

# Pierce Library

## 2018-2019 ANNUAL REPORT SUPPLEMENT



EASTERN OREGON  
UNIVERSITY

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## INTRODUCTION

This report covers the 2018-2019 academic year and serves as an annual update to the more extensive Pierce Library 2017-2018 report. It focuses on selected areas from the 2017-2018 report, and provides data and brief updates to allow for easy comparisons with the previous year. The activities and accomplishments described in these reports all support and further the Eastern Oregon University Strategic Planning Framework – The Ascent 2029.

Highlights from the 2018-2019 year are:

A continued increase in the number of course integrated library instruction sessions. This type of library instruction is highly effective, because it is fully integrated into existing courses, which gives students a meaningful context and a strong reason to acquire and use library skills. The instruction librarians also spent time planning for the 2019-20 academic year, as Shirley Roberts' retirement in June 2018 means the Library will have fewer instruction librarians to accomplish our goals.

Our Public Services included a very successful NAP event, with students staying longer and making more use of reference services than they did at the previous year's event. In addition, we organized the Children's Book Week 100th Anniversary Celebration, which drew participation from faculty, administration and community members.

Access to library materials continues to improve. This year saw the development and implementation of several customized enhancements to Primo, the online Library catalog. An improved cloud-based system for our interlibrary loan requests was also implemented.

Our collections, particularly the electronic collections, are heavily used, with an 2018-19 **total of 118,318 database searches and 25,116 journal requests**. Usage of the Kanopy video streaming service has almost doubled from 2017-2018. This year Kanopy had **4,573 visits, and 57 films were licensed for use**.

# LIBRARY INSTRUCTION

The library instruction program includes library orientation, library courses, discipline-specific course integrated instruction, and First Year Experience (FYE) integration.

## Library Courses

| Sections of LIB Courses Offered |           |            |           |            |
|---------------------------------|-----------|------------|-----------|------------|
|                                 | 2017-2018 |            | 2018-2019 |            |
| Course                          | Sections  | Students   | Sections  | Students   |
| LIB 127 On Campus               | 2         | 31         | 2         | 33         |
| LIB 127 Online                  | 4         | 44         | 4         | 51         |
| LIB 307 Online                  | 6         | 111        | 6         | 110        |
| LIB 317 Online                  | 3         | 24         | 3         | 28         |
| LIB 327 Online                  | 3         | 35         | 0         | 0          |
| <b>Total</b>                    | <b>18</b> | <b>245</b> | <b>15</b> | <b>222</b> |

- Lib 327 was not offered in 2018-19. This meant a decrease of three class sections.
- In all course taught in 2018-2019, student enrollment was the same or slightly higher than in the previous year.

## First Year Experience

In partnering with Student Affairs to develop and staff UNI 101, **library faculty play a leadership role in EOU's First Year Experience.** Library faculty have also worked with the other FYE courses, CORE, SCI 207, and HUM 105, to embed information literacy in the course curriculum.

| Sections of UNI Courses Offered |           |            |           |            |
|---------------------------------|-----------|------------|-----------|------------|
|                                 | 2017-2018 |            | 2018-2019 |            |
| UNI 101                         | Sections  | Students   | Sections  | Students   |
| Fall                            | 7         | *          | 6         | 138        |
| Winter                          | 3         | *          | 3         | 38         |
| <b>Total</b>                    | <b>10</b> | <b>207</b> | <b>9</b>  | <b>176</b> |

*\*Did not capture number of students per term in AY 2017-2018; data no longer accessible in Webster.*

- All sections of UNI 101 were co-taught by library faculty.
- Assessment data from selected outcomes can be found at G:\Instruction\Instruction Planning Documents\Assessment\Assessment Initiatives\FY Assessment

## Course Integrated Instruction

Library faculty collaborate with discipline faculty to develop relevant, point-of-need library and information literacy instruction that enhances academic quality and student success.

| Number of Library Instruction Sessions by Term |            |           |           |
|--|------------|-----------|-----------|
|  | 2016-2017* | 2017-2018 | 2018-2019 |
| <b>Fall</b>                                    | 23         | 28        | 44        |
| <b>Winter</b>                                  | 14         | 13        | 21        |
| <b>Spring</b>                                  | 9          | 21        | 14        |
| <b>Total</b>                                   | <b>46</b>  | <b>62</b> | <b>79</b> |

| Instruction Sessions Details  | 2017-2018 | 2018-2019 | % Change |
|-------------------------------|-----------|-----------|----------|
| Number of discrete classes*   | 32        | 36        | +12.5%   |
| Number of individual sections | 40        | 48        | +20%     |
| Number of sessions            | 62        | 79        | +27%     |
| Number of students            | 860       | 1047      | +22%     |
| Number of faculty             | 23        | 26        | +13%     |

\*Multiple sections of a class such as WR 121 are counted as one discrete class

Library instruction sessions served 860 students at all course levels in the following disciplines:

|                       |                           |             |
|-----------------------|---------------------------|-------------|
| Art                   | Computer Science          | Mathematics |
| Biology               | CORE                      | Science     |
| Chemistry             | Education                 | Writing     |
| Communication Studies | Health & Wellness Studies |             |

## Digital Learning Objects

These are resources that library faculty create for LIB courses as well as for more general research help. The following resources are regularly evaluated and revised:

- 11 subject specific guides
- 27 course specific guides



- 7 general support guides
- 5 faculty resource guides
- 4 general video tutorials

## High School Outreach

Library faculty provided information literacy instruction on campus, and at local high schools, and supplied professional development and support to high school teachers and library staff. **Schools participating in one or more of these outreach activities included: Imbler, North Powder, Hermiston, La Grande, Milton Freewater, Pendleton, Ontario, Vale, and Umatilla high schools.** The Oregon Teacher Pathway (OTP) program continues at EOU; in 2018-19 librarians worked with **78 OTP students** and their high school teachers.

