2017-2018: Year at a Glance

- Facility enhancements and maintenance projects:
  - Lighting enhanced in MIC 201 and Center for Learning & Teaching
  - Exterior repairs and maintenance in progress
  - Climate control improved in Special Collections

- Online resource use:
  - Over 110,000 articles downloaded
  - Over 800,000 eBook chapters or sections downloaded
  - Streaming videos use x,000+ views

- Circulation of printed books continued to increase. New books, popular reading, and books featured in displays continue to circulate widely.

- Displays highlighting the collection were held every month, including many spotlighting diversity and inclusion themes

- Major events and celebrations were hosted throughout the year
  - 10th Annual Chili Cookoff
  - 11th Annual International Photo Awards Reception
  - 6th Annual Special Collections Event: *Dining in the Queen City*, with about 200 attendees
  - 20th Anniversary celebration of Miller Information Commons

- All undergrads received embedded library instructions in their first 3 years

- The new reference model helped us identify useful trends in student research needs

- Student Library Advisory Council (SLAC) continued to provide student input
LIBRARY MISSION and VISION

Champlain College Library endeavors to be a recognized leader in helping students become skilled, effective, responsible, life-long information users. We are agile, navigating quickly and effectively in the fast-changing environment of our profession, our College, and our higher education arena. We are entrepreneurial, securing and deploying exemplary resources and services in innovative ways. We are thoughtful in our application of new technologies, selecting and implementing the best available tools to support students and faculty in their information needs. We capitalize on the innovative design and purpose of Miller Information Commons. We maintain and promote it as an intellectual center on campus and a welcoming and supportive environment. We are knowledgeable and approachable, and are active in our profession locally, nationally, and internationally. This approach is the signature of both the physical and virtual Library, its resources, staff, and services, as we provide relevant, patron-centered support to students, faculty, and staff.

Champlain College Library will be widely recognized as -- and will be -- one of the most innovative, effective, and supportive libraries in higher education.

LIBRARY VALUES

- agility
- approachability
- being patron-centered
- breaking new ground
- collaboration
- collection
- community
- contributing to the profession
- creativity
- curricular support
- customer service
- customized response
- dynamic collection practices
- efficiency
- fun
- innovation
- nimbleness
- progress
- relationships
- supportiveness
- thoughtful use of technology
- a welcoming atmosphere
## 2017-2018 Progress Toward Ongoing Goals

### Increase/improve awareness and use of library resources and services by students, faculty, and staff
- Over 110,000 articles downloaded, up over 10%
- Over 800,000 eBook chapters or sections downloaded
- Streaming videos use continued to climb, 7,000+ views
- Circulation of printed books continued to increase, especially new books, popular reading, and books featured in displays
- New reference model indicates fewer but more substantive questions and interactions with students

### Foster a sense of campus community
- Major events and celebrations included the 10th Annual Chili Cookoff, the 11th Annual International Photo Awards Reception, and the 6th Annual Special Collections Event: *Dining in the Queen City*, which drew 200 attendees
- Displays highlighting the collection included many spotlighting diversity and inclusion themes
- Student Library Advisory Council (SLAC) continued to gain useful student input
- Student employee mentoring continues
- Library staff participated in committees and events throughout campus
- Strong ongoing collaborations with Champlain College Online, Center for Learning and Teaching
- Write Night event for student research in collaboration with Smart Space
- Women’s History Trivia Night in collaboration with Women’s and Gender Center and ODI
- Blind Date with a Book program
- 20th Anniversary of Miller Information Commons

### Enhance the quality of the collection
- Print books, eJournals, and eBooks holdings all increased slightly
- Patron-driven acquisitions are now driving eBooks and streaming media additions
- Faculty outreach continues, with renewed focus on new courses

### Improve student competence in information literacy
- All undergrads continue to receive embedded library instructions in Core courses during their first 3 years
- Information literacy modules embedded in additional Champlain College Online courses
- Direct analysis of student work continues

