



LINDENWOOD

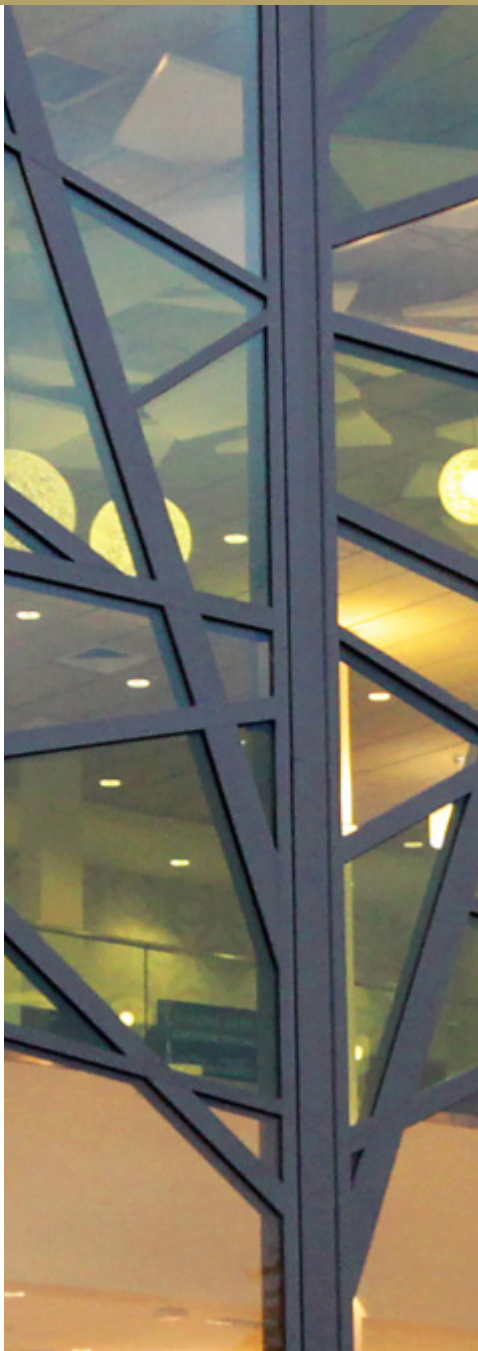
UNIVERSITY

LIBRARY SERVICES



ANNUAL REPORT  
2018 – 2019

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# Dean's Message



I am excited to present the 2018 – 2019 Annual Report for the Lindenwood University Library. This is our first publication, and I am excited to announce that it was produced by our team of interns: Madison DiMercurio, Aleksandra Tomala, Josefina Haupt and Abigail Cain and led by library staff member, Leah Rosenmiller. This report reflects the hard work and commitment of the staff, students, and interns that work at the Lindenwood University Library.

After years of planning and anticipation, library staff moved from Butler Library to the Library and Academic Resources Center in August 2017. Since that momentous move, library staff have worked tirelessly to create an environment where students can thrive and meet the academic challenges of their various disciplines. A key component to success in our new home was to gain an understanding of how users engage with their new surroundings. Through astute observation and diligent tracking of data on how the space is used, librarians have developed new and creative approaches to services, instruction, programming, technology, space management, outreach, and resource selection.

This report will highlight the exciting ways staff took what they learned during the 2017/2018 academic year and applied it in 2018/2019 to create a first-rate experience for all Lindenwood University Library users. We are excited to share our successes and encourage you to provide any feedback.





# LARC Annual Report: **Who We Are**

The Library and Academic Resources Center (LARC) has a variety of spaces and tools that help students during their academic career at Lindenwood.

## **The Library and Academic Resources Center features:**

- |   |   |
|---|---|
| 17 classrooms                                     | 3 computer labs, 1 also functions as the library instruction room                   |
| Individual and group study spaces on all 4 levels | Innovative technology that supports curriculum and increases collaborative learning |
| University Archives                               |   |



2018-'19 Library Visits  
**102,100**

The library departments include Access Services, Reference Services, Technical Services, Media and Gaming, and Archives that all work in collaboration to support the development of student, faculty, and staff.

## **Library's Mission Statement**

Supporting students, faculty, and staff through quality resources, innovative programming, and a commitment to excellence in customer service.





