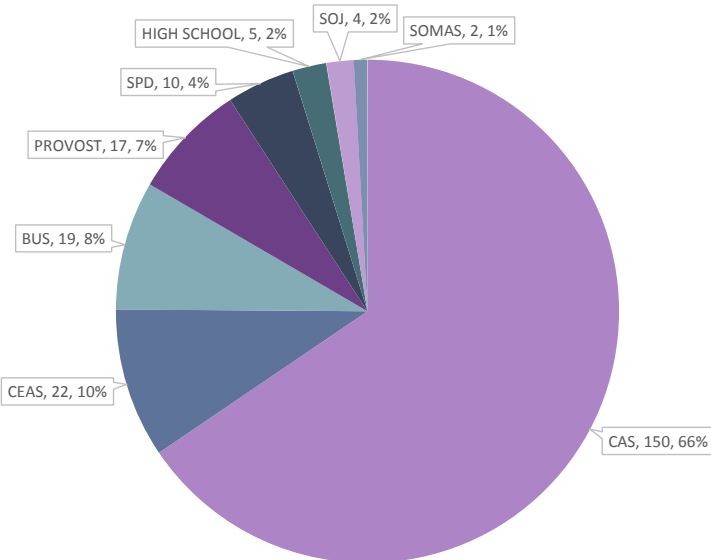
School or College	Number of Sessions	Number of Students
CAS	150	3,032
CEAS	22	752
BUS	19	772
High School	5	117
Provost Area	17	652
SOJ	4	75
SOMAS	2	63
SPD	10	217
<b>Total</b>	<b>229</b>	<b>5,680</b>

### Health Sciences & Southampton Libraries

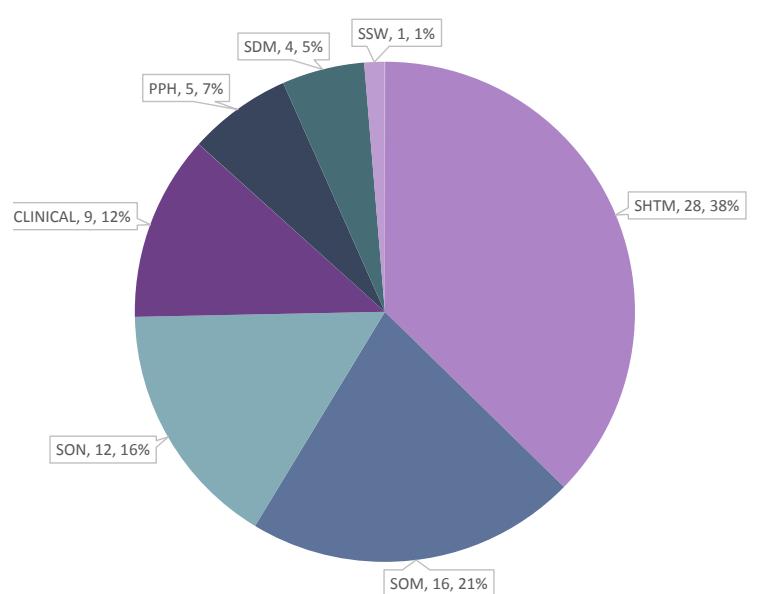
Instruction Sessions	75
No. of students impacted	2,046

School or College	Number of Sessions	Number of Students
PPH	5	98
SDM	4	134
SHTM	28	822
SOM	16	449
SON	12	342
SSW	1	30
Clinical	9	171
<b>Total</b>	<b>75</b>	<b>2,046</b>

Number of Instruction Sessions West Campus



Number of Instruction Sessions Health Sciences Library



Specialized Workshops 34 ~ Students Impacted 64



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# 338 INSTRUCTION SESSIONS & WORKSHOPS

## 7,790 STUDENTS IMPACTED

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### Information Literacy Goals

Through library sessions, workshops, resources and interactions with Stony Brook Librarians and support staff, students will be able to:

1. Identify, locate, and access needed information from a variety of sources.
2. Organize and use information effectively for research and scholarship.
3. Critically evaluate the accuracy of information and the credibility of sources.
4. Use information ethically and responsibly for learning and research

