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University Libraries--Academic Quality Indicators, 1996-2006

Western Kentucky University Libraries

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University Libraries — Academic Quality Indicators, 1996 — 2006

Please note that no priority is attached to the order in which they are presented.

1. **Providing quality literary events throughout the year**
   - One Campus-One Community-One Book and its Blog
   - Black History Month @your library
   - Kentucky Writers Conference
   - Southern Kentucky Book Fest
   - Far Away Places
   - Kentucky Live! —Southern Culture at its Best
2. **Creating innovative, pioneering models of electronic library products**
   - First library web site in Kentucky
   - First library portal in Kentucky and one of the first university library portals in the USA
   - First library blog in Kentucky, first organizational blog at WKU, and one of the first library blogs in the USA
   - First library podcast producer in Kentucky and an early podcaster nationally
   - Additional creative electronic library applications include: migration of print newsletter, *Collections & Connections*, to the web; piloting a PDA (personal digital assistant) version of the Libraries' web site; developing an online interactive version of reference services called WILLS (Western Interactive Live Library Services); building series of online departmental and subject research guides; launching "Kentucky Library and Museum Online"; cooperating with Mammoth Cave on a Virtual Library project to increase access to its resources; starting several additional web sites within the University Libraries' general one, such as "Kentucky in Cyberspace," and "Kentucky Education Reform Resources" as well as web sites for promoting community outreach events and projects organized by University Libraries.
3. **Development of Products Aimed at Increasing Knowledge of Library Resources and Services**
   - Three primary products developed to orient both current and new users to the resources and services offered by University Libraries including a "Walking Tour" print publication, an introductory video (also accessible from the Libraries' web site), and a self-guided audio tour for MP3 players
   - Reference assistance is offered four different ways: in person, by phone and e-mail, and through an interactive online service (WILLS — for Western Interactive Live Library Service)
4. **Improving Library Services and Systems**
   - Led in the initial advocacy and later the actual development of the Kentucky Virtual Library
   - With the creation of the KYVL, integrated its resources and services within the WKU Libraries' system
   - Increased significantly the number of library databases provided the campus community and added EZProxy to enable their off-campus access
   - Launched TDNet (and the first Kentucky library to implement), an electronic journal access and management software system, which provides online access to the full text of over 20,000 periodical titles indexed in the Libraries's databases
   - Major improvements in access to the Libraries growing book, serial, document and electronic collections through installation of the KYVL's Endeavor Voyager Integrated Library System including the local online catalog called "TOPCAT."
   - Commencing the cataloging of the Libraries' government documents into TOPCAT as well as loading more than 200,000 bibliographic records into TOPCAT that provide access to government documents from 1976-2001 (the MARCIVE project)
   - Developing with the sister institutions' libraries in Kentucky numerous consortia agreements increasing ability to purchase and access major databases meeting disciplinary needs across the campus
   - Several subscriptions for electronic books initiated, the most recent involving a consortium with Murray State, Eastern Kentucky and Northern Kentucky universities whereby access will be provided to 20,000 e-book NetLibrary titles, beginning in the summer of 2006
   - Adopted barcoding technology in Circulation Services
   - Expanded shelving space by major installation of compact shelving in Helm Library
   - Enhanced security for our 3M Library Security System, itself installed more than a decade ago, with new security gates in Helm and Cravens libraries and the Educational Resources Center in addition to a sophisticated computer-based series of surveillance cameras
   - SensSor devices were recently installed to provide accurate counts at all entrance doors
   - Significant and growing use being made of library collections of all types — in 2005, the most frequently searched databases were accessed 315,984 times; the leisure DVD collection of foreign and independent films, the largest in this region, reached 4,166 and included films in 44 different languages—these were checked out 14,088 times in 2005
   - Research instruction is a staple of University Libraries' interaction with classroom instruction; from 1997 to 2005, library faculty taught 7,036 classes to 172,963 students
   - Expanded library hours were made possible through Western XXI funding; with the addition of Friday and Saturday evening hours as well as the libraries being open daily until midnight, the WKU Libraries achieved the status after UK of being open the most hours of any library in Kentucky
   - Second entrance/exit to Helm Library occurred with the reopening of the historical Helm doors simultaneous with