# LARC Annual Report: **Library Staff**

**Lindenwood's library has dedicated staff who support research, student success, and the overall mission of the university.**



**Elizabeth MacDonald**  
Dean of Library Services



**Lisa Young**  
Director of Access Services



**Nancy Messina**  
Director of Reference Services



**Carl Hubenschmidt**  
InterLibrary Loan Librarian



**Paul Huffman**  
Librarian & University Archivist



**Suzanne Gleason**  
Technical Services Librarian



**Joanna DeYoung**  
Library Acquisitions Coordinator



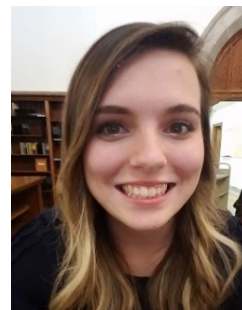
# LARC Annual Report: Library Staff



**Chris Smentkowski**  
Circulation Coordinator



**Michael Fetters**  
Digital Librarian



**Meghan Phifer-Davis**  
Outreach & E-Learning Librarian



**Billy Richard**  
Library Assistant



**Leah Rosenmiller**  
Library Clerk

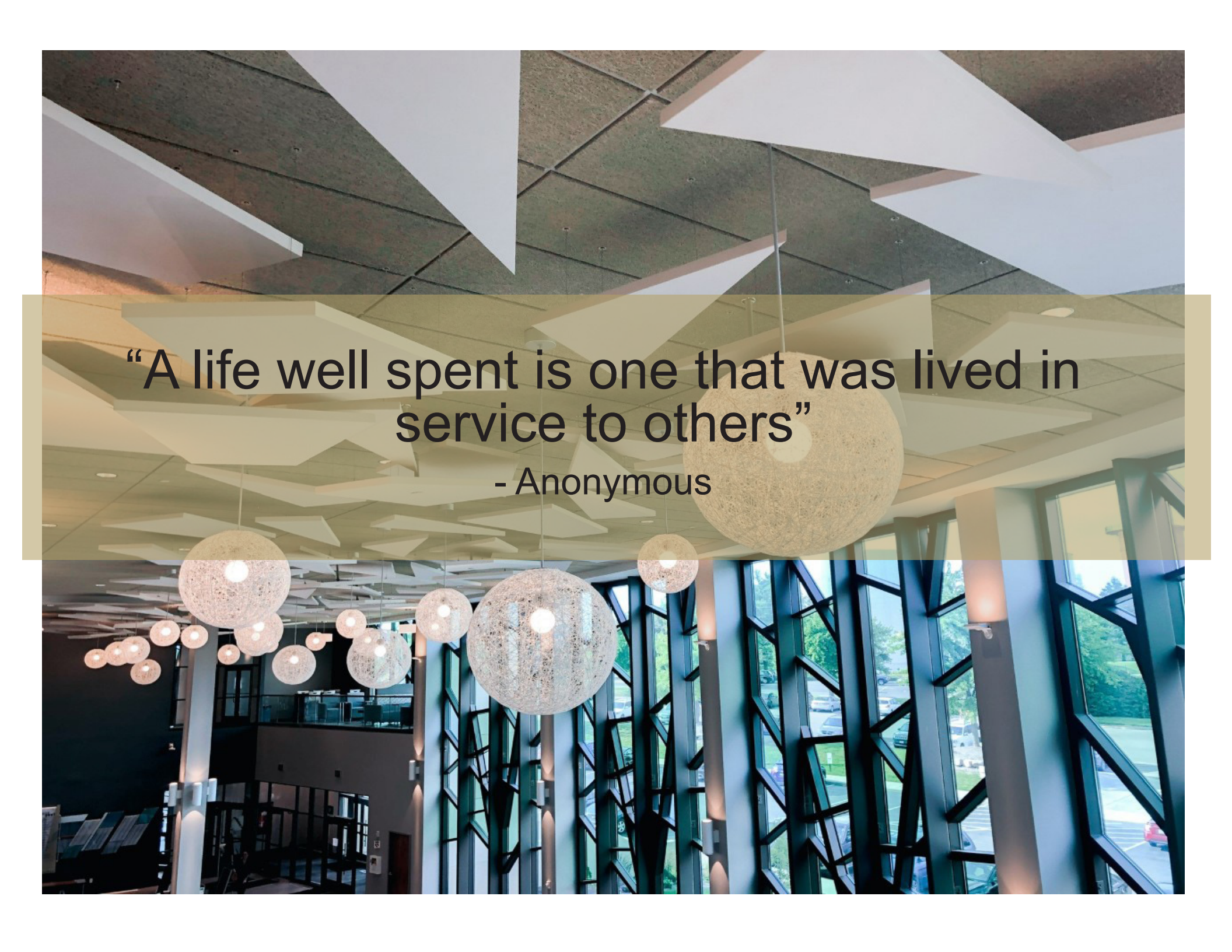


**Jake Morrissay**  
Library Clerk

