

# LIBRARY AND INFORMATION CENTER GEORGIA INSTITUTE OF TECHNOLOGY

Annual Report  
2006-2007

## MISSION

*"The Georgia Tech Library and Information Center is a creative partner and essential force in the learning community and in the Institute's instructional, learning and research programs. The Library plans, develops and implements programs to provide expert staff, information, learning resources and information competencies to students, faculty, and staff and selected services to off-campus clients. Using appropriate technology, the Library delivers resources to satisfy information needs, promote lifelong learning and create productive connections for the scholarly community."*

## INTRODUCTION

The Georgia Tech Library and Information Center is an active participant in the teaching, research and service missions of the Institute. For students, the Library is a gathering place – cultivating intellectual inquiry and the development of critical thinking skills, promoting academic discourse, and fostering lifelong learning and knowledge enhancement. In this capacity, we are integral to the retention and overall success of our students. For our faculty and researchers, our most compelling priority in support of the Institute's mission is to enrich their teaching, learning, and research – contributing to their knowledge advancement and research output with resources and services to meet their needs.

The Georgia Tech Library, recognized as the 2007 "Association of College & Research Libraries' Excellence in Academic Libraries Award" winner, is now positioned to meet future challenges, and also to take a leadership role as the Institute strengthens its global responsibilities as a world-class research institution. For more information on the award, see the ACRL Excellence in Libraries Award video developed by the Library's Digital Initiatives Department: <http://smartech.gatech.edu/handle/1853/15065>. The Library's newly developed 2007-2011 Strategic Plan will provide direction as we embrace the opportunities and challenges we face, and as we continue to establish an exemplary record of services and leadership for the Institute.

## **"Commitment to Excellence" – The Five Key Strategic Issues of the 2007 - 2011 Strategic Plan for the Georgia Institute of Technology, Library and Information Center**

- *"Partnerships: Collaborating to Educate, Advocate, and Promote."*
- *"Developing, Managing, and Making Accessible Library Collections."*
- *"Expanding, Preserving, and Promoting Digital Repositories & Services."*
- *"Enhancing Building Resources and Foster Library as Place."*
- *"Empowering and Developing Library Staff while Promoting Internal Communication and Collaboration."*

## SUMMARY OF MAJOR ACCOMPLISHMENTS

### ***“Partnerships: Collaborating to Educate, Advocate, and Promote.”***

- The Library prides itself on the level of student engagement and interaction and the Public Services Division leads this effort. Foremost in this area is the Library's Student Advisory Group. First created after the opening of the Library West Commons (LWC) to help inform the development of future Library projects, this group was instrumental in garnering student input, especially through focus groups, for the Library's East Commons (LEC) which opened Fall 2006. This group also engaged in other projects this year including the formation of a book club, Book Jackets, and providing leadership for the campus "One Book" program.
- The Public Services Division is robust, in step with critical components of the Library's strategic vision, and complements the essential work of other Library departments. Subject librarians, information associates and library assistants support the learning, teaching and research needs of Georgia Tech's students, faculty and staff. In 2006/07, Library attendance increased to over 1 million client visits, up 16% (this figure does not include the Architecture Library, for which a gate count is not available). The Library has become a critical facility and service destination for students whose learning occurs across a 24-hour spectrum. The Library provides both physical and virtual destinations for learners and knowledge seekers.
- Planning continues for the new Innovative Learning Resource Center and the renovations of the Library's two buildings. Student participation has been incorporated throughout this process. In addition, the Library participated in two student-led studies during 2006/07. One was an undergraduate research project designed to understand student use of Library space based on time of day and number of individuals within the group. This study produced interesting results that have helped to inform the ILRC development process. The second study, by two students in the College of Architecture, looked into design and feasibility issues regarding the installation of a mural in the Ferst Room.
- The Library's innovative programming also has attracted national attention and the Library continues to host national and international visitors who want to transform their own spaces. The Library's collaboration with a variety of campus partners outside the Library has made it a student destination and so we continue to seek similar beneficial partnerships including such opportunities as a potential Communications Center. In recognition of the transformative change brought about not only by the LEC, the LWC, the Resource Center (providing services from various campus partners), and SMARTech, the Library was awarded the prestigious Association of College and Research Libraries Excellence in Libraries award for 2007. The Library took advantage of the award ceremony in April 2007 to create a campus celebration honoring all who were involved in this effort.
- The Circulation Department has evolved into a vibrant and busy place with the opening of the Library East Commons in fall 2006. New services include laptop, digital camera and camcorder checkouts, digital learning objects, and accessories for electronic equipment. Some operational efficiencies put into place are an expedited fine/fee notification process and automatic billing. The Circulation Department has taken ownership of the LEC space, providing services such as furniture maintenance, computer/printer troubleshooting, and handling lighting needs. This involvement has facilitated better relationships with students, faculty and staff throughout the campus.
- GIL Express continues to flourish. Georgia Tech patrons made nearly 9,000 requests for materials from other University System of Georgia (USG) libraries throughout the state. We lent approximately 6,000 items from the Georgia Tech Library collection to other USG students, faculty and staff.

