DIRECTIONS
ANNUAL REPORT 2012

Drexel University Libraries
FROM THE DEAN

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

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

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

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

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

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The Libraries hosted a milestone event towards building the 2012 – 2017 Strategic Plan in July 2011. Nearly 60 people, representing the diverse stakeholders of the Libraries, gathered at Drexel’s Queen Lane Campus to participate in a Future Search Conference.

The three-day highly interactive conference took a holistic look at the theme, “The Future of Drexel’s Libraries: Advancing the University's Strategic Transformation.” Attendees shared past and present experiences to reach common ground before working to identify an exciting future for the Libraries. Dozens of strategies were brainstormed to build a future that emphasizes collaboration, leadership, integration of technologies and curation of information resources, as well as the development of innovative new spaces to advance teaching, learning and scholarship at Drexel and in the broader communities.

A Future Search Conference is a unique planning meeting, used worldwide. It helps large diverse groups to discover their shared values, purpose and projects and enables individuals to create a desired future, beginning work on it right away. Trained future search consultants Gerry Gorelick and Suzanne Noll, Manager of Training and Development at Drexel University’s Human Resources department, facilitated the conference.
FEEDBACK FROM OUR USERS >>>

“The staff is very supportive and provides high-quality assistance when inquiring about research methods and resources for academic projects.”

“I’ve never had a problem getting resources.”

“I am most satisfied with the quality of the online resources and the staff in the library. The people I ask for assistance are always incredibly knowledgeable and very helpful.”

“The location of the library and its hours [are what I’m most satisfied with]. It is accessible and available when I need it to be.”

“The library is the most important space on campus, it is the one place on campus that every student and professor uses.”

“Most things are available online. I am an online student who lives over an hour away from Philadelphia. Being able to access the numerous databases from home is helpful with my research and studies.”

“The library is a safe environment to study in and I use it for hours a day.”

“During midterms and finals it seems like half the students on campus are at the library.”

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

Comments are from the Libraries’ Counting Opinions questionnaire. To give feedback, please visit www.library.drexel.edu/input.
Four key directions will shape the future of Drexel University Libraries as a vibrant learning enterprise which seeks to advance the University’s strategic plan. Unveiled in April 2012, these directions frame the five-year Strategic Plan that provides a roadmap for the Libraries activities.

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

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

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

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

For more information and updates on implementing the five-year Plan, please visit: WWW.LIBRARY.DREXEL.EDU/STRATEGICPLAN.
The Libraries provides online access to ideas and authoritative information, freeing researchers from the limitations of time or geography. Over the course of the next five-years, the Libraries will design and implement new collection management strategies, develop tools to simplify discovery, collaboratively build and service an infrastructure for the life cycle of information within Drexel’s digital culture and preserve and curate documentation artifacts of Drexel’s history and legacy.

RECORDS MANAGEMENT - With the appointment of a new records management archivist, the Libraries assumed responsibility for guiding University departments to appropriately preserve and discard records and legal documents.

BUILDING THE ARCHIVES FOR GREEK LIFE - Support from an advisory group of alumni has helped to preserve historic materials and ensure access to Drexel’s memory, highlighting fraternity & sorority life.

NEW TECHNOLOGY - To meet increased student demand for technologies, additional laptops and iPads were added to those available for loan from the Libraries. In addition, work is underway to offer late-night self-checkout of laptops.

ONLINE ACCESS - Accessibility of the Libraries’ website was improved to allow for easier use through mobile devices as well as assistive technologies.

DIGITAL@DREXEL - Over 35 members of the campus community participated in the Libraries-initiated Digital@Drexel group, which works to identify digital research and preservation needs, problems, opportunities and advances.

NEW ADDITIONS - Several new electronic databases were added to the collection, including the full Vogue Archive, Historical Washington Post, Sage Research Methods Online and the New York Review of Books.

