UTSA® LIBRARIES
ANNUAL REPORT
2015

The only place I can get anything done
—As seen on Instagram, 12/10/14

We had much to celebrate at the UTSA Libraries this past year.

Of particular note was the completion of the five-year renovation of the John Peace Library—which has made a world of difference for our students—and the launch of UTSA's new Faculty Center. Both initiatives were many years in the making, and to see them come to fruition in the same year was exciting and rewarding for all the staff who worked so hard to make them successful.

As I look back on the last five years and the great strides we've made, it's become clear to me that a key to our success was our clear focus. Every project we tackled had one underlying intent: to weave the UTSA Libraries into the very fabric of academic life. A Tier One university must have libraries equipped to support the caliber of students and faculty it attracts, and through a focus on innovation, the UTSA Libraries are actively partnering in the university's ascent. I'm proud of all we have accomplished, and am looking forward to seeing the libraries, and UTSA, reach the next level.

Sincerely,

Krisellen Maloney

Krisellen Maloney
Dean of Libraries

John Peace Library Renovation Complete

During the summer of 2014, the library that represents the intellectual heart of UTSA's Main Campus came to the end of an extensive renovation process that began in 2009. Built in 1975, the John Peace Library (JPL) has been updated to reflect learning in the digital age.

As one of the original buildings on campus, JPL first opened with 350,000 volumes on its shelves and space to accommodate around 1,300 students. As the university evolved and expanded over time, it became clear that JPL no longer served the technological and study space needs of the modern student.

Renovation discussions began in 2006 when an analysis done by UTSA Facilities noted JPL's inadequate lighting and a "dreary atmosphere," resulting in an unappealing study destination for students.

Fast forward eight years, and JPL has been significantly transformed. JPL is now one of the most popular buildings on campus with more than 50,000 students walking through its gates during the busiest weeks of the semester.

> "
> *Centralizing our supplemental instruction sessions in the library has made a world of difference. I think our partnership is a wonderful illustration of the library's broad-minded approach to serving students.*
>
> —Maggie Floyd,
> Director of Supplemental Instruction
> "

The John Peace Library's newly renovated fourth floor received the American Society of Interior Designers Austin Design Excellence Award for large corporate spaces in November 2014.

John Peace Library – Before and After		
	Pre-Renovation	**Post-Renovation**
Floors offering library services	2	4
Computer workstations	45	392
Group study rooms	16	45
Dedicated quiet study areas	1	4
Study seats	1,000	2,267
Academic support services	None	**Tomás Rivera Center** *Tutoring and Supplemental Instruction* **Writing Center** **Quantitative Literacy Program** **Office of Information Technology** *Student Computing Services*

Art to Inspire

The walls of JPL's second floor are an ideal gallery for paintings, most of them gifts from AT&T when the company relocated its headquarters from San Antonio to Dallas in 2008. The library showcases artwork by renowned artists such as Nick Krushenick—considered a pioneer of pop art—Carmen Cicero and Larry Chappelear. Students and visitors often remark on the museum-quality pieces and how they elevate the atmosphere and provide inspiration for busy minds.

JPL's renovation served as a catalyst for a multitude of strategic changes. Students and faculty take advantage of our spaces, services and resources like never before.

UTSA STUDENT ENROLLMENT
⬆ **15%** 2009–2014

SERVICES
⬆ **143%** Laptop checkouts
⬆ **197%** Group study room use
⬆ **524%** Computer use

COLLECTIONS
⬆ **32%** circulation of physical items
⬆ **194%** successful full-text article requests (2010-2014)
⬆ **48%** Library Quick Search inquiries (2011-2014)
⬆ **502%** patron use of Special Collections

PHYSICAL SPACES
⬆ **126%** gate counts
▸ **Over 50,000** people enter our libraries during the busiest weeks of the semester
▸ **12,000** people enter on the busiest days of the semester
▸ **Just under 29,000** entire UTSA student population

All statistics represent change from 2009 to 2014, unless otherwise noted.

New Addition: GroupSpot

In July we opened GroupSpot, a state-of-the-art digital classroom located on JPL's second floor. A library instruction classroom fostering active learning through group collaboration, GroupSpot is a direct response to the increase in team–based projects assigned in UTSA's classrooms.

GroupSpot facilitates collaboration through small group tables, and uses advanced software to allow students to share information directly from their laptops to the table's main 42" display. This enhances group contributions, with each member able to edit information on the shared monitor.