- The Information Delivery Department, provider of document delivery, experienced an increase in requests in all categories – ILL Borrowing (up 76%), ILL Lending (up 5%), LENDS for faculty/staff/distance learners (up 48%), and fee-based research (23%). The continued dramatic increase in interlibrary loan material requested by GT users is fueled by extensive access to information, continued subsidization by the Library, and ease of requesting through ILLiad. At least a portion of the LENDS increase can be attributed to more requests from distance learners at GT Savannah and other units.
- Several events held throughout the year were designed to increase student and faculty awareness of Library services and facilities. The New Faculty Orientation, Welcome Back Event, Graduate Student Orientations, Graduate Expo, President's Scholars tours, FASET Marketplace, FASET tours, and RATS Week fun night comprise additional efforts to engage students and faculty. The RATS Week Library CeLiBration planned for August 2007 will be the fourth for the Library. The plan for 2007 is a composition of activities, including board games, films, improv comedy, speed dating, poker, and Ninja Tag, coupled with pizza, popcorn and soft drinks. This effort hopes to strike a balance of entertainment options for this newly-arrived group of students.
- The Library remodeled the Ferst Room (7<sup>th</sup> floor East) about two years ago and has become a premiere space in addition to the Library's Neely Gallery for use by Georgia Tech organizations and academic units for unique events. Events are primarily academic, educational or public relations in focus, special in nature and deemed appropriate for either facility. There were 144 events total in the Ferst Room or Neely Gallery with an estimated attendance of 4,500 people.
- Formal instruction increasingly focuses on providing undergraduate education, a campus-wide priority, and on customized classes and instruction as Georgia Tech and the Library endeavor to move from an "instructional model" to a "learning model," emphasizing "information competencies for lifelong learning." Both undergraduate and graduate student classes remain an important form of outreach. The total number of classes, tours, and orientations was 175. The total number of participants in classes, tours, and orientations was 3,959.
- The Library's faculty continue to teach several sections of GT 1000 in addition to contributing customized classes on research and library skills to many other GT 1000 sections. The Library engages Georgia Tech students, faculty and staff, in collaboration with other campus components, by teaching information literacy skills in many forums including: OOD Brown Bag Lunch seminars, Women in Engineering Technology, Engineering and Computing Camp, OMED's Challenge Program, and the Counseling Center's Teen Works.
- Bonnie Tijerina coordinated the second ER&L Conference which took place in February, 2007 with the assistance of 20 librarians from across the U.S., the Collection Development Department and many Georgia Tech Library staff. This successful event was held at the Georgia Tech Global Learning & Conference Center with a Welcome Reception at Georgia Tech Library. The conference had 300 attendees from 5 countries for the in-person conference and an additional 60 for the online conference.

