

Library Report

For the 2009-2010 Academic Year
In the Pursuit of Excellence

Inside:

Alloway Library's accomplishments during this year of cut-backs and restraint on personnel, collections, and operations

To note:

- User workstations upgraded and enhanced
- Top marks for staff
- Back-up power supply installed
- 17 databases cut
- Staff involvement in many professional activities

One of Alloway Library's core values is the pursuit of excellence. Along with its siblings – integrity and service – excellence is one of three intrinsic qualities that Alloway Library explicitly aims to achieve. That intention is written into our departmental plan:

Library staff members are committed to the highest realistically achievable standards in their roles as educators, facilitators, collection builders, service-providers, and information brokers. They are also committed to teaching, promoting and encouraging the goal of excellence in their users (from Alloway Library Strategic Plan, 2005)

There are many ways in which excellence can be achieved in spite of scarce

resources. At Alloway Library we continue to educate, to facilitate the educational enterprise, to provide service, and to broker information as we promise. But without doubt we have underachieved in respect of our pledge to build and grow a resource collection.

The 2008-2009 *Library Annual Report* referred to the North American housing crisis of October, 2008 as one of the key external factors precipitating an extensive and prolonged

Alloway Library has always had a flourishing staff-centered service-orientation

international economic crisis that affected fundamental issues of the market economy. Ultimately, Canada was insulated from the most debilitating results of the shake-up of the world economy, but the impact was nonetheless tectonic and has proven to be persistent. The advent of a new academic year offered no respite to the university

or to the library.

One great benefit for the library is that our ultimate confidence does not rest on a robust global economy. Another benefit is that Alloway Library has always had a flourishing staff-centered service-orientation, and so has been able to add non-monetary values for our users. But at the same time the 2009-2010 academic year has brought to a complete halt the expansion of our collections through acquisitions. During the past five years reductions have resulted in a devolutionary trend toward decay, and sadly this year culminated in the complete loss of a materials budget.

The following report points to what Alloway Library has been able to accomplish during this year of cut-backs and restraint on personnel, collections, and operations, and itemizes what elements of our mission we have been able to accomplish.

Highlights of the 2009-2010 Year

During the summer of 2009 public workstations in Alloway Library were upgraded to provide an enhanced suite of online tools for researchers. Users gained

access to Microsoft Word, Excel, and Power point programs, as well as SPSS (Social Science Statistics), Adobe Photoshop, and Adobe Acrobat.

Alloway Library opened the academic year with a Man

Booker Awards display that featured our collection of previous award winners (1969-2008.) Author biographies and novel-based movies were an added feature of the display. The exhibit
(continued on page 2)

Highlights of the Year, *continued*

concluded October 6 with the announcement of the 2009 award winner.

Catalogue crash: during the fifteen days from September 22 to October 6, 2009 Alloway Library operated without an online public circulation catalogue or automated functions. To ensure uninterrupted service, public service staff quickly reverted to many of the manual practices used years ago. Service slowed but did not stop, and the event prompted library staff to revisit manual back-up systems to ensure services.

In *The Globe and Mail's* annual *University Report Card* Alloway Library scored an A for *Satisfaction with Library Staff*. Alloway Library was unique in BC – it was the only library to receive that notable mark. Users also graded Alloway Library with A- for both *Overall Library Satisfaction*, and for *Online Resources*.

Late in November 2009 a Christmas Collection display was mounted. A variety of Christmas-themed books, DVDs, and CDs were featured. Topics included: sermons, songs, stories, crafts, customs, history, astronomy, biology, business, and psychology. St Augustine, Charles Dickens, Dr Seuss and Bing Crosby were a few of the artists and authors on display.

Also in November a

natural gas-powered generator was connected to the library. The installation ensures that the computers, library servers, security system, and lighting on the main level will function during a general power failure.

After a process of assessment and debate librarians reluctantly agreed to discontinue subscriptions to several databases. Access to,

Canadian Research Index, CIAO, Gale Literary Database, QP Legaleze, and eHRAF World Cultures ended in 2009-2010. Decisions were also

made to cut *Access Science, Canadian Reference Centre, Canadian NewsStand Pacific, CBCA Business*, and seven Wilson Indexes: *Applied Science & Technology, Art, Biological & Agricultural, General Science, Humanities, Readers Guide, and Social Sciences*, all of which expire in the summer of 2010.

In February, 2010 Alloway Library was one of the departments selected for TWU Impact, a fundraising initiative launched by the university. The online

network enabled friends of Alloway Library to contribute to building the book collection, or else to help add the JSTOR database to our suite of resources.

Alloway Library donated a collection of nursing textbooks to a nursing school in Tanzania. Transportation was facilitated by a team of TWU nursing students.

Reference Librarian Duncan Dixon received Honorable Mention in the 2010 e-HLbc Training Materials Contest Awards. The awards are presented to librarians from the post-secondary and

health sectors whose training materials help users make optimal use of resources available through e-HLbc.

In March, ACTS Librarian Bill Badke presented a paper entitled: *From Broker to Strategist: Notes of a Traveler in the Strange Land of Information 2.0* at LaGuardia Community College (CUNY.) He proposed a new model for integrating information literacy within university curricula.