623

AVERAGE NUMBER OF STUDENTS USING GroupSpot DAILY FOR LIBRARY INSTRUCTION OR GROUP STUDY (Fall 2014)

The dividable room seats 100 students at 20 group tables, each with five wired laptops, a 42" display monitor and software that facilitates group work.

Reaching All Freshmen:
Academic Inquiry and Scholarship Course

A central part of UTSA's retention strategy is the establishment of the Academic Inquiry and Scholarship course that is now mandatory for all incoming freshmen. Librarians served as members of the faculty task force that developed this course, offered for the first time in the fall.

In order to reach all 5,000 freshmen, we developed a suite of modules used by faculty to introduce information literacy concepts. As a result, students are revisiting these concepts multiple times throughout the semester—a more effective approach than a one-shot class. Librarians continue to work as part of the team, updating modules based on faculty input and hosting workshops to help faculty integrate them into their course.

UTSA Libraries played a critical role in developing the content for our AIS course. UTSA's freshmen are now equipped with basic library research skills necessary for success in their introductory courses.

—Lawrence Williams,
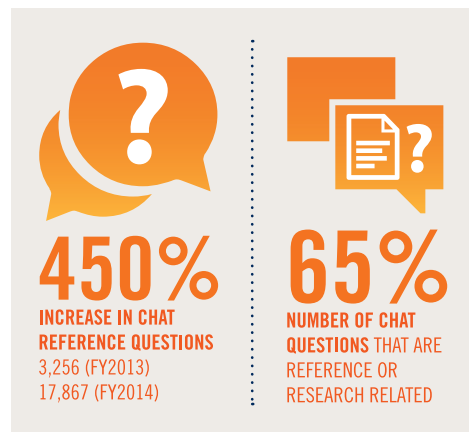Vice Provost and Dean, University College

Partially funded by the Hearst Foundation, GroupSpot has become extremely popular as a group study and instruction space.

Revolutionary Chat Reference

During the summer of 2013 we implemented a "game-changing" new context-sensitive chat system. A chat box now appears on every page on the libraries' website, and the system is configured to proactively offer chat assistance based on a set of predetermined criteria. For example, if users remain on the databases page for more than 30 seconds, a chat box appears asking them if they need help finding a database.

The new chat system has been immensely popular. As surprising as the increase in questions has been, the change in the level of complexity was even more unexpected, with the majority being reference or research related, and nearly 50% related to paper topic development. The advice and support provided through chat has quickly become a vital part of UTSA students' information literacy development.

450%
INCREASE IN CHAT REFERENCE QUESTIONS
3,256 (FY2013)
17,867 (FY2014)

65%
NUMBER OF CHAT QUESTIONS THAT ARE REFERENCE OR RESEARCH RELATED

UTSA Libraries Win John Cotton Dana Award

In April, we were honored to receive the John Cotton Dana Award. Called "the most prestigious award of the American Library Association," the national award recognizes libraries that exhibit excellence in public or student relations.

UTSA Libraries' *Ask Us Anything* marketing campaign resulted in a significant increase in students receiving research assistance from "Blue Crew" library staff, supporting the university's retention initiative. The campaign successfully raised awareness of library staff as friendly information experts, increasing the number of student-staff interactions by 48% in 2013.

> "Shari, from the Blue Crew…. she was amazing. I never really understood what I was doing in the library until Shari explained everything to me. I was very grateful not only for some of the examples that she found, but teaching me how to find more on my own. She deserves a raise, a better office, her own parking, promotion and a bonus.

