



EMORY

OXFORD
COLLEGE

ANNUAL REPORT

OXFORD COLLEGE LIBRARY

EMORY UNIVERSITY

2018-2019

Submitted to Dean Douglas Hicks

By

Kitty McNeill

Dean of the Library

July 19, 2019

**Annual Report
Oxford College Library
2018-19**

Mission Statement

The library offers a powerful combination of traditional and digital resources, student-centered spaces, and a personal commitment to excellent service. As the social and academic hub of the Oxford College campus, the library organization dedicates its work to the achievement and success of our students, faculty, and staff. Within an inclusive and supportive environment, the library provides agile services, information literacy instruction, learning and research opportunities, and preservation of Emory's history for Oxford College as a part of the larger University.

Vision Statement

- Build a more inclusive and transformative academic and social environment;
- Fully integrate the library's role into the teaching, learning, technology, research, and personal enrichment of the Oxford College community;
- Innovate and exceed traditional library expectations as a vital teaching, research, and community resource;
- Develop and enrich collaborative digital learning experiences;
- Advance the goals of the Emory Libraries and Information Technology Services, Oxford College, and the University through collaborative partnerships; and
- Become a leader on the local, regional, and national levels by expanding our presence and services.

Overview

Through dedicated, highly collaborative, and effective teamwork, the library organization made significant progress on the library goals in support of the College strategic plan initiatives and in support of the Emory Libraries Roadmap connected to Emory's Strategic Framework, *One Emory: Engaged for Impact*. As evidenced by the significant committee work documented in Appendix A, all Oxford librarians and paraprofessional library staff are fully engaged in the work of the library, College, and the Emory Libraries. These important efforts ensure that the library is full partner in the Emory Libraries and guarantee Oxford students and faculty have complete access to the rich resources, technology, systems, and services of the Emory Libraries.

The 2019 MISO (Measuring Information Services Outcomes) survey results document the excellent library services, outstanding customer service, and effectiveness of the library:

- 99% of the students who responded (39%) are satisfied with overall library service, a 2% increase from 2017
- 100% of the faculty who responded (78%) are satisfied with overall library service
- 100% of the faculty who responded (78%) are satisfied with library reference and research services
- 95% of the students who responded (39%) are satisfied with library research instruction for academic courses
- 100% of the faculty who responded (78%) are satisfied with library research instruction for academic courses

- 100% of the faculty who responded (78%) are satisfied with library support for their scholarly research
- 100% of the faculty who responded (78%) are satisfied with responsiveness to their changing library needs

The library experienced a number of positive organizational changes during the past year. See Appendix B for revised organization chart. In the fall 2018, we promoted China Redman from Late Night Library Specialist to Coordinator of Access Services. The library hired Chaundria Campos as the new Late Night Library Specialist.

We recruited a Teaching and Digital Projects Librarian and hired Vanessa Garofalo in this reshaped librarian position in October 2018. Within a short few months, Vanessa contributed to numerous digital and marketing initiatives on behalf of the library including completion of an outstanding video to introduce library services and resources to incoming and prospective students. Further, the library established a Communications Team to publicize library resources, services, and events. The team resurrected *Dooley Noted*, an online library newsletter for faculty and staff. Vanessa Garofalo designed the newsletter and Marvlyn Corbin wrote engaging content for the library blog.

In the fall, we posted two Teaching and Learning Librarian positions to fill one open and another new librarian position. We completed the national search in December 2018 and appointed outstanding candidates, Paige Crowl and Anne Le-Huu Pineault, to these important positions that will enhance the library's information literacy program and specifically support the 30 Discovery Seminars for entering students. With much regret, Courtney Baron resigned her position as Head of Library Teaching and Outreach Services in May 2019 to become the Head of the Margaret M. Bridwell Art Library at the University of Louisville. The library posted the position immediately with the hope of filling this key librarian position by September 2019.

In spite of the significant staff changes, the leadership team, Ellen Neufeld, Jessica Robinson, and Kitty McNeill, developed and continued to foster a positive, team oriented organizational culture. Throughout the year, the extremely productive library team provided excellent customer service, teaching efforts, work products, and events. The daily operations team, composed of Paula Knight, Stephanie Darden, China Redman, and Chaundria Campos, guaranteed the efficient processing of course reserves, interlibrary loan, circulation, and Atlanta-Oxford requests. Further, Jessica Robinson led the effort to employ and mentor over 40 student employees who contributed significantly to ensure the smooth operation of the library for twenty-four hours and seven days each week.

Annual library attendance remained steady with 168,042 visitors and study room bookings increased 18 percent over the previous year. The number of information desk questions decreased. Because the metrics do not reflect the actual activity at the desk, we are working on a better method to track the transactions. Total circulation of library resources dropped slightly however usage of Overdrive electronic books increased by 50 percent over the previous year.

Ben Brown, Departmental Computing Coordinator managed the deployment of 36 iMac workstations, 33 MacBook laptops, and 18 iPads. The iMac workstations showed 901 unique

users indicating that almost all students used the library workstations at some point during the academic year. Additional metrics indicated that students make extensive use the web applications available on library workstation and laptops. Library website use was down slightly; however, we know our users directly access resources through discoverE, ejournals, and Databases @ Emory.

Accomplishments Library Goals 2018-19

Goal: Enhance the Research Practices program to support the Oxford College strategic plan and developments in information literacy in higher education.

The Research Practices' instructional program remained the library's top priority. Librarians taught 181 classes while reaching 3,467 students (some students in more than one course). This six percent decrease in classes taught over the previous year was due to only one librarian co-facilitating a *Learning to Lead* course in fall 2018. The library connected a teaching librarian to each of the eight pilot Discovery Seminar courses in the fall and collaborated with faculty on the information literacy outcome for students. Anticipating the demand for librarian support for the full implementation of the Discovery Seminar courses in fall 2019, the Research Practices team expanded to include Vanessa Garofalo, Teaching and Digital Projects Librarian, in October 2018 and Paige Crowl and Anne Le-Huu Pineault, Teaching and Learning Librarians, in May 2019.

To support faculty and students using digital humanities and other technology tools, Courtney Baron, Head of Library Teaching and Outreach Services, worked with art faculty on a Wikipedia editing assignment and in-class edit-a-thon in collaboration with the Emory Libraries' Wikipedian-in-Residence. Teaching and Digital Projects Librarian, Vanessa Garofalo, presented new opportunities to support digital projects across the curriculum. Using Omeka publishing software, librarians supported projects for multiple religion classes and worked with Dr. Gwendolynne Reid's discovery seminar to create an online archive of personal digital history. In addition, the library worked closely with Dr. Tasha Dobbin-Bennett's Oxford Research Scholars on research projects related to Oxford College's history and archives.

Further, the library collaborated with Academic Technology and Oxford College Information Technology and participated in the 2019 MISO Survey, which measured perceptions of library and information technology services. Anne Le-Huu Pineault, one of the new Teaching and Learning Librarians will focus on assessment of library services and will analyze the survey results beginning in summer of 2019.

To familiarize new students with library resources and services, the library debuted LibCon, the new orientation event for first-year students as a replacement for *Chocolate Sweets and Other Treats* reception. In collaboration with new student orientation WOW leaders, the library hosted 530 first-year students rotating through 10 learning stations in groups of 15. Library Leaders shared information on topics such as course reserves, equipment available for checkout, the library website as a gateway to the vast resources of the Emory Libraries, signing the Honor Code banner, and how to recycle trash properly and other items according to Emory's Zero Waste policy.

Due to the acceptance of a book chapter about Oxford's robust information literacy program for students in a liberal arts setting, the Research Practices program obtained national visibility. The article "A Team-Based Approach to Teaching Information Literacy to First-Year and Second-Year Students" will be published in fall 2019 by the Association of College and Research Libraries in the book *Hidden Architectures of Information Literacy Programs: Structures*,

Practices, and Contexts. Further, the success of the Research Practices program led to a partnership with Sarah Morris, the new Head of Instruction and Engagement at the Woodruff Library and Oxford involvement in the newly formed Instruction Steering Committee with representatives from all the Emory Libraries.

