

SOCIAL SCIENCES, HEALTH, AND EDUCATION LIBRARY

ANNUAL REPORT, July 1, 2018 – June 30, 2019

Prepared by: Nancy P. O'Brien

I. Highlights of the year

Ongoing changes in staffing, enhancing collections with gift and purchased items, and reducing backlogs of uncataloged material, were the highlights of the year. Detailed statistical data is provided in the attached spreadsheets for collections, services, and personnel. SSHEL contributed to Strategic Directions SD2, SD3, SD4 in the Strategic Framework 2019-2023, notably in regard to instruction for users, strengthening collections, and research consultations and reference support (SD2); library outreach to the community (SD3); and, developing and mentoring the next generation of library and information science professionals (SD4).

Major Accomplishments

- Provided services to the more than twenty departments, programs, and schools affiliated with SSHEL, as well as to library users interested in any of the subject areas covered in SSHEL
- Six large gift collections were searched with significant numbers of unique volumes being added to the Library's collections; many small or individual donations were also searched and processed
- Filled vacant positions to ensure the continuation of high quality services to library users; reassigned duties during vacancies

Contributions to Library-wide Programs

SSHEL librarians and the Library Operations Associate contributed to the central Reference Hub services for virtual and on-site reference assistance. SSHEL continued to offer outreach and training opportunities to its related programs.

Diversity initiatives include staff participation in training and events, and the programs, exhibits, and instruction provided specifically by the Gender Studies and Multicultural Services Librarian.

Services and Access

Staffing: Three new graduate assistants were hired in FY19 and trained prior to the start of the fall semester. Chris Bailey was hired as a 50% academic hourly to provide library support to the iSchool due to Dan Tracy's appointment as Head of Scholarly Publishing and Communication. In May 2019 Chris was appointed as visiting Information Sciences Librarian at the conclusion of a search. Library Specialist Dulcie Vermillion was hired in September 2018 to fill the late night supervisor position in SSHEL. Beth Sheehan resigned to take a position as Assistant Director for Information Management and the Career Resource Center at the campus Career Center. During this vacancy (December 2018-August 2019), Cindy Ingold provided collection development and instruction

services to the departments of anthropology and sociology, while Nancy O'Brien took on responsibility for supervision of SSHEL graduate assistants. In January 2019 the Library appointment for Yoo-Seong Song changed to 51% time as he transitioned into a 49% teaching appointment in the iSchool. Nancy O'Brien managed Labor and Employment Relations funds during spring 2019.

Reference activity: In FY19 the Social Sciences, Health, and Education Library answered 3,491 total reference questions. The vast majority (86%) of the SSHEL questions were answered in-person at our reference desk. Email (4%) and telephone (4%) were the second most popular modes of receiving questions. SSHEL recorded a total of 164,184 visits, a decrease from the prior year. In a typical week, SSHEL had 3,157 visitors (a decrease from 3,569 in FY18) and answered 70 reference questions, an increase from 54 weekly reference questions in FY18. The apparent increase in reference questions answered is because we discovered that FY18 data only reported reference interactions at the SSHEL North Information Desk.

Course Related and Other Instruction: Visiting students and scholars from China were given library orientation through several affiliated programs. Preschoolers from the Early Child Development Lab, were also provided with library programs. Formal library presentations were made to 156 groups, with a total of 3,528 participants. This is a significant decrease of 1,800 participants from the prior year which may be attributed to the change in percentage of Yoo-Seong Song's appointment. Yoo-Seong has consistently provided instruction to large numbers of students in the past. Of the participants, 54% were graduate students, 41% were undergraduate students, and 5% were others. 258 individual research consultations were held with students and other researchers. This is a 26% increase in research consultations from the prior year.

Website Activity:

Although SSHEL's website migration from OpenCMS to Wordpress was completed in FY18, S-Collection pages are on a different server and still need to be migrated with the support of Library IT.

According to SSHEL's Google Analytics account, there were over 85,000 page views of the SSHEL website and over 58,000 unique page views. The home page received over 34,000 hits. After the SSHEL homepage, the most popular pages were Education, What is Folklore?; Education Standards, Labor Unions, Guide to Finding Lesson Plans, Test Collection, Sociology, Psychology, and Resources in Speech & Hearing Science.

