INTRODUCTION AND SUMMARY

This report covers the past two academic years (2013/14 and 2014/15), a period of tremendous change in libraries, as advances in technology and the ubiquitous availability of online information presented both opportunities for innovative programming, as well as challenges to remaining a highly valued information resource for university constituents. New Gutman Library initiatives like patron-driven acquisitions, discovery tool implementation, chat communications, and a materials collection, expanded the library’s reach and focus beyond its traditional functions. Electronic resource acquisitions grew appreciably, with eBooks now comprising approximately one-half of the total library monographs collection. Existing Gutman Library services, like print and special collections, interlibrary loan, information literacy support, reference, and provision of study space remain well-used by faculty, staff, and students. Demand for some of these services --reference, instruction, and study rooms-- increased significantly over this two-year time frame. Database use varied, increasing for some specific resources, and decreasing in others— which is to be expected with so much freely available information online.

Also during this period, the Library took on major new responsibilities, providing leadership for both the Arlen Specter Center for Public Policy and the Textile and Costume Collection (TCC) of the Design Center. Progress was made on plans for future transformation of library space to a Teaching and Learning Commons, including consolidation of the library’s two points of service (Reference and Circulation), along with inclusion of a support desk from the Office of Information Resources. With these future space plans, as well as surveys showing a high level of patron satisfaction with the collection and website, the library is well poised to sustain its critical role as a core university information resource, supporting the curricular and research goals of faculty, staff, and students.

Major library accomplishments from this period include:

- Administration and analysis of three assessment surveys: LibQUAL and internally-designed student and faculty surveys
- Planning and oversight of Specter Center initiatives, including archives administration in collaboration with the University of Pittsburgh, extensive programming, and formation of a Specter Center Advisory Committee
- Highly successful creation, management, and museum transfer of the Specter Center’s Single Bullet exhibition
- Formation and leadership of a representative Library Advisory Committee
- Library website redesign
- Implementation of a new discovery tool: ProQuest’s Summon
- Materials Library planning
- Addition of new resources: Opposing Viewpoints, Global Issues in Context; Statista; Shared Shelf, and more
- Design Center improvements—new website, collection reorganization and appraisal; Advisory Committee formation

A new Library Strategic Plan was written to cover 2015-2017, and will shortly be posted to the library's website.

LIBRARY BUILDING

General Space Usage
The library space remains a popular venue, with door counts increasing 42% between 2013 and 2014 and the latest year of data showing door counts 14% higher than the 2012 total. The fall 2014 freshman class was larger, so perhaps that made some difference. Study room usage increased 10% in the same time frame, with the current year's usage at basically the same level as it was in 2012. There remains high competition for these spaces during Reading Days and Finals, with significant turnaways reported. Future plans for implementation of a Learning Commons will aim to address these issues with establishment of additional study rooms and other flexible learning spaces.

Specter Center Exhibition
The Single Bullet exhibition, which was a tremendously successful student-faculty-staff collaboration depicting Arlen Specter's role in the Warren Commission investigation of the Kennedy assassination, was probably the most significant development in library space usage over the past two years. Running from October, 2013 through January, 2015, and occupying space on all three levels of the library, the highly publicized and positively-reviewed exhibition was seen by over 840 individual visitors and numerous school groups. See data below:

<table>
<thead>
<tr>
<th>Type of Group</th>
<th>Number of Groups</th>
<th>Number of Visitors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schools</td>
<td>6</td>
<td>222</td>
</tr>
<tr>
<td>Phila U. classes and groups</td>
<td>11</td>
<td>96</td>
</tr>
<tr>
<td>Exhibition events</td>
<td>2</td>
<td>200</td>
</tr>
<tr>
<td>External drop-in visitors</td>
<td>162</td>
<td>203</td>
</tr>
<tr>
<td>Media (TV, Radio, Newspaper)</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Other scheduled groups</td>
<td>13</td>
<td>115</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>202</strong></td>
<td><strong>844</strong></td>
</tr>
</tbody>
</table>

Teaching and Learning Commons
As part of a university space planning initiative, consultant Philip Parsons (Sasaki Strategies), was engaged in the fall of 2013 to develop plans for an interior renovation of the library and conversion to a Teaching and Learning Commons. Funding for this planning initiative came from a 2013 gift to the library from Suzanne and Ralph Roberts in honor of Mary Bert Gutman, her late husband, Alvin, and their late son, Paul, for whom Gutman Library was named.

The Parsons plan outlined a re-design of library space into clear zones for quiet to collaborative study and engagement, providing a diverse range of space functions and learning opportunities, including individual seating, group areas, flexible furnishings and exhibit areas. Based on input from a variety of stakeholders, Parsons and Library staff recommended combining the Reference and Circulation Desks and including an IT support desk on the main floor. Print
materials would be minimized on this floor, with the majority of books and journals to be housed on the upper and lower levels of the library.

Library Instruction Space
The Library Instruction Space (LIS) remains a popular venue for holding library-related classes and training seminars. Faculty did not reserve the space as much over the past two years, and the laptops housed in the area are generally not needed, since students bring their personal computers to class. However, in FY15, the space was scheduled over 140 times for meetings or training sessions, with the area utilized by students or faculty for quiet study when the space is not otherwise in use. This usage level reflects a considerable increase over the 115 sessions scheduled in the space in FY12.

Materials Library
Faculty from architecture, textile design, interior design, industrial design, and engineering collaborated with the Library to plan for a university materials collection to be housed within Gutman Library. The mission of the Materials Library is to provide students with hands-on inspiration and exposure to materials relevant to their academic and professional work.

With input from faculty and administrative representatives of the interested programs, C-ABE liaison librarian Sarah Daub, has led the effort to build the collection from manufacturers’ samples, and develop an organizational structure and display strategy. Using main floor periodicals shelving freed up due to print subscription conversions to electronic format, the collection is due to open in the fall of 2015. It will serve as a prototype for a larger collection which could ultimately be housed in the lower level of the library. Input from students and faculty will be gathered, along with usage data in order to assess the value and success of this initiative and to inform future planning.