### 2018-2019 Goals

#### Principle 1: Promote Academic Engagement

- Promote information literacy instruction
- Promote academic engagement events and partner with the campus community
- Partner with departmental faculty to integrate information literacy into course curriculum
- Optimize the virtual reference service

#### Principle 2: Build, Preserve, and Provide Access to Rich and Diverse Collections

- Develop workshops and partnerships to promote collections, resources and tools
- Promote the use of primary sources in instruction and liaison activities
- Promote the reference collection

#### Principle 3: Develop Responsive Library Spaces for Diverse User Communities

- Continue to evaluate student usage of our spaces and assess spaces for effective use with academic engagement events, workshops and course-integrated instruction
- Promote reference services

#### Principle 4: Foster an Innovative Culture of Learning and Assessment

- Develop a narrative defining instruction's impact on campus
- Continue liaison peer observations and assessment
- Conduct assessment of selected information literacy sessions and programs
- Establish guidelines for reference data collection



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# 157 INSTRUCTION SESSIONS IN SBCs

# 3,082 STUDENTS IMPACTED



# Access and User Services

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The Access & User Services department provides students, faculty, staff, and other library users with access to the library's resources and services, such as circulation, interlibrary loan, document delivery, reserves and stacks maintenance to meet their research needs. The department works to achieve our mission by collaborating with other library and university departments and with external partners to develop user-focused services that promote efficiency, ease of access and cost-effective delivery of services.

## Access and User Services Team Members 2017-2018:

Jennifer A. DeVito (Director), River Amin, William Blydenburgh, Donna Darling, Kenneth Doyle, Diane Englot, Rhasheed Gavin, Matthew Hartman, Keith Krejci, Chris Kretz, Christopher Larson, Jay Levenson, Matthew Michel, Eileen Phoel, Flora Pollydore, Donna Sammis, Victor Santiago, Kenneth Schaal, Sarita Sharma, Mark Smith, Lisa Socci, Meghan Sprabary, Giulietta Stoianov, Hanne Tracy, Daphne Trakis, Sharon Williams

## 2017-2018 Accomplishments

### Principle 1: Promote Academic Engagement

To meet our goal of creating a uniform user experience, the Access & User Services (AUS) department reviewed policies and procedures in each location to ensure consistency. Front line staff reviewed procedures related specifically to space oversight and student employee management and adopted standard procedures.

Several AUS staff members trained on interlibrary loan (ILL) processes to provide continuity of service throughout the day. River Amin, Donna Darling, and Christopher Larson assist with retrievals, scanning and document delivery at both ILL locations (East and West campus).



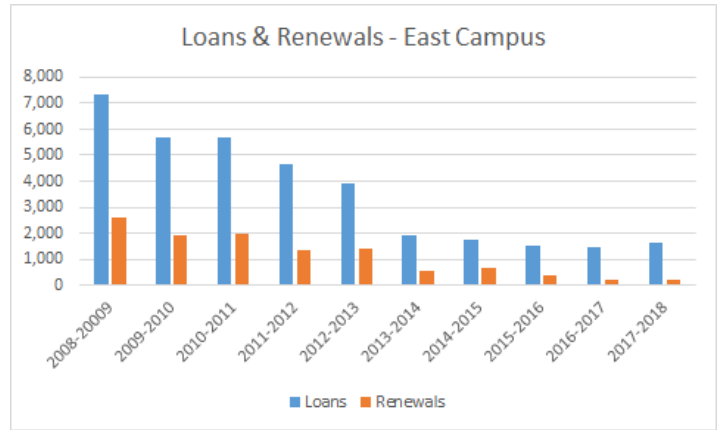
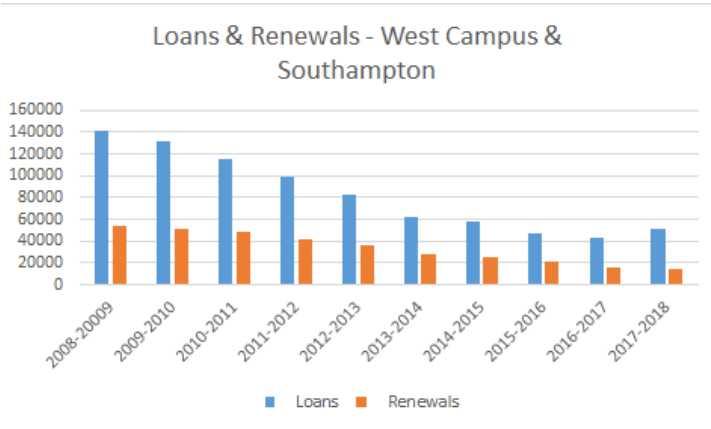
### Principle 2: Build, Preserve, and Provide Access to Rich and Diverse Collections