The S-Collection and S-Collection Blog remain very popular, with over 35,000 combined views. The most popular S-Collection page was Challenged Children's Books.

The most popular SSHEL LibGuide was the Speech Disorders guide, with over 10,000 views. Total views for SSHEL LibGuides increased by 55% from 45,000 in FY18 to over 81,000 in FY19. SSHEL created 7 new guides, including guides on Graphic Medicine and Social Anxiety Disorder.

We continue to grow engagement on SSHEL's Facebook (FB) page. This year, our FB page participated in National Library Week, the Youth Literature Festival, and Picture Book Month.

Circulation: SSHEL ranks fourth in circulation among the UIUC libraries for FY19 (after Main Stacks, Oak Street, and the Undergraduate Library) based on charges and renewals, and third in call slip retrievals after Main Stacks and Oak Street. The multidisciplinary nature of the collections is popular with library users, as seen by both on-site use and call slip requests.

Collections

SSHEL ranks second in acquiring print material, following the Main Stacks, and ahead of the Undergraduate Library. Librarians accepted and processed several gift collections during the year. These collections were searched against library holdings by Library Specialist Dave Pherigo from spreadsheets, other documents, or in many cases the actual books. This year we saw a large number of collections ranging from 50-300 volumes donated by retired faculty and alumni. These included political science books; vintage children's books from series such as the Hardy Boys; early childhood education, special education, and other education books; late nineteenth and early twentieth century children's books and school books; and ongoing donation of sports and fitness books from Human Kinetics publishers.

Support/Ancillary Activities

Cataloging: A total of 3,318 titles were cataloged, representing 3,412 items. Original cataloging was done for 92 titles and copy cataloging for the remaining 3,226 titles. Four-hundred twenty eight items were reclassified due to record errors, and 93 added volumes were processed for existing records. Gennye Varvel catalogs recently acquired material from the Center for Children's Books (CCB) typically around 3,000 titles, Andrea Black provides additional cataloging support for CCB transfers as needed, and Nancy O'Brien and a graduate assistant continue to catalog recent and backlog Curriculum Collection items.

One hundred-nineteen new tests were added to the test collection, 613 tests were revised, and 4,681 additional components processed for existing tests. Library Specialist Andrea Black has taken on processing of gift tests and has reduced the backlog significantly.

Training and Staff Development Activities

An intensive training program, grounded in general library procedures and policies and specific aspects of resources and services, was provided to all new employees, with selective retraining for continuing personnel. Ongoing training is provided throughout the year via meetings and special workshops. SSHEL graduate assistants attended central Hub training to improve chat services offered nights and weekends.

Innovative Ideas, New Initiatives

Due to space limitations in the highly-used School Collection of children's and young adult literature, the reference books and journals were moved to Room 100 with the other reference books and journals to create space for the circulating children's books in Room 112.

Measurement, Evaluation, and Assessment Activities

We track hourly and seasonal patterns of use to help make strategic decisions about library services and staff deployment. Afternoons continue to be the busiest time of day at the SSHEL reference desk so staffing schedules reflect that. Subject-specific questions accounted for 636 reference queries. Education (30%) and library and information science (11%) questions were asked most frequently.

Public Relations and Promotional Activities

Marketing and outreach are major components of the work of the Applied Health Sciences, LIS, and Gender Studies and Multicultural Services librarians. Exhibit cases in SSHEL are used to highlight segments of the collections. The annual Poster and Book Jacket event celebrating children's and young adult books was held in November.

In March 2019 Nancy O'Brien had a leadership role in the 2019 Youth Literature Festival co-sponsored by the College of Education and the University Library. Graduate assistant Amanda Weber curated an exhibit in the North-South corridor, Marshall Gallery, and SSHEL for the event. Another exhibit in the North-South corridor celebrated the 40th anniversary of the Gender and Women's Studies department.

