Annual Report FY17

Mission Statement: The Missouri State University Libraries, a singular entity, provides information resources, services, and spaces to advance the University’s purpose to develop educated persons. Infused by MSU’s statewide mission in public affairs and our commitment to inclusive excellence, we provide fundamental support for teaching, learning, research, scholarship, creative activities, and service. We meet information needs of the university community, the Springfield metropolitan area, the Ozarks, the State of Missouri, and diverse social, cultural, and scholarly communities across the nation and the world.

More About the MSU Libraries:
https://libraries.missouristate.edu/About-the-Libraries.htm

Access Services

Access Services continues to provide research support for our faculty, staff, and students as well as to other institutions. Access Services finished their program review document in 2017.

Circulation Services

- Circulation continues to expand the number of laptops and cables on reserve for patrons to check out.
- **Items Circulated**
- **Five year trend of General Collection Circulation** (This does not include Media, Music, IG12, Maps, or Greenwood circulations.)
- **MOBIUS Borrowing and Lending**

Interlibrary Loan

- In September of 2016, one ILL staff person retired and the position was reallocated to another programmatic area of the MSU Libraries. ILL therefore has only one full-time staff person. One person from Circulation and the Access Services unit head now help out and fill in as necessary.
- ILL is migrating from the ILLiad software, which is being discontinued, to Tipasa, which is the new Web service replacement.
- **ILL lending and borrowing statistics**
Shelving and Reshelving

- Circulation is in the midst of a multi-year inventory of the entire general collection. This project is low priority and therefore moves slowly but personnel have currently progressed from the As to the Fs.
- Due to renovations, we moved the shelving ranges used by the Music and Media collections to the 2nd level of the library in late summer of 2016 and began moving them to their final location in late spring of 2017.
- Library personnel took down 10s of ranges, and thousands of shelves previously used for Government Documents and Reference shelving on the first level.

Acquisitions

Program Review

- Jan. 4-6, 2017: External program reviewer Sian Brannon from the U of North Texas visited the MSU campus. Her report is posted on the Libraries’ website. She recommended focusing on four areas to prepare for upcoming needs: communication, fiscal, personnel, assessment. The Content Management and Acquisitions unit’s action plan responding to her report is posted as well.

Bindery

- We completed our second renewal period of our contract with Houchen Bindery. We sent 384 periodical bundles, 177 monographs and 633 theses to Houchen Bindery in FY17, compared to 515 periodical bundles, 174 monographs, and 672 theses to Houchen Bindery in FY16.

Repairs and Conservation

- The conservation and mending processes and techniques have evolved this year to include more Japanese paper repair using watercolor paints.

Administrative and General Services

Budgetary Planning and Budget Cuts

- FY17 one-time Giveback:
- FY18 Permanent Cuts to the Operating Budget:
Lux Kleineck Lactation Room

- April 2017: Meyer Library now has a Lactation Room, available whenever the main part of the building is open (i.e., other than the Open Access Computing Lab and the main lobby). The room is LIBR 315, located in the north study area on the Third Level. To use the room, a user needs to check out the key at the main Circulation Counter on the First Level. The room already has been named in honor of Lux Kleineck. Thank you, Matt and Kerri Miller, for making the Lux Kleineck Lactation Room a reality.

Meyer Library Renovation Project

- RIS Commons: Renovated First Level Northeast into the RIS Commons, with new carpeting, new furniture, and new wall-shelving
- Renovated Room 120 (new number) on the north side of the First Level, adjacent to the loading dock area and RIS, to be used a public-use swing space (i.e., general use, but available for events and exhibits, when needed.
- Second Level Southwest:
- Main Lobby: Developed and reviewed preliminary plans for a complete re-furnishing of the main lobby in December 2017.

Missouri Center for the Book

- Arlis Glenn Prize Award Ceremony, honoring George Hodgman, author of Bettyville, was held at the Diastole Scholar’s Center at UMKC.

Northwest Project Library Services Initiative

- Employee-volunteers of the MSU Libraries worked to prepare a room at the Fairbanks to serve as a library/computer lab/meeting space
- Employee-volunteers of the MSU Libraries volunteered their time, expertise, and money to purchase an annual subscription to a basic integrated library system to be used in the Fairbanks Library.

Oral History Projects

- Ozarks Voices:
  - July 7, 2016: Sarah Klinefelter
  - July 8, 2016: Todd Parnell
  - Aug. 12, 2016: Tom and Helen Stevens
  - Aug. 19, 2016: Abbey Waterworth
  - Aug. 25, 2016: Clifford Underwood
Outreach and Development

- **Jane A. Meyer Carillon Summer Concert Series:** As in previous years, the MSU Libraries worked with the MSU Music Dept. and the College of Arts and Letters to hold a series of four Sunday evening carillon concerts.
- **Henry Schoolcraft Bicentennial (2018-2019)**
  - Worked with Don Martin to edit and publish his memoirs.
  - Began working with Bill Darr on a book about the business and philanthropic activities of the Darr Family.
  - Worked with the City of Springfield on several projects related to Route 66, including planning for a photo-opportunity sign at the Route 66 Birthplace, now MSU Parking Lot 40 at the corner of E. St. Louis and Jefferson in downtown Springfield.
  - Aug. 16, 2016: Tom Peters spoke to the Downtown Rotary Club about Route 66
  - Aug. 18, 2016: Tom Peters was a guest on Larry Freund’s weekly radio program on KWTO, speaking about the Ozark Jubilee.
  - Feb. 3, 2017: Met with Terry Chase at Chase Studios to tour their studios and collections, and to provide advice regarding metadata for their collections.
September 1, 2016: Tom Peters spoke to the general public about the life of John T. Woodruff at the Library Center of the Springfield-Greene County Library District.

Sept. 14, 2016: William Daggett, first library director of the Fourth Normal School, is inducted into the MSU Wall of Fame.

Sept. 15, 2016: Tom Peters spoke at the MSU Golden Bears Luncheon about the history of East St. Louis Street.


Feb. 28, 2017: Tom Peters spoke to the Metro Rotary Club about the Ozark Jubilee.

Private Giving to the MSU Libraries

In Fiscal Year 2017 private giving to the MSU Libraries increased over 700% to nearly $1 million, compared to FY16. Nearly 1,000 individuals made donations in FY17 to the MSU Libraries. Gifts to the MSU Libraries include both in-kind gifts and financial contributions. A major contributor to this phenomenal year-over-year growth was the substantial in-kind gift from Pete and Sara Morgan of their world-class collection of military insignia. That gift will continue coming to the MSU Libraries in FY18, and the grand opening for that collection will be held on Wednesday, September 13, from 3:00 to 5:00 p.m. on the Third Level of Duane G. Meyer Library, with remarks at 3:30. Other growth areas in FY17 included the Karen Horny Library Fund, the Parent’ Library Collections Endowment, the Fraley Family Rare Books Endowment, the fund to support the Ozark Jubilee Digitization Project, and many more. The Capital Campaign for the MSU Libraries is gaining momentum, too.

