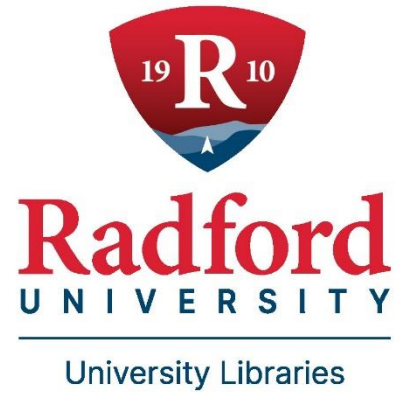

Annual Report 2023-2024



MARCH 22, 2024

Submitted by: Laura Jacobsen, Ph.D.

Interim Dean of Libraries

Message from the Interim Dean

Reflecting on my tenure as Interim Dean of the Libraries at Radford University, I am filled with gratitude for this unique journey. Transitioning from mathematics education to library administration, I've witnessed firsthand the profound impact of our libraries on academic excellence and student success. Our achievements over these two years speak to the dedication and expertise of our library staff at both McConnell and Radford University Carilion.

I am proud of our collective accomplishments and the resilient, innovative spirit we've nurtured. As I prepare to conclude my service, I extend my deepest thanks to our staff, students, faculty, administration, and the broader community for your support and trust. The foundation we've built together is strong, and I am excited for the future of our libraries.

Thank you for the opportunity to serve in this rewarding role.

With appreciation,



Laura Jacobsen, Ph.D.
Interim Dean of the Libraries

Our Libraries' Direction

Whereas the traditional library has been viewed primarily as housing for books, journals, and other resource materials, the modern library serves as so much more than that! The Radford University Libraries seek to operate at and lead from the forefront of innovation, research, and learning.

Our libraries empower and connect our students, faculty, staff, and community with the resources and services they need to effectively seek, evaluate, use, and create information to achieve goals. Beyond that, we aspire to become “the place to go” at Radford for information sharing, lifelong learning, cross-disciplinary collaboration, development of partnerships, community engagement, and the achievement of personal, social, occupational, and educational growth. We envision a future as a central hub and support system for each of our campuses, keeping pace with dynamic and innovative technologies, cultivating a sharing economy and reducing consumption, fostering diversity and inclusion, bolstering information literacy and research, and providing resources to support our curriculum and spaces that flexibly accommodate each person’s unique study needs.

Updates from Our Libraries

****NOTE: This report is on behalf of our entire library team. I am especially thankful for the significant contributions to this report from the following Library**

Administrative Council members:

- Beth Johnson, Director of Library Operations and Head of Access Services
- Kay Johnson, Head of Collections and Technical Services
- Jennifer Resor-Whicker, Head of Research Services
- Bud Bennett, Senior Archives Supervisor and Appalachian Music Specialist
- Jamie Price, Head of the RUC Library

The work of every member of our library team makes possible our activities and successes as well as the compilation of this report. My sincere appreciation to each of you.

STUDENT ENGAGEMENT AND COMMUNITY BUILDING EVENTS IN THE LIBRARIES

Our university libraries have been highly engaged in supporting student engagement and community building, both key drivers of student success. By welcoming students into our libraries for any reason, be it academic or social, we help foster a sense of belonging and identity with Radford University. Our libraries are open and staffed during late hours, and we continue to aspire to create an environment that encourages students to return. Just like last year, we have focused extensively in 2023-2024 on developing and employing strategies in support of student engagement.

A. **McConnell Library:**

Gate Counts and Space Reservations:

Our team has invested significant effort in conducting outreach and collaborating in partnerships with the university community and others to expand student engagement and our opportunity to serve our patrons. We have been delighted by the success of these efforts, seeing significant growth in our foot traffic through the McConnell Library.

- July 2022-February 2023: 78,113
- July 2023-February 2024: 89,818 (15% growth!)

- 2022-2023: 102,936
- 2023-2024: still in progress

We have also been working on a goal to improve our space utilization in the library, with members of our team conducting targeted outreach to student groups and others. The results have been very encouraging, as we have been pleased to see a significant increase in the reservation of the following

spaces in our McConnell Library: ILC-A and ILC-B, Conference Room, Bird Room, McConnell Lounge, and Reading Room.