**Leah Delaporta**  
Library Clerk





A photograph of a modern interior space, likely a library or community center. The ceiling is a complex, multi-level structure with large, angular, white panels. Several large, spherical, woven light fixtures hang from the ceiling. The walls are dark, and there are large windows on the right side, providing a view of the outdoors. The overall atmosphere is bright and contemporary.

“A life well spent is one that was lived in service to others”

- Anonymous



# Access Services

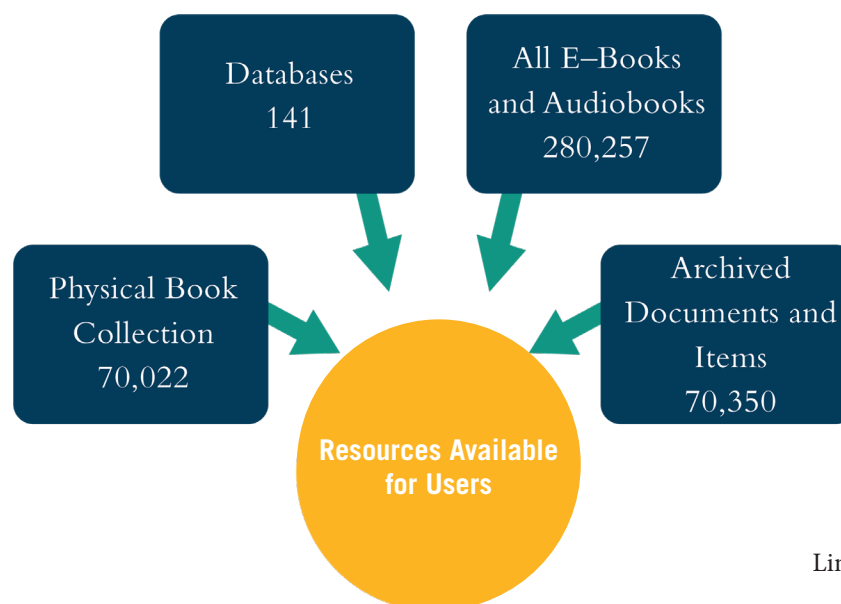
Provides resource accessibility and supports the information needs



# Access Services: Receive and Respond

The Access Services team works to provide library users and anyone in the LARC with the information they need to be successful. High-quality service, consistent communication, and problem solving are important pillars for how the access services team connects with the Lindenwood community.

