Milner Does What?!
The Collaborative Reshaping of a Library

Dane Ward
Dean
March 29, 2016

MILNER LIBRARY
Illinois State University
Appreciation

• **Administrative Team**
  - Chad Kahl, Associate Dean
  - Dallas Long, Associate Dean
  - Magdalena Casper-Shipp, PR Librarian
  - Becky Franz, Facility Director
  - Leta Janssen, Business Manager
  - Lora Wey, Library Development

• **Milner Library faculty and staff**
Brief Overview

• How is Milner Library changing, and how can ISU make the most of this opportunity?

• What has Milner Library undertaken with you during FY16 to move forward?

• What will we pursue in FY 17 to continue responding to internal and external change?
The Changing World of Milner Library

- Is book circulation declining?
- How about DVDs?
- Are visitors to the library increasing?
- How often are the materials in storage requested?
- Are the number of reference questions remaining constant?
Reflecting National Trends

<table>
<thead>
<tr>
<th></th>
<th>NATIONAL TRENDS</th>
<th>MILNER TRENDS</th>
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<tbody>
<tr>
<td>PRINT BOOK CIRCULATION</td>
<td>185,287</td>
<td>122,850</td>
</tr>
<tr>
<td>REFERENCE QUESTIONS</td>
<td>105,612</td>
<td>30,784</td>
</tr>
</tbody>
</table>

*Since 2012, book circulation has declined 16%

# What’s Borrowed, What’s Not

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>Total Change</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REQUESTS FROM BASEMENT STORAGE</strong></td>
<td>5,273</td>
<td>4,467</td>
<td>3,819</td>
<td>3,245</td>
<td>-38%</td>
</tr>
<tr>
<td><strong>LAPTOP CHECKOUT</strong></td>
<td>9,246</td>
<td>7,632</td>
<td>10,134</td>
<td>12,253</td>
<td>+33%</td>
</tr>
<tr>
<td><strong>DATABASE SEARCHES</strong></td>
<td>68,811,655</td>
<td></td>
<td></td>
<td>171,105,286</td>
<td>+75%</td>
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</tbody>
</table>
# New Patterns of Using Space

<table>
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<tr>
<th></th>
<th>2004</th>
<th>2015</th>
<th>TOTAL CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>GATE COUNTS</td>
<td>676,708</td>
<td>717,541</td>
<td>+6%</td>
</tr>
<tr>
<td>MILNER ULAB GATE COUNTS</td>
<td>177,791</td>
<td>45,906</td>
<td>-74%</td>
</tr>
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</table>
Balanced View of Milner’s Future

• Milner will continue indefinitely to support past and current operations such as providing high quality research materials, and support for finding those materials.

• Looking forward, existing library functions will be incorporated into a broader, more encompassing framework of professional information practice.

• This will involve supporting access to knowledge as well as support for community learning and innovation.
Milner Library as a center for cultivating communities of practice would include:

- Carefully curated collections that support learning and research that matters to ISU
- Emerging technologies such as data management, digital humanities, music mixing, advanced podcasting, robust audiovisual media production, etc.
- Expertise and spaces to support the technologies and activities associated with communities of practice
- A collaborative, intra-university facility providing one-stop learning support
How to Recreate Milner Together?

• Through deliberate integration of library and information services and resources into the curriculum and research

• Because this is the best strategy for effectively using resources to meet learning and research needs of the University
ISU Benefits of Library Integration

- Better community understanding of:
  - the books, journals and scholarly materials required in the curriculum and for research
  - current and emerging technologies needed in each field of study for learning and research
  - best practices for finding, teaching and learning disciplinary research in a rapidly changing information universe
  - implicit and explicit information skills required for success in each discipline?

- An effective strategy for saving scarce financial resources
Guiding Milner’s Planning
FY 16 Accomplishments: Optimize Access to Information

- Began review of collections in storage to ensure that the books and journals retained by Milner Library are those most needed in support of teaching, learning, and research.

- Digitized collections, including: Anna Ropp’s Diaries, a student at the Mennonite Hospital School of Nursing; the Normal Editions Workshop Archive and Catch It: Circus Films from Special Collections (1930s)

- Initiated a thorough redesign of Milner Library’s web site, one of the largest and most complicated on campus

- Surveyed faculty and students regarding emerging technologies, resources, and services Milner might provide in support of student learning and faculty research
FY 16 Accomplishments
Advance Transformative Teaching and Learning

• Implemented *Deciphering History*, providing opportunities to transcribe digitized handwritten documents, including Hovey Presidential Papers

• Implemented a train the trainer teaching model for the freshman Critical Inquiry Program with Depts. of Communication and English.

