11-5-2010

Albertsons Library: A Library for the 21st Century
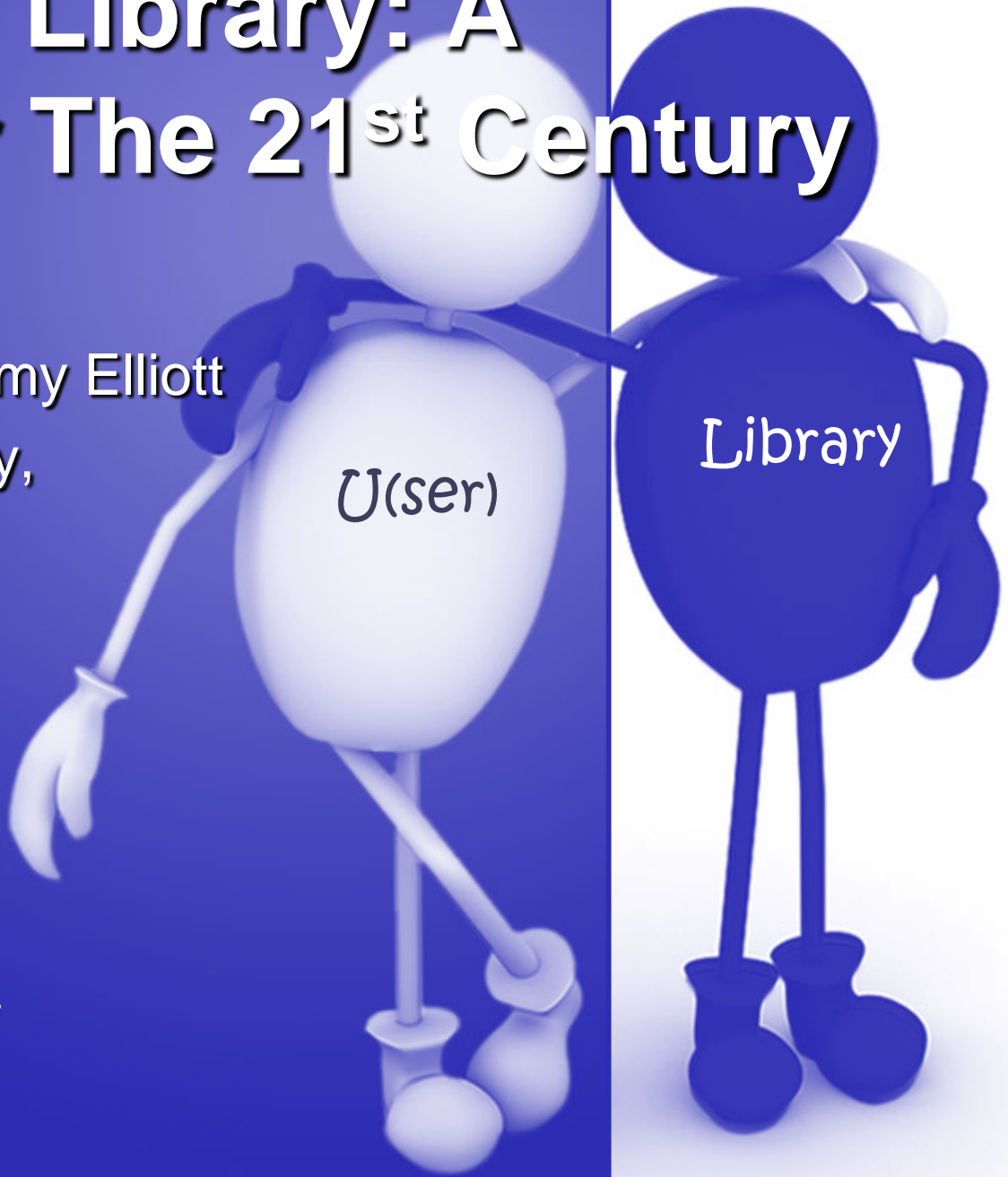
Peggy S. Cooper
Boise State University

