Copley Library Annual Report 2016-2017

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2016-17: A Year of Collections, Digitization and Outreach

Collections, digitization and outreach are the essence of Copley Library. This past academic year, the library participated in the Statewide California Electronic Library Consortium (SCELC) Shared Print program, a program aimed at securing 1.1 million print book holdings for formal retention by participating libraries. This program assures that needed books will be available in shared print libraries for future years. We also continued to develop Digital USD, our institutional repository, through the digitization of the Baja California Human Rights Commission Archives, the capstone project papers of recent graduates in the MA in Leadership Studies program, and the audio/video interviews with social entrepreneurs conducted by undergraduate students in the Philosophy 332: Business Ethics course. Our Digital Initiatives Symposium was a success and attracted 190 attendees from across the United States and Canada. Also, don’t forget to check out our e-book collections that support disciplines such as education and neuroscience. Copley’s Open Educational Resources (OER) program is now in its third year, and we are working with the Textbook Accessibility Task Force to provide affordable resource options on campus. Service is always at the core of our work as demonstrated through the reference services update. Examples of our outreach activities include our partnerships with the Bayside Community Center and the ITS Help Desk now located in the library during the academic year.

I hope you will enjoy perusing this snapshot of Copley Library’s 2016-17 programs and services.

Theresa S. Byrd
Dean of the University Library
Campus and Community Outreach

This year, Copley Library worked closely with several campus departments and student organizations to host some great outreach events and enhance several of our existing programs and services. Here are some of the highlights:

- We partnered with our friends in the Career Development Center to deliver a résumé-writing workshop exclusively for our federal work-study student assistants, and we plan to expand this partnership to include no less than two career-focused workshops for our student assistants each year moving forward. In an additional collaboration with the Career Development Center and the Humanities Center, the library helped organize a panel presentation held at the Humanities Center focused on careers in the humanities.

- We worked closely with Disability Services to enhance access to assistive technologies at Copley Library, including installing ZoomText software on several Copley workstations for visually impaired patrons.

- We worked with Associated Students to offer students access to laptop and phone chargers throughout the year. We also provided students with refreshments, including healthy vegan snacks, throughout our 24/7 finals period during the fall and spring semesters.

- We partnered with Panhellenic and the InterFraternity Council to offer students a relaxing study break on Copley lawn during the first week of finals this spring, including coffee, donuts, fruit and sunshine.

- We partnered with several organizations to promote the great work they are doing on campus, including the biannual Sleep Week event and annual student health survey done by Student Wellness and the Center for Peace and Commerce’s Annual Social Innovation Challenge.
On March 2, 2017, librarian Christopher Marcum (pictured in white shirt) spent “dead hours” discussing library resources with 18 members of Delta Tau Delta’s Theta Zeta Chapter.

Finally, Copley Library was honored to partner with KPBS to host a special One Book, One San Diego 10th anniversary event with Warren St. John, the bestselling author of 2010’s featured book, Outcasts United. KPBS and Copley Library welcomed St. John to Warren Auditorium for a presentation, book signing and reception on Oct. 11, 2016.
Community Collaborative Events

Copley Library continued to work with the community on and off campus during the 2016-17 academic year. These are some of the highlights:

Alejandra Nann served on the steering committee for the One Linda Vista two-day community forum, held May 3-4, 2017. This event, supported by USD as an anchor institution, featured local stakeholder and community member presentations and posters that described their events and projects in Linda Vista as well as opportunities for residents of the diverse Linda Vista community to tell their stories. Along with university administration, the event was attended by USD faculty members and staff, including Nann and Dean Theresa Byrd.

On a sunny summer day in August 2016, the library offered research tips to more than 30 middle and high school students attending the second USD STEAM Team Summer Academy. The STEAM Academy emphasizes science, technology, engineering, arts and math. Copley librarians Martha Adkins, Amy Besnoy and Laura Turner provided useful ways to approach these disciplines when researching on the internet, including tips for internet safety, assessing online sites and using Boolean logic for searching.

Thirty-two middle school students from the San Diego Youth Symphony visited Copley Library on June 15, 2017. Led by Dr. Jeff Malecki of the USD Music Department, the students spent time in the Mother Hill Reading Room talking about how reading and libraries open our minds. Music liaison Laura Turner displayed several resources from the Copley book collection to show the students the variety of topics they can find in a library. The students participated in creation of a “chain of knowledge” using paperclips to demonstrate the interconnectedness of research topics.
Baja California Human Rights Commission Archives

In Spring 2017, Copley Library began a pilot project to digitize the Municipality of Playas de Rosarito’s human rights cases held at the Baja California State Human Rights Commission Archives in Tecate, B.C., Mexico.

