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McKee Library Annual Report 2016-2017

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MCKEE LIBRARY
Southern Adventist University



ANNUAL REPORT 2016/17

McKee Library
PO Box 629
Collegedale, TN, 37315

Telephone: 423.236.2788
Fax: 423.236.1788
Website: southern.edu/library

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- Art in the Library

LOOKING AHEAD

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REFLECT



Deyse Bravo-Rivera, MLS

dbravo@southern.edu

Library Director



WEB & ILS The library's website transitioned to the new university design in June of 2016. A new integrated library system (ILS) was implemented.

LEADERSHIP Deyse Bravo-Rivera was named Interim Library Director, later named official director of McKee Library.

RESEARCH The Winter semester Campus Research Day featured 493 participants and 16 academic departments.

BOOKS A total of 30,000 books were moved from the library's storage to off-site storage.

MCKEE LIBRARY'S

DIRECTOR'S MESSAGE

This past academic year, McKee Library has experienced several major changes. In the summer of 2016, Library Director Dan Maxwell accepted a position at University of Florida, Gainesville. I was asked to serve as interim library director and was honored when this post was offered to me permanently a few months later. Having a gap in our librarian pool was challenging, and thankfully we had just the right person to fill it. Pamela Jansen, who previously served as our evening circulation manager, accepted the position of evening reference/periodicals librarian. With her background in law, she came with the necessary research and copyright expertise that our team needed.

Last summer was also a time of major transition for our technical services department which, after many years, upgraded to a new integrated library system, which tracks our holdings, orders, payments, and patron usage. This change came with its own set of challenges and although everything is in working order, there are still back-end issues that we are working hard to address. With our new integrated library system came another transition: a new search tool for the library's holdings.

Another fifth major change came in January of 2017 when Learning Support Services (now known as the Tutoring Center), which encompasses tutoring and Supplemental Instruction (formerly known as PASS), was transferred from the Student Success Center to McKee Library under the care of Sonja Fordham. I am happy to say that the transition was seamless and that the Tutoring Center, housed in the Lincoln Library on the third floor, is as busy as ever.

Despite all these changes and a smaller team, we've remained strong and committed to providing a high level of support to our patrons, whether they be students, faculty and staff, or community members, all of which have unique needs, priorities, and desires. You will see in this report that the use of our space, services, and resources has mostly increased.

Change is inevitable. Welcomed or not, it brings along unforeseen challenges and contests our resiliency. I am so happy to be part of a team that was able to face this past year's changes with positivity, determination, and strength, and I speak for all of us at the library when I say that we are grateful to be part of an institution that sees the importance of a strong academic library. Most of all, I am grateful to serve a God who lovingly guides us through all of life's changes, as declared in Psalm 32:8: "I will instruct you and teach you in the way you should go; I will counsel you with my loving eye on you."



MCKEE LIBRARY

FACULTY & STAFF

McKee Library's faculty and staff strive to meet the needs of the campus community through a variety of services while providing professional expertise and knowledge.



Genevieve Cottrell, MInf, DLit

Cataloging

Technical services

gcottrell@southern.edu

Cataloger, part-time



Stan Cottrell, MA, MLS

Technical services

Media

Alma Integrated Library System

scottrell@southern.edu

Technical Services Librarian



Sonja Fordham, MA, PhD

Writing Center

Tutoring Center

Workshops

sfordham@southern.edu

Writing Center Director
Tutoring Center Director

THE LIBRARY TEAM PARTICIPATED IN 35 PROFESSIONAL EVENTS DURING THE 2016-2017 FISCAL YEAR.



