

2020

## McKee Library Annual Report 2019-2020

Southern Adventist University

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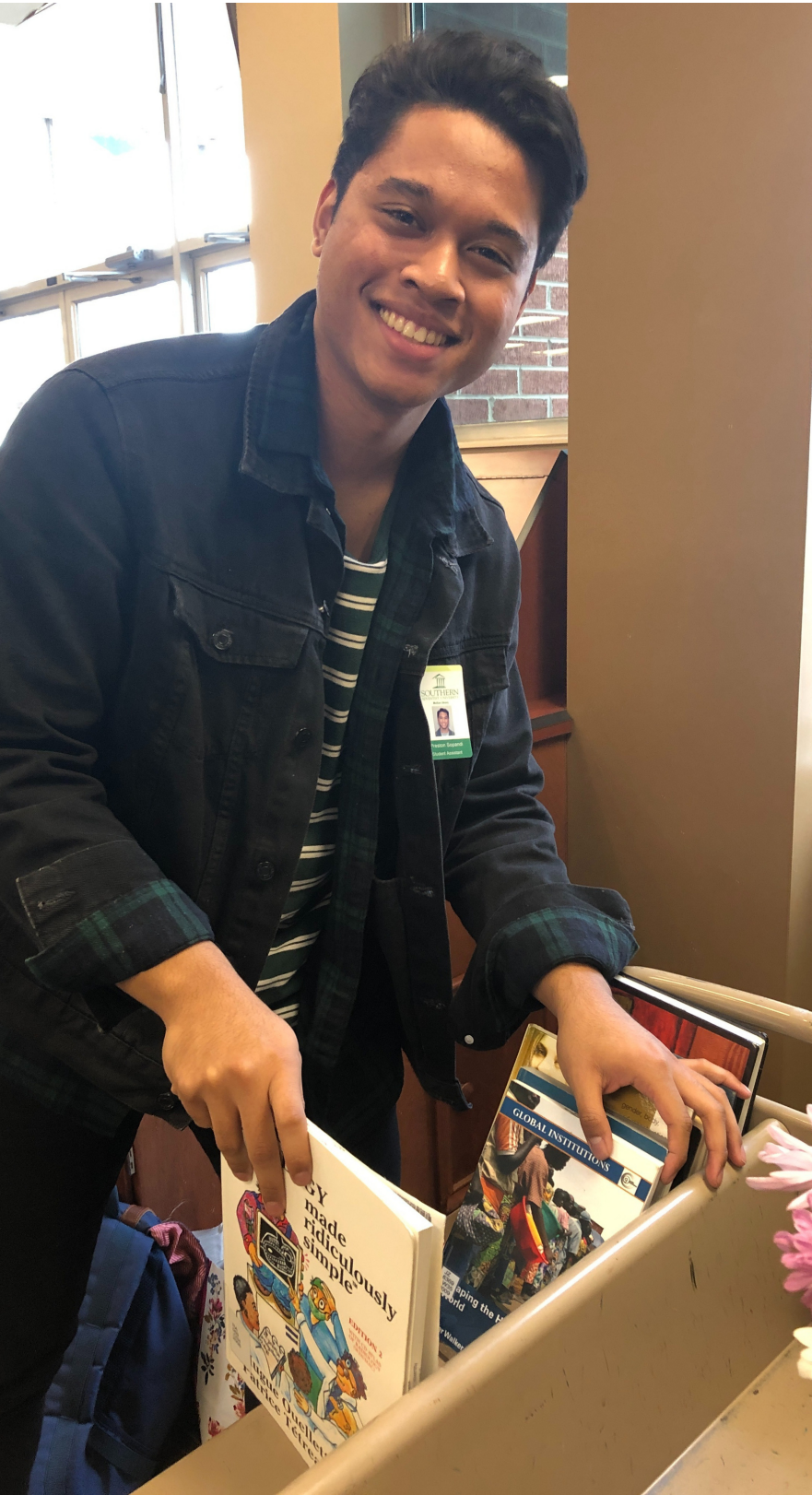
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# MCKEE LIBRARY

SOUTHERN ADVENTIST UNIVERSITY

ANNUAL REPORT 2020

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TUTORING CENTER

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In 2019-2020, we worked to better serve the needs of Southern Adventist University students.

**DR. SONJA FORDHAM,  
WRITING CENTER DIRECTOR & TUTORING CENTER DIRECTOR**

"Humble yourselves, therefore, under God's mighty hand, that he may lift you up in due time. Cast all your anxiety on him because he cares for you...And the God of all grace, who called you to his eternal glory in Christ, after you have suffered a little while, will himself restore you and make you strong, firm, and steadfast."