Additional Space Changes
Precipitated by a February, 2015 pipe leak and associated flood damage, the 23-year old carpet on the library’s main floor will be replaced during the summer of 2015. In advance of this installation, library staff will heavily weed the reference and index sections to free up space for additional seating. Withdrawal of print reference material is common practice in academic libraries currently, as much of this content is available electronically. To counterbalance some of this loss of print reference material, the library acquired perpetual access to a large multidisciplinary collection of online reference materials published by Gale.

During last year (2014), the library office occupied by the Serials and Visual Resources Coordinators was transferred to the Honors Program, and two library staff members were relocated to the Technical Services Office on the upper level.

LIBRARY HOURS
In response to student, faculty and administration requests, library hours were further extended in the past few years to add more hours prior to Reading Days, mainly for architecture and interior architecture students, who require computer access for final projects. The library also remained open from 9-1 on Green Friday’s in 2014 and 2015, while most university buildings were closed. Usage levels have been significant during these time periods, and we will continue to track levels to assess the need for these additional hours.
The library also routinely opens during university weather-related closures, with heavy reliance on student workers.

LIBRARY STAFF CHANGES

In recognition of outstanding service to the library over many years, Stan Gorski was promoted to Associate Director of the Library, in June, 2013, continuing his collection development, Special Collections, and Specter Center curatorial responsibilities, and also taking on oversight of Technical Services and the Public Services Librarian and Visual Resources Coordinator. Later in FY14, the university’s Design Center operation was transferred to the library, to become a major unit of Special Collections, also reporting to the new Associate Director of the Library. TCC Curator, Sarah Moore, managed this unit until April, 2014 when she left the university for another position. In the summer of 2014, Marcella Milio was hired to serve as an adjunct professor in Kanbar College and also as Curator of the TCC.

Several staff positions turned over during the FY14 and FY15 time period.

New Librarians:
- Sarah Daub, BFA, MFA, MLIS; Public Services Librarian, liaison to Architecture
  - Hired September, 2013, replacing Brynne Norton
- Teresa Edge, BA, MLIS, MA; Education and Outreach Coordinator/Librarian; liaison to CPS, and Liberal Arts
  - Hired October, 2013, replacing Jordana Shane
- Daniel Verbit, BA, MLIS candidate; Systems Librarian, replacing Michael Cabus
  - Hired February, 2015

Other staff changes:
- John Rambo, served as Serials Coordinator, from fall, 2012 replacing Melvyn Brown, until May, 2015
- Max Margulies, became Serials and Visual Resources Coordinator, June, 2015, after serving as Visual Resources Coordinator, from 12/2012, when he replaced Gabe Galson.
- The Stack Attendant and Reference Assistant positions turned over several times. Mohammed Hossain and Brett Palmer currently hold these positions.

Karen Albert and Stan Gorski continued in their leadership roles for the Arlen Specter Center for Public Service. Karen served as Principal Investigator and coordinated the PNC-grant-funded Warren Commission exhibition (more details below under “Library Events,”). Also hired to work part-time on this major initiative were Project Manager, Elizabeth Lewis (July, 2012-March, 2014) and Archivist, Jenny Barr (July, 2012 – November, 2013). At the start of FY14, Law & Society Program Director Evan Laine, was named as the Specter Center’s Faculty Director, and Mthabisi Masilela was appointed as graduate assistant.

LIBRARY EVENTS

Single Bullet: Arlen Specter and the Warren Commission Investigation of the JFK Assassination was the seminal project and event of the library’s past two years.

Commemorating the 50th anniversary of the Kennedy assassination, the exhibition was a transdisciplinary, Nexus Learning initiative designed and installed on three levels of the library. Participants included faculty and students from Architecture, Graphic Design, Law & Society; and staff from the Library and Design Center. The Single Bullet exhibition remained in place
through January, 2014, when it was transferred to the Battleship NJ museum for public view in Camden, NJ. The following major events were held in conjunction with the exhibition and Specter Center:

- **May, 2013** -- Ceremonial Groundbreaking, with special guest speaker, Michael Smerconish, [http://www.philau.edu/spectercenter/groundbreaking.html](http://www.philau.edu/spectercenter/groundbreaking.html)

The exhibition received the following three awards:
- **Nexus Learning Award, April, 2014**: [http://wordpress.philau.edu/today/2014/04/02/nexus-learning-awards-recognize-teaching-excellence-at-philau/](http://wordpress.philau.edu/today/2014/04/02/nexus-learning-awards-recognize-teaching-excellence-at-philau/)
- **CASE DII Accolades Bronze Award for the media campaign associated with the exhibition**: [http://wordpress.philau.edu/today/2015/01/30/philau-wins-case-award-for-single-bullet-media-campaign/](http://wordpress.philau.edu/today/2015/01/30/philau-wins-case-award-for-single-bullet-media-campaign/)

Two videos were created about the exhibition:
- [Making of Video of the Single Bullet Exhibition](http://www.philau.edu/spectercenter/makingvideo.html)
- [Single Bullet An Exhibition in Brief](http://www.philau.edu/spectercenter/briefvideo.html)

Besides *Single Bullet*, the library held a new student orientation event, hosting several hundred students in 2014 on the first weekend, with giveaways, food, and library information. This event will be repeated for 2015, during the first three days of new student orientation.