9,256 new journals added to the collection
24,000 new metadata tags provided to research resources
99.99% time Libraries systems were available
13 new Apple iPads available for Circulation
14,643 items obtained through ILL for Drexel researchers
52,191 items loaned through general circulation
1.9 M items downloaded from the Libraries’ website
2,425 linear feet of materials in the University Archives

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

On November 16, 2011, the Libraries hosted a Digital@Drexel showcase and presentation. The showcase featured Drexel digital projects and a presentation from Bill Ying, Ph.D., vice president of ARTstor, titled “Digital Landscape Content Strategy in Higher Education.”

HOLLY TOMREN
Head, Metadata Services, Drexel University Libraries

“This year, metadata services worked to ensure that Drexel research resources are widely discoverable on the open web, including providing access to over 16,000 ebooks. We expanded services to include consultation to the Drexel community on issues of resource descriptions for research data, image collections and other materials.

We are excited to continue to optimize our metadata services to expose Drexel data to learners and researchers worldwide.”
ENVIRONMENTS FOR LEARNING IN PHYSICAL & CYBER SPACES

The Libraries provides a variety of learning environments to the Drexel community. A transformation of existing spaces is underway to build self-directed learning environments that will embed the Libraries in physical and cyber learning environments.

LIBRARY LEARNING TERRACE – This year welcomed the first full year of use of the Terrace, which opened in June 2011. The collaborative environment, which seats about 75, was popular among students, with over 43,000 visitors through the year. An evaluation of the space showed that students appreciated the Terrace for group work. In the spring, the Libraries added collaborative technology, the Steelcase media:scape, to further strengthen the group-work style environment.

ENVISIONING LIBRARY ENVIRONMENTS – Nearly 20 Drexel students, faculty and staff participated in an envisioning project hosted by the Libraries and facilitators from Vitetta Architects, in January and February. The project invited individuals to share images and ideas to determine what type of library environments would best suit the Drexel campus. Jim Keller and Claudine LeVan, an architect and designer from Vitetta, used this feedback to create a vision for the upcoming renovation of W. W. Hagerty Library and for future embedded libraries.

TYPOGRAPHY PROJECT & INSTALLATION - A collaboration between Westphal College faculty member Shushi Yoshinaga, Ph.D., and the Libraries led to the creation of over 100 learning-inspired typography designs from students in Typography I classes. Students, as a part of their class, were tasked with creating artwork that would inspire learning. These selected designs were printed on the mesh dividing screens of the Herman Miller Hub at the Terrace.

179 different countries from which the Libraries’ website was accessed

13.75 average daily service hours for all locations

111,872 square feet of library space at Drexel

1.5 M visits to the Libraries’ website

300,000 logins to Libraries’ desktop computers

19,317 group study room reservations

1.2 M visitors entered Libraries’ locations

37 group study rooms at the Libraries

Typography designs from several students are displayed on dividing panels of the Library Learning Terrace’s Hub. Chosen designs were created by: Gerre Mae Baroebal, Seth Fowler, Lauren Poole, Soha Qadir and Danielle Rowan.

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

CHRIS BACCASH
Drexel University
Undergraduate Engineering Student

“The Library Learning Terrace has a more active environment and more energy [than a traditional library].

People use the whiteboards to do homework and share artwork. You can tell people are working together far more and a lot of students will visit just to connect with each other.”
Libraries connect people to information, to each other, and to experts. At Drexel, the Libraries deepens connections to scholarship through introducing learners to new information, supporting teachers’ instruction, enabling researchers to manage data and helping administrators save time. The Libraries also celebrates campus intellectual and creative life.

**SCHOLARSHIP** - A new venue for faculty and professional staff to connect, toast the end of the academic quarter and celebrate Drexel cross-disciplinary research began in 2012. ScholarSip was introduced as a result of faculty interest in a social gathering, and over 100 individuals attended the first two events, which featured presentations from Youngmoo Kim, Ph.D. and Eric Zillmer, Psy.D.