Carol Harrison, BS

Circulation
Course reserves
Building management
Room reservations

charrison@southern.edu

Circulation Manager



Pamela Jansen, JD

Periodicals
Research coaching
Copyright
Major scholarships advisement
Workshops

pjansen@southern.edu

Evening Reference Librarian & Periodicals



Donald Martin, MSLS

Digital resource management
Research coaching
Interlibrary loan
Alma Integrated Library System
Workshops

dvmartin@southern.edu

Digital Resources Librarian



Katie McGrath, MEd

Information literacy instruction
Research coaching
Campus Research Day Chair
Mendeley
Art in the library

kmcgrath@southern.edu

Associate Library Director
Public Services Librairan



Seth Shaffer, MSFS

Periodicals
Office management

sshaffer@southern.edu

Library Office & Periodicals Manager



Jessica Spears, MEd

Embedded librarian service
Research coaching
KnowledgeExchange@Southern
Library marketing & website
Workshops

jspears@southern.edu

Research Services Librarian

MCKEE LIBRARY
Southern Adventist University

MEETING THE NEEDS OF PATRONS THROUGH

PUBLIC SERVICES

Though the number of library faculty and staff members has declined over the past several years, service offerings and their utilization have increased.

The public services librarians taught 244 information literacy sessions during the year, representing an increase of 42% over the previous fiscal year. This increase was partly due to the creation of optional workshops for the university community.

The embedded librarian service collaborated with professors in 77 courses during the 2016/17 academic year, up from 34 courses the previous year.

Interlibrary loan, a free service that ensures that library patrons have access to any resource not in our collection, has significantly reduced the fullfillment time for requests.

Research coaching continues to be a popular program among students and faculty. This year, librarians added a virtual research coaching feature to better serve our distance learners. Additionally, evening appointments were made available to serve nontraditional students.

In January 2017, Learning Support Services, now known as the Tutoring Center, transitioned to McKee Library. More informatoin about it and the Writing Center can be found on pages 16 -17.



INSTRUCTION

McKee Library's instruction team conducted 244 instruction sessions, including 32 workshops for the campus and community patrons from June 1, 2016 through May 31, 2017.



EMBEDDED LIBRARIAN

The embedded librarian service provides students with direct access to library resources and research assistance within the course management system. Last fiscal year, the embedded librarian served 77 courses.



INTERLIBRARY LOAN

The interlibrary loan service provides patrons access to materials not available in the McKee Library collection. A total of 2,025 transactions were completed last year with an average turn-around time of 3.5 days for articles and 10 days for books.



RESEARCH COACHING

McKee Library offers students research assistance throughout the school year. This past fiscal year, the four research coaches conducted 971 appointments.

LEARNING SUPPORT

Learning Support Services, now known as the Tutoring Center, which moved to the library in January 2017, conducted a total of 3,104 peer tutoring sessions since January 2017. See page 16 for more information.

WRITING CENTER

A total of 3,147 tutoring sessions were completed at the Writing Center this academic year. All tutors are trained in the writing process. See page 17 for more information.