- 2022-2023: 135 group reservations
- 2023-2024: 273 group reservations, so far (as of 3/22/24)

Engagement Events:

Coordinated by many of our library faculty and staff in conjunction with library partners, and frequently supported by our Access Services team, by the end of the academic year 2023-2024, our McConnell Library will have hosted 236 events. This is up from 220 events in 2022-2023 and 70 events in 2021-2022. The increase since last year is remarkable, as our colleagues made this possible despite a reduction to the number of Yappy Hour events hosted at the library from 53 to 29, with Yappy Hour having expanded to other locations on campus, as well as discontinuation of the Writing Jam hosted with CITL from 24 events to 0.

McConnell Events from 2022-2023 & 2023-2024 (selected photos at end of report!)	2022-2023	2023-2024
Quest family welcome event	6	6
Welcome Back Reception	1	1
Open House for students	x	1
Table at SAVES trivia night	x	1
Table at Club Fair	1	2
New 2 RU	2	2
Table at Career Fair	x	1
Death Café	x	2
Constitution Week table	x	1
Family Weekend Events	2	1
Author Readings	3	4
Button-making table - eclipse	x	1
Humans of Radford	1	1
Homecoming Open House	x	1
Table at Employee Benefits Fair	1	1
Paranormal event w/R-SPaCE	x	1
Admissions Open House	3	2
Halloween trick-or-treat	x	1
Halloween costume contest	x	1
Tours and “Myth Busters” - First-Gen	x	1
Veterans Day	1	1

NARCAN training (w/SAVES)	x	1
Stress Buster	13	8
Valentine's Day movie	1	x
Fresh Fruit Weekends	52	55
Highlander Day	3	2
Advisory Committee Meetings	2	x
Art Gallery Openings	4	5
MLK Day of Service Camp	1	x (weather cancellation)
Graduate Workshops	3	3
Winesett Awards for Library Research	1	1
RU Authors Celebration	1	1
Music Mondays	12	24
CrafTea	6	6
Writing Jam (w/CITL)	24	x
Murder Mystery Dinner	1	x
Table at CDI Welcome Back	1	x
National Hot Chocolate Day	1	1
Pi Day	1	x
Dungeons & Dragons (D&D)	1	x
Community Journal	1	1
Guessing Games	4	x
52 Book Club	1	x
Parable of the Sower: 3	3	x
Accessibility Drop-In Tour	1	x
Game Night	x	22
Yappy Hour	53	29
Get Research Help	x	14
Bookworms	x	4
Book Talk	x	6
Healthy Love Craft Night w/SAVES	x	1
Kindness Day	x	1
Citation workshops	8	6
Brief Night Against Procrastination (w/Harvey)	x	2
Good Place viewings and discussions	x	2
Lofi Lounge	x	8

B. **RUC Library:**

Engagement Events:

Between July 2023 and present the RUC Library has hosted 37 engagement events with 2,064 attendees, at both RUC and RHEC. Of special note here is a Salute to Veterans greeting card event in which 110 cards were delivered to veterans at the local Salem Veterans Administration Hospital. There are 19 engagement events planned for the rest of the academic year, for a total of 56 events. This is up from 47 events in 2022-2023 and 21 in 2021-2022.

Operations:

A new partnership with the RHEC Library was established to provide Radford University nursing students with access to textbooks at the RHEC location. These textbooks were physically relocated to the RHEC Library for ease of use.

Physical Space:

The refitting of RUC's Room 505 was completed by the removal of 10 computers and associated tables. Two new freestanding mobile whiteboards were installed along with two new tables and twelve chairs repurposed from RHEC renovations to create two new semi-private study areas. Also, new library furniture was purchased and installed. This included eighteen wooden chairs, four round and four rectangular tables.

UPDATES ON LIBRARY RESEARCH SERVICES

The focus of the Research Services Department is information literacy and research help. We achieve this through library instruction and our multi-modal approach (in-person, chat/text, email, phone) at the Research Help Desk. Our mission is to provide supportive leadership in research and information literacy to the RU community.