To bring students into the library who might not engage with the library, the staff worked closely with student organizations to host events throughout the academic year. We worked with Game Central Station and the new board game club Games, Cards, and Pieces to host Game Night in the library. The event regularly draws around 150 students who enjoy playing board games, video games, and using the virtual reality lab in the library. To bridge the gap between domestic and international students, the staff worked with the International Student Association to host a *Werewolf* tournament, a social deduction game popular in both China and the United States. We concluded spring semester with a “*Paws*” for a Study Break event in which the library hosted certified therapy and crisis response dogs and provided healthy snacks to offer stress relief for Oxford students during final exams.

Goal: Enhance support for current and new faculty research and scholarship.

Librarians presented a Center for Academic Excellence sponsored faculty workshop, along with Oxford Communication staff, entitled *Putting Yourself Out There: Creating an Online Academic Profile*. Highlights included showing faculty how to manage their Google Scholar Profile, establish an ORCID¹ identifier, and establish a social media presence. Librarians reached out to faculty on a pre-tenure sabbatical to provide library support for research projects and delivered research assistance to numerous faculty across the disciplines.

Again this year, librarians provided support for faculty research by working with six Summer Undergraduate Research Experience (SURE) students assigned to work with Melissa Hage, environmental science; Michael Martin, biology; Simbarashe Nkomo, chemistry; Austin Scharf, chemistry; and Tasha Dobbin-Bennett, art.

Working with Molly McGehee, Associate Dean for Faculty Development, we re-branded *Inspired Performance*, the annual celebration of faculty and staff work, and changed the name to the *Celebration of Scholarship and Creative Expression* to articulate clearly for new faculty the focus and purpose of the exhibit and opening reception. This year we had over 40 contributors and almost 100 artifacts documenting the research and creative efforts of Oxford’s faculty and staff.

Goal: Collaborate with the Oxford College Writing Program, Academic Technology Department, Oxford College Center Teaching and Scholarship, and the other Emory Libraries to support strategic plan initiatives and improve library and technology services for students and faculty.

¹“ORCID provides a persistent digital identifier that distinguishes you from every other researcher and, through integration in key research workflows such as manuscript and grant submission, supports automated linkages between you and your professional activities ensuring that your work is recognized.” <https://orcid.org/>

The Oxford College Library is fortunate to have close ties with other academic support departments across the Oxford campus and the University; we are always looking for opportunities to collaborate with our colleagues to provide top-level support to students, faculty, and the College's strategic initiatives.

Working with the Writing Program and Writing Center, librarians participated in all Write-In events held at the Writing Center to help with research and writing projects during peak deadline periods for students. Ellen Neufeld served on the Writing Center Director Search Committee and on the Writing Support Committee. In addition, Kitty McNeill and Ellen Neufeld collaborated with Gwendolynne Reid and members of the Signature Outcomes Assessment Committee to develop and propose new learning outcomes for the College curriculum.

In partnership with Oxford College Information Technology, Ben Brown developed a new dedicated visitor station that would protect Emory's strict licensing policies while still allowing visitor's access to the web and other library online resources, including printing.

Working with Oxford Academic Technology staff, the library successfully hosted a Virtual Reality Laboratory in the library for both student entertainment and classroom support. Ellen Neufeld participated in the Classroom Technology Working Group in the fall. Vanessa Garofalo brought new expertise; and, the library provided complex digital project support to faculty projects using OMEKA, Scalar, and other digital platforms in collaboration with Oxford's Academic Technology team and Emory's Center for Digital Scholarship. Further, Vanessa Garofalo shared her capabilities with Academic Technology staff and faculty at the annual Teaching and Learning with Technology Institute (TLTI).

Kitty McNeill serves on the Milestone Committee, ensuring the library will be prepared to support this digital portfolio initiative in both its pilot and final phases. Oxford librarians and staff collaborated heavily with library colleagues on the Atlanta campus. They participate on more than **40** (Appendix A) policy and working groups related to the work of all the Emory libraries. This participation is essential to ensure that dedicated and complex library systems and policies based on the needs of all Emory libraries are implemented and accessible to Oxford students and faculty. Some key examples included the recent decision to use library common good funds to purchase online *New York Times* access for the entire University; training of staff on the nuances of Reserves and Copyright; and user experience testing of both the Libraries' web site platform and upgrade of the **discoverE** online search tool.

Goal: Collaborate with other Emory Libraries on the development of the Emory Digital Library Program to expand access for students and faculty to the extensive digital resources of the libraries.

Oxford College Library provided two of the five pilot collections that will be the first available from all the Emory Libraries in the Phase I implementation of the Emory Digital Library Repository, *Cor*. The repository will include the Oxford College Collection of Asian Artifacts, consisting of 191 images of 61 objects, and over 70 yearbooks from Oxford. These digital collections will be available to the public via the *Lux* interface in 2020.

A significant amount of work began in January 2019 to establish data migration protocols for the two digital collections. This work provided an opportunity to refine procedures going forward

for any digitization initiatives the Oxford library might choose to undertake and to ensure collections use the Emory Core Metadata standards and digitization policies. Kerry Bowden, Coordinator of Archives and Special Collections for Oxford, along with the Archives Team continues to develop projects for inclusion in the Digital Library Program and plan two prospective project proposals for the coming year.

While not all archives projects are candidates for inclusion in the Digital Library Program, digital preservation and physical conservation of existing collections remains a central focus, especially for audiovisual material and fragile items. The library digitized portions of gifts from Judy Greer and Art Vinson in order to preserve unique content for future researchers. Complementing the Digital Library Program, Kerry Bowden also participated in Emory Libraries implementation of Archives Space, an open source archives information management application used by over 50 other institutions of Emory's size.

In these and other collaborations, the Archives Team continued to work closely with several units across Emory Libraries, including conservation, digitization, exhibitions, and the Rose Manuscripts and Rare Book Library. Oxford campus outreach efforts led to successful assignments based on the *Dream Machine* and *Still Raising Hell* exhibitions for two sections of Eric Solomon's AMST 201QW Introduction to American Studies course. In addition, the Archives and Special Collections Coordinator provided support for students from three separate courses conducting archival research, and two groups of Oxford Research Scholars.

Oxford College Library
Goals 2019-2020

Enhance the Research Practices program to support the Oxford College strategic plan and developments in information literacy in higher education. (Directly supports Mapping Pathways of Academic Excellence, specifically the first year Discovery Seminar and Milestone Initiative)

- Hire replacement for Courtney Baron, Head of Teaching and Outreach.
- Collaborate with faculty in the 30 fall 2019 Discovery Seminars and other courses requiring information literacy instruction throughout the curriculum.
- Work with faculty and other Emory librarians to develop flipped-classroom online modules based on the *Framework for Information Literacy for Higher Education* for Discovery Seminars and other information literacy initiatives.
- Support the Milestone Initiative through the development of instructional materials on copyright, fair use, permissions, and appropriate attribution for students creating ePortfolios.

Enhance support for current and new faculty research and scholarship. (Directly supports building a World Class Academic Experience)

- Provide collections, resources, and librarian assistance to help faculty increase their scholarship productivity.
- Provide librarian research support specifically for pre-tenured faculty on teaching sabbaticals.
- Enhance the Celebration of Scholarship and Creative Expression (CSCE) to highlight the scholarship of the Oxford faculty.

Collaborate with the Oxford College Writing Program, Academic Technology Department, Oxford Center for Teaching and Scholarship (OCTS), and the other Emory Libraries to support strategic plan initiatives and improve library and technology services for students and faculty. (Directly supports building a World Class Academic Experience and Mapping Pathways of Academic Excellence)

- Provide support for faculty and student digital scholarship initiatives and publications.
- Use results of the 2019 MISO Survey administered by Bryn Mawr College to improve library and information technology services for students and faculty.
- Collaborate with the Emory Libraries Core Systems Team to implement an improved new discovery system for accessing library resources.
- Migrate online library research guides to a shared Emory Libraries platform that will allow improved integration with the course management system, Canvas.
- Collaborate with the new Writing Center Director.