—Anonymous comment form submission, October 2014
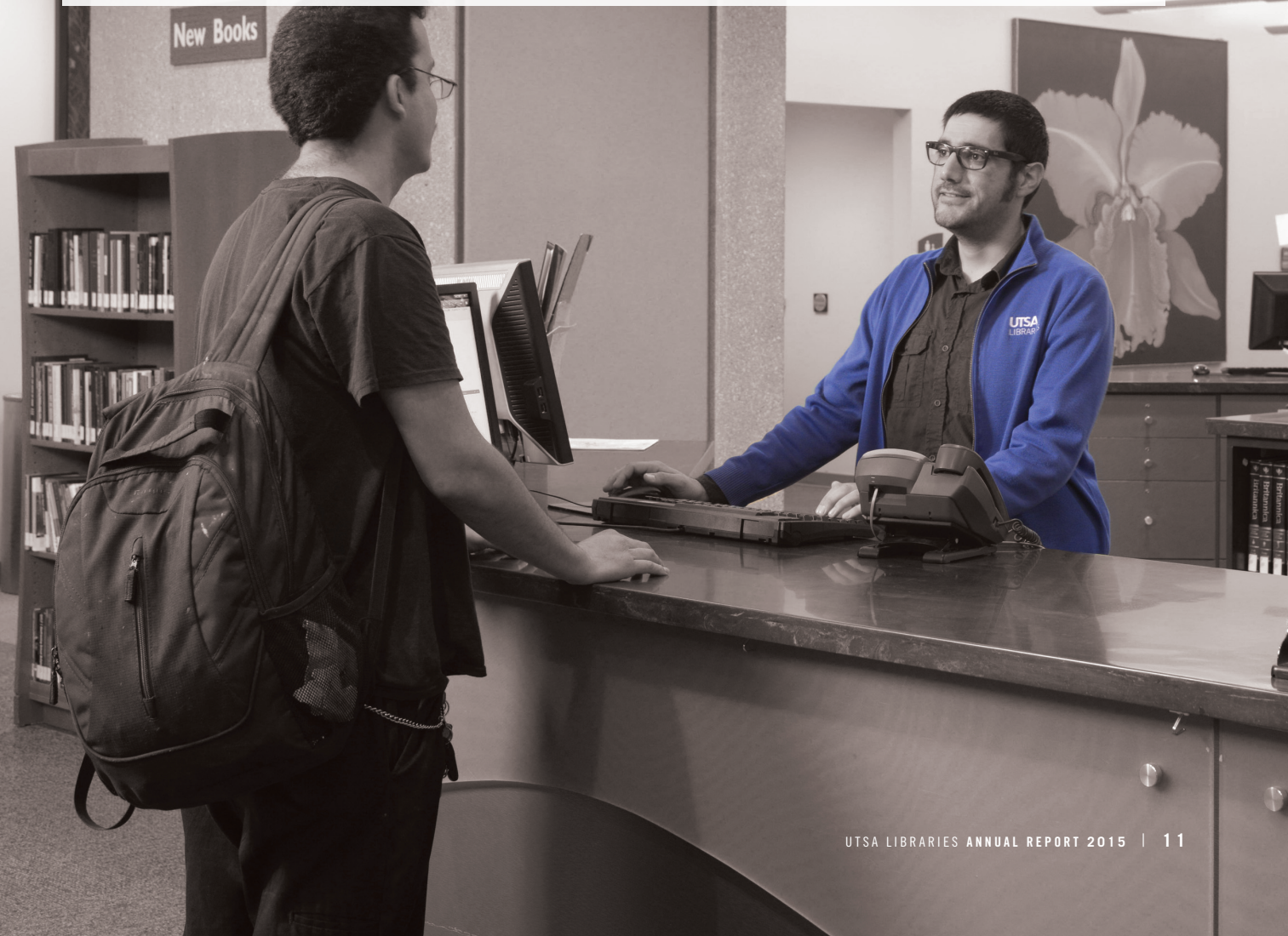
Learning Technology Unit: Making Library Instruction Scalable

With a campus of 29,000 students, online instruction is key to integrating information literacy into UTSA's large introductory courses. Our Learning Technology unit is made up of instructional designers and media specialists hired to develop high-quality interactive modules that engage students and convey important information literacy concepts according to librarians' specifications.

The Learning Technology team also supports faculty-driven initiatives to create new knowledge, designing online learning modules such as a 10-part, month-long marketing research certificate program in partnership with the College of Business.
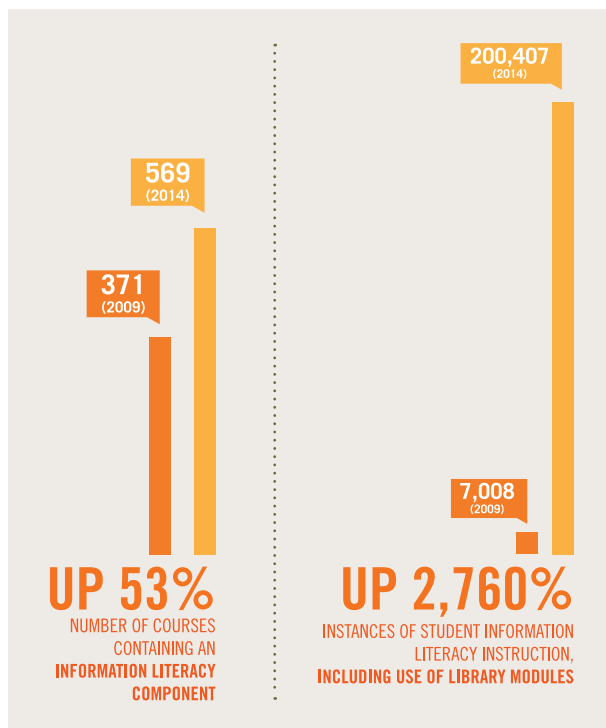
A selection of modules created by our Learning Technology unit in the last two years

