

2013

W W HAGERTY LIBRARY  
DREXEL UNIVERSITY

INSPIRING  
CHANGE



Drexel University  
Libraries

## ENVIRONMENTS

Build learning environments in physical and cyber spaces.

02

## ACCESS

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.

01

03

## CONNECTIONS

Deepen Drexel's connections with scholarship through expert guidance across knowledge communities, authoritative publications and unique data sources.

04

## ORGANIZATION

Model a collaborative and entrepreneurial library organization that effectively leverages university and external resources to serve students, enhance teaching and support researchers.

## INSPIRING CHANGE

AN INTRODUCTION FROM DEAN NITECKI

Libraries are often measured by the number of books on the shelves, the number of electronic downloads from the website or the number of instructional sessions. These are certainly valid and important numbers to showcase the number of outputs of an organization. However, libraries are selling themselves short by so simply describing what we do with these arbitrary numbers.

The true value of a library is in the moments where it can change a person's life. Libraries are where people learn and form new insights – they are a key component to intellectual health and the place on an academic campus that can inspire people to think differently. Information can change someone's worldview as people not only discover new knowledge, but begin to think differently about the world that surrounds them. Unfortunately, these stories are not easily categorized and measured by numbers in an annual report. What we have and offer - resources, environments and guidance can be counted and compared. However, these other moments of transformation are often overlooked or forgotten – sometimes because a person is not physically in a library, but instead accessing library-provided materials online when they experience inspiration or a change in thinking. The Libraries' successes may not be visible and assumed, but I hope that by browsing our annual report you also begin to think differently about how libraries impact your life.



*Danuta A. Nitecki*

EACH YEAR, the Libraries has millions of interactions with the university community - in person or online - through workshops, visits, instructional sessions, meetings and more.



BUILDING AN ARCHIVE  
FOR GREEK LIFE

5 - 6



LIBRARIES' NEWS

7 - 10



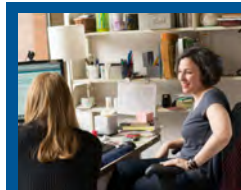
THE CHALLENGES OF  
MEASURING IMPACT

11 - 12



STRATEGIC DIRECTIONS

13 - 20



LIAISON LIBRARIAN  
REDEFINED

21 - 22



STAFF PUBLICATIONS  
& AWARDS

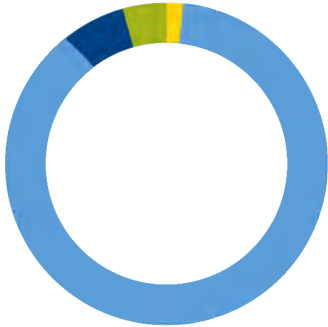
23 - 27



# USE OF COLLECTIONS

The Libraries provides access to resources online and in person through a dynamic website and four physical facilities. To better understand the scope of access, below you can see the number of times our different collections were accessed.

Electronic Collections	2,097,447
Reserves	117,895
Equipment	114,030
Print Collections	43,812



## INTERLIBRARY LOAN

The furthest ILL transaction this year was of a Drexel resource which traveled from Philadelphia, PA to Australia - over 9,000 Miles!

Obtained for Drexel Researchers	16,655 items
Provided to other Institutions	14,407 items

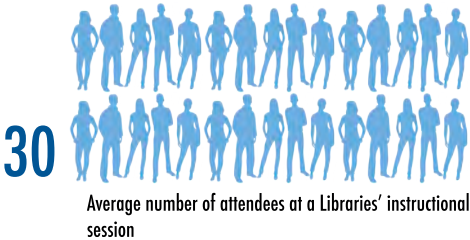
# EXPENDITURES



# INSTRUCTION

The Libraries offers a wide variety of instruction including workshops, English 101 sessions and presentations in classrooms across campus.

Instructional Sessions	538
Attendees	16,112



# COLLECTIONS

444,954  
PRINT VOLUMES

208,252  
ELECTRONIC VOLUMES

25,822  
OTHER VOLUMES

# INTERACTIONS

Below is a glimpse of the types of interactions between members of the Drexel and Philadelphia communities and the Libraries.