A portion of the oversized atlas collection was relocated to the atlas shelving on the second floor in NRR. These oversized items were previously located on inadequate shelving in Main Stacks. This move makes the atlases easier for patrons to access and keeps them in better condition.

As part of OCLC's Rethinking Resource Sharing initiative, the University Libraries joined other OCLC member libraries in increasing the lending period for items loaned through interlibrary loan. The loan period for interlibrary loan was increased to 16 weeks for books and 4 weeks for audio-visual material. Also, as part of this initiative, the University Libraries has agreed to provide articles for free to participating OCLC libraries in return for the same courtesy from the libraries.

Courtesy borrower privileges have been updated and procedures streamlined to make clear the options for community access to our collections.

After consultation with the Student Accessibility Support Center, the Libraries' Accessibility page has been updated to reflect current practices.



**Principle 3: Develop Responsive Library Spaces for Diverse User Communities**

The AUS staff regularly assesses how patrons are using library space to optimize the experience. To that end, the Silent Study Room/AV Room in the Main Stacks was reorganized to be a learning lab. The room remains open to students for silent study when it is not booked for training. The three remaining TV/VCR monitors were moved to a more visible location in Main Stacks.

AUS identified tasks and services that are in high demand and integrated training for those tasks for additional AUS staff. Several staff members have trained to provide support to interlibrary loan. To increase departmental communication and knowledge, we began a department-wide initiative to provide all AUS staff experience working in different University Library locations.

**Principle 4: Foster an Innovative Culture of Learning and Assessment**

AUS team members are encouraged to take advantage of professional development opportunities. Most of the team view webinars through WebJunction. Several members have received additional resource sharing training through IDS Project. We saw an increase in the level of participation in professional conferences. Jay Levenson received another Presidential mini-grant to continue working on programming related to Native American History Month. Christopher Larson and Jennifer DeVito presented a poster at the 2017 Access Services Conference (November 2017). Will Blydenburgh and Chris Kretz presented on how they are using Twitter to promote library services at the University Libraries Colloquium and at the LILC 2018 conference. Various sub-teams in the department meet regularly and the Access Services Working Group continues to meet. The department held two staff meetings at the end of the spring semester to review the year’s statistics and discuss the goals for summer projects and the 18-19 academic year.

**2017-2018 Highlights**

<b>37,251</b>	Total Operating Hours	<b>65,900</b>	Loan Activity
<b>2,017,711</b>	Total Visitors	<b>25,467</b>	Interlibrary Loan Activity



# Access and User Services



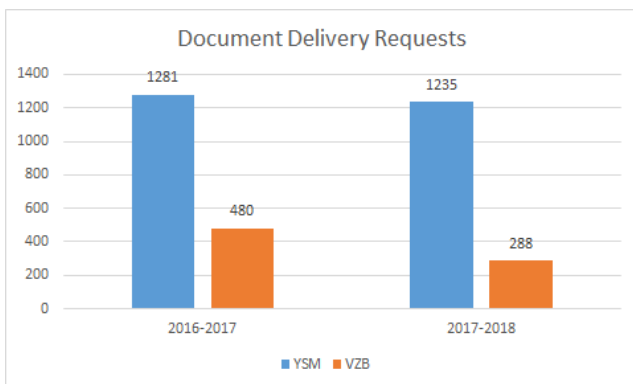
## Operating Hours

Library Location	Weekly Hours	Extended Hours	Total Annual Hours
Central Reading Room	131.5		6,838
Chemistry	40		2,080
Main Stacks	90.5		4,706
MASIC	40		2,080
Math/Physics	66.5		3,458
Music	66.5		3,458
North Reading Room	93.5	78	4,940
Southampton	80	9	4,169
Health Sciences	99.5	348	5,522
<b>Total</b>	<b>708</b>	<b>435</b>	<b>37,251</b>

