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STATE OF THE LIBRARY FY 2019

PAUL V. GALVIN LIBRARY

AN INTRODUCTION

The Paul V. Galvin Library is a collaborative, innovative, and thriving hub of campus activity. Our vision, mission, and values drive our service and initiatives. We have worked to ensure our connection and relevancy on campus, and have discovered several significant opportunities for strategic and productive change in the coming years. In addition to our focus on building infrastructure, we are a key part of moving the campus forward through our support of teaching and learning on campus, as well as advancing Illinois Tech's stature through our digital strategies and Open scholarship endeavors.

STRENGTHS AND CHALLENGES

Librarians and Support Staff

Our staff have long shown a dedication to service and engagement with our students, whether they be undergraduate or graduate, student employee or patron. This hard work, as well as a focus on continuous improvement, has been reflected in our stellar Student Survey scores. Our staff often have familiarity with the latest technological innovations and possess a willingness to try DIY solutions. These attributes have aligned productively with Illinois Tech's campus culture.

Furthermore, our Staff Speak scores, which include both the Librarians and Support Staff, have been consistently above campus average across the board, and are notably very far above the campus average in the areas of Culture, Training and Development, and Organizational Strategy. Additionally, our librarians are very professionally active, as evidenced in our [Academic Achievements](#) report, which is particularly impressive as we have recently focused in our hiring practices on valuing newer-to-the-profession candidates. Notable challenges include retention of such staff, as well as the need to provide professional development support throughout the year.

Digital Strategies

The above-mentioned strengths of a tech-savvy and DIY-oriented staff have provided Galvin Library with great advantages for our Digital Strategies. Most recently, we were the first institution in Illinois to adopt the new online catalog (VUFIND 4.0 OPAC). This move improved the user interface and functionality of the online catalog, and as early adopters we were able to influence the interface's development. Galvin has been among the earliest adopters of important digital strategies like our [Digital Collections](#), [Institutional Repository](#), and the hosting of the [Journal of Algebraic Statistics](#) through our Open Journal Systems. We have also implemented our own Open Source Electronic Resource Management system on a CORAL platform, which has provided valuable assessment and licensing data for our decision-making processes.

Alignment

Galvin Library looks forward to continuing its active collaboration and service on campus. Still, incredibly important to the future of our support of the educational and research missions of the university will be Galvin Library's ability to align for financial sustainability. We have provided a

roadmap to sustainability for collections with our new [Collection Development Plan](#). We also hope to work with the university administration on creating a plan for addressing the needs of our facilities. We are optimistic that Galvin Library will be an integral part of the story of Illinois Tech's future success.

[OUR CULTURE](#)

Innovation

Examples of innovation include recent initiatives such as the [Exploration Space](#), creating reservable [Interview Rooms](#) for student use, developing a new [library website](#) in-house, enacting an [Open Access Policy](#) for Librarians, and developing an app, [FetchCounter](#), to increase all universities' efficiency in gathering and utilizing cost/use data for electronic journal subscriptions. Furthermore, a number of high-profile innovative projects are underway, including migrating our Institutional Repository to a newer, more useful platform, launching [ArchiveSpace](#) to increase the interoperability and global discoverability of our archival collections, creating a Illinois Tech landing page at the Center for Open Science's [Open Science Framework](#), collaborating with Kaplan Innovation Center to host one of the first Crash Pods on campus, and launching a scholarship award competition for faculty Author Publishing Charges (APCs) this fall.

Efficiency

We have long leveraged collective resources and savings through our statewide consortium, as seen in our [CARLI](#) annual [savings report](#), through use of its interlibrary loan system I-Share, and its collective bargaining power. More recently, we re-joined the [Center for Research Libraries](#), and are using its connection with the Linda Hall library to provide STEM resources to our students and faculty, including access to the New York Times. Through collaboration with OTS, we have increased the efficiency, stability, and sustainability of our network and server management. Also, we continue to meet the evolving needs of our students by providing OTS hardware such as laptops, iPads, and WiFi hotspots for checkout.

Informed Engagement

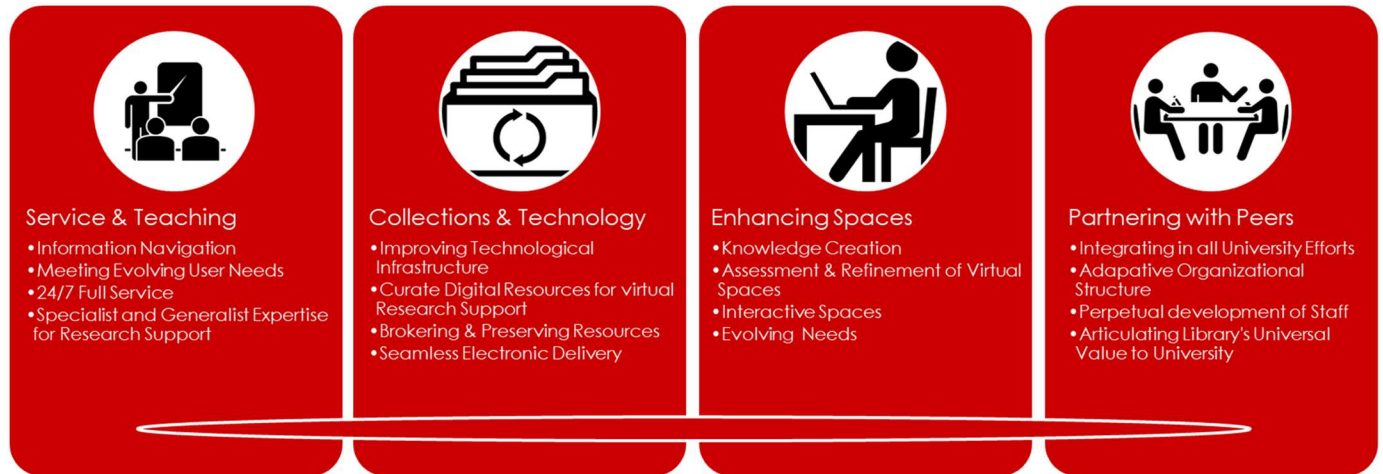
We are not just a collaborative institution, but we are also one that prides ourselves on our engagement with students, faculty, and other campus stakeholders. One of our most notable outreach endeavors has been working with the University Faculty Committee and the UFC's Library Faculty Committee. This has led to very productive conversations with faculty in order to inform our e-resource subscription strategies. These conversations helped guide the development of our new [Collection Development Plan](#), and contextualized some of the negative feedback we received in surveys such as [Faculty Speak](#). We are also proud of the work that we have contributed for the broader community, as seen in our work with the [Chicago Collections Consortium](#) and the [Black Metropolis Research Consortium](#).