## Goals and Initiatives

### Two Year Goals (2018-2019 through 2019-2020)

The goals below were identified by the Instruction Group at the end of Spring 2018.

| Goal   | Progress  |
|--|---|
| Put in place revised Library Instruction Session Log and Objectives  | Complete  |
| Create and implement First Year Student Pre-assessment   | Complete  |
| Create Leveled Matrix of Information Literacy Outcomes   | Drafted rubric for institutional assessment of IL |
| Begin Program Curriculum Maps to identify courses where information literacy instruction is occurring, where collaborative instruction could be initiated, where scaffolded instruction could be documented, and where assessment might occur. | In progress. Target completion date: August 2019  |
| Identify Assessment Initiative Priorities and create timeline for implementing.  | Complete, will revisit in Fall                    |

### 2018-2019 Initiatives

- **Information and Marginalization Libguide:** Librarians collaborated on a guide that seeks to illustrate how some groups or individuals may be marginalized or underrepresented within the systems that produce and disseminate information.
- **Regional Outreach:** Sally Mielke and North Powder School District librarian, Sherry Loennig were awarded an ACRL-Oregon School /Academic Librarian Collaboration Scholarship. The scholarship supports an information literacy workshop presented by Sally for North Powder School district staff as well as funds for new technology for the school library.

- **Collaboration with first year Writing faculty:** Theresa Noldeke met throughout the year with first year writing faculty, to consult on embedding information literacy in the first year writing sequence.
- **Shirley Roberts embedded in MBA program:**
  - BA 462 - 101: Leaders/Ldrship Process, Dr. Laura Gow
  - BA 501 - 001: Managerial Communications, Dr. Shari Carpenter
  - BA 501 - 103: Managerial Communications, Dr. Shari Carpenter
  - BA 502 - 001: Organization Management & Leadership, Dr. Gary Keller
  - BA 502 - 103: Organization Management & Leadership, Dr. Gary Keller
  - BA 505 - 101: Creativity & Innovation, Designer, Dr. Gary Keller
- **AAOT Outcomes Update:** EOU librarians were asked by ILAGO to review and endorse updated Information Literacy outcomes in the AAOT. After providing some feedback that resulted in revisions, outcomes were endorsed.
- **Updated Assessment Plan:** The library instruction assessment plan was updated and a file and tracking system for assessment initiatives was created and implemented.
- **Learning Center NAP:** Two librarians staffed an “Ask a Librarian” table for the Winter term NAP.
- **LIB 307 Data Request:** IR provided a report on demographic and other information about students who take LIB 307. There are no trends relevant to GPA, but the age distribution of students taking the class is interesting (the largest age group is over 40, and 80% of students taking the class are over 29. The majority are transfer students).
- **LIB 127 Data Request:** IR provided a report showing whether students who take LIB 127 online are on-campus students or online students. About half the students who take LIB 127 online are on-campus students. This data helped make the decision to cut some, but not all sections of LIB 127 online.

