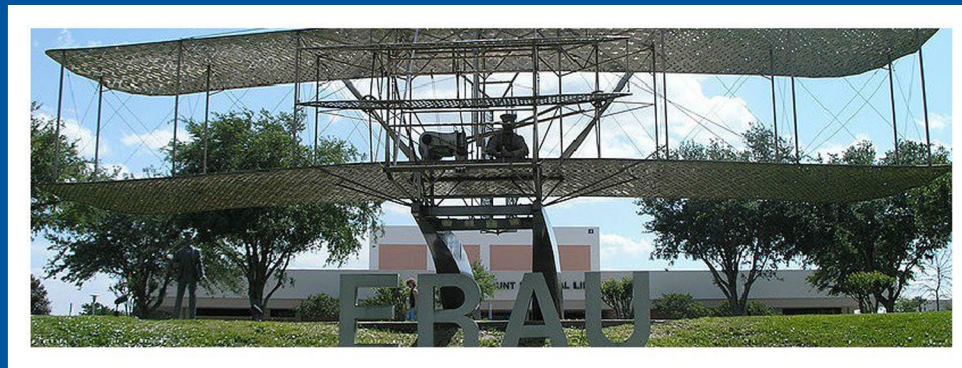# EMBRY-RIDDLE
Aeronautical University

Hunt Library
2011 - 2013 Report

Vision

The Hunt Library will be the gateway to information for Embry-Riddle Aeronautical University. Through exemplary customer service, innovative technology and an inviting environment, both virtual and physical, the library will be the preferred source of information for teaching, learning and research at Embry-Riddle Aeronautical University.

Mission

The Hunt Library provides access to materials, information resources, services and facilities to students, faculty and staff in support of the University's commitment to excellence in teaching, learning and research. As an academic support unit, the library maintains flexibility and is proactive in meeting the changing information needs of its clientele. The Hunt Library is the primary information center for the Daytona Beach Campus as well as for Embry-Riddle Worldwide students. The library links the information needs of the University community with existing resources either locally or through sharing agreements and technological resources.

Goals

1. Continue the migration from print to electronic collections. *Provide all patrons with twenty-first century access to scholarly information.*
2. Continue exploring the collection development process. *Evaluate the Hunt Library's entire collection development process from acquisition to weeding.*
3. Investigate new avenues for marketing and outreach. *Discover and implement new ways to reach patrons.*
4. Continue investigation of ways to preserve special and unique print collections digitally. *Ensure the unique collection and history at the Hunt Library is preserved for future generations.*
5. Look into implementing a new integrated library system and other innovative technology. *Evaluate the Hunt Library's current technology and explore further enhancements.*

Contents

Introduction

The 2011-2013 fiscal years were interesting, challenging and fast-paced. The Hunt Library staff accomplished many of our planned goals and activities and successfully responded to a few unforeseen ones along the way. Some highlights are listed below. (For the full strategic plan and accomplishments, see http://library.erau.edu/about/strategic-plan/hunt-library-strategic-plan-2011-2013.pdf.)

- We increased the number of eBooks in the collection by 82%.
- We removed many outdated books from the library shelves.
- We began staying open around the clock during final exams to offer a quiet, safe place for students to study.
- We partnered with University Archives and began digitizing ERAU historical publications.
- We implemented EAGLEsearch and chat reference.
- We teamed up with the Hazy Library, the Ignite program and IT to inaugurate a university-wide institutional repository.
- We developed QR codes to promote library events.

In addition to the work on our strategic goals, we continued to offer services, teach information literacy classes and add electronic and print resources to the library's collections and our website. The library staff, whether working with the public or behind the scenes, is dedicated to providing the best information resources and services to the Daytona Beach and Worldwide Campuses.

Understanding that change is constant, we remain flexible and ready to adapt when new situations arise. We evaluated the print collections and moved library furniture and books from the third floor in the spring of 2012 to make room for our new neighbor, the Office of Undergraduate Research. And, in the spring of 2013, we began planning the relocation of our services and resources to four separate areas on campus in anticipation of the construction of the new student services building.

It would be difficult to achieve our goals, continue and improve our services or keep the building open nearly 94 hours per week without support from the university administration, and in particular, the Daytona Beach and Worldwide Campus leadership, who provide the funding for us. We wish especially to acknowledge the moral support and guidance we received during this period from Dr. Bob Oxley, Associate Vice President for Academics and Dr. Nancee Bailey, Vice President of Student Affairs.