***"Developing, Managing, and Making Accessible Library Collections."***

- In 2007, the Library released a major redesign of our website and added more features to facilitate search and discovery. A large portion of our development has been committed to open source and community software options. In addition, a new Web Communication Plan and Web Steering Committee were created to increase Library participation in the decision making about the web site's design and management. The Web Steering Committee is charged with providing guidance and oversight as well as making recommendations on the organization, content, and design of the Library's

web pages. During 2006/07, usability testing was done to inform the Web Steering Committee on the development of a new interface for the Library web site.

- The Library implemented the Umlaut technology (August 2006) – an enhanced OpenURL resolver that pulls in relevant web-based information from outside Georgia Tech related to the resource being searched.
- The Acquisitions Services Department has implemented electronic ordering for all firm orders from its major vendor, Blackwell Book Services. The procedures for routine ordering and managing e-books were refined in collaboration with the Library's E-Books Resources Group. Most monographic e-book purchases are processed through Blackwell's Collection Manager. Discussion is still underway as to which e-book platform to use. This department has also made significant progress in negotiating a backlog of license agreements to enable the acquisition of a number of new electronic resources. Specific priorities for which licenses were successfully executed were Nature, Science, SPIE, Blackwell e-journals, and the Royal Society of Chemistry.
- An Electronic Resource Management (ERM) working group was formed to investigate the library's ERM-related needs. The requirements were developed and available commercial ERM solutions investigated. A recommendation was made to purchase Ex Libris' ERM system, Verde. An implementation team has been formed to initiate Verde in the Library in fall 2007.
- Implementation of MetaLib, a federated search tool, into the Library's suite of offerings to its users continued. Upcoming activities include training appropriate personnel on using MetaLib and helping Library personnel to understand the effect of its use on the Library's electronic holdings.
- The Collection Development Department provides leadership for the development, management and evaluation of library resources in all formats. It successfully accomplished its responsibilities including: overall management of the Library's \$5.6 million dollar budget; development of collection development policies; coordination and support for the selection activities of the 15 subject librarians; leadership of the Library's Information Resources Council; vendor relations, negotiations and training; and analysis and assessment of Library collections.
- The Information Control and Management Department (ICM) added 118,952 items to the Library's Catalog in varying formats of hard copy, electronic and microforms. They continue to provide metadata for resources in SMARTech with an emphasis on sponsored research reports. They also provide input on how our collection of feature films can be identified and made more easily accessible to our students. Retrospective cataloging of electronic Government Printing Office titles totaling over 45,000 documents has also been completed.
- The Systems Department is currently providing redundant backup for all digital files with attention to changing formats that will require data migration. Server and network capacity and stability have been improved by applying the latest information technology innovations. The increased storage capacity and investment in virtualization will ensure that we can sustain this commitment for existing collections over time. A future challenge will be in identifying strategies for preserving new formats of materials.
- Planning for the new GT undergraduate research journal entitled *The Tower* is underway. This is an OJS (open journal system)-based application with technical support provided by the Library to the student board. The journal will appear online as an annual during the 2007-2008 academic year.
- In June 2007, the Library created the Technology Research and Development Department. It will engage technology, information architecture, and application development activities for resource discovery and access, campus-library technology integration, repositories, digital collections, localization / personalization, and other library services, utilizing emerging technologies and engaging in applied research to meet Library goals.

- The Digital Initiatives Department continues to participate in the development of a software platform and pilot system for a Georgia statewide repository program, the GALILEO Knowledge Repository: (<http://gkr.gatech.edu>). The GKR repository will be hosted by Georgia Tech.
- Journal Support Services are available and being promoted to other Georgia Tech constituents for their electronic journal, conference, and publication projects. In 2005/06, the Library successfully began hosting and providing journal support for an open access electronic journal in collaboration with Dr. Michael Best of the Sam Nunn School of Public Policy and the College of Computing. The journal is entitled *Information Technologies and International Development*.

