



# Kraemer Family Library

UNIVERSITY OF COLORADO **COLORADO SPRINGS**



## **Annual Highlights 2016-2017**



University of Colorado  
Colorado Springs

# Kraemer Family Library

**Welcome to the Kraemer Family Library,**  
a place that supports the teaching, research, and  
service missions of the University of Colorado  
Colorado Springs.

I am pleased to present to you a snapshot of some  
of the Library's accomplishments during the FY  
2016-2017. I hope this will make you more aware of  
the many ways the Library supports the University's  
educational goals and the student learning  
outcomes. In a time of growth and change, the  
Kraemer Family Library stands at the center of  
intellectual life at UCCS. We are committed to  
promoting an open atmosphere of scholarly inquiry  
conducive to the exchange of ideas and the creation  
of knowledge.

The Kraemer Family Library faculty and staff strive  
to structure our services to help all faculty and  
students succeed as teachers and learners.

Martin Garnar  
Dean, Kraemer Family Library  
[mgarnar@uccs.edu](mailto:mgarnar@uccs.edu)



# Our People



# Library Mission, Vision, and Values

## **Mission Statement**

*The Kraemer Family Library fosters the intellectual growth of UCCS students, faculty, staff, and our community by developing innovative services, technologies, collections, and spaces that facilitate their emerging information needs.*

## **Vision Statement**

*Advancing the spirit of discovery.*

## **Values Statement**

- *We offer an environment that encourages scholarship, creativity, and academic & intellectual freedom.*
- *We believe information literacy is an essential learning outcome of our students.*
- *We recognize that the needs of each user are different or unique.*
- *We embrace campus and community partnerships.*
- *We cultivate employee and organizational excellence by supporting innovation, teamwork, inclusiveness, civility, flexibility, risk-taking, accountability, and professional growth.*

# Revised 2020 Strategic Plan

**Position the library as an integral part of campus culture and life.**



**Take an active role throughout the entire research process.**

**Be a lead technology hub and provider.**



**Enhance and further integrate the library's online presence.**

**Build a culture of assessment.**



# New Employees



**Brad Bailey,**  
*Finance & HR Professional*  
*(hired October 2017)*



**Lindsay Coppa,**  
*Administrative Assistant II*  
*(hired September 2017;*  
*new position)*



**Cassie Eacker,**  
*Library Technician II*  
*(hired October 2017)*



**Jennifer Eltringham,**  
*Instruction Librarian*  
*(hired September 2017);*  
*new position)*



**Lynn Gates,**  
*Director of Cataloging &*  
*Metadata Services*  
*(hired January 2017)*



**Wendy Kisicki,**  
*Library Technician II*  
*(hired October 2017);*  
*new position)*



**Matt Jabaily,**  
*Electronic Resources*  
*& Serials Librarian*  
*(hired June 2017)*



**Federico Martínez-García,**  
*Director of Access Services*  
*(hired July 2017)*



**Lisa Steck-Gillen,**  
*Library Technician I*  
*(hired October 2016)*

---

## Retirements



**Jayne Lloyd,**  
*Finance & HR Professional*  
*(retired July 2017)*

# FY 17 Library Statistics

## Circulation

- 84,778 total materials circulated
- 11,390 items processed through Interlibrary Loan
  - Received 7,430 requests from others for our materials
  - Processed 3,960 requests to provide materials to UCCS faculty, staff, and students
- 13,712 items processed through Prospector
  - Lent 9,083 library materials
  - Borrowed 4,629 library materials

## Library Total Staff

- Faculty 13 FTE (1 vacant)
  - 3 tenured
  - 6 tenure track (1 vacant)
  - 4 non-tenure track  
(new 0.5 FTE position coming in FY 18)
- Classified Staff 8.0 FTE  
(0.5 FTE in expanded positions added May 2017; 1.25 FTE in new positions coming in FY 18)
- University Staff 4 FTE
- Student employees contributed 9.975 FTE
- Community service workers worked 1,549 hours
- Library volunteers contributed 809.65 hours