The Research Services Liaison Model Program which was launched in Fall 2022 helps us with our marketing efforts and enables us to provide a deeper level of service. In this model each department on-campus has a designated point person on the Research Services Instruction Team allowing librarians to better serve faculty and students. Our goal is to increase faculty and student understanding of library resources and services and to ultimately contribute to their learning and success. We send out [monthly newsletters](#) to help keep faculty and staff informed about what is going on in Research Services and to provide information that is relevant to faculty, staff, and students about the library and its services.

Research Help Data

Research Help is composed of three related component services (or modes of delivering help): Walk-ups (physical Research Help Desk [RHD]), IM/Text (online real-time), and FAQ Views (online

asynchronous). Research help is also offered via email, phone, and by appointment through consultations. Together they offer the Radford University community a range of options for receiving help at their points of need.

Table 1. Reference Transactions

Question Source	Fall 2022	Winter-mester 22/23	Spring 2023	Summer 2023	Fall 2023	Winter-mester 23/24	Spring 2024*
Walk-up (physical RHD)	1,655	8	1,191	210	1,439	9	492
IM/Text**	530	16	486	104	523	28	234
Email	35	8	34	28	66	4	18
Phone	18	0	13	13	20	3	23
Co/op chats***	n/a	n/a	n/a	n/a	254	20	149
Consultation	22	0	26	19	27	1	16
LibAnswers/FAQ^	0	0	2	0	33	3	22
Other	21	5	28	5	48	8	20
Totals	2,281	37	1,780	379	2,410	76	974*
AVG Chat Ratings^^	n/a	n/a	n/a	n/a	3.88	4	3.81*

*The Spring 2024 statistics only go through March 1, 2024.

**We lost the ability to receive questions through text when we moved to LibChat in Fall 2023.

***Our 24/7 cooperative chat coverage was added at the beginning of Fall 2023.

^These questions originate in our FAQ system and from tickets created by 24/7 chat coop operators.

^^LibChat gives our patrons the option to rate the service received. The chats are rated on a 4-point scale with 1 being Bad and 4 being Excellent. We began tracking this data in Fall 2023.

Table 2. FAQ Statistics*

Month	FAQ Views	New FAQ Entries	Month	FAQ Views	New FAQ Entries
August 2022	350	1	August 2023	746	1
September 2022	698	19	September 2023	728	1
October 2022	520	0	October 2023	750	2
November 2022	552	1	November 2023	713	0
December 2022	352	0	December 2023	492	1
January 2023	463	0	January 2024	749	1
February 2023	568	0	February 2024	685	1
March 2023	659	11			
April 2023	833	0			
May 2023	658	1			

June 2023	630	1			
July 2023	666	0			
Totals	6,349	34	Totals	4,863	7

*FAQ statistics can only be viewed by month and cannot be broken down by day.

We are seeing increases in our transactions at the Research Help Desk overall. In Fall 2023 we added after hours chat coverage by SpringShare’s 24/7 Chat Cooperative. This has been wildly successful and has driven traffic to our FAQ where we are seeing increases in views (see Table 2) and questions asked through the FAQ system. We are also seeing an increase in the number of research consultation requests we receive. We believe this is due to the marketing campaign we launched early in the Spring 2023 semester focused on our research consultations. We have placed fliers around campus, posted on social media, made business cards with QR codes for scheduling research consultations, and are also promoting research consultations in our library instruction classes. We have passed along promotional materials to The Harvey Center so that they could promote our research consultations. When we switched to LibChat in Fall 2023, we gained the ability to receive ratings on our chats. The chats are rated on a 4-point scale with 1 being Bad and 4 being Excellent. Our chats averaged 3.88 in the Fall 2023 and 4.00 during Wintermester 23/24. Our Spring 2024 chats are currently rated 3.81. Our Spring 2024 stats are only through March 1, 2024.

During the Spring 2024 semester we began piloting a remote Research Help Desk in the Bonnie. We have a librarian stationed in the Bonnie every Wednesday from 12 to 2 pm to answer research questions and promote the library. If this pilot program proves to be successful, we will continue this service in the Fall 2024 semester.