This report will highlight some of the particular successes and events of the two years. If you have any questions, suggestions or ideas for us after reading through this report, please contact me.
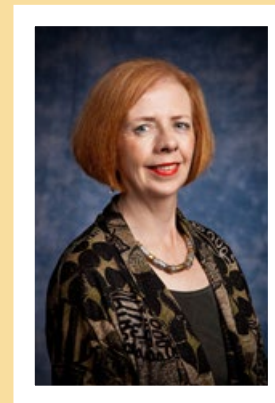
Anne Marie Casey
Hunt Library Director
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Staff

Library staff members keep their skills fresh by continuously learning about what is new in the world of academic libraries and taking part in professional activities. Many of us participated in workshops and conferences outside of the library, ranging in distance from local workshops in DeLand to an international library conference in Europe. One high point was the attendance at the Distance Library Services Conference in Memphis in April 2012 by seven librarians, two of whom presented papers.

Other professional development activities included webinars offered, generally for free, by the university, local library groups and vendors. In 2011-2013, Hunt Library staff participated in over 150 workshops and webinars and learned about the basics of the new ERAU Campus Solutions Information system, how to make better use of library technology, preservation techniques and the latest in supervisory practices, among many other topics. In addition, the library held internal retreats several times during this period to discuss issues of importance to the library and the ERAU community.

Administration
Anne Marie Casey, Library Director
Kathleen Citro, Assoc. Director for Research/Worldwide Library Services
Sandra Coleman, Administrative Assistant
Jane Deighan, Assoc. Director for Budget and Planning
Suzanne Sprague, Assoc. Director for Electronic and Technical Services
Melanie West, Assoc. Director for Access Services

Electronic and Technical Services
James Day, Electronic Services Librarian
Barbette Jensen, Web Administrator
Ashley Linsmeier, Collection Management Technician
Damane Seegobin, Continuations LTA
Mary Throumoulos, Collection Management Librarian
Cindy Watson, Catalog/Processing LTA
Gabriella Williams, Serials LTA
Karen Winkle, Catalog Management Librarian
Ying Zhang, Catalog Librarian (Media)

Access Services
Sue Burkhart, ILL/Document Delivery LTA
Scott Harkins, Circulation LTA

Access Services (continued)
Lawrence Harlowe, Circulation LTA
Biletnikoff Langhorn, Media Services LTA
Elizabeth Sterthaus, ILL Librarian
Debbie Walter, Circulation LTA
Gary "Chip" Wolfe, Digitization Specialist

Research/Worldwide Library Services
Penny Cairns, Research Librarian
Clayton Cassella, Research Librarian
Ellen Dewkett, Research/ Document Delivery Librarian
Kathy Dunn, Worldwide Library Services Media LTA
Suzanne Eichler, Research Librarian
Tammyann Faella, Document Delivery/Research LTA
Jan Lundgren, Research Librarian
Christine Lynch, Research Librarian
Edward Murphy, Research Librarian
Lynn Prine, Research Librarian
Patricia Puzzo, Research Librarian
Debra J. Rodensky, Research Librarian
Denise Will, Worldwide Library Services LTA
David Woolard, Worldwide Media/Research Librarian

We Are Listening

Throughout the last two years, the Hunt Library staff have conducted formal evaluations and solicited informal feedback to continuously fine-tune our services and facilities. Much of the information we received from students, faculty and staff led to improvements and some redesign. Some of the highlights are:

Faculty and students from both campuses told us in surveys and focus group interviews that they needed an easier way to search for information in the library's online resources.

- *We partnered with IT and the Hazy Library to implement EAGLEsearch.*

Daytona Beach students asked for more quiet study space, more comfortable seating and extended hours.

- *We enforced quiet zones for two weeks prior to finals and throughout the finals period.*
- *We replaced the old hard chairs with new ergonomic chairs.*
- *We extended open hours during finals.*

Worldwide students asked for additional methods of communication with the library.

- *We initiated a chat option to communicate with research librarians.*

Worldwide faculty asked us to replace outdated print and audio-visual materials.