# KFL by the Numbers

- **787,463** people came through our doors
- Using our online system, students reserved our study rooms for a total of **9,479** hours for the year, up from 7,889 hours in the previous year
- For the first time, the library was included in the senior survey, and almost **91%** of respondents rated the quality of service as Good or Excellent (the highest rated department in the survey)
- We celebrated the **20<sup>th</sup>** anniversary of the Kraemer Family's naming gift.
- We developed or coordinated **45** exhibits in our display cases and exhibit areas
- We have **88** published LibGuides supporting specific classes and subject areas
- Items available to check out from Circulation
  - Umbrellas
  - Bike Locks
  - Headphones
  - HDMI cables
  - Skateboard Locks
  - Kill-A-Watt Meters
  - Computer Speakers
  - DVD/Blu-ray players



# Library Materials

*Rhonda Glazier, Assistant Professor and Faculty Director of Collections Management*

- \$1,826,549 spent on library materials in FY17
- \$88,087 from ICR (grant generated) funds allocated to directly support grants and programs related to UCCS grants
- 6,585 books, serials, videos, and DVDs were donated to the library, of which 697 volumes were added to our holdings
- 1,706 print and online records for State of Colorado documents were cataloged and added to our collection
- 7,324 federal documents were cataloged and added to our collection
- 11,377 ebooks were added
- 98,734 streaming videos are now accessible through the library's catalog
- 200 DVDs were added, making a total of 4,883 DVDs and videocassettes
- 5,593 print monographs were added
- 176 bound journals added
- 78,004 streaming audio are accessible through the library's catalog

# New Electronic Resources

- DynaMed Plus
- IEEE-Wiley eBooks Library Frontlist 2016
- The Works of St. Augustine (4th Release)
- JoVE Unlimited
- Arts:Search
- Foundation Directory Online
- Mometrix eLibrary
- Dictionary of American National Biography
- Music Online: Classical Scores Library
- ACM Digital Library ebook Collection 1
- 8 new Adam Matthew Collections:
  - Market Research & American Business;
  - Frontier Life;
  - Slavery, Abolition & Social Justice;
  - Popular Culture in Britain & America (2 modules);
  - Race relations in America;
  - Shakespeare in performance;
  - Socialism on film