**HOURS OPEN**  
**37,251**

## Document Delivery Service

Intra campus delivery service of articles and books from our collections.



## Interlibrary Loan Activity

**15,639**  
**ITEMS LOANED TO**  
**OTHER LIBRARIES**

**9,828**  
**ITEMS BORROWED**  
**FROM OTHER LIBRARIES**

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# TOTAL VISITORS

# 2,017,711

# ↑ 9.5% INCREASE FROM 2016-2017

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## Visitors By Location

Library Location	Gate Count
Central Reading Room	422,712
North Reading Room	768,923
Main Stacks	159,828
Music Library	98,433
Math/Physics Library	62,427
Chemistry Library	18,537
MASIC	8,858
Southampton Library	39,747
<b>West Campus Total</b>	<b>1,579,465</b>
Health Sciences Library	438,246
<b>SBU Libraries Total</b>	<b>2,017,711</b>



## 2018-2019 Goals

### Principle 1: Promote Academic Engagement

- Maintain emphasis on uniform user experience based on equitable and consistent policies and procedures throughout the Stony Brook University Libraries.
- Promote and market Access & User Services through strategic partnerships with other library and university departments, community groups, using social media along with other marketing efforts so patrons are aware of the resources available to support their academic and research interests.
- Create internship opportunities for library school students interested in user services

### Principle 2: Build, Preserve, and Provide Access to Rich and Diverse Collections

- Make data-driven decisions regarding user services and policies
- Review policies and procedures to ensure that they are in line with industry best practices
- Support post-college academic pursuits

### Principle 3: Develop Responsive Library Spaces for Diverse User Communities

- Assess relevant data regarding use of space in order to meet user needs
- Promote the library space; space as service

### Principle 4: Foster an Innovative Culture of Learning and Assessment

- Continue to emphasize staff professional development to increase knowledge of services, develop alliances with colleagues at other institutions, and stay abreast of trends in library services and programs
- Increase AUS-led training on circulation and resource sharing policies and service protocol for University Libraries staff.



# Research & Emerging Technologies

Working at a visible service point or through an online chat, the Reference Team provides information sources to meet the immediate needs of library users. The team helps foster research through in-depth consultations, supports the use of technology in teaching, and maintains the reference collections.

## Research & Emerging Technologies Team Members 2017-2018:

Anastasia Chiu, Bob Tolliver, Chris Filstrup, Chris Kretz, Clara Tran, Claudia McGivney, Dan Kinney, Dana Haugh, Darren Chase, Gisele Schierhorst, Jason Torre, Jennifer Devito, Jin Guo, Kaitlyn Colgan (Intern), Kate Kasten, Laura Costello, Min-Huei Lu, Mona Ramonetti, Sherry Chang, Victoria Pilato, Violeta Ilik and the AUS Team.

## 2017-2018 Accomplishments

### Principle 1: Promote Academic Engagement

To increase participation, the Reference team used data from LibChat at the monthly Liaison Meetings to show our accomplishments in serving the virtual users and raise the awareness of this important service to our stakeholders.

### Principle 2: Build, Preserve, and Provide Access to Rich and Diverse Collections

The Reference team maintained and kept the reference collection current in the North and Central Reading Rooms.

### Principle 3: Develop Responsive Library Spaces for Diverse User Communities

In response to Library spaces, the Reference team provided reference services at the central hub of learning, the North Reading Room, year round except during intersessions. Additionally, reference librarians situated at the common area, the Horseshoe Desk in the Galleria, helped answer new students' questions during the beginning of the fall and spring semesters.