- *We replaced many of the VHS tapes with content in newer formats.*
- *We replaced the print Riddle Aviation Collections with electronic versions where available.*
- *We replaced print journal subscriptions with electronic equivalents.*

In usability studies of the Hunt Library website, Daytona Beach students told us about many problem areas.

- *We reorganized our home page and updated other pages to make our site more user-friendly.*
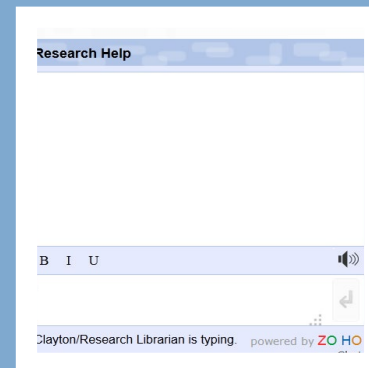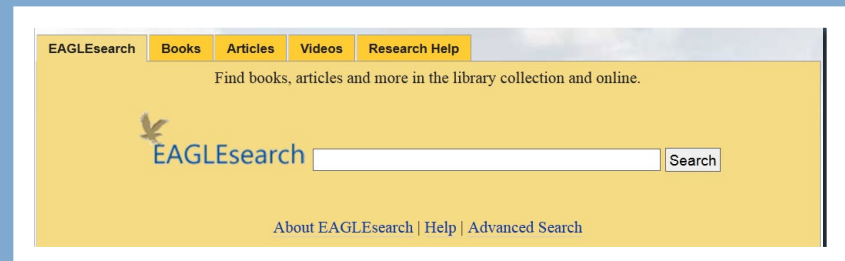
Services

Electronic Library Services

Electronic Library Services continuously enhances the Hunt Library's digital products to provide convenient access to the library's resources and to conform to the University's web standards. In 2011-2013, the Electronic Library Services staff redesigned the Daytona Beach and Worldwide library websites to include a more prominent Ask A Librarian feature, a Report a Problem link for notifying us of issues with our online services and a tabbed search box featuring EAGLEsearch. Additionally, recognizing a redundancy of information between the alumni library website, the Daytona Beach and the Worldwide websites, Electronic Library Services integrated the three into one Hunt Library website that is much simpler to navigate.

Instruction

Research Librarians collaborated with Daytona Beach faculty throughout this period to develop library instruction classes that met the research requirements of the various courses. In 2011-2013 librarians taught approximately 135 classes and reached over 2,373 students at all levels, from first year students to those in the PhD programs, some of whom spent part of their residency learning about the library's resources and services. The library instruction classes ranged from the basic, in which students learn to navigate the library's electronic and print resources, to intensive training in specific resources. An example of the latter is AMS 118, Aircraft Familiarization and Regulations where students learn how to use the Aircraft Technical Publisher's microfiche and electronic aircraft maintenance libraries.

Library instruction for Worldwide students relies primarily on Library Basic Training, our online tutorial. In the spring of 2012, the Research department began a substantial reboot of this tutorial, to update both the content and the application. During the past two,

we also increased face-to-face library instruction sessions at Worldwide centers, wherever feasible. Librarians visited the Indianapolis, Jacksonville, Lakenheath, Mildenhall and Orlando centers to teach basic classes in navigating the library's resources and to gather feedback on services.

Interlibrary Loan (ILL)

When faculty, students and staff need a book or an article that the Hunt Library does not own, they can place an Interlibrary Loan request using the library's online ILL form. Our ILL staff then uses an international database to locate the titles and request them from one of a nationwide network of libraries. In 2011-2013, the Hunt Library received items from libraries as prestigious as Harvard University and as far away as the University of British Columbia. On the flip side, other institutions regularly request materials from the Hunt Library's unique collection. We have provided a variety of books and articles to such far-flung places as the Hong Kong Polytechnic University and the University of Auckland. In 2012, ILL enhanced their website to allow users to place and track their requests more easily.

Media Services

Media Services provides access to videos, DVDs and streaming media to the Daytona Beach and Worldwide Campuses. In 2011-2013 Media Services loaned over 1,600 videos and DVDs and added two new streaming video databases to the collection—Academic Videos Online and The Leadership Channel/50 Lessons. Among all of our streaming video databases, Films On Demand continues to be the most utilized with 58,514 titles viewed in 2011-2013.