DynaMed Plus

Race Relations in America

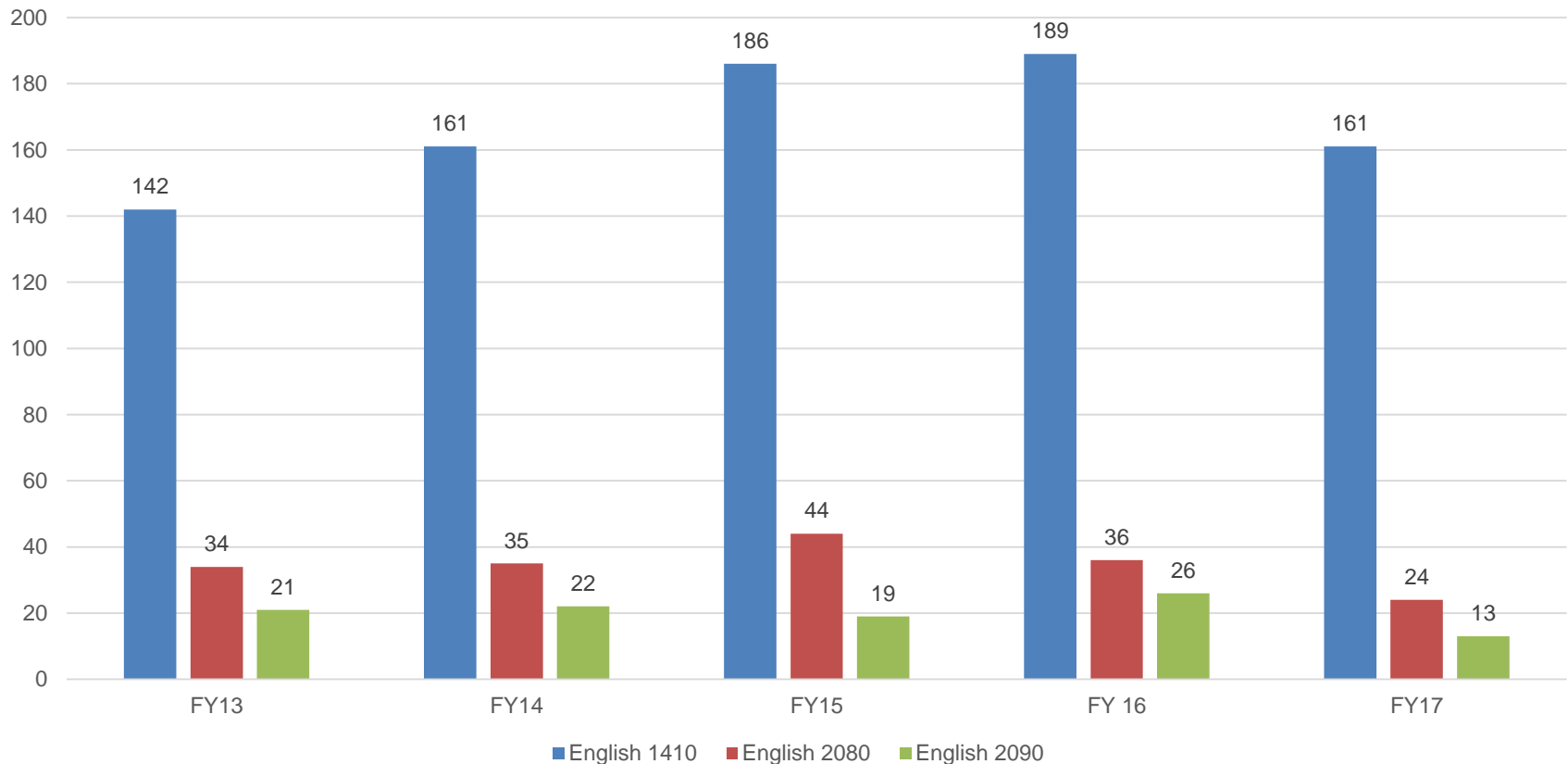
# Teaching Initiatives

*Sue Byerley, Associate Professor and Faculty Director of Instructional & Research Services*

- Held 322 regular instruction sessions
- 3,501 UCCS students received group instruction from Kraemer Family Library faculty
- Created, updated, and maintained LibGuides, for a total of 216 in the system
- Connected with 720 students in 18 sections of GPS 1010 through our Cards Around The Library activity
- Offered 26 library research and information literacy workshops including How to Design a Research Poster, Introduction to RefWorks, Introduction to OneSearch, and Academic Publishing; also hosted three high school workshops for International Baccalaureate students from Discovery Canyon and Sand Creek High Schools
- Online Learning Librarian was embedded in 4 online sections of English 1410, 2 online sections and 2 hybrid sections of English 2080, and 3 online sections and 2 hybrid sections of English 2090
- Developed and piloted six new online learning modules for the writing program: OneSearch, Prospector, Research as a Process, World of Information, Navigating KFL Resources, and Searching as a Strategy
- Introduced a short online tutorial for use in GPS 1010 that was assigned by most sections in GPS

# Writing Program Integrated Instruction

Face-to-Face Library Instruction in the UCCS Writing Program\*



\* Many sections in the Writing Program courses were converted to an online or hybrid format, thus leading to a decline in face-to-face instruction.

# Research Initiatives

Sue Byerley, Associate Professor and Faculty Director of Instructional & Research Services

Answered 8,289 reference questions	
– In-person questions	6,236
– Chat questions	559
– Email questions	159
– Telephone questions	1,321
– Text questions	14

- We saw a slight decline in questions asked at the **Research Assistance Desk** compared to last year. A forthcoming survey on library services will help us understand how our users view the importance of research services as well as gauge awareness of what's available.
- The *Undergraduate Research Journal at UCCS*, first released in August 2008, continues to publish high quality undergraduate research produced at the university.



**Undergraduate Research Journal**

at University of Colorado at Colorado Springs



University of Colorado  
Colorado Springs

# Access Services

*Federico Martinez-Garcia, Assistant Professor and Faculty Director of Access Services*

In addition to checking out, checking back in, and shelving close to 85,000 physical items any given year, our circulation department (part of Access Services) was very busy with several behind the scenes projects, including shifting the microfilm and graphic novel collections as part of the library's carpet replacement work.