The library also hosted several book events, honoring faculty authors or editors.
- **April 3, 2014**: Marie-Eve Faust: *Designing Apparel for Consumers*
- **September 29, 2014**: Les Sztandera: *Computational Intelligence in Business Analytics*, and Reza Masoodi: *Wicking in Porous Materials*
- **May 4, 2015**: Chris Pastore; Rob Fryer; Brian George; Hossain Rostami: *Sustainable Composites*

In the spring of 2015, the library’s lower level housed a lovely exhibition *From Blue to New*, created and curated by student, Carolyn Connor, and sponsored by the Textile and Costume Collection of the Design Center.
LIBRARY STAFF – Professional Activity

Karen Albert, M.S., Library Director

Professional Memberships and Activities

- Elected to two-year term as Representative-at-Large, Executive Committee, Tri-State College Library Cooperative 2014-
- Appointed member of the ACRL, College Library Section’s Conference Program Planning Committee for the 2016 ALA meeting in Orlando
- Member:
  - American Library Association (ALA),
  - Association of College and Research Libraries (ACRL), College Libraries Section, and
  - ACRL, Delaware Valley Section
  - Medical Library Association (MLA), Cancer Librarians Section
  - Society of American Archivists, Congressional Papers Roundtable
  - TCLC (Tri-State College Library Cooperative)

Professional Development: Conferences/Meetings/Webinars:

**FY14**

- Webinar: Copyright in Academia; Host: Copyright Clearance Center Tuesday, July 9, 2013 2:00 pm,
- TCLC (Tri-State College Library Cooperative) – Executive Board Meetings (November, March and June) (full day)
- Leading Academic Libraries to Excellence Temple University, ACRL (Association of College and Research Libraries), Delaware Valley Chapter Meeting, April 19, 2013 (full day)
- Philadelphia Town Hall meeting on proposed new accreditation standards from Middle States – March 27, 2014
- American Library Association, LibQUAL Results Interpretation workshop, January 27, 2014
- Medical Library Association – Philadelphia Chapter Annual Meeting and CE on Systematic Reviews (Librarian role) –Philadelphia, April 18, 2014.
- Medical Library Association – Annual Meeting – Chicago- May 17-21

**FY15**

- TCLC Summer Camp- LibGuided Whale Watch, Montgomery County Community College, July 29, 2014
- TCLC Executive Board meetings (November, March and June)
- TCLC Executive Committee meetings (mornings): monthly from August through May.
- New ClinicalKey Enhancements Demonstration Webinar, Elsevier, August 14, 2014
- PubMed for Librarians: Building and Refining Your Search!, National Library of Medicine, Webinar, August 26, 2014
- Challenger (Physician Assistant exam prep and educational software program) webinar, Dec. 2, 2014
Custom Curriculum, AccessMedicine, another PA exam prep and educational program, Jan. 20, 2015
ProQuest FLOW Webinar, February 25, 2015
Medical Library Association, Philadelphia Chapter meeting and workshop, Princeton, NJ, March 16, 2015
Medical Library Association—Annual Meeting – Austin, TX, May 16-20

**Publications:**

**Presentations:**
Panelist, "Not-So-New" Directors panel, as part of 2013 Cohort of New Library Directors Seminar, sponsored by the Association of College and Research Libraries (ACRL) at Swarthmore College, January 24, 2014
“Creating and Structuring an Interdisciplinary High-Impact University Project,” [poster presentation], Evan Laine, David Kratzer, Frank Baseman, Donald Dunham, Karen Albert & Stan Gorski, 12th Annual Faculty Conference on Teaching Excellence, Temple University, Philadelphia, PA, January 17, 2014

**Award:**
Carla J. Funk Governmental Relations Award, Medical Library Association, 2015

**University Service:**
Member of:
Academic Operations and Oversight Committee (AOOC)
College Education Committee (CEC) of Science Health and the Liberal Arts (SHLA)

Chaired: (in FY15)
Specter Center Advisory subcommittee (part of University Academic Resources Committee (UARC))
Library Advisory Committee, (part of University Academic Resources Committee (UARC))

Organized: (in FY15)
Subcommittee of Specter Advisory Committee for planning Katz lectureship
Subcommittee of Specter Advisory Committee for planning diversity initiatives
Textile and Costume Collection Advisory Committee
Meeting with Univ. Pittsburgh Archives Service Center staff- April 29-May1

**Stan Gorski, M.S., M.A. Associate Director of the Library**

**Professional Memberships and Activities**
Chair of Archives and Special Collections Interest Group, Tri-State College Library Cooperative (TCLC), 2009-
Philadelphia Area Consortium of Special Collections Libraries (PACSCL), Member Representative
Bucks County Historical Society - Collections Committee 2007-
Professional Development: Conferences, Meetings, Webinars

- "Retrofit: Exploring Space, Place, and the Artifact in Special Collections," Rare Books and Manuscripts Section/Association of College and Research Libraries/ALA, June 24-27, 2014
- Online Oral History Workshop – Baylor University, April 1 and April 8, 2015
- 2015 PALCI Member Meeting, June 9-10, 2015- Penn State University

University Service:
- Member of University Academic Resources and Services Committee
- Campus historical tours – 2014 and 2015
- Library Advisory Committee member
- Textile and Costume Collection Advisory Committee member
- Meeting with Univ. Pittsburgh Archives Service Center staff- April 29-May1

Barbara Lowry, M.S., M.B.A., Coordinator of Technical Services

Professional Development: Conferences, Meetings, Webinars

- PALCI webinars on the ebook project   April 2, 2014 , June 23, 2014

University Service:

- Elected At-Large member of Faculty Council/Shared Governance Committee- 2014-
- Library representative of the College Education Committee- Kanbar College

Sarah Daub, M.L.I.S., Public Services Librarian

Professional Memberships and Activities

- Member, Art Libraries Society of North America (ARLIS)
- TCLC Continuing Education and Development Council (Fall 2014-Present)

Professional Development: Conferences, Meetings, Webinars

- Art Libraries Society of North America Annual Conference (May 2014)
- Conservation Center for Art and Historic Artifacts (CCAHA), Housekeeping for Collections Workshop, March 2015
- Summer Educational Institute for Visual Resources & Image Management, sponsored by ARLIS – weeklong workshop (June 2015)

Grant/ Award

- TCLC Continuing Education and Development Grant (for May 2014 ARLIS conference:

University Service:

- College Education Committee-College of Architecture and the Built Environment- library representative

Teresa Edge, M.S., Coordinator of Education and Outreach/Librarian

Professional Memberships and Activities:

- TCLC: RSIG (Research Services Interest Group)
- TCLC: ELT&O (eLearning , Technology, and Outreach Interest Group)
**Professional Development: Conferences, Meetings, Webinars**