### Eliminate barriers to access of information; make things easy to use; incorporate new tools
- Tweaks to website design and content continue to improve usability
- Reference/research appointments are available via web-based scheduling
- Research project provides insights into student research process

### Enhance the current facility and begin plan to physically expand the library
- Lighting enhanced in MIC 201 and Center for Learning & Technology
- Exterior repairs and maintenance in progress
- Climate control improved in Special Collections

### Expand innovative uses of technology to enhance learning
- Online card sort tool for preliminary web usability and design work
- New scanning and digitization equipment for Special Collections projects
Collections and their use

Champlain College Library holdings remain steady, with extensive online holdings plus a small print collection. This emphasis on online resources is intentional; the facility was designed and built to support a small print collection supplemented by extensive online journals and eBooks.

Small variations in online holdings from year to year often represent changeable contracts between publishers and database providers, which result in journals or books being automatically added or removed.

Use of online books remained strong, with over 800,000 eBook chapters or sections downloaded during the past year. Based on anecdotal feedback, Champlain Online students probably account for much of this use.

The three major providers of online books in Champlain’s collection are Safari Tech Books, LibCentral (formerly ebrary), and Books 24x7. The LibCentral collection is enhanced through patron-driven acquisitions.

Online journal use also increased during the year. A total of over 110,000 articles were downloaded, a 10% increase over the year before.

Some e-Journal collections span many specific and general content areas, while others are more focused. Some of the largest and most heavily accessed vendors are ProQuest, EBSCO, and JSTOR.
Streaming video use continues to increase dramatically. The Kanopy collection uses a patron-driven acquisition model, in which purchase are triggered by actual use. This model ensures that purchases are made on demand, but it stretches the purchasing capacity of the library’s budget in ways that may not prove to be sustainable.

Print book use continued to increase slightly during the year, as did the circulation of books among undergraduate students. This increase is especially meaningful in light of the fact that fewer printed books are being purchased (as resources are redirected toward purchase of permanent eBook titles).

Books that are on display in the library continue to account for a major percentage of the total number of books circulated.

In particular, New Books, Popular Reading Books, and books that are included in any exhibit within the facility account for almost 20% of all books checked out.
Interlibrary loan

Total ILL Requests

Total ILL requests increased about 18% in the past year; they have increased 42.5% compared to 2008-2009 (the gray line in the chart below).

![Graph showing total ILL requests from 2008-2009 to 2017-2018](image)

<table>
<thead>
<tr>
<th>Year</th>
<th>Requests to lend</th>
<th>Requests to borrow</th>
<th>Total ILL Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008-9</td>
<td>259</td>
<td>155</td>
<td>414</td>
</tr>
<tr>
<td>2009-10</td>
<td>268</td>
<td>383</td>
<td>651</td>
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<tr>
<td>2010-11</td>
<td>245</td>
<td>241</td>
<td>486</td>
</tr>
<tr>
<td>2011-12</td>
<td>282</td>
<td>369</td>
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</tr>
<tr>
<td>2015-16</td>
<td>422</td>
<td>188</td>
<td>610</td>
</tr>
<tr>
<td>2016-17</td>
<td>303</td>
<td>182</td>
<td>485</td>
</tr>
<tr>
<td>2017-18</td>
<td>405</td>
<td>199</td>
<td>590</td>
</tr>
</tbody>
</table>

Borrowing Requests

The number of borrowing requests from the Champlain community has increased over the past 10 years by +19.35% (the red line in the chart above). Following trends from past years, faculty and staff make up the significant share of requesters to borrow materials from other libraries, at 75% (see pie chart). This included full-time faculty (57%), adjunct faculty (8%) and staff (10%). Student requests accounted for 25% of requests to borrow from other libraries. Student requests dropped very slightly over the past year, while faculty requests were on the rise.

![Pie chart showing borrowing requests by category](image)

Lending Requests

The number of lending requests from other libraries to borrow Champlain Library materials (the blue line in the chart at top) saw an increase over the previous year. The number of lending requests from other libraries for Champlain materials has increased over the years, with a +56.4% increase compared to 2008-2009.