FOR FACULTY:
- Student Incivility vs. Mental Health
- Cultural Competence
- Copyright for Online Courses
- Non-Tenure Track Faculty Orientation
- Creating a Military-Friendly Classroom

FOR STUDENTS:
- Finding Books and Articles
- Avoiding Plagiarism
- Evaluating Information Sources
- Cite it Right

371 (2009)
569 (2014)

UP 53%
NUMBER OF COURSES CONTAINING AN **INFORMATION LITERACY COMPONENT**

7,008 (2009)
200,407 (2014)

UP 2,760%
INSTANCES OF STUDENT INFORMATION LITERACY INSTRUCTION, **INCLUDING USE OF LIBRARY MODULES**

Faculty Services Division: Supporting Faculty Success

In 2009 UTSA's Teaching and Learning Center moved into the organizational structure of the UTSA Libraries, presenting a new opportunity to tear down silos and merge the broad expertise of the teaching and learning consultants with that of the librarians.

Today, professionals in our Faculty Services Division use their strong foundation in collections and research knowledge—as well as their deep pedagogical expertise—to fuel UTSA's research trajectory and improve the curriculum. Successful collaborations with the university's Quantitative Literacy Program and the Academic Inquiry and Scholarship course are prime examples of how the combination of skills has paved the way for involvement in many university-wide initiatives, including curriculum development.

> *I knew where to turn when I needed to find a collaborator on my endangered Latin American art research grant applications. The library was a natural choice because of their willingness to partner with faculty, and their expertise on copyright, preservation, multimedia and communications.*
>
> —Juliet Wiersema,
> Assistant Professor of Art History

🔍 Spotlight: University Teaching Fellows Program Fosters Doctoral Student Teaching Excellence

Every year UTSA selects a small group of doctoral students for the University Teaching Fellows (UTF) program to develop their teaching skills. Recipients are awarded $25,000 for their participation in the program, which prepares them for a career in academia.

Coordinated by Lucretia Fraga, the UTSA Libraries' Teaching and Learning Consultant, the program involves a year-long series of workshops on both teaching in the classroom and teaching online in hybrid-blended formats. In addition, Fellows complete a service project that directly benefits their department.

A SELECTION OF PROJECTS COMPLETED AT THE UTSA LIBRARIES IN THE LAST TWO YEARS

We utilize a strategic project management process to ensure continuous progress. Projects are vetted and selected based on the degree to which they align with the university's strategic goals.


Collections

Communications

Web Team

Acquisitions

Faculty Services

Systems

Teaching & Learning Services

Learning Technology

Public Services

Office of the Dean Staff

Special Collections

Facilities

Metadata

Get it for Me Unified Website Interface for Interlibrary Loan and Document Delivery

Gift Book Processing

Digital Collections Website

Self-Serve Study Room Reservations

Establish a First Floor Service Point

Transfer Low-Use Materials to Joint Library Facility (University of Texas and Texas A&M)

Faculty Center

Context-Sensitive Chat System

Teaching Assistant Orientation Program

Faculty Center Website and Knowledgebase

Gebhardt Mexican Foods Company Virtual Exhibit

Copyright Module for Faculty

Endangered Latin American Art Digital Humanities Project

Library Modules for Freshman Academic Inquiry Course

Quantitative Literacy Program Curriculum Development

GroupSpot Collaborative Digital Classroom

Hathi Trust Partnership

Social media gives a glimpse into how the UTSA Libraries meet the needs of the university community.

Taking over **#JPL** **@UTSAGradSchool** **#clubJPL** independent study for days. **#hour6**

—*As seen on Twitter, 4/29/14*
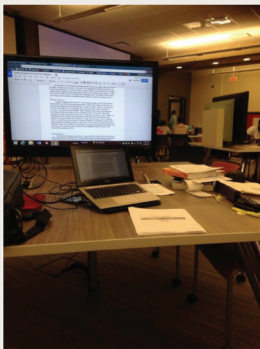
I am shocked by the dedication of **@utsalibraries**. They not only answered my question but also took the time to directly message me. Thank you **@utsalibraries** and keep up the fantastic customer service!