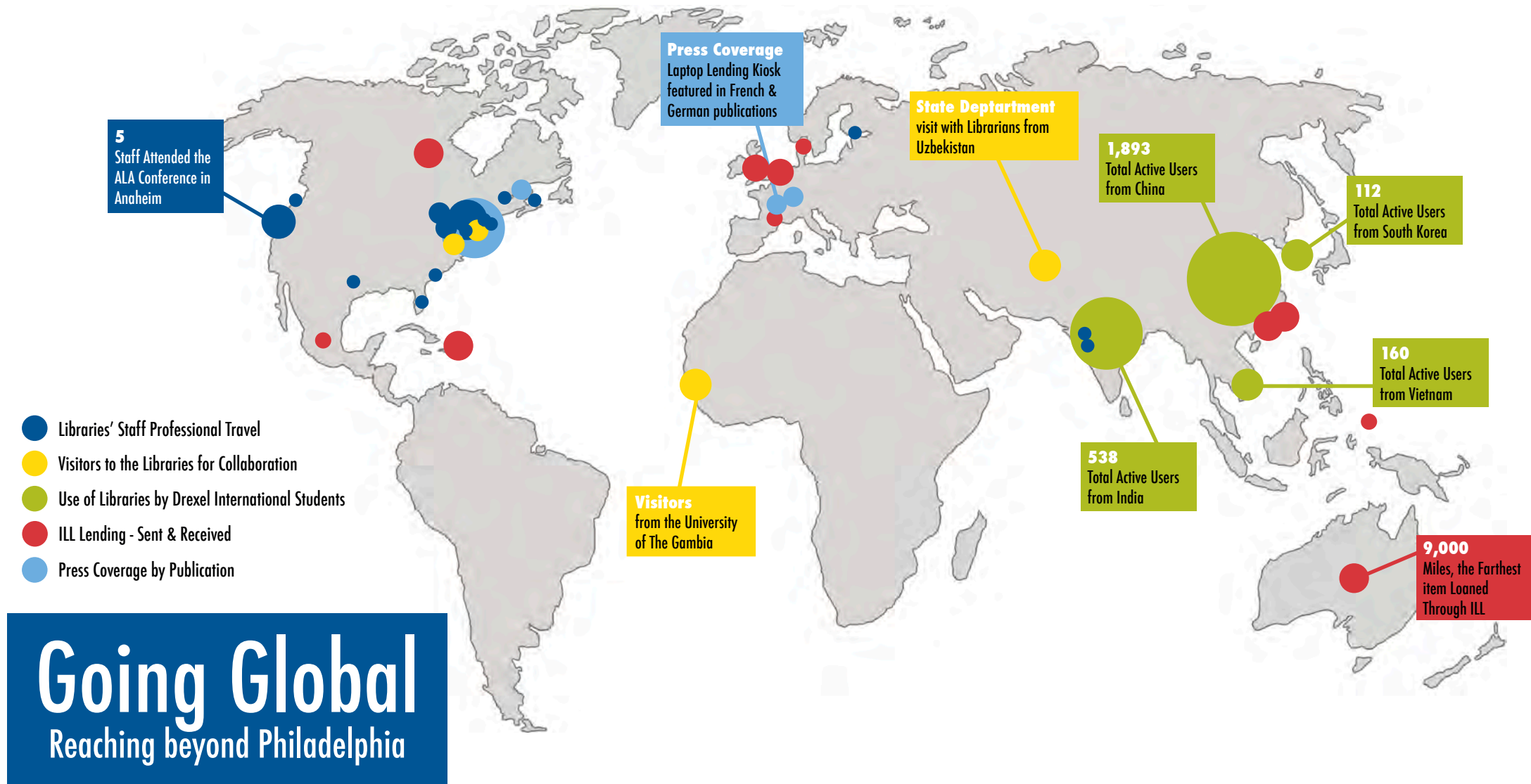
5.6 M  
INTERACTIONS

2.3 Million  
1.6 Million  
1.27 Million  
512,000  
16,112  
6,458  
3,229  
1,528  
700

Access Transactions  
Website visits  
Physical Locations visits  
Libraries' Computer logins  
Instructional Sessions Attendees  
Reference Consultations  
Freshman paired with Personal Librarians  
Comments through Counting Opinions \*  
Thesis & Dissertation Consultations

\* since inception of the survey







## BUILDING AN ARCHIVE FOR GREEK LIFE

By Robert Sieczkiewicz, University Archivist

The Archive of Greek Life began, as many successful ventures do, with the identification of an unmet need. Alumnus Anthony Noce, '80, was searching for information about his fraternity, Pi Kappa Phi, on the Libraries' website but found nothing. He mentioned this to dean of Libraries, Danuta A. Nitecki, who agreed that the Libraries should preserve the fraternity and sorority experience, an important component of Drexel history. University Archivist Rob Sieczkiewicz, long aware of the difficulty of preserving vital but ephemeral materials, embraced the opportunity to partner with engaged alumni to capture and preserve the history of Greek Life at Drexel.

An alumni advisory team was formed to help spread the message: not only did the Libraries want to build a collection of Greek photographs, scrapbooks, documents and ephemera, but was a trusted partner to do so. Soon, the donations

began to flow. Items came by mail, at events, or in visits to the Libraries. Libraries' staff eagerly carted boxes of historic items from sorority and fraternities houses on the Row. The advisory team led the way: John McGarrigle was still recovering from surgery when he drove to W. W. Hagerty Library with a car full of boxes of Lambda Chi photos and documents. Jackie McClure donated her own Delta Zeta scrapbooks, promoted the Archives to other Delta Zetas, and raised funds for the venture. The most satisfying moment was the evening that Tony Noce delivered one of Pi Kappa Phi's oldest and most treasured objects, a scrapbook dating back to 1926, singed on the corners from a fire it survived many years ago. While print materials are fragile (as the burns on the Pi Kappa Phi scrapbook demonstrate), so are memories. For that reason it is important to set out to capture stories of Drexel alumni.

Committee members recommended names and the Libraries launched an oral history campaign. Dean of Libraries, Danuta A. Nitecki, traveled to Delaware to record the first interview with Orval and Rachel Lovett; the Lovetts' daughter is also a Drexel alum; Orval, an Alpha Pi Lambda, passed away earlier this year.

We interviewed Chuck Vincent of Alpha Pi Lambda and Barbara Custer Alexander of Delta Zeta, known to her friends as Pixie. Pixie revealed what it was like to be the Court Jester, while Regis Kubit told about how he could rely on his Theta Chi brothers after losing a Navy job because of a bad knee and finding himself with no job and no roof over his head. The most enthusiastic fraternity proved to be Sigma Alpha Mu: we interviewed four Sammys from the 1960s, including Dick Rosen, who captained Drexel's 1963 GE College Bowl championship team.

For more information about or to make a donation to the Archive for Greek Life, please visit [library.drexel.edu/greekarchive](http://library.drexel.edu/greekarchive) or contact the University Archives at [archives@drexel.edu](mailto:archives@drexel.edu). Drexel University Archives preserves and makes available the records, manuscripts, visual materials and publications related to Drexel University. The Archive for Greek Life was developed from a joint partnership between the Drexel Inter fraternity Alumni Association and the Drexel University Alumni Association.



### TELLING THE TALES OF DRAGONS: ORVAL & RACHEL LOVETT

In October, the Libraries recorded the oral histories of Orval & Rachel Lovett, the first to be added to the Archive for Greek Life. Orval Lovett, '47 was a civil engineering major and a member of Alpha Pi Lambda. Rachel (Garber) Lovett, '47, was a home economics major and a member of Alpha Sigma Alpha.