Collaborate with other Emory Libraries on the development of the Emory Digital Library Program to expand access for students and faculty to the extensive digital resources of the libraries. (Directly supports building a World Class Academic Experience)

- Leverage inclusion of the Asian Artifacts collection in the Digital Library Repository for outreach and further research.
- Digitize the *Phoenix* and other early Emory publications held in the Oxford archives.
- Develop the Oxford Research Scholars *Visual Histories of Early Emory at Oxford* project with Tasha Dobbin-Bennet and preserve the digitization and description efforts of the first two cohorts in the Repository and on the Scalar project site.

Assess and address the impact of the new Student Center on library activity. (Directly supports building a World Class Academic Experience)

- Analyze MISO survey data to distinguish and improve upon unique library benefits to students.
- Designate and promote quiet study space in the library for students.
- Collaborate with Campus Life and student organizations to provide programming in the library such as study breaks and game night.

Appendix A
Library Staff Committee Work
2018-2019

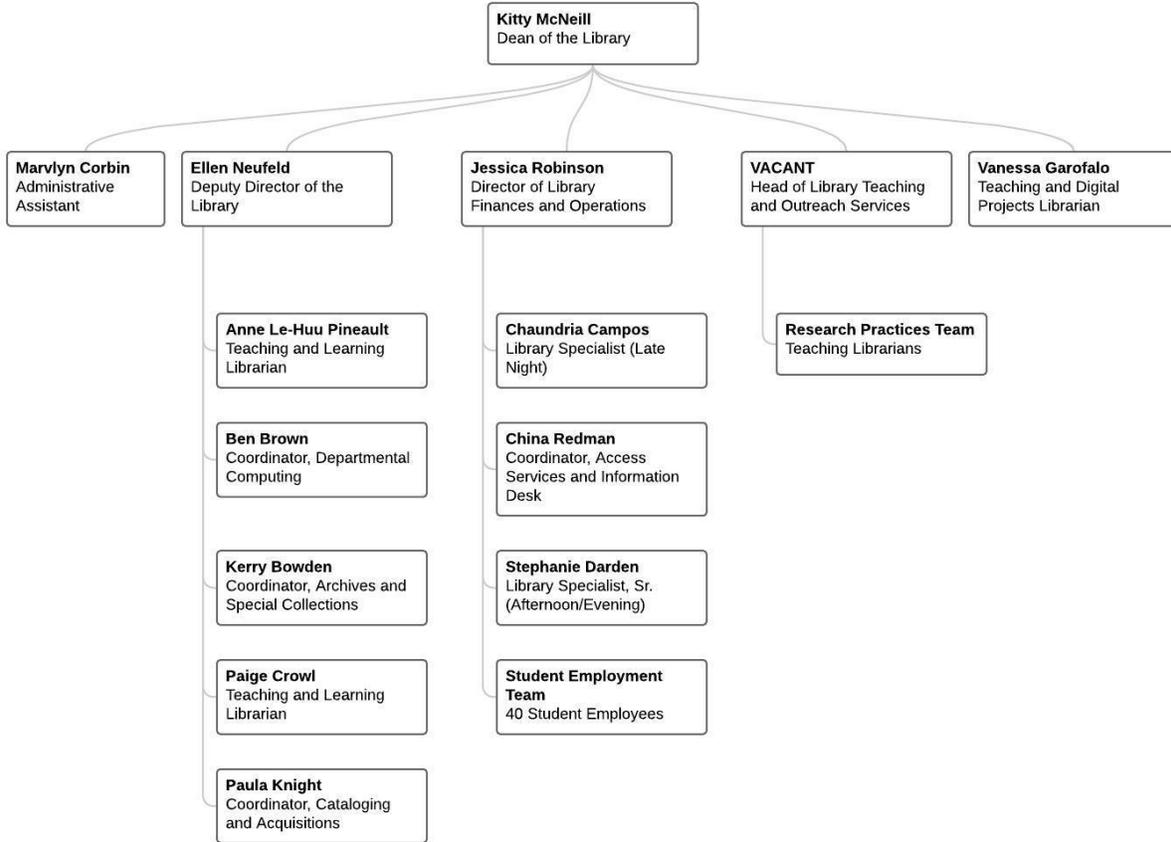
<p><i>Courtney Baron</i> <i>Head of Teaching and Outreach</i></p> <p>Oxford College Library Research Practices, chair Events and Outreach, chair Student Employee Team Website Team Communications Team Customer Service Team Collection Development Teaching and Assessment Librarian Search (Chair) Teaching and Learning Librarian Search Committee (Chair)</p> <p>College Committees CAE Advisory Board International Students Advisory Board</p> <p>Emory Libraries Instruction Steering Committee Wikipedia Working Group Framework Task Force Student Services Task Force discoverE Advisory Group Assessment Integration Group</p>	<p><i>Kerry Bowden</i> <i>Coordinator of Archives and Special Collections</i></p> <p>Oxford College Library Collection Development Events Archives Team (Chair) Research Practices Customer Service Team Digital Projects Librarian Search Committee</p> <p>Emory Libraries ArchivesSpace Core Team Archives Space Policy and Workflow Working Group Digital Collections Development Committee Digital Library Program Implementation Project Core Team Metadata Policy Archival Description Sub-Committee</p>	<p><i>Ben Brown</i> <i>Coordinator of Departmental Computing</i></p> <p>Oxford College Library Customer Service Team Website Team (Chair) Collection Development Research Practices Systems Teaching and Assessment Librarian Search Teaching and Learning Librarians Search Committee</p> <p>Emory Libraries and University Web Stakeholders Group DeskNet Eagle Print Team Emory IT Client Management Team</p>
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<p><i>Chaun Campos</i> <i>Late Night Library Specialist</i></p> <p>Oxford College Library Stacks Maintenance Reserves Student Employment Team Daily Operations Customer Service Team</p>	<p><i>Marvlyn Corbin</i> <i>Administrative Assistant</i></p> <p>Oxford College Library Communications Stacks Maintenance Daily Ops Events and Outreach Customer Service Team</p> <p>College Building Managers</p>	<p><i>Paige Crowl</i> <i>Teaching and Learning Librarian</i></p> <p>Oxford College Library Research Practices Student Employment Team Collection Development and Acquisitions Communications Customer Service Team</p> <p>Emory Libraries Diversity, Equity, and Inclusion <i>discoverE</i> Advisory Group</p>
<p><i>Stephanie Darden</i> <i>Library Specialist, Senior</i></p> <p>Oxford College Library Stacks Maintenance (Chair) Student Employment Team Daily Operations Reserves Teaching and Learning Librarians Search Committee Customer Service Team</p>	<p><i>Vanessa Garofalo</i> <i>Digital Projects Librarian</i></p> <p>Oxford College Library Communications Team (Chair) Collection Development Website Research Practices Events Archives Customer Service Team</p> <p>College ISAC (International Student Advisory Committee) Oxford College Social Media Council</p> <p>Emory Libraries Emory Information Literacy Task Force Canvas Integrations Online Integrations Taskforce</p>	<p><i>Paula Knight</i> <i>Coordinator, Cataloging and Acquisitions</i></p> <p>Oxford College Library Collection Development Systems Team Reserves (Chair) Customer Service Team Daily Operations</p> <p>Emory Libraries Reserves Community of Practice Interlibrary Loan Community of Practice Cataloging Working Group Copyright Community of Practice</p>