## Alignment with The Ascent 2029: Instruction

### Goal 1: Student Success

**Objective 1:** All graduates engage in high-impact, experiential learning activities

### Goal 2: Transformational Education

**Objective 1:** Excellence in teaching and scholarship

**Objective 2:** Graduates possess the essential learning outcomes employers seek

### Goal 3: Grow the Number of Lives Impacted

**Objective 2:** Students are retained

**Objective 3:** Efficient degree attainment

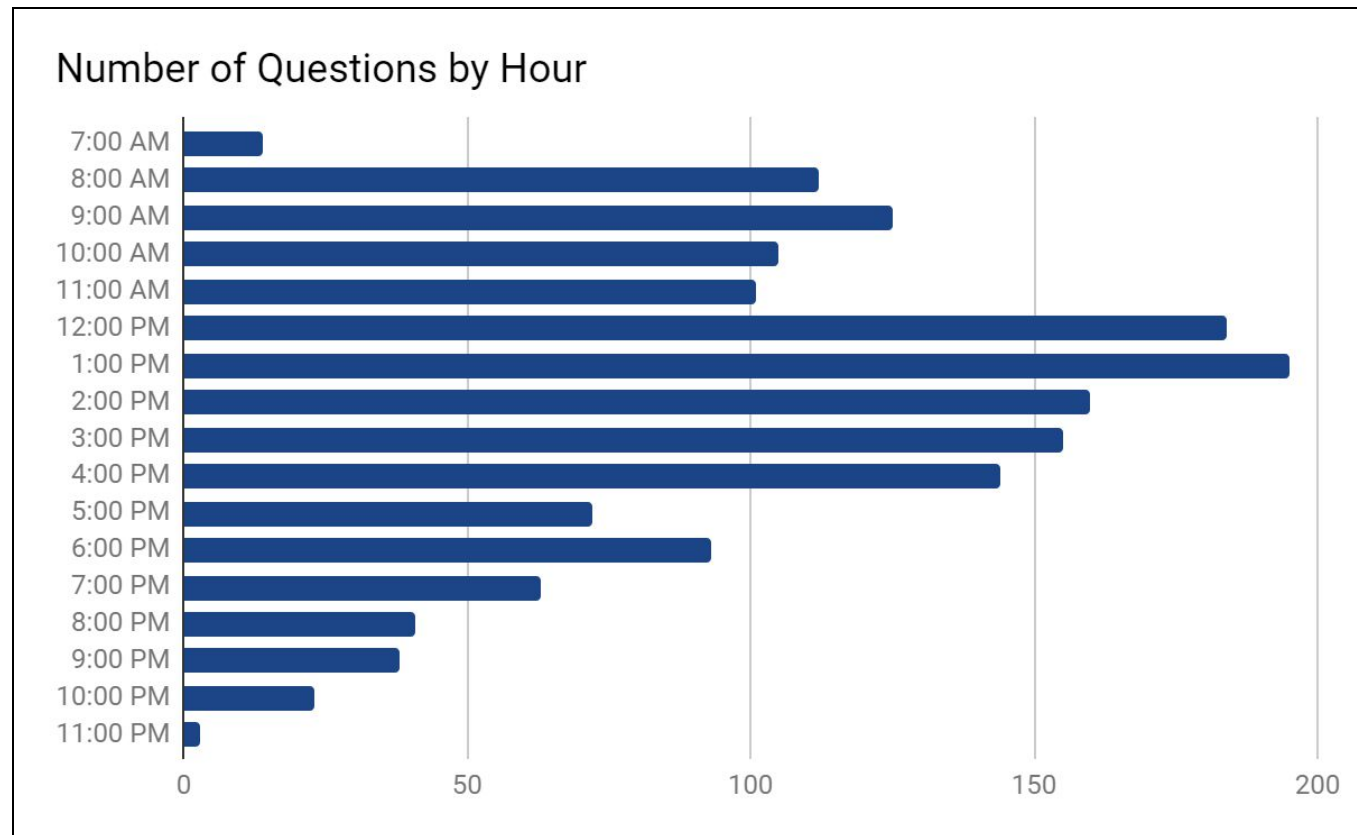
## PUBLIC SERVICES

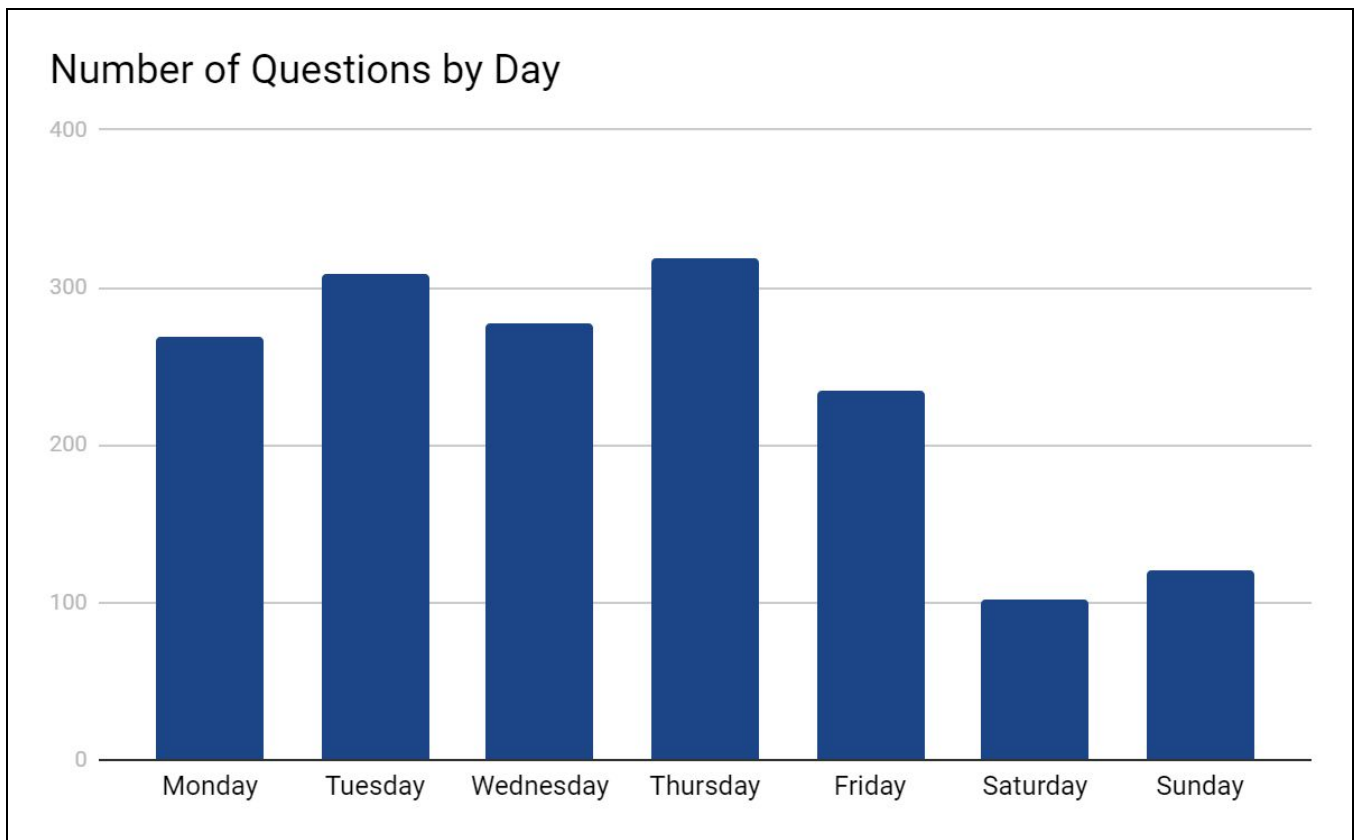
Public services at Pierce Library include all of the services and activities that focus on helping patrons use and access our collections, resources, and space. In addition to instruction, these are the ways that we interact with students and other patrons to support academic quality and student experience and create an inclusive and responsive learning space.