***“Expanding, Preserving, and Promoting Digital Repositories & Services.”***

- Two Library faculty members, in cooperation with a School of International Affairs faculty member, participated in the 2<sup>nd</sup> Annual Association of Research Libraries/Association of College and Research Libraries’ Institute of Scholarly Communication in December 2006. The team created a campus outreach plan to be implemented in the coming academic year. A Scholarly Communication website was developed to raise awareness at Georgia Tech of issues related to scholarly communication, the open access movement, author rights management, and alternative publishing models. A Library-led educational program with training for library faculty members is in progress in addition to a workshop for campus faculty being developed for fall 2007.
- Archives acquired 109 collections, including the Murray Mill records and the College of Architecture’s Heffernan House Design Archives. Both are extremely large and significant collections. Archives is scanning Civil and Environmental Engineering sponsored project reports and is assisting the Alumni Association with their scanning of The Blueprint, Georgia Tech’s student yearbook. The Undergraduate Research Option thesis program got underway. This is a major new initiative between the Library and the Undergraduate Research Office. Fourteen undergraduate theses were submitted in this first year of the program. Archives, with the assistance of Systems, has implemented Aardvark, a dark digital repository based on DSpace. It is being used to manage the department’s digital assets and currently holds 641 gigabytes and over 2,000 items records.
- Georgia Tech Library is a member of the NDIIP Preservation Network Partnership with the Library of Congress and the MetaArchive Consortium members including Emory University, Virginia Tech, Florida State University, Auburn University, and the University of Louisville. This project received another \$562,000 in LC NDIIPP funding, supporting the Cooperative through 2010.
- The Electronic Press @ Georgia tech: <http://epage.gatech.edu>, is a Georgia Tech Library-managed service, providing a digital platform to effectively capture and disseminate Georgia Tech-produced knowledge to information users at any time, in any internet-ready location, and preserves that knowledge digitally for future learners and researchers. The EPage service provides publishing of electronic books, journals, and conference proceedings as well as hosting conferences, symposia, and lectures series. Additionally, it can capture instructional materials and multimedia. Materials gathered through EPage are housed in SMARTech.

***“Empowering and Developing Library Staff while Promoting Internal Communication and Collaboration.”***

- The Systems Department recognized the growing need for better Library communication and collaboration. In response, a Collaboration Solutions Work Group was created that surveyed the Library about their needs. The results of this effort include a Library-wide instant messaging solution as well as

several wikis and blogs. In addition, a new collaboration system is being developed to replace the Library's Intranet.

- Staff development, training, coaching, mentoring, and formal coursework that led to certifications continued in 2006/07. Library faculty and staff participate in Georgia Tech Office of Organizational Development (OOD) classes and certificate programs throughout the year.
- Increasing leadership by Library faculty members and professional staff in professional association boards, committees, and conferences, including the American Library Association, the Special Libraries Association, the Association of Research Libraries, the Association for Engineering Education, the Association of Research Libraries, the American Society for Information Science, EDUCAUSE, the Georgia Library Association, the Association of Southeastern Research Libraries, the American Chemical Society, the Charleston Conference, the Voyager Users Group, the Georgia Users Group, the Association of College and Research Libraries, the Library and Information Technology Association, the Reference and User Services Association, Association for Library Collections and Technical Services, American Society for Information Science and Technology, Atmospheric Science Librarians International, American Association of Law Libraries, Atlanta Interactive Marketing Association, Patent and Trademark Depository Library Association, the Coalition for Networked Information (CNI), the Society of Georgia Archivists, the Society of American Archivists, and the North American Serials Interest Group.