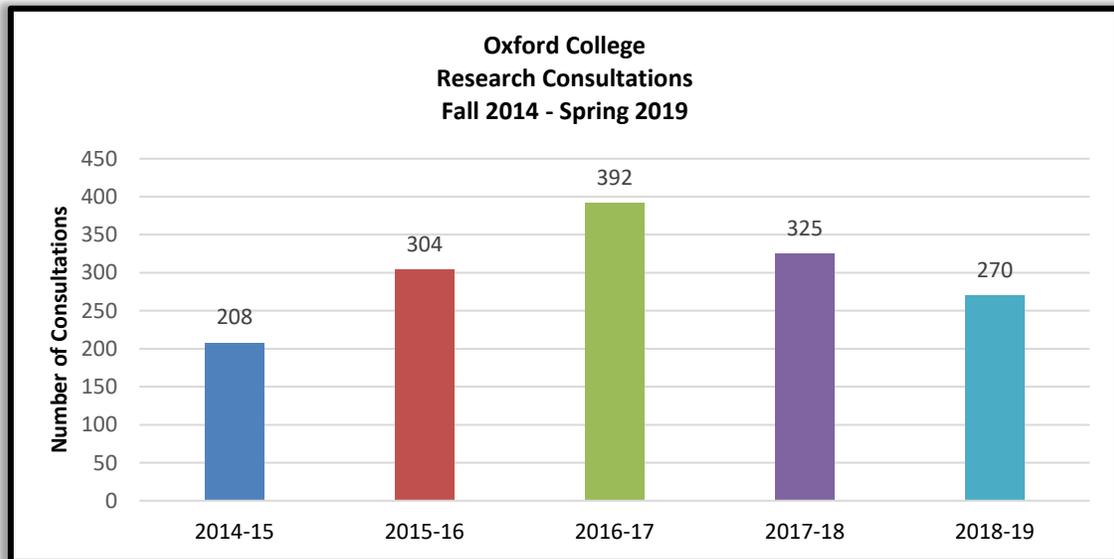
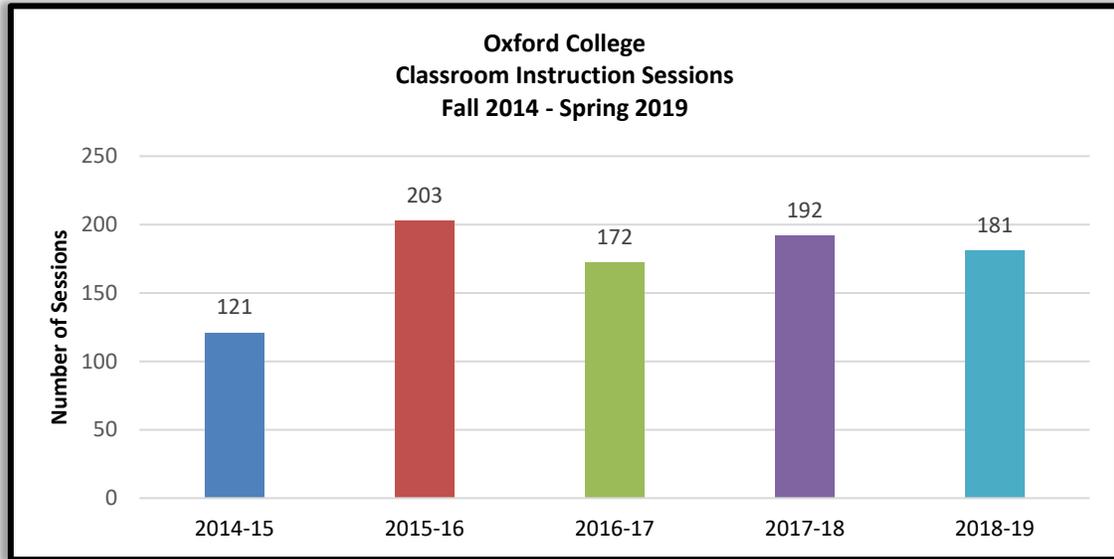
<p><i>Anne Le-Huu Pineault</i> <i>Teaching and Learning Librarian</i></p> <p>Oxford College Library Research Practices Collection Development and Acquisitions Website Events and Outreach Customer Service Team</p> <p>Oxford College International Student Advisory Group</p> <p>Emory Libraries Student Services Group Assessment Integrations Group</p>	<p><i>Kitty McNeill</i> <i>Dean of the Library</i></p> <p>Oxford College Library Research Practices Communications Website Systems Archives Managerial Leadership Team (Chair) Teaching and Learning Librarians Search Committee Customer Service Team (Chair)</p> <p>College Dean’s Council Milestone Curriculum Initiative Committee Signature Outcomes Assessment Committee Faculty Information Technology Committee TLTI Selection Committee</p> <p>Emory Libraries Emory Libraries Cabinet Librarians’ Council (Directors of the Emory Libraries) University Librarian’s Direct Reports Group University Senate Library Policy Committee Springshare Steering Committee Online Exhibits Committee Collections Strategy Group</p>	<p><i>Ellen Neufeld</i> <i>Deputy Director of the Library</i></p> <p>Oxford College Library Research practices Events and Outreach Team Collection Development (Chair) Website team Systems (Chair) Archives Customer Service Team Managerial Leadership Team Teaching and Learning Librarians Search Committee Digital Projects Librarian Search Committee (Chair)</p> <p>College Signature Outcomes Assessment Committee Communications Council Writing Support Committee Writing Center Director Search</p> <p>Emory Libraries Access Services <i>discoverE</i> Advisory Group Electronic Books Emory Libraries Collection Development Core Systems Advisory Group Web Stakeholders Metadata Group</p>
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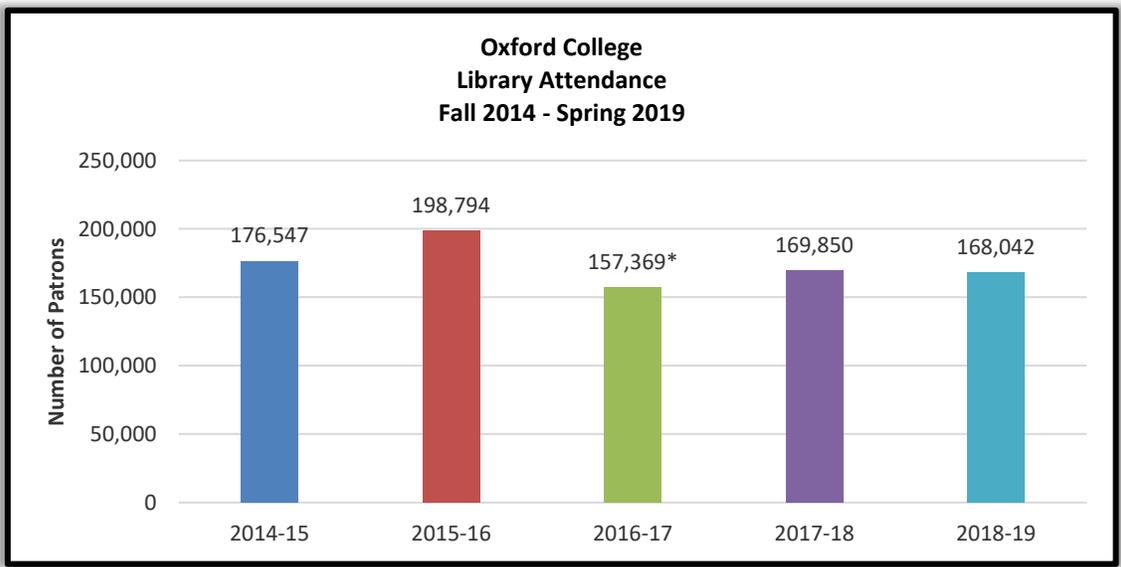
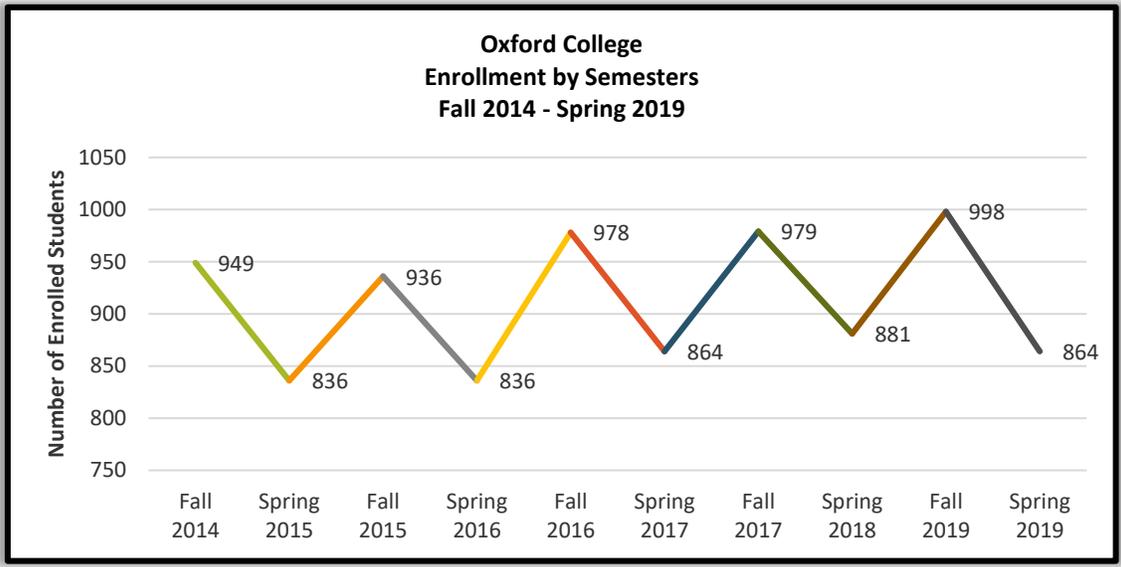
<p><i>Jessica Robinson</i> <i>Director of Library Finances and Operations</i></p> <p>Oxford College Library Library Student Employee Team (Chair) Managerial Leadership Team Research Practices Team Systems Team Events and Outreach Team Customer Service Team Collection Development Teaching and Assessment Librarian Search Committee</p> <p>College Building Managers Data Advisory Committee Finance and Administration Working Group</p> <p>Emory Libraries Acquisitions Committee (Chair) Assessment Integrations Group Accessibility and Accommodations Group</p>	<p><i>China Redman</i> <i>Coordinator, Access Services</i></p> <p>Oxford College Library Daily Operations (Chair) Student Employment Team Systems Team Reserves Team Customer Service Team Teaching and Assessment Librarian Search Committee</p> <p>Emory Libraries Patron Management Committee Requesting in Alma Committee Notices Group Copyright Community of Practice Interlibrary Loan Community of Practice Circulation Community of Practice</p>
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Appendix B Library Organization Chart 2018-2019