—*As seen on Facebook, 5/29/14*

@UTSA_Libraries I kinda love you; no, wait, I really do! Outstanding interface, service, great collection, great DBs. A model **#library!**

—*As seen on Twitter, 5/29/14*

Day before Spring Break and this is what **#clubJPL** looks like. So impressive! Go Roadrunners! **#UTSA** **@UTSA_Libraries**

—*As seen on Instagram 3/7/14*

Researching for a story and I have to say I'm completely obsessed with **@UTSA_Libraries** photos.
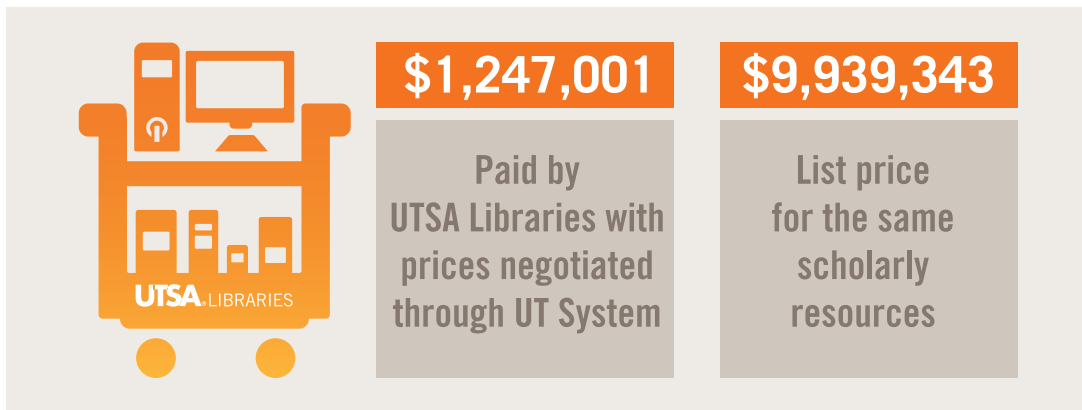
—*As seen on Twitter, 3/12/14*

@UTSA_Libraries Proclamation: Be it known to all that you fully ROCK! I just got notice about a paper nobody could find, and **GetItForMe** did!

—*as seen on Twitter 12/10/14, in reference to the libraries' uber-helpful interlibrary loan/document retrieval service*

UT System Digital Library

Because the UTSA Libraries belong to the University of Texas System Digital Library consortia, we are able to leverage group purchasing power to expand the scholarly resources made available to our students and faculty.

$1,247,001

Paid by UTSA Libraries with prices negotiated through UT System

$9,939,343

List price for the same scholarly resources

UTSA LIBRARIES

UTSA Libraries Partners with HathiTrust

UTSA Libraries recently joined HathiTrust, a collaborative digital repository of 13 million items consisting of both public domain and in-copyright content from a variety of sources including Google, Microsoft, the Internet Archive and partner university libraries.

Characterized as one of the largest and most valuable library initiatives of the 21st century, HathiTrust provides a wealth of print research materials that have never before been available in digital format, giving UTSA's faculty and students access to these valuable scholarly resources.

With such an extensive collection available to its participants, membership in HathiTrust has quickly become a hallmark of a top research institution. Its notable members include the University of California system and the University of Michigan, among many other major research libraries.

Responding to Demand: Textbooks on Reserve

UTSA's on-the-go students have a constant need for textbook access. In an effort to meet the demand and support the university's retention goals, we buy texts used in large introductory courses and place them on reserve for two-hour checkout. This service has quickly become one of our most popular, prompting an expansion of the program again this year.

> *I found myself in the library ready to give up on writing my paper...you intervened and reassured me I was on the right path. I just wanted to let you know that because you didn't allow me to give up...today I turned in my final copy of my exit paper to my professor. I was approved to move forward with the comprehensive exam and graduate this semester! Thank you, thank you, thank you.*
>
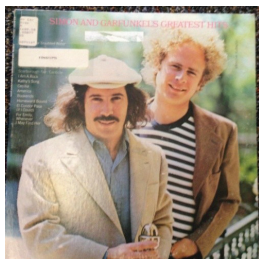> —graduate student Juan Rocha in an email to Roberta Astroff, Head of the Downtown Library

64,508
CHECKOUTS OF **TEXTBOOKS ON RESERVE** FY14

Out of the Ordinary

Scholarly resources come in all shapes and sizes. A few of the more unusual items available for checkout:

Vinyl records for audiophiles who prefer to hear albums the way they were originally played