**1 PETER 5: 6,7 & 10**

# A WORD FROM THE DIRECTOR

McKee Library's operations were tested this academic year when the COVID-19 pandemic interrupted our routine. Our library went from being a bustling hub of intellectual activity to a dark and empty building. Events such as Campus Research Day, were cancelled and our art and archival displays went unseen. Having had a successful year up to that point, we did not know what to expect when we made a transition to offer our services fully online. Leading up to the pandemic, we had already been offering online services to our distance learning students and were therefore equipped to handle virtual research coaching and instruction at a larger scale; our concern was that our offerings would go unnoticed. We were pleasantly surprised to see that students and professors took full advantage of our virtual presence and that although their relationship to the physical space was eliminated, their relationship to us remained steady. While I reflect on the 2019-2020 academic year, with all its changes and challenges, I am reminded of the biblical teaching found in 1 Peter 5: 6,7 and 10: "Humble yourselves, therefore, under God's mighty hand, that he may lift you up in due time. Cast all your anxiety on him because he cares for you... And the God of all grace, who called you to his eternal glory in Christ, after you have suffered a little while, will himself restore you and make you strong, firm, and steadfast." It is my hope that McKee Library is able to continue serving our students, faculty, and community to the best of our ability and in diverse ways through these challenging times.

**DEYSE BRAVO-RIVERA**  
LIBRARY DIRECTOR



# LIBRARY TEAM

The library team completed 35 professional growth activities throughout the fiscal year, which included attending conferences, webinars, and specialized trainings. The team also conducted 113 training sessions for our student workers, who play a vital role in the success of the library.

The 2019-2020 academic year brought several changes to the McKee Library faculty and staff. In June 2019,

Seth Shaffer transitioned from the periodicals office manager to the periodicals & reference librarian role, which was vacated by Pamela Foard in May 2019.

In December 2019, after almost ten years of service at McKee Library, Katie McGrath took a position with the School of Education and Psychology.



MCKEE LIBRARY



DEYSE BRAVO-RIVERA  
*Director*



GENEVIEVE COTTRELL  
*Cataloger, part-time*



STAN COTTRELL  
*Technical Services Librarian*



SONJA FORDHAM  
*Writing Center Director  
Tutoring Center Director*



CAROL HARRISON  
*Circulation Manager*



MELISSA HORTEMILLER  
*Public Services Librarian*



DONALD MARTIN  
*Digital Resources Librarian*



SETH SHAFFER  
*Periodicals & Reference  
Librarian*



JESSICA SPEARS  
*Research Services Librarian*



SORRY WE'RE  
CLOSED  
BUT STILL AWESOME

## LIBRARY'S COVID-19 RESPONSE

The start of the COVID-19 pandemic in the 2019-2020 academic year forced McKee Library to provide online services exclusively. Even before the pandemic, McKee Library had a strong online presence; we believe in reaching students where they are and that they shouldn't have to come into our building to interact with us. As such, we strive to have as much of a reach online as we do in person, which includes access to our resources and our services.

As far as resources, faculty and students took advantage of our many online offerings, including our databases, magazine platform (*Flipster*), journal platform (*Browzine*), streaming media, and e-Books.

*"McKee Library had a strong online presence; we believe in reaching students where they are."*

Interlibrary loan of physical books was not a possibility, so we adopted a short-term loan e-Book model that gave students the option to borrow an e-Book. Any necessary resource that was not available online but could be accessed in the library was scanned and sent to the patron.

## LIBRARY'S COVID-19 RESPONSE, CONT.

Our circulation manager was able to go into the library on a limited basis to scan resources as needed. Specifically for this time, we created a COVID-19 research guide where faculty and students could access reliable content about the pandemic, as well as resources that vendors offered for free for a limited time.

When it came to our services, we offered research help via online one-on-one research coaching appointments, online chat, and the embedded librarian service, all of which proved popular. The Tutoring Center and Writing Center, both housed in the library, also offered tutoring appointments online.

During normal times, our chat service is largely staffed by student workers with librarian oversight. Because all of our workers were sent home, we divided up the chat hours amongst the librarians and were able to continue offering this service. Our embedded librarian service became even more robust, with the embedded librarians being added to more classes in order to help with the transition to online learning.

Throughout this unusual time, one thing that didn't change was the librarians' commitment and desire to serve our faculty and students to the best of our ability. To that end, we stand by our mission to equip learners through instruction, resources, and spaces for lifelong academic and professional growth.



# THE SHAPE OF A YEAR

The 2019-2020 fiscal year was greatly shaped by COVID-19. Though the library building was closed from mid-March through the end of the fiscal year, we still served over 11,529 faculty, staff, students, and community during the fiscal year.

## CIRCULATION

Despite the lengthy library closure, circulation of print titles and use of electronics held steady with 21,963 uses. This number includes renewals of materials, most of which was done remotely during the library's closure.

In order to increase seating capacity in the library, books from the general collection were transitioned to basement storage. Items moved were chosen based on overall usage for the past ten years. With this ongoing transition, the library staff hope to eliminate three rows of shelves to accommodate additional tables and plush seating for students.

The average turnaround time for rush order book requests was 5 days.

## ELECTRONIC RESOURCES

Following the trend of the past few years, the use of electronic materials from databases increased 21% with a total of 1,123,556 of database

searches.