• Partnered with Academic Technologies to convert one of Milner’s labs into a state-of-the-art active learning classroom

• Initiated planning to recreate Milner’s ULab into a makerspace that includes 3D printers and many other technologies

“Printed from a negative made from a photograph taken at Philadelphia Pa. (centennial) in 1876, at the age of 17 - One the right is John W. Cooke, in the centre Alfred Hovey (Fred) and on the left, a Mr. Chase. Washington D.C. Nov. 1880”
FY 16 Accomplishments
Advance Transformative Teaching and Learning

- Partnered with numerous departments, units and student groups to present exhibits, often combined with programs and receptions. These included:
  - Gangsters and Grifters: Images from Chicago Tribune
  - Your Body, Your Canvas (with 3 presentations)
  - Backstory of the Bird
  - Barsamian at Milner: A Casual Conversation
  - (In)Visible Men: Examining Stereotypes Through Art
  - American Faces: Portraits by Mike Disfarmer
  - Reading Women (video exhibit)
  - The Legacy Wall (with 3 presentations and reception)
  - Alice in Wonderland
  - International Education Week Photo Contest Winners
  - Normal Reality (video exhibit)
  - Survey of Art History: art from books
  - Drawn to Shakespeare: Love’s Labors and Great War
FY 16 Accomplishments

Enhance Strategic Partnerships

• “Late Night Resume Reviews” is a project between Milner and Career Services to provide students with career preparation, March and April, 2016

• Visor Center continued to offer help writing assistance three evenings each week

• Pawsitively Stressfree, a therapy dog collaboration with Health and Wellness, has been extremely popular with students, with as many as 400+ students in attendance at individual sessions
FY 16 Accomplishments

*Enhance Strategic Partnerships*

- Collaborated with President of the Student Government Association, and Academic Senate, to establish a Textbook Affordability Committee as an external committee of the Senate.

- Through a partnership with University Advancement, Milner welcomed a new part-time development officer which has permitted a more systematic approach to fundraising.

- Collaborated with the Graduate School to provide a series of workshops on using source management software, creating research posters, managing Microsoft Word for theses and dissertations.

- Continued an invaluable partnership with Facilities Management that includes a dedicated library facilities director and enhanced planning and implementation of library improvements.
FY 16 Accomplishments

Design a Facility that Enhances Learning and Research

• Recreated the fourth floor as the Quiet Study floor, adding 40 new study carrels and sound buffering glass panels in the corners

• Designed and furnished an Einstein Bagels area on the main floor of Milner that includes a creative assortment of booths, tables, chairs

• Added white boards and power on east side of 3rd floor, to create interesting and heavily used group work spaces

• Converted part of the 6th floor workroom into small classroom with new carpeting, furniture, power and projection capabilities
FY 16: Primary Accomplishments

Encourage Library Faculty and Staff Excellence

- Created an inclusive Library Council to replace the existing Library Faculty Council.
- Sent ten librarians to a conference at Grand Valley State University’s new library as a way to facilitate a common experience about emerging academic libraries.
- The Summit on Changing Academic Libraries will focus on navigating the tide of change in our libraries. The Summit will draw 100 participants from throughout the Midwest, including a large number of Milner personnel.
- Supported digital archivist certification for two library staff.
- Developed sabbatical guidelines for Milner Library faculty.
FY 16 Accomplishments
 Align Library Resources with Strategic Priorities

- Many of Milner Library’s activities listed above result from efforts to align library resources with strategic priorities, including:
  - Surveys to better understand campus needs for emerging technologies, services and resources that Milner might support
  - Collaborations that achieve the goals of partner groups in supporting learning and research, especially the co-locating of various campus services.
  - Establishing an assessment team to identify and review metrics relevant to the operations of the library and to our support for campus teaching and research
  - Defining facilities priorities, and redesigning, library spaces to better support changing patterns of use

- Redefined fundraising priorities that support learning and research through facilities improvements, new technologies, scholarships and textbooks, and collections
FY 17 Goals