## Reference

In the 2018-2019 academic year we **answered over 1,600 questions, a 23% increase over 2017-18**. Library staff logged 1,628 questions in our reference statistics program, with the data below showing a breakdown of the questions into various types. The main differences from the 2017-18 year are a 71% increase in phone questions, and a 64% increase in questions received from EOU faculty/staff.

| 2018-2019 Reference Question Statistics |      |                 |     |           |      |               |      |
|---|------|-----------------|-----|-----------|------|---------------|------|
| Asked By                                |      | Question Type   |     | Format    |      | Duration      |      |
| Student                                 | 1247 | Directional     | 399 | In Person | 1305 | 0-5 minutes   | 1313 |
| Faculty/Staff                           | 74   | Lib Operational | 362 | Phone     | 130  | 6-14 minutes  | 188  |
| Other                                   | 307  | Technology Use  | 362 | Chat      | 120  | 15-29 minutes | 89   |
|   |      | Quick Reference | 386 | Email     | 73   | 30+ minutes   | 38   |
|   |      | Research        | 119 |           |      |               |      |





## Circulation

2017-18 # of Loans: 8,308

2018-19 # of Loans: 8,317

2017-18 # passport patrons added: 12

2018-19 # passport patrons added: 25

Over 125 individuals now participate in the Oregon Passport program, which allows local community members and other patrons across the state access to our physical collection without a fee. This is one of the ways we support the EOU strategic goal of supporting the region.

## Interlibrary Loan and Summit

Interlibrary Loan (ILL) and Summit provide patrons access to materials not held by Pierce Library. Summit is a service for members of the Orbis Cascade Alliance and allows patrons to quickly and efficiently borrow from 38 other institutions. Our Interlibrary Loan service is for borrowing materials not available through the Summit system.



| 2017-2018 Summit and Interlibrary Loan Items Borrowed and Loaned |                |              |                   |                 |
|--|----------------|--------------|-------------------|-----------------|
|  | Books Borrowed | Books Loaned | Articles Borrowed | Articles Loaned |
| Summit   | 1,220          | 1,089        | N/A               | N/A             |
| ILL  | 111            | 773          | 278               | 290             |

| 2018-2019 Summit and Interlibrary Loan Items Borrowed and Loaned |                       |                       |                       |                    |
|--|-----------------------|-----------------------|-----------------------|--------------------|
|  | Books Borrowed        | Books Loaned          | Articles Borrowed     | Articles Loaned    |
| Summit   | 1202<br>(2% decrease) | 1139<br>(5% increase) | N/A                   | N/A                |
| ILL  | 81<br>(27% decrease)  | 977<br>(26% increase) | 314<br>(13% increase) | 289<br>(no change) |