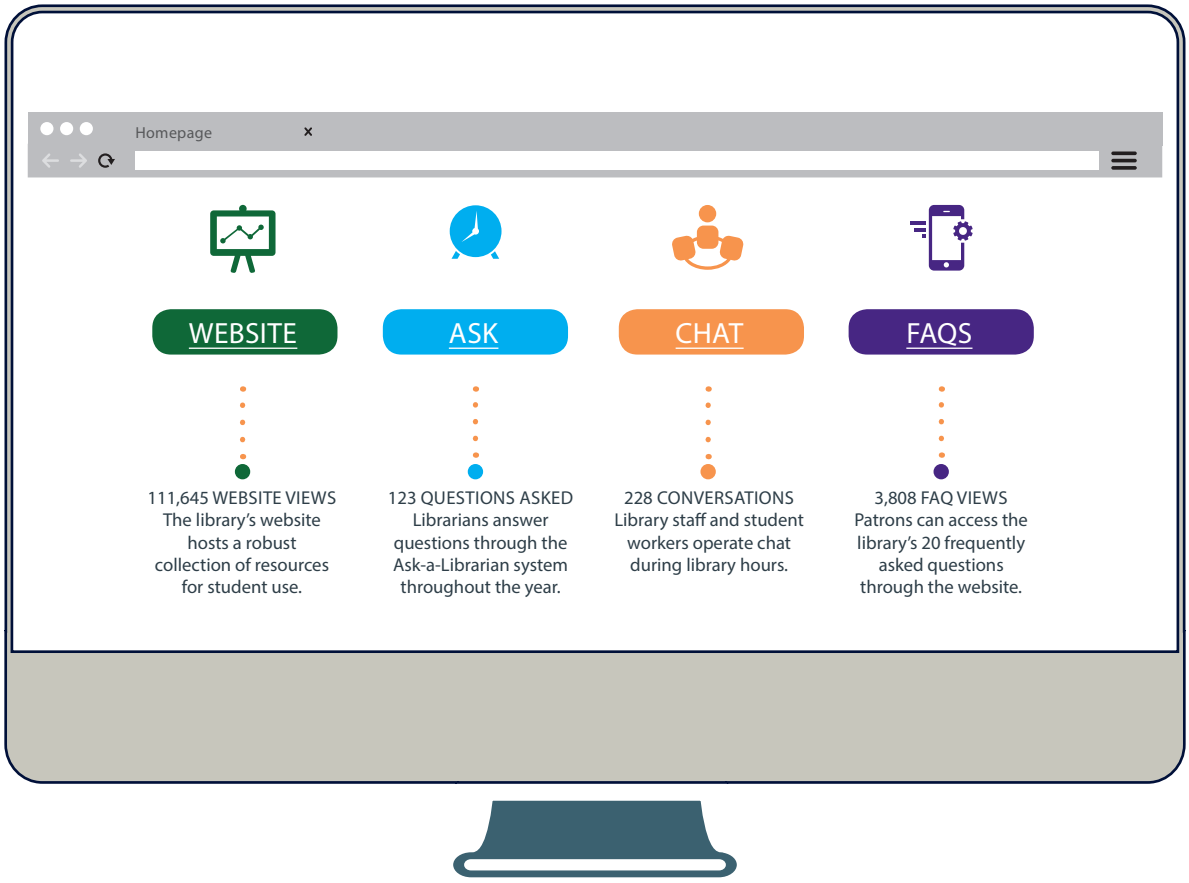
MCKEE LIBRARY
Southern Adventist University

CONNECTING WITH STUDENTS THROUGH OUR
ONLINE PRESENCE

McKee Library provides patrons with access to a variety of resources through the website. After redesigning the website to match the look of the university's new design, the librarians worked to provide easy access to a variety of service tools to assist with the research and writing process.

Students can use the help tab on the website to access the library's frequently asked questions, chat with a library staff member, view tutorials, and ask a question directly to the librarians.

New this year, students were able to schedule appointments with a research coach on the website using the online scheduling tool.



Meeting students at the point of need increases customer satisfaction.

CON



DIGITAL RESOURCES AVAILABLE 24 HOURS A DAY



NECT



Library Usage

BY THE NUMBERS

McKee Library serves as a central location on campus for research, collaboration, and study. A total of 260,268 visits occured during the 2016/17 academic year. This number continues to rise every year, despite a decrease in student enrollment.

Circulation of books and media items increased 13% over the 2015/16 fiscal year with a total of 24,086 books checked out, renewed, and used within the library. Given the industry shift from print resources to digital formats, this is a significant increase.

With the rise of digital subscriptions and a reduction in the number of print periodicals available for subscriptions, the McKee Library periodicals department saw a decrease in overall print, microform, and digital usage of journals, not included in database packages, for a total of 4,274 uses during the fiscal year.

The library website homepage was visited 111,645 times by 89,897 unique visitors or devices. Additionally, McKee Library databases saw a 4% increase in usage for a total of 363,720 searches.

Interlibrary loan, a service that enables students and faculty to request materials that are not held in the McKee Library collection completed 2,025 transactions, down slightly from the previous year.

