



Drake University

Cowles Library

Annual Report 2015-2016

From the Director



Cowles Library will be the hub for learning and scholarship at Drake.

The future is now at Cowles Library!

In 2015, the faculty and staff of the library embarked on a comprehensive process that resulted in the *Library Futures* plan. This plan established an ambitious and forward pathway for the Library, with multiple strategies in four key areas:

- Knowledge
- Learning
- Community
- Effectiveness

During the past year, there has been considerable progress on implementing a number of significant initiatives. That progress is both entrepreneurial and transformative in nature. These developments embody new technologies for access and discovery, new scholarly resources for extending the boundaries of learning, and new approaches to forging partnerships and collaborations both internal and external to the institution.

Perhaps the most exciting development for the library has been the ongoing transformation of its talented and capable faculty and staff. In addition to a dedicated core group, the library has successfully recruited several talented and capable professionals to its ranks, which will enhance and extend the capacity of the organization to further the core mission and central programs of Drake.

Within the past year, the library filled a librarian position specializing in business and data analytics, and the creation of the STEM Librarian position is an example of continuing the tradition of innovatively meeting student and faculty needs and aligning with the Drake University mission. Finally, the library has established a position of Campus Engagement Librarian that will accelerate outreach to academic achievement programs, and enhance the ability of the Library to connect to a broader and more inclusive community.

Academic libraries are, in a sense, in a process of continuous change. And the pace of change is accelerating. I am proud of that fact that as an organization we have not just managed change — but have developed successful processes and techniques for driving the change. Our approach to strategy development, implementation of initiatives, best practices, resource allocation, and communication and collaboration have given us the tools to be innovative, if not entrepreneurial, in approach.

The future is now at Cowles Library.

Rod Henshaw
Dean

Knowledge



Technology Milestone

On Wednesday, May 25, 2016, the Drake libraries implemented a significant technology and service enhancement. The libraries successfully transitioned to a new state-of-the-art access and discovery platform provided by Ex Libris. This is the culmination of a four-year process and collaboration between Cowles Library and the Law Library. The implementation of this product continues to place the libraries at the forefront of library and knowledge technology.

This system will serve as the platform for additional development over the next decade. Ex Libris is a global company, and will provide a vehicle for partnerships and knowledge sharing within Iowa, the nation and internationally. Designed to increase efficiency, the new system will provide students, faculty and staff with more streamlined research experience, while also significantly reducing the time required for library faculty and staff to maintain search platforms.

Collaborations and Partnerships

Scholarship — the process for creating, discovery, managing and preserving knowledge — is a global activity. Cowles Library has excelled in forging new pathways to link the library and Drake with the emerging and changing landscape of scholarly information.

The following initiatives reflect the capacity of the library to engage in new collaborations and partnerships that extend the boundaries and ability of Drake faculty and students to access resources and services. They also present opportunities for the library to leverage resources and manage costs through joint purchase programs, shared technology, and services.

Iowa Academic Library Alliance

All academic libraries in Iowa (private, regents and community colleges) recently formed the Iowa Academic Library Alliance and adopted a governance structure. The Alliance aims to build innovative approaches to ac-

Knowledge

cessing and maintaining knowledge that will positively impact the learning communities of all academic institutions in the state. Cowles Library Dean Rod Henshaw was elected to serve as the first Chair of the Alliance's coordinating committee. The Alliance has already launched MOBIUS, a new courier service that enhances delivery of materials between the member libraries.

A group of Alliance libraries are coordinating the implementation of an Ex Libris technology platform, including Drake, Wartburg, Grand View, Creighton, St. Ambrose and the three Iowa Regents universities. Drake users will be able to search collections and place requests for materials from these institutions.