Amy M. Elliott
Boise State University

Presented at the Charleston Conference 2010 as "Sharing the Love".
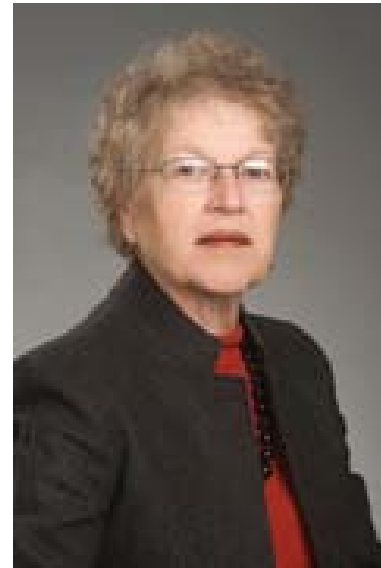
Albertsons Library: A Library For The 21st Century

Peggy Cooper and Amy Elliott

Boise State University,

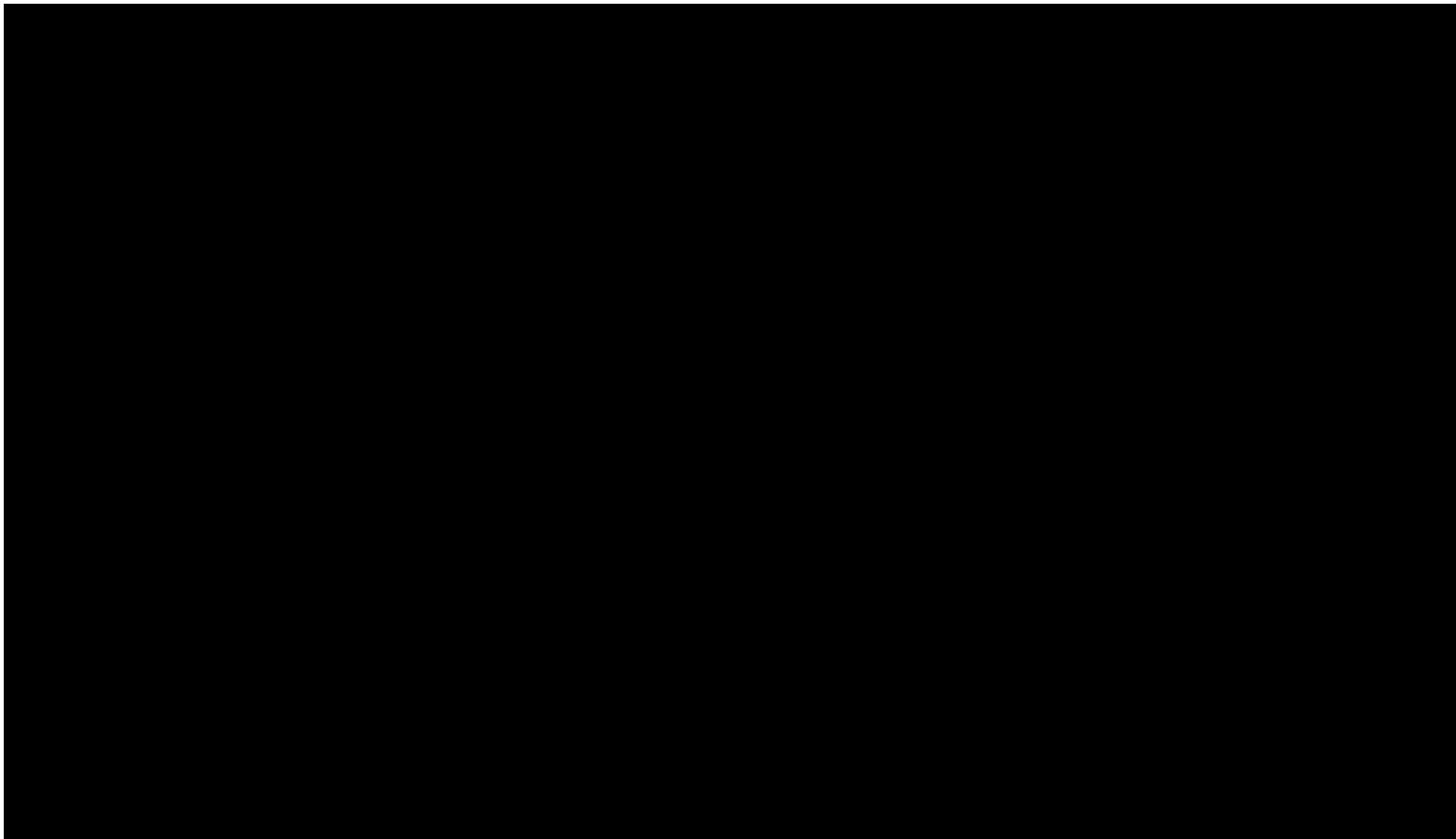Albertsons Library

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U(ser)