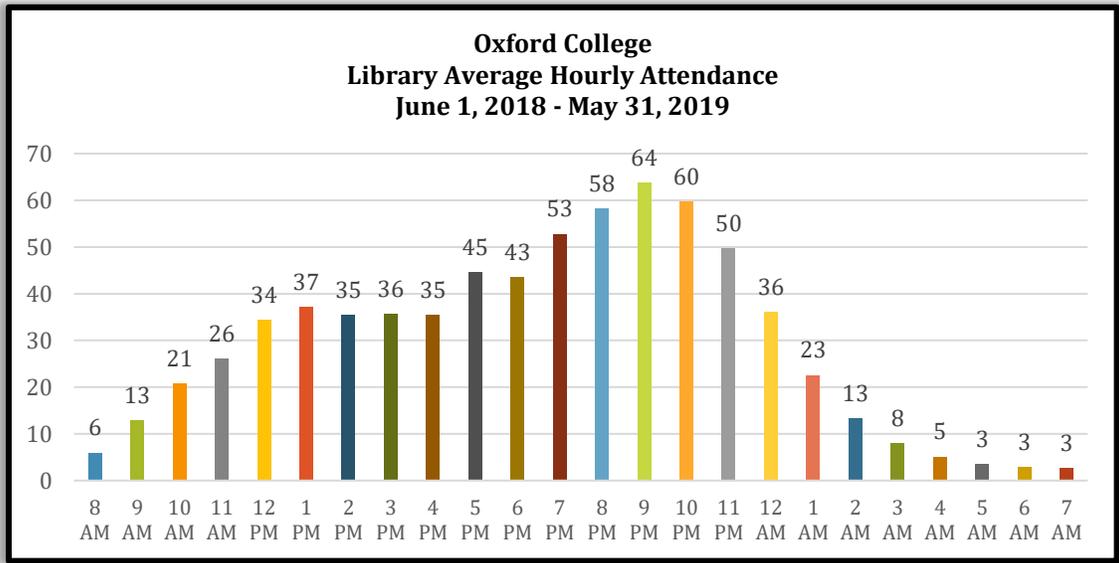


Appendix C
Annual Library Statistics Report
2018 – 2019

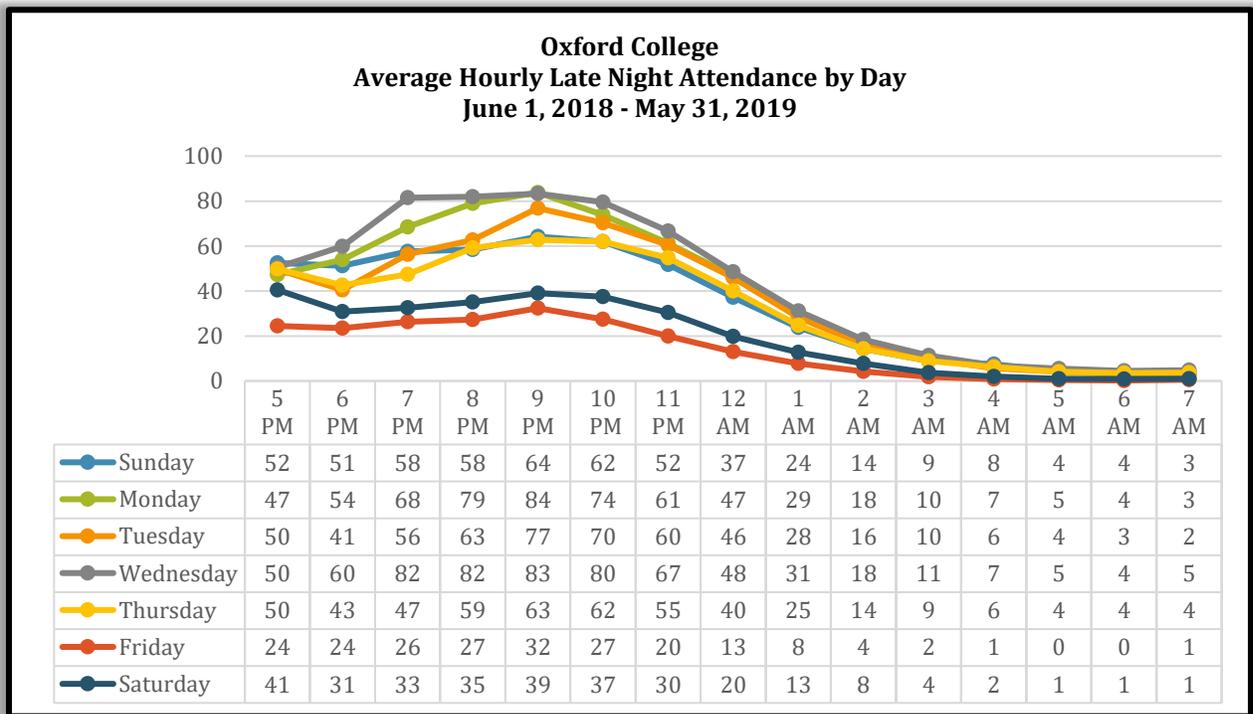


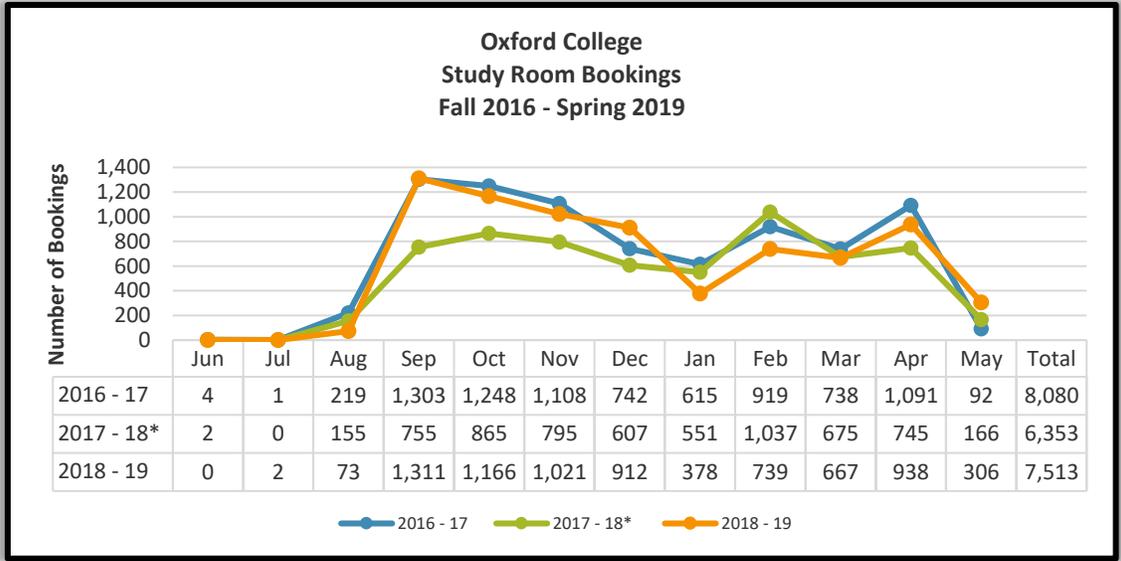
