EDUCATION AND SOCIAL SCIENCE LIBRARY
ANNUAL REPORT, July 1, 2011 – June 30, 2012

Prepared by: Nancy P. O'Brien

I.   Highlights of the year

Detailed statistical data is provided in the attached spreadsheets for collections, services, and personnel. This data provides a comparative basis for unit annual reports for ESSL back to 1924.

Major Accomplishments

- Significantly improved accessibility of collections through transfer of material to the Oak Street facility and Main Stacks (9,913 items).
- Maintained services despite several changes in personnel.
- Completed integration of the geography collections into ESSL.
- Provided services to the fourteen departments, programs, and schools affiliated with ESSL (234 faculty, and 4,912 graduate and undergraduate students), as well as to library users interested in any of the subject areas covered in ESSL.
- Began implementation and planning for merger of ESSL and the AHS Library into the Social Sciences, Health, and Education Library (SSHEL).

Services and Access

Staffing: We were fortunate to retain the assistance of Sandy Wolf, Library Operations Associate, in providing reference assistance five hours weekly through May 2012. Lynne Rudasill continued providing collection development services for political science and one to three weekly hours of reference assistance. Colleagues at the UI-Chicago campus provided virtual assistance in collection development, reference, and instruction for psychology. In exchange, Nancy O'Brien took on additional responsibilities for the Chicago campus as their Bibliographer for Education. Her zero-time appointment at UIC included some graduate assistant funding, so five ESSL graduate assistant positions were increased to 40% time. One quarter-time 9 month graduate assistant was hired and funded by GSLIS. Cindy Ingold was on sabbatical leave from August 16, 2011 through May 15, 2012. In late September 2012, librarian Kelly McCusker was hired as an academic hourly to provide support services to Geography and Sociology, as well as manage the ESSL website. Four new graduate assistants were hired and trained in August 2011; one new graduate assistant was hired and trained in January 2012. In addition one practicum student was sponsored during fall 2011 and another during spring 2012, both providing much-needed assistance. At the end of April 2012 two long-time staff, Joyce Berg and Lynda Luman, retired leaving serious gaps in expertise and knowledge. Fortunately, Dave Pherigo joined ESSL in May 2012, providing support for journals and collections. Kristine "Bill" Arvola offered assistance while her usual late-night shift in the Funk ACES Library was suspended during the summer months. She returned to that position at the start of the fall 2012 term.

Reference activity: In a typical week in FY12, ESSL had 1,845 visitors and answered 150 reference questions. The yearly totals are 95,954 visitors and 7,814 reference and directional interactions; 58% of these interactions involved substantive reference questions. These figures represent a decrease of 1,032 annual visitors. In person questions still account for 88% of activity, despite an increase in chat reference services. In FY12 we had a decrease by eight in the number of individual research consultations due, most likely, to fewer librarians to provide services and assistance. Of the 94 consultations, 64% were provided by the education librarian.

Bibliographic instruction: Visiting scholars from Indonesia were given a library orientation and made extensive use of the ESSL this past year as part of their study program with the College of Education. Similar arrangements were made for undergraduate students from the University of Macau. Formal library presentations were made to 72 groups, with a total of 1,480 participants. Of the participants, 33% were graduate students, 63% were undergraduate students, and 4% were others. This is an 8% increase in undergraduate student participants from the previous year and a drop of 4% in graduate students. Our Web-based class guides had 6,169 hits in FY12 plus the S-Collection class guide had 2,052 additional hits. This is a decrease of 148 from the previous year, but may reflect the library-wide loss of web data for eight weeks during the spring 2012 semester.

Web activity: In terms of online users, ESSL's webpages logged 614,368 visits in FY12, a decrease of 209,570 hits from the prior year. However, from 03/04/12 to 04/17/12 and from 05/01/12 to 06/07/12 all library pages recorded zero or one hit. The top 10 busiest web pages account for over 40% of all our web traffic. These pages include the college rankings pages, ESSL homepage, challenged children's books page, and Native American children's books page. The college rankings pages had over 140,000 hits in FY12, reflecting their ongoing popularity which generates a multitude of reference inquiries. Other active sections of the website include the S-Collection pages, children's literature blog, school reform pages, education standards, test collection, ESSL history, and guide to finding dissertations. The Children's Literature Blog had over 12,000 hits alone. New webpages created in FY 12 reflect the addition of new disciplines, such as geography, and importance of online class guides to support professors and their students' research needs.