Together the Lovetts and their daughter Nancy Lewis, MS '98, shared stories of their time at Drexel University in an era of great change on campus and across the globe.

Photo [clockwise from left to right]: Nancy Lewis, Dean Danuta A. Nitecki, Rachel Lovett, Orval Lovett



## RECOGNIZING AUTHORS

### CELEBRATING DREXEL'S AUTHORS PUBLISHED IN 2012

Forty-seven members of the Drexel faculty were celebrated for their contributions to scholarship at an event on Thursday, February 28th, which recognized books published in 2012. The cross-section of expertise at Drexel was showcased through the vast array of disciplines and topics covered by these authors and editors. President John A. Fry provided the opening remarks as over 100 members of the campus community gathered in the A.J. Drexel Picture Gallery, in the University's Main Building. Provost Mark Greenberg and Dean of Libraries, Danuta A. Nitecki, individually recognized the editors and authors, who represented each of Drexel's 13 schools and colleges as well as the Academy of Natural Sciences of Drexel University and Drexel University Sacramento.

The annual event was hosted by the Office of the Provost and University Libraries. Authors with books published in 2013 should contact the Libraries at [libraries@drexel.edu](mailto:libraries@drexel.edu) to be included in the 2014 event.

### LAPTOP ACCESS 24/7

#### VENDING MACHINE DISPENSES MACBOOKS

In early December, the Libraries unveiled a new vending machine - one unlike any other in Philadelphia. This machine provides 12 Apple Macbook Pro computers throughout the day and night, with the swipe of a Drexel ID. The acquisition of the machine was the brain-child of two members of the Libraries staff, who were motivated to bring their idea to life after a student expressed his unease with carrying his personal laptop home from the library in the wee hours of the morning. The new kiosk was met with international press coverage as people expressed their surprise over a vending machine that was not only able to dispense laptops, but to do so free of charge and without direct staff supervision. Students quickly took to the kiosk, and over 200 checkouts were conducted within the first month of its use with an average of 16 checkouts per day. The Libraries will expand kiosks in the near future.



### 3D AT DREXEL

#### EXPLORING INFORMATION IN 3D

To help students better understand 3D printing and how it can be creatively applied to learning, the Libraries acquired a Makerbot 3D printer and added it to the copiers, scanners and computers available for student and faculty use. However, although it may soon be a common household device, there are many challenges to effectively use 3D printing for learning.

The Libraries, working with a committee of faculty, conceived an event series to help demystify 3D printing and to discuss some of the unique opportunities and common challenges of this format including scale, print media, programming and more.

On Wednesday, June 5, 2013, the Libraries welcomed over 50 guests to the first event, which featured presentations from three faculty members: Kenneth Lacovara, Nicole Koltick and Genevieve Dion. These individuals already work with three dimensional information in very different capacities and sparked an interesting and educational discussion. More events will be held in fall 2013.

### CONNECTING LIKE MINDS

#### DREXEL HOSTS LIBRARIANS FROM THE UNIVERSITY OF PENNSYLVANIA AND TEMPLE UNIVERSITY

"Be bold, be bold, be not too bold," was how keynote speaker, James Shulman, president of ARTstor, opened his presentation at the annual gathering of librarians from Drexel University, Temple University and the University of Pennsylvania. Over 100 library staff members were present at the event as Shulman spoke about how bold ideas drive innovation.

Appropriately, the event was held at Drexel's Library Learning Terrace, a space that was envisioned as the result of a bold idea to embed the Libraries in the heart of the student residential district. Following Shulman's keynote speech, librarians from each of the universities presented updates on digital projects and initiatives in their departments, libraries or archives.

This annual gathering offers a unique opportunity for library staff from the three institutions to network and discuss different trends, projects and initiatives in academic research libraries.





## SCHOLARSIP EVENTS

### CONNECTING DREXEL FACULTY AND STAFF THROUGH SCHOLARSHIP

ScholarSip discussions this year ranged from fascinating new discoveries in paleontology to the government's changing role in healthcare to prevention of hunger. The year began with a casual gathering in August over coffee and tea as attendees enjoyed the more relaxed summer pace of campus and shared feedback about the program's first year. Dr. Kenneth Lacovara hosted the December 2012 talk on the discovery of a new giant dinosaur in Patagonia, Argentina. His presentation shared details of his recent discovery and shared some of the cross-disciplinary aspects of his work.

The second presentation, on March 18th, was hosted by Dr. Robert Field who has a joint appointment at Drexel University's School of Public Health and the Earle Mack School of Law. His presentation detailed the tangled history of government and healthcare. The final ScholarSip of the year featured a discussion on hunger and its prevention hosted by Dr. Mariana Chilton of the School

of Public Health, whose work with the Center for Hunger-Free Communities provides women in poverty-stricken areas with digital cameras to help document the social crisis of hunger with their photographs. Some of these photographs were shown during Chilton's powerful presentation where she noted that almost half of the families with children in PA's first congressional district know food insecurity. In 2007, there were 12.4 million children who lived in homes that were food insecure.

ScholarSip is hosted by Drexel University Libraries with guidance from a faculty planning committee. Since 2012, over 200 Drexel faculty and professional staff from across campus have attended the forum and all schools, colleges and many departments have been represented. Ideas for the "food for thought" presentation are welcome. To join the ScholarSip invitation list, contact Jenny James Lee at [jjaj92@drexel.edu](mailto:jjaj92@drexel.edu) or 215.571.4095.

## LEARNING THROUGH SIMULATION

### LIBRARIES HOSTS PUBLIC SAFETY EXERCISE

On any given day patrons at W. W. Hagerly Library actively engage in a variety of different exercises and activities to build knowledge and learn new skills. This was no different on the morning of Wednesday, June 19, 2013, when the library was closed and police officers and first responders from across Philadelphia arrived to conduct a shooting simulation.