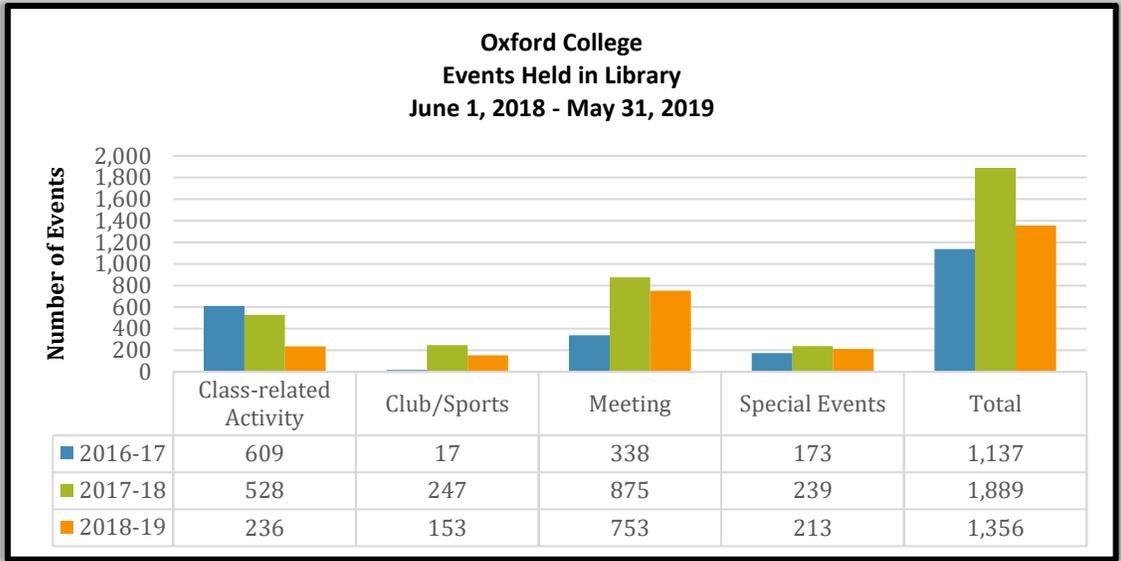


* Issues with door counter accuracy during 2016-17.

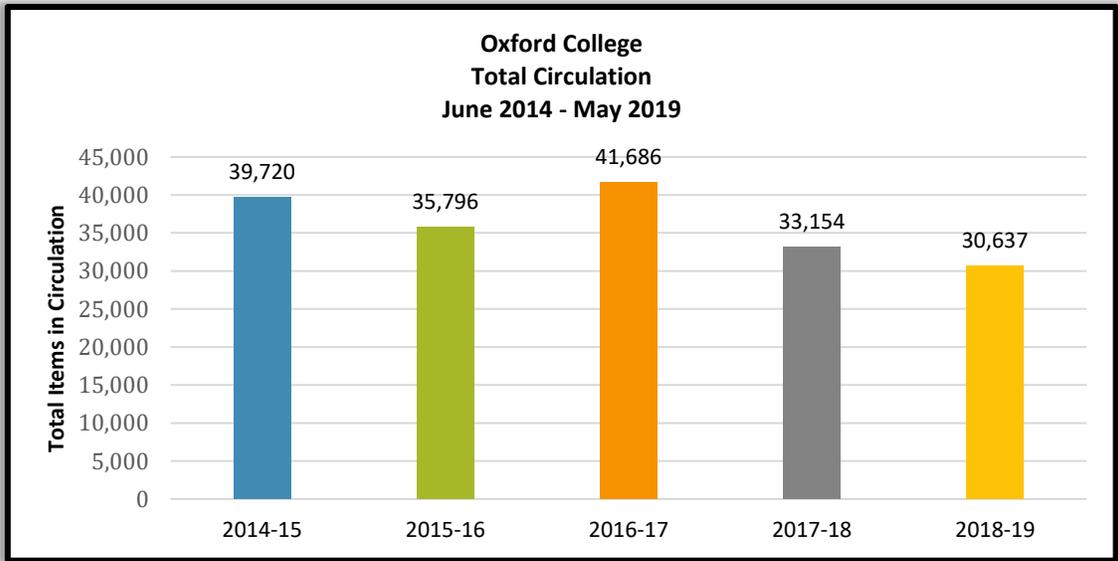
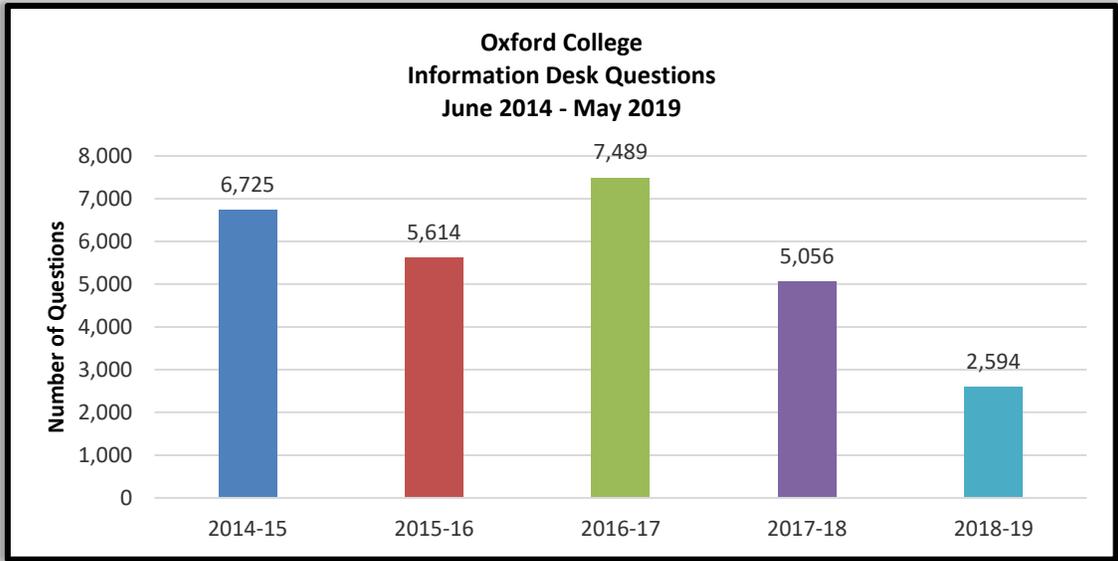


