



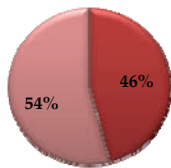
**Annual Report
2008 /2009**

The Year In Numbers

242,042	Library entrances
100,340	Website visits
16,005	Study room reservations
1,971	Research inquiries
1,400	Electronic & texts placed on reserve
562	Reams of paper
319	ILL Requests fulfilled
28	Classes/Seminars
10	Replaced public workstations
1	New student use scanner
6	New databases
49	Research Guides
101	Hours open, per week
606	Books sent to off-site storage
700	Earplugs dispensed
815	Class/Seminar attendees
5,686	Research guide views
6,881	Books and equipment checked out
31,810	Unique website users

Budget 2008-2009

- Databases & Materials
- General & Administrative



Finding Balance

Amid evolving information delivery technologies, student and scholar research is changing rapidly. The Library must not only adapt, but lead, in providing information services at the same rapid pace. This year the Walker Management Library met this challenge. Our agile staff was able to respond to an ever-changing information environment, and find balance between reaching an increasing number of users, while providing exceptional customer service.

The **measure of our success** is in the increased demand for library services, **website traffic was up 20%**, we responded to **34% more research inquiries**, and our **customer service rating exceeds expectations**.

Highlights

- > Our Open House, held in September, which was themed **“Who are these Characters in the Library”**
- > Participation in LibQual+, a survey of library resources and services. User Comments from the survey:
“Great Resources—Friendly Staff”
“The staff working at management library are approachable, friendly and very helpful.”
“I have been very impressed with the staff of Walker Management Library. They are very quick to help me with a research question and point me in the right direction.”

Facilities

- 242,042 Entrances
- 16,005 Study room reservations
- 101 Open hours, per week

The library remained a popular intellectual gathering space. With the quieting of the second floor doors and the addition of flat screen monitors in many study rooms, two sources of student complaint were solved this year. The monitors enable collaborative work and research, and the second floor can now be described as a silent study area. Working with student government leadership, the study room use policy was more clearly defined and communicated. Clocks were installed in study rooms, and now fans and heaters are available to help mitigate building temperature problems. Our annual seating and use survey confirmed that students enjoy individual study options in addition to group space. Eight new carrels were added to the second floor, doubling our carrel capacity. We continued our program of extended hours during exam periods.

Collections (Databases & Materials)

- 58,156 Books
- 4,000+ Electronic journals
- 80+ Business databases

Even in a financially constrained year, business information licensing and subscription fees for databases, scholarly publications, research reports, and data increased above the rate of inflation. In order to provide essential information resources we had to rely on our prudent and practical approach to collection decisions. A major review of all reference print publications was completed. The result was the ability to absorb a 3% loss of our material budget and expand online access to databases (see box). By eliminating an underutilized database, we were able to provide Owen alumni access to Factiva. We implemented a more systematic process for collecting database usage statistics, which will enable more data driven decisions on our databases offerings. Increasingly, we’ve made our collection of materials is available 24/7.

Database Additions

- Business & Management Practices
- Demographics Now
- First Research
- Foundation Directory
- Morningstar Cost of Capital
- Thomson Research

Services

Service Desk

6,881 Items checked out, a 32% increase over the year prior
48% books, 34% reserve texts, 18% equipment & media
909 Electronic documents placed on reserve

We worked to transform our service delivery by integrating traditional check-out functions with supportive tools that enhance interactions. A variety of services were offered at the library Service Desk: staff assisted users in locating materials, getting started with research, and helped with equipment such as the new scanner. In collaboration with Owen IT and the Owen Marketing department, the library service desk was designated the check-out point for more equipment including the Wii and video camcorder equipment. Other equipment has been made available such as rolling dry-erase boards and web-cams. Reserve texts continued to play an important role in how we support student work and increasingly we placed items on “electronic reserve”. Utilizing a security guard, shared with other Vanderbilt libraries, allowed us to make the most out of desk-staff. Responsibilities of the service desk were reassigned using the project management RACI (Responsible Accountable Consulted Informed) technique. A single email address was implemented to facilitate our single service point for customers

libraryservices@owen.vanderbilt.edu.

Research

1,971 Research inquiries, a 34% increase over the year prior
5,686 Research guide visits
1/2 Hour, the time an average research transaction takes to complete

From providing a copy of a market research report to creating an effective research strategy, the library staff helped users wade through the world of business information efficiently and effectively. In addition to responding to questions, we continued our librarian consultant program to EMBA student groups and expanded the program by assigning a librarian to the MMHC program; an MBA Intern served as liaison to the Accelerator Program. Librarian liaisons continued to work with faculty on their research and data needs by enabling access to digital resources, setting up journal alert services and document delivery. Our new platform for Research Guides, LibGuides, went live with 49 topical guides allowing more users to self-help and get started on their research, even after hours.

Instruction

28 Classes/Seminars, a 7% increase over the year prior
815 Student classes/seminar Attendees
12 Assignment-specific help guides

In and out of the classroom we helped the digital generation be information savvy by teaching students how to identify information needs, access information efficiently, evaluate, and use information effectively and ethically. We made more effective use of classroom time by ensuring visits were assignment driven and designed assignment-specific research guides. In addition to Owen class visits, we provided seminars for the Career Management Center on effective information collection methods for job searching and interviews, and for Development and Alumni Relations for prospect researchers. Classes were also taught to Law, Managerial Studies, Latin American Studies, and Science and Engineering students. A Bloomberg representative came to instruct students on the Bloomberg Certification process.

Staff

10 FTE, 8 PT Student Assistants

Robbi Di Peri joined the Walker Library staff as a Reference Librarian. Hilary Craiglow was named Interim Director. Brent Tenpenny, Access Services Manager, resigned. Jeff Carrillo, Library Assistant IV, rejoined. Sylvia Grant shifted to a part-time position. MBA student, Brad Cayer, was hired as a summer intern. Laura Norris' role was redefined, as Faculty Services Assistant. Joe Collins assumed responsibility for student workers. All staff completed the Strengths Finder assessment program. *Vanderbilt Business Magazine* highlighted Rahn Huber in the “Campus Visit Q&A” section. As travel and training funds were limited, so too were professional activities and development. However, staff were able to participate in numerous trainings, workshops, tutorials and conferences, and remained involved in the following professional organizations:

Sara Byrd: ALA – American Library Association; Committee on Membership Meetings
Hilary Craiglow: ABLD – Academic Business Library Directors
Robbi Di Perri: TLA – Tennessee Library Association; Learn and Discover Committee
Rahn Huber: SLA – Special Library Association; Webinar Presenter

Utilization of Research Services

Community Members	7%
Alumni	7%
Owen Faculty & Staff	19%
Owen Students	54%
VU Faculty & Staff	5%
VU Students	8%

Heard Library Committee Work

Circulation & Access – Laura Norris
Collections – Hilary Craiglow
Communications – Sara Byrd
LibQual+ – Deborah Brooks
Library Council – Hilary Craiglow
Reference & Instruction – Rahn Huber
Technology Training Support – Sara Byrd