- TCLC Embedded Librarianship workshop – 11/22/13
- TCLC Information Literacy/Inquiry Guided learning – 3/27/2015

**Webinars:**

- Academic Impressions- “Integrating Information Literacy into the First Year” – 2/5/2014
- ALA – ESL library users – 4/9/2014
- EasyBib – Web page usability – 4/16/2014
- ALA-MARS – Online tutorials/web tools – 7/30/2014
- Credo – Designing library assignments – 2/12/2015
- ACRL- Libraries of the future – 3/12/2015
- “Elevator Speeches & PA Forward for Your Academic Library,” PA Forward – 4/30/2015

**University Service:**

- University Teaching, Learning and Assessment (UTLA) committee (10/2013-)
- First Year Seminar Steering Committee (1/2014-)
- Middle States Working Group 2 – Assessment (5/2014-12/2014)

**Daniel Verbit, MLIS candidate, Systems Librarian**

**Professional Memberships and Activities:**

Member of:

- American Library Association
  - Association of College and Research Libraries (ACRL)
  - Library Information Technology Association (LITA)
  - ALA New Member Roundtable Outreach
- Medical Library Association
- ACRL 2015 Poster Sessions Committee
- Consumer Health Information Specialization (CHIS) Level One Certificate from the Medical Library Association, 2015


**Professional Development: Conferences, Meetings, Webinars**

- Center for Teaching Innovation and Nexus Learning Week Workshops: Research Companion; ProQuest FLOW; Chronicle of Higher Ed.- February 23-27, 2015

**Marcella Milio, MA , Curator, Textile and Costume Collection**

**Professional Memberships and Activities**

Member of:

- Costume Society of America (CSA)
  - Editor, CSA eNews
  - CSA Board Member
President, CSA Mid-Atlantic Region
Textile Society of America

Professional Development: Conferences, Meetings, Webinars
- Costume Society of America Annual Symposium, May 2014
- Conservation Center for Art and Historic Artifacts (CCAHA), Textile Preservation Workshop, September 2014
- CCAHA, Housekeeping for Collections Workshop, March 2015
- Winterthur/CCAHA Emergency Preparedness Workshop, March/April 2015

Presentations:
- Bard Graduate Center, Lecture on "Creating the Ideal: Dressing and Installing Costume Exhibitions," April 2015
- Costume Society of America Annual Symposium, Presentation on "Thin is In; Fat is Out: The Language of Early 20th Century Beauty and Beyond," May 2015

University Service:
- Textile and Costume Collection Advisory Committee

LIBRARY SERVICES

Circulation (contributions from Daniel Verbit)
Library book and DVD check-outs began dropping in FY12, continuing until FY15, when the numbers recovered somewhat. The overall decline is likely due to increased availability of electronic resources, including the library's acquisition of more ebooks.

Between FY12 and FY13, there was a 14% drop in the number of initial book check-outs, and between FY13 and FY14, there was an even steeper decline. However, for FY15, check-outs increased around 17% over the last year, as of 6/9/15. Architecture and design books remain the most popular print materials used by library patrons. The McNaughton leased books and DVDs for recreational reading remain popular with the university community, although check-outs of these materials have dropped considerably from the high of almost 700 in FY12.

Laptop sign-outs have understandably dropped a good deal, as students are required to own their own devices. Laptop sign-out service is not publicized, yet demand remains considerable. iPad sign-outs were almost non-existent over the last year, so that service was discontinued.

<table>
<thead>
<tr>
<th>Check-outs - excluding Reserves &amp; laptops</th>
<th>Year</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>11,387</td>
<td>FY13</td>
<td></td>
</tr>
<tr>
<td>7049</td>
<td>FY14</td>
<td>-38%</td>
</tr>
<tr>
<td>8273</td>
<td>FY15</td>
<td>17%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Check-outs -- Popular material</th>
<th>Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>316</td>
<td>FY14</td>
</tr>
<tr>
<td>347</td>
<td>FY15</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Check-outs-- Laptops</th>
<th>Year</th>
<th>% change</th>
</tr>
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<tbody>
<tr>
<td>1479</td>
<td>FY13</td>
<td></td>
</tr>
<tr>
<td>764</td>
<td>FY14</td>
<td>-48%</td>
</tr>
</tbody>
</table>

Databases and eResources
Consultations with faculty and students led to acquisition of a number of new online resources to satisfy needs in a variety of disciplines. The most significant acquisition in early FY15 was of ProQuest's Summon, a new discovery tool, which replaced WorldCat Local, in
order to improve the library’s central search of multiple databases and resources. Library surveys done in late FY15 reflected positively on this change. See list below of the major additions over the past two academic years.

**New eResources - FY14-15:**
- AMA Manual of Style online
- Chronicle of Higher Education – extended subscription to add iPad app and more convenient remote access
- ClinicalKey – medical database of full-text books and journals, replacing MDConsult,
- DETAIL Inspiration- project images/descriptions from DETAIL magazine
- Global Issues in Context- news and reference material on international topics
- OnArchitecture video collection
- Opposing Viewpoints – database on current controversial issues
- Psychiatry Online- American Psychiatric Association full book and journal content, including DSM-V
- OB-GYN- from AccessMedicine- full-text books and videos on Ob-Gyn
- Research Companion (ProQuest)- online training modules on information literacy and writing
- Sourcing Journal Online- premier journal of sourcing and manufacturing information
- Shared Shelf- imaging platform for institutional collections; integrated with ARTStor
- Statista- quantitative data on media, business, finance, politics, and markets
- Summon Discovery Tool- for searching across multiple library databases and eResources.