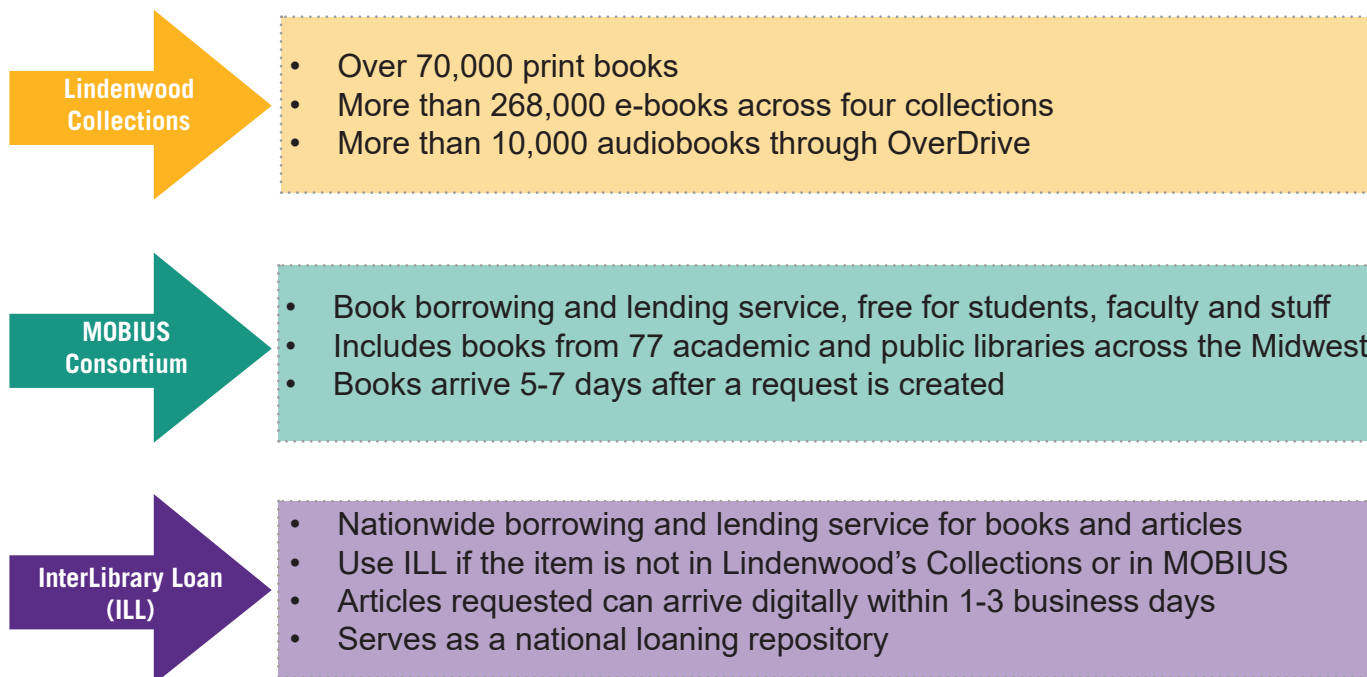
The Circulation Desk is the main point of service for the library and functions as a guide for anyone who enters the LARC. The Access Services staff and student employees strive to embody approachability and positivity in order to provide helpful responses to all library users. The Q2 service excellence model is the foundation for every interaction at the Circulation Desk and throughout the library. The questions 'What do you need' and 'How can I help' are crucial for providing strong service to all library users. The Access Services team continuously listens to library users and responds quickly to their information needs.



# Access Services: Connecting Users to Materials

The Access Services team connects the Lindenwood students, faculty, and staff to the resources they need through the Lindenwood collections as well as several resource sharing opportunities with other academic and public libraries. Resource sharing, through borrowing and lending, grants widespread access to items outside of Lindenwood for class assignments, research, and other information needs.

## Access to Books: Print and Digital





# Access Services: Resources for Checkout

## Tools and Technology Available for Checkout

- Chromebooks
- Dell Laptops
- Headphones
- Graphing Calculators
- Webcam
- Wireless Keyboard and Mouse Sets for Group Study Rooms
- Padcaster and iPad for live streaming



The library has **253** items on course reserve including educational testing materials that were checked out **571** times.



# Access Services: Collection Development

The library maintains a balanced and diverse collection that reflects the educational mission of the university and supports course curriculum. The main way the library does this is through a collection development initiative. Adding new titles and new technology to the library increases the research value and functionality of the collections. When selecting what to add to the collection, librarians strive to choose titles in print, audio, and e-book to increase the accessibility of the collection.

## Collection development is achieved through:

- Gaining a comprehensive view of collection usage by gathering data and analyzing reports to provide direction on future selection
- A selection team who focus on particular subject areas that are in high demand or need more collection growth
- Faculty and staff requests and suggestions
- Faculty publications



# Access Services: Special Display

The library has a variety of special displays that help showcase our print and digital collections. These displays make reading and scholarship accessible. From our popular reading and new books section to the curated themes in our contemporary collection the library has a special display for every type of reader.



## Popular Reading Collection

Features best-selling fiction and nonfiction titles, popular graphic novels and sought-after young adult fiction



## New Books Collection

Wide variety of non-fiction titles



## Special Displays

Monthly, themed book collections  
Some of the special displays include collaborations with other departments to promote academic concepts and campus events.



## Contemporary Collection

This collection features a theme voted on by students.





# Reference Services

The reference team works to support the research and scholarship of the Lindenwood community.



# Reference Services: Partners in the Journey to Academic Success

The reference team is made up of professionals whose job it is to serve the Lindenwood community by providing them with the knowledge to access and utilize the educational resources that best serve their academic discipline and research needs. The reference librarians work to enhance the educational experiences of all Lindenwood students by teaching information literacy skills, quality research methods, and providing course collaborations both online and in person. They work with faculty and staff to support scholarship and professional growth.