Circulation Services introduced (*next page*)

I spent a lot of time in Alloway Library - time that I cherished and felt so fortunate to enjoy. For every hour that I used the library resources as research tools for my classes and papers, I easily spent equal amounts of time just losing myself in subject areas that weren't related to my classes. I particularly remember sneaking down to the library "dungeon" to sit cross-legged on the floor in the art history section - devouring images and texts that fueled my creative imagination and led me to personal philosophical, theological and political discoveries.

Jocelyn Durston

Highlights, conclusion

a policy that allows off-site users to request materials online. This is a new benefit to off-campus and off-hours researchers, who can be assured that items will be available for pick-up when they come to the library.

Sylvia Stopforth, University Archivist received grant funding from Library & Archives Canada to develop a TWU 50th Anniversary (2012) website.

Duncan Dixon and Bill Badke taught ten classes on Research Methods for the Communications 110 class. Alloway Librarians provided many other Orientation, Information Literacy, and Research Methods sessions for various faculties and departments (Business, Education, ESLI, Biology, Nursing, Environmental Studies, and Religious Studies.)

Librarians and staff attended professional

meetings, workshops & conferences including: Archives Association of BC Grants Committee; AABC Workshop on Rules for Description; AABC Conference on Management of Digital Records; Ottawa Conference on Electronic Theses & Dissertations; Media Exchange Cooperative; COPPUL; CPSLD; ELN; e-HLbc. They also served on campus committees: TWU Occupational Health & Safety; ELLEC; and TEAC.



Service Outcomes

Public Services

Reference interviews: 4,101
 Inter-Library Loan (borrowing): 969
 Circulation transactions: 98,851
 Pedestrian visits: 162,721
 Library homepage website visits: 101,951
 Archives (research questions): 110
 Archives (website visits): 1801

Technical Services

Acquisitions (books)
 Print (purchased): 1,604
 Print (gifts): 2,175
 Electronic (purchased): 187
Total Acquisitions: 3,966

Cataloguing

Items catalogued: 7,934
 Items repaired: 1,018

Archives

Acquisitions (in meters): 2.3

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Collections Profile

Volumes

Books: 203,032
 Curriculum: 7,731
 E-books: 13,889
 Indexes: 146
 Reference: 6,315
 Theses: 368
 Total Volumes: 231,491

Journals

Electronic (all types): 54,994
 Journals (academic): 13,779

Print: 775
 Total Journals: 55,769

Archives

Metres of material: 163

Electronic resources

CD-ROMs (data CDs): 269
 E-books (this number is included in Volumes/Books): 13,889
 E-journals (this number is included in Journals/

Electronic): 13,779
 Total Electronic: 27,937

Media

Video (VHS & DVD): 4,375
 Audio (CDs): 1,050
 Total Media: 5,425

Microforms

Microfiche: 327,849
 Microfilm: 6,340
 Total Microforms: 334,189

Future Directions

In August, 2009 the Knowledge Infrastructure Program (KIP) buoyed the expectations of the Library with the promise of grant money from the federal government. The KIP grant was allocated for renovations to the upper level stacks that have been deferred for the past six years. Our initial exuberance has faded, as it now appears increasingly likely that the \$298,000 will be forfeited due to lack of university funds to match the grant, which was a condition of the program.

During the last three years the materials acquisition budget has been systematically reduced. This year the full brunt of Redesign has been felt with the complete elimination of the book budget. Though it was modest, the library's book budget was adequate to acquire minimal numbers of the most essential new research publications. The Library is now no longer able to fill these gaps, and no longer able to support this part of the academic enterprise.

Alloway Library scored well on the *Globe and Mail's* annual 2009 University Report Card with an A for *Satisfaction with Library Staff*. Users also graded the Library with A- for both *Overall Library Satisfaction*, and for *Online Resources*. Since public service excellence is our goal, the good grade for service provision was not a surprise to us. But the staffing and resources cuts of Redesign will make

high grades difficult to maintain and repeat since positive public perceptions are one of the functions of resource depth.

The 2009 Annual Report forecast that "further library functions and services may need to be reduced so that human resources can be optimally focused." Library personnel were still taken aback by the deep cuts imposed by the strategic plan of Redesign. Called *A Way Forward into a Preferred and Sustainable Future*, the impact of Redesign on

the Library has been to dramatically reduce the Library's materials and staff budgets. In Technical Services Suzana Maunaga's position was eliminated entirely. And with the exception of three (fte) circulation staff positions (deemed essential services) all other

positions in the Library were reduced – from a low of one day per month to up to two days per week. It is difficult to predict all of the outcomes of these

reductions, though we can say with certainty that the quantitative aspect of service provision cannot hope to equal what it has been in the past.

One of the gratifying developments of the unanticipated pressures exerted on staff during this year is the devotedness, care, and support for each other that has been displayed within the department. This goodwill will help us in the year ahead to maintain the collegial relations on which effective service is in part supported.

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I am very grateful for the support you, and every person in the library, have given me all these years. I could not have done it without each of you. You supported my academic bent and passion for books and learning. All of you were always helpful and kind and I think TWU has the most helpful librarians in the lower mainland.

Jonathan Michael

Norma Marion Alloway Library **Trinity Western University**

University Librarian: Ted Goshulak



Education. Transformation. **IMPACT.**

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