Project 2020, Annual Goals

During the 2016-2017 Academic Year now ending, the MSU Libraries made good progress on several initiatives within the MSU Libraries 2020 Long Range Plan. Some of the many advances are:

- Content
  - New Content Areas: BearWorks, MSU’s Institutional Repository, launched in FY17. Several unusual formats are being digitized, including glass plate negative photos, kinescopes, and a carved walking stick. The MOBIUS consortium agreed to provide access to the Open Textbook Network, which will commence in FY18.
  - Digitization Lab: The space for the lab was renovated, the lab has been staffed, Shannon Mawhiney is managing the lab, and various projects are well underway.
Multimedia Culture: A Virtual Reality Service launched in FY17 and is proving to be quite popular.

- Services
  - Liaison Program: Substantial progress was made on implementing a full-service Liaison Program, with a planned roll-out in August 2017.
  - Library Information Technologies: The Study Room Scheduling System became available to users and has proven to be very popular. The circulatable laptop service has been expanded.
  - Integrated Library System: A campus-wide committee was formed to discuss the future of MOBIUS and MSU's relationship with the consortium.

- Spaces
  - Renovations: During FY17 the new Technical Services work areas in the Lower Level were completed and occupied. LIT work areas were moved from the Third Level to the 003 Rooms. Testing Center employees moved into their new offices. The creation of an RIS Commons is almost complete (awaiting the final furniture shipment). The new RIS Instruction room was completed. The Open Access Computing Lab moved into their newly renovated space on the First Level. Significant planning work was completed for the refurbishment of Second Level SW, which will hold Music & Media, with a large open study space. Planning was undertaken to re-furnish the main lobby.

- Organizational Matters
  - Employee Development: Vicki Evans is now working two afternoons each week in Special Collections and Archives. Lisa McEowen is now working full time in the Digitization Lab. Jeffrey Lawson is working half-time in the Digitization Lab, and half-time in Access Services.
  - Outreach and Development: An MSU Libraries Capital Campaign Advisory Committee has formed and has met several times. The goal of this campaign is to garner private support for the renovations of Duane G. Meyer Library and Haseltine Library.

Publications, Social Media, and Websites

- Special Collections upgraded to a new version of CONTENTdm which has a more user-friendly interface.
- For the University Libraries' social media pages:
  - 80 new Facebook followers in FY 17 (689 total)
  - We have 924 total Twitter followers.
320 total videos were added to YouTube this FY (mainly McCann (284), plus 36 videos added to other collections; only 1 of those is not Special Collections related).

**Route 66 Initiatives**

- Collaborated with the Springfield Research Center of the State Historical Society of Missouri to plan to undertake a survey of and report on Route 66 collections in the state of Missouri.
- Continued active membership in the Research Route 66 8-state group of the Route 66 Corridor Preservation Project of the National Park Service.
- Continued preliminary planning to develop and fund a national/international Route 66 Research Center located in Springfield and managed and operated by the MSU Libraries.
- Adding oral histories conducted by the Route 66 Association of Missouri to the library’s YouTube channel.

**Building Services**

**New Signage System**

In March 2017 the MSU Libraries entered into an agreement with MSU Planning, Design, and Construction (PD&C) to begin a process to develop a fully articulated plan, with cost estimates, for a new signage system in Meyer Library. PD&C agreed to work closely with the Libraries to articulate our needs, explore options, and develop a plan. Dean Peters informed PD&C that the Libraries already has a Signage Task Force in place that will become active again. Members include Mark Arnold, Jessica Bennett, Jir Shin Boey, Nathan Neuschwander, Jeffrey Lawson, and Tom Peters (Chair).

**Gate Count**

Total gate count for Meyer Library dropped from 745,550 in FY16 to 731,067 in FY17, a decrease of 1.9%. Note that gate counts are made at the top of the interior ramp. Therefore, lobby-only usage is not counted, nor is after-hours use of the open access computer lab. Total usage of the building continues to be well above 750,000 annually.

For details, see [Annual Gate Count](#)
Hours

When classes are in session, the MSU Libraries provides services 110 hours per week.

March 2017: the new Open Access Computer Lab on the First Level, as well as the main lobby, expanded their hours of open access. When classes are in session, both areas are open 24/5 during the week, but are closed early Saturday and Sunday mornings.

Study Rooms

During the 2016-17 academic year, Meyer library had between 26 and 34 study rooms available and reservable at different times of the year. During the year, the rooms were reserved by 4,267 patrons for 39,744 hours. Since the study rooms are usable without reservations, these numbers record only study room reservations, not use.

Cataloging and Metadata Services

Staffing and space

- On November 1, the Library Associate III position in Cataloging was moved to Special Collections to work on digitization and video editing. Also about this time, the Cataloging unit was moved from Meyer’s first level to the lower level.

Program Review

- Jan. 6-8, 2017: Katharine Leigh from Ball State U visited campus as the external reviewer of our Cataloging and Metadata Services program. Her report is posted. She recommended replacing the Library Associate III position to help with metadata for digital projects recently added to unit work. She also recommended that the unit create online unit documents detailing unit tasks for purposes of succession planning, since 4 of the 5 unit employees are eligible to retire. The Cataloging unit’s action plan responding to her report is also posted.

Cataloging Statistics

- Original Cataloging: 627 (FY16 comparison data not available)
- Copy Cataloging: 5,089 (FY16 comparison data not available)
- Total Items Cataloged: 5,716 (down from 9,235 total items in FY16, and 15,592 items cataloged in FY15 when there was an additional project cataloger for documents)
- Items Rush Cataloged: 129 (down from 236 items rush cataloged in FY16)
• Items withdrawn: 1,835 (down from 4,639 items withdrawn in FY16, and 12,327 items withdrawn in FY15 when there was a massive weeding project)
• Bibliographic records modified: 84,772 (FY16 comparison data not available)
• Item records modified: 14,458 (FY16 comparison data not available)

Metadata for Digital Initiatives

• In the Spring of 2017, the two faculty catalogers began providing metadata for two recent digital initiatives. One is the Rafferty slide project, which was recently begun in Special Collections and will continue for a good while until completed. Cataloging has contributed metadata for 554 Rafferty slides. The other digital initiative is for theses in the IR project. Cataloging has contributed metadata for about 950 theses in the IR. These two projects are being worked into unit workflow as time permits. The unit has already been cataloging video and sound interviews for the Route 66 project and some archival film footage from MSU’s history.

Database Clean-Up and Maintenance:

• 84,772 bibliographic records and 14,458 item records modified. This includes significant database cleanup, and an ongoing project to add genre terms to existing catalog records.