With a few staff vacancies during the academic year, the circulation department did a heroic job of keeping the desk staffed and the library open without any interruptions in service, and we are glad to have a full-staffed department for the coming year.



# Interlibrary Loan

*Don Pawl, Interlibrary Loan Coordinator*

Interlibrary Loan offers access to materials UCCS patrons are unable to obtain through the Kraemer Family Library (KFL) or the Prospector catalog. In addition, document delivery is provided for articles available in the KFL print and electronic collections.

Library patrons use ILLiad software to place and manage ILL requests.

*A few highlights from the past year:*

- Electronic delivery of article requests available through the Kraemer Family Library were delivered the same business day
- Electronic delivery of article requests not available at KFL were delivered, on average, within 2.6 business days
- Loan requests for materials not available at KFL such as books and DVDs, were delivered, on average, within 8.75 business days
- 916 individuals registered for ILLiad accounts in Fiscal Year 2017, an increase of 204 from the previous fiscal year
- Materials were supplied from libraries in Australia, Canada, Germany, Great Britain, New Zealand, Taiwan, and 600 other libraries (mostly in the United States)
- The Kraemer Family Library ILL department received 11,390 borrowing and lending requests in FY 2017
- The Kraemer Family Library ILL department was able to fill 94% of KFL patron Interlibrary Loan Borrowing Requests
- Including Prospector, 16,513 items were loaned to other libraries and 8,549 items were borrowed from other libraries

# University Archives

*Mary Rupp, Archives Librarian and Digital Repository Coordinator*

The UCCS University Archives maintains and preserves collections documenting the history and operation of UCCS, Beth-El School and College of Nursing, and the paper and book collections of the Heller Center for the Arts & Humanities.

- Reference Services – 25 quick answer and referrals, in person, by telephone and email; 10 class assignments requiring copies of materials; and 9 research projects requiring multiple research sessions using the primary source materials in the collections.
- Materials are measured in feet based on space occupied.
  - Acquisitions – more than 22 cubic feet were identified and collected for the collections.
  - Processing – more than 37 feet of materials in 26 subject collections.
- Internship and Instruction
  - 5 internship collection processing projects were supervised for UCCS undergraduate, graduate, and library school students within the Archives.
  - The University Archives acted as client for a Mechanical Engineering senior project in which students recreated parts of legacy equipment.
- Oral history interviews – 7 interview sessions were conducted, processed, and added to the Archives collections.
- Exhibits and Displays – 2 exhibits were mounted in the display spaces of University Hall using materials from the Beth-El Historical Collections; 8 displays on the history of UCCS were mounted in the display cabinets outside the Archives.
- Volunteers entered information on more than 600 books and theses and dissertations into collection management systems.
- Digital Collections – 84 theses and dissertations were added to the repository.





# DIGITAL COLLECTIONS OF COLORADO

- UCCS continues to participate in the Digital Collections of Colorado, a collaborative digital repository with CSU, School of Mines, and the Anschutz Medical Campus. The repository's migration to the DSpace platform has great potential for expansion and customization.
- Collections include dissertations, historical student newspapers, and faculty and student research.