The Department of Public Safety led this multi-agency exercise, allowing first responders to simulate reactions to an active shooter situation.

"I was happy to offer our library as a venue for this simulation, bringing a new style of learning to what typically occurs in our building. It is unfortunate that situations might occur for which such simulations are invaluable, but it is comforting to know that our officers are actively training," Danuta A. Nitecki said.

Several Libraries staff members participated in the exercises, volunteering to act as victims to aid in the simulation. They wore costume makeup to mimic injuries.



## FACULTY PORTFOLIOS

### SO MUCH MORE THAN JUST YOUR C.V.

Drexel University partnered with Thomson Reuters to design and implement Faculty Portfolios, a campus service that comprehensively collects and manages information about faculty academic activities from various sources. The service will use analytic tools to identify research collaborators, produce evidence for tenure, promotion and program reviews, and formulate comparisons and ranking of Drexel research and academic output with other institutions. Data will identify such information as citations to scholarly publications, civic engagement activities, teaching, and research funding. Librarians, with expertise in the scholarship of specific disciplines, assist and train faculty and administrators in contributing data to the centralized database and creating customized reports. Sponsored by the Provost's Office and guided by faculty input, an implementation team is working closely with faculty and staff to configure the system for use at Drexel.

"We have been looking for an easy solution to enable our faculty to identify local and global research collaborators and for our administrators to honor faculty professional activities and accomplishments as part of Drexel University's commitment to fostering scholarship and creative work," said Drexel University Provost Mark Greenberg. "The tools Thomson Reuters developed are critical to our strategy for tracking our impact in solving important social problems through practical research. We are excited to have Thomson Reuters as a partner and are working with experts in information technologies and services from across the campus to implement this new service."

The relationship leverages the unique expertise of Thomson Reuters with Drexel's evidence-based assessment approach and Drexel Libraries' innovative services to support university research activities and performance.

For more: [drexel.edu/facultyportfolios](http://drexel.edu/facultyportfolios).



## PERSONAL LIBRARIAN

### YEAR THREE OF THE LIBRARIES PERSONAL APPROACH TO WELCOMING NEW STUDENTS

Now in its third year, the Libraries' Personal Librarian program continues to connect incoming freshman to members of the library staff, with a goal of personalizing the Libraries' vast resources and services that can, at times, be overwhelming or confusing. Since its launch in 2010, this program has connected 12,643 students with librarians and provided a personal touch to learning about the Libraries.

Now under the direction of librarian for undergraduate learning, Nancy Bellafante, the program continues to grow and seek a greater focus. Personal Librarians help students connect with teachers and coaches and navigate the university and academic library environments to get started with research. They also send regular e-mails to students providing information about resources, services, news and events.







## THE CHALLENGES OF MEASURING IMPACT

By Danuta A. Nitecki

What do you most value in a library? I often ask this question to students riding the Drexel shuttle, interview faculty who are crossing campus or listen to administrators reviewing university plans – and I hear a variety of responses. People mention items on reserve, places to study, helpful librarians and access to collections beyond Drexel. At conferences and throughout library literature, librarians are reporting concerns that what was once a personal reflection about an unchallenged institution is increasingly a defining objective that must be measured to justify investment in the library.

Lingering measures of an academic library, formalized through over 50 years of accreditation standards and nationally gathered reports, reflect a library's resources and the activities conducted with them. Librarians are good at counting – books, instructional hours, transactions and consultations.

Inputs such as staff employed, dollars budgeted, books, or hours combined with output measures such as numbers of questions answered, titles added or people who visit are the expected norm of how to measure a library's worth. The long-standing assumption has been that the value of an academic library is in the size of its collections, budget, staffing and space. And, with this assumption, more is always better.

This year, the Libraries has begun to evolve measures of value from three perspectives: client perceptions of service quality, fiscal return on investment and impact on learning. To successfully establish valid and reliable metrics, we are working

with experts from Institutional Research, Assessment Evaluation, Student Affairs, and faculty and professional colleagues across campus. Underlying the effort is acceptance of changing assumptions about the role of a library.

Drexel's current library transformation began with the redefinition of its mission, moving from a place that houses books toward being a learning enterprise with strategic attention to its purpose: to ensure access to authoritative information, build learning environments, strengthen Drexel's connection to scholarship, and model an organization driven by quality service, evidence-based decisions and collaboration. Here, I share insights into the challenges we face to articulate metrics of value and progress of this transformation.

**Client perceptions of service quality.** The Libraries is a service organization whose primary clients are the students and parents who pay for an academic experience and the faculty who teach and conduct research in delivery of Drexel's educational mission. This year, managers used data captured through an online survey to identify what clients value most in terms of library services. Staff analyzed results to undertake improvement efforts.

Ultimately the service the Libraries provides to the Drexel community is access to authoritative information, with environments fostering information discovery and use and expert guidance to learn to do so independently. Staff continue to record input and output measures to provide services. They use these to evaluate efficiency of operations and client convenience. Managers have reviewed, for example, data on costs, level and timing of demand for equipment and staffing to lend it. They are next expanding the lending kiosk option for self-service check out and will measure cost effectiveness.

**Return on investment.** The Libraries is participating in a national study that will provide valuable comparative ROI data. Two years ago, we gathered detailed information about time staff spent on a various tasks, as well as salary, space allocations, and volume of service activities. While waiting for the results of this study, we have begun to explore new ways to gauge the amount of market value provided for investment of tuition dollars budgeted for the Libraries. For example, we are trying to compare the amount of tuition spent by the Libraries [to license access to electronic journal articles, lend reserve books and provide guidance in using information] to the amount it would cost a student to obtain these services in the market place.