Committees and Task Forces

Assessment Team

• Key Performance Indicators: In 2015, the library developed 12 key performance indicators (KPIs). These KPIs include data (numbers) collected each month through Google Forms that various people submit. Can you tell someone how many people walked in the building last year? Do you want to quickly see if our website usage has gone up or down recently? Just take a look at the KPIs to find out. There are a variety of levels at which you can examine the numbers. For quick references, look at the KPI’s spreadsheets for the year you want. If you want more analysis on individual KPIs, explore the various sheets (worksheets or tabs) in each KPI’s spreadsheet. Look at the “Summary” and “LongTrends” sheets for the most useful view for quick comprehension of trends or get the raw data from the “Form Responses 1” and “Calculations” sheets. If you regularly submit data and lost your link to the online submission form, go to the KPI definitions page and look for the appropriate link.
Future of MOBIUS Task Force

- This campus-wide task force was formed during the spring semester of 2017 to review all options vis-a-vis the future of MOBIUS (primarily integrated library system, document sharing, and collaborative e-resource licensing agreements) and MSU’s involvement with it. A report with recommendations will be provided to the Provost and Dean of Libraries by Oct. 16, 2017.

Space Committee

- Formed in FY17 to focus on the furnishings and renovation of physical library spaces in the MSU Libraries, focusing on the complete user experience.
- May 10, 2017: The Space Committee of the MSU Libraries received permission from the MSU Office of Planning, Design, and Construction (PD&C) to work directly with major furniture vendors, such as Steelcase and KI, to select furnishings, spec them out, bid (if necessary), order, have shipped to MSU, installed, and deployed for use. Prior to this modification of practice by PD&C, the MSU Libraries had had to work through PD&C to select, spec out, and order furnishings, which was delaying the completion of our renovation projects.

Consortial Activities

Amigos

- Amigos offered an online conference devoted to “Reimagining the ILS,” which was attended by several employees of the MSU Libraries.

Digital Public Library of America

- MSU Libraries is now contributing records from its Digital Collections to the Digital Public Library of America (DPLA) through a partnership with Missouri Hub (MoHub). The DPLA ties together records from across the country into a unified portal for searching, which are contributed by libraries, archives, and museums alike, many of which are connected by service hubs (like MoHub). DPLA includes various ways of searching records also, including by map or by timeline. Other contributors to DPLA include HathiTrust, the National Archives and Records Administration (NARA), Library of Congress, the Smithsonian, Internet Archive, ARTStor, and more. MoHub participants include the Missouri State Archives, Kansas City Public Library, the State Historical Society of Missouri, St. Louis University, Missouri History Museum, and more, including all participants in Missouri Digital Heritage.
MOBIUS

- As a result of a renegotiation of the contract between MOBIUS and Innovative Interfaces, the supplier of the integrated library system used by MOBIUS member libraries, on July 1, 2017 MOBIUS will have access to nearly all of the modules and add-ons offered by Innovative. During FY17 the MSU Libraries reviewed all of the modules, deciding which ones we want to implement and use.

- Due to rising costs for MOBIUS membership, coupled with declining state support for public higher education, during the Spring semester of 2017 a task force was formed to review MSU’s relationship with MOBIUS and make recommendations on how to proceed. A report with recommendations will be submitted to both the Provost and the Dean of Library Services by mid-October of 2017.

Content Management

Program Review

- Jan. 4-6, 2017: External program reviewer Sian Brannon from the U of North Texas visited the MSU campus. Her report is posted on the Libraries’ website. She recommended focusing on four areas to prepare for upcoming needs: communication, fiscal, personnel, assessment. The Content Management and Acquisitions unit’s action plan responding to her report is posted as well.

E-Resources


Major In-Kind Gifts

- July 2016: Marino gift of early 20th century American fiction

- Jan. 2017: Dale Freeman gift of materials related to John F. Kennedy’s assassination and the Kennedy family

- Feb. 2017: Dr. Stephen Berkowitz gift of recently published monographs in religious studies
Institutional Repository (BearWorks)

- September 2016: The MSU Libraries did a soft launch of BearWorks (http://bearworks.missouristate.edu/), an institutional repository (IR) for Missouri State University. Institutional repositories are archives for collecting, preserving, and disseminating the intellectual output of an organization. They are particularly common in research institutions and often include not only articles and reports, but also organizational documents, data sets, and even multimedia.

- Graduate theses were the first records entered into BearWorks. As of spring 2017 there were over 3,000 citations, with full text available for approximately 1,700 of them. For theses that have been made available for open access, close to 7,000 downloads have occurred to locations all around the world. During the rest of 2017 the Libraries and the Graduate College will be working to have graduate students enter their theses directly into BearWorks, replacing an existing home-grown submission system.

- Articles published by faculty is another area of concentration for 2017. Working with the Office of Institutional Research, the Libraries is using publication data from Digital Measures to identify faculty articles. After verifying citations and publication status, librarians upload the data to BearWorks. If permitted by the copyright holder, the full text will be uploaded as well.

- Curated by the Missouri State University Libraries, BearWorks is funded by the Office of the Provost, the Graduate College, and MSU Libraries. Questions about BearWorks or how to submit content can be sent to BearWorks@library.missouristate.edu.

- Jan. 20, 2017: Tom Peters spoke about BearWorks at the College of Education retreat at the Kentwood Arms

Events and Lectures

Rare Wine, Rare Books

- July 22, 2016: The 8th annual Rare Wine, Rare Books event was held in Meyer Library. This event raised funds for Fraley Rare Book endowment which supports the acquisition and care of the university’s rare book collection.

- The wine selection event, an exclusive gathering for the RWRB sponsors, held on March 29, 2017 was a success. The Gaskas have become new sponsors and all other sponsors from 2016 have continued their support.
Laura McHugh, Author of Arrowood (Sept. 22, 2016)

She spoke to a small group in the newly renovated Library Room 108.

What’s Brewing in the Library (December 2016)

The What’s Brewing @ Your Library event took place on Friday, December 16, 2016 from 5 p.m. to 7 p.m. Missouri State University faculty and staff were invited to enjoy free beer tasting, snacks, live music, and tours of the library. Several library employees were on hand to answer any questions about the library and to discuss new happenings within the building. Brewery participants included: Piney River, Schlafly, White River, Leaky Roof, and Mother’s. The music was through the Brookline Station Trio. We had around 50 participants during the fall 2015 event, and this year we had around 70 participants. Two carillon tours and two general tours of the library were provided.

Game Night (November 10, 2016)

The library worked with the MSU Gaming Club to bring students a fun night of board games (which are also available for checkout), video games, and virtual reality games, along with snacks.

Jay Winter (April 5, 2017)

Dr. Jay Winter, the Charles J. Stille Professor of History at Yale, and a noted and prolific scholar on the War to End All War, spoke about the technological and social revolution of violence during World War I. His talk was held at the Fox Theater, and his visit was coordinated by the Springfield-Greene County Library District. The MSU Libraries helped support his visit and lecture.

George Hodgman (April 17, 2017)

George Hodgman, the author of the delightful memoir, Bettyville, set in Paris, Missouri, was on the MSU campus in mid-April. The MSU Libraries helped support his visit and lecture.