Additional Topics

- In FY19 SSHEL's group study rooms had a total of 728 reservations (1,216 hours), similar to the prior year.
- CMS continues to address the Curriculum Collection backlog material, reducing the backlog by over 1,200 items to 1,100 items

Major Challenges

During FY19 the major challenges were changes in staff, and adjusting position descriptions to match current operational needs. Maintaining the physical collections in keeping with space needs and the guidelines agreed to during the establishment of SSHEL has been a challenge due to the print collection growing steadily while limitation on transfers to Oak Street necessitates constant shifting of the collections within SSHEL. Senior Library Specialist Tammra Keaton has provided some creative ways in which to shift and transfer collections to allow room for growth, but it is a constant concern.

Goals and planning

Last Year's (FY19) Plans and Goals

Services and access have always been at the forefront of the Library's goals. Those goals that were accomplished include:

- Continued high quality services despite changes in personnel
- Addressed changes in staffing with the departure of librarians Dan Tracy and Beth Sheehan and the addition of Dulcie Vermillion as late night supervisor and Chris Bailey, first as a part time hourly worker and later as a visiting assistant professor to support information sciences
- Implemented new procedures for recording statistics about research consultations, with some success; additional assessment of using DeskTracker for this data is needed
- Worked with Library IT to begin transfer of the S-Collection webpages from the Apache server to WordPress

II. Next Year's (FY20) Plans and Goals

Plans and goals for next year include the following:

- Continue high quality services despite staff reductions
- Continue collaboration with CMS to expedite processing of the Curriculum Collection backlog. That backlog was reduced by over 1,200 items in FY19
- Finalize moving the S-Collection webpages from the Apache server to WordPress while retaining the graphics
- Continue to adjust services to reflect needs shown in hourly statistics
- Expand outreach to SSHEL constituents through instruction, programs, and marketing efforts
- Plan for reduction in number of librarians due to Yoo-Seong Song's change in library appointment to 51%. Yali Feng will take over collection development for Labor and Employment Relations, while Nancy O'Brien will take on instruction and reference for LER
- Plan for possible move of SSHEL to a new location within the proposed building renovation

III. Graduate Assistants

Number and funding source of Graduate Assistants

There were four graduate assistant positions in SSHEL during FY19. Since graduate assistantships are nine month positions, graduate students were hired on an hourly basis during summer months because of the high level of activity in SSHEL.

Major responsibilities

Under the direction of the SSHEL Graduate Assistant Supervisor, SSHEL GAs assist in providing information services in the areas of aging/gerontology, American Indian studies, anthropology, applied health sciences, Asian American studies, community health, economics, education, gender and women's studies, geography & geographic sciences, kinesiology, labor and employment relations, library and information science, political science, psychology, rehabilitation/disabilities, social work, sociology, sports/recreation/tourism, speech and hearing science, as well as in the special collections of children's books, curriculum materials, test instruments, and the occult sciences. These services are provided to faculty, graduate students, undergraduate students, and community members. Graduate assistants participate in the development and implementation of new and innovative services.

Specific duties include: database searching; development of online and print user aids; reference collection annotation and weeding; maintaining, editing, and revising SSHEL web pages; promoting collections and services via SSHEL social media accounts; book selection and cataloging for the curriculum collection; book selection for the children's and young adult literature collection; maintenance and reports of SSHEL reference statistics and library use; chat reference on evenings and weekends; supervision of undergraduate student workers during times when staff are not available; and other duties as assigned.

GA projects completed in FY19

- Provided reference, instruction, and research assistance at the information desk, in person, by phone, and virtually through chat and email
- Revised subject guides, under supervision of subject librarians; searched catalog for new reference e-books, created annotations when appropriate, and edited subject guides for upcoming year
- Designed and wrote copy for a Fall 2018 update to SSHEL's donor newsletter, *The Benefactor*
- Shadowed and co-taught library instruction sessions for Community Health, Kinesiology, and Speech and Hearing Science classes
- Compared copies of donated books to currently held copies in SSHEL and made preservation and collection recommendations
- Searched titles against the catalog and recommended purchases from reviews in a variety of journals and publisher catalogs
- Created Excel spreadsheet comparing VuFind catalog records to Medical Humanities database; noted when we have and do not have titles. Edited catalog tags to add Medical Humanities where appropriate.
- Promoted SSHEL resources and events on social media as well as those of affiliated academic programs, the Library and university
- Assisted with maintenance of the SSHEL website
- Created unique blog posts
- Planned and carried out three library programs for groups of 2 to 5 year-olds