**Impact on learning.** This is the most difficult measurement we are tackling. The Libraries offered over 500 instructional sessions this year, attended by over 16,000 students. But, such inputs and outputs tell us nothing about the session's impact on a student's mastery of information literacy competencies, grade point average or retention. Staff have tested an instrument that was designed to measure information skills, but have found it outdated and difficult to interest students to take. Next we began work with faculty to apply rubrics for learning basic competencies and hope this may offer better insights into what students have learned after engaging with library instruction. Trying to correlate GPA or retention with student use of library services is our next challenge and gathering data to analyze the relationship between student behaviors in the library and their GPA or retention is not simple. We are examining ways to mine data to protect privacy of an individual students use of information and library services, and also to aggregate data from multiple systems that record such events as swiping a card to enter the library, borrowing a piece of equipment or book, downloading an article or registering for a session. These are just some of the efforts we are making to be able to provide evidence not only what the Libraries offers and how it is used, but also what difference it makes and how it contributes to the University's academic mission. We have set directions to engage in becoming a more valuable partner on campus and now are working to describe the impact of our contributions as a learning enterprise.



# 2.6 Million

## Access Transactions

Access to authoritative information is a key role for any academic library and is an integral part of the Libraries' strategic plan. In total, the Libraries provided access to materials and resources over 2.5 million times through the fiscal year. Nearly half of the Libraries budget was allocated to collections, largely because of the increasing costs of electronic resources. In some cases, the Libraries is charged per download. This year, the Libraries negotiated access to Harvard Business Review articles for course use and continued to grow the collection in areas important to Drexel research.

### The Tales of Dragons

The history of Drexel University can be discovered in many different ways, but one of the most unique and personal approaches to documenting the University's past is by recording the stories of Drexel's alumni. The University Archives recorded the personal experiences of over 10 Greek life alumni and will continue to build the oral history collection in the coming years. These materials will be made available online through the Archive for Greek Life.

### Implementing Ares

In fall 2012, the Libraries successfully launched a new reserves management system, Ares, providing a single access point for course-related materials. This new system integrates directly with Blackboard Learn, providing immediate access to electronic reserves and detailed information about print materials available at the Libraries. The system also reduced wait times at the Circulation Desk and freed faculty from completing multiple paper forms. The Libraries customized the system so that it can also manage fair use confirmation and copyright requests from publishers.

### Library Assistance

In the summer of 2012, the Libraries removed an iconic piece of W. W. Hagerty Library - the reference desk. Since then, the staff has transitioned to Library Assistance, a new and streamlined approach to fielding questions. Library Assistance answers the majority of questions asked at the Circulation Desk, from, "How do I find this item," to "Where can I make a photocopy." Traditional reference questions are directed to a librarian who is 'on call.' The transition has proved beneficial and has extended service hours while freeing librarians to pursue their expanded liaison duties.





# 1.27 Million

## Visitors to the Physical Libraries

### Changes in Environments

Library environments were a continued topic of interest this year as the Libraries began planning for future renovations to improve existing spaces and add more seating to its crowded locations. In collaboration with the architectural firm Kling Stubbins, a potential plan was drafted that could add approximately 250 seats to W. W. Hagerty Library while improving the building's traffic flow and streamlining security expenses. The Libraries will continue to seek new and innovative ways to improve learning environments both inside and outside of our existing physical spaces.

### Have Laptop, Will Travel: the Embedded Librarian

Liaison Librarians have stepped outside of the library to bring coaching and expertise to students and faculty members closer to the labs, classrooms and departmental spaces where they work. They are embedding the Libraries' resources and staff knowledge in the academic life of campus and strengthening the relationship with faculty as they partner to teach students.

### Online Environments

More than 1.27 million visits were recorded at the Libraries' physical locations this year in comparison to the 1.6 million visits recorded to the Libraries website. Providing efficient access to online resources is an important part of the Libraries plans.

### Group Study Rooms

Collaborative work is an important part of the learning experience for many students as they build teams and learn from one another. The Libraries fosters this work through a collection of over 37 study rooms at its three libraries. In 2012, the Libraries began a campaign to improve the study rooms, replacing furni-

ture, adding technologies, and improving environments. So far donors have generously funded the transformation of three rooms at W. W. Hagerty Library, the first of which is named for Lisabeth Holloway, '50, a distinguished health sciences librarian and Drexel alumna. This room features a white board wall and updated comfortable and mobile furniture as well as a table with a writable surface.

Improvements will benefit students and faculty who frequently utilize these collaborative work spaces. For more information about the Group Study Room campaign, contact Kerry DiBlasio at [knd39@drexel.edu](mailto:knd39@drexel.edu) or 215.57133803.





# 16,603

## Academic Partnerships

The Academic Partnerships department continued to evolve through the year engaging in multiple academic committees and accreditations and participating in conversations with faculty and staff on topics such as the Drexel Student Learning Priorities, 3D printing and information, big data, the First Year Book Program, digital archives, online learning and more. As the University grows and evolves, the Libraries will continue to partner with faculty and staff to share expertise and develop plans for the future.

## Collaboration Across Campus

The Libraries partners with many departments and colleges across campus to coach students, assist in research and provide a unique expertise. This year, the Libraries helped to found the Drexel Student Learning Priorities Group, assisting students and educators in teaching the DSLPs. The Libraries also founded a 3D printing group and worked collaboratively with the Star Scholars, New Student Orientation Committee, Student Life and The Writing Center.

## In Circulation

The Libraries' monthly newsletter, In Circulation distributes information about the organization's events, activities and initiatives to over 4,000 Drexel faculty, staff, students, parents and friends. To subscribe to In Circulation send an email to [libraries@drexel.edu](mailto:libraries@drexel.edu) with "Subscribe" in the subject line.

## Recognizing Scholarship

Scholarship is a large part of the academic life on campus and the dedication of faculty and students to pursuing new knowledge is often time consuming and challenging - and sometimes

provides little or no recognition. The Libraries launched several events in the last two years to recognize the work of Drexel faculty and students. Through quarterly cross-disciplinary conversations, ScholarSip, provides an opportunity for faculty members to share their work and spark conversation. In February 2012, the Libraries hosted the first annual Authors Event recognized faculty who published or edited books. Both President Fry and Provost Greenberg attended to celebrate the 47 authors and editors. The Libraries also began recognizing student contributions to scholarship through bookplates, installed in student-selected items in the collection.