Research Services

Reference Services and Reference Librarians transformed both their titles and the space in the Hunt Library used to interact with students in 2011-2013. The change to Research Services, which is staffed by Research Librarians, reflects the university's commitment to research. A new public desk area in the Hunt Library, equipped with improved signage and a research collaboration chair, was designed to be more inviting and to enhance the face-to-face research assistance that the librarians provide on the Daytona Beach Campus.

Although the name has changed, the service remains the same. Whether the students and faculty visit the research desk in the Hunt Library or contact the librarians through email, chat or the telephone, they receive the help they need on their coursework and research projects. During the 2011-2013 academic years, librarians answered questions from 19,843 people at the desk and from 5,664 students and faculty contacting us from wherever they are in the world. The Research staff also delivered close to 3,300 books, articles, documents and technical reports from the Hunt library collections to Worldwide students. We pride ourselves on living our library slogan: Bringing the Library to You.

Reserves

The Hunt Library has over 350 unique textbook titles placed on print reserve at the Circulation Desk at the request of professors. By making these important titles available at the library, students do not need to purchase every single book on their course list or carry their personal copy around with them. In 2011-2013, students borrowed textbooks from the reserve collection 46,976 times.

The library also offers electronic reserves available through our online catalog, Voyager. E-reserves are usually password-protected journal articles or chapters of books that a professor has placed on reserve just for a specific class.

Technical Services

Technical Services , the department responsible for purchasing and cataloging the library's collections, is constantly refining practices. In 2011-12, we started using a new vendor, Coutts/Ingram, who not only offers significantly higher discounts, but provides online features to make ordering more efficient. As the library purchases more eBooks, the staff has developed new processes to provide accessibility through both the catalog and through EAGLEsearch. The Technical Services' contribution to the 2012 project to move the library off the third floor involved physically removing over 25,000 books from the shelves and from the library catalog, which were approximately 23,000 more books than normally withdrawn annually.

Facilities

Change and Transformation

The Hunt Library building experienced a great deal of change and transformation in 2012. The University determined that a new department, the Office of Undergraduate Research (OUR), would occupy the third floor of the library beginning in the fall of 2012. To make way for our new neighbor, the library relocated approximately 40,000 volumes to the first and second floors and removed more than 25,000 items from the collection. The entire book collection is now housed on the lower two floors of the library.

Dynamic Spaces

To create more dynamic seating arrangements on the first floor, the large, old-fashioned Reference Desk was replaced with a sleek, mobile Research Desk. This created space for three round group study tables and chairs. We purchased a variety of new leisure furniture for both floors, including comfortable upholstered chairs with pull out desktops, and 10 green and purple bean bag chairs for the atrium. More leisure furniture was added to the front of the library and is grouped in inviting clusters. The display periodical shelving was consolidated down to three sections which created room for additional couches and chairs in the leisure reading area. To continue to accommodate our students' need for designated quiet space, six large tables were moved from the back of the library to the collaborative group space in the front of the library and 20 study carrels were moved into that space to create a new quiet zone on the first floor. The entire second floor including the four study rooms are now quiet zones as well.
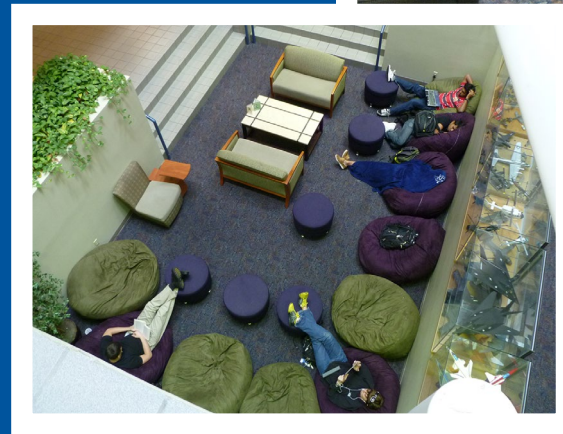
Evolution of the Library Instruction Room