## Developing Educational Tools for Students

Reference librarians expand the scope of educational tools available for students and faculty by continuously developing:

- Video tutorials to improve resource accessibility and website navigation
- Subject research guides
- Course specific research guides
- Workshops focusing on:
  - Career preparedness
  - Information literacy
  - Conference and poster presentations
  - Citation management
  - Publishing

## Research Services

24 workshops with 142 people in attendance

53 published research guides with 21,568 views

1,695 students reached through library instructions



# Reference Services: Course Collaborations

## In the 2018-19 Librarians:

Taught **111** instructions

Held **684** individual reference interactions

Were embedded in **27** courses both online and on campus

## Academic Disciplines Reached:

**18** for the library's instruction initiatives

**5** for the library's embedded initiatives

Course collaborations contribute to student success because they provide the students with the benefit of an accessible librarian who has expertise in the subject of the course. Course collaborations include research instructions in classes, assignment support for students, and semester long embedding in courses.

When librarians embed in a course, either in person or online, they spend the entire length of the course acting as a library resource for the students and help the professor manage research questions that students have when completing projects. Embedded librarians function as another professional in the course who students can go to for research and library support. The embedded librarian is in communication with the professor to provide an experience of continuity and support for students as they work to complete assignments and reach the learning goals of the course.

## Evaluating Information Resources

Learn the questions to ask with TRAAP and how you can apply it to each resource you run into.

Timeliness

Relevance

Authority

Accuracy

Purpose





# Reference Services: Supporting the Lindenwood Community

Reference instructions and resources are designed to teach, encourage, and ultimately help the Lindenwood community become independent researchers and lifelong learners.

## Supporting Students

- Develop life-long research skills
- Provide pathways to accessible resources
- Support students understanding and participation in scholarly communications

## Supporting Faculty and Staff

- Strengthen personal and career research
- Provide access to professional development opportunities
- Connecting faculty and staff to innovative resources

## Connecting with Lindenwood community:

Reference librarians strive to be accessible to the Lindenwood community on campus and online. There are many ways to contact a librarian:

- Email ([LibrarySTC@lindenwood.edu](mailto:LibrarySTC@lindenwood.edu))
- Phone: (636)-949-4820
- Schedule an appointment
- Walk-in
- Chat
- Canvas



# Reference Services: Open Educational Resources(OER)

Open Educational Resources (OER) are educational materials that are openly available in the public domain.

## Benefits of Using OER

For students:

- Drastically reduces the cost educational materials
- Easily accessible
- Materials can be retained for future use

For Faculty:

- Ability to revise and customize materials to support a course
- Consistent access to the same material for all students
- OER materials can be re-used, re-mixed, and re-distributed

## The Library Supports OER:

- Creation of a LibGuide that includes latest news and tips for implementing OER
- Library offers a variety of workshops on discovering, implementing, and general use of OER
- Library provides access to Faculty Select which is a tool that allows the ability to search multiple OER platforms using a single interface. Access through the faculty portal



# Media and Gaming Lab

Works to support curriculum  
by expanding students' technology and design skills





# Media and Gaming Lab: Spaces for Creativity

The Media and Gaming Lab (MGL) exists so all students can utilize technology and software that helps them develop their professional skills, build a portfolio, and enhance their creative opportunities. The MGL provides students with reliable accessibility to specialized software and technology that they would not otherwise have access to outside of their classroom. The library staff in the MGL create a space for students where they can express their creativity and produce professional level work. The MGL consistently updates their technology to make sure it aligns with students needs and course requirements.

## Media Lab Workspaces

- 2 Audio Visual editing rooms
- Computer lab with PCs and MACs
- Gaming room and project space
- 80 seat theatre



The theatre provides a professional atmosphere with its state-of-the-art sound equipment which is ideal for students in the film and theater studies. They have a unique opportunity to present their projects and films in a space that mimics a full-scale theater.



# Media and Gaming Lab: Resources and Projects

## Technology and Tools Available

- DVD/Blu-Ray collection of over 2,200 films
- Tabletop/Board game collection
- Wacom tablets for stylistic design
- Programs for game design and audio/visual editing
- Zoom audio recorder
- Portable DVD/Blu-Ray Players
- Go Pro camera
- 360 Pix-Pro camera
- Elgato game capture recorder

On average the MGL has:  
**100** students per day

## Creations and Projects

- Marketing and promotional materials
- Student films
- Music mixing
- Student podcasts
- Educational podcasts by faculty
- Psychology case studies
- Coding and game design projects



# Media and Gaming Lab: Gaming and Events

## Recreational Gaming and E-Sports

The gaming room is a stress-relieving space with comfortable seating that allows students to have fun with their friends and host collaborative e-sports tournaments.