During the first phase of the project, Alma Ortega, Copley Library reference librarian and liaison to the Joan B. Kroc School of Peace Studies, led the digitizing team composed of four Mexican nationals in locating, organizing workflow and scanning more than 3,800 cases from Playas de Rosarito. This municipality was carefully chosen for the pilot because of its smaller population. The second phase of the project will include more scanning and optical character recognition (OCR) to enhance the search capability of these cases. The third phase will involve redacting sensitive information and cataloging case files.

The digitization of these cases will provide researchers the opportunity to discover the many types of human rights complaints that are reported and filed officially with the State’s Human Rights Commission. The goal of this project is twofold: to provide the Baja California State’s Human Rights Commission with a digitized database of cases for its use, and to give researchers worldwide the means to discover border-specific data through Digital USD, the university’s institutional repository.
REIMAGINING THE POSSIBILITIES

The New Collections, Access and Discovery Department

As a 21st century academic library, Copley Library aspires to provide the most relevant resources and services to the university community.

By recently combining two library departments, the library reimagined the best ways to acquire, represent and deliver access to library materials for our users. One department, Access Services, has traditionally administered circulation, interlibrary loan, electronic reserves and library stacks management. The other department, Technical Services, handles acquisitions, cataloging, serials and electronic resources management, and general library preservation. In merging these two departments, the library can maximize a flourishing cross-departmental collaboration. The new department, Collections, Access and Discovery, will see more efficient and empowered workflow between library activities, like course reserves and book/e-book acquisition, shared work-study student assistant hours and stacks management with database maintenance. The common goal is to help our scholars easily request, retrieve and access our resources.

Laura Turner serves as the head of the Collections, Access and Discovery Department, working closely with Alejandra Nann, electronic resources and serials librarian, and Christopher Marcum, interim access and outreach services librarian, as well as with the collection services and metadata librarian (once the position is filled). The new department enjoys the dedicated assistance of the following full-time library staff: Alex Moran, Margi Peoples, Jordan Kobayashi, Rick Stoppelmoor, Karla Kalin, Julie Wright and Leslie Hovland.
Textbook Accessibility Task Force

The Textbook Accessibility Task Force (TATF) is charged with developing a plan for ensuring access to and inclusion of course materials. The task force is responsible for identifying and implementing multiple methods to reduce the cost of purchasing textbooks for USD’s students. The task force focused on educating members about the Affordable Textbook Act, developing creative ideas to address compliance and textbook accessibility, and identifying strategies to increase awareness among faculty regarding this issue.

The Textbook Accessibility Task Force includes the following members:

- CYNTHIA AVERY, EdD, Assistant Vice President, Student Affairs, co-chair
- THERESA BYRD, EdD, Dean of the University Library, co-chair
- HUGH ELLIS, PhD, Faculty Senate Representative
- CHRISTOPHER HERMES, Associated Students Representative
- OM KANWAR, Associated Students Representative
- ANDRÉ MALLIÉ, Assistant Vice President, Auxiliary Services
- PERLA MYERS, PhD, Associate Dean, College of Arts and Sciences
- ALEJANDRA NANN, Assistant Professor, Electronic Resources and Serials Librarian
- JIM THRAILKILL, Director, USD Torero Store
- TRIINA TURULA, Purchasing Manager
Reference Services Update

This year, the Reference Department began a project to identify and weed out print materials in our reference collection that are no longer useful. Copley’s Technical Services Department created a spreadsheet so that all librarians could indicate titles in their subject areas to be withdrawn from the collection. The project is currently ongoing with the majority of titles scheduled to be removed or transferred to the main stacks during summer 2017.

In other news, in order to take advantage of new functionality and features, we are moving to the latest version of our LibAnswers online reference system. The new system includes the ability to add a proactive chat widget to our web pages for better user engagement. Migration to the new system was completed in July. Our hope is to make our electronic reference services even more responsive to our patrons’ needs. We are still available in person, of course, so please stop by the reference desk to speak with one of our librarians about any research or citation questions.
What’s New With Digital USD?

Digital USD (digital.sandiego.edu) publishes, preserves and provides open online access to the scholarship, creative work, original data sets and archival material produced by or affiliated with the University of San Diego community. By curating and sharing these historical and current intellectual activities, Digital USD showcases and connects the unique contributions of the university’s faculty, staff and students to an audience worldwide, fueling new research, discoveries and knowledge.