Central Iowa Collaborative Collections Initiative (CI-CCI)

The Central Iowa Collaborative Collections Initiative (CI-CCI) recently celebrated its' third birthday. Accomplishments this past year include:

- First joint ebook purchase (of 2016 Oxford Scholarship Online) at approximately 75 percent off list price.
- Completed our first year of cooperative acquisitions using YBP's GOBItween, whereby each school would not purchase a copy of a book if two or more CI-CCI schools already own it (thereby leveraging acquisitions dollars).
- Established and reviewed metrics for measuring the effectiveness of YBP as the shared acquisitions vendor.
- Worked with OCLC on registration of shared print retention commitments, and became one of a handful of schools beta testing their new registration service.
- Held third annual summit at Grinnell College on June 13, and discussed next steps for sustaining and growing the collaborative, including potentially expanding group purchasing, adding new members, and coordinating with the Iowa Academic Alliance.

Oxford University Press Agreement

Cowles Library, along with its partner libraries of CI-CCI has signed an agreement for access to the Oxford University Press ebook collection. This collection will provide ebook access to an extensive set of scholarly

monographs to Drake and the member libraries of the collaborative. As a group, the collaborative obtained favorable pricing for this important resource.

Disability History Archives Consortium (DHAC)

In 2015, Cowles Library became a founding member of the Disability History Archives Consortium (DHAC). Based on the library's acquisition of Sen. Tom Harkin's papers, Claudia Frazer, Director of University Archives & Special Collections and Hope Grebner, Political Papers Archivist & Assistant Professor of Librarianship, were invited by UC Berkeley to attend a steering committee meeting to form the consortium.

At the initial meeting, DHAC decided to apply for a NEH Humanities Collections and References Resources grant of \$40,000. This three-stage planning grant is for the creation of an online portal to capture disability history and make content accessible. A survey was created and distributed to institutions with disability history collections. As of April 2016, the grant was accepted and funded. The next phase of this planning grant involves a meeting with all the constituents to discuss mission, vision, strategic plan, governance structure, obstacles to success, and bibliographic standards of control.

State Historical Society of Iowa

Cowles Library is partnering with the State Historical Society of Iowa to present a portion of their collection of Gov. Robert D. Ray's papers online for public view. The first four boxes of these items ranged from multi-page reports and documents to individual photographs, all

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Top 10 Database Searches 2015-2016

Database	Number of searches
1. Academic Search Complete	204,248
2. Business Source Complete	198,064
3. Medline	189,251
4. EBSCO Ebook Academic Collection	188,644
5. Communication & Mass Media Complete	188,541
6. PsycARTICLES	186,764
7. Literary Reference Center	185,707
8. PsycINFO	150,794
9. Dynamed	141,879
10. Gender Studies Database	141,335

By the Numbers

Number of full-text journals
94,870

Most used ebook
Pharmacotherapy Principles and Practice
9,286 uses

Most used journal
New England Journal of Medicine
4,143 uses

relating to Ray's work as Chairman of the Indochinese Refugee Panel. Currently three more boxes of refugee reports are being scanned and processed.

New Resources

PRISMA

PRISMA provides full-text scholarly journals in the social sciences and humanities for the study of Hispanic and Latin America and the Caribbean Basin. It features Spanish, Portuguese and English language content. Articles in PRISMA examine all aspects of Hispanic Studies, past and present. PRISMA was added to the collection after consultation with the faculty from World Languages & Cultures in support of their program.

Springer journals/ebooks

Springer ebooks

The library has purchased more than 30,000 ebooks from Springer, covering from 2010-2016. This package is particularly strong in the STEM areas, and in 2016 many humanities and social sciences titles were added. Faculty have adopted books from this package as course textbooks (which makes them essentially free for students) because these books have no DRM, no software requirements, and allow for unlimited printing/downloading.

Springer journals

By joining a new library consortium (Midwest Library Group) the library is able to provide access to these journals for about \$2.76/title/year. The library now has online access to more than 2,000 Springer journals from 1997 to present (representing essentially the entire output of Springer). This collection is also especially strong in STEM areas, however, it also includes journals in the areas of social sciences and psychology.

CINAHL

CINAHL is the Cumulative Index to Nursing & Allied Health Literature. It is the premier database supporting research in nursing and allied health sciences areas. The library began a subscription at the request of the occupational therapy faculty in support of the program.