Show Me 66 Documentary Film Screening (March 21, 2017)

The MSU Libraries was the first location in southwest Missouri to screen the “Show Me 66: Main Street Through Missouri” documentary film made by the Missouri History Museum in St. Louis, which premiered on Nov. 10, 2016 in St. Louis. Approximately 55 people attended the screening in Room 101 of
the Duane G. Meyer Library. The MSU Libraries worked with the organizers of the Birthplace of Route 66 Festival to have another public showing of this documentary in early August of 2017.

Screening of an Ozark Jubilee Show (March 23, 2017)

The screening of and discussion about the April 16, 1955 episode of the Ozark Jubilee, a nationally broadcast live country music variety show, was done at the University Plaza Hotel as an evening event of the Missouri Conference on History. Approximately 60 people attended.

Springfield Explore program visits (June 9, 2017)

On June 9, Meyer Library hosted three school groups from the SPS summer school program.

● Two groups were from the Wings program for elementary school students. Those students, whose class focuses on Medieval history and culture, met with staff from Maps, Music/Media, and Special Collections.

● The other group were middle-school students who are learning about African American history. They met with staff from Special Collections and Archives, as well as staff from SHSMO. The Explore program for this age group is also intended to introduce students to a college campus.

Exhibits

Seeing Traditions (June 2016)

● This exhibit is a part of the Telling Traditions project and was hung in Room 107. Telling Traditions was a year long study of Springfield’s Temple Israel conducted by Drs. Mara Cohen Ioannides and Rachel Gholson.

Robert Wallace -- Publisher & Poet (June 2016)

● Held in Special Collections Reading Room, this exhibit looked at the work of Springfield-native Robert Wallace.

Understanding the Object: Researching and Conserving Art and Artifacts (September 2016)

● Held in Special Collections, this educational exhibit is the culmination of the best student research from the 2015-2016 Citizenship and Service-Learning (CASL) integrated courses ART 488: Basic Conservation of Art and Artifacts
of Fall 2015 and ART 386: Art of Africa of Spring 2016. Under Dr. Billie Follensbee, students researched the objects as part of their course projects. Special Collections designs and develops the exhibit, as well as hosting an opening reception.

Special Collections and Archives: 1997-2017 (January 2017)

- This display used a variety of archival documents and artifacts showing a cross-section of the unit’s holdings.

500th Anniversary of the Start of the Protestant Reformations (January 2017)

- Meyer Library partnered with faculty from around campus for “500 Years of Reformations.” The exhibit, held on the first floor of Meyer Library, looked at the Protestant Reformation and many of the religions that came out of that movement.

Racist Commercial Art (April 2017)

- The "Racist Commercial Art of the Early 20th Century" exhibit showed some of the negative ways advertisers depicted African Americans in the early 20th century. The artifacts were on loan from Harold McPherson, who collected the objects to use as educational tools.

Small exhibits from Special Collections (all year)

- Special Collections continues to regularly do exhibits in display cases in the PSU and outside the Alumni Office. Those change approximately every four to six months.
- The unit does tabletop displays for special events around campus and around the community (e.g., a display on OLGA for the June 15 screening of the documentary on the Normal Heart incident, or a history display for MSU’s annual birthday celebration.)
- Anne Baker was also invited to do a display on the African American community which ran from November 2016 to February 2017 at the Midtown Carnegie Public Library.
Grants

Summer Innovation Grants

- A total of $40,000 has been made available this summer for internal, competitive innovation grants. The purpose of the Summer Innovation Grants is to support MSU Libraries faculty and staff members who want to create or improve a service, a body of content, and/or a space (real world, online space, virtual world, mixed reality, augmented reality, etc). All six submitted proposals were funded.
  - Raegan Wiechert will continue her good work enabling users to search by genre terms.
  - Shannon Mawhiney will add equipment to the Digitization Lab to digitize VHS tapes for preservation and access.
  - Jim Coombs will continue digitizing rare maps of the region, ranging in time from the Civil War to the Roaring Twenties.
  - Bill Edgar and the research team working on the "information anthropological" study of MSU faculty will be able to get their interviews transcribed for further analysis.
  - Tammy Stewart will use a portable computer to continue weeding microfiche versions of U.S. government documents.
  - Jan Johnson will lead an effort to expand our cutting edge tech services by adding robots and Microsoft HoloLens headgear.

Awarded External Grants

- Women on Route 66: In March 2017 the Special Collections and Archives unit of the MSU Libraries received a $2,500 grant from the Missouri Humanities Council to assist in "The Women of the Mother Road in Missouri." Anne Baker, Interim Head of Special Collections and Archives, will serve as the principal investigator, working with documentarian Katrina Parks, whose web-based project for the National Park Service’s Route 66 Corridor Preservation Program, route66women.com began interest in the topic. This oral history project will involve three screenings and discussions (two in St. Louis and one in Springfield). New oral histories will be filmed and recorded soon, which will be screened during the event in Springfield, scheduled for the evening of September 21, 2017. After all three public programs have been held and all the oral histories are completed, the new oral histories will be
made available to researchers and members of the public through the MSU Libraries.

Applications for External Funding (pending as of June 30, 2017)

- March 2017: Jan Johnson and Tom Peters submitted a grant application on behalf of the MSU Libraries to seek financial support for our public service efforts to create a neighborhood library in the Fairbanks School as part of the larger Northwest Project, involving MSU, Drury, and the Drew Lewis Foundation. Funds are being sought from the Gannett Foundation in the amount of $5,000. Gannett is the publisher of the *Springfield News-Leader*. The Gannett Foundation supports local organizations in communities served by Gannett Co., Inc. Their community action grant priorities include education and neighborhood improvement, economic development, youth development, community problem-solving, assistance to disadvantaged people, environmental conservation, and cultural enrichment.

- May 2017: $10,155 has been requested from the National Endowment for the Humanities for "Neighbors and Newcomers: Capturing the Immigrant Experience in an Ozarks Community." In three public programs, this project will digitize the documentary history (e.g., correspondence, legal papers, photographs, journals, civic organization records) of foreign immigrants into Barry and Lawrence counties, Missouri. These rural counties have a rich history of primarily European, Asian, Pacific Islander and Latin American immigration from the 1800s to the present. The digitization project is a partnership between Special Collections and Archives at Missouri State University (Springfield), and the Waldensian Foundation (Monett), a cultural foundation which preserves and makes available for public programs the documentary history of the area.

Applications for External Funding (not funded in FY17)

- April 2017: Trucking on the Route 66 Corridor in Missouri: the MSU Libraries applied for a $5,105 grant from the Route 66 Corridor Preservation Program of the National Park Service. We proposed to conduct, in collaboration with [Ozarks Alive](#), at least 20 oral history interviews with individuals involved in and/or knowledgeable of the history of the trucking industry along the Route 66 Corridor in Missouri from 1926 to 1985. For example, Campbell 66 Express, a trucking firm based in Springfield, Missouri, was founded in 1926, the same year as Route 66, and filed for bankruptcy in 1986, one year after Route 66 was officially removed from the U.S. Highway System. The impact of commercial trucking along the Route 66 Corridor in Missouri was significant, but has not received much attention to date, compared to recreational travel by family and friends. If funded, the oral history work,
matched with in-kind contributions from the MSU Libraries, will be done
between October 2017 and August 2018.