**Database Usage**
The table below shows calendar year usage for selected library databases, and the amount of change between 2013 and 2014. With so much searching accomplished through Google, Google Scholar, and the library’s discovery tool, specific database search numbers have declined for many, but not all, of the databases listed below. This was not the case with EBSCO, Gale, and SAGE. Despite the predominance of the new finding tools, some databases, like AccessMedicine and Business Source Premier still show significant declines in full-text downloads. Library outreach to specific disciplines remains important to increase awareness of these major resources. Also, as Google links to more resources – like ScienceDirect, and the library discovery tool improves in functionality and popularity, it is likely that more full-text content within library resources will show increased use. See database usage summary figures on the next page.
<table>
<thead>
<tr>
<th>Database Name</th>
<th>Searches</th>
<th></th>
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<tr>
<td></td>
<td></td>
<td>2013</td>
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<td>% Change</td>
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<td>2014</td>
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<td>2013</td>
<td>2014</td>
<td>% Change</td>
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<td>2014</td>
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<td>Country Watch</td>
<td></td>
<td>584</td>
<td>597</td>
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<td>N/A</td>
<td>N/A</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>EBSCO: Academic Search Premier</td>
<td></td>
<td>34160</td>
<td>31588</td>
<td>-6%</td>
<td>16830</td>
<td>15097</td>
<td>-10%</td>
<td></td>
<td></td>
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<tr>
<td>EBSCO: Art Index</td>
<td></td>
<td>4676</td>
<td>7457</td>
<td>59%</td>
<td>NA</td>
<td>NA</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>EBSCO: Business Source Premier</td>
<td></td>
<td>13142</td>
<td>13654</td>
<td>4%</td>
<td>9482</td>
<td>7256</td>
<td>-23%</td>
<td></td>
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<tr>
<td>EBSCO: SOC Index</td>
<td></td>
<td>5022</td>
<td>9019</td>
<td>80%</td>
<td>1142</td>
<td>1514</td>
<td>33%</td>
<td></td>
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<tr>
<td>EBSCO: Textile Tech Index</td>
<td></td>
<td>4255</td>
<td>7686</td>
<td>81%</td>
<td>NA</td>
<td>NA</td>
<td></td>
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<tr>
<td>TOTAL: EBSCO</td>
<td></td>
<td>22419</td>
<td>30359</td>
<td>35%</td>
<td>10624</td>
<td>8770</td>
<td>-17%</td>
<td></td>
<td></td>
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<tr>
<td>Elsevier: ScienceDirect journals</td>
<td></td>
<td>1629</td>
<td>1229</td>
<td>-25%</td>
<td>6069</td>
<td>5783</td>
<td>-11%</td>
<td></td>
<td></td>
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<tr>
<td>Emerald E-Journals</td>
<td></td>
<td>510</td>
<td>302</td>
<td>-41%</td>
<td>1365</td>
<td>1403</td>
<td>3%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Gale: Business Insights Global</td>
<td></td>
<td>3941</td>
<td>4298</td>
<td>9%</td>
<td>1660</td>
<td>2461</td>
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<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Gale: Biography Resource Center/Biography in Context</td>
<td></td>
<td>377</td>
<td>413</td>
<td>10%</td>
<td>524</td>
<td>515</td>
<td>-2%</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Gale: Literature Resource Ctr.</td>
<td></td>
<td>780</td>
<td>979</td>
<td>26%</td>
<td>536</td>
<td>672</td>
<td>25%</td>
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<tr>
<td>TOTAL: GALE</td>
<td></td>
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<td>5690</td>
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<td>3648</td>
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<td>12801</td>
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<td>12245</td>
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<td></td>
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<td></td>
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<td>TOTAL: PROQUEST</td>
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<td>PsycNET</td>
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<td>2440</td>
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<td></td>
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<td></td>
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<td>PubMed</td>
<td></td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>780</td>
<td>1183</td>
<td>52%</td>
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<td></td>
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<td>SAGE Journals Online</td>
<td></td>
<td>491</td>
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<td>7099</td>
<td>6597</td>
<td>-7%</td>
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<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

Website (by Teresa Edge)
In spring of 2014, a Gutman Library working group was created to evaluate the current library homepage and plan to implement a new design with an improved user experience. After a review of best practices and top recommended academic library sites, a usability study was conducted in March 2014 with Philadelphia University students to compare the current Gutman Library website to three other top academic library sites. The selected sites were Syracuse University Libraries (https://library.syr.edu/), The New School (http://library.newschool.edu/) and Cornell University Library (https://www.library.cornell.edu/). Students were asked to complete a
list of library-related tasks, and their actions were observed and noted. They were asked to talk through their choices and provide opinions on both the Gutman site and comparison site. Based on results of the usability testing and review of best practices, a new design was developed for the Gutman Library homepage over the summer of 2014, with implementation in August of 2014.

FY15 survey results summarized in the section below indicated that the majority of students and faculty respondents were pleased with the site and able to navigate successfully to find the information they need. The new design received more favorable commentary than did the prior site, which was somewhat negatively reviewed by patrons on the FY13 LibQUAL survey.

Interlibrary Loan (ILL) (by Sarah Daub)
The number of interlibrary loan requests decreased from FY14 to FY15, although, data for the final month of FY15 has not yet been included. The most significant decrease was in the number of articles borrowed. The decreased ILL activity could be attributed to the increased access to electronic resources. The number of articles lent decreased only slightly. In FY15 we reviewed licensing agreements with database vendors to explore the possibility of using electronic holdings to fill article lending requests. Having identified a number of vendors that permit interlibrary loan usage, it is possible that article lending will increase in the next year.