Life, Forbes, and Time Magazine Archives

Cowles Library purchased the backfiles of *Life* (starting with 1936), *Forbes* (starting with 1917), and *Time* magazines (starting with 1923). Content is from starting date through 2000. This is the first time Drake faculty and students have had digital access to these important magazines detailing business, social and economic history of the 20th century.

Complete list of recently added resources: <https://library.drake.edu/find/article-databases/new/30/>

Learning



Academic Achievement

Cowles Library continues to build toward its goal of becoming a one-stop-shop for academic success. In the past several years, the library has provided a common location on the ground floor for the Writing Workshop, Speaking Center and Science Tutoring. In addition, the library collaborates with student success personnel in a variety of ways, including providing neutral consulting space for the coordinators of student services offices.

In fall 2015, six first-year seminar (FYS) faculty members participated in the FYS information literacy project. Each FYS section partnered with two librarians to work with the course throughout the fall semester. This project included pre- and post-assessment of students' information literacy skills and allowed the library faculty to work more closely and more deeply with students in their first semester. FYS continues to be an information literacy focus for the library.

In fall 2015, there were:

- 44 sections of FYS
- 71% of FYS sections had at least 1 information literacy session with a librarian
- 7 sections had 2 sessions, and 3 sections had more than 2 sessions

Collectively, librarians demonstrated more than 50 different resources to first-year students, and each session featured at least two library resources, and most included more. The variety of databases demonstrated highlights how individualized these sessions are. The library database demonstrated the most number of times was JSTOR, which was used in eight FYS courses.

Learning Opportunities

Cowles Library hosted two library school students this year. Each student was required to follow a program plan with stated learning objectives, assessment and evidences of outcomes. These opportunities allowed University Archives & Special Collections to provide real-world experiences for professionals in training.

Jared Parker

Jared Parker, graduate student from the School of Library and Information Studies at the University of Wisconsin-Madison, completed the course requirements for a field study project. This experience gave Jared the opportunity to work on four learning objectives, ranging from teaching with the new ACRL Framework for Information Literacy to assisting with the planning and implementation of data migration to a new catalog system.

Learning

Kristina McGuirk

Kristina McGuirk holds the distinction of being our first official intern in University Archives & Special Collections. Kristina, a Drake alum, is currently a graduate student in the Archival Studies/Masters of Library and Information Studies at the University of British Columbia. Kristina spent her internship working on various Archives projects, including organizing all the presidential papers, helping with a digital project, and collaborating with University Communications.



New Librarians

Cameron Tuai

Cameron Tuai joined Cowles Library as the Data & Business Librarian in August 2015. As data increasingly informs our daily lives, his position supports the Drake community's effective and ethical use of data through the education and acquisition/creation of data resources. Cameron teaches both credit-bearing courses on data ethics and information literacy, and sessions on specific data or literacy topics. He is also the Cowles Library liaison to the Data Analytics program and the College of Business and Public Administration.



As the role of data within the academy has grown, so has the complexity of its acquisition and creation. Cameron's role as the Data & Business Librarian is to not only support Drake's awareness of data, but to also leverage this awareness as a means for creating and consuming data in a manner that best benefits the university and the communities we serve.

Dan Chibnall

As of July 1, 2016, Dan Chibnall is the new STEM Librarian at Cowles Library. In his new role, Dan will be liaison to the departments of biology, chemistry, physics, math,

computer science, environmental science, and kinesiology. Dan will also be working with Priya Shenoy on projects related to the health sciences, as well as teaching in the first-year seminar program. His new duties will also involve integrating information literacy concepts into the science departments through collaboration and embedded librarian projects. Dan will also have opportunities to work with science faculty and students in the Drake Undergraduate Science Collaborative Institute (DUSCI), and collaborate with the Greatness STEMs from Iowans initiative as part of Drake's role as Iowa's south central STEM network hub.



Dan didn't have to move far as he came from Grand View University on the east side of Des Moines. During his time at Grand View, Dan worked frequently on embedded librarian projects with the natural sciences and nursing departments, as well as coordinating information literacy instruction.