**WORKSHOPS & INSTRUCTION** – The Libraries partnered with the Writing Center, Steinbright Career Development Center, chemistry tutors, the Honors College and student groups TechServ and DragonLAN as a part of its 522 instructional sessions. Also, a group of Libraries’ staff began work on workshop development and coordination, including the launch of online workshop marketing and registration.

**PERSONAL LIBRARIAN PROGRAM** - In its second year, the Personal Librarian Program connected incoming freshman to the Libraries’ knowledgeable staff through online communications.

**EVENTS & MEETINGS** - Over 34 events were held throughout the year, inviting alumni, friends, faculty, students and staff to exhibitions, meetings, gatherings and presentations. This included a Digital@Drexel showcase of projects, Archives exhibitions showcasing Drexel history, professional development opportunities and various social gatherings. These events connected over 1,000 people.

- **Attendees at Libraries’ instructional sessions:** 15,998
- **Individuals subscribed to the Libraries’ monthly newsletter, In Circulation:** 3,340
- **Individuals connected to the Libraries’ Facebook and Twitter social media sites:** 1,105
- **Increase in instructional activities at the Hahnemann campus:** 25%
- **Attendees at Libraries’ events:** 1,100
- **Drexel freshmen contacted by Personal Librarians:** 3,302
- **Total reference consultations provided:** 13,417
- **Thesis and dissertation consultations provided to graduate students:** 500
A model library organization effectively leverages university and external resources to serve students, enhance teaching and support researchers. The Libraries seek to develop a learning organization that builds managerial leadership and employee expertise, utilizes client feedback and engages in collaborative services with other campus departments. External support will help to drive improvements and facilitate this work.

**COMMUNICATION** - A new e-newsletter helped communicate the Libraries’ efforts. The newsletter, *In Circulation*, is delivered monthly to Drexel staff, faculty, alumni, students, parents and friends and complements a variety of existing Libraries communications. Also, the staff intranet was revamped to streamline internal communications.

**INTERNATIONAL VISITORS** - The Libraries welcomed several international visitors throughout the year, exchanging information and practices. Visitors included Irina Wagner, a intern from Bielefeld University Libraries, four librarians from Uzbekistan and three library professionals from Japan. Wagner spent several weeks at Drexel through a partnership program of the American Library Association and its German counterpart while visitors from Uzbekistan were visiting through a U.S. Department of State program.

**IMPROVEMENT** - The Libraries’ Counting Opinions online questionnaire garnered input from 295 individuals, which led to planning for several major improvement initiatives for fiscal year 2013.

**STAFF DEVELOPMENT** - The Managerial Leadership Group developed program plans which will help to ensure that the strategic directions are realized in daily interactions, work flows and procedures, as well as budget planning and future initiatives.

**ORGANIZATION**

44,324 miles traveled by staff to attend professional conferences

65 donors to the Libraries

1,439 comments provided through the Counting Opinions feedback survey

16 members of the Libraries’ Managerial Leadership Group

64 professional and paraprofessional Libraries staff [FTE]

63% staff participation in the Drexel WHY I GIVE donation challenge

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

**ANN C. YURCABA**

Director of Library Administrative Services

“As a new member of the Libraries’ staff, I am delighted to be part of a team that actively embraces transformative change in support of the University’s vision.”

“To ensure the ongoing relevance and vitality of the Libraries as a pivotal resource in the learning environment, organizational change and development are key to encouraging and supporting staff to seek and leverage opportunities and to enable ongoing growth and learning.”

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

Libraries’ staff participated in the Drexel Employee Olympics in summer 2012, competing and winning the walk/run relay competition. Participants included John Cannon, Kevin Egan, Charlotte Ford, Patrick Garon, Brendan Johnson and Steve Thorpe.
On Thursday, May 10, 2012, Drexel University Libraries hosted the third annual Library Celebration Awards. Established in 2010, the Library Celebration Awards recognize individuals or teams who have advanced the values of the Libraries through exceptional accomplishments. In addition to Library staff, a student worker is also recognized for his/her dedication to the Libraries by receiving the Jane Bryan Student Worker Award, named in honor of the previous director of Libraries.