Circulation: ESSL typically ranks 5th among the UIUC libraries in circulation (after Main Stacks, Undergraduate, Engineering, and Music). This statistic reflects the high amount of activity that occurs in ESSL in terms of charging and discharging books, and making sure that they are processed efficiently and accurately for patron use. We anticipate that with the merger with the highly used Applied Health Sciences Library collections this ranking will remain the same or increase in SSHEL.

Collections

Librarians accepted and processed several gift collections during the year. A donation of 270 volumes from the Sociology Department resulted in a dozen unique items being added. Dr. John Thompson donated 250 books about women's suffrage and history that

were searched with 34 being added to the collection. Volumes from 32 journals donated by Pearson Publishing were searched; unique volumes began to be added to the collection.

To create space in the ESSL Reference and Reserves collection in anticipation of the merger of libraries into SSHEL, weeding and significant shifting occurred to accommodate new material.

Support/Ancillary Activities

Cataloging: A total of 490 titles were cataloged, representing 771 items. This is a decrease from the previous year in titles cataloged and a slight increase in items added. Original cataloging was done for 39 titles and copy cataloging for the remainder. Eighty-two items were reclassified due to record errors.

Twenty-nine new tests were added to the test collection and 30 were enhanced with additional components.

Training and Staff Development Activities

Four .40 FTE and one .25 FTE graduate students, and one academic hourly librarian were hired and trained during FY12, and two Library Specialists and two practicum students were trained. An intensive training program, grounded in general library procedures and policies and specific aspects of ESSL resources and services, is provided to all new employees. Ongoing training is provided throughout the year via meetings and special workshops. Training emphasizes commitment to customer service.

Innovative Ideas, New Initiatives

Two cohorts of GSLIS LEEP students provided valuable onsite assistance in identifying books for transfer out of ESSL and the Main Stacks under the guidance of ESSL librarians as a project for a collection development class.

Measurement, Evaluation, and Assessment Activities

In FY12, ESSL conducted two online surveys in preparation for the creation of the Social Sciences, Health, and Education Library (SSHEL). Both surveys were marketed to the departments, colleges, and schools which will be supported by SSHEL. This includes the departments of anthropology, Asian American studies, economics, education, gender and women's studies, geography & geographic information science, political science, psychology, and sociology; the College of Applied Health Sciences; College of Education; the School of Social Work; the School of Labor and Employment Relations; and the Graduate School of Library and Information Science. The first survey, conducted in early May, assessed the physical space, technical, and library services concerns and needs of future SSHEL patrons. The second survey, conducted in late June and early July, assessed the likes and dislikes of current libraries' websites (ESSL, Applied Health

Sciences, Labor & Employment Relations, and Library and Information Science) and patrons' wishes for content and layout for the new SSHEL website.

We continue to track hourly and seasonal patterns of use to help make strategic decisions about library services and staff deployment. Subject-specific questions accounted for 3,310 reference queries. Children's literature and education questions were asked most frequently (11% each), while psychology, sociology, political science and anthropology questions ranged from two to three percent each.

Public Relations and Promotional Activities

The annual Poster and Book Jacket event celebrating children's and young adult books was held in November.

Additional Topics

- Retrieved 725 books from Education Storage. This decrease of 567 requests from the prior year likely reflects the number of books relocated to Education Oak Street which are retrievable by online request only.
- Arrangements were made with CAM to process the general cataloging backlog in ESSL (1,782 items), and that project is still pending although the rare children's books were cataloged and sent for preservation attention as needed. Efforts to address the Curriculum Collection backlog materials (29,325 items) will focus on grant funding and become a higher priority. *These activities address Strategic Initiative Goal 1.2.*

Major Challenges

During FY12 the major challenge was in two areas: professional staffing and preparation for the merger with the Applied Health Sciences Library to create the Social Sciences, Health, and Education Library. Due to vacancies, psychology collection development and reference continued to be provided by Annie Armstrong and two colleagues at UIC. Cindy Ingold began a 9-month sabbatical in August 2011. This left only two professional positions actively available for services in ESSL, which was offset by the hiring of Kelly McCusker as an academic hourly to manage sociology and geography information services as well as coordinate and manage the website.

Planning and preparation for the new SSHE Library included systematic weeding of reference and permanent reserve collections; sorting and weeding of one large supply cabinet; transfer of selected microfiche collections to Oak Street; transfer of older journals to Main Stacks or Oak Street; preparation of the gift journals from Pearson Publishing for cataloging and binding; and systematic transfer of material from the ESSL stacks and the basement storage area to the Oak Street Facility. IPM personnel provided assistance with the transfer of items from the historical Curriculum Collection to Oak Street, while ESSL personnel relocated reference and restricted items from basement storage to the new first floor storage area in 131 Main Library. Because the disciplines served by ESSL are still print-intensive, plans need to allow for the continued increase of

the collection for print material. Plans include classifying new acquisitions for the general collections in LC classification, while retaining the current collection in Dewey classification.