Samantha Becker

As of August 1, 2016, Sam Becker is the new Campus Engagement Librarian at Cowles Library. In this role, Sam will assist in encouraging collaborative partnerships between the library and other campus entities as well as serving as a liaison for select social sciences and teaching in the first-year seminar program. She will be working to increase the outreach events and programming done at Cowles Library and integrate the library more deeply into student life.



Before coming to Des Moines, Sam lived in Nevada and worked at the University of Nevada Reno. While in Reno, she focused on projects related to teaching, both in-person and online, as well as starting conversations and partnerships between the library and student organizations or offices. Sam prefers to work closely with individual students and took on a supervisory role to a group of student workers.

Community

History Day

In September, **Hope Grebner**, Political Papers Archivist & Assistant Professor of Librarianship, spoke at the National History Day Kick-Off event for middle and high school students from across Iowa at the State Historical Museum. Hope gave four presentations on what an archivist does, what is in the Harkin Papers and how they can be used for a History Day project, and led an exercise for students to fill out metadata for photographs in the collection. In April, Hope, along with **Claudia Frazer**, Director of University Archives & Special Collections, and **Carrie Dunham-LaGree**, Campus Coordinator of Instruction in Information Literacy, Librarian for Digital Literacy & General Education, volunteered as judges at the National History Day in Iowa competition.



Creative PopUp

On March 29, 2016, in collaboration with the The Buchanan Center for Entrepreneurial Leadership, Cowles Library hosted a Creative PopUp. More than 160 students gathered to create with Legos, PlayDoh and other art materials, and enjoy conversation and snacks with students from all disciplines.



Author Event

Renee Ann Cramer, associate professor and chair of Law, Politics, and Society at Drake, spoke about her book, *Pregnant with the Stars*, on April 20, 2016 in the Cowles Library Reading Room. The discussion and a reception were free and open to the public.

Community

Political Events

The Cowles Library Reading Room was a popular venue in Fall 2015 for political events. CNN hosted a post-debate focus group following the Republican debate on September 16. The focus group included about 25 participants and 10 CNN staff members. On September 25, Gov. Terry Branstad and Lt. Gov. Kim Reynolds attended an OECD Test for Schools in the Reading Room.



American Disabilities Act Anniversary

On July 26, 2015, the library hosted a 25th Anniversary celebration of the American Disabilities Act (ADA) at the University Archives & Special Collections. The event was a collaboration between Archives and the Harkin Institute. It was a full house that included a broad array of attendees: Harkin Institute donors, National Advisory Council members, members of the disability community, former Harkin staffers, and curious members of the Drake and Des Moines communities. Attendees enjoyed cake, popcorn and white-glove tours of the Archives, as well as several exhibits of ADA memorabilia and documents. Drake President Martin introduced Sen. Harkin, who gave his remarks via Skype, which were well received by the crowd. The event was celebratory and educational — a personal note from Sen. Bob Dole was written for the occasion and read during the program, along with video tributes from Sen. Orrin Hatch and other disability rights activists. **Hope Grebner**, Political Papers Archivist & Assistant Professor of Librarianship, gave a brief presentation reviewing the archival process and its importance.



Effectiveness

Tenure Appointment



Andrew Welch was awarded tenure and promoted to Associate Professor of Librarianship in April 2016. Andrew first came to Cowles in 2010 on a three-year contract appointment as the Integrated Library System Project Librarian. Within

a year, the temporary appointment was converted to tenure-track.

Andrew led the implementation of SuperSearch, one of the first implementations of a discovery service (or one-stop-shop for searching) by a Midwest library. He has made wide use of technology to enhance Drake's learning environment, including the implementation of Research Guides, Get It Now document delivery service, and helping to implement the library's demand-driven acquisitions programs. Andrew has been instrumental in the successes achieved in the Central Iowa Collaborative

Collections Initiative (CI-CCI), including working on web applications that allowed the CI-CCI schools to verify assigned retention commitments and allowed faculty to make direct withdrawal decisions on shared titles. Most recently, Andrew oversaw the task force exploring ILS options for Cowles and Law libraries, which resulted in the selection of Ex Libris. He also led the Ex Libris migration process, which launched in May.