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

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

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

**AWARDS**

**KELLEY COTTER**
Circulation Assistant
Queen Lane Library

**KENNETH FISHER**
Technical Services Assistant
W. W. Hagerty Library

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

**WILLIAM PATERSON**
Electronic Resources Assistant
W. W. Hagerty Library

**ASH WHISNAT**
Student Worker
Hahnemann Library

**STAFF ACCOMPLISHMENTS**

**AWARDS**

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

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

**PUBLICATIONS**


**PRESENTATIONS**


Libraries in the News


"Power to the Librarian: Reinventing the Learning Space." Library Connect. www.powertothelibrarian.com

### COLLECTIONS

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<tr>
<th>Collection Type</th>
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<tr>
<td>Electronic Collections</td>
<td>184,570</td>
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<tr>
<td>Print Collections</td>
<td>440,961</td>
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<tr>
<td>Other</td>
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### EXPENDITURES [in U.S. Dollars]

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<tr>
<td>Collection &amp; Information Services</td>
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<tr>
<td>Staffing Expenses &amp; Salaries</td>
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<tr>
<td>Other Operational Expenses</td>
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### OUTPUTS

### ITEMS LOANED

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<td>Reserves</td>
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<td>Online</td>
<td>1,899,693</td>
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<td>Equipment</td>
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### INTERLIBRARY LOAN

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<tr>
<td>For Drexel Researchers</td>
<td>14,643</td>
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<tr>
<td>To Other Libraries</td>
<td>14,733</td>
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### RESEARCH CONSULTATIONS

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<td>Reference Transactions</td>
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### INSTRUCTION

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<tr>
<td>Attendees</td>
<td>15,998</td>
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Drexel University Libraries has partnered with the Drexel Inter Fraternity Alumni Association (DIFAAA) and the Drexel University Alumni Association to launch an exciting new venture, the Archive for Greek Life at Drexel. This archive will professionally preserve and make available fraternity and sorority memories and memorabilia, as a key part of Drexel history, for future Drexel Dragons.

The Archive for Greek Life will be managed by the Drexel University Archives, a unit within the Libraries, which seeks to acquire, preserve and make available records, manuscripts, visual materials and publications related to the history of Drexel University.

Help build the Archive through your memories or financial contributions. For more information, contact Kerry DiBlassio, Director of Development, at kerry.diblassio@drexel.edu or 215-571-3803.

For more information about the Archive for Greek Life, please visit: www.library.drexel.edu/greekarchive.
The Libraries’ Annual Report is published once a year and contains information relevant to the 2012 Drexel University fiscal year which runs July 1, 2011 through June 30, 2012.

Danuta A. Nitecki, Ph.D.
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The expanding availability of information through digital formats, as well as the wide range of learning and teaching styles, has changed what people expect from a library. As students are able to access information through their laptops, tablets, smart phones and mobile devices, they seek out libraries for individual and collaborative learning environments. These learners come to the library to consult with experts and meet peers to work on group assignments. To meet this new demand, a variety of unique learning environments are required to support Drexel students as they read, collaborate and learn.

The Libraries is planning a redesign of its many well-used group study rooms to accommodate these new learners. Newly designed rooms will offer a welcoming ambiance that will inspire students to explore and discover information and create new forms of communicating knowledge. They will have added flexibility to accommodate a variety of different group interactions and will incorporate innovative technologies to support collaborative work. These environments will help to minimize noise in the remainder of the building while enabling intentional collaboration, stimulating conversations and new connections to scholarship.

For more information on how to support new environments within the Libraries, contact Kerry DiBlasio, director of development, at kerry.diblasio@drexel.edu or 215-571-3803.

TRANSFORMING GROUP LEARNING ENVIRONMENTS