This year, Digital USD has a fresh new look and an ever-growing array of open-access materials from across campus. Some of the new collections include:

• Capstone project papers of recent graduates in the MA in Leadership Studies program (digital.sandiego.edu/solesmalscap)

• Audio/video interviews with social entrepreneurs conducted by undergraduate students in the Philosophy 332: Business Ethics course (digital.sandiego.edu/phil332)

• Reports from the Nonprofit Institute (digital.sandiego.edu/npi) such as the Corporate Playbook for Supporting Military Families

• The archive of The Woolsack, the School of Law’s first student newspaper (digital.sandiego.edu/woolsack)

Over the past six months, nearly 4,500 items have been added to Digital USD, bringing the total number of materials to 11,500. Digital USD is nearing 100,000 total downloads since its inception and has been accessed by users in 154 countries.

Faculty and staff in Copley Library, together with the Legal Research Center, recruit and process new content for Digital USD, provide outreach and education about what it offers, and share its value with the campus, local community and beyond.

For more information about Digital USD and how it aligns with the University of San Diego’s strategic plan, visit digital.sandiego.edu/about.html.
Exploring E-Books at Copley

As Copley Library continues to provide scholarly resources to the campus community, e-books are an important aspect of the library’s collection. Although print books remain a top priority for Copley, e-books offer the speed and convenience faculty and students frequently require while doing research off campus. With over 140,000 e-books currently available, ProQuest’s E-book Central (formerly known as eBrary) is Copley Library’s largest e-book collection. Over 8,000 searches within this collection were completed in the 2016-17 academic year, allowing USD patrons online access to a variety of subjects, including architecture, economics, environmental studies and religion. While these e-books are not permanent additions to the collection, individual e-book titles from the collection can be purchased in perpetuity. Liaison librarians also purchase e-books requested by faculty and as a means to provide different forms of access to resources. Copley owns other e-book titles and collections in perpetuity through various platforms, including EBSCOhost, Project Muse and Gale Virtual Reference Library.
Copley Library participates in two regional library initiatives that support the preservation of the scholarly print record by sharing retention responsibilities for print journals and print books. One initiative, WEST (Western Regional Storage Trust), includes 71 member libraries in 18 states that preserve the scholarly print journal record by distributing retention responsibilities among members for more than a half million journal volumes. While the majority of its 20,000+ journal titles are available online, 41 percent of the retained journals are only available in print. WEST guarantees that member library scholars will have access to comprehensive holdings that are housed appropriately for long-term accessibility. More information about WEST can be found at cdlib.org/west.

Through Copley Library, USD also serves as a pilot participant with 13 other California colleges and universities in a shared print-book retention project through SCELC (Statewide California Electronic Library Consortium). This project distributes the responsibility for maintaining the preservation of and access to more than 1.1 million print book titles collectively held by the pilot libraries. Retention commitments of 85,000 Copley titles covered by the pilot agreement will be logged into the library catalog by the end of summer 2017. SCELC provides additional information about the pilot project at scelc.org/libraries/shared-print.
Fourth Annual Digital Initiatives Symposium

On May 1 and 2, 2017, informational professionals from across the United States and Canada gathered at USD’s Joan B. Kroc Institute for Peace and Justice for Copley Library’s fourth annual Digital Initiatives Symposium.

The symposium provides an opportunity for those working on digital initiatives in libraries to learn and share information about an array of topics, including digital humanities, open educational resources, research data repositories and web archiving.

Keynote speakers for this year’s symposium were Joan Lippincott, associate executive director of the Coalition for Networked Information, and Trevor Owens from the National Digital Platform of the Institute of Museum and Library Services’ Office of Library Services.

The symposium spanned two days. Attendees on day one participated in workshops on metadata for digital projects, copyright and digital initiatives and agile project management. Panel and concurrent sessions on day two covered topics ranging from digital scholarship and information literacy to advances in open access. There was also a chance to network and speak with poster presenters at the outdoor wine and cheese reception held at the Garden of the Sea.

We look forward to celebrating the symposium’s fifth year with more exciting, cutting-edge presentations and workshops on April 23-24, 2018.
Copley’s Fall 2016 Salon on USD Faculty Scholarship

Copley Library’s Fall 2016 Salon event, held on Nov. 30, 2016, in the Mother Hill Reading Room, attracted more than 30 faculty members and administrative guests who enjoyed a wide representation of recent faculty scholarship as well as library tips for future faculty publishing efforts.