Goals and planning

Last Year's (FY12) Plans and Goals

Services and access have always been at the forefront of the Education and Social Science Library's goals. Those goals that were accomplished include:
- Hired and trained five graduate assistants and one academic hourly librarian, and trained two practicum students to provide reference service, special collections assistance, and information technology assistance
- Transferred microform set (*William S. Gray Research Collection in Reading*) to OSF in anticipation of library merger
- Expanded ESSL reference and reserves collections into space vacated by ACDIS collection
- Began binding and cataloging of children's journals donated by Pearson Publishing
- Completed searching and processing of Transition Institute's gift of 55 boxes of books
- Identified location to consolidate children's literature collection as part of SSHEL
- Initiated projects in anticipation of transition to merged SSHE Library
- Further developed and updated the ESSL Web site, including class guides; assessed use of class guides via Web metrics (8,221 hits)
- Completed searching and cataloging of second wave of Peoria Public Library gift collection

II. Next Year's (FY13) Plans and Goals

Plans and goals for next year include the following:
- Continue high quality services during transitions in staffing and services
- Pursue funding for cataloging to address large backlog of curriculum materials
- Complete implementation of transition to merged library: Social Sciences, Health and Education Library
- Plan for assessment of merger after implementation is complete

III. Graduate Assistants

Number and funding source of Graduate Assistants

There were six graduate assistant positions in ESSL during FY12:
Five 40% graduate assistants (2.0FTE), state funded
One 25% graduate assistant (.25FTE), GSLIS funded + 15% (.15FTE) grad hourly, state funded.

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

ESSL hired a graduate hourly to edit and create LibGuides during Spring 2012, funded by one-time user education money allocation.

ESSL also hosted two practicum students during FY12 who contributed to several of the projects and services outlined below.

Major responsibilities

Under the direction of the Reference Coordinator, assist in providing information services in the areas of anthropology, Asian American studies, education, geography, gender and women's studies, political science, psychology, social work, and sociology, as well as in the special collections of children's books, curriculum materials, test instruments, the occult sciences, and the Human Relations Area Files. These services are provided to faculty, graduate students, undergraduate students, and community members. Participate in the development and implementation of new and innovative services. Other duties include instruction, database searching, development of user aids, and special projects. Specific technology duties include maintaining, editing, and revising the 480 ESSL web pages, as well as other technology-related projects and duties. Specific duties under the direction of the Education Librarian include book selection for the curriculum collection, development of user aids, collection maintenance, and cataloging; also under the direction of the Education Librarian another designated assistantship undertakes book selection for the children's and young adult literature collection, development of user aids, and collection maintenance. Duties are performed during daytime, night, and weekend hours.

GA projects completed in FY12

Updated 15 subject guides in collaboration with subject librarians.
Developed monthly entries for informational children's book blog.
Assessed gift books for condition and for potential addition or referral to book sale.
Searched multiple gift collections containing thousands of items.
Led library instruction session on print resources for pre-service secondary social studies teachers.
Selected new children's books and curricular materials for purchase.
Created bibliography of 2012 Youth Literature Festival Authors.
Developed S-Collection Bulletin Board exhibits.
Maintained ESSL Facebook page.
Selected over 2,100 items from the Center for Children's Books review collection for UIUC Library which were searched and added as needed.
Continued processing and cataloging of gift test collections from other universities.
Compiled Sweeps Week and annual user statistics from multiple service points.
Cataloged over 250 new and older K-12 items for Curriculum Collection.

Added existing web-based subject guides to LibGuides index.

Constructed new online reference guides and updated existing guides.

Maintained the ESSL and S-Collection webpages.

Developed new instructions and guidelines for performance of Web Maintenance GA tasks.

Created annotations for newly acquired reference books.

Modified and posted monthly New Acquisitions List to ESSL Web site.

Updated the departmental RoloEDX internal knowledge management webpage.

Created signage to highlight key electronic reference materials.

Began updating and re-structuring of ESSL's School Collection Web site using Dreamweaver.

Developed and led professional development and training presentations on a topic of their choice during GA meetings.

Recommended titles for weeding from the ESSL Reference collection.

Measured ESSL print journal collection and provided estimate of linear feet for use by SSHEL implementation team.

Proposed revisions for GA project guidelines in reference manual.

Researched online resources for inclusion in 2 future research guides on women and statistics, and occult studies.