# 63% Staff Participation in WHY I GIVE Fundraising Efforts

They say that change is inevitable and this is clearly evident in libraries as new technologies change the academic landscape and students and researchers bring individual and unique expectations of how a 21st century library should function. The Libraries is planning ahead for change - reorganizing, training, recruiting for positions that will monitor trends and embracing new opportunities. By the end of the 2012 - 2017 strategic plan, the Libraries will be positioned to be trendsetters in the field - quickly identifying challenges and implementing changes to best prepare for them.

## Training & Development

Maintaining a skilled and dedicated workforce is a key component of an organization's success and of the Libraries strategic plan. This year brought leadership training, strategic plan implementation meetings, workshops and professional travel. Staff continued to host SPARK workshops to share knowledge gained from conferences and committees and build new skills.

## One University > One Libraries

Reorganization, redefining and recruiting were a major challenge during the 2013 fiscal year as the Libraries explored how to standardize the staffing and services at four separate locations while pursuing ambitious strategic plan goals. In January, the Libraries reorganized the services and quality improvement department to better align individuals completing similar tasks. The previous system had staff organized by location and not by job responsibilities. The reorganization fosters a greater sense of collaboration, increased efficiency and a more project focused structure for completing program assignments. In addition to a reorganization of staff, the Libraries has also

undertaken a large recruitment effort - redefining vacant positions and recruiting for them. Throughout the year, the Libraries recruited for 10 open positions. As a visitor to the Libraries, whether online or on site, you may never see some of our new hires who will fill these positions. But, know that their deep knowledge, extensive experience, and commitment to values of self-directed learning, will soon be well applied to improving the Libraries as a key learning enterprise for Drexel.





## LIAISON LIBRARIANS REDEFINED

By Elizabeth Ten Have, Director of Library Academic Partnerships

As Drexel University Libraries grows and evolves into a model academic library for the 21st century, there is a need to expand the role of the liaison librarian. Traditionally thought of as a subject specialist librarian, focused on building discipline-specific library collections and service support, liaison librarians are pushing the boundaries into new roles at Drexel.

Subject and discipline expertise is still an important attribute for a liaison librarian – Drexel's liaisons hold discipline specific graduate degrees as well as professional certifications and work experience that align with the disciplines of their constituent schools, colleges and departments. This knowledge combined with librarians' expertise in information literacy, scholarly communication norms, informatics and meta-data open up new areas for liaisons.

Liaison librarians ventured into new ground at Drexel this year in a variety of ways. They worked with faculty to embed information literacy – one of the key Drexel Student Learning Priorities – into undergraduate course work; created a workshop series for new faculty embarking on research projects; advised faculty and graduate students on journal and other scholarly

publication outlets appropriate for their research; and partnered with an interdisciplinary group of faculty to showcase geographic information systems tools in a graduate program.

The liaison program was formally extended to Drexel's health sciences colleges in the spring of 2013, building on the strengths of the long standing liaison program at the University City campus. With this extension of the liaison program we seek to enhance communication and deepen partnerships between the Libraries and the health sciences programs. By integrating liaisons across the university locations in a unified program, the Libraries is building an organization to support the expected growth in interdisciplinary efforts at Drexel.

Liaison librarians continued their own professional education this year by attending conferences and workshops on 'big data', institutional electronic repositories, information literacy and teaching & learning. In total members of the Libraries' staff traveled over 110,000 miles to professional and business training events and workshops.

With an increasingly strong understanding of the curricular aims and research goals of their constituent programs, the liaison librarian provides connections to existing library programs and services, such as integrated instruction, information resources and research support. In becoming a regular presence in academic spaces across campus – whether physical or virtual – the liaison librarian can craft programs and services that meet developing curricular and research needs.

Building on the concepts of the Library Learning Terrace and the Embedded Librarian, liaisons will spend an increasing amount of time outside of the traditional library to bring coaching and expertise to the labs, classrooms and departmental spaces where students and faculty most often work. Embedding library resources in added spaces combined with the expertise of liaison librarians places the focus on learners and researchers and strengthens liaison relationships with their respective departments. Many Drexel liaison librarians are already working closely with their departments, both formally and informally, in classrooms, labs and learning spaces across campus.

One of the best features of this new approach is that it is organic in nature. The process evolves based on what works best for faculty, students and librarians in each unique discipline.

"With an increasing amount of our resources available online, individuals less frequently must come to the physical library to access information. They come to libraries for print materials and environments for self-directed learning but also increasingly for assistance in finding and utilizing information. These changing conditions, as well as a scarcity of seating in library spaces, have challenged us to explore ways to bring the Libraries to the campus community. The approach of embedding Liaison Librarians around campus, in environments where our community already works, is one way we aim to partner with departments to bring information guidance and expertise directly to students."

- Danuta A. Nitecki, Ph.D.



# STAFF NEWS



## PETER IVANICK

### REMEMBERING A COLLEAGUE

Peter Ivanick, head of Libraries systems & technology, passed away suddenly on January 13, 2013. Peter came to the Libraries in 2006 and led the Libraries' workstation and laptop programs. He also oversaw the development of the website redesign and new content management system; implementation of the electronic institutional repository; selection and implementation of a discovery search service that provides access to many of the Libraries' licensed resources with a single search. Prior to his work at Drexel, he worked at The University of Pennsylvania, PALINET, Lehigh University and the University of California's Southern Regional Library. Peter is survived by a wife and daughter. He is sorely missed.