- Grant to the National Endowment for the Humanities Common Heritage
  Program. This grant was revised and resubmitted in May 2017 (see above.)

Infant Through Grade 12 Resources (IG12)

Children’s and Young Adult Book Review Board (BRB)

- Worked directly with Children’s Literature Comprehensive Database (CLCD),
  the Cataloging Department, and the Library Systems Office on April 4, 2017
to discuss how BRB reviews can be added to CLCD
- Continued to connect with 200 Springfield R-XII students via a series of book
  review workshops, including returning edited reviews to students and iMovie
  workshops
- BRB book contributions to the IG12 Unit for FY 17 totaled 559 books, valued
  at $8,836.80

Haseltine Library in the Greenwood Lab School

- Head of Haseltine received support from the Greenwood PTA to sponsor a
  celebration of reading by hosting a visit with award-winning author Judy
  Young for grades K-5 on March 2, 2017
- Head of Haseltine requested and received support from the Greenwood PTA
  to purchase a new book truck, a paper storage unit, and Scholastic credits to
  purchase new books

IG12 Collections and Services (Meyer)

- Head of IG12 and the IG12 library associate provided 27 class sessions for
  558 students
- Continued to serve children from the Child Development Center by providing
  regular storytime programs
- Continued to modify IL sessions in accordance with data received from
  surveys

Library Information Technologies

Program Review

- Completed first year of program review and produced self-study document in
  May 2017
Began selection process for external reviewer in June 2017

Major Projects

- Deployed 30 laptop computers for use in LIBR 010B (Library Instruction Classroom) in August 2016.

- Installation of instructional technology in LIBR 010B was completed in September 2016. Highlights include a campus standard instruction computer station, two HD projectors, three HD LCD wall-mount televisions, four independent Crestron AirMedia units (one whole room/projectors, and one for each TV), and an AppleTV for AirPlay support.

- RAM Upgrades for Faculty and Staff Computers: July-September, 2016 we upgraded the RAM in all faculty and staff computers, not upgraded in year one of the new upgrade cycle, to 8GB to improve system performance.

- New Patron Account Interface: August, 2016, LIT began development of a new patron account interface that will allow patrons with BearPass accounts to manage certain features of their Library account via BearPass login, instead of the separate patron account login system in the WebPAC. Development and testing proceeded through the Fall and Spring semesters, and the system will be placed into production use in Summer 2017. Development will be ongoing as the Sierra APIs improve. Current account functions are limited to hold request management, view/renew checkouts, and WebPAC account password reset and login reference. All other functions require linking out to the WebPAC.

- Major Server Software Upgrades: In August, 2016, we began the process of upgrading our virtualized Windows Server instances to Server 2012R2. This process is practically complete, with remaining systems either running legacy software or soon to be decommissioned.

- EZProxy upgrade: Upgraded EZProxy to the current version in August, 2016, and added a second instance to support the system-wide subscription to Films-on-Demand.

- Room Reservations Reporting: Mark Arnold developed a new Room Reservation Statistics Reporting Interface in Fall 2016 to provide for more detailed reservation and utilization statistics for the group study rooms currently managed under our room reservation system.

- Wi-Fi System Upgrade: Over Spring Break in March 2017, MSU Networking & Telecommunications performed an upgrade of the wireless networking (Wi-Fi) infrastructure in Meyer Library. They replaced 57 existing 802.11n access points (APs) from Juniper Systems with 802.11ac Wave 2 APs from Aruba Wireless, and added an additional ten new APs to increase coverage and improve service density, including seven on the first floor. These new access points will enhance connectivity and performance for users throughout the library.
points should be able to handle 2-3 times the number of clients as the previous solution from Juniper, which will mean faster, more reliable connections for end-users.

- **Qualtrics:** In May 2017, the cost centers in Academic Affairs, including the MSU Libraries, agreed to pool their resources and provide Qualtrics to the entire campus community. **Qualtrics** is an experience management platform. According to their website, "Experience management is software for improving the experiences organizations provide to every stakeholder, whether it's customers, employees, prospects, users, partners, suppliers, citizens, students, or investors." Quoting from their Wikipedia article, "Qualtrics software enables users to do many kinds of online data collection and analysis including market research, customer satisfaction and loyalty, product and concept testing, employee evaluations and website feedback." LIT is taking the lead to make this platform available to Library faculty and staff, and will be working to arrange training resources over the summer and beyond.

- **Relocation of Operations:** Over the course of the Fall and Spring semesters, LIT completed relocation of its primary operational spaces (staff offices, equipment, and servers) from LIBR 305A-D to LIBR 003C-G.

- **Faculty and Staff Computer Upgrades (2017-2018):** In March-April, 2017, we purchased the latest round of faculty and staff computer upgrades and began deployment. In total, we purchased 15 computers (14 laptops/tablets and 1 desktop). We are now halfway through our first four-year upgrade cycle.

- **RIS Commons Computing:** Purchased and deployed 24 new computers into the RIS Commons/Reference Desk area for Summer 2017. 18-20 systems will remain in-place at the end of summer semester, while we will be reallocating the remainder to other uses in the Library.

- **Library Conference Room Upgrade:** Worked with CIT and Jessica Bennett to design a new conference room AV and presentation system and select new conference room furniture to create a more flexible and modern presentation and medium-size group meeting space.

- **Local Server Storage Upgrades:**
  - Added 18 terabytes of storage capacity to the storage array that houses the Libraries' file archive (DarkArchive), to accommodate significant planned growth, from projects like Ozark Jubilee.
  - Expanded our virtualization system local storage to shift storage from one of our SAN arrays, to make it available for backup of the DarkArchive.
- Expanded the storage capacity of what is currently the primary storage array for our virtualization server to serve as the local mirror of the DarkArchive.
- Decommissioned the previous DarkArchive backup server and SAN array in June, 2017.

- Cloud Backup of DarkArchive: Began exploring options for adding a cloud-based backup regimen for DarkArchive, to provide both off-site backups, greater data integrity, and, potentially, a decrease in long-term storage costs, compared to our current tape-based backup system. We are currently in the evaluation and testing phase for software and storage platform providers, with a “go-live” goal of early Fall semester, 2017.

- Interdisciplinary Collaboration Center: In spring, 2017, LIT began working with Library Administration and other units to develop a new service area within the Library to facilitate and encourage interdisciplinary collaboration among both faculty and students. On the LIT side, this effort has been led by Jan Johnson.

Grants & Awards

- Jan Johnson applied for and received a Summer Innovation Grant to purchase and deploy a Microsoft Hololens system, an Augmented Reality (AR)/Virtual Reality (VR) development system, and programmable robots (in consultation with faculty in the Computer Science department) during Summer 2017.