Over the past year, the library has retired and added several databases. For the nursing and physical therapy assistant programs, the library has added *Films on Demand's* allied health and physical therapy collections, *Dynamed Plus*, *Nursing Reference Center Plus*, *Rehabilitation Reference Center*, and the *Rehabilitation and Sports Medicine* database.

For the history department, the library added *America History and Life* database, *Political Science Complete*, *World Politics Review*, the *Manuscript Women's Letters and Diaries* database, and the archival *Gilder Lehrman Collection* titled *American History, 1493-1945*.

For fine arts, the library retired a couple of databases, but added *Art & Architecture Complete*, *Art Museum Image Gallery*, and the *Music Index* database.

In the field of education, the library added the *Chronicle of Higher Education* and *Feature Films for Education*.

For the School of Business, the library added the *Bizminer* industry reports database.

For the sciences and computing programs, the library added *Science Full-Text Select* and *Applied Science & Technology* databases.

Furthermore, the library added a unique database called *Social Explorer*, which provides demographic information that will be useful for several disciplines of study.

### Top Electronic Databases:

1. American Antiquarian Society (AAS) Historical Periodicals Collection
2. Academic Search Complete
3. CINAHL Complete
4. PsycARTICLES
5. Medline Complete

## PERIODICALS

Usage of McKee Library's electronic periodicals increased 13%, with 3,061 digital uses. Despite the closure, periodicals experienced an increase in physical item usage of 54% with 2,306 uses for the year.

The most popular print publications for the year include *National Geographic*, *Consumer Reports*, *Choir and Organ*, *BBC Top Gear Magazine*, and *Astronomy*.



**INTERLIBRARY LOAN**

For the 2019-2020 fiscal year, McKee Library completed 2,297 interlibrary loan transactions, with an average borrowing turn around time of 3 days. Due to COVID-19, many libraries restricted lending of print materials. As such, book lending was limited during the Winter 2020 semester.

**INSTRUCTION**

The instruction team continued to offer a wide-range of information literacy sessions, throughout the academic year with a total of 82 classes taught. Additionally, the Writing Center conducted 39 writing related classes or workshops.

**REFERENCE**

The librarians strive to help students at the point of need. This fiscal year, 3,977 questions were answered by the library team. In addition, 14,443 patrons viewed the library's frequently asked questions.

**Top Research Guides:**

1. Google & Google Scholar
2. ENGL 102 Course Guide
3. Select a Research Topic
4. Nursing Research Guide
5. Empirical & Descriptive Articles

The library's research guides are curated to provide students with access to course or department-specific resources. This fiscal year, McKee Library research guides were viewed 87,654 times.

**EMBEDDED LIBRARIAN**

The embedded librarian service continued to provide direct access to library content in the learning management system for 176 classes throughout the academic year.

McKee Library continues to seek new ways to meet the needs of the Southern Adventist University community.

**639**

Number of research coaching sessions conducted by the research coaching team during the fiscal year. All appointments were conducted through Zoom during the COVID-19 closure.

**942**

Number of chat questions answered during the fiscal year. This demonstrates an increase of 85% over the previous year.

**62%**

Utilization for McKee Library study rooms for the Fall 2019 and Winter 2020 semesters.

**21%**

Increase in database searches compared to the 2018-2019 fiscal year.



# WRITING CENTER & TUTORING CENTER

The Writing Center strives to help students become better writers, and assists students of all levels, from all disciplines, and during any part of the writing process. In 2019-2020, the tutors worked to better serve the needs of Southern students.

The Writing Center tutors conducted 2,581 tutoring sessions working with 1,034 students; 155 of those appointments were with graduate students.

The number of appointments in Fall 2019 (1,555) was similar to the number of appointments in Fall 2018 (1,557); however, due to the move to online learning in March 2020, the number of appointments in Winter 2020 was 870 compared to 1,408 appointments in Winter 2019. The number of online appointments was significantly greater with 624 appointments in 2019-2020 compared to 273 appointments in 2018-2019.

The Tutoring Center offers tutoring for more than 70 upper and lower division courses. Tutors work with students to review principles, learn content-specific study strategies, and enhance content area knowledge.

*"97.3% rated their tutoring session as either excellent or good."*

The tutors conducted 5,303 tutoring sessions working with 833 students. The number of appointments in Fall 2019 (3,129) was significantly greater than the number of appointments in Fall 2018 (2,530); however, due to the move to online learning in March 2020, the number of appointments in Winter 2020 was 2,096 compared to 2,601 appointments in Winter 2019.

In previous years, the Tutoring Center only conducted face-to-face tutoring. When all classes went online, all the tutoring sessions also had to be held online. Tutors used Zoom for tutoring sessions. Going forward, the Tutoring Center will offer both face-to-face and Zoom tutoring sessions.

The Tutoring Center continued to offer embedded tutoring as a support for historically difficult courses, such as Anatomy & Physiology I and II.

# 97.3%

*Users who rated  
the tutoring session as either  
EXCELLENT or GOOD in the  
follow-up survey.*

# 91.3%

*Either AGREED or STRONGLY  
AGREED with this statement: I am  
now more confident in my ability to  
successfully complete this  
assignment.*



MCKEE LIBRARY

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