Study rooms, located on the main and second floors of the library, are available for reservation on the library's website. Southern Scholars have a designated study room on the main floor. The average utilization rate for the academic year was 65.5%. This percentage does not include the Southern Scholar's room.

SENIOR EXIT EXAM

This year, McKee Library received an average score of 4.8 out of six for user satisfaction with library services on the annual senior exit poll.

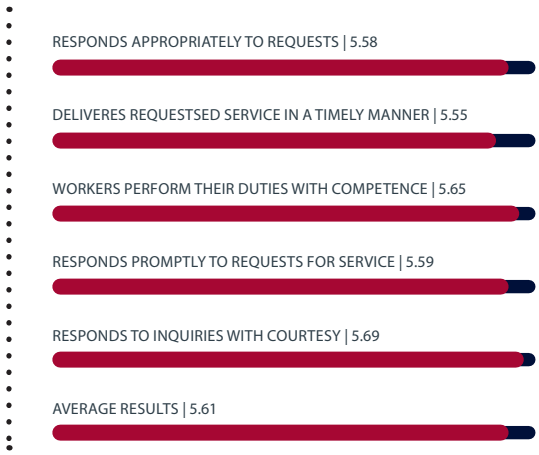
BOOK RUSH ORDERS

McKee Library purchases books needed for courses and research upon faculty request. The turnaround time for rush orders for the 2016/17 fiscal year was 8 days, with a goal of 5 days. This time includes ordering, processing, and cataloging. Faculty members are contacted when their request is ready for circulation.

MCKEE LIBRARY FACULTY & STAFF CONDUCTED 8,232 CLIENT INTERACTIONS DURING THE FISCAL YEAR.

INSTITUTIONAL SURVEY

Each year, Southern Adventist University conducts an insitutional survey for faculty and staff. The chart to the right represents the results of the survey, which are based on a maximum score of six.



BOOK & MEDIA CIRCULATION

24,086

Checkouts, renewals, and in-house use of materials

PERIODICALS USAGE

4,274

Print, individual digital, and microform usage

DATABASE SEARCHES

363,720

Searches conducted in electronic resources

INTERLIBRARY LOAN

2,025

Interlibrary loan transactions

STUDY ROOM USAGE

65.5%

Average study room utilization for fall and spring semesters

LIBRARY VISITORS

260,268

Number of visits made by library patrons



EXPECT THE UNEXPECTED

Tutoring Center Moved to McKee Library

In January 2017, the Tutoring Center, formally housed in Lynn Wood Hall and known as Learning Support Services, transitioned to McKee LIbrary's third floor. Under the leadership of Dr. Sonja Fordham, the Tutoring Center continues to offer high quality peer tutoring throughout the academic year.

The Tutoring Center includes Tutoring Services and Supplemental Instruction (SI). Appointments for these services can be made on the library's website.

Tutoring Services offers free peer tutoring for the majority of lower division courses. Tutoring is available to help students with time management, study skills, reading skills, and ACT preparation.

SI is a program that utilizes peer-assisted study sessions to improve student retention and increase student success within targeted historically difficult courses. Study sessions are regularly scheduled, informal review sessions in which students compare notes, discuss lectures, develop organizational tools, and predict test items. The sessions are facilitated by student leaders who have previously done well in the course and who attend all class lectures.



Writing Center

The Writing Center, located on the main floor of McKee Library, is the writing resource on campus. The center offers one-to-one, individualized tutorial sessions for undergraduate and graduate students. The writing tutors are dedicated, experienced peer writers who excel at working with others in a professional academic environment, and who are trained in the writing process.

During the past fiscal year, the Writing Center conducted 3,147 individualized tutoring sessions with students.

LEARN +SUPPORT

CAMPUS RESEARCH DAY PROMOTES
SCHOLARSHIP

Campus Research Day is a formal conference held once each semester that celebrates the research activities happening on the campus of Southern Adventist University.