Music and Media

Music Collections and Services

- Began subscriptions for Films on Demand for History and Sociology, and Music Theater Songs database. Music databases actively used.

<table>
<thead>
<tr>
<th>Database hits</th>
<th>2015-2016</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Naxos Music Library</td>
<td>1762</td>
<td>1993</td>
</tr>
<tr>
<td>Naxos Jazz Library</td>
<td>89</td>
<td>75</td>
</tr>
<tr>
<td>Naxos Video</td>
<td>102</td>
<td>206</td>
</tr>
<tr>
<td>Grove Online</td>
<td>370</td>
<td>362</td>
</tr>
<tr>
<td>Music Index</td>
<td>337</td>
<td>234</td>
</tr>
<tr>
<td>IPA Transcriptions</td>
<td>233</td>
<td>289</td>
</tr>
<tr>
<td>RILM</td>
<td>113</td>
<td>97</td>
</tr>
</tbody>
</table>
• Updated playback equipment for viewing and listening stations, will continue phasing out older players
• Circulation for browsable DVDs still steadily increasing

<table>
<thead>
<tr>
<th>Music and Media collections circulation</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>DVDs browsable</td>
<td>807</td>
<td>2661</td>
</tr>
<tr>
<td>DVDs non-fiction and VHS</td>
<td>1771</td>
<td>1389</td>
</tr>
<tr>
<td>CDs</td>
<td>1220</td>
<td>854</td>
</tr>
<tr>
<td>Media reserves</td>
<td>994</td>
<td>787</td>
</tr>
<tr>
<td>Music monographs</td>
<td>1106</td>
<td>890</td>
</tr>
<tr>
<td>Music scores</td>
<td>2028</td>
<td>2030</td>
</tr>
</tbody>
</table>

• Relocate Music and Media offices and collections to Second Level west, will set up new space for browsable Jazz LPs
• Continue planning for collaborative media space needs, in consultation with Music, Art & Design departments
• Continue planning for front-end digitization services, in collaboration with Special Collections

Virtual Reality Services

• Launched Virtual Reality services in January, made Google Cardboard sets available for checkout in April

3D Printing

• Increased consultations for 3D printing and design, currently exploring potential for photogrammetry to print services

<table>
<thead>
<tr>
<th>3D Printing</th>
<th>2016 (Jan-Dec)</th>
<th>2017 (Jan-May)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of 3D print transactions</td>
<td>34</td>
<td>41</td>
</tr>
<tr>
<td>Total hours printed</td>
<td>115 hours</td>
<td>131 hours</td>
</tr>
<tr>
<td>Total material (support and model) used</td>
<td>74 in³</td>
<td>106 in³</td>
</tr>
</tbody>
</table>

• Our 3D printer has served our community well since we began offering 3D printing services a year ago! Printed items include models for class projects, souvenirs, game figures, and prototypes. These days it is not difficult to find print-ready 3D objects online. Many from the 3D community are sharing their models on repositories such as Thingiverse or YouMagine. Recently too, our patrons have been bringing in 3D files of parts they have designed themselves. It is encouraging to know that some of the software they use are available to students and educators for free. Visit our 3D libguide to find out about some of these CAD programs.
Ozarks Studies Institute (OSI)

- Sept. 5-7, 2016: Exhibited at the annual conference of the Missouri Library Association.

Advisory Board

- A core OSI Advisory Board was formed and began meeting during FY17: Brooks Blevins (MSU Dept. of History), Mike O’Brien (retired journalist), Kaitlyn McConnell (OzarksAlive.com), and Tom Peters (MSU Libraries, Chair). More board members, from within and beyond MSU, will be added in FY18.

OzarksWatch Magazine (OW)

- Fall 2016 Issue: Focused on the tradition of one-room schoolhouses in the Ozarks.
- Spring 2017 Issue: Published in June 2017, with a focus on the musical and entertainment traditions of the Ozarks
- Susan Croce Kelly was hired in June 2017 to serve as the Managing Editor of OzarksWatch Magazine, as a non-student, part-time employee

Lecture Series

- Sept. 12, 2016: “Hipbillies: Back to the Landers in the Arkansas Ozarks” by Dr. Jared Phillips

Research and Instructional Services (RIS)

Tours

- General tours of Meyer Library were provided during the first two weeks of both the Fall 2016 and the Spring 2017 semesters.
- A total of 135 students attended these tours.
- This is a slight increase from the previous year, but numbers seem to remain fairly consistent over the last few years.

<table>
<thead>
<tr>
<th>Tours</th>
<th>FY14</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of attendees</td>
<td>130</td>
<td>143</td>
<td>125</td>
<td>135</td>
</tr>
</tbody>
</table>
Research Consultations

- Research Consultations are now provided in two modes: Face to Face and Virtual
- A total of 107 research consultations were provided, 93 face to face and 14 virtual
- A decrease in the number of research consults occurred from the previous year could possibly be due to the change in locations of the research help desk. Student employees on the research help desk often refer in-depth questions to either a librarian or refer patrons to fill out a research consultation request form.

<table>
<thead>
<tr>
<th>Research Consults</th>
<th>FY14</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Face to Face</td>
<td>92</td>
<td>112</td>
<td>110</td>
<td>93</td>
</tr>
<tr>
<td>Virtual</td>
<td>NA</td>
<td>NA</td>
<td>23</td>
<td>14</td>
</tr>
<tr>
<td>Total</td>
<td>92</td>
<td>112</td>
<td>133</td>
<td>107</td>
</tr>
</tbody>
</table>

Liaison Program

- In August 2017 the MSU Libraries will be launching a new liaison program, which will organize and expand our longstanding efforts to communicate, confer, and collaborate with all MSU programs to create educated adults and to help faculty, students, and staff to create, edit, and access information and knowledge.
- May 16, 2017: a "reveal" party was held to announce the assignments that will pair individual library faculty and staff members with each university program.

Maps

- The Maps unit was merged into RIS July 1, 2016.
- Through the Federal Depository Library Program, 63 maps were received from the U.S. Government. In addition, 18 maps were purchased and 34 maps were given as gifts. A total of 115 maps were added to the collection.
- 82 items were checked out in FY17 as compared to 95 items checked out in FY16
- 308 total cartographic materials were used in FY17 as compared to 448 cartographic materials used in FY16
- In FY17, directional and microfilm assistance was provided 140 times.
Microforms

- Microforms was merged into RIS on July 1, 2016.
- A total of 326 microforms/microfiche were used.