The Library Instruction Room (LIR), which is used primarily to teach information literacy skills to students, was renovated in the fall of 2012. The newly refurbished room boasts streamlined seating and tables, a SMART Board and video conferencing capabilities, as well as a number of laptops to enhance the learning experience.
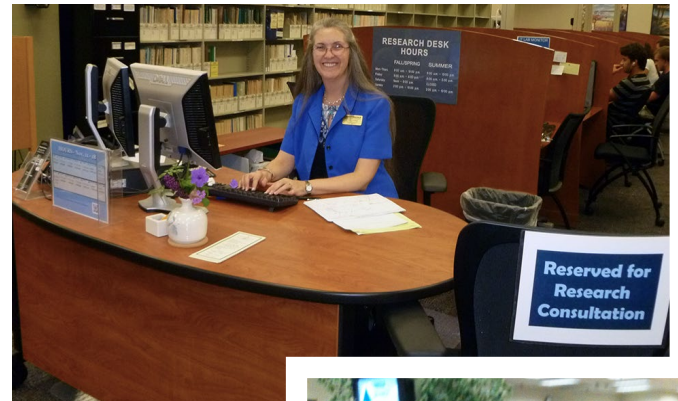
Collections

Hunt Library's collections consist of books, journals, technical reports and media. They exist in many formats: print and microform books and journals in the library building, DVDs in Media Services and digital works online.

Since FY 2010, the Hunt Library has been increasing the number of electronic books, journals and media in the collections. Most of the electronic collections are available to all ERAU faculty, students and staff anytime from anywhere with an Internet connection.
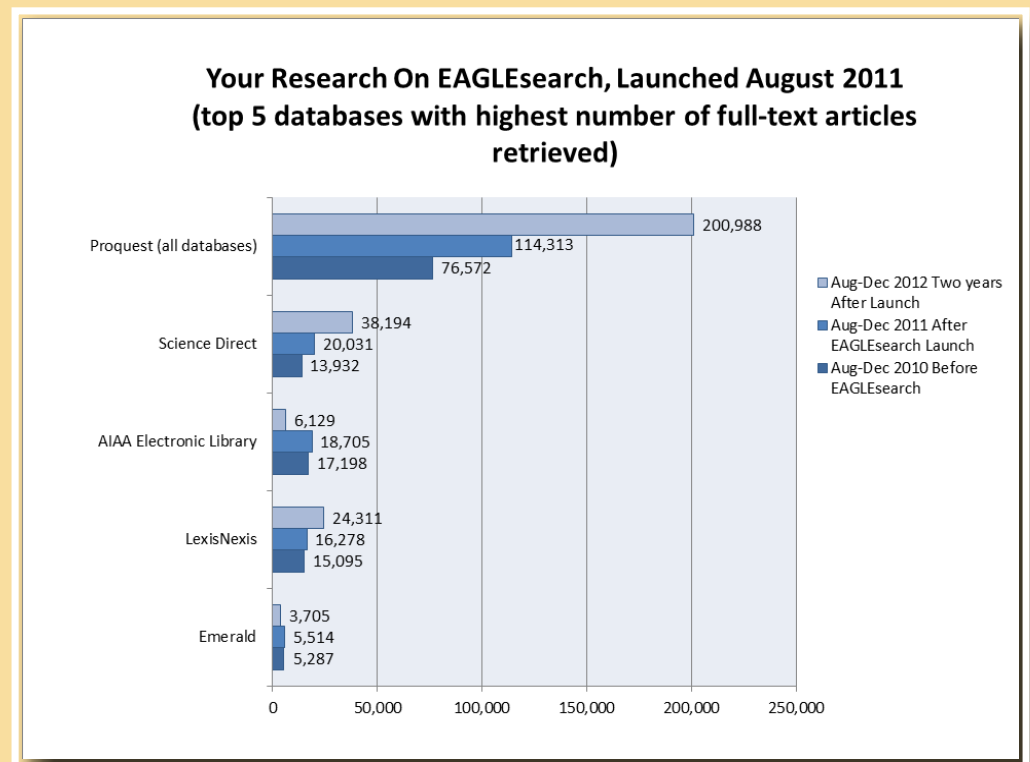
From a modest beginning in 2007 when the library purchased a total of 152 eBooks, the number of eBooks available to our constituents has grown to 54,214. While not all of these are owned by the library, the ones that we lease are updated as new editions are available, a much better model than tracking new editions and placing orders to keep our collection up to date.