Participation in Campus Research Day increases each year. The December 1, 2016, event had a total of 352 participants, up 45% over the previous year. The April 18, 2017, event featured 493 participants for an increase of 24%, and included 10 faculty presentations.

As the December 2016 Campus Research Day was held on a Thursday, a keynote address did not take place. The April 2017 event featured a keynote address by Dr. Rafael Davalos, a professor in the Department of Biomedical Engineering and Mechanics at the Virginia Tech – Wake Forest University School of Biomedical Engineering and Sciences.

Campus Research Day started over a decade ago when the School of Nursing set aside a day to showcase student research within its department. In 2014, McKee Library, being at the epicenter of campus research, took on the task of organizing and coordinating the event. The event has evolved to encompass 16 academic departments.

It is the hope of McKee Library that this event continues to grow and flourish with the cooperation of all academic departments and administration.

PARTICIP

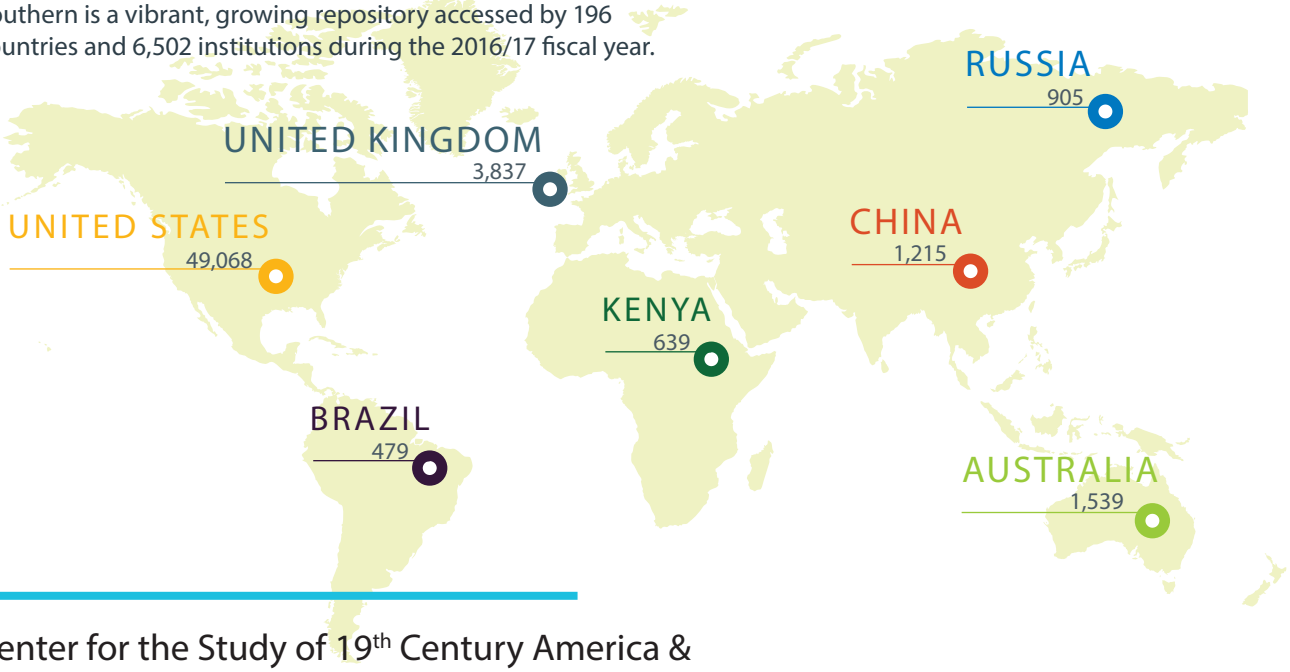


PATE

KNOWLEDG

KnowledgeExchange@Southern

Items published on KnowledgeExchange@Southern, Southern Adventist University's intitutional repository, reflect the research, scholarly output, and special collections of the university community. With over 92,000 downloads this past year and 1,200 papers published, KnowledgeExchange@Southern is a vibrant, growing repository accessed by 196 countries and 6,502 institutions during the 2016/17 fiscal year.