## STEPHANIE CLARK

### OVER 40 YEARS AT DREXEL

Stephanie Clark, ILL assistant, left the Libraries in March after 40 years at Drexel University. Stephanie was the Libraries longest-serving staff member. She joined the staff in 1972, over ten years before W. W. Hagerty Library was completed. She worked at Korman Library under the direction of Richard Snyder and under the reign of President Hagerty and the three library directors and two university presidents that followed. Stephanie worked in serials and cataloging before she joined the ILL group and was a helpful, humble and kind colleague.



## LINDA M. G. KATZ

### RETIRED AFTER 25 YEARS AT DREXEL

Linda Katz retired in mid June 2013 after a 25 year career at the Health Sciences Libraries. Linda was most recently the associate director of health sciences libraries and was an active member of the Medical Library Association. She recently

completed two terms as the Editor-in-Chief of the Medical Library Association's MLA News and still serves on the editorial board of the Journal of the Medical Library Association. Linda also helped to edit the Libraries monthly e-newsletter, In Circulation. Linda witnessed firsthand the many changes at the Health Sciences Libraries during the mergers that eventually lead to Drexel's affiliation with the medical school. She also was a part of the leadership team that helped to implement many of the changes happening at the Libraries. Linda received her master's degree in library and information systems from Columbia University and her leadership at Hahnemann Library will be missed.

# STAFF CELEBRATION AWARDS



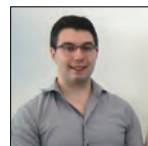
## DEIRDRE CHILDS, HEAD OF ACCESS SERVICES

Deirdre Childs was honored for leading the reorganization of access services at the Libraries, demonstrating an exceptional level of dedication, skill and collaborative spirit – all while enhancing services and experiences for users. Dee implemented streamlined and consistent policies and procedures across library sites, making it easier for staff to work at different locations and ensuring that patrons have similar experiences, regardless of their location.



## DIANE KINNEY, METADATA SERVICES AND ACQUISITIONS TECHNICIAN

Diane Kinney was recognized for her outstanding efforts to enhance outreach services, going above and beyond the required duties of her position. Diane helps students through the final arduous process involved in the submission of their thesis or dissertation for binding. Her careful attention to the needs of the patron population has increased the Libraries' reputation for outstanding customer service and academic support.



## JANE BRYAN STUDENT WORKER AWARD - FRANCISSE PARLIAROS

Francisco Parliaros contributed to the Libraries in many ways, including working with the Laptop Lending Kiosk's vendor and providing after-hours support for the Kiosk's operations. In one of his more notable contributions, Fran organized a core beta test group, composed of students, to help the Libraries better understand how they could meet student needs. Through this group, the desktop support team learned that students wanted additional software installed on the public computers. Fran then worked quickly to fulfill this request.



## JANE BRYAN STUDENT WORKER AWARD - LEONDAS PARLIAROS

Leondas Parliaros has gone above and beyond the duties of his position and initiated the idea that a program could be developed to correlate package tracking numbers with item request numbers in interlibrary loan, to enable the Print Resources Access Management team to track the location of specific items during shipping. Shortly after, the program was developed and it is successfully working with the Libraries database and UPS Worldship.

## TEAM AWARD - LAURA CHANCE, DEIRDRE CHILDS, KATHERINE FISCHER AND ALLISON KING

This team of four lead the transition to the reserves system, Ares. Together, they mapped changes in workflow, developed training materials and documented and communicated changes to faculty and students. The implementation of this new system allowed for automated reserve services with integrated copyright management, it saved time and increased productivity, provided a single access point through Blackboard Learn and offered valuable usage statistics. Through the preparation, communication, training materials and events, and the endless tact and patience displayed by this team, the new reserves process was successfully adopted.

# LIBRARIES STAFF RECOGNITION AND WORK

## AWARDS



**JAY BHATT**

Jay, liaison librarian for engineering, was awarded the Outstanding Staff Mentor award in June 2013 from the Drexel University Graduate Student Association. Each year GSA recognizes members of the University staff who go above and beyond in support of Graduate students.



**LAURA CHANCE**

Laura, library reserves specialist, received the Association of College and Research Libraries, Delaware Valley Chapter's Future Librarian Award. Laura's winning essay earned her a stipend to attend the ACRL 2013 Conference in Indianapolis, IN.



**GARY CHILDS**

Gary, librarian for health sciences, received the Outstanding Service and Dedication Award from Drexel University's College of Nursing and Health Professions in June 2013.



**KENNETH FISHER**

Kenneth, electronic resources and acquisitions assistant was named Outstanding Friend of the Chapter from the Philadelphia Chapter of the Special Libraries Association.



**LINDA M. G. KATZ**

Linda, associate director of health sciences partnerships, was recognized with an honorary Lifetime Membership Award from the Philadelphia Regional Chapter of the Medical Library Association in April 2013.



**KATE MASTERTON**

Kate, print resource access management assistant, was accepted into the National Library of Medicine Associate Fellowship Program. The program consists of a one-year postgraduate training fellowship at the NLM. Kate also received the Beatrice Davis Award from the Philadelphia Regional Chapter of the Medical Library Association.



**TIM SIFTAR**

Tim, liaison librarian for education and information science and technology received the Chapter Liberty Bell Award from the Philadelphia Chapter of the Special Libraries Association.



**KATHLEEN TURNER**

Kathleen, librarian for health sciences, co-authored a paper with Prudence Dalrymple, Ph.D., The School of Information Science and Technology, titled, "Making Connections through Outreach: Lessons Learned and Future Directions," which won second place at the Medical Library Association's Quad Meeting in Baltimore, MD.

## PRESENTATIONS

Alexis Antracoli presented "How Much Context Do I Really Need?: Arranging and Describing a Hybrid Manuscript Collection," at the Society of American Archivists Annual Meeting in San Diego, in 2012.

Alexis Antracoli presented, "Digital Accessioning," at the Archivists Being Awesome Meeting held in Philadelphia, PA in February 2013.