## Learning Space

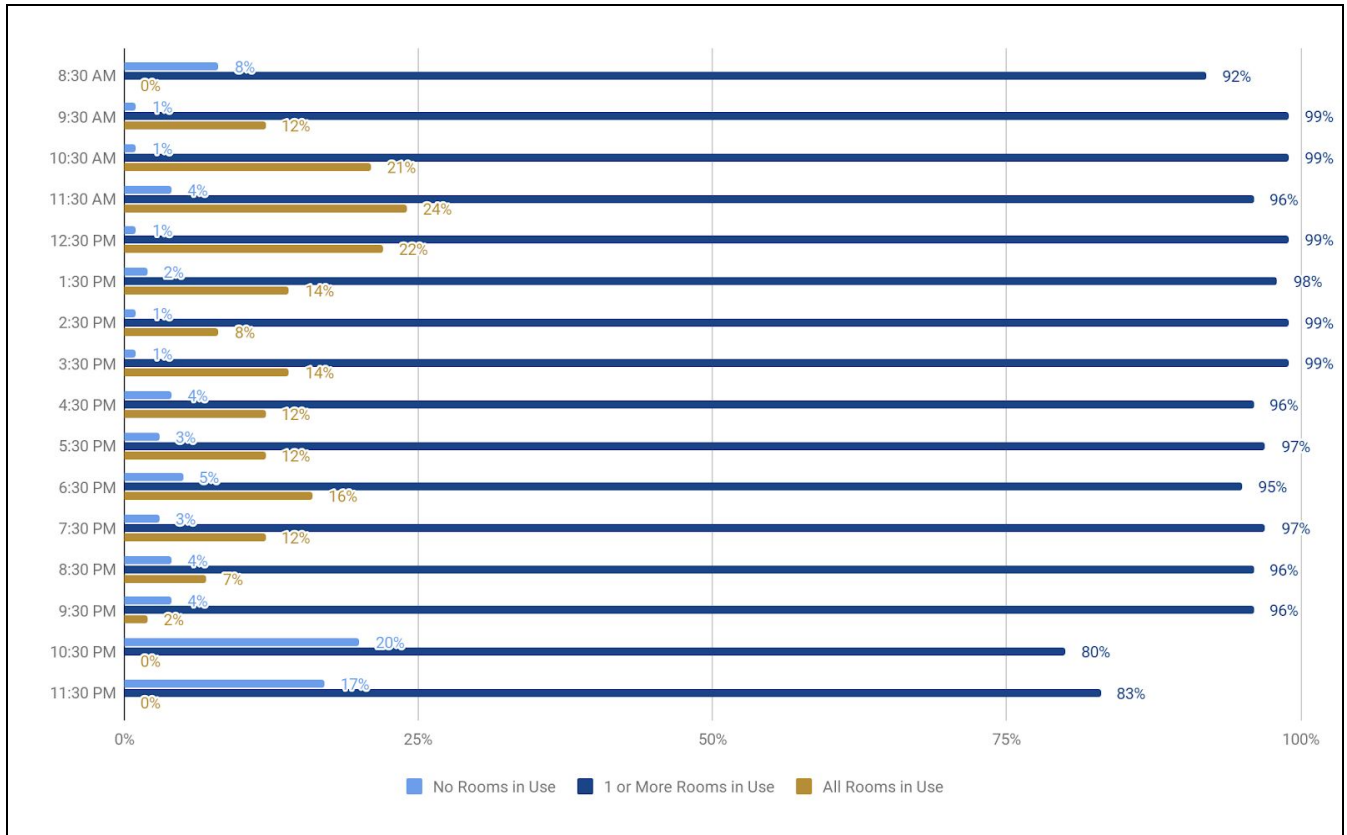
In addition to providing information resources, Pierce Library offers students and patrons beautiful, natural light filled spaces to conduct research, study, use computers, or meet with groups. These spaces include:

- 9 private study rooms
- 2 study counters
- Tables, nooks, and soft seating
- 58 computers
- Coffee Lounge
- Conference Room

Our study rooms are one of the most popular spaces in the Library. The chart below shows the percentage of time that no rooms are in use, that there is at least one of the nine rooms in use, and the percentage of time that all of the rooms are being used.

| 2018-2019 Study Room Use |                 |                        |                  |
|--------------------------|-----------------|------------------------|------------------|
| Time                     | No Rooms in Use | 1 or More Rooms in Use | All Rooms in Use |
| 8:30 AM                  | 8%              | 92%                    | 0%               |
| 9:30 AM                  | 1%              | 99%                    | 12%              |
| 10:30 AM                 | 1%              | 99%                    | 21%              |
| 11:30 AM                 | 4%              | 96%                    | 24%              |
| 12:30 PM                 | 1%              | 99%                    | 22%              |
| 1:30 PM                  | 2%              | 98%                    | 14%              |
| 2:30 PM                  | 1%              | 99%                    | 8%               |
| 3:30 PM                  | 1%              | 99%                    | 14%              |
| 4:30 PM                  | 4%              | 96%                    | 12%              |
| 5:30 PM                  | 3%              | 97%                    | 12%              |

| Time     | No Rooms in Use | 1 or More Rooms in Use | All Rooms in Use |
|----------|-----------------|------------------------|------------------|
| 6:30 PM  | 5%              | 95%                    | 16%              |
| 7:30 PM  | 3%              | 97%                    | 12%              |
| 8:30 PM  | 4%              | 96%                    | 7%               |
| 9:30 PM  | 4%              | 96%                    | 2%               |
| 10:30 PM | 20%             | 80%                    | 0%               |
| 11:30 PM | 17%             | 83%                    | 0%               |



| 2018-2019 Library Gate Count |      |               |      |
|------------------------------|------|---------------|------|
| July 2018                    | 2268 | January 2019  | 5587 |
| August 2018                  | 1894 | February 2019 | 5170 |
| September 2018               | 2109 | March 2019    | 4824 |
| October 2018                 | 8101 | April 2019    | 6639 |
| November 2018                | 6987 | May 2019      | 7489 |
| December 2018                | 2883 | June 2019     | 3475 |

## Events and Promotional Activities

### Night Against Procrastination

Pierce Library held a Night Against Procrastination (NAP) event on Sunday October 28th, in collaboration with the Writing Center, the Learning Center, and the 1-Up Game Club. The event featured extended hours, tutoring, pizza, free hot drinks, search and rescue dogs from Union County Search and Rescue, waffles served by library staff, and prizes, games and activities throughout the night, intended to encourage study breaks. Over 40 prizes were donated by nine local businesses and the Pierce Library Coffee Lounge, which also sponsored the food.

#### Highlights

- **Approximately 160 students attended** – a similar amount to last year.
- **Patron count increased by 70** – while we had about the same number of attendees, students stayed for longer durations rather than coming and going. Between 6:00 and 10:00 pm there were over 100 students in the building each hour.
- **Waffle service increased by 25%** - 75 waffles were served at 9pm, with a line down the stairs!
- **Reference questions increased** – by 600% (from 1 to 7)

### Children’s Book Week 100th Anniversary Celebration

EOU Library was a national event site for the Children’s Book Council 100th Anniversary Children’s Book Week celebration. The EOU event held in the library featured book readings from EOU and local community readers, book-related activities, a voting booth for the 2019 CBC awards, faculty favorite children’s book posters, and a historical Children’s Book Week poster display.