NOTE: The total number of lending requests and yearly total requests for 2016-2017 has now been corrected. The numbers had been inflated in that year due to changes in OCLC reporting; the correct numbers are now displayed.
The facility and its use

People entered Miller Information Commons over 122,000 times during the year. This slight decline continues a trend seen in the past few years, but it still represents heavy use of the facility.

Several enhancements were made within the facility, including:

- Lighting enhanced in MIC 201 and Center for Learning & Teaching
- Exterior repairs and maintenance in progress
- Climate control improved in Special Collections

Outreach

Major events and celebrations included the 10th Annual Chili Cookoff and the 11th Annual International Photo Awards Reception held within Miller Information Commons, as well as the 6th Annual Special Collections Event: Dining in the Queen City, which was held in the Champlain Room and drew 200 attendees. We also celebrated the 20th Anniversary of Miller Information Commons.

The library also collaborated with other areas of the college to provide programming of specific interest to students, including a Write Night event for student research (with Smart Space), Women’s History Trivia Night (with Women’s and Gender Center and ODI), and Blind Date with a Book program (spearheaded by library student employees).

Displays highlighting the collection were held throughout the year, including many spotlighting diversity and inclusion themes:

- Get Caught Reading (July)
- Video Games (August)
- Women in the Visual Arts (September)
- Banned Books (September)
- Remembering 9/11 (September)
- Appreciative Inquiry Books (October)
- Hispanic Heritage Month (October)
- National Dictionary Day (October)
- Halloween (October)
- Native American Authors/Native American History Month (November)
- Staff and Student Book Picks (December)
• Holiday display, Hanukkah, Winter Solstice, Boxing Day, Christmas, Kwanzaa (December)
• Martin Luther King Day (January)
• Black History Month (Vermont/New England focus) (February)
• Women’s History Month (March)
• St. Patrick’s Day/Ireland (March)
• Cesar Chavez Day/50th Anniversary of East LA Blowouts (March)
• International Photo Contest Exhibit (April)
• Poetry Month (April)
• National Pet Week (May)
• Jewish Authors/Jewish American History Month (May)
• Children’s Award Winners/Teaching Diversity through children’s literature (May)
• GLBT Month (June)
• Quebec National Holiday (June)

Within the campus, the library staff was active in student outreach and campus activities, including:

• Student Library Advisory Council (SLAC) established to gain student input
• Student employee mentoring continues
• Library staff participated in committees and events throughout campus, including Faculty Senate Executive Committee and other key committees

Librarians also represented the College by giving presentations and publishing articles and book chapters, including:


• Nick Faulk. "Bringing scale and structure to the online information literacy program." Paper presented at the Distance Library Services Conference, San Antonio, TX, April 11 2018.


Instruction

Librarians taught a total of 164 face-to-face instructional sessions during the year, primarily via Core classes.

All undergraduate students continue to receive embedded library instructions in Core courses during their first three years, with a total of seven lessons during that time. Through these inquiry-based lessons, the embedded information literacy program introduces a broad range of information-related topics, skills, and concepts. The current instructional program is described on the library’s website under About the Library -> Information Literacy Program -> Information Literacy Sessions.
Reference

This year, librarians began a new pilot program changing the way we offer reference and research assistance to students. Like many colleges, the number of reference questions had been dropping for several years. At the same time, many of the questions that did come in were not really reference or research questions, and could have been answered by qualified student employees. After consulting with other libraries, in order to try something different, we started a new reference model: instead of being at the main desk, librarians would be available in their offices on every shift to answer questions in person or by chat, phone, or e-mail. In addition, students were encouraged to set up a reference appointment in advance, to ensure dedicated time with a librarian. As a further experiment, evening reference hours were discontinued for the Fall semester, but we felt that students were not best served by this, and so resumed them in the Spring.

We knew that the overall numbers of questions would likely decrease further, but we hoped that everyone’s time might be better spent in this pilot program, as questions would be more likely to be directed toward the best person to answer them, whether that is a student employee, staff member, or librarian.