Selected Comments from Graduate Assistants in FY12

"The Education & Social Science Library graduate assistantship has been invaluable. The hands-on experience of the assistantship, not to mention the wonderful mentoring provided by all of the ESSL librarians, formed the backbone of my education at GSLIS. As a student, my reference and youth services coursework existed in a dialogue with the everyday work of answering reference questions, maintaining library resources, and selecting collection materials. In class discussions, I was able to connect the theories being discussed in class to phenomena I observed in practice. And when issues arose at the library, I was able to apply theoretical knowledge gained in my coursework to the situation at hand. I was also able to share information about children's literature resources with professors and classmates, and share new resources discovered in class with my coworkers.

The assistantship was also a crucial tool during my job search. Job postings that provided a long list of qualifications became less daunting when I realized that I could respond to nearly all of the criteria by referencing my experience at ESSL. This foundation was instrumental in helping me find a full-time library position soon after graduation, and has helped me feel confident and prepared as I enter the profession."
 (GA1)

"My graduate assistantship at the Education and Social Science Library has been of tremendous educational value and experience. Through my graduate assistantship, I was able to implement the things I was learning in my classes in a real library setting. I interacted with patrons, answered reference questions, worked extensively on a special collection, cataloged materials, and gained practical knowledge of how an academic library is run. In many ways, I feel that my graduate assistantship was even more instrumental in preparing me for a future professional library position than some of my

classes. It is one thing to read academic literature and listen to lectures on theories and best practices. It is quite another to put this learning to the test and see how it all culminates in providing the best service for library patrons. I plan to go into school librarianship or youth services public librarianship. In either case, having intimate knowledge of the Education and Social Science Library's Curriculum Collection and S-Collection will be excellent preparation for my future career. I also gained experience in management for the first time through supervising the undergraduate student assistants that work at the circulation desk during my shifts….this is the kind of position that will provide critical information and experience from which to draw when it comes to interviewing for and obtaining a job, as well as knowing how to do that job to the best of my ability. In short, I feel that my graduate assistantship with the Education and Social Science Library has given me a huge step up when it comes to applying for and securing my own professional position in the near future and I'm extremely appreciative for the opportunity."
 (GA2)

ANNUAL REPORT STATISTICS: FY12   Unit: Educ. & Soc. Science

COLLECTIONS	Held Last Year	Gross Added	Transfer Out	With-drawn	Net Added	Held This Year
Cataloged Volumes	135,123	5,381	12,006	333	-6,958	128,165
Uncataloged Pamphlets, Etc.	0	0	0	0	0	0
Uncataloged Materials	1,782	0	0		0	1,782
Microfilm Reels	0	0	0	0	0	0
Microfiche, Print, Cards	555,964	0	3,427	0	-3,427	552,537
Computer Files	53	4	0	0	4	57
Cartographic Materials	0	0	0	0	0	0
Graphic Materials	5	0	0	0	0	5
Audio Materials	16	0	0	0	0	16
Film and Video Materials	0	0	0	0	0	0
Tests	8,615	29	0	0	29	8,644
Manuscripts in cubic feet	0	0	0	0	0	0
Archives, Printed in cubic feet	0	0	0	0	0	0
Archives, Official records in cubic feet	0	0	0	0	0	0
Archives, Personal papers in cubic feet	0	0	0	0	0	0
Serials-Total	1,243	34	232	0	-198	1,045
a. Journals	881	27	196	0	-169	712
b. Continuations	362	7	36	0	-29	333

ANNUAL REPORT STATISTICS: FY12 Unit: Educ. & Soc. Science Curriculum Coll.

COLLECTIONS	Held Last Year	Gross Added	Transfer Out	With-drawn	Net Added	Held This Year
Cataloged Volumes	29,697	669	0	82	587	30,284
Uncataloged Pamphlets, Etc.	0	0	0	0	0	0
Uncataloged Materials (see notes*)	29,560	190	0	425	-235	29,325
Microfilm Reels	0	0	0	0	0	0
Microfiche, Print, Cards	0	0	0	0	0	0
Computer Files	76	13	0	0	13	89
Cartographic Materials	0	0	0	0	0	0
Graphic Materials	488	6	0	0	6	494
Audio Materials	22	3	0	0	3	25
Film and Video Materials	58	7	0	0	7	65
Music Scores and Parts	0	0	0	0	0	0
Manuscripts in cubic feet	0	0	0	0	0	0
Archives, Printed in cubic feet	0	0	0	0	0	0
Archives, Official records in cubic feet	0	0	0	0	0	0
Archives, Personal papers in cubic feet	0	0	0	0	0	0
Serials-Total	7	0	0	0	0	7
a. Journals	0	0	0	0	0	0
b. Continuations	7	0	0	0	0	7