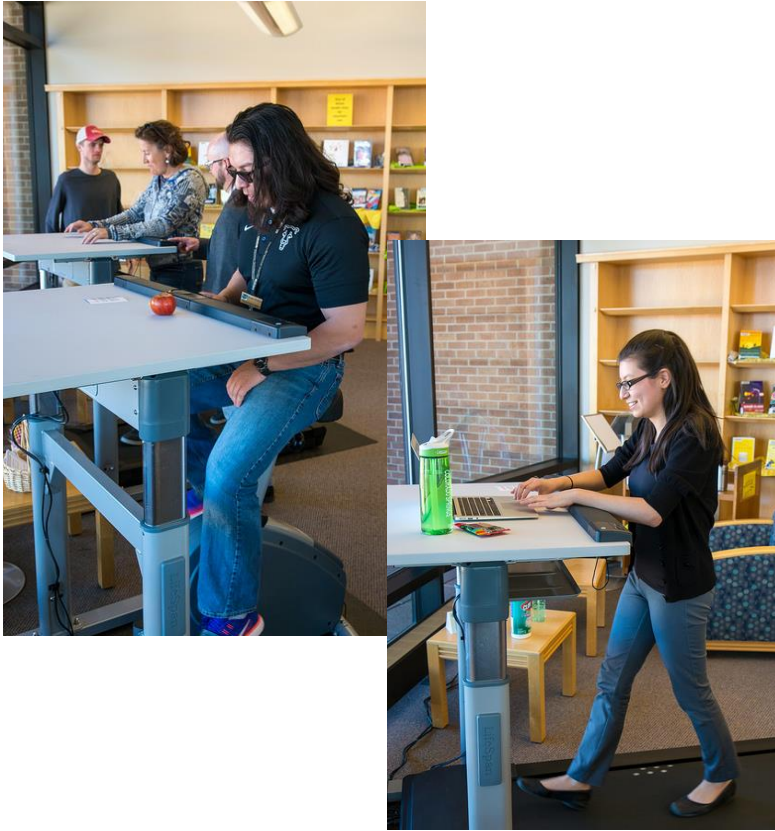


# Web Services and Emerging Technologies

*Tabatha Farney, Associate Professor and Faculty Director of Web Services and Emerging Technologies*

- In August 2016, OneSearch was fully implemented. It was incorporated into the library homepage redesign that was also released in August 2016. OneSearch is promoted as the primary search for library resources and has received over 146,000 unique searches from August 14, 2016 to June 30, 2017.
- The library homepage was redesigned to accommodate OneSearch and also to promote library services based on the popularity of the service.
- All computers in EPC 237 were updated as part of the campus' computer refresh. The computer for the podium was also refreshed to provide a consistent teaching environment between podium computer and lab computers.
- As requested by the Instructional and Research Services Team, a Walltalker (white board) was installed to provide more writing space in the room.
- Enhanced security and functionality by working with III to upgrade Sierra to its latest version.
- After a decade of collecting data, YTDCIRC and LYRCIRC fields have been reset to provide more useful item use data. This data will be invaluable as the library undergoes a major weeding process.
- Google Analytics is now tracking search data and failed search attempts for the library catalog, OneSearch, link resolver, and journal portal in order to better understand their usage. This data can be used for collection development, instruction, or improving the user experience.

# Enhancing Library Spaces



*new fitness study stations*



*new carpet on the main floor*

# Conferences, Programs, & Special Events

## **Kraemer Copyright Conference**

- Organized the 5th Annual Kraemer Copyright Conference @ UCCS featuring keynote speakers, Dr. Kenneth Crews, former director of Columbia University's Copyright Advisory Office, Dr. Kevin Smith, Dean of Libraries at the University of Kansas, Kyle Courtney, Copyright Advisor at Harvard University, and Carrie Russell, Copyright Specialist at the American Library Association. Co-sponsored by the Colorado State Library, the Colorado Alliance of Research Libraries, the Colorado Library Consortium, and Lewis Roca Rotherberger Christie LLP.

## **Special Programs and Initiatives**

- Continued the Just Talk programming series designed to promote open and honest dialogue about equity, diversity, and inclusion on the UCCS campus and beyond. In FY 17, 22 events were presented as part of the series, including book discussions, films, speakers, poetry readings, and community dialogues.
- "Library at Night" concert with Colin McAllister (UCCS VAPA) and author Alberto Manguel
- Finals Week Activities: Pause for Paws, No Study Zones, Pancakes and PJs