Jay Bhatt presented, "Evolving Technologies in Biomedical Research," at the Seminar on Social Media and Libraries held at Tata Memorial Hospital in Mumbai, India in December 2012.

Jay Bhatt presented, "Outreach and Information Literacy for Engineering Students," at the METRO Science Librarians Special Interest Group Meeting in April 2013 in New York.

Jay Bhatt presented, "Building Leadership: Embracing Cultural Values and Inclusion," to the US Army Cops of Engineers in Philadelphia on May 29, 2013.

Jay Bhatt presented, "Using Emerging Information Technologies in Aerospace Research," a paper co-authored with Shawn Woodson and Ajmal Yousuff at the International Space Conference, in Ahmedabad, India, November 29 - 30, 2012.

Laura Chance presented a poster, "Navigating Copyright: One institution's map to e-reserve access," at the Association of College and Research Libraries meeting in Indianapolis, Indiana in 2013.

Peggy Dominy presented, "Biology Grade Improvement after Librarian Consultation," with Jessica Battisto, Heather Gwin and Abigail

Dominy on July 17, 2012 at the Annual Conference of the Special Libraries Association held in Chicago, IL.

Peggy Dominy and Jay Bhatt presented, "Tools for Author Disambiguation, Profiles and Collaboration," on June 10, 2013 at the Annual Conference of the Special Libraries Association held in San Diego, CA.

Danuta A. Nitecki presented, "What's the Return on Investment," to the Library Leadership and Management Association's Measurement, Assessment and Evaluation Section Discussion Group at the American Library Association Conference in Seattle, Washington on January 27, 2013.

Danuta A. Nitecki served on a customer panel for the Scientific and Scholarly Research Business Unit, representing academic libraries, at the Thomson Reuters Annual Sales meeting held in Orlando, Florida in January 2013.

Holly Tomren presented, "E-book Cataloging Using the WorldCat Knowledge Base," with Sarah Haight Sanabria and David Whitehair on November 8, 2012 at the Charleston Conference, held in Charleston, South Carolina.

Holly Tomren presented "Time-saving tools for e-book metadata management," with Sarah Haight Sanabria and David Whitehair on March 19, 2013 at the Electronic Resources & Libraries held in Austin, Texas.

## PUBLICATIONS

Danuta A. Nitecki published "Toward Building an Embedded Academic Library: The Case of Shaping Drexel University Libraries Spaces," in *Reflecting on the Future of Academic and Public Libraries*, edited by Peter Hernon and Joseph R. Matthews and published in 2013 by the American Library Association.

## SERVICE & RECOGNITION

Alexis Antracoli served as a board member of the Philadelphia Chapter of the Association of Records Managers & Administrators.

Alexis Antracoli joined the Steering Committee of the Records Management Roundtable for the Society of American Archivists.

Alexis Antracoli served on the Finance Committee of the Mid-Atlantic Regional Archives Conference.

Jay Bhatt was featured in Colleen DeLory's article "Behind the Scenes: Engineering Librarians Play Role in Engineering Village Evolution," in the Library Connect Newsletter, 10(3), p.9.

Linda M. G. Katz served on the Editorial Board of the Journal Medical Library Association.

Larry Milliken was on the Organizing Committee for THATCamp Philly.

Larry Milliken was on the Organizing Committee of PhillyDH@Penn.

Danuta A. Nitecki was invited to participate in a workshop on ARTstor Shared Shelf for Science in New York, NY on June 18, 2013

Holly Tomren was asked to serve on the Enhancement Grant Panel for the Institute of Museum and Library Services.

Ann Yurcaba served as Treasurer for the Mid-Atlantic Innovative Users Group



# 114,791 Miles

traveled to  
professional  
activities

The Libraries staff of 64 FTE traveled 114,791 miles throughout the year to attend a variety of networking opportunities, speaking engagements, conferences and training sessions. The average travel distance per employee equals just over 1,700 miles - extending the reach of Drexel University far beyond Philadelphia.

## BY THE NUMBERS FISCAL YEAR 2013

### INPUTS

#### COLLECTIONS

Electronic Volumes	208,252
Print Volumes	444,954
Other	25,822
Archives	2,496 Linear Feet

#### EXPENDITURES

Collections	\$4,349,917
Staffing & Benefits	\$4,471,230
Operational	\$640,988

#### LIBRARY STAFF

FTE Staff	64
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### OUTPUTS

#### ITEMS LOANED

General circulation	43,812
Reserves	117,895
Online	2,097,447
Equipment	114,030

#### INTERLIBRARY LOAN

For Drexel	16,655
For Others	14,407

#### RESEARCH CONSULTATIONS

Reference Transactions	6,458
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#### INSTRUCTION

Sessions	538
Attendees	16,112



## OPPORTUNITIES TO SUPPORT THE LIBRARIES

### ARCHIVE FOR GREEK LIFE

The Archive for Greek Life is the result of a joint partnership between the Libraries, the Drexel Inter Fraternity Alumni Association (DIFAA) and the Drexel University Alumni Association (DUAA). The archive professionally preserves fraternity and sorority memories and memorabilia – maintaining a key part of Drexel history. Financial contributions to the University Archives provide key funding to support these initiatives.

### GROUP STUDY ROOMS

Group Study Rooms are a valuable spaces for students to prepare collaborative assignments. Donations to the Group Study Room campaign helped to update three group study rooms during the year, providing new equipment and furnishings for these spaces. The first room was dedicated to Drexel alumna Lisabeth Holloway, '50.

### COLLECTION BUILDING

The Libraries' collection is a key part of the role of the organization. Donations from supporters help to grow specialized collections and provide valuable resources to the campus community

To learn how you can help support the Libraries contact Kerry DiBlasio, director of development at [kerry.diblasio@drexel.edu](mailto:kerry.diblasio@drexel.edu) or 215.571.3803.

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For questions, comments or to request additional copies, contact 215.895.2750 or [libraries@drexel.edu](mailto:libraries@drexel.edu)



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