“Improvise, Adapt and Overcome”

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DKL Outreach & Academic Support
Division
12/11/2013
Mission of the Naval Postgraduate School

NPS provides high-quality, relevant and unique advanced education and research programs that increase the combat effectiveness of the Naval Services, other Armed Forces of the U. S. and our partners, to enhance our national security.
NPS *is* graduate education.

- Master’s Degrees, Post-Master’s, P.h.D.
- Accelerated, defense-focused degree programs
- Interdisciplinary, relevant, agile
- Biennial program reviews by flag-level sponsors
NPS is relevance delivered.

- Four focused graduate schools
- Interdisciplinary research centers combine expertise from across campus
- Unique, relevant curricula
Change is Happening!

- Some good...
- Some not so good...
Challenges

- NPS IG Inspection “fallout”
- Staff changes
- Hiring freeze & End Strength numbers
- Sequestration & CR
  - Budget cuts
- Travel (what travel?)
- Purchasing rules changed
- Cyber Security Inspection
- Serials Recompetition
- Space needs & building changes
- Google Scholar effect
Building Disruptions

- HVAC
- Lighting
- Reduced footprint Space needs
  - Tenants
  - Services
- New compact shelving
Average Daily Library Visits—Onsite and Virtual

<table>
<thead>
<tr>
<th>Year</th>
<th>Onsite</th>
<th>Virtual</th>
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</thead>
<tbody>
<tr>
<td>2009</td>
<td>625</td>
<td>3,328</td>
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<tr>
<td>2010</td>
<td>719</td>
<td>3,284</td>
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<tr>
<td>2011</td>
<td>732</td>
<td>3,364</td>
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<tr>
<td>2012</td>
<td>780</td>
<td>3,228</td>
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<tr>
<td>2013</td>
<td>786</td>
<td>3,240</td>
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</tbody>
</table>

Virtual = website, proxy, alumni proxy, libguides, Calhoun, catalog

2013 added Calhoun and LibGuides data to Virtual visits
Creating Space

- Weeded out-dated or irrelevant print materials
- Added more electronic books/journals
- New compact shelving
  - Shelf cleaning project
- RESULT
  - “Reclaimed” 5,629 sq. ft.
  - New services
Planning for Change

- Planning/Strategy team
- Web redesign team
- E-resources team

RESULT
- Staff/functional reorganization
- More matrixed organization
- Better/smarter services
DUDLEY KNOX LIBRARY
June 2013
## Administration
- Budget
- Campus Leadership
- Communications & Programming
- Copyright
- Policy
- Strategic Planning

<table>
<thead>
<tr>
<th>Academic Support</th>
<th>Enterprise Services</th>
<th>Institutional Knowledge Management</th>
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<tbody>
<tr>
<td>Access Services (Circulation, Course Reserves, Document Delivery, Interlibrary Loan)</td>
<td>Acquisitions &amp; Purchasing</td>
<td>Digitization, Content Migration &amp; Preservation</td>
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<td>Collection Development</td>
<td>Business &amp; Finance</td>
<td>Discovery &amp; Metadata</td>
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<tr>
<td>Collection &amp; Stacks Maintenance</td>
<td>Computer Hardware &amp; Software</td>
<td>Institutional Archive</td>
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<tr>
<td>Educational Assessment &amp; Effectiveness</td>
<td>CyberSecurity &amp; Information Assurance</td>
<td>Restricted Resources</td>
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<td>E-Resources</td>
<td>Facilities</td>
<td>Scholarly Communications &amp; Intellectual Property</td>
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<td>Learning &amp; Instruction</td>
<td>Human Resources</td>
<td>Special Collections</td>
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<tr>
<td>Outreach, Reference &amp; Research Advisory</td>
<td>Institutional Assessment &amp; Effectiveness</td>
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<td>Patron Spaces</td>
<td>Licensing &amp; Contracting</td>
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<td>Service Points</td>
<td>Safety</td>
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<td>Staff Development &amp; Training</td>
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<td></td>
<td>Supplies</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Web &amp; Emergent Technologies</td>
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</table>
Reference Service

- 5 ½ became 2 ½
- Relocated desk
- Reduced Reference Hrs
- Drafted other staff Librarians for desk
- LibAnswers (Searchable FAQs)
- LibGuides
- Elluminate
- Mandatory tours
- Book a Librarian
Reference Questions

Reference Questions

AY2009: 4,656
AY2010: 4,574
AY2011: 4,496
AY2012: 4,633
AY2013: 3,374

Created FAQ’s in 2013
*projected based on 9 months of data
Total Searches in Selected E-Resources

Resources Included:
- ACM Digital Library
- CIAO—Columbia
- CRCNetBase
- Ebrary
- EBSCO Business Source
- EBSCO SocINDEX fulltext
- Emerald
- EV2 Compendex
- Global NewsBank
- IEL (IEEE)
- JSTOR (ALL)
- LN Academic
- PQ ABI Global Package
- PQ PsycINFO
- Project MUSE
- ScienceDirect
- SPIE Digital Library
- Thomson Sci Cit Indx Exp
- Thomson SocSci Citation
Coming Changes

- Reduce building hours
- More cross-training
- Rethink service delivery/models
  - Consolidate Circulation & Reference
  - More training
  - Research assistance by appointment
  - Quick self-help tutorials
- More user friendly website
- Partner more with tenant organizations
- More collaborate space
- More study space
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