Prior to the event, many faculty members provided information about their current scholarship, a crucial element to representing each school (and USD) in the salon. Library liaisons worked actively with faculty in their subject areas to pinpoint recent publications, including several titles that were newly added to the library collection as a result of these efforts. Copley Library encourages the university community to alert the library about their new publications and other scholarship so that all may enjoy a chance to peruse them through the library’s holdings.
Open Educational Resources: Year Three

With nine faculty participating in this year’s Open Educational Resources (OER) Initiative for a $1,000 stipend, we launched a smaller-scale initiative that would create awareness about the different types of OER. This year, the library launched the Open Textbook Review. This new program was an effort to provide faculty an opportunity to choose an open textbook within their subject area, write a short review, and receive a $250 stipend. Twelve faculty members participated, with a few planning to implement the textbook they reviewed into their syllabi. Future plans include publishing open textbook reviews written by faculty across the campus.

OPEN EDUCATIONAL RESOURCES INITIATIVE STIPEND RECIPIENTS FOR FY 2016-17

**Reviewed an OER Textbook**
- Richard E. Custin
- Rae Anderson
- Alyson Ma
- Kay Flewelling
- Lisa Hemminger
- Clara Azevedo
- Andrew Tirrell
- Amitkumar Kakkad
- Jilleen Tullis

**Total - $3,000**

**Replaced a Textbook With an OER**
- Jeremy Kua
- Annette Taylor
- Harriet Baber
- Sandra Sgoutas-Emch
- Marcus Lam
- Amitkumar Kakkad
- Diane Hoffoss

**Total - $8,000**
New Printing and Computer Services at the Library

Copley Library now offers mobile printing services and ITS Help Desk assistance to USD students, faculty and staff.

In the spring of 2017, Copley Library and Information Technology Services worked collaboratively to enhance printing services at Copley by implementing our new mobile printing service, allowing patrons to print directly from personal mobile devices, including laptops, smartphones and tablets. In Spring 2017, ITS and Copley Library also partnered to begin offering ITS Help Desk assistance in Copley Library, Monday-Thursday, 3-9 p.m. The ITS Help Desk can assist students, faculty and staff with a variety of network and software-related issues, including software installation, Wi-Fi and web portal access, as well as assistance with USD email and printing. ITS also offers assistance with more complicated issues, and the staff at Copley’s Help Desk can initiate requests for assistance with things such as virus and spyware removal, hard-drive and operating-system installation, and mobile device screen repair.
Jennifer Pritchard, SOLES ’17

“Copley Library made it easy for me to get the materials I needed to be successful in my graduate program at USD. Print book, an e-book or an academic article – if we didn’t have it, I could reach out through Circuit or ILL. When group projects came up, my peers and I were able to reserve group study space quickly and conveniently. The staff was always incredibly helpful and responsive to my needs, and I definitely felt they were invested in student success.

“I received my MA in Counseling, with a specialization in Clinical Mental Health Counseling, in May 2017. The new job is keeping me on my toes, but I’m learning a lot! I feel grateful to Copley for being such a great resource for me during my studies.”

Jerome Portis, Business ’17

“The reason I chose to study at Copley was simply because I got my work done while there. I was also able to collaborate on assignments and prepare for tests with classmates, oftentimes spontaneously, since I would cross paths with them in Copley. The library was like my personal bag of resources. Everything I needed was in one spot. Beginning this fall, I will begin my graduate program in real estate development at Portland State University. All of the long hours in Copley managed to pay off.”
Student Assistants 2016-17

Copley Library acknowledges these outstanding student assistants who served last year across the departments of Access Services; Archives, Special Collections and Digital Initiatives; and Technical Services.

ACCESS SERVICES
UNDERGRADUATE:
Dale Allen
Carolina Arellano
Daniel Badaracco
Abigail Beck
Christopher Chu, scholarship winner 2017*
Romo Daisy
Selas Davis-Hewitt
Edward Fisher, scholarship winner 2017*
Paulina Gabos
Dolores Garcia
Charles Garza
Timothy Goins
Elisenda Guerra-Delgado
Madison Haney
Amelia Henry
Antonio Hill
Angelica Ignacio
Caitlin Imhoff
Mary Janus, graduated Spring 2017

Hunter Levy, graduated Spring 2017
Genesis Lopez
Kei Ann Mandanas
Aoife O’Brien, scholarship winner 2017*
Justin Oliveras
Brilema Perez, graduated Spring 2017
Bridgette Reddington
Giselle Romero
Christa Rose
Mya Tobin
Maricruz Torres, graduated Spring 2017
Adriana Velasco, graduated Spring 2017
Julie Ye, scholarship winner 2017*

GRADUATE:
Jennifer Pritchard, graduated Spring 2017
Patricia Wakhusama

ARCHIVES, SPECIAL COLLECTIONS AND DIGITAL INITIATIVES
Undergraduate:
Amanda Reap
Elisabeth Smith
Graduate:
Dianne Pereira
Wei Wu

TECHNICAL SERVICES
Kendalle Chera, graduated Spring 2017
Alex Ehmke
Helen Ponce Rivera
Erica Skerven, scholarship winner 2017*

*Roy and Marian Holleman Copley Library Student Assistant Scholarship of $500.
Bon Voyage, Amy Pham!