Optimize Access to Information

- Promote ISU ReD as the University’s open access repository for faculty and student scholarship and creativity, and online journals
- Continue examining library holdings in collaboration with academic departments
- Complete redesign of Milner’s web site
- Ensure ADA accessibility for all electronic journals, databases, and reference collections
- Implement a program to digitally preserve University history
- Write a photographic history of Illinois State University through the University Archives
FY 17 Goals

Advance Transformative Teaching and Learning

• Convert a traditional library instructional lab into a state-of-the-art active learning classroom

• Implement task force recommendations to convert the ULab on the main floor of Milner Library into a larger makerspace

• Follow up on campus survey concerning emerging information technologies, resources, services that Milner might support.
FY 17 Goals

*Enhance Strategic Partnerships*

**Strengthen existing partnerships and planning with:**

- American Democracy Project
- Campus Dining
- Career Services
- Center for Teaching, Learning and Technology
- College of Fine Arts
- Dining Services
- Facilities Management
- Graduate School
- Health Promotion and Wellness
- Research and Sponsored Programs
- School of Teaching and Learning
- Student Government Association
- Student Affairs
- University Advancement
- University College/Visor Center
- University Galleries
- Veterans and Military Services

**Seek additional partners with similar interests in jointly supporting learning and research**
FY 17 Goals

Design a Facility that Enhances Learning and Research

- Build an enhanced presentation and exhibit space to accommodate the many programs that occur here.
- Repair water leaks on Milner Plaza with refurbishment and reopening of Library’s first floor.
- Begin upgrade of all 12 public restrooms, with ADA compliance.
- Redesign Floors 3 and 5, including installation of carpeting and furniture, ADA book stacks.
- Undertake a comprehensive space planning initiative that responds to changing use of the Library.
FY17 Goals

Encourage Faculty and Staff Excellence

• Conduct a professional development needs assessment in order to identify the skills and competencies needed by all library personnel, as well as those required for the emerging academic library environment

• Implement a more formal and targeted professional/staff development program that focuses on those skills and competencies identified through the needs assessment

• FY17 opens with a new Library Council that represents shared governance in the library by all employee groups.
FY 17 Goals

Align Library Resources with Strategic Priorities

• The Library Assessment Team will investigate metrics associated with each department as part of a broader effort to ensure that library resources and personnel are effectively used to support the University’s teaching and research mission.

• With the likelihood of declining future budgets, the library will undertake a self-study to determine possible strategies for supporting operations with fewer resources and personnel.

• The library will identify and begin implementing strategies that enhance organizational flexibility in anticipation of continuing budget declines. Such strategies will include teaming, sharing, creating greater redundancy of unit, departmental and library-wide knowledge.
# Personnel Requests

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<thead>
<tr>
<th>Priority</th>
<th>Position Title</th>
<th>Estimated Salary</th>
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<tbody>
<tr>
<td>1</td>
<td><strong>Head of Cataloging, Acquisitions and Processing Librarian</strong> – to fill a critical mid-level manager position recently vacated. This position oversees the operations of a department that purchases library materials in all formats, and makes them available to the campus community</td>
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<tr>
<td>2</td>
<td><strong>Scholarly Communications Librarian</strong>—to oversee ISU ReD, our institutional repository, and to work with open educational resources, digital publishing, copyright and licensing related to scholarship, and electronic theses and dissertations</td>
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<tr>
<td>3</td>
<td><strong>Data Librarian</strong>—to assist researchers with data management plans, curate data sets, and guide students and researchers to data sets. Would have facility to work with wide variety of data formats and technologies</td>
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<tr>
<td>Type</td>
<td>Short Title</td>
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<td>-----------------------------</td>
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<tr>
<td>Strategic Budget Carryover</td>
<td>Comprehensive Space Planning for Existing Facility</td>
<td></td>
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<tr>
<td>Strategic Budget Carryover</td>
<td>Restroom Renovations</td>
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<tr>
<td>Strategic Budget Carryover</td>
<td>Public Area Upgrades</td>
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<tr>
<td>Strategic Budget Carryover</td>
<td>Offset inflationary costs of journals</td>
<td></td>
</tr>
<tr>
<td>Strategic Budget Carryover</td>
<td>Support for Curricular and Space Needs</td>
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“Because that's what Hermione does,’ said Ron, shrugging. 'When in doubt, go to the library.”

--J.K. Rowling, *Harry Potter and the Chamber of Secrets*

Thank you