Other ongoing public services accomplishments during the 2018-19 academic year included, developing numerous book displays, social media marketing efforts, and expanding specialized faculty resources such as the guide to Open Educational Resources.

## Student Employment

Student employment at Pierce Library supports the EOU Strategic Plan by emphasizing skills that employers seek and preparing students for success after college (SP Goal 1 Objective 2) . During 2018-2019 Pierce Library **employed 27 student employees** in three departments. This is a decrease of two students from the 2017-18 year.

### Alignment with The Ascent 2029: Public Services

**Goal 2: Transformational Education**

**Objective 1:** Excellence in teaching and scholarship

**Objective 2:** Graduates possess the essential learning outcomes employers seek

**Goal 3: Grow the Number of Lives Impacted**

**Objective 2:** Students are retained

|  |   |
|--|---|
| <b>Goal 4: Thriving University Community</b> | <p><b>Objective 1:</b> Foster an inviting and supportive university culture that exemplifies EOU's values and principles</p> <p><b>Objective 2:</b> Support intercultural competency, inclusiveness, and diversity</p> <p><b>Objective 3:</b> Provide and maintain a campus that promotes quality of life for students, faculty, staff, and the community</p> |
|--|---|

|  |   |
|--|---|
| <b>Goal 5: Relevance and Interconnection</b> | <p><b>Objective 2:</b> Be recognized as a leader in promoting rural community prosperity and resilience</p> |
|--|---|

## COLLECTIONS

### Collection Highlights

- Video streaming continues to be a popular resource with EOU faculty and students. In May 2019 Academic Video Online (AVON) Demand Driven Acquisition package was added to the library video streaming resources. Kanopy use has increased as shown below.

| Kanopy Usage  | 2017-2018 | 2018-2019 |
|---|-----------|-----------|
| Visits  | 2789      | 4573      |
| Video plays   | 1615      | 2394      |
| Number of films triggered (4 views triggers 1 year license) | 38        | 57        |
| Cost  | \$4560.00 | \$6360.00 |

- The library continues to work to make archived EOU publications discoverable and accessible. **Digitization of Senior History Thesis** papers was completed in August 2018.

### Gifts

The library received gifts from 12 donors during the 2018-2019 academic year. A summary of the donations appear in the table below.

| Gifts Received in 2018-2019 |   |
|-----------------------------|---|
| Books                       | 601 titles  |
| Serials                     | 377 issues  |
| Archive Materials           | 1 hand drawn poster announcing Kennedy visit; 1 DVD with approximately 50 regional photos |

## Collections By the Numbers

| Electronic Titles |          |            |               |        |        |              |             |
|-------------------|----------|------------|---------------|--------|--------|--------------|-------------|
| eBooks            | Journals | Newspapers | Other Serials | Theses | Films  | Music Scores | Maps/ Atlas |
| 311,554           | 40,372   | 2,193      | 39,977        | 444    | 46,462 | 9,523        | 2,764       |

| Physical Titles |          |            |              |       |       |              |             |
|-----------------|----------|------------|--------------|-------|-------|--------------|-------------|
| Books           | Journals | Newspapers | Other Serial | Films | Audio | Music Scores | Maps /Atlas |
| 150,252         | 1,581    | 218        | 2,200        | 4,353 | 6,483 | 1,760        | 4,280       |

| Database Count & Use                                   |   |
|--|---|
| Number of Databases                                    | 196   |
| 10 most frequently used databases                      |   |
| 2017-2018  | 2018-2019   |
| <b>1 Academic Search Complete</b> 25712 searches       | <b>1 Academic Search Complete</b> 30518 searches      |
| <b>2 JSTOR</b> 9,905 searches                          | <b>2 PsycInfo</b> 6882 searches                       |
| <b>3 ERIC</b> 7,310 searches                           | <b>3 PsycArticles</b> 6612 searches                   |
| <b>4 Psych and Behav Sci Collection</b> 5,482 searches | <b>4 ERIC</b> 5355 searches                           |
| <b>5 Business Source Complete</b> 3,950 searches       | <b>5 Business Source complete</b> 4266 searches       |
| <b>6 Education Full Text</b> 3,317 searches            | <b>6 Education Full Text</b> 4164 searches            |
| <b>7 SPORTDiscus</b> 2,526 searches                    | <b>7 Psych and Behav Sci Collection</b> 3549 searches |
| <b>8 MEDLINE</b> 2,361 searches                        | <b>8 SPORTDiscus</b> 3100 searches                    |
| <b>9 Regional Business News</b> 2,348 searches         | <b>9 MEDLINE</b> 2743 searches                        |
| <b>10 Prof Development Collection</b> 2,323 searches   | <b>10 JSTOR</b> 2425 searches                         |



| Usage Statistics | 2017-2018               | 2018-2019               |
|------------------|-------------------------|-------------------------|
| All Databases    | 136,784 searches        | 124,451 searches        |
| eBooks           | 15,068 section requests | 7,230 section requests  |
| Journals         | 53,943 journal requests | 25,720 journal requests |

| Physical Materials Circulation Statistics |   |                         |
|---|---|-------------------------|
|   | 2017-2018   | 2018-2019               |
| Total Physical Materials                  | 6,960 items checked out   | To Be Added             |
| Main Collection                           | 3,062 items checked out   | 2,948 items checked out |
| Youth Collection                          | 1,333 items checked out   | 1,416 items checked out |
| DVD Collection                            | 434 items checked out   | 297 items checked out   |
| Popular Reading Collection                | 244 items checked out   | 253 items checked out   |
|   | The total number includes all items owned by Pierce Library that during the year. The other circulation numbers are for specific collections and demonstrate the use and popularity of some of our smaller collections relative to the Main Collection. |                         |