### Principle 4: Foster an Innovative Culture of Learning and Assessment

The Reference team provided feedback for the current data forms to streamline the data collection processes.

# LIBRARY IMPACT



# 24,958

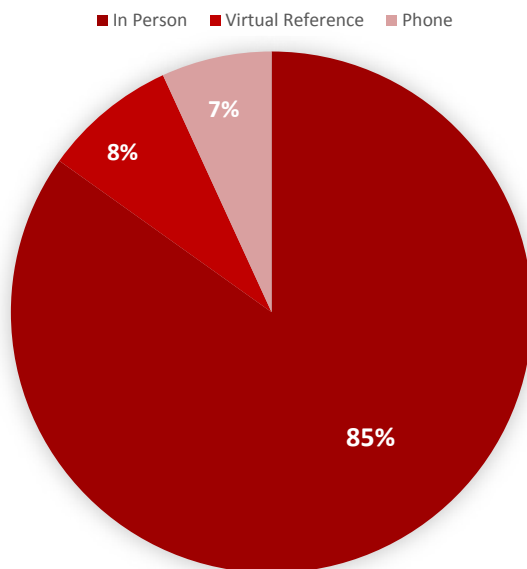
## TOTAL QUESTIONS ANSWERED TO UNIVERSITY COMMUNITY

### Reference & Directional Questions

Location	Reference	Directional	Total
Central Reading Room	167	2,965	3,132
Chemistry Library	0	12	12
Health Sciences Library	608	9,736	10,344
Horseshoe Desk	27	699	726
Library Administration	1	24	25
Main Stacks	339	1,387	1,726
MASIC	16	34	50
Math, Physics, & Astronomy	163	109	272
Music Library	172	223	395
North Reading Room	818	1,201	2,019
Southampton	262	836	1,098
Special Collections/ University Archives	791	192	983
University Archives	0	0	0
Email	476	51	527
LibAnswers	179	48	227
LibChat	1,230	88	1,318
Phone	377	1,330	1,707
Consultations	306	0	306
No Selected Method	15	36	51
No Selected Question Type	N/A	N/A	40
<b>Total</b>	<b>5,947</b>	<b>18,971</b>	<b>24,958</b>

All questions tracked using Lib Apps Ref Analytics and our Liaison Google form.

Reference questions require library resources to answer while directional questions do not, but this is open to interpretation by the staff member. The adept use of non-library resources (including non-library SBU resources) qualifies as reference. Librarians using their own personal knowledge to interpret or recommend particular information also qualifies.



Overall, the questions answered for the year 2017-2018 is 24,958, an increase of nearly 21% from the previous year. There was about a 18% decrease in reference questions for the past year. To the contrary, directional questions increased approximately 43% as compared with the previous year. One possible reason may be fewer directional questions were mis-categorized as reference questions.

### 2017-2018 Highlights

<b>306</b>	Consultations
<b>3,643</b>	Total Reference Service Hours
<b>5,947</b>	Reference Questions Answered
<b>18,971</b>	Directional Questions Answered

### 2018-2019 Goals

Beginning with FY 2018-2019, Research and Emerging Technologies will merge with Academic Engagement and be renamed Research and Academic Engagement. For 2018-2019 Goals, please see Academic Engagement Goals on page 7.



# Campus Engagement and Outreach

The Communications and Outreach Working Group recommends strategies, policies, and procedures to ensure that events align with and fully support the University Libraries' mission, vision, and goals. The Working Group collaborates closely with Library faculty and staff to plan, promote, and execute cultural, scholarly and advancement events and programs in the Library. Also, the Working Group oversees the Social Media Subgroup that promotes the Library's full range of publicity and communications strategies for consistent messaging and branding of its resources, services, and programs.

## Campus Engagement and Outreach Team Members 2017-2018:

Stacey Horath (Chair), Kristin Hall (Vice-Chair), Will Blydenburgh, Vincent Clark, Janet Clarke, Shafeek Fazal, Dana Haugh, Jamie Saragossi, Chris Sauerwald, Laurel Scheinfeld and Meghan Sprabary.