Amy Pham joined Copley Library in April 2013 as the electronic resources and serials assistant to provide support for materials acquisition and library resources and to oversee supervision of departmental work-study student assistants.

While at Copley, she contributed to a number of committees, including her creation of original promotional materials for the Social Media Committee and her efforts with implementing the inaugural Roy and Marian Holleman Copley Library Student Assistant Scholarship of $500. Amy left Copley Library to pursue an MSc in Information and Library Studies at the University of Strathclyde in Glasgow, Scotland, in the fall of 2017. The one-year program includes a work placement opportunity and shares accreditation with several international library associations, including the American Library Association (ALA). Amy is looking forward to using the experiences she gained at Copley to focus on librarianship in open access, electronic resources and digital initiatives. We thank Amy for her contributions to Copley and wish her the best of luck and success in her future academic and professional endeavors!

Volunteer in Special Collections

Daniel Schlachet volunteered during the summer in Special Collections prior to attending UCLA’s library school in Fall 2016.

While here, Daniel worked on a project to enhance our artists’ book collection records in the library’s catalog by adding terms for special bindings and genre terms. This summer, Daniel is back and is assisting with projects in the Technical Services Department of the library.
2016-17 Library Faculty Scholarship

PRESENTATIONS

Burkhart, Hugh

Byrd, Theresa


Makula, Amanda

Nann, Alejandra


Ortega, Alma
Ortega, A.C. (21 October 2017). Autoridades TÓxicas en Bibliotecas Académicas. XI Jornada Bibliotecológica de Baja California: Resilencia: Bibliotecas y comunidad. CETYS Universidad, Campus Mexicali, Baja California.

Ortega, A.C. (22 May 2017). Webinar: Tips for Hiring a Good Library Leader for CSU Fresno tenured library faculty via Skype, 12-1 p.m.
2016-17 Library Faculty Scholarship

PUBLICATIONS

Adkins, Martha


Burkhart, Hugh

Maher, Diane

Nann, Alejandra

Staninger, Steve

Turner, Laura


Copley Library Stats 7/1/2016 - 6/30/2017

LIBRARY EXPENDITURES 2016-17
Total Library Expenditures $5,838,436
Personnel 48%
Collections 47%
Operating 3%
Student Workers 2%

COLLECTIONS
Archival Collections (in linear feet) 1,255.5
Special Collections 8,200 titles
Digital Items 10,642
Books 507,182
Current Print Subscriptions 3,000
CDs, DVDs and Other Media 17,275
Databases 186
E-periodicals 75,948
E-books 149,659

LIBGUIDES
Guides 144
Views 17,991

LIBRARY OPERATION
Hours Per Week 116

COMPUTER SERVICES
Computers 80
Apple Laptops 20
PC Laptops 10

LAPTOP CHECKOUT
Apple Circulation 2,449
PC Laptop Circulation 1,478

INSTITUTIONAL REPOSITORY
Total Items 11,524
Total Downloads 97,889

REFERENCE AND INSTRUCTION
Instructional Sessions 121
Workshops (faculty/staff/students) 20
Reference Questions 3,427
Website Visits 193,596
Group Study Room Bookings 3,377

CIRCULATION
Copley Library Visitors 324,292
Items Circulated 79,555
Total ILL Services 29,214
Total USD Items Loaned to Other Libraries 12,430
Total Items Borrowed From Other Libraries for USD Library Users 10,358
Circuit Lending/Borrowing 7,997
ILLiad Lending/Borrowing 10,489
Rapid ILL Lending/Borrowing 6,249
Document Delivery 521
Items in ARES 6,415
Items Accessed in ARES 56,052
Express Books 3,958
Copyright Clearance Requests 80
Print/Media Reserves Items Circulated 7,122
Print/Media Items Added/Removed 1,587
Our library’s next chapter depends on you!

Your gift provides vital support for materials and programs that help us enrich the academic life of University of San Diego students. Please consider a generous gift today.

If you wish to support Copley Library, please send your gift to:

Jasmin de Unamuno
Budget and Operations Manager
Copley Library
5998 Alcalá Park
San Diego, California 92110-2492

(619) 260-4120
sandiego.edu/library