- Selected book jackets from storage to be put back on books in S-Collection to increase their research value
- Selected, boxed and shipped new books from the CCB to SSHEL (2,377 books) on a regular basis; 2,307 were added to the Library collection
- Worked with the graduate assistants at the CCB to develop a new procedure for searching and sending books to SSHEL in order to alleviate the pressure and rush that occurs in January and February before the CCB's annual book sale; piloted the new procedure during the 2018-2019 school year and it was a much smoother process
- Worked to reorganize the S-Collection webpages (September-November 2019), which included locating duplicate links, updating bibliographies, and recommending new arrangements of the webpages for when they would be migrated to WordPress
- Searched titles against the catalog, and the CCB Gift Books list and made collection addition recommendations
- Co-wrote an article about the S-Collection for *Informed Librarian Online*
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- Evaluated and selected titles in *Choice* to be referred to subject librarians
- Created exhibits for: Into the Woods (books about nature); National Disability Employment Awareness; Veterans; Black History Month; Youth Literature Festival; Autism Awareness Month; The Things They Left Behind: Curiosities found in Books (all in SSHEL exhibit cases); designed and installed a library exhibit for the North-South hallway celebrating the 40th anniversary of the Gender and Women's Studies department
- Planned and updated monthly multicultural bulletin board display in UGL
- Updated SSHEL map in Publisher software
- Wrote curriculum and S-Collection annual reports for last fiscal year
- Recommended purchase of new textbooks for the curriculum collection
- Copy cataloged new and gift Curriculum Collection items
- Wrote annotations for new reference books
- Created a short screen-sharing video to explain the basic features of the LibStaffer scheduling software for SSHEL staff
- Provided supervision for student assistants during evening and weekend hours
- Managed reference statistics: created forms for daily room counts and student assistant interactions (at the circulation desk); entered student assistant/office staff interactions into Desk Tracker; used Desk Tracker and Microsoft Excel to create reports for sweeps weeks and annual report
- Shelf-read assigned sections in reference and reference circulating collections

- Identified items for weeding from reference collection, under the supervision of subject librarians; made recommendations for relocation or new purchases based on SSHEL weeding criteria

GA Perception Quotes:

GA1: My experience as the S-Collection Graduate Assistant at the Social Sciences, Health, and Education Library has been invaluable for my growth and instrumental in shaping the type of librarian I want to be. Working at SSHEL allowed me to gain experience in many areas of librarianship, from reference and collection development to programming, management skills, and more. I love the diversity of the work of a librarian, and at SSHEL I was able to take on many different responsibilities and learn to do them well while balancing deadlines and remaining committed to serving our community.

The extensive training graduate assistants receive is so helpful as we begin this professional journey and adds a layer to our education at the iSchool because we get to experience real-life application. Beyond that, however, my supervisors and mentors at SSHEL provided me with continual support and encouragement, providing opportunities for me to show what I could do while ensuring that I knew they would be there for assistance. They led by example and entrusted me with a lot of responsibility, which forced me to work hard and prove I was capable. In addition, I was allowed to take initiative and explore ideas that interested me, such as creating a display, crafting policies, and co-writing an article. During my time as a graduate assistant, I not only completed my assigned tasks, but I was also able to propose other projects that I believed could make a difference.

Being the S-Collection GA was a great stepping stone for my future career as a school librarian. I knew from the start that I wanted to work with kids, and working as the graduate assistant that was focused on children's literature let me channel my general interest into professional knowledge and experience. I not only had the responsibility of examining titles for collection development, but I also promoted our collection through monthly blog posts, organized and facilitated story times for preschoolers, designed a large-scale display for the Youth Literature Festival, and more. I gained insight into how I think and work as a librarian as well as how I can best serve young people.

You can take as many classes as you want and practice simulations of various situations, but nothing can substitute for the real, everyday work at a library. My assistantship at SSHEL gave me the opportunity to put the theories and goals that drive our profession into practice. I am so grateful to have had this experience in such a supportive and stimulating environment.