A typewriter for occasions calling for an old-school approach

Puppets to inspire communication in children

iClickers to facilitate student classroom participation and comprehension

Replica "Bone Clone" skulls from the hominid evolution

> *I just wanted to say how impressed and grateful I was that a librarian was on chat and could help me with my problem in a matter of minutes. What a neat concept for those of us who work at home and on the weekends to have the knowledge of a personal Library intellectual. I am so glad to be a student at UTSA because UTSA cares about its students and it shows. Thanks to all of the Blue Crew!!!!*
>
> —Comment form submission, August 23, 2014

New Head of Special Collections and Digital Archivist

Two professionals were tapped this year to develop UTSA's rapidly expanding archives and rare collections.
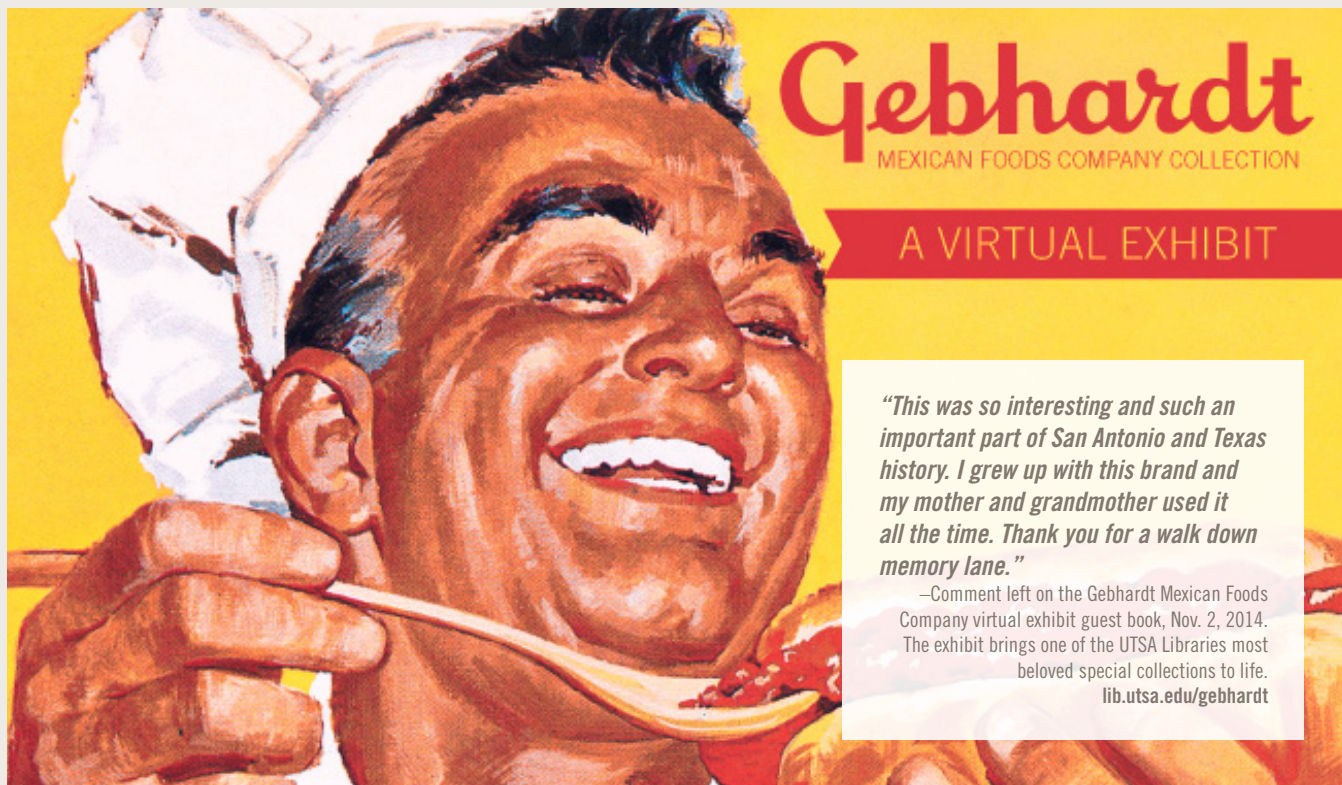
As the head of Special Collections, **Amy Rushing** (left) oversees the cultivation of the university's collection of rare materials documenting the history of San Antonio and South Texas, including traditionally underrepresented groups and communities. She collaborates with researchers both locally and nationally to increase awareness and utilization of the resources available at UTSA. Amy manages a team of seven archivists, curators and library assistants, all working with photographs, rare books, manuscripts and UTSA's own archives to ensure they are preserved and accessible for generations to come.