Hunt Library Collections	
76,569	Volumes
106,639	Book Titles (includes 54,214 owned and leased eBooks)
25,805	Document Titles (paper)
51,707	Periodical Titles (1,039 individual subscriptions. Remainder are through aggregators.)
8	Newspapers
308,127	Microfiche Cards. (Publications include Aircraft Technical Publishers (ATP) Library; AIAA papers; NACA/NASA Docs; SAE Technical Papers; Newsbank; Selected Resources in Microfiche (SRIM) and other documents.)
9,033	Microfilm reels (35mm) of back issues of periodicals and newspapers
313	Microform Titles
5,337	Media Titles
106	Subscription research databases containing newspaper and periodical articles, streaming videos, business information, and airline data and reports. See the Research Database page for a complete list of resources.

EAGLEsearch

In August 2011 the Hunt Library, in collaboration with the Hazy Library on the Prescott Campus and Information Technology, debuted Summon, a new research discovery tool that we branded EAGLEsearch. EAGLEsearch provides a starting point for research and enables faculty and students to conduct research in a majority of the library's databases of authoritative articles, books, videos and technical reports and Voyager, the library catalog, in a single unified search similar to Google. This ability simplifies the search process and allows the ERAU community to discover the information they need quickly, efficiently and far more often.

Comparing the usage of the most popular databases during the same five-month span before we implemented EAGLEsearch and a year after its implementation, we found that the use of these databases increased by over 330%. EAGLEsearch provides a major enhancement to the research process at ERAU.

Your Research On EAGLEsearch, Launched August 2011 (top 5 databases with highest number of full-text articles retrieved)

| Database	Aug-Dec 2012 Two years After Launch	Aug-Dec 2011 After EAGLEsearch Launch	Aug-Dec 2010 Before EAGLEsearch
Proquest (all databases)	200,988	114,313	76,572
Science Direct	38,194	20,031	13,932
AIAA Electronic Library	6,129	18,705	17,198
LexisNexis	24,311	16,278	15,095
Emerald	3,705	5,514	5,287

Scholarly Commons

ERAU Scholarly Commons is an open access digital repository of the intellectual output of the faculty, students and staff of ERAU. It can accommodate most publications, presentations or productions in electronic format. Sponsored by Ignite, University IT and the Hunt and Hazy Libraries, ERAU Scholarly Commons is used to collect, preserve, and showcase research, scholarly, educational and creative works produced by the ERAU learning community in a single location. It facilitates global discovery of and access to ERAU's research, intellectual and creative output while providing a unified, stable, long-term home for this digital scholarship. It is made available through Digital Commons software, licensed by ERAU and powered by the Berkeley Electronic Press (bepress).

In spring 2013, staff from the Hunt and Hazy Libraries, IT and the Ignite programs initiated the development of Scholarly Commons on the Digital Commons platform. After several months of design and development, Scholarly Commons went live in June 2013.

Since its inception, visitors to the repository have downloaded 236 issues to view. The most popular downloads so far are papers from the various years of the Canaveral Council of Technical Societies' (CCTS) Space Congress Proceedings which the library had digitized in 2013. The congress proceedings will be freely available to users around the world and will be preserved for future space pioneers.
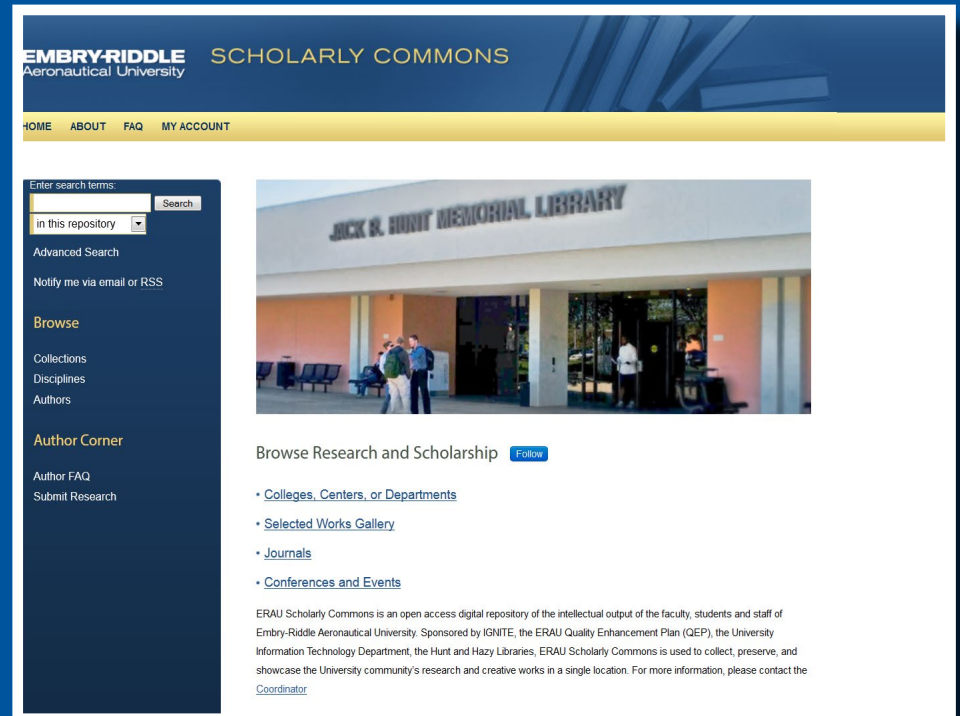
One of the Hunt Library's priority goals in the last two years has been to evaluate the special collections and digitize pamphlets and newsletters that are unique to the library and in deteriorating condition. The Preservation Team, comprised of a broad cross-section of library staff, both technicians and librarians, began work on evaluating collections, digitizing and investigating equipment, software, and grants that would enhance the process. In 2011 the team extended membership to other relevant campus and university staff who are evaluating other areas of ERAU's cultural heritage for preservation.