GA2: My time as a Graduate Assistant at Social Sciences, Health, and Education Library has proven to be an extremely valuable part of my education at the iSchool and has prepared me well for my professional career as a librarian. Even in just one year in this position, I have been able to put much of the theory learned in my classes into immediate

practice. For example, in working with patrons virtually and in-person from the reference desk, participating in collection maintenance tasks, and co-teaching sessions with SSHEL librarians, I have been able to build directly on skills and concepts learned in my reference, collection development, and instruction courses.

I have also gained significant experience outside of the scope of my coursework, working with librarians on special projects throughout the year. In this year, I have had the opportunity to work with SSHEL librarians to co-write a profile of the library for publication and design and install a large exhibit in collaboration with an academic department here on campus. These projects were an incredible supplement to my time at the iSchool that gave me a distinct advantage in my job search and played a large role in my securing a full-time, professional position after graduation.

Overall, my assistantship was a cornerstone of my final year at the iSchool. I was able to learn and grow professionally in a way that I do not believe would have been possible outside of a position like this one. The librarians and staff at SSHEL have provided me with incredible mentorship and support, and I look forward to maintaining the relationships I have developed while working here in the years to come. The experience was a decidedly positive one that I would encourage any student at the iSchool to seek out in their time as a student.

GA3: The SSHEL assistantship was a valuable experience in research and web-related tasks. I gained exposure to answering research questions for students and faculty in person, over the phone, and via online chat. The training sessions I attended with other library departments deepened my knowledge in the various areas they covered. I also enjoyed learning to create bibliographic annotations and editing the SSHEL website in Wordpress.

This assistantship involved a lot of areas of librarianship. My Web GA-specific duties were in social media and website management. All graduate assistants were also assigned responsibilities in reference services, collection development, supervision of undergraduates, and operations. This exposure to varied aspects of academic librarianship allowed me to assess what I liked and disliked and where my strengths lie. We also all had opportunities to help with instruction and creating exhibits; someone with more aptitude for those areas would find that aspect of the experience valuable as well. The librarians were knowledgeable in their fields and open to working with the graduate assistants on projects to develop our professional skills.

On a more personal note, I developed friendships with the other graduate assistants and library staff who could potentially be my future colleagues. This made the experience more rewarding for me.

ANNUAL REPORT STATISTICS: FY19						
Unit: Social Sciences, Health, & Education Library (SSHEL)						
COLLECTIONS	Held Last Year	Gross Added	Transfer Out	Withdrawn	Net Added	Held This Year
Cataloged Volumes	82,420	4,725	2,033	0	2,692	85,112
Uncataloged Materials	0	0	0	0	0	0
Microfiche, Print, Cards	560,972	0	0	0	0	560,972
Computer Files	57	0	0	0	0	57
Graphic Materials	5	0	0	0	0	5
Audio Materials	89	0	0	0	0	89
Film and Video Materials	18	0	0	0	0	18
Tests	8,986	119	0	0	119	9,105
Serials-Total	1,081	0	0	0	-87	994
a. Journals	681	2	82	0	-80	601
b. Continuations	400	0	7	0	-7	393

ANNUAL REPORT STATISTICS: FY19						
Unit: SSHEL Curriculum Collection						
COLLECTIONS	Held Last Year	Gross Added	Transfer Out	Withdrawn	Net Added	Held This Year
Cataloged Volumes	53,382	1,562	0	0	1,562	54,944
Uncataloged Pamphlets, Etc.	0	0	0	0	0	0
Uncataloged Materials (see notes*)	2,290	61	1,246	2	-1,187	1,103
Microfilm Reels	0	0	0	0	0	0
Microfiche, Print, Cards	0	0	0	0	0	0
Computer Files	127	0	0	0	0	127
Graphic Materials	641	39	0	0	39	680
Audio Materials	69	0	0	0	0	69
Film and Video Materials	80	1	0	0	1	81
Serials-Total	7	0	0	0	0	7
a. Journals	0	0	0	0	0	0
b. Continuations	7	0	0	0	0	7

NOTE: This information reflects the size of the entire Curriculum Collection, regardless of location.