<table>
<thead>
<tr>
<th>Interlibrary Loan Data</th>
<th>FY14</th>
<th>FY15 (through May)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Books Lent</td>
<td>1617</td>
<td>1324</td>
</tr>
<tr>
<td>Total Books Borrowed</td>
<td>1278</td>
<td>919</td>
</tr>
<tr>
<td>Total Articles Lent</td>
<td>327</td>
<td>265</td>
</tr>
<tr>
<td>Total Articles Borrowed</td>
<td>1110</td>
<td>427</td>
</tr>
<tr>
<td>Total Items Lent</td>
<td>1944</td>
<td>1589</td>
</tr>
<tr>
<td>Total Items Borrowed</td>
<td>2388</td>
<td>1346</td>
</tr>
</tbody>
</table>

Reference (by Sarah Daub)
Reference transactions increased dramatically from FY14 to FY15, in some cases tripling and quadrupling in number. The difference is partially due to our inclusion of transaction numbers from the Circulation Desk, which had never been counted before. Also new in FY15 is the chat service that increased in popularity since we gave the service a more prominent place on the library website and promoted it in library instruction sessions. While printer issues drew a large number of transactions in FY15, this number may decrease with the recent installation of new printers.
<table>
<thead>
<tr>
<th>Question Type</th>
<th>FY14</th>
<th>FY15**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printer Issues</td>
<td>323</td>
<td>1318</td>
</tr>
<tr>
<td>Computer/Technology (non-printer) Questions</td>
<td>146</td>
<td>543</td>
</tr>
<tr>
<td>Directional</td>
<td>190</td>
<td>679</td>
</tr>
<tr>
<td>Reference</td>
<td>240</td>
<td>702</td>
</tr>
<tr>
<td>Consultations (over 20 min)</td>
<td>33</td>
<td>121</td>
</tr>
<tr>
<td>Reference Chat</td>
<td>n/a</td>
<td>188</td>
</tr>
<tr>
<td>Directional Chat</td>
<td>n/a</td>
<td>29</td>
</tr>
<tr>
<td>Reference + Chat + Consultations</td>
<td>273</td>
<td>1011</td>
</tr>
</tbody>
</table>

** Through May, 2016

Information Literacy (by Teresa Edge)

Thanks to the continued efforts of the University Teaching, Learning and Assessment (UTLA) committee, information literacy outcomes have been designated across all programs of the university, making information literacy fully integrated across the curriculum. These outcomes are assessed by program directors within their designated program assessment framework. The Education and Outreach Librarian serves on UTLA and contributes to the assessment work of the university and preparation for the decennial accreditation visit from Middle States in 2016.

Outreach and liaison activities increased for all librarians, who supported faculty in their own information literacy efforts within courses. In 2014-15, there were 46 non-course related sessions, reflecting the librarians’ outreach beyond classroom instruction sessions. Teresa Edge and Sarah Daub collaborated with Jeffrey Klemens to develop information literacy assessment rubrics for several courses in the DEC core curriculum. Librarians also consulted on new and revised courses and programs concerning resources and information literacy.

<table>
<thead>
<tr>
<th>Librarian Consultations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fiscal Year</td>
</tr>
<tr>
<td>2013-14</td>
</tr>
<tr>
<td>2014-15</td>
</tr>
</tbody>
</table>

Instructor-requested library sessions markedly increased in 2014-15, after a general decline for several years prior. Most of this growth occurred within the College of Science, Health and Liberal Arts in conjunction with the current transition in the general education program from College Studies to the new Hallmarks curriculum. Librarians met with all 30 sections of the new First Year Seminar course in Fall 2014, reaching 549 new students. Librarians were also requested to meet with all Biology I and II laboratory sections and most of the new Writing201: Multimedia Communications sections in Spring 2015.

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Instruction Sessions</th>
<th>Students Reached</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012-13</td>
<td>100</td>
<td>1473</td>
</tr>
<tr>
<td>2013-14</td>
<td>77</td>
<td>1203</td>
</tr>
<tr>
<td>2014-15**</td>
<td>140</td>
<td>2357</td>
</tr>
</tbody>
</table>

**Through May, 2016
Future focus will be to continue evaluating the best fit for information literacy efforts in the new Hallmarks curriculum, which involves every student enrolled in the undergraduate program. We are also expanding our efforts to support the university’s online programs by providing more tutorials and research assistance online, and we will continue to collaborate with faculty in their information literacy provision and assessment efforts.

LIBRARY ASSESSMENT SURVEYS

LibQUAL- 2013
In the fall of 2013, the Association of Research Libraries’ LibQUAL survey was administered to all faculty, staff, and students and compared with results from 2010. The purpose was to better understand user expectations and perceptions of the library and to make improvements where needed. There were 734 total responses. The 2013 overall score was slightly higher than it was in 2010, and there were fewer negative comments overall.

A results summary with actions plans was posted on the library website: http://www.philau.edu/library/about/LibQUAL.html
The Library Director and CIO, Jeff Cepull, reported on library and technology-related results at a February, 2014 faculty meeting. In addition, the Library Director attended a faculty meeting of each College, to discuss how the library could better support information needs, which was a strong faculty concern expressed on both the 2010 and 2013 surveys. Most agreed that this survey result was likely a reflection of a faculty need for better understanding the optimal use of existing library resources.

Student concerns centered around computer access, hours, noise, and building temperature. Many survey respondents also expressed the desire to have a more user-friendly website. To address concerns, hours were increased during exam periods and Reading Days. A new Quiet Zone was established on the library’s lower level. Physical Plant was made aware of student temperature concerns more quickly when such problems arise. All of these areas will require ongoing attention into the future.

Library Advisory Committee – FY15 Surveys
In response to LibQUAL, a Library Advisory Committee was formed in the fall of 2014, with faculty and student representation. The Committee recommended doing a series of follow-up surveys in the spring of 2015 – one for faculty and one for students. The goal was to assess progress made on the major areas of concern highlighted by LibQUAL, and to gain insight into student space needs to inform future planning for a library Learning Commons. The faculty survey focused on library resources and the website, and the student survey covered the website, computing services, and space needs.

Student Survey Results and Response:
Number of students responding: 345

- Library seating preferences:
  - Individual carrels/workstations -- the most preferred seating type.
  - Small study rooms also highly valued.
  - All other types of seating (including more comfortable chairs) also desired.
  
  **Response:** These results will inform future library space planning

- Library website
  - Majority of respondents are usually or always able to find what is needed.
  - Significant no. (22) liked the discovery-searching tool (Summon).
  - Largest no. of negative comments (58) on searching and navigation.
- Smaller no. of negative comments (22) on graphic design/appearance.
  