As digital archivist, **Julianna Barrera-Gomez** (right) ensures the long-term preservation and access of UTSA's digital materials. As the UTSA Libraries acquires more and more archival collections that are born-digital (originated in a digital form), Julianna develops strategies, policies and workflows to facilitate the management and preservation of all that digital content. The UTSA Libraries have been digitizing photographs, manuscripts and rare books for over five years, amassing an impressive 26,000 digital objects.

View our digital collections at **digital.utsa.edu**

The UTSA Libraries Special Collections brings national recognition to the university for distinctive research materials documenting the diverse histories and development of South Texas and San Antonio, serving scholars at UTSA and from around the world.

Collecting priorities include the history of the African-American and LGBTQ communities in our region, the history of women and gender in Texas, Mexican-American activism, Mexican-American advertising, the Tex-Mex food industry, water resources and urban planning.

Gebhardt MEXICAN FOODS COMPANY COLLECTION

A VIRTUAL EXHIBIT

"This was so interesting and such an important part of San Antonio and Texas history. I grew up with this brand and my mother and grandmother used it all the time. Thank you for a walk down memory lane."
—Comment left on the Gebhardt Mexican Foods Company virtual exhibit guest book, Nov. 2, 2014. The exhibit brings one of the UTSA Libraries most beloved special collections to life.
lib.utsa.edu/gebhardt

Preserving UTSA's Presence on the Web

Websites are constantly evolving and replacing their content—but once a site is updated, is all that old content gone forever?

Not at UTSA. We are positioned on the forefront of a new archival trend—ensuring that past iterations of the university's websites are not lost and forgotten. Charged with curating the university's vast online history, we maintain a list of official and UTSA-related websites that are then captured and preserved for public access and research as part of the University Archives collections.

UTSA's online archive now contains hundreds of sites ranging from academic departments, student organizations and university administration. Some student organizations chronicle their organizations through their social media outlets, which we also track and archive.

Pioneering Digital Preservation

Digital formats are constantly evolving, providing a challenge for archivists to preserve. Computer-generated content often becomes obsolete and inaccessible, leaving gaps in records.
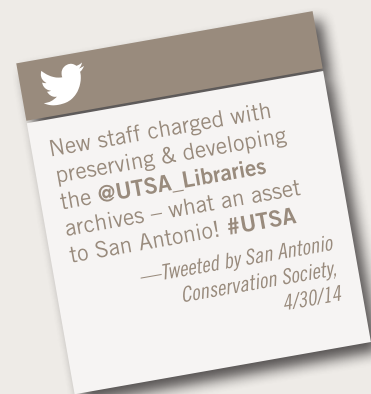
The UTSA Libraries recently partnered with two companies, Archivematica and DuraCloud, to beta-test their collaborative end-to-end digital preservation system. This pilot program aims to provide archivists with the tools necessary for packaging and uploading digital content for long-term accessibility and preservation.

The system has the potential to dramatically improve the way libraries archive their digital collections, ensuring they are usable by researchers for generations to come. The project aligns with our goal to preserve and provide access to materials that hold historical significance, regardless of format.

Notable New Collection:
The Personal Papers of State Senator Leticia Van de Putte

State Senator Leticia Van de Putte recently donated her personal papers to the UTSA Libraries for use by students and scholars. The Van de Putte papers consist of 12 boxes of correspondence, newspaper clippings, photographs and awards, while excluding official records from her political offices. The papers are available to scholars, students and researchers interested in examining the political history of San Antonio and Van de Putte's impact across two decades of civil service.

UTSA's Special Collections also houses the papers of other local, state and national political figures including Ernestine Glossbrenner, Charlie Gonzalez, José Angel Gutiérrez, Cyndi Taylor Krier, Frank Lombardino and Eugene Nolte Sr.