Government Information (Missouri, U.S., UN)

<table>
<thead>
<tr>
<th>All U.S., MO, &amp; UN docs (paper, electronic, and micro)</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>added</td>
<td>10788</td>
<td>10744</td>
<td>9751</td>
</tr>
<tr>
<td>discarded</td>
<td>NA</td>
<td>6579</td>
<td>11252</td>
</tr>
</tbody>
</table>

Voter Registration

<table>
<thead>
<tr>
<th>Voter Registration</th>
<th>FY16</th>
<th>FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Registrations</td>
<td>59</td>
<td>158</td>
</tr>
</tbody>
</table>

Information Literacy

- A new laptop, wireless enabled, collaborative, information literacy classroom was constructed and instruction sessions began in September 2016.
- A total of 206 information literacy instruction sessions were conducted and reached 5,067 students. One of those sessions was a virtual instruction session.
- This is a slight increase in the number of sessions from previous years.

<table>
<thead>
<tr>
<th>Instruction</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sessions</td>
<td>196</td>
<td>195</td>
<td>206</td>
</tr>
<tr>
<td>Students reached</td>
<td>4885</td>
<td>5270</td>
<td>5067</td>
</tr>
</tbody>
</table>

Reference Services

- The Reference and Government Information Desk recently became the Research Help Desk. In June, 2016 the Reference Desk was moved to the
former Government Documents desk location. During the course of FY17, this service area was relocated to a temporary location with temporary desks to the New Books area. The current Research Help Desk still has temporary desks, but located in a more permanent area. During FY17, RIS no longer had computers available for patron/student research purposes. Due to all of the renovations and moves, our statistics for the research help desk had a drastic decline this fiscal year.

- The Reference collection was relocated from its temporary location in compact shelving on the lower level to wall shelving along the north wall of the new RIS commons area.

- Reference services currently include: chat and text, email, phone, and face to face assistance. Questions answered using these modes include directional and reference related questions.

- A total of 3,710 questions were asked in some form. In general, face to face interactions were slightly decreasing over the years but not as significant a decrease as between FY16 and FY17. Again, this sharp decrease is possibly due to renovations.

<table>
<thead>
<tr>
<th>Reference Services</th>
<th>FY14</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chat &amp; Text</td>
<td>1046</td>
<td>902</td>
<td>1228</td>
<td>1001</td>
</tr>
<tr>
<td>Email</td>
<td>100</td>
<td>90</td>
<td>75</td>
<td>79</td>
</tr>
<tr>
<td>Face to Face</td>
<td>14594</td>
<td>12693</td>
<td>12497</td>
<td>2742</td>
</tr>
</tbody>
</table>

Subject Guides

- Time was spent this year preparing our subject guides to better fit best practices and make the change to Libguides v2 for Fall 2017.
- Views decreased slightly from the previous year.

<table>
<thead>
<tr>
<th>Subject Guides</th>
<th>FY16</th>
<th>FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Views</td>
<td>44306</td>
<td>36433</td>
</tr>
</tbody>
</table>

GEP 101/UHC 110 Pizza Party & Library Open House

- RIS organized, and along with the help of library volunteers, hosted a pizza party for all incoming GEP 101 and UHC 110 freshmen students. The pizza party is designed to get new students (GEP 101 & UHC 110) into the library for the first time and provides us with an opportunity to establish lasting connections with them. This also gives them a sense of the services, space
and collections we have in one building. The pizza party occurred on the first Friday of fall semester, Aug 26 from 6 to 7:30 pm and we had around 350 students attend. This number is similar to previous years in which we had the pizza party on the first Friday of the semester.

Special Collections and Archives

Digitization Lab

- April 2017: The new Digitization Lab of the Missouri State University Libraries recently opened. Digitization efforts will focus on in-house digitization projects, rather than end-user, self-service digitization projects. The lab is located on the Third Level in Room 305D, which is accessible through 306D. Current and near-term digitization projects include Frisco laboratory photos, two collections of glass plate negatives, Route 66 oral histories (audio and video), the KWTO Dial, and more. The Digitization Lab will be run and managed by the Special Collections and Archives Unit.

- Oscar Carter collection: The letters have been digitized, with some transcribed and online. [http://digitalcollections.missouristate.edu/cdm/search/collection/carter](http://digitalcollections.missouristate.edu/cdm/search/collection/carter) The first donation of glass plate negatives have been digitized and preserved, and they will be available online soon. The second larger collection of glass plate negatives, film negatives, lantern slides, photographic prints, movie flyers, and more are currently being processed and digitized.

- The Christian County Museum and Historical Society's Mary Garrison St. John Collection of glass plate negatives was digitized, described, and added to our digital collections. The original remain the property of the CCMHS.

- KWTO Dial Digitization Project: This project was completed in mid-June of 2017. The MSU Libraries received permission from Meyer Communications, the current owners of KWTO AM 560, as well as other radio stations, to digitize and make available online to the general public the entire run of *The KWTO Dial*, a monthly publication from August 1941 to December 1951. In addition to listing the program guide, *The Dial* ran regular monthly columns by May Kennedy McCord, C. C. Williford, and others, as well as human interest stories about the stars and staff of KWTO, including Porter Wagoner, Slim Wilson, Aunt Martha, Buster Fellows, Si Siman, and of course Ralph Foster, the founder and owner of KWTO. The actual collection to be digitized is owned by Wayne Glenn, a local historian from Nixa and "The Old Record Collector" on a weekly radio show on KTXR, a sister station. One issue was missing from Mr. Glenn’s collection and was lent to the project by the State Historical Society of Missouri.
Continue to work with the Maps Unit on adding Greene County and now Christian County aerial photographs to the digital collections.

Comprehensively adding the Rafferty Slide Photograph Collection to the digital collections, with metadata created by the Cataloging unit.

The University Photograph Collection, which dates back to the beginning of the university in 1905, is currently being digitized and described.

The Ozarko (MSU yearbook) Photograph Collection has been digitized and will gradually be added to our online collections.

Gordon McCann Collection of Ozarks fiddle music recordings continues to be added to the MSU Libraries YouTube channel.

Ozark Jubilee Digitization Project:
  - Finalized the contractual agreement and plan of work with the UCLA Film and Television Archive.
  - Ordered ten episodes to be digitized; received nine, because one kinescope was corrupted.
  - May 2017: The Ozark Jubilee website (http://libraries.missouristate.edu/ozarkjubilee.htm) is launched, providing links to the digitized episodes as they become available.
    - In its first month of online availability, the December 3, 1955 episode received over 1,450 views.
  - Received on loan from Donnie Thompson another kinescope to be digitized.

Major Special Collections Gifts and Acquisitions in FY17

- Cheryl Burnett Women’s Basketball Videos. Several hundred game videos, which Ms. Burnett will add to at a later date. A selection will be digitized as part of the Summer Innovation grants.

- Morgan Collection of Military Insignia
  - Dec. 28, 2016: Picked up another portion of this massive collection in Paradise Valley, AZ.
  - March 14, 2017: Picked up another portion of this massive collection in Paradise Valley, AZ.

● Oscar Carter Collection. This collection is comprised mainly of the photography of Oscar W. Carter of the Crane/Marionville/Clever area of Missouri, as well as some family material related to his daughter, Agnes Carter Allen, and others. Carter was a photographer who also ran a traveling motion picture business.