ANNUAL REPORT STATISTICS: FY19						
UNIT: SSHEL School Collection						
COLLECTIONS	Held Last Year	Gross Added	Transfer Out	Withdrawn	Net Added	Held This Year
Cataloged Volumes (see notes#)	173,462	5,445	0	0	5,445	178,907
Uncataloged Pamphlets, Etc.	0	0	0	0	0	0
Uncataloged Materials	0	0	0	0	0	0
Microfilm Reels	43	0	0	0	0	43
Microfiche, Print, Cards	0	0	0	0	0	0
Computer Files	0	0	0	0	0	0
Graphic Materials	0	0	0	0	0	0
Audio Materials	0	0	0	0	0	0
Film and Video Materials	0	0	0	0	0	0
Serials-Total	101	0	0	0	0	101
a. Journals	45	0	0	0	0	45
b. Continuations	56	0	0	0	0	56
NOTE: This information reflects the size of the entire School Collection, regardless of location.						

ANNUAL REPORT STATISTICS: FY19				
Unit: Social Sciences, Health, & Education Library (SSHEL)				
Notes				
*Withdrawn items include 1246 items cataloged by CMS.				
#Includes 1,780 books transferred from the Center for Children's Books to the S-Collection.				
SPACE				
Total square feet of unit				19,838.65
Linear feet of shelving				11,454
Seating				
a. At tables				168
b. At carrels				19
c. At public workstations				29
d. In Group study Rooms				11
e. Informal/other				28

ANNUAL REPORT STATISTICS: FY19			
Unit: Social Sciences, Health, & Education Library (SSHEL)			
Direct Services			
Number of formal library presentations to groups (generated from internal records) §			156
Number of participants in group presentations (generated from internal records)			3,528
Number of individual instruction appointments			258
Number of practicum students/independent studies			0
Total circulation (initial 24,793 and renewal 35,707)			60,500
Total manual circulation			147
Reference and directional transactions (Actual total)			3,491
Reference questions	(Actual annual)		2,883
Digital reference questions	(Actual annual)		444
Directional questions	(Actual annual)		608
Head count	(Actual Annual Gate Count)		164,184
A. Fall	(Gate Count from sweeps week data)		4,835
B. Spring	(Gate Count from sweeps week data)		4,047
Number of hours open weekly			
A. Summer II 2018			55.5
B. Fall 2018			76.5
C. Spring 2019			76.5
D. Summer I 2019			55.5
<i>§ Instruction from SSHEL and LIS is included in this total.</i>			

ANNUAL REPORT STATISTICS: FY19		
Unit: Social Sciences, Health, & Education Library (SSHEL)		
Personnel (As of Aug. 16)		
Professional Staff, FTE	6.33	
Graduate Assistants, FTE	1.4	
Staff, FTE	5	
Students, FTE (\$62,186 student wage allocation)	3.8	
Personnel	Start Date Mo/Yr	End Date Mo/Yr
FACULTY		
Chris Bailey (50% academic hourly Aug-May 2018; 100% visiting faculty May 16, 2019-)	Aug-18	
Yali Feng (100%; August 2018-May 2019)	Oct-17	
Cindy Ingold (100%)	Aug-07	
Nancy O'Brien (100%)	Jan-81	
JJ (Katharine) Pionke (100%)	Nov-14	
Lynne Rudasill (8%)	Oct-98	
Beth DiVincenzo Sheehan (100%)	Mar-11	Nov-18
Yoo-Seong Song (75% Aug-Dec 2018; 51% Jan 2019-)	Aug-12	
GRADUATE ASSISTANTS		
Anna Teggatz Campbell (35%) funded partially by transfer of funds by College of Education in 1981 to support Curriculum Collection	Aug-18	
Mary Elmquist (35%)	Aug-18	Jul-19
Nell Gram (35%)	Aug-18	May-19
Amanda Weber (35%) funded partially by transfer of funds by College of Education in 1981 to support Curriculum Collection	Jan-18	Jul-19
CIVIL SERVICE EMPLOYEES		
Andrea Black (100%)	Jan-18	
Tammra Keaton (100%)	Aug-03	
Dave Pherigo (100%)	May-12	
Genny Varvel (100%)	Oct-13	
Dulcie Vermillion (100%) funded partially by transfer of funds by College of Education in 1981 to support Curriculum Collection	Sep-18	