While working on other projects, such as evaluating the special collections for uniqueness and fragility, this team implemented a complimentary version of a digital repository, CONTENTdm, to provide wider access to the digitized materials. In early 2013, library staff began migrating the collections to the new university institutional repository, Scholarly Commons.

The team partnered with staff from The Avion, University Archives and the College of Aviation to digitize print collections that ERAU owns. Using library scanners, staff have digitized and processed a number of collections, which now reside in Scholarly Commons. The information is searchable through Google and other major search engines and is openly accessible. The collections include:

- *Daytona Beach Campus newspapers: The Avion, Informer and Jetstream (Miami Campus, 1960-1965)*
- *The Fly Paper, the official newsletter of Embry-Riddle from 1940-1957*
- *Journal of Aviation/Aerospace Education and Research*
- *The Phoenix Yearbooks*
- *Arthur Fisher's Handwritten Notes from the Airplane and Engine Mechanic Courses*

In the spring of 2013, the Hunt Library and University Archives wrote a grant to obtain funding for an evaluation of the university archives and library special collections. ERAU will continue to pursue appropriate grant opportunities going forward.

Events

The staff of the Hunt Library loves to celebrate! In 2011-2013, we held several events designed to increase awareness of library issues, support our users, and honor the celebrities on our campus.

Twice a year we hold READ Events in which we display posters of Daytona Beach and Worldwide students, faculty and staff who are strong library supporters and exceptional members of the ERAU community. Among the 2011-2013 honorees is Cassandra Gribbins, the 2012 ERAU Student Employee of the Year, the Southeastern U.S. Student Employee of the Year and the winner of this same award for the United States!

A semi-annual tradition that the Hunt Library started in 2009 is Cram with Cookies. On Study Day in the fall and spring semesters, the library offers snacks to help keep the students focused on preparation for their upcoming finals. At each event, we supplement our homemade contributions with donations from several local restaurants, like Krispy Kreme Doughnuts and Papa John's Pizza. Starting with the spring 2012 event, the deans of the four colleges on the Daytona Beach Campus contributed funding that helped us expand the offerings to more food and caffeinated beverages. And in 2013, the Athletics Department and the Office of Undergraduate Research added their sponsorship of this event. Student response has been overwhelmingly positive. One student provided this feedback, "Amazing! One of the best things this school has done for the students." Another responded, "I find it fantastic that the Library wants to fuel me up so I can study."

The Hunt Library also dedicates weeks each year to displays and events that teach our visitors about the importance of libraries to academic institutions. In September each year, we celebrate Banned Books Week, bringing attention to the many classics that have been challenged around the country.

Like most libraries, we celebrate National Library Week in April each year. At the Hunt Library, we take time during this event to let the ERAU community know what services and resources we have available in support of academics and administration.

In March 2013, the library promoted a brand new, web-based language learning tool from Mango Languages, with an event called "Mango March Madness." The response to this initiative has been very positive, with over 1,500 users registered.

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