Library Instruction Data

Library Instruction is conducted by our instruction librarians and includes in-person and online classes, numerous D2L modules, LibGuides, and videos. Library Instruction is always tailored to the specific needs of each class’s research assignment and the needs of the professor and students. We see library instruction as a collaboration between the librarian and the professor and consider it a privilege to be invited into the class. Our instruction is based on pedagogical foundations and the Association of College and Research Libraries (ACRL) Framework for Information Literacy. During our library instruction sessions, we teach information literacy skills that can be applied to any of the students’ research assignments. Providing the best possible library instruction to our students is our number one priority.

Table 3. Total Class Breakdown Fall 2022 – Spring 2024

Type of Instruction	Fall 2022	Spring 2023	Summer 2023	Fall 2023	Spring 2024*
Lower-level classes	69 (57.68%)	56 (57.14%)	0 (0.00%)	76 (64.41%)	63 (55.75%)
Upper-level classes	39 (32.77%)	34 (34.69%)	0 (0.00%)	26 (22.03%)	40 (35.40%)
Graduate level classes/workshops	5 (4.20%)	3 (3.06%)	1 (7.14%)	12 (10.17%)	6 (5.31%)
Citation Workshops	4 (3.36%)	5 (5.10%)	0 (0.00%)	4 (3.39%)	4 (3.54%)
Orientations	2 (1.68%)	0 (0.00%)	1 (7.14%)	0 (0.00%)	0 (0.00%)
Governor’s School	n/a	n/a	12 (85.71%)	n/a	n/a
Total	119	98	14	118	113*
# of students taught	1,871	1,298	255	1,410	836*
ILC Reservations	43	34	20	73	56*

*For Spring 2024 we have listed the total classes and reservations scheduled as of 3/1/2024. We will not have the total classes and students taught until after the Spring 2024 semester ends.

The Research Services Liaison Program continues to positively affect our Spring instruction numbers. Spring 2024’s numbers are slightly higher than the numbers we saw in Spring 2023. At McConnell Library, we went from 66 sessions in Spring 2022 to 98 sessions in Spring 2023. Final numbers for Spring 2024 library instruction will not be available until mid-May 2024.

Numbers in the fall semesters remain steady. Fall semesters differ from Spring as many our fall classes are UNIV 100 sessions and are marketed directly to UNIV 100 instructors. We have also seen large increases in the reservations of our Information Literacy Centers (ILCs).

Between July 2023 to present, the RUC Library has presented seven instructional/orientation sessions with 291 attendees.

Table 4. Online Resource Usage – 2022-2024

	Fall 2022	Spring 2023	Summer 2023	Fall 2023	Spring 2024*
LibGuide Views	42,903	36,421	8,083	36,382	19,798
Video Views	3,427	2,897	1,139	3,488	2,539
Quiz First Attempts	1,254	1,418	227	1,393	957
Total Usage	47,584	40,736	9,449	41,263	23,294*

*Spring 2024 totals are not final. This data is only through 3/1/2024.

Our online resource usage has been consistent over the past 2 years except for our LibGuides which have seen declines. However, our LibGuides were still our most used online resource. The videos with the most views were those connected with our APA and Avoiding Plagiarism modules. The quizzes with the most first attempts were those connected with our APA and Avoiding Plagiarism modules. Our D2L module on SuperSearch is also well used. The videos and quiz first attempts rank just below our APA 7 and Avoiding Plagiarism modules. Research Services will work on a marketing plan for our LibGuides in response to our declining the numbers.

We are excited to see that our new marketing initiative continues to pay off. This semester we added fliers in all the dorms on campus advertising our APA workshops, research consultations, 24/7 chat coverage, and various other services. Our plan is to continue to market our services and resources to the RU community to make sure everyone knows we are the place to go for all their research needs. We plan on including our LibGuides as part of our marketing plan going forward. The Research Services Department is well positioned to continue to support RU students, faculty, and staff in whatever venue necessary, whether it is in the physical or online classroom. We are dedicated to meeting the needs of RU students, faculty, and staff to support RU’s vision “to be the premier, innovative, student-centered university in the Commonwealth of Virginia and beyond with a keen focus on teaching, research and service.”

UPDATES ON LIBRARY COLLECTIONS AND TECHNICAL SERVICES

Book Repair Training:

Susanna (Sue) Donovan, Conservator for UVA Special Collections, provided book repair training to several members of our library team on January 11-12. Members of our team withdrew old and outdated supplies, and requested orders for updated supplies. The library ceased using commercial binding a few years ago as a cost savings.