The gaming lab features:

- Xbox console
- PlayStation 4 console
- Nintendo Switch console
- OCULUS Rift
- Augmented, virtual, and mixed reality devices
- Classic computer games

## MGL Events

- Adobe Suite certification courses
- Photoshop workshops
- Podcast workshops
- Open RPG nights
- Board game nights





# Archives and Special Collections

Preserving Lindenwood and local history to ensure accessibility



# Archives and Special Collections: Mary E. Ambler Archives

The main goal of Lindenwood's Mary E. Ambler Archives is to be a tool that Lindenwood students, faculty, and staff will find useful in their research of institutional and regional topics. The Archives is run by librarian and university archivist, Paul Huffman. The Archives serves as an institutional memory for Lindenwood and is a mix of physical items and digital records. The Archives works to centralize access to university publications, meeting minutes, reports, course catalogs, yearbooks, student newspapers, and photographs.





# Archives and Special Collections: History Preserved

The Archives holds several collections which depict the early history of Lindenwood including information on the founders, George and Mary Sibley. Lindenwood's transformation from a women's college to a university is chronicled in the school's archives.

## Collection Spotlights:

- George and Mary Sibley papers
- Personal library of Sibley family
- Alumni artwork
- Personal library of U.S. Senator James A. Reed
- Alumni House and Museum Collection
- Conoyer Political Button Collection
- Artwork of Louise Leak





# Library Services: Designing Spaces for Learning

The library has multiple types of spaces that were designed to help students learn more collaboratively and efficiently. These spaces provide students with comfortable learning environments that have the technology they need to accomplish their work and collaborate with others.



## The Grove

A collaborative study space with open seating and wireless printing access. The Grove is popular for studying and relaxing between classes



## Group Study Rooms

These technology enhanced rooms provide large quiet spaces for students to collaborate. Equipped with the productivity software Solstice, a dry erase board, comfortable seating, and webcam these rooms are perfect for group projects, meetings, and virtual class sessions.



# Library Services: Designing Spaces for Learning



## Computer Labs and Library Instruction Room

The LARC has three computer labs, one of them also functions as the library instruction room. The computer labs provide students with computer and printing access and a quiet place to study.



## Third Floor Study Area and Balcony

The open seating on the third floor provides students the option of studying individually or with a group. The media wall in the study area displays different campus information every month. If the weather is nice, the outdoor balcony is a great place to study or visit with friends while getting some fresh air.

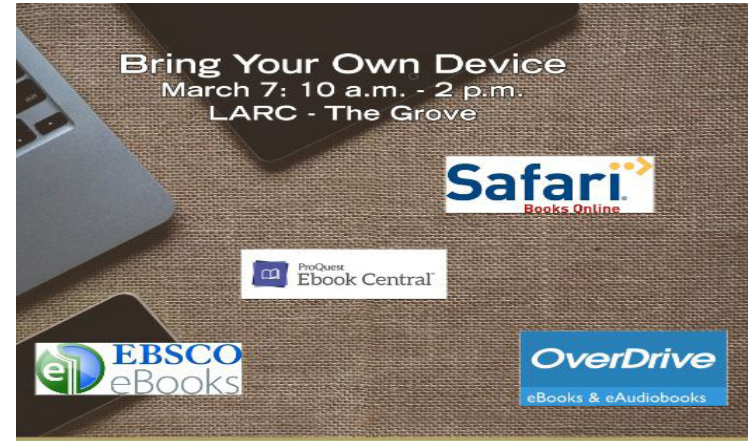


# Library Services: Events



## Faculty Reads

Their influential books. Their passion.  
Your professor. Your inspiration.



## Bring your own device

Electronic resources and OverDrive  
access.



## Author Sam Kean visits Lindenwood

Kean spoke on how to popularize science  
through books.





# Library Services: Representation at Campus Events



## Lindenwood Involvapoloosa

Library promoted esports club & MGL collections.



## Future Lion Day

Perspective students learned about the library.



## Dark Carnival

Educating students about the Archives and Lindenwood history.



## Student Research Symposium

LARC hosted presentations of student research and projects.



# LINDENWOOD

U N I V E R S I T Y

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LIBRARY SERVICES



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