Library

Introductions

- Peggy Cooper
  - Associate Dean, Albertsons Library

- Amy Elliott
  - Reference Librarian, Albertsons Library

http://www.youtube.com/watch?v=qWNolq7rp1w

What Started It All At Boise State

- New President
  - "*Metropolitan Research University of Distinction*"

- New Provost
  - A Culture of Service

- New Dean, University Library
  - Active, full participant in University

What was the Big Library Picture

"Academic libraries are currently facing their greatest challenge since the explosion in tertiary education and academic publishing which began after World War II............. Retaining and growing their customer base, and focusing more energy on meeting their customers' expectations is the only way for academic libraries to survive in this volatile environment." (pp. 662-663)
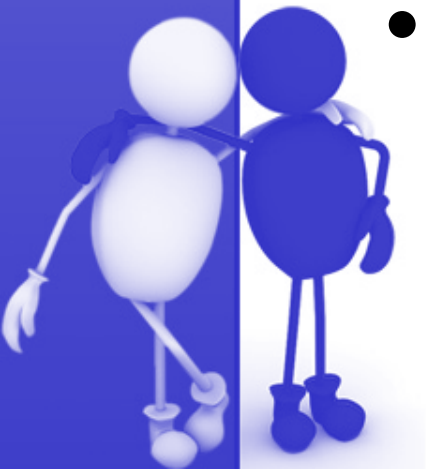
Cullen, Rowena. "Perspectives on User Satisfaction Surveys." *Library Trends, 49 (2002): 662-86.*

What Is A Library Culture of Service?

It's all About U(sers)

- Engagement
- Satisfaction
- Mattering

Collections As Service

- Yesterday was: Just in Case
  - Building a collection
  - What we think you need
  - How do we compare to our peers

- Today is: Just in Time
  - Assess to information
  - What do U(sers) need?
  - PDA, ILL Quick Circ, Suggestions
  - All faculty requests

- Tomorrow will be: Just for U(sers)
  - What might that look like?

Just In Time Collections

- Patron driven
- Shift of staff
- Shift of collection dollars
- Restructure acquisitions
- Eliminate barriers

Engagement + Satisfaction + Mattering = **Success**

- Liaisons
- Personal research "libraries"
  - http://www.boisestate.edu/biology/hampikian oldweb/hampikian.shtml
- Faculty author reception
- ScholarWorks
  - New faculty gallery ready when they get to campus
  - Data input by library staff

Faculty Libraries

"Overall, the library is fantastic! Couldn't ask for more!"
~Undergraduate, Communication

"This library simply rocks!!!"
~Faculty, Psychology

"I love our library."
~Faculty, Kinesiology

"I love everything the library provides."
~Undergraduate, Art

"The library always has what I need."
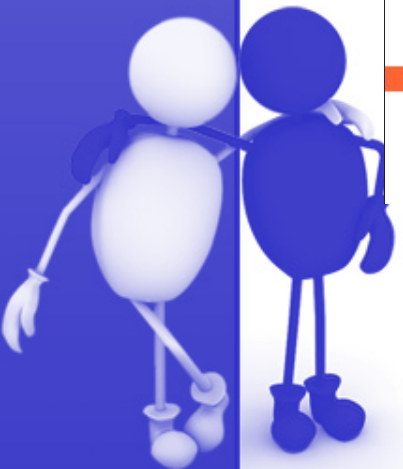~Undergraduate, Early Childhood Education

U(sers) Matter

- What matters to U matters to us
- We have to ask U & listen to U
  - Liaisons
  - LibQual
    http://library.boisestate.edu/libqual/2010/statistics.pdf
  - Focus Groups