the addition of Java City at the entrance to Helm. Java City has become a highly popular campus site replete with regular live entertainment offered by WKU students and performers outside in a program organized and maintained by the Libraries' Java City Live Entertainment Committee.
    - Repainting and re-carpeting of both the Helm and Cravens libraries since 2001
    - Technical system improvements are wide ranging and include a project from 2004-06 to convert 13,000 card series authority files to TOPCAT to provide standard access to titles issued as part of a series by publisher, organization or government agency.
    - Selected as one of twenty test libraries in the USA for an electronic serials pilot project by the world's largest library consortium, the Online Computer Library Center (OCLC) to run from fall 2005 to spring 2006. This project will provide catalog records, holdings and access to over 13,000 serials titles for interlibrary loan, to facilitate increased discovery and usage of WKU Libraries' electronic resource collections by revealing them to patrons, the public and library staff worldwide.
5. **Effective Partnership Building**
    - With the Bowling Green Public Library and the local Barnes & Noble, created the nationally known Southern Kentucky Book Fest partnership
    - With Draughons Business College and the Bowling Green Technical College, enabling access by their students to the WKU Libraries' resources
    - With the Public Library of Kawanishi in Japan and the Chongquing University of Technology and Business in China, allowing the annual exchange of library materials
    - In addition, faculty members from the WKU Libraries have participated in training and development partnership projects in Belize, China and Spain.
6. **Improvements in Resources and Services of the Kentucky Library and Museum**
    - Similar to the rest of the library system, continually creating a web presence and upgrading access to its resources; providing position opportunities for WKU students as web designers
    - Increasing the accessibility of the collections to students and the public, not only for walk-in visitors, but also for world-wide exhibit and publication
    - Extending hours of the Kentucky Library and the Kentucky Museum; the former now open Monday evenings and the latter now open Mondays.
    - Increasing opportunities for internships/assistantships
    - Increased workshops and programs, enhancing and engaging students as well as faculty and staff across the campus
    - Timely exhibits installed regularly including Western 100; the Wright Brothers; Roads, Rivers and Rails; Remembering 9/11—each in turn celebrating momentous occasions both locally and in the world
    - Adding the Civil War and Southern History Research Center making the largest collection of historical civil war documents in the south available to our students and the public
    - Incorporating the Robert Penn Warren Reading Room and the working library of Warren within the Kentucky Library, providing scholars and students nationwide with a central resource to study one of Kentucky's most celebrated authors
    - Becoming the site of the WKU Welcome Center, providing a warm welcoming space for all prospective students and their parents, and also helping many visitors to campus find their way to meetings and workshops
    - Providing historical space on campus for official functions, sorority and fraternity programs, workshops for teachers, and awards luncheons and retirement dinners as well as a popular place for the community to use for its special functions
    - Providing South Central Kentucky as well as the Commonwealth with a major resource for education at all levels and the public regarding Kentucky's history
    - Increasing the annual visitation from around 15,000 to over 70,000, including traveling exhibits, web presence, and programs outside the building
    - Creating the *Plan for Change* with its firmly grounded proposals for transforming and further reinvigorating the Kentucky Library and Museum
7. **Overall Quality Assessment**

    In spring 2003 WKU Libraries participated in the Association of Research Libraries' quality assessment called LibQUAL. Results revealed for

    - Undergraduates — high level of satisfaction with all services and collections
    - Graduate students — high level of satisfaction in all areas except electronic access
    - Faculty — high level of satisfaction for all areas except research journals and books

It should be noted that in an effort to address these findings and further improve levels of satisfaction, University Libraries worked with the Division of Information Technology in 2003 to install the University's first proxy server to enable remote access to the Libraries' electronic collections. It also obtained approval from the Board of Regents for a Student Library Fee to enhance the research journal and book collections. Dollars were also allocated from Academic Quality II funding for the library collections.