New staff charged with preserving & developing the **@UTSA_Libraries** archives – what an asset to San Antonio! **#UTSA**
—Tweeted by San Antonio Conservation Society, 4/30/14
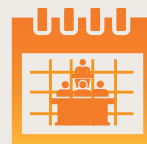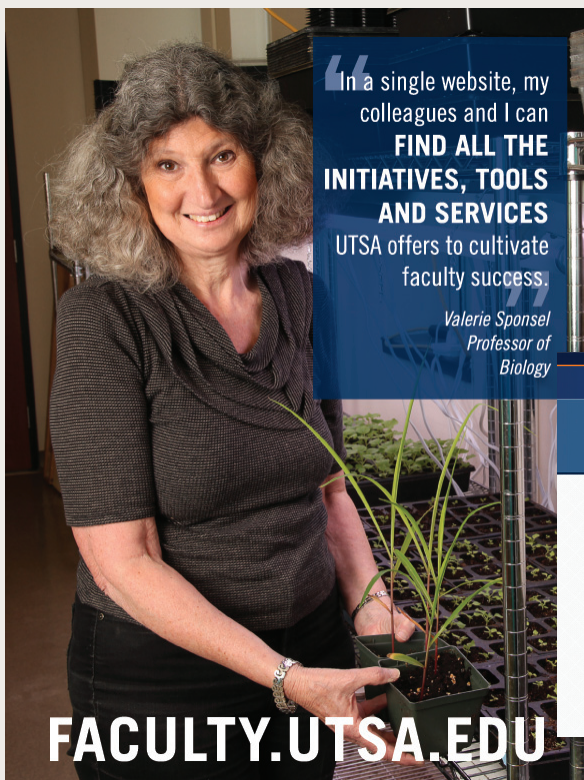
Faculty Center: Year One

Following more than 18 months of planning and construction, UTSA's Faculty Center opened in January 2014. The center is a partnership of the UTSA Libraries and the offices of the Vice President for Research and Vice Provost for Academic and Faculty Support.

Located on the fourth floor of JPL, the 4500+ square-foot facility features meeting rooms, a collaborative digital studio and a casual seating area where faculty can meet informally. A slate of faculty development workshops is offered each semester, created by the UTSA Libraries Faculty Services Division and the other partner offices. In addition, we created a Faculty Center website which serves as a clearinghouse for all faculty-related information, such as promotion and tenure guidelines, resources for grant seekers and available faculty services. Integrated into the website is a knowledgebase to help faculty navigate the rapidly changing environment.

Grand Opening of the Faculty Center, January 30, 2014. From left to right: John Frederick, Provost and Vice President for Academic Affairs; Rebekah Smith, former Chair of the Faculty Senate; Krisellen Maloney, Dean of Libraries; Jesse Zapata, Vice Provost for Academic and Faculty Support; Ricardo Romo, President; Bernard Arulanandam, Assistant Vice President of Research Support; Mauli Agrawal, Vice President of Research

The Faculty Center has resulted in something many thought would never be seen again—faculty in the library. Faculty are taking full advantage of this new resource, and librarians are regularly approached by faculty with ideas for new partnerships.

"In a single website, my colleagues and I can **FIND ALL THE INITIATIVES, TOOLS AND SERVICES** UTSA offers to cultivate faculty success.

Valerie Sponsel
Professor of
Biology

FACULTY.UTSA.EDU

200
AVERAGE **FACULTY CENTER DROP-IN VISITS PER WEEK** (Fall 2014)

400
QUESTIONS ASKED VIA THE FACULTY KNOWLEDGEBASE PER MONTH, ON AVERAGE (Summer & Fall 2014)

Event Re-Cap:
Faculty Center Signature Speaker

The Faculty Center was proud to bring trailblazing educator Freeman Hrabowski to UTSA for its fall signature event on September 25. Speaking to a full house in the Main Building Auditorium, faculty, students and staff gathered to hear the inspriational talk by Hrabowski, named one of the 100 Most Influential People in the World by *TIME* and one of America's Best Leaders by *U.S. News & Word Report*. Currently serving as president of the University of Maryland Baltimore, Hrabowski had the audience riveted with personal tales and thoughts on educational access and achivement. He ended by leading the audience in a mantra for all: "Your thoughts become words, your words become actions, your actions become habits, your habits become your character, and your character becomes your destiny."

"

The Faculty Center is a huge hit with the Environmental Science faculty. We have had several meetings in the center, and the technology has allowed me to work directly with some of the junior faculty who are preparing their first grant. Thanks again for your efforts on this project. It is a great morale boost for the faculty.

—Janis Bush,
Associate Professor of Environmental Science

"

"There is great satisfaction with our students and the library. We get traffic now that we didn't before, and it's because students see what it is they need most at the library: people who want to serve them."

- President Ricardo Romo, October 2014

UTSA® LIBRARIES
THE UNIVERSITY OF TEXAS AT SAN ANTONIO

One UTSA Circle
San Antonio, TX 78249

Unlike other universities,
it's cool to be in the
library 24/7 here. I love
my school bro **#UTSA**
—*As seen on Twitter,*
5/3/14

"My study view :)
@UTSA_Libraries
#gradschool"
—*As seen on Instagram*
10/19/13

CONNECT WITH THE **UTSA Libraries**