2022/2023 ACRL Expenditure, Collection, and Digital Usage Statistics:

One-time purchases of books, serial backfiles, and other materials	\$82,167
E-books (if available)	\$34,336
Ongoing commitments to subscriptions	\$1,143,439
E-books (if available)	\$1,000
E-journals (if available)	\$459,925
All other materials/services costs	\$9,115
Total materials/services expenses	\$1,234,721

Books Physical (title count)	258,819
Books (volume count)	306,980
Media Physical	14,570
Serials Physical	1,606
Total Physical Collection	581,975
Books Digital/Electronic (title count)	1,056,448
Databases Digital/Electronic	469
Media Digital/Electronic	179,142
Digital/Electronic Serials	58,737
Total Digital Collection	1,294,796
Digital items held in the institutional repository(ies)	14,552
Digital item usage from the institutional repository	1535

E-book & e-media usage	38,880
E-serials Usage	456,046
Total Digital Circulation	494,926

Books and Media:

New and upcoming collections include:

- Young Adult – 544 volumes, located in new shelving in the Commons.
- Graphic Novels – 222 volumes, located in the Reading Room.
- Science Fiction/Fantasy – This collection is in progress, with 635 titles identified.
- Free Textbooks (Mostly from the VIVA Collection Driven Acquisitions Project and Faculty Portal selections), 388 total. Available through the library catalog (SuperSearch) and on a page created in 2023 on the library website:

<https://www.radford.edu/content/library/collections/e-Textbooks.html>

Physical Collection Additions by Volume, July 1, 2023-March 7, 2024:

Library	General Collection	RUC Textbks	Ref.	Main/Ovrsz. Books	Juv.	Graphic Novels	Young Adult	DVDs	Scores	Music CDs
McConnell				799	47	283	132	56	16	10
RUC	14	65	3					2		

RUC Library:

From July 2023 to present, 96 volumes have been added to the RUC Library. Also, 10 volumes have been removed from the library to maintain a healthy collection. A process was developed to identify textbooks for each semester and is used to create possible purchase lists.

Weeding:

- The latest physical weeding of the 2021-2026 McConnell Library Weeding Project began in December 2023, with almost 3,700 books removed from the collection by March 2024. The list has close to 18,000 books on it.

Subscription Costs:

- The cost of library subscriptions goes up a conservative average of 5% a year. Database costs are usually based on student FTE numbers. STEM-H titles historically have the highest percentage yearly cost increases. Below is a snapshot of yearly costs for UpToDate, an evidence-based clinical decision support database essential for Radford University's Nursing Program.

Walters Kluwer UpToDate™ Costs

Fiscal Year	Cost	Notes
2019	\$7,669	Pre-Merger
2020	\$27,113	Merger-related Cost-Adjustment
2021	\$26,823	
2022	\$35,725	
2023	\$41,319	
2024	\$41,319	We considered canceling

Serials Review:

- Our Collection Management Librarian reviews serials usage and cost every year and makes data-driven subscription addition or cancelation decisions in cooperation with the Collection Development Committee librarians with feedback from the faculty liaisons. Budget constraints have required subscription cancelations for the past 6 years and will also require cancelations in fiscal year 2025. A summary of the most recent 3 years of cancelations is below:

Subscription Cancellation Summary:

Fiscal Year of Savings	Print Subs.	Ejournal Subs.	Database Subs.	Total Subscriptions	Cost Savings (Minimal Estimate)
2022	7	47	1	55	\$121,531.89
2023	6	2	2	10	\$12,202.63
2024	41	33	3	77	\$45,906.47

Subscription additions include free and cost-share titles from VIVA, plus one title to support the new African American Studies Minor.