Center for the Study of 19th Century America &

SPECIAL COLLECTIONS

McKee Library holdings include rare and extensive collections, made possible partly by donations to the library. Many of the pieces are on permanent display and are viewable when the library is open.

McKee Library is home of the Center for the Study of 19th Century America, which houses five unique collections: the Thomas Memorial Collection, comprised of materials pertaining to Abraham Lincoln and the Civil War; the Duane and Eunice Bietz Collection, which boasts a wealth of materials about Mark Twain; and the following smaller colections: Domestic Science and Cookery Collection, Seventh-day Adventist Heritage and Apocalyptic Studies Collection, and the Origins and Biology Collection.

In addition to the collections found within the Center for the Study of 19th Century America, McKee Library also houses the Southern Publications Archive, a digital collection that includes some of the university's publications, historical photographs, and institutional history materials, the French Collection of 18th and 19th century books, and the James D. Erskine Sr. Collection of magazines, pamphlets, and newspapers covering historical events.

During the 2016/17 fiscal year, Dr. Duane Bietz donated another item to the exisiting Duane and Eunice Bietz Collection. This Venetian standing cabinet, made of carved walnut, was purchased by Mark Twain in Italy in in August of 1878.





McKee Library is a venue where local artists are encouraged to exhibit their works.

During the school year, McKee Library featured paintings by Elizabeth Bame, strategy games created by the Power and Technology students, Carol Thomas paintings, a printmaking exhibit from the School of Visual Art & Design (right), wood carvings by Len Raney, ceramic works by Len Raney, ceramic works by Eve Knight, and a collection of pieces entitled "Falling" created by the Civics Arts League of Chattanooga.



DURING THE 2016/17 FISCAL YEAR, MCKEE LIBRARY FEATURED A COLLECTION OF WWI POSTERS ON THE MAIN FLOOR.

MCKEE LIBRARY
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THE LIBRARY IS WORKING TO IMPROVE SERVICES AND LIBRARY SPACES FOR STUDENTS, FACULTY, STAFF, AND COMMUNITY PATRONS.

What is next for McKee Library?



The faculty and staff of McKee Library continually look for ways to improve our services and physcial spaces to best meet the needs of students, faculty, staff, and community patrons.

The 2017/18 year brings the prospect of additional study space on the second floor, improved LED lighting, and a redesigned library webiste.

With these changes, the library will continue to provide worldclass service to meet the research needs of every library user.

In line with the university's goal to improve customer service, we are actively working to improve the user experience at the library.

1

- OFF-SITE STORAGE CREATES SPACE ON SECOND FLOOR

With the transition of books to off-site storage, additional study space will be created on the second floor as books are moved to the basement storage area.

2

- IMPROVED WEBSITE FUNCTIONALITY

Based on user feedback, the library team is working closely with Marketing and University Relations to improve the functionality of the library's website.

3

- INTERLIBRARY LOAN SERVICE MIGRATION

The library's interlibrary loan platform will transition to Tipasa, a more user friendly and accessible program. This change will enable patrons to receive text messages when requests are fulfilled.

4

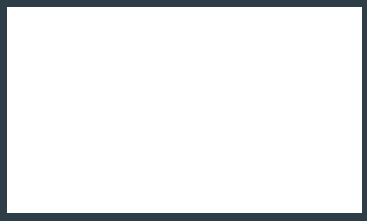
- RENOVATION AND REMODELING

To improve the user experience, the library will receive updated LED lighting. In addition, the library will have a new emergency exit on the main floor in the Knowledge Commons.









CONTACT US
McKee Library
Southern Adventist University

Phone No
423.236.2788

Address
PO Box 629
Collegedale, TN 37315

Website
southern.edu/library

Social Media