ANNUAL REPORT STATISTICS: FY12 UNIT: Educ. & Soc. Science School Collection

COLLECTIONS	Held Last Year	Gross Added	Transfer Out	With-drawn	Net Added	Held This Year
Cataloged Volumes (see notes#)	150,212	3,246	0	9	3,237	153,449
Uncataloged Pamphlets, Etc.	0	0	0	0	0	0
Uncataloged Materials (see notes**)	4,719	0	0	470	470	4,249
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
Cartographic Materials	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
Music Scores and Parts	0	0	0	0	0	0
Manuscripts in cubic feet	0	0	0	0	0	0
Archives, Printed in cubic feet	0	0	0	0	0	0
Archives, Official records in cubic feet	0	0	0	0	0	0
Archives, Personal papers in cubic feet	0	0	0	0	0	0
Serials-Total	94	0	0	0	0	94
a. Journals	38	0	0	0	0	38
b. Continuations	56	0	0	0	0	56

ANNUAL REPORT STATISTICS: FY12   **Unit: Educ. & Soc. Science**

Notes
*Withdrawn items include 13 duplicates and 412 items cataloged.
#Includes 296 books transferred from the Center for Children's Books
to the S-Coll.
**These figures represent the estimated uncataloged gift items
from the Center for Research Libraries and Peoria Public Library.

SPACE	
Total square feet of unit	11072
Linear feet of shelving	7228
Seating	
a. At tables	153
b. At carrels	21
c. Informal	8
d. At online catalog & index sources	15

ANNUAL REPORT STATISTICS: FY12   UNIT: Educ. & Soc. Science

Direct Services	
Number of formal library presentations to groups (generated from web database)	72
Number of participants in group presentations (generated from web database)	1,480
Number of individual instruction appointments	94
Number of practicum students/independent studies	2
Total circulation (initial and renewal) by happening location	N/A
Total circulation (initial and renewal) by permanent location	N/A
Total reserve circulation (by happening location)	N/A
Total reserve circulation (by permanent location)	N/A
Total manual circulation	43
Reference and directional transactions (Actual total)	7,814
Reference questions (Actual annual)	3,497
Digital reference questions (Actual annual)	821
Directional questions (Actual annual)	3,496
Head count (Actual Annual Gate Count)	95,954
A. Fall*** (Gate Count from sweeps week data)	2,680
B. Spring*** (Gate Count from sweeps week data)	2,362
Number of hours open weekly	
A. Summer II 2011	55.5
B. Fall 2011	83.5
C. Spring 2012	83.5
D. Summer I 2012	55.5

Personnel (As of Aug. 16)	
Professional Staff, FTE	3
Graduate Assistants, FTE	2
Staff, FTE	4
Students, FTE ($64,537 student wage allocation)	4

Personnel	Start Date Mo/Yr	End Date Mo/Yr
FACULTY:		
Cindy Ingold (100%)	**Aug-07**	
Kelly McCusker (100% academic hourly)	**Sep-11**	
Nancy O'Brien (100%)	**Jan-81**	
Lynne Rudasill (8%)	**Aug-10**	
Beth DiVincenzo Sheehan (100%)	**Mar-11**	
GRADUATE ASSISTANTS		
Amy Atkinson (40%)	**Aug-11**	
Paige Cunningham (25%) funded by GSLIS	**Aug-11**	
Mary Dubbs (40%)	**Aug-11**	
Barratt Miller (40%) funded partially by transfer of	**Aug-10**	**Jul-12**
funds by College of Education in 1981 to support Curriculum Collection		
Erin Schramm (40%) funded partially by transfer of	**Jan-11**	**Dec-11**
funds by College of Education in 1981 to support Curriculum Collection		
Becca Sorgert (40%)	**Aug-11**	
Jessica Zieman (40%) funded partially by transfer of	**Aug-11**	
funds by College of Education in 1981 to support Curriculum Collection		
Caitlin Phalon (practicum student: 100 hours)	**Jan-12**	**May-12**
Elizabeth Sullivan (practicum student: 100 hours)	**Aug-11**	**Dec-11**
CIVIL SERVICE EMPLOYEES		
Kristine "Bill" Arvola (100% summer reassignment)	**May-12**	**Aug-12**
Joyce Berg (100%) funded partially by transfer of	**Oct-91**	**Apr-12**
funds by College of Education in 1981 to support Curriculum Collection		
Tammra Keaton (100%)	**Aug-03**	
Lynda Luman (100%)	**Sep-01**	**Apr-12**
Holly Mansfield (100%)	**Jul-08**	

David Pherigo   **May-12**