## Social Media Subgroup Team Members 2017-2018:

Kristin Hall (Chair), Stacey Horath, Will Blydenburgh, Janet Clarke, Shafeek Fazal, Laurel Scheinfeld and Meghan Sprabary

## 2017-2018 Accomplishments

### Principle 1: Promote Academic Engagement

A social media workflow was designed to increase presence on all social media platforms and to promote a better awareness of library events, workshops and resources. Social media campaigns were created for each day of the week focusing on Library Tip of the Week, Tuesday Testimonials, Did You Know, Department Connections and Friday Read. We participated in University-wide events such as Orientation, Communi-versity Day and the Art Crawl. Our highest attended events included: Map-a-thon (120), Culper Spy Day (110+), Pet Therapy (250), Olive Oil Chronicles (100+) and the History of Hip Hop (160).

### Principle 2: Build, Preserve, and Provide Access to Rich and Diverse Collections

Events focused on faculty book publications including Dr. Crystal Fleming and Dr. Peter Carravetta. Our Library faculty presented at a colloquium highlighting the digitization project of the Otto Ege collection.

### Principle 3: Develop Responsive Library Spaces for Diverse User Communities

We continue to utilize our library spaces to promote campus wide engagement. North Reading Room held two student art exhibits, Central Reading Room was used for several events and the Galleria continues to be used for various music performances.

### Principle 4: Foster an Innovative Culture of Learning and Assessment

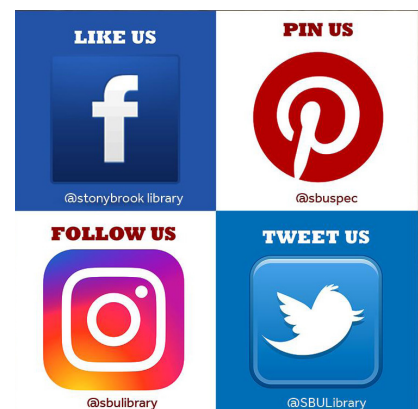
As part of Communication and Outreach Working Group, we redesigned the event proposal form and streamlined workflow processes. In January 2018, social media subgroup was created to focus on improving presence on social media platforms. We continued to have a Colloquium series where librarians present and share their knowledge and scholarly research.

## Fall 2017

**37 EVENTS**  
**2,172 PARTICIPANTS**

## Spring 2018

**40 EVENTS**  
**1,778 PARTICIPANTS**







History of Hip Hop  
Central Reading Room  
February 5, 2018

## Partnerships

Africana Studies Department  
Asian and Asian American Studies  
Center for Hellenic Studies  
Charles B. Wang Center  
Counseling and Psychological Services  
Culper Spy Day Committee  
Faculty Student Association  
Hispanic Languages & Literatures  
Long Island University  
Music Department  
Native American Student Organization  
New Jersey Institute of Technology  
Office of the Chief Diversity Officer  
Paul W. Zuccaire Gallery  
Pollock Krasner House  
School of Marine & Atmospheric Sciences  
Simons Center Gallery  
Special Collections  
Student Life  
Ultimate Frisbee Team

## Location of Events

Central Reading Room  
Center for Scholarly Communication  
Charles B. Wang Center  
Frank Melville Jr. Library Galleria  
Health Sciences Galleria  
Health Sciences Library  
Humanities  
North Reading Room Lab  
Paul W. Zuccaire Gallery  
Simons Center Gallery  
Southampton Campus  
Special Collections Seminar Room  
Staller Center for the Arts

## Event Themes

Asian Heritage Month  
Black History Month  
Diversity & Inclusion  
Global Initiatives  
Health Sciences  
Hispanic Heritage Month  
Music/Art  
National Poetry Month  
Native American Heritage  
Awareness Month  
STEM Speaker Series  
Women's History Month

## 2017-2018 Highlights

<b>77</b>	Number of Events
<b>3,950</b>	Participants

## 2018-2019 Goals

### Principle 1: Promote Academic Engagement

- Align programming to highlight academic and creative achievements.
- Increase awareness of library services, resources, initiatives and accomplishments.
- Promoting the University's Diversity and inclusion Initiatives
- Develop partnerships with other departments and areas to achieve mutual goals.