Access and Resource Management

The Cowles Library Liaison program continues to be the key mechanism of communication between the library and the Drake teaching faculty, with the understanding that the development and assessment of the library's collections and services is a joint undertaking. One of the key components of this collaboration is the effectiveness of collections. To that end, the library has established a process whereby underutilized journals and databases are identified, shared with liaisons in the fall, and retained (if usage improves) or canceled in the spring, and funds reallocated to new resources. In the last several years, Cowles Library has provided access to key new resources that would have been otherwise unfunded.

Acting Library Committees

Library Technology RoundTable (LTRT)

LTRT is a standing group charged with advancing the ongoing development of technology-based library services, projects and initiatives. As such, it will help manage changes in the overall Drake technology environment as they affect the library, gaining input from across the library on future technology priorities, and recommending to the Library Management Council which future initiatives should have priority.

Library Support Group

The Library Support Group grew out of the two open staff positions that occurred in late 2015. It serves to increase awareness of various library activities, especially as they relate to staff. Agenda items typically include: facilities issues, proposed building hours, information sharing on upcoming absences, events, student employees, and other operational issues related to the ongoing functioning of the physical library.

Library Services Group

The Services Group is charged with helping manage and coordinate activities in: reference, interlibrary loan, government documents, circulation/reserve, and all service desks, as well as the deployment of student workers in all of those areas. The group will provide discussion points for, and formulation of, policies and procedures in these areas.

Library Communications Group

The purpose of this group is to provide an operational focus for implementing the communication goals of the Cowles Strategic Plan. Specific objectives include: continue to develop an increased awareness and understanding of the library's audience; sustain multiple channels of communication and feedback; continue to refine communications processes in order to promote awareness and sharing of information; and establish a strong and distinctive brand identity.

Effectiveness



Architectural Study Underway

Cowles Library is one of the most heavily visited and used facilities on the Drake campus. FEH Associates has been selected to work on a revision of the Cowles Library facility master plan. The revised plan will be available in late 2016. The goal is to undertake an initial set of additional renovations and enhancements to the facility in 2017.

Faculty and Staff Updates

Kris Mogle, formerly Head of Interlibrary Loan, was promoted to Head of Access Services in March 2016, where she oversees circulation and reserve services, as well as providing overall coordination of student employees.

Marcia Keyser received new duties in April 2016, becoming the Interlibrary Loan and Instruction Librarian. She oversees the library's extensive interlibrary loan and document delivery services.

Leslie Noble joined the Cowles Library staff as Assistant to the Dean/Manager of Library Support Services on March 1, 2016. In her position, Leslie has taken on a variety of projects including leading the library communications group and updating the library's balanced scorecard. Leslie came from the Des Moines Public Library where she was an Information Services Librarian, and was involved with programming, social media and collection development.

Professional Accomplishments

Carrie Dunham-LaGree, Campus Coordinator of Instruction Information Literacy, Librarian for Digital Literacy and General Education

- Co-presented a lightning round at the 2016 IPAL conference titled "Information Literacy Without Borders: Developing a 3-credit information literacy international travel seminar"
- Re-appointed to the position of Coordinator of Information Literacy Instruction for a three-year period, beginning in the 2016-2017 academic year.
- Appointed to the Association of College and Research Libraries (ACRL) Professional Development committee (Term: July 1, 2016 to June 30, 2018).
- Appointed as the ACRL WGSS webmaster and to ACRL WGSS Executive Board (Term: July 1, 2016-June 30, 2019).
- Appointed to ACRL WGSS 2017 ALA Annual Program committee (Term: July 1, 2016-June 30, 2017).