## Alignment with The Ascent 2029: Collections

|                                       |   |
|---------------------------------------|---|
| Goal 2: Transformational Education    | <b>Objective 1:</b> Excellence in teaching and scholarship  |
| Goal 4: Thriving University Community | <b>Objective 2:</b> Support intercultural competency, inclusiveness, and diversity  |
| Goal 5: Relevance and Interconnection | <b>Objective 1:</b> Educational partnerships are cultivated<br><b>Objective 2:</b> Be recognized as a leader in promoting rural community prosperity and resilience |

## SYSTEMS and WEB APPLICATIONS

In 2018-2019 the Systems Librarian developed and put into place a customized IT helpdesk ticketing system designed to monitor, organize and collect data relating to systems and web application work. The ticketing system allows us to better manage support requests, development projects, documentation, and regular maintenance of all library systems and web applications. The system shows that for the 2018-2019 academic year there were a total of 218 tickets opened to address

support issues, maintenance, and development projects. The tables below provide more specific details relating to those tickets.

## Support Requests from the EOU Community

| Support Requests by EOU User Group 2018-2019 |            |
|--|------------|
| General Support                              | 13         |
| Students                                     | 4          |
| Faculty                                      | 5          |
| Partner Institutions                         | 1          |
| Library Staff                                | 138        |
| <b>TOTAL</b>                                 | <b>161</b> |

## Support Requests from Outside the EOU Community

The two categories in this table represent work done for the Orbis Cascade Alliance and any work done for open source software communities that the library contributes to. Both of these categories were added in March of 2019, so the numbers don't fully reflect the 2018-2019 Academic Year.

| Systems Work for Outside Groups 2018-2019 |           |
|---|-----------|
| Orbis Cascade Alliance                    | 12        |
| Open Source Communities                   | 1         |
| <b>TOTAL</b>                              | <b>13</b> |

## Development and Maintenance of Systems and Web Applications

The category for Regular Maintenance wasn't added until March of 2019, so that number doesn't fully reflect the 2018-2019 Academic Year.

| Development Related Tickets 2018-2019       |           |
|---|-----------|
| Development Projects                        | 31        |
| Development Documentation Created           | 6         |
| Regular Maintenance of Systems and Web Apps | 7         |
| <b>TOTAL</b>                                | <b>44</b> |

## Support Requests Broken Down by System or Web Application

| Support Requests by System 2018-2019 |            |
|--------------------------------------|------------|
| Alma ILS                             | 35         |
| Primo                                | 42         |
| EZProxy                              | 22         |
| Library Website                      | 32         |
| Digital Archive (Omeka)              | 15         |
| Vendor Databases                     | 12         |
| Guide on the Side                    | 1          |
| ClioWeb (ILL)                        | 8          |
| Google Services                      | 4          |
| Hardware                             | 13         |
| Software                             | 8          |
| General IT                           | 19         |
| LibGuides                            | 3          |
| Amazon Web Services                  | 2          |
| osTicket (Helpdesk Ticketing System) | 1          |
| ArchivesSpace                        | 1          |
| <b>TOTAL</b>                         | <b>218</b> |

In addition to the regular and ongoing technical assistance illustrated by the above statistics, the following projects were ongoing during during 2018-2019.

### 2018-2019 Systems Projects

#### Implementation of new web-based ILL System (ClioWeb)

ClioWeb offers students, faculty and staff the opportunity to manage their own inter-library loan requests through a web interface. Before moving to this system, users were required to communicate directly with ILL staff to renew or cancel ILL requests. ClioWeb allows users to login to their account

through OneLogin and do these simple tasks with a user friendly interface, making the ILL process much more efficient. Another benefit to this system is that users no longer have to fill in their personal information every time they make a request. ClioWeb stores user information and auto populates contact information fields, eliminating the need for users to do this themselves repeatedly.

## AngularJS Developments for Primo Customization

The Orbis Cascade Alliance Primo Customization Standing Group (PCSG) is tasked with evaluating and Primo customization requests made by Alliance Institutions, and developing requests that are deemed reasonable and beneficial to the consortium. Requests are developed and completed by PCSG members using the AngularJS Framework. EOU's Systems Librarian agreed to develop a requested functionality in the Primo interface that warns users they need to be logged in to make their favorites list permanent. If users are not logged in, Primo will allow them to save to a favorites list as a guest, but once the user leaves their session by closing the browser they lose that list. There is no native functionality built into Primo that would warn users of this, so PCSG agreed to do the development. This customization offered a new functionality for the Primo interface to all Alliance Institutions, as well as significantly building the Systems Librarian's web developer skills.

## ChatBox Added to Primo

The Systems Librarian used recently augmented skills in Angular JS to build and implement a widget that appears in EOU's Primo interface. The widget allows students, faculty, and staff to initiate an online chat session with a librarian. If users are experiencing issues as they use Primo, they can click on the chat widget and instantly get help. It was necessary to build this customization in-house because it's very specific to EOU's instance of Primo and the vendor we use for chat interactions.