### ***“Enhancing Building Resources and Foster Library as Place.”***

- The Library East Commons (LEC) opened in August 2006 and has provided an outlet for student engagement and expression focused in its presentation space. While this space is normally utilized for small group study, the flexibility built into the space through its adaptable furniture, power supply, and audio-visual capability accommodates its use for a variety of purposes. From showcasing undergraduate research through Honors Program poster sessions and presentations to highlighting the creativity of Georgia Tech students through improv sessions, this space has become a student-owned campus resource.
- The LEC is more than just its presentation space. After significant planning by Library staff, students, and partners, the LEC represents a transformative development in the Library's program. Incorporating the aforementioned presentation space, along with two collaborative computing areas, two soft seating/flexible furniture areas, a full-service café, and a redesigned circulation department, the LEC represents the latest in Library facilities from its revolutionary overhead power/data/lighting grid to its flexible computing and study areas. The LEC boosted Library attendance similar to that of the Library West Commons opening and led to a gate count in excess of 1,000,000 visits for the year.
- While a substantial renovation of the main Library is planned for the future, a number of smaller facilities projects will be addressed during the upcoming year including updating of the staff lounge, a new HVAC system for the Crosland Tower and the Library bridge, and a minimal renovation of the Architecture Library to freshen its appearance and maximize utilization of its limited space.
- Other important groundwork begun this year included a site visit to the Clemson University Architecture Library in an effort to influence future development of the Georgia Tech Architecture Library to increase student productivity and satisfaction. In an effort to maximize utilization of the Architecture Library's limited space, constant evaluation and reorganization of general and special collections is essential. A major reorganization of the stacks is underway and the entire general collection is being shifted. Furnishings in the central reading area have been rearranged to create a more attractive environment for study and research and to make better use of the space. New signs, containing basic information on Library resources, policies, and procedures, have been created for the study tables, carrels, and computer lab.

## SUMMARY OF PROGRESS IN ASSESSING INSTITUTIONAL EFFECTIVENESS

- The entire Library staff (under the direction of the Strategic Planning Steering Committee and Task Force) was involved in the evolution and development of the Library's Strategic Plan – "Commitment to Excellence – A Strategic Plan for the Georgia Institute of Technology, Library and Information Center." The Library continues to pursue the many strategic issues and goals in its Strategic Plan 2007-2011: [http://www.library.gatech.edu/about/strategic\\_plan.php](http://www.library.gatech.edu/about/strategic_plan.php).
- The Collection Development Department completed a Serials Review in August 2006, assessing the Library serials collection (periodicals in particular) with input from faculty and campus departments. LJUR data, impact factors, usage data, etc. were used in evaluating and analyzing the collection. The data gathered is being organized and will be incorporated into future review / cancellation projects. The Library also participated in the North American Title Count collection analysis project which provides libraries collection assessment and comparison based on collection size. The Library will continue to analyze this data with additional decisions to be made during FY 2007/08.
- SMARTech, Scholarly Materials and Research @ Georgia Tech: <http://SMARTech.gatech.edu>, is an institutional repository (IR) for the capture of the Institute's intellectual output in support of its teaching and research missions. SMARTech connects the digital materials currently in existence throughout campus to create a cohesive, useful, sustainable repository available to Georgia Tech and the world. SMARTech grew dramatically during 2006/07, adding 4,406 items. Seventy-three new collections and 20 new communities and sub-communities were created. SMARTech continues to be a top DSpace repository in size, according to the *Directory of Open Access Repositories*, <http://www.opendoar.org>. "The repositories at MIT, Ohio State, Michigan, Cal Tech, and Georgia Tech comprised five of the top six largest IRs in American academe," according to Cat S. McDowell in her October 2007 *D-Lib Magazine* article "Evaluating Institutional Repository Deployment in American Academe Since Early 2005." SMARTech had 1,407,041 item records viewed and 1,698,792 items downloaded, with 261,464 searches performed. These numbers reflect a growth of over 40% in items viewed, over 345% in items downloaded, and about 520% in searches performed.