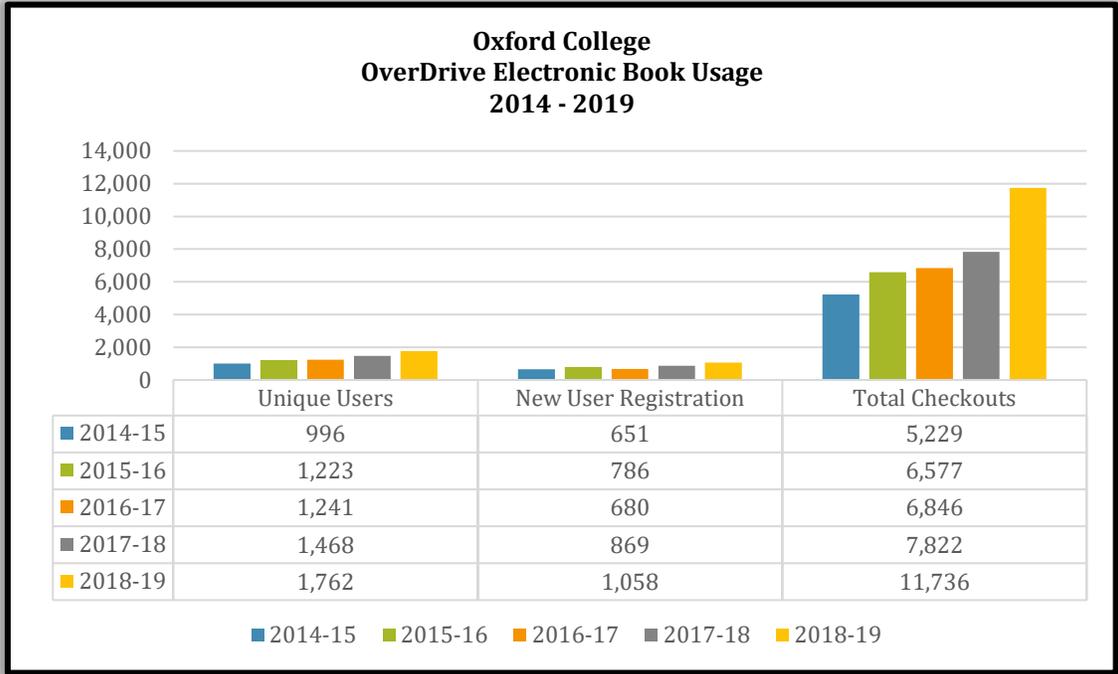
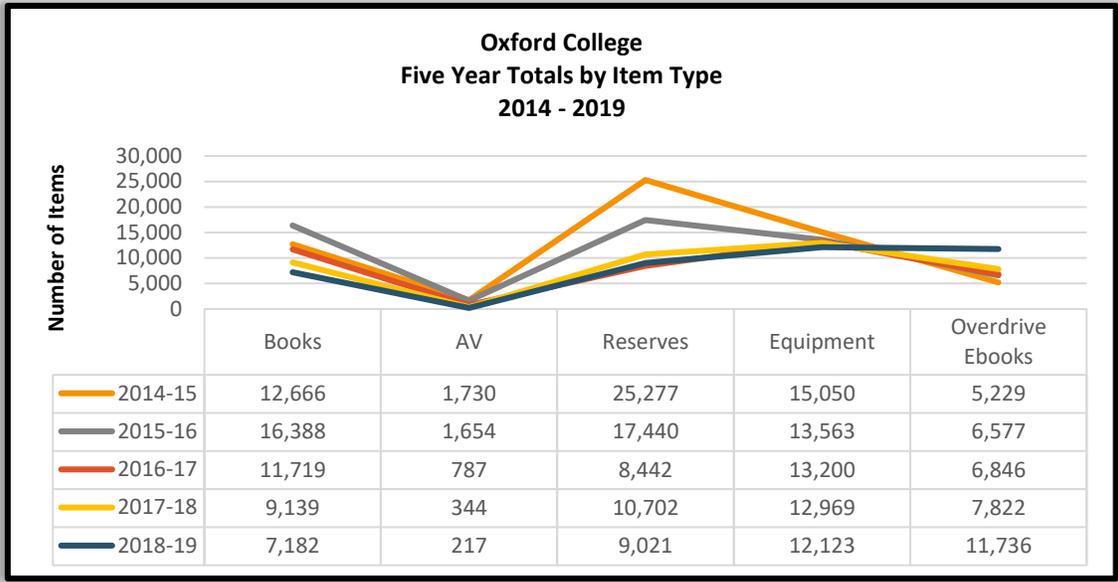
Library security from 12 AM – 8 AM, Sunday – Thursday and 8 PM – 12 AM, Friday – Saturday.



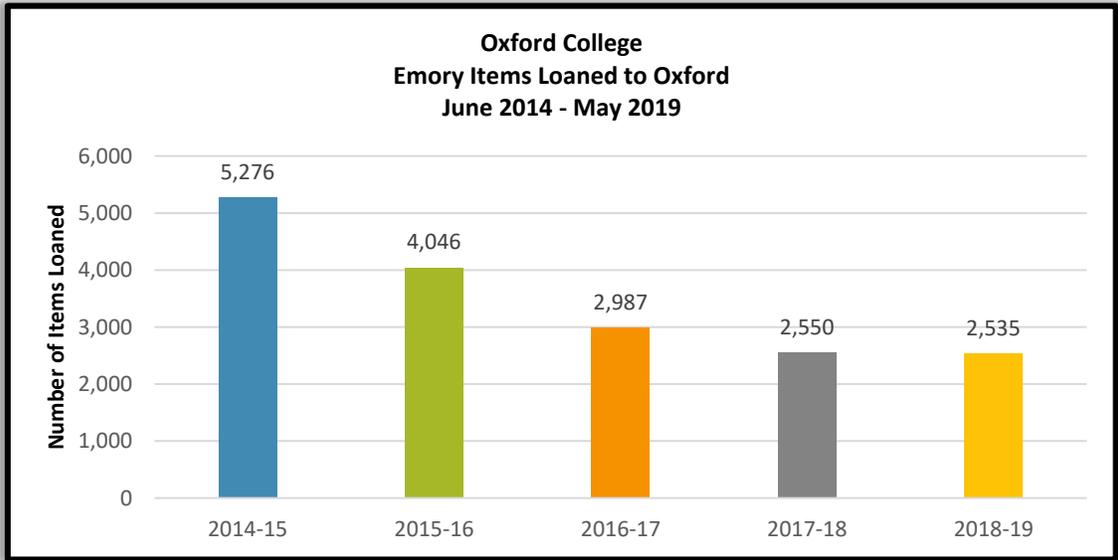
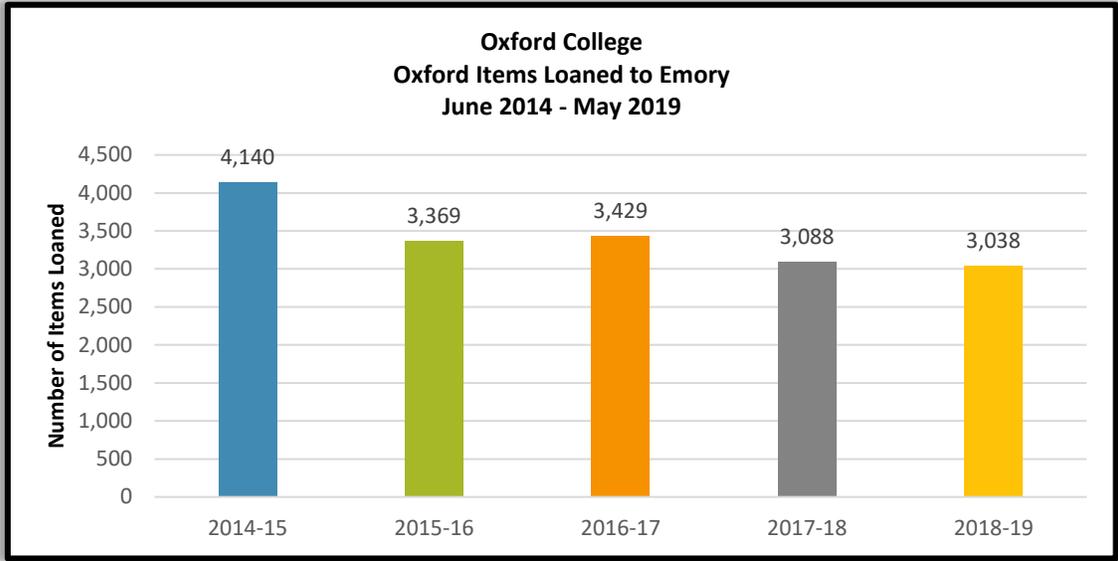