  **Response:** Library website changes are planned for the next two years to further simplify searching and navigation.

- Computing services
  - **Highest level of satisfaction:**
    - Availability of computers, software
    - Hardware/software functioning
  - **Most dissatisfaction:**
    - Printing problems – 84 comments (24% of survey respondents)
    - Wi-Fi issues - 23 comments (7% of survey respondents)

  **Response from the Office of Information Resources (OIR)**
  - Replacement printers installed
  - Additional monitoring of upper level printer
  - Additional color printer(s) to be added to the library
  - Wi-Fi testing and analysis

**Faculty Survey Results and Response:**

**Number of faculty responding:** 151

- The majority of respondents always or usually find what they need on the library website.
- 80% reported that the journal collection well-supports their area of interest.
- Many more positive (75) than negative (38) comments about the library website.

Further analysis is pending on both surveys; however, each showed improved satisfaction with the library’s new discovery tool and website design, and most faculty are now happy with the resources. Results from other areas like preferred library communication mode (faculty) and seating preferences (students) will help guide future library decision-making.

**COLLECTION DEVELOPMENT - 2014 (by Stan Gorski)**

Individual printed book selections were made throughout the school year based on input from: review lists, book catalogs, professional literature, liaison suggestions and faculty/staff recommendations. The same criteria was used for ebooks (and ebook collections) with concern for the number of simultaneous users and the platform that hosted the file and file format (pdf).

Due to the continuing review and purchase of ebook collections, the number of individual physical book volumes purchased continued to drop from previous years. In areas where advances occur more rapidly, this change is especially noteworthy, for example, in the health sciences and the technical field of engineering. The emphasis in these areas is for purchase of online materials which are readily accessible to students at any time. Also, digital publications are much easier to update by the publisher. The drop seen in architecture and business acquisitions was also probably a result of more material being available online, necessitating fewer purchase requests from students and faculty.
The library accepts book donations throughout the school year. Along with the usual gift donations this year was the transfer of books from the Textile and Costume Collection (TCC) located in the Design Center to the Gutman Library collection. Since these books were not catalogued, their existence was not known to the university community. During June of 2014, 720 books were processed by the library. Many of these titles were not owned by the library or were high circulating titles and were therefore added to the collection. Along with this transfer, gifts of 547 volumes were also made during the academic year. Per standard procedure all titles not added to the circulating collection were either placed on the library’s in-house book sale shelf or consigned to Better World Books (a used book vendor). Proceeds from this vendor were added to the Special Collection’s acquisitions fund.

The library presently maintains individual subscriptions to 639 journal titles. These titles are in addition to the large quantity of full text journals available to students through our paid databases and e-journal collections. These subscriptions are an important resource for students and are reviewed every year according to parameters based on need and cost. For 2014, due to decreased need and/or because of increased cost, 40 subscriptions were cancelled. Also because of the changing academic program needs, 9 new individual subscriptions were begun.

**Special Collections**

In the past, this department was comprised of four sections: THE TEXTILE INDUSTRY HISTORICAL COLLECTION (TIHC), which is a thematic collection of out-of-print/rare materials focused on the development of the textile industry in Philadelphia and the entire country, and the SCHOOL ARCHIVES, the historical archives of Philadelphia University. The PHILADELPHIA HISTORY COLLECTION (PHC) includes the Philadelphia postcard collection and 1876 Centennial Exposition items. The library is interested in Centennial material due to its role in the history of the University. A recent addition is the research collection of THE ARLEN SPECTER CENTER FOR PUBLIC SERVICE. This collection consists of the entire political archives of Arlen Specter, a former United States senator. At the end of the academic year, Special Collections was charged by administration to initiate oversight of the University’s TEXTILE AND COSTUME COLLECTION.

**Textile Industry Historical Collection**

The number of auction and dealer catalogs received by Special Collections has been reduced with the continued strength of online selling; however, the library has difficulty participating in this marketplace since it is unable to secure an eBay account. This and the lack of quoted unique items resulted in very few acquisitions during FY14. The only acquisitions were from
donation of a Philadelphia law firm (Paul and Paul) that historically dealt with the textile industry. Their donation of 35 volumes included a number of early 20th century professional textile books.

**Philadelphia Historical Collection**
No major collections were purchased during 2014 academic year. A few individual Philadelphia postcards were donated to the collection. These cards and other cards were processed and will eventually be added to the online collection. The part-time Digital Image Coordinator is overseeing much of the scanning and metadata creation for items being placed on CONTENTdm.

**School Archives**
While the collection did not grow, Public Relations and Alumni Affairs did make various historical inquiries regarding the University. Also the Special Collections Librarian, by request of Human Resources, gave a historical walking tour of the University’s campus in the spring. With the support of Development, the scanned images of University’s student yearbook, ANALYSIS, were made available to alumni on CONTENTdm.

**Arlen Specter Center for Public Service**
The first exhibition of the Center, “Single Bullet” included in the exhibition some original documents from Specter’s papers and a few books loaned by his son, Shanin Specter. In the spring of 2014, Shanin also donated to the Center papers and photographs which focus on the family life of Senator Specter. The library also acquired all of Senator Specter’s campaign material in the fall of 2013 which had been in distant storage. Reorganization of this material for accessibility started in the Spring of 2014.

**Textile and Costume Collection**
With control of this collection now a function of the library, our initial management interest focused on the current activities of the part-time curator (Sarah Moore) and her responsibilities. A librarian (Sarah Daub) was named as a Liaison to the TCC, with the immediate responsibility of aiding in maintaining services to the University community. Also the operations of the TCC were taken under review to increase the visibility of collection. As the first step in this process, an RFP was written and circulated to the regional costume/textiles community for a general appraisal of the collection.