### Principle 2: Build, Preserve, and Provide Access to Rich and Diverse Collections

- Promote and showcase collections and resources that align with campus initiatives.

### Principle 3: Develop Responsive Library Spaces for Diverse User Communities

- Increase campus engagement in library spaces.

### Principle 4: Foster an Innovative Culture of Learning and Assessment

- Streamline policies, procedures and workflow.



# AST Assessment

## Mission

Stony Brook University Libraries is committed to a culture of continuous assessment and improvement. We gather and analyze data to provide evidence of the Library's role in student success and scholarly productivity, identify areas for improvement, and foster a culture of learning in our organization.

We strive to:

- Stay objective and follow universally accepted assessment and research principles.
- Consult on recommendations for improvement of programs and services based on assessment results.

## Vision

Demonstrate the Library's value, quality, and impact on the Stony Brook University community. Develop expertise in assessment processes to support all units within the Library to meet departmental and institutional goals.

## Assessment Working Group Team Members 2018:

Kristin Hall (Chair), Janet Clarke, Jin Guo, Heath Martin, Clara Tran, Jamie Saragossi, Min-Huei Lu, Hu Wang



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# Fostering an innovative culture of learning and assessment

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## 2017-2018 Accomplishments 2018-2019 Goals

In **September 2017** the first Library Assessment & Learning Outcomes Specialist was hired. This position focuses on creating a structure for assessment for the University Libraries. In **June 2018** the Assessment Working Group was formed with representatives throughout University Libraries to support assessment activities.

Supporting a culture of assessment within University Libraries, we have:

- Drafted Purpose, Guiding Principles & Goals for Assessment
- Created first draft of a Library Assessment webpage
- Created information literacy learning outcomes
- Formed WRT 102 Task Force & began process for WRT 102 assessment
- Streamlined data collection procedures for sessions data within 25 Live
- Created assessment measures chart
- Collaborated with University Assessment team on SBC Assessment project

### Principle 1: Promote Academic Engagement

- Obtain baseline data to determine needs to improve academic engagement.

### Principle 2: Build, Preserve, and Provide Access to Rich and Diverse Collections

- Obtain baseline data to determine needs to improve access to rich and diverse collections.

### Principle 3: Develop Responsive Library Spaces for Diverse User Communities

- Obtain baseline data to determine needs to improve library spaces for diverse user communities.

### Principle 4: Foster an Innovative Culture of Learning and Assessment

- Create a structured overall Library Assessment Plan for 2019-2021 that provides direction and focus for future assessment projects.
- Provide support and tools to assess the programs and services within the Library
- Streamline data collections methods for efficiency and effectiveness.
- Present and make available results of assessment projects.
- Support efforts in various accreditation processes.
- Launch and update Library Assessment Webpage Support and collaborate with other assessment areas within the University.



# Research & User Engagement

## LIBRARY VALUE & IMPACT HIGHLIGHTS

### CURRICULUM & LEARNING IMPACT

LIBRARY INSTRUCTION 

**338**  
SESSIONS &  
WORKSHOPS

**7,790**  
STUDENTS  
IMPACTED

SBC COURSES **157** SESSIONS **3,082** STUDENTS IMPACTED

### ACADEMIC & RESEARCH SUPPORT

TOTAL VISITORS  
**2,017,711**



**37,251**  
HOURS OPEN

 **24,958**

TOTAL QUESTIONS ANSWERED  
BY UNIVERSITY LIBRARIES

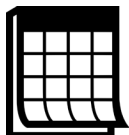


**2,344**  
SEATS IN  
LIBRARY

**65,900** LOAN ACTIVITY  
**25,467** INTERLIBRARY LOAN ACTIVITY



### CAMPUS ENGAGEMENT



**77** ACADEMIC, ARTS &  
CULTURAL EVENTS

PARTICIPANTS  
**3,950**