● John Henderson’s “Country Classics: The Stories Behind the Songs”: Over 150 recordings were received in FY17, the beginning of a large donation that eventually will contain hundreds of recordings that explain the history of the birth and development of classic country songs.

● Dale Freeman: In Jan. 2017 he gave a collection of books and other printed materials about the Kennedy era.

● Ora (“Cricket”) Logan Collection: Mrs. Logan was an active member of the African American community in both her hometown of Springfield and long-term home of St. Louis. After her death in 2016, the heirs committed to donating her collection of family photos and documents, many of which are related to her mother, Alberta Ellis, as well as other materials related to the African American communities where she lived.

● Also mentioned under the digitization efforts, Special Collections continues to receive items from Louis Griesemer. The most recent donation includes photographs back to the 1920s and is composed of mainly film negatives, along with some glass plate negatives. Images range from broken locomotive parts to company parties. A comprehensive inventory of the images will also be made available online, so that researchers can request particular images.

● Biomedical Sciences collection donated by MSU professor emeritus, Dr. Albert R. Gordon.

● University Archives materials come in from various offices on campus, including the 9/11 quilt that was in the PSU.

Partnerships Related to Special Collections and Archives

● State Historical Society of Missouri
  ○ Meyer Library continues to provide space and support to the SHSMO area research center. Currently SHSMO has two f/t archivists, though that will change to one in June.

● Missouri State Archives
  ○ Space is also made available in Special Collections for the state archives to offer internships to MSU students.
History Museum on the Square

- The museum’s archival collections continue to be housed in Meyer Library while the museum undergoes renovations. MSU archival staff works with the museum and patrons to provide access to the materials.
- Tom Peters continued serving on the Board of Directors. Anne Baker serves on the Collections Committee.

Johnson Library and Museum

- Continued working with selected volumes from the JLM to provide metadata and conservation of the physical items. Provided digital images for use in a crowdsourcing cataloging project.
- Tom Peters elected to serve on the Board of Directors, replacing Dave Richards

Waldensian Foundation

- Special Collections continues to work with Dr. Mark McMeley on processing additions to the Waldensian collection. Also worked with Dr. McMeley on the grant to the NEH.

Research Route 66 Collaborative of the National Park Service

- Tom Peters (MSU Libraries) and Erin Smither (State Historical Society of Missouri) were two local representatives to the annual meeting, held in Canyon, Texas, March 16-17, 2017.

Ozarks Public Television

- The work with OPT generally rises above standard researcher access. Special Collections regularly provides access to equipment for OPT to digitize materials to their standards, as well as helping with questions related to MSU’s archival collections, the museum’s collections, and providing suggestions for other resources.

MSU Art and Design / Dr. Billie Follensbee

- Since 2005, Special Collections has worked with Dr. Billie Follensbee on her conservation and non-Western advanced art courses. In that time, 17 classes have had the opportunity to work with original artifacts on loan to Dr. Follensbee because Special Collections provides a secure environment for study. The classwork is then used as the basis for exhibits in Special Collections highlighting student research.
Anne Baker regularly gives the students an introduction to the Archives, and speaks on the topics of “exhibit and storage of textiles” and “paper conservation” each time the conservation course is offered.

Shelving Improvements

In March 2017 new, improved shelving for Special Collections and Archives arrived and began to be installed. When the installation and loading of the new shelving is completed this summer, it will enable us to store more materials in the same amount of space. Over the past twenty years, the storage area of Special Collections and Archives has become quite full with content. The MSU Libraries thanks Library Dean Emeritus Karen Horny for her gift that enabled this new archival shelving to be purchased.

Other notes

Many of Special Collections’ special projects are outlined elsewhere (exhibits, events, grants). In addition, we’ve done the following this year:

- Continued a review of pre-1900 volumes to better understand the physical condition, subjects, potential rarity, and possibly the value of these materials.
- Interns: Special Collections has worked with three interns (undergraduate and graduate students) in FY17.
- Worked closely with the Cataloging unit on metadata projects.
  - That unit been cataloging video and sound interviews for the Route 66 project and some archival film footage from MSU’s history. They also also been cataloging the Ozarks Voices oral histories and the School of Anesthesia’s oral histories.
  - In addition to standard cataloging of library collections, Cataloging has worked with Special Collections on projects related to the Johnson Library and Museum.
- Tracie Gieselman-Holthaus is currently taking an online class on preservation of archival materials offered through the Northeast Document Conservation Center (NEDCC.) In October 2016, Anne Baker attended “The Next Chapter: Rare Books in Modern Times,” a two-day workshop offered at the Newberry Library by the Conservation Center for Art and Historic Artifacts (CCAHA).
Testing Center

Program Review

- May 2017: Completed and submitted self-study program review. Self-study review included development of a mission statement, collection of traffic data, and projections of future needs. We have solicited external evaluators for the fall of 2017, and have obtained a list of eight potential candidates.

NCTA Certification

- April 2017: Began process of National Collegiate Testing Association certification. We have been assigned a guide/mentor for this process by NCTA.

Extended Operating Hours

- Sept. 2016: Increased operating hours to 75 per week, including evening and weekend hours, during the fall and spring semesters. There are some fluctuations in scheduling to accommodate Meyer Library open/close hours, especially during intersessions and summer semesters. We are open approximately 68% of the time the library is open.

Online Course Test Proctoring Service

- Jan. 2017: Absorbed testing functions of the Missouri State Online Proctoring Center. Missouri State Online exams currently comprise an average of approximately 52% of our exam traffic.

Increased Capacity/Improvements

- December 2016: an additional “quiet room” for single paper-based exams was added, bringing total regularly available paper-based seats to four (excluding the physical accommodation rooms and excluding collaborative use of Room 010B).
- Spring 2017: established a cooperative, collaborative informal agreement with Research and Instructional Services to allow “overflow” use of Room 010B during periods of high demand, especially for paper-based exams.
- May 2017: an additional ten cubicles were added to Room 011, which will be used as paper-based exam stations until additional computers can be added after the conclusion of the semester.
- May 2017: a total of four concave mirrors were mounted (three in the lab and one in reception) to aid in observation of test candidates.
• June 2017: an additional ten computer workstations were installed, bringing the total available computer workstations to 65 (including the three physical accommodation rooms).
• June 2017: replaced the printer with a scanner/printer/copier that allows batch scanning for return of completed exams and permits duplex printing to conserve resources; this was subsequently replaced with the larger capacity machine from Library Administration in December 2017.
• June 2017: an additional workstation was installed in the “quiet room” located in 007E, bringing the total potential computer workstations to 66.

Additional Testing Opportunities

• Spring 2017: Added multiple external exam companies to expand test options for Missouri State campus and community. As of June 2017, new testing companies include ALEKS, Assessment Systems, Castle Worldwide, and Kryterion Global Testing Services.
• June 2017: increasing Pearson VUE capacity to at least 15, possibly 20, exam stations and have opened Pearson VUE testing to evenings and weekends.