Claudia Frazer, Director, University Archives and Special Collections

- Presented a paper, "How I Spent my Summer Vacation": A Midwestern Co-ed Experiences the 1964 Freedom Summer Movement in Mississippi' at the Oral History Association Annual Meeting in Tampa, Florida from October 14-18. Presentation focused on the experiences of Patti Miller, a 1965 Drake alum, who volunteered for the Mississippi Summer Project in 1964.

Bruce Gilbert, Director of Library Instruction

- Appointed to the All Iowa Reads Committee (AIR). The primary work of the committee is to choose the All Iowa Reads title each year and to promote the program.

Hope Grebner, Political Papers Archivist and Assistant Professor of Librarianship

- Presented on a panel at the Mid-America American Studies Association (MAASA) 2016 Conference at the University of Kansas on March 5, 2016. The presentation was entitled, "Windows/Mirrors, Yesterday/Today: Why You Should Visit Your Local Congressional Archive," and focused on how modern congressional collections are a mirror into which we

Effectiveness

can see our own communities, our own identities, and the issues that shape our political discourse.

- Participated in a panel called “Working With a New Audience to Secure Members’ Electronic Records: The Future is Now!” at this year’s Association of Centers for the Study of Congress (ACSC) meeting.

Rod Henshaw, Dean, Cowles Library

- Elected as the first Chair of the new Iowa Academic Library Alliance.
- Appointed to the Iowa World War One Centennial Committee. This committee will promote awareness of statewide events that illustrate Iowa’s role in World War One.

Marcia Keyser, Interlibrary Loan and Instruction Librarian

- Presented a poster at the 2016 Kraemer Copyright Conference at the University of Colorado. The presentation, titled “The Google Books Case Settlements: Gone But Not Forgotten,” explored the potential long-term ramifications of the Google Books Case.

Teri Koch, Collection Development Coordinator

- Participated in a panel on “The Importance of Outreach in Shared Print Projects” at the Charleston Conference on Nov. 4, 2015. Discussed the Central Iowa Collaborative Collections Initiative (CI-CCI), a ground-breaking shared collection among Drake University and five other Iowa colleges and universities.
- Co-presented a lightning round at the 2016 IPAL conference titled “Coordinated acquisitions within the Central Iowa Collaborative Collections Initiative.”

Kathy Lincoln, University Archives Associate

- Earned the Society of American Archivists Digital Archives Specialist certification. The certification is earned through a sequence of required coursework and comprehensive examinations. DAS certificate holders must complete nine courses from four tiers:

Foundational, Tactical and Strategic, Tools and Services, and Transformational, and pass the comprehensive examination.

Priya Shenoy, Pharmacy/Science Librarian

- Co-authored a poster entitled “Drug Information Teaching in the P1 Year” and presented at the American Association of Colleges of Pharmacy (AACP) for the 2015 AACP Annual Meeting in National Harbor, Maryland. AACP is primarily attended by Pharmacy teaching faculty from different Pharmacy schools across the country.
- Accepted the role as Chair of Hospitality and Food for the joint Midwest Chapter Medical Library Association (MLA) 2016 meeting to be held in Des Moines in October 2016.
- Finished her tenure in December 2015 as the National Network of Libraries Association (NNLM) Greater Midwest Region (GMR) Regional Advisory Council (RAC) Iowa state representative. She was appointed through the Iowa Library Association (ILA) subdivision, the Iowa Health Sciences Library Association. The NNLM GMR is designed to provide health information service support to medical librarians.

Cameron Tuai, Data and Business Librarian

- Presented a lightning round at the 2016 IPAL conference entitled, “Hiring the Next-Gen Public Service Librarian: Unpacking the Job Description for Cowles Library’s New Campus Engagement Librarian.”

2015 Drake University Learning Symposium

- Bruce Gilbert, Teri Koch and Andrew Welch presented a program titled, “Textbook Alternatives.”
- Rod Henshaw and Marc Davis presented a program titled, “Integrated Planning: Creating a Clear Path to the Drake Mission.”
- Carrie Dunham-LaGree co-presented a program titled, “Exploring Proposed Models of General Education Curricula at Drake University.”

The library will inspire exploration, foster intellectual growth and enrich the Drake academic experience.