Asking U(sers)
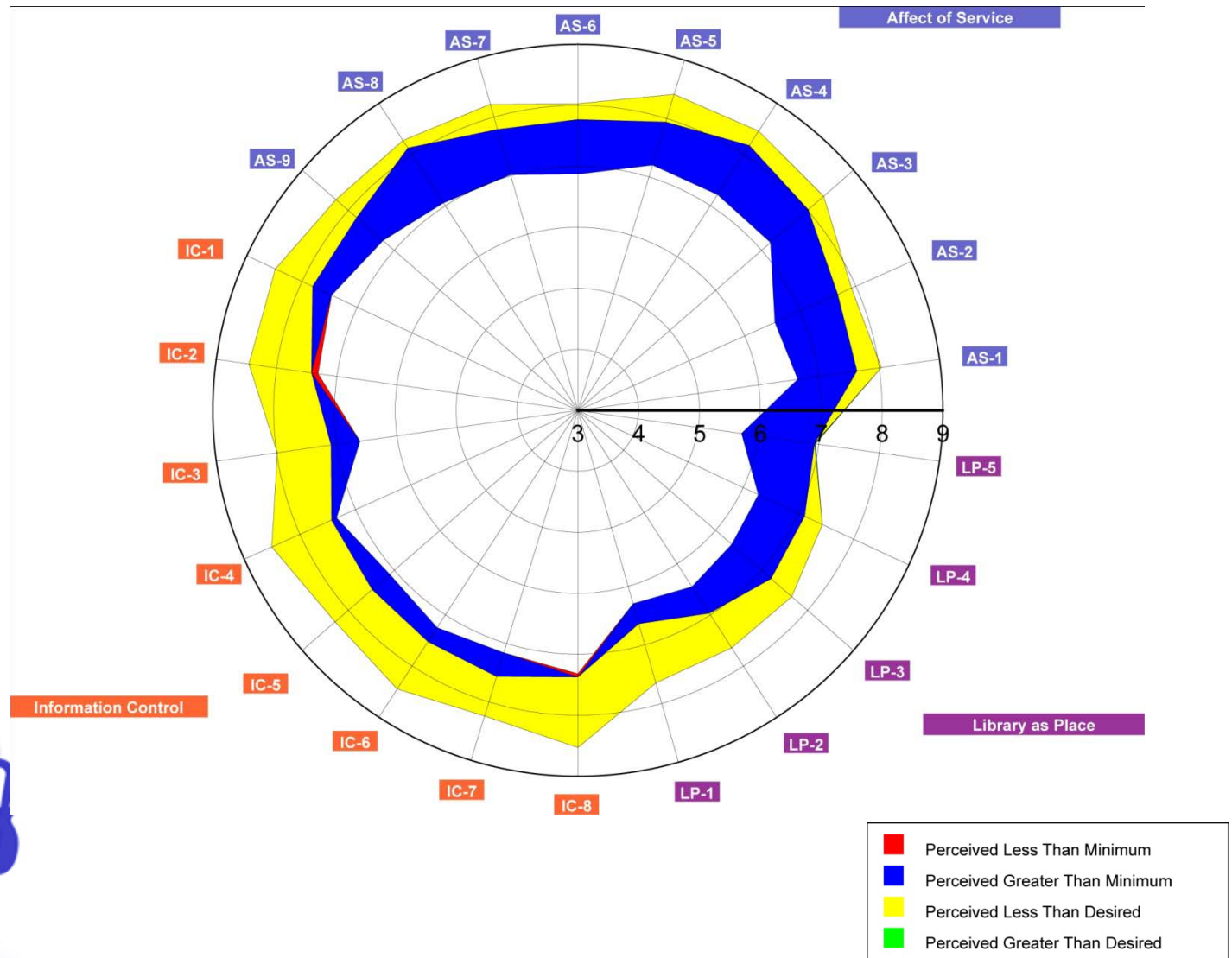
Listening to U(sers)

"I can't ask students to perform because we don't have essential eighteenth-century archival databases like ECCO and the Burney Collection"

~ Faculty, English

Hearing U(sers)

- Textbooks
  - We don't provide textbooks?????
- Faculty Requests
  - Purchasing all faculty requests
  - Pending List (ECCO)
- Patron Driven Acquisitions
  - Interlibrary Loan
  - Suggestions
- More Full Text
  - Ebooks, started with reference & health science

Engaging U(sers)

- ## Ebooks Project
  - Library, College of Social Work, Provost

- ## Safari Online
  - Library, OIT

- ## LIB 101 / ENG 101
  - Library Liaisons, English Faculty

Is it working?

- October 2010 2nd year faculty lunch

- Kudos to specific programs, services, people:

"Responsive library – excellent liaison – purchased all resources requested*"

Was It Worth It?

"The library staff is, frankly, heroic in its efforts to help researchers here."

~Faculty, Communication

"When I consider the ways that individuals and institutions such as BSU have been impacted by the economy the past several years I am very impressed with the way that the Albertson library has continued to provide such a high level of service. It begins with committed employees…"

~Faculty, Special Education (K-12)

"Our librarians are superb, and Barbara Glackin walks on water… Barbara and her colleagues have created the best Library in the United States at Boise State !!!"

~Faculty, Social Work