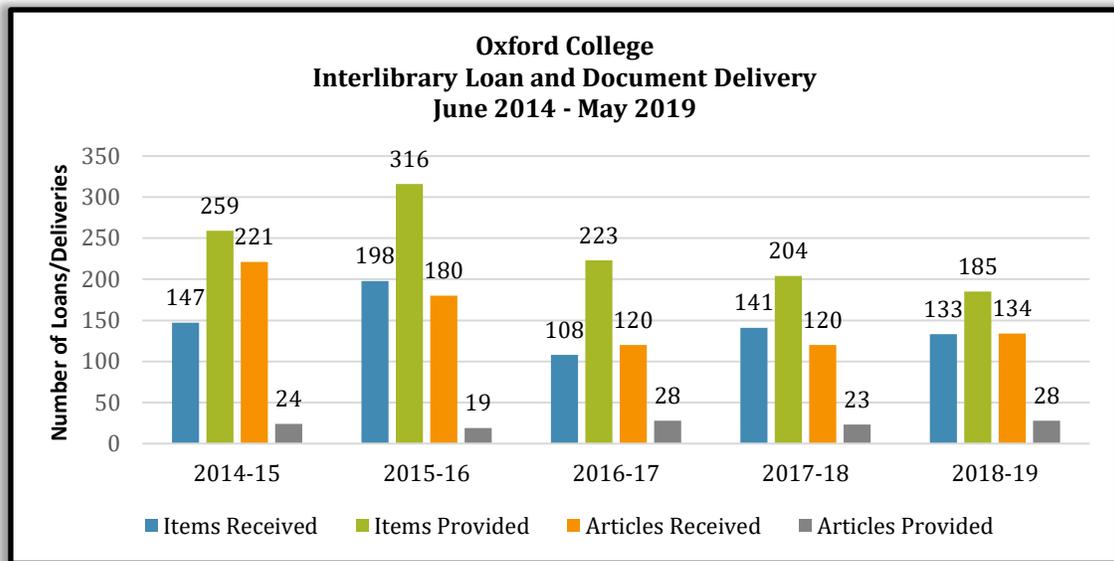
* Study room reservations were low due to several rooms converted to offices.



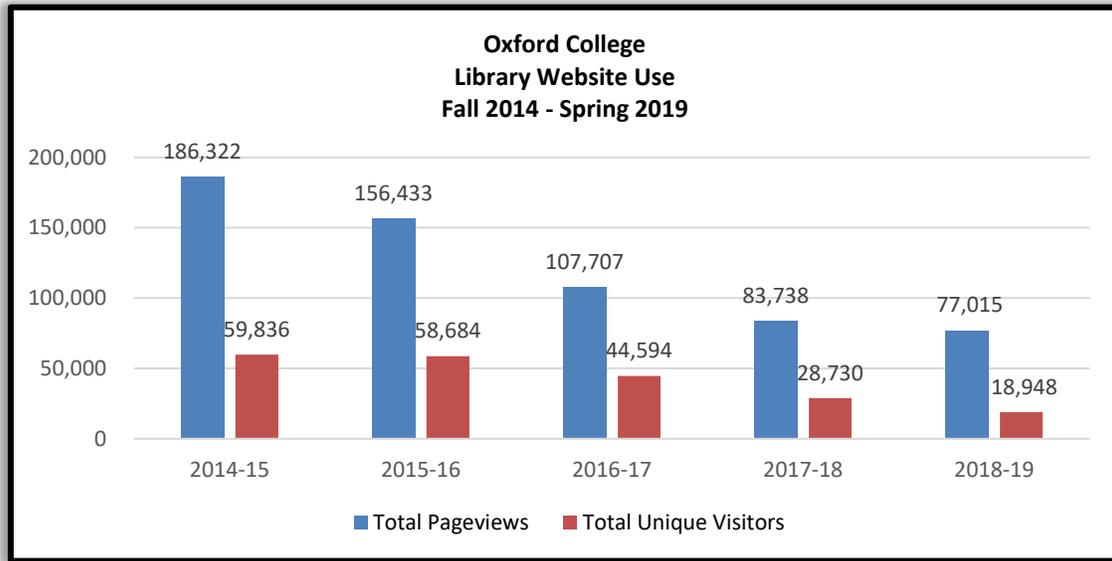


* Error on 2017-18 Unique Users on last year's Annual Report





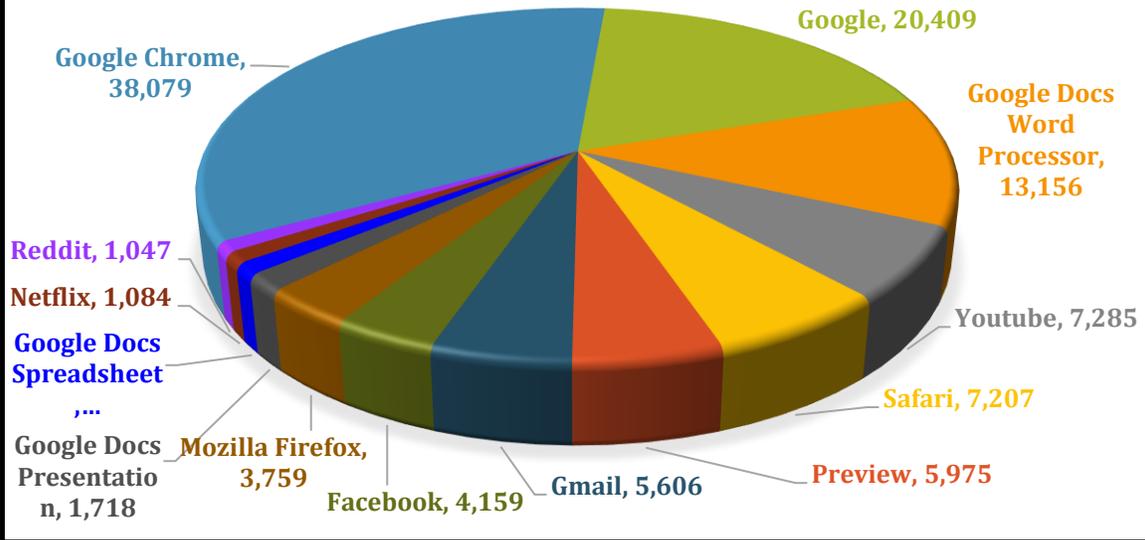
Oxford College Physical Collection Resources As of June 2019	
Titles Held	59,970
Volumes Held	65,873
Volumes Withdrawn	1,316
Physical Media	1,330
Archives Added (Linear Feet)	1.60
Total Archives (Linear Feet)	125.69



**Top Library Pages
June 2018 - May 2019**

Rank	Page	Views	Percent of Total
1	Homepage	45,934	66.09%
2	Research Guides	7,514	9.76%
3	Library Materials	2,014	2.90%
4	Directory	1,858	2.67%
5	About	1,793	2.58%
6	Research-Learning	1,464	2.11%
7	Hours	1,216	1.75%
8	Books-eBooks	1,014	1.46%
9	Special Collections	906	1.30%
10	Finding Books-eBooks	688	0.99%

**Oxford College
Most used (>1,000) Tracked Web Applications
by Launch Count
June 1, 2018 - May 31, 2019**



**Oxford College
Most used (>100) Tracked Desktop Applications
by Launch Count
June 1, 2018 - May 31, 2019**