# Faculty Scholarship and Creative Activity

## Publications

- Byerley, S. L.**, Vrbancic, E. K. High-Touch, Low-Tech: Investigating the Value of an In-Person Library Orientation Game. *College and Undergraduate Libraries*, 24(4).
- Farney, T. A.** (2016). Improve Your Analytics Data: How to Refine the Tool to Better Assess Your Website. *American Libraries* 47 (11/12): 55.
- Farney, T. A.** (2016). Google Analytics and Google Tag Manager. *Library Technology Reports* 52 (7). <http://dx.doi.org/10.5860/ltr.52n7> [editor of issue and author of 5 out of 7 chapters]
- Garnar, M.** (2016). Professional Principles and Ethics in LIS Graduate Curricula. *Journal of Intellectual Freedom & Privacy*, 1(2/3), 6-12. <https://www.journals.ala.org/index.php/jifp/article/view/6166>
- Garnar, M.** (2016). Whither the Reference Desk? 20th Century Values in a 21st Century Service Model. *International Information & Library Review*, 48(3), 211-216.
- Garnar, M.** (2017). Which Side Are You On? Seven Social Responsibility Debates in American Librarianship, 1990-2015 (book review). *Journal of Intellectual Freedom & Privacy* 1 (4): 15-16.
- Glazier, R. R.**, Wiersma, G., Pan, D., Spratt, S. J. (2016). Balancing Bananas : Collection Assessment of Patron-Driven Acquisitions. *Charleston Conference Proceedings 2015*: 493-497.
- Newton-Piper, C. R., **Tonyan, J. D.**, Vrbancic, E. K. (2016). You Want to Do What?: Graphic Novels in an Academic Library. *Against the Grain*, 28(4), 32-34.
- Tonyan, J. D.** (2016). Measuring the Success of Your Social Media Presence with Google Analytics. *Library Technology Reports*, 52(7), 38-42. <https://journals.ala.org/index.php/ltr/article/view/6131>

# Faculty Scholarship and Creative Activity

## Presentations

**Farney, T. A.**, 2016 LITA Forum, "Using Digital Analytics to Assess the Real World," Library Information Technology Association, Fort Worth, Texas. (November 18, 2016).

**Farney, T. A.**, Altmetrics and Digital Analytics Interest Group Meeting, "Digital Analytics Tools for Libraries," Library Information Technology Association, online. (October 4, 2016).

**Garnar, M.**, Western State Colorado University Library Staff Training Day, "Why Libraries?," Western State Colorado University, Gothic, CO. (June 30, 2017).

**Garnar, M.**, Kraemer Copyright Conference, "Copyright: The Ethical Imperative for Librarians," University of Colorado Colorado Springs, Colorado Springs, CO. (June 6, 2017).

**Garnar, M.**, "Do They Still Teach That in School? Ethics in LIS Curricula," Freedom to Read Foundation and the Intellectual Freedom Round Table of the American Library Association, Webinar. (May 25, 2017).

**Garnar, M.**, Colorado Library Consortium Spring Workshop, "Intellectual Freedom and You," Colorado Library Consortium, Pueblo, CO. (April 25, 2017).

**Garnar, M.**, Shipley, A., Hillebrandt, J., Colorado Library Consortium Spring Workshop, "Intellectual Freedom and You," Colorado Library Consortium, Grand Junction, CO. (March 20, 2017).

**Garnar, M.**, Pikes Peak Library District Training Day, "Intellectual Freedom: Why It's More Important than Ever.," Pikes Peak Library District, Colorado Springs, CO. (March 17, 2017).

**Garnar, M.**, Houghton, S., Hildreth, S., Fisher, Z., "The Post-Truth is Out There," University of Washington Student Chapter of the American Library Association. (March 1, 2017).

**Garnar, M.**, Cardenas-Dow, M., Pringle, L., Scott, L., Zettervall, S., (Panelist), American Library Association Midwinter Meeting, "Task Force on Equity, Diversity, and Inclusion Recommendations: An Equitable Future for ALA and the Profession," American Library Association, Atlanta, GA. (January 22, 2017).

# Faculty Scholarship and Creative Activity

## Presentations (continued)

**Garnar, M.**, (Moderator), Moving Forward through Violent Times, "Diversity of Political Thought," UCCS, University of Colorado Colorado Springs. (November 3, 2016).

**Garnar, M.**, (Moderator), Smith, K., Bell, C., Kling, H., Samuels, D., Chancellor's Academic Freedom Series, "Academic Freedom in the Classroom: Balancing Safety and Free Expression," UCCS, University of Colorado Colorado Springs. (November 2, 2016).

Todoaro, J. B., Gross, V., **Garnar, M.**, Marquette University Libraries Speakers Series, "The ALA Presidential Initiative," Marquette University Libraries, Milwaukee, WI. (September 16, 2016).