As expected, the new reference model in 2017-2018 resulted in fewer reference questions answered by librarians. However, there was almost no loss of in-depth questions, and they accounted for a much higher proportion of questions:
We were particularly interested in learning what types of questions were coming in from two sub-populations of students: traditional undergraduates in Core courses, and online students in any Champlain College Online courses. Often, there’s no clear indication of the source of a reference question, sometimes, students specifically mention what they are working on.

In FY18, about 20% of all reference queries we identifiable as relating to assignments in Core courses. Of the questions known to be Core-related, a noticeably higher proportion were In-depth Research compared to the overall set of reference encounters. Almost all Core-related questions (over 90%) were indeed research-related, and nearly 40% were identified as in-depth:

![Core questions vs All questions](chart)

About 22% of all questions were identifiable as coming from Champlain College Online students. Of the questions known to be from Champlain Online, a slightly higher proportion were Basic Research compared to the overall set of reference encounters:

![CPS Questions vs All questions](chart)

The knowledge that Core-related inquiries tend to be more in-depth raised the question of whether librarians might be helping Core students in more ways. Information recorded about the kinds of help provided indicates that this is true. In comparison to the full set of questions, students asking Core-related questions were more likely to receive help on tasks related to defining their topic or task, considering possible sources, selecting sources, interpreting and using information, and attribution or citation:
Overall, students asking Core-related questions were much more likely to receive several different kinds of research-related help compared to all questions in general:

In light of the complexity and integrative nature of typical Core assignments, these findings are not surprising, but they help to illustrate the rich variety of questions that come into our reference services, and the importance of these services to Champlain students and their academic work.
Special Collections

The Special Collections at Champlain College contain the College Archives, the Llewellyn Collection of Vermont History, and the Local History Collection. The Special Collections are managed by Erica Donnis, the College’s part-time Special Collections Director.

Collaboration and Outreach

Academic Collaborations

This fiscal year, we had more than 75 student visits for class presentations and individual research appointments. Kelly Thomas’s COR 125 class viewed materials related to Samuel de Champlain, John Henry Hopkins, and Samuel and Edward Phelps as part of their study of the rhetoric of community. Cyndi Brandenberg’s COR 285 class viewed restaurant and dining ephemera as part of their study of Burlington foodways. And Robin Collins’s SCI 310 class viewed images from the College Archives as part of their research on trees on campus.

Community Engagement

In May 2018, we hosted our sixth annual local history event, Dining in the Queen City. This event was again heavily attended, with approximately 200 guests. Local historians Gail Rosenberg and Elise Guyette co-presented a talk titled “Eating In & Dining Out, 1840-1940,” and Peter Straube, a former local restauranteur and Champlain faculty member and events producer, spoke on the “Evolution of the Burlington Restaurant Scene, 1960s-Present.” To publicize this event, Erica Donnis published “Dining Out in the Queen City” in the May 12, 2018 issue of the Burlington Free Press (www.burlingtonfreepress.com/story/news/2018/05/12/history-space-dining-queen-city/34840279/).

Exhibitions

Special Collections materials were featured in multiple exhibitions on campus during the year. A series of rotating exhibitions drawn from the Llewellyn Collection of Vermont History and Local History Collection were displayed in Roger H. Perry Hall: Dining Out in the Queen City (October 2017-December 2018) featured menus and other ephemera promoting landmark Burlington restaurants. Designing the Everyday (opened November 2017), showcased artfully designed selections from our extensive collections of twentieth-century Vermont ephemera. Backyard Treasures (opened January 2018) featured glass bottles unearthed during the 2008-2010 construction at Perry Hall.

Several temporary exhibitions on College history were displayed at Miller Information Commons. The Origins of Chauncey (September 2017-September 2018) featured photographs and memorabilia from the Archives depicting the College’s beaver mascot. Miller Information Commons (April-November 2018) celebrated the twentieth anniversary of the opening of the building with a compilation of reproduction photographs from the College Archives.