2023-2024 Subscription Additions:

Title	Radford's Cost
Cambridge University Press Journals 2023 Full Collection (VIVA cost-share)	\$7,199
Annual Reviews Complete Collection (VIVA cost-share)	\$2,606
Docuseek2 Essential Collection (VIVA cost-share)	\$2,045
Journal of Black Studies (Paid by Radford University Libraries)	\$1,987
Platino Educa (Streaming Videos in Spanish) (VIVA)	\$0
Gale Indigenous Peoples of North America, Part II: The Indian Rights Association, 1882-1986 (VIVA)	\$0
Gale Archives of Sexuality & Gender: Sex and Sexuality, Sixteenth to Twentieth Century (VIVA)	\$0
Art & Architecture e-Portal (VIVA)	\$0
PLOS transformative agreement (VIVA)	\$0

Libraries Materials Budgets and Expenditures 2022-2024:

Fiscal Year	Initial Budget	Adjusted Budget	Budget Difference	Subs. Expend.	Book & Media Expend.	Other Expend.*
2022	\$1,351,331	\$1,416,651	\$65,320	\$1,108,273	\$65,496	\$39,162
2023	\$1,251,331	\$1,515,655	\$264,324	\$1,135,901	\$81,974	\$9,308
2024	\$1,215,113	\$1,198,613	(\$16,500)			

*Other Expenditures are Shipping, Service Charges and EDS.

EBSCO Discovery Service was canceled in FY23 saving approx. \$30,000.

Ross Gallery Art Exhibitions:

- Graduating Senior BFA Preview exhibition- Spring 2023
- Paper Work: Student Exhibition presented by Leslie Smith- Spring & Fall 2023
- Graphic Design Library Quotes for National Library Week presented by Ken Smith- Spring 2023
- Graduate Art Student Association exhibition- Fall 2023
- Interior Design Restaurant exhibition- Spring 2024

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- Charlie Brouwer's *Western Man Pauses to Think* part of his "All over the Place" exhibition- Spring 2023-present
 - Dr. Bay works borrowed from the RU Museum- Fall 2023 & Spring 2024

Mini Museum Exhibitions:

- "2x2" Show- Spring 2023
- Nostalgia- Fall 2023
- Paradox- Spring 2024

Library Displays:

- Mark Rothko – Summer 2023
- Local Hikes – Summer 2023
- Young Adult Collection – August 2023
- Graphic Novels/Manga – Spring 2024

Collection Blog Posts: <https://www.radford.edu/content/library/collections/collection-development/collections-updates-blog.html>

- Gale Archives of Sexuality and Gender 3: Sex and Sexuality, Sixteenth to Twentieth Century
- McConnell Library's Newly Expanded Young Adult Collection

Cooperative Projects with Other Departments on Campus:

- Art and Interior Design Departments: Artwork is displayed and celebrated in McConnell Library.
- Center for Diversity and Inclusion: A partnership to ultimately barcode and add 88 laptops to the library catalog so that they can be tracked and circulated.
- College of Graduate Studies: A partnership to set up Ed.D. dissertations in the Scholar's Repository. For privacy reasons, the dissertations are limited to Radford University Graduate College personnel.
- English Department Library: Dr. Paige Horst reached out to the library and connected with Amanda Lawson to catalog five books for the library.
- Teaching Resources Center: Kay Johnson worked with GOBI Library Solutions, the University Contracts Office, and Crystal Cregger on behalf of Princess Clark-Gaspard, Associate Director of the TRC, to extend Radford University's GOBI contract services to the TRC for cost savings and quicker fulfillment. Amanda Lawson trained Princess on ordering through GOBI.

Systems:

- Our library chat was switched from the LibraryH3lp chat system to LibChat.

Assessment and User Satisfaction:

The biannual Radford University Libraries User Satisfaction Survey was prepared by our User Experience Librarian, in collaboration with other members of our team, and distributed to the entire university. Results are being compiled and analyzed at the time of this writing.

UPDATES ON ARCHIVES AND SPECIAL COLLECTIONS

New collections acquired/processed:

- Art Museum Collection
- Clarity James Collection
- Corn & Culture Collection
- Selu Collection
- AASIS Collection
- (in the works- Appalachian Events Committee Collection)

Existing Collections added to:

- Donald Dedmon Collection
- Grace Toney Edwards Collection
- Highland Summer Conference Collection

Music Mondays:

- As of 2/27/24, 16 Music Mondays events have been held
- Scheduled between 2/27/24 and May 9, 6 more
- Total for 2023-2024 academic year: 22
- SO FAR a total of 280 participants (17.5 average per event)

Classes Hosted in Archives:

- 7 so far (110 students) with 3 more at this point scheduled

See photos of some of our events on the next several pages!