**Garnar, M.**, AspenCat Annual Users Group Meeting, "Everyday Ethics," Colorado Library Consortium, Aurora, CO. (September 12, 2016).

**Garnar, M.**, Cardenas-Dow, M., Dawes, T. A., Moore, A. A., National Diversity in Libraries Conference, "We Shall Not Give Up the Fight: Lessons Learned by the ALA Task Force on Equity, Diversity, and Inclusion.," Association of Research Libraries and University of California, Los Angeles, Los Angeles, CA. (August 11, 2016).

**Glazier, R. R.**, Innovative User Group Conference, "Presenting the Numbers: Strategies for Creating Meaningful Budget Reports," National Harbor, MD. (April 4, 2017).

Newton-Piper, C. R., **Tonyan, J. D.**, LOEX, "Preparing Your Crop: Understanding Student Experiences with New Technology and the Impact on Instruction," LOEX, Lexington, KY. (May 12, 2017).

**Tonyan, J. D.**, Innovative Users Group 2017 Conference, "Save Time with Scheduler: Automating Record Loads, Discovery Service Exports, and Create List Queries in Sierra and Millennium," Innovative Users Group, National Harbor, Maryland. (April 3, 2017).

**Tonyan, J. D.**, 2016 LITA Forum, "Measuring Your Message: Using Campaign URLs and Event Tracking to Assess Your Library's Marketing Efforts," Library Information Technology Association, Fort Worth, Texas. (November 18, 2016).

**Tonyan, J. D.**, "Stargazing," Heller Center for Arts & Humanities, Heller Center for Arts & Humanities. (August 13, 2016).

**Tonyan, J. D.**, Rocky Mountain Region Innovative Users Group 2016, "Keeping Unwanted Guests Out of Your ILS: Securing Your Sierra or Millennium Server," Rocky Mountain Region Innovative Users Group, Loveland, Colorado. (July 8, 2016).



# Faculty and Staff Grants

## Grants

**Glazier, R. R.** (Principal), "State Grants to Libraries," Sponsored by Colorado Department of Education, State, \$4,907.00. (Funded: November 29, 2016 - June 30, 2017).

**Mulligan, M.** (Principal), **Byerley, S.** (Co-Principal), **Garnar, M.** (Co-Principal), Newton-Piper, C. R. (Co-Principal), "Kraemer Family Library Fitness Study Stations," Sponsored by the UCCS Green Action Fund, \$4,293.00 (Funded: January 1, 2017 – December 31, 2017).

**Tonyan, J. D.** (Principal), Newton-Piper, C. R. (Co-Principal), **Duarte, C.** (Co-Principal), "Through the Eyes of Veterans: A Community Collaboration," Sponsored by American Library Association Games and Gaming Round Table, Private, \$4,000.00. (Submitted: January 20, 2017).



# Selected Faculty and Staff State and National Professional Practice Activities

Byerley, Suzanne: Member, UCCS Committee on Misconduct in Research, Scholarship, and Creative Activities; Editorial Review Board Member, The Reference Librarian.

Farney, Tabatha: Member, UCCS Council of Undergraduate Education; Committee Chair, Altmetrics and Digital Analytics Interest Group, Library Information Technology Association.

Garnar, Martin: Chair, Intellectual Freedom Committee, Colorado Association of Libraries; President, Freedom to Read Foundation

Glazier, Rhonda: Member, UCCS University Budget Advisory Committee; Secretary, Innovative Users Group.

Martinez, Christina: Co-Chairperson, Search committee, UCCS Provost and Executive Vice Chancellor for Academic Affairs

Mazel, Norah: Secretary, UCCS Faculty Assembly

Pawl, Don. Member, Colorado ILL Conference Planning Committee.

Rupp, Mary: Steering Committee Member, Cultural and Historic Resources Task Force, Colorado

Tonyan, Joel: Member, UCCS Sustainability Committee; Member, Communications & Marketing Committee, Library Information Technology Association, American Library Association

# Snapshots of Library Events & Exhibits



# UCCS Kraemer Family Library

UNIVERSITY OF COLORADO **COLORADO SPRINGS**



University of Colorado  
Colorado Springs