**COLLECTION DEVELOPMENT- 2015 (by Stan Gorski)**

Individual print and ebook book selections were made throughout the school year based same criteria was used during the 2014 academic year. Due to the continuing review and purchase of ebook collections, the number of individual physical book volumes purchased continued to drop from previous years. As of June, 750 physical books had been acquired. These titles accounted for 40% of the monograph budget, with the rest of the funds expended on individual ebooks or ebook collections. In direct communication with ProQuest (ebrary) the library started a pilot project on purchasing books through a PDA (patron driven acquisitions) plan. At the same time a library consortium, PALCI, also offered a DDA (demand-driven acquisitions) plan with some additional vendors and different requirements. Through these plans, a large number of full-text electronic books are made available to patrons, and if any user accesses a title and meets a specific threshold, like downloading or printing a chapter, or spending a minimum amount of time viewing text, then that book becomes a purchase for the library. The results of both plans
are being evaluated, but the probable future investment of more of the acquisitions budget in these areas is viewed as beneficial to the university community.

This academic year, the library received eight substantial donations including 494 titles. Noteworthy among these collections were the 50 volumes on oriental rugs by a former editor of the ORIENTAL RUG REVIEW, a collection of over 140 volumes on history by the former chair of the School of Liberal Arts, Marion Roydhouse, and a high quality collection of 80 fine arts books by John Pierce, program director of the Psychology Department.

The library’s individual subscription journal collection increased slightly to 672 tiles. While the physical space occupied by journals continues to decrease due to conversion to electronic subscriptions, the increasing number of academic programs required addition of some new titles. In response to academic need, 20 new subscriptions were placed. Almost all of these titles were ordered in online-only format. Another growing trend in journal publishing which is impinging on our workload is the increase in “order direct” journal subscriptions. Currently over 40 of our journals do not work with subscription agencies, so the library must order these titles directly from their individual publishers. These titles are in addition to the large quantity of full text journals available to the students through our paid databases and ejournal collections. These subscriptions are an important resource for students and faculty and are reviewed every year according to parameters based on need and cost.

Special Collections
This department is now composed of the five subsections mentioned above in the 2014 section: THE TEXTILE INDUSTRY HISTORICAL COLLECTION (TIHC), the SCHOOL ARCHIVES the PHILADELPHIA HISTORY COLLECTION (PHC), THE ARLEN SPECTER CENTER FOR PUBLIC SERVICE archive, and the TEXTILE AND COSTUME COLLECTION (TCC).

Textile Industry Historical Collection
This past year, the library was a participant in PACSCL’s (Philadelphia Area Consortium of Special Collections Libraries) Hidden Collections Project. This endeavor was based on a grant to “Uncover Philadelphia’s Past,” which was basically indexing unknown manuscript collections in regional Special Collection departments. The business records of Dearnley Brothers Spinning Co (Germantown, 1908-1924), William Whitaker & Sons (Philadelphia, 1920-1960), Joseph R Foster & Sons (Philadelphia, 1933-1946) and the Columbia Carpet Mills (Philadelphia, 1940-1950) were selected and processed. Also the personal papers of Fred Fortess (former dean of the Textile School) were sorted and indexed. The organization of the Fortess papers directly impacted on the research activity of Regina Lee Blaszczyk, a noted business historian. After she examined the newly indexed correspondence of Fortess, she made major changes in the writing of her book on the man-made textile industry. It was less fortuitous that after the archivists were finished processing these collections, the library received a donation of the Wilde Co. business archives, a local (Manayunk, 1875-1936) textile company.

Philadelphia Historical Collection
The Special Collections Department was fortunate to learn of the auction of the Joseph Epler postcard collection before the sale in April, 2015. After previewing the catalog for this three-day sale, a number of lots dealing with Philadelphia were selected. The library was successful in acquiring over 1,800 Philadelphia postcards. Although a number of these cards were duplicates, at least 25% of the total are unique and will be added to our online postcard collection (Philadelphia and the Built Environment).
School Archives
As mentioned earlier in the discussion of the PACSCL grant, a number of manuscript collections were organized and indexed. This activity included a portion of the School Archives Correspondence dated from 1910 to 1940, which was previously housed only by date in deteriorating letter files. This collection was transferred to archival file folders and indexed. This has made earlier sections of the school archives much more accessible to the university.

Arlen Specter Center for Public Service
While the majority holdings of the Specter archives have been transferred to the University of Pittsburgh for processing and storage, various sections are still held locally by Gutman Library. After the dismantlement of the exhibition Single Bullet, various documents and photographs were moved to Roxboro House. The indexing and documentation of this material is an ongoing project. Along with this activity was completion of the reorganization of all of Specter’s campaign files. Due to his method of storing these records, which was not systematic or conducive to long term accessibility, it was necessary to re-box and index the entire collection. The entire collection totaled 203 boxes, immediately about 120 boxes were earmarked for destruction due to irrelevancy (e.g. cancelled checks) or personal privacy concerns (e.g. pay vouchers with SS numbers). After a closer inspection and future consultation with the archivist at the University of Pittsburgh, various boxes will be transferred to Pittsburgh.

Textile and Costume Collection
The academic year began with the departure of the part-time curator and the hiring of a new part-time curator, Marcella Milio. Since Marcella would also be teaching courses in the history of costume, the decision was made for her to teach her classes in the Design Center. This heightens the visibility of the collection among the students. At the same time, as Marcella became more familiar with the collection, the University administration selected the firm of PAST CRAFTS TEXTILES LLC, to review the collection, and to make suggestions regarding organization and conservation requirements. The final step was an estimate of the monetary value of the collection. At the end of the academic year the appraisal is almost complete. Until the full appraisal has been reviewed by all university stakeholders, decisions about deaccessioning and future acquisitions have been placed on hold.

CONCLUSION
The world of information continues to expand in size and complexity, challenging libraries to remain relevant and nimble to respond to rapidly changing student, faculty and staff expectations and needs. Gutman Library has answered these challenges by implementing innovative services like patron-driven acquisitions; chat, LibGuides, the Summon discovery tool, video streaming, ebooks collections, an imaging platform (Shared Shelf), a materials collection, and more. In addition, the library has successfully taken on leadership responsibility for the Specter Center and Design Center and their associated special collections. The library’s traditional services remain strong, and, along with the newer initiatives, ensure that the library remains a valued, well-used, key resource important to the overall academic success of the university.