## New Webforms Built for Library Website

The EOU Library moved from a Java based website to a Wordpress based site last year. In this migration we had to abandon our existing Java-based web forms for research assistance requests and general contact forms because they didn't translate to the new Wordpress environment. At the time we replaced these with a Wordpress plugin that provided a short-term solution, but it didn't offer the kind of control or ability to customize we wanted. These plugins also didn't work very well with our centralized reference communication system, libraryh3lp, making it difficult for multiple people to receive requests submitted through these forms. Using JQuery and a libraryh3lp API, the library was able to develop webforms for our site that allows for multiple reference staff to receive requests as well as track those requests to ensure only one response is given in a timely fashion.

### Alignment with The Ascent 2029: Systems and Web Applications

#### Goal 5: Relevance and Interconnection

**Objective 1:** Educational partnerships are cultivated

**Objective 2:** Be recognized as a leader in promoting rural community prosperity and resilience

#### Goal 6: Financial Sustainability

**Objective 1:** Develop and foster a culture of fiscal responsibility, accountability, and security for all university funds

# LIBRARY BUDGET

| Budget        |                  |   |                            |      |
|---------------|------------------|---|----------------------------|------|
| Academic Year | Materials Budget | Note  | Services & Supplies budget | Note |
| 2017/18       | \$445,800.00     | -   | \$114,413.00               | -    |
| 2018/19       | \$459,181.00     | Budget increased for serials annual inflation | \$114,413.00               |      |

| 2018-2019 Materials Expenditures            |   |
|---|---|
| Index                                       | Expenditure / Encumbrance to date (6/17/2019) |
| ALB204 (membership)                         | \$9,480.00                                    |
| ALB205 (Online processing & Bindery)        | \$11,947.41                                   |
| ALB206 (Membership, Online processing)      | \$11,891.36                                   |
| ALB201 (monographs, serials)                | \$260,485.17                                  |
| Spec Coll                                   | \$3,812.17                                    |
| Digitization                                | \$116.00                                      |
| Newspaper Microfilm                         | \$2867.57                                     |
| ALB202 (monographs, serials, subscriptions) | \$143,372.75                                  |
| Video Streaming                             | \$6480.00                                     |
| Lost/Damaged/Replacements                   | \$3,625.91                                    |
| 2018-2019 Services & Supplies Expenditures  |   |
| Services & Supplies                         | \$114,018.97                                  |

## Alignment with The Ascent 2029: Budget

|   |  |
|---|--|
| <b>Goal 6: Financial Sustainability</b> | <b>Objective 1:</b> Develop and foster a culture of fiscal responsibility, accountability, and security for all university funds |
|---|--|



# ACCOMPLISHMENTS, PROFESSIONAL DEVELOPMENT, and SERVICE

## Jeremiah Kellogg

- Presented “Managing Self-Hosted Open Source Systems with Virtual Machine Test Environments” at the Online NW conference in March 2018.  
<https://pdxscholar.library.pdx.edu/onlinenorthwest/2018/presentations/16/>
- Created YouTube Channel: Videos for Librarians needing to bridge the gap between Library Science and Computer Science.  
[https://www.youtube.com/channel/UCVzKEg6a7Ads2VZE9\\_y2Aaw](https://www.youtube.com/channel/UCVzKEg6a7Ads2VZE9_y2Aaw)

## Sally Mielke

- Chaired EOU Faculty Personnel Committee; shepherded RTP 2019 Handbook approval.
- Received ACRL Oregon School/Academic Librarian Collaboration Scholarship; presented workshop to North Powder School District personnel.
- Hosted 100th Anniversary Children’s Book Week Celebration.
- Participated as a member of the Rural Studies Interdisciplinary Degree planning team.

## Sarah Ralston

- Served on a Summer work group with the Information Literacy Advisory Group of Oregon (ILAGO) to update the Information Literacy outcomes in the AAOT, and continued the work throughout the year.
- Had a book chapter proposal accepted on High Impact Practices in academic libraries focusing on FYE programs.
- Co-presented a colloquium on Writing Across the Curriculum with members of the WAC group March 2019.
- Presented on LIB 307 as a service to online only, non-traditional students at Online Northwest March 2019.
- Gave a “Shell Share” presentation for CTLA April 2019.
- Facilitated a work session on the AAOT revision at the ILAGO Spring Summit May 2019.

## Sarah Rowland

- Participated in Copyright First Responder PNW training and community in May 2019.
- Served as a Member at Large for the Association of College & Research Library (ACRL) board.
- Served as Chair of Documents Interest Group of Oregon (DIGOR).
- Served as a Member on the OLA Library Development and Legislation Committee.

## Katie Townsend

- Attended Online Northwest March 2019.
- Served as a member of planning committee for Oregon Reference Summit.
- Attended Oregon Reference Summit May 2019.

## **EOU Committee Service**

- Budget & Planning Committee: *Katie Townsend*
- CTLA: *Sally Mielke*
- Diversity Committee: *Jeremiah Kellogg*
- EPCC: *Sarah Ralston*
- FPC: *Sally Mielke*
- Faculty Senate: *Theresa Noldeke*
- Integrative Studies Faculty Council: *Theresa Noldeke*
- Library Personnel Committee: *Theresa Noldeke, Sally Mielke*
- WAC Group: *Sarah Ralston*