In addition, considerable planning time was spent during the fiscal year preparing for an exhibition commissioned by Campus Planning for the College’s new building, 194 St. Paul Street, to be unveiled in July 2018. This local history exhibition features numerous reproduction historic images drawn from Special Collections, other area collections, and the Library of Congress. Special Collections Assistant Adrian Taul, Class of 2018, provided essential image editing and graphic design support for this project.

Social Media

We promoted Special Collections holdings, exhibitions, and special events on two of the Library’s social media platforms this year: our blog and Instagram account. We collaborated with Library Circulation Coordinator Sophie Friedman to create a recurring Throwback Thursday feature on Instagram, and the thirty posts we completed included images of students from the Archives, holiday and seasonal themes, College events, and images promoting concurrent exhibitions and Library events. Blog posts related to Special Collections consisted of:

- The Origins of Chauncey The Beaver, September 2018 (https://libraryblog.champlain.edu/2017/09/07/origins-chauncey-beaver/)
- Dining Out in the Queen City, 1890-1960, October 2017 (https://libraryblog.champlain.edu/2017/10/12/dining-queen-city-1890-1960/)
• **Happy Birthday, MIC!, April 2018**
  (https://libraryblog.champlain.edu/2018/04/05/happy-birthday-mic/).

Additionally, video clips of an interview Erica recorded with former Trustee Tom Cullins, the architect of Miller Information Commons, were posted to the Library’s Facebook page in conjunction with the exhibition celebrating the building in April 2018.

**Collections Management**

**Preservation Plan**
We completed a preservation plan for Special Collections, reflecting the recommendations of the preservation assessment conducted in 2016, this fiscal year.

**Cataloguing and Digitizing**
Approximately 300 items, predominantly materials in the Local History Collection and Llewellyn Collection of Vermont History, were cataloged and digitized in FY2018, bringing the total number of cataloged items to 2,200. New acquisitions, items pulled for academic classes, and materials under consideration for exhibitions and events received priority for cataloguing. The new catalog records were added to the collection’s online catalog at specialcollections.champlain.edu/digital-collections/. Special Collections Assistants Sebastien Preudhomme, Class of 2019, and Adrian Taul, Class of 2018, provided essential support for cataloguing and digitizing.

**Manuscript Arrangement**
The arrangement and description of new acquisitions and existing materials in the College Archives continued in FY18. The Admissions Series and Convocation Subseries were both fully arranged and described. The Student Subseries, a large subset of the Marketing Series that contains an important collection of student images from the 1950s to the 1990s, was also completely arranged and described, and most images in the subseries were sleeved. Moreover, we began processing the College Advertising and Photography Subseries, another significant component of the Marketing Series. Two linear feet of documents and photographs and 3,000 of an estimated 10,000 digital images in the subseries were arranged and described to the folder and disk level by the end of the fiscal year. Our first significant processing project for digital collections, this required us to establish new workflows and systems. The latest version of the finding aid for the College Archives is available at http://www.champlain.edu/academics/library/special-collections/archives.

**Acquisitions**
Between July 2017 and June 2018, numerous items were added to Special Collections, including twelve linear feet of papers and memorabilia transferred to the College Archives by outgoing news director Stephen Mease, retiring faculty member Susyn Dees, and the Library’s circulation department. We also acquired additional publications, postcards, advertising cards, and other items supporting teaching projects, exhibitions, and events for the Local History Collection. Finally, new publications related to the College were added to the Archives as they were produced.

**Reference**

In FY2018, 40 staff hours were spent responding to 41 researchers seeking information and research appointments. Most of these requests were internal in nature and originated from the Offices of the President, Provost, Enrollment Management, and Advancement, and the Division of Information Technology & Sciences, among others. The results of these queries were showcased on the College’s website, used in donation solicitations, and displayed at staff retirement parties, among other projects. External researchers included staff members at Burlington’s Parks, Recreation, and Waterfront Division, Champlain Mill Museum, and Seven Days.