[STRATEGIC DIRECTIONS](#)

Our [Strategic Plan](#), launched in FY2015, coalesced around these four areas:

- **Service and Teaching:** We look to enhance and build upon our commitment to academic engagement and support, assisting researchers and contributing to the creation of information literate graduates of Illinois Tech

- **Collections and Technology:** We seek to articulate and promote a sustainable collections strategy and our vision for enduring digital presence and scholarship
- **Enhancing Spaces:** We are working to establish a path forward for functional updates to Library facilities, as well as to enhance & support a sustainable technology infrastructure
- **Partnering with Peers:** We seek to exploit opportunities to integrate into university efforts, and elevate perceptions of Library as a facilitator of scholarly collaboration



Intentional Organizational Strategic Planning

After launching this strategic plan, we immediately created an implementation plan to assure that our staff was engaged and aligning their activities with our longer-term strategies. We revisited and reviewed the strategic directions that had grown out of this plan in 2016 and 2017, which culminated in the [Renewing our Strategic Plan](#) document. This document identified eleven strategic directions to be supported, and the creation of various cross-cutting committees, workgroups, and taskforces to inform and implement these efforts.

Fundraising and Development

Although there is much room for improvement and growth in this area, one recent notable success was last year's Growney Dedication. The Growney family's gift allowed the Galvin Library to dedicate a study space with modern, collaborative furniture. The Galvin Library also has had previous successes utilizing Student Gift awards to enhance flexible group study spaces.

Demonstrate impact of library resources and services

Our students flock to the library, and we have truly stellar usage (81%) and satisfaction rates (93%) in [Students Speak](#). We are following in the footsteps of national studies of library services and resources impact on academic success, and have launched our own comprehensive assessment of library instructional services. We also have found significant success in a new Embedded Librarian initiative, particularly within the IPRO program and the Psychology curriculum, which have led to more comprehensive approaches to our librarian liaison activities. This fall we collaborated with IPRO to launch a pilot which embeds library instruction and services into ten IPRO courses, including all of the IPRO 397 classes.

ASSESSMENT AND COLLABORATION

Assessing and Articulating Our Value

We have promptly provided data for everything from IPEDS to Projects for Improving the Quality of Student Life, and we have excellent results from local surveys as well as the nationally-normed [LibQual](#) survey instrument. Furthermore, we have partnered with campus groups on a research project ([Assessment in Action](#)) to study library connections to student success and persistence by tracking student touchpoints. Additionally, we have an active Student Advisory Group and launched a Service Design project to better understand our users and their needs.

Developing Partnerships

We have long been actively involved in University Accreditation processes and committee work. Our professional staff have served on many campus committees as well as local, regional, and national professional committees, and we are actively collaborating in the inception of the Teaching and Learning Center. Our librarians worked with the Office of Inclusion, Diversity, and Employer Engagement, and the Office of Campus Life have created a [Diversity and Inclusion Resource Guide](#) for the campus community to explore and share diverse ideas, voices, cultures, and careers.

Furthermore, we have increased involvement with Student Affairs in order to coordinate services and increase communication across campus units. This has resulted in Galvin Library's participation in new interdepartmental groups such as the Student Success Committee and the Programming Collateral. By collaborating across departments we actively work to reduce redundancy and focus on factors that lead to student success. One notable outcome of our cross-campus partnerships is our highly-used undergraduate textbook reserve collection. We have also worked with corporations like Motorola and the Underwriters' Laboratories to enhance our collections as well as collaborations with external organizations like FermiLab and Yale University's [Fortunoff Video Archive](#).

Communicating Our Vision

We are confident in our levels of success and our efficiency due to the robust culture of assessment that has been developed at the Galvin Library. A summary of our assessment initiatives with students can be found in our section of the Accreditation Committee's Subcommittee report on [Co-Curricular Assessment](#). From our conversations with the University Faculty Council and individual academic units, we have identified a clear need for the library to not only create and inform conversations, as well as to lead concrete actions in the area of scholarly communication. In 2017, the Galvin Library developed a working group specifically focused on coordinating and leading Promotion, Outreach, Engagement, and Marketing. This group has produced a marketing and social media plan to better align and assess marketing and outreach efforts with the strategic plan, saving time and money while increasing student engagement and raising the profile of the institution.