

East Carolina University

From the Selected Works of Angela Dresselhaus

October 15, 2013

2013 Individual Performance Review

Angela Dresselhaus



Available at: https://works.bepress.com/angela_dresselhaus/40/

Angela Dresselhaus: Assistant Professor

Application for Normal Evaluation Period May 1, 2012 – August 31, 2013

I hereby submit my Individual Performance Record for review. This IPR documents my performance from May 1, 2012 through August 31, 2013. This record demonstrates normal performance in the practice of librarianship, service, and scholarly research and creative activity; I request evaluation for normal performance.

Individual Performance Review

Practice of Librarianship

Highlights

- Created and implemented a nonbinding license addendum to outline disability accessibility needs of the University of Montana
- Established and documented a workflow with legal counsel
- Collaborated with Archives to plan a strategy for University Publications acquisitions, tracking and handling
- Established a working relationship with the University Procurement Officer
- Established a working knowledge of state/university purchasing procedures
- Facilitated joint purchases with the pharmacy and business schools

Narrative

My experience as a Mansfield library faculty member can be characterized as a time of learning and definition of my role as an Acquisitions and Electronic Resource librarian. During this review period I have attended training to improve my ability to perform well in the practice of librarianship. I have also invested time in building relationships within the library, the university community, and with external colleagues. Even though I dedicated a great deal of time to professional development, building relations, and learning policy and procedures in the library, I was able to achieve notable accomplishments in my area of specialization.

See Appendix: [A](#)

Acquisitions and Electronic Resource Management

I led the way in developing workflows to bring the Mansfield library into compliance with state and university purchasing requirements. I facilitated the transition to a GrizMart vendor for book purchases and encouraged Acquisitions staff to closely monitor the performance of GrizMart vendors. During this process, I established a working relationship with the university procurement officer and gained a working knowledge of state legislatively mandated procurement procedures.

I established a working relationship with the university legal counsel and developed new licensing protocols to ensure all contracts meet state legislatively mandated standards. I attended a state sponsored workshop, *Reducing Risk Exposure in Contracts*, to enhance my understanding of a limited section of contract law. I have also attended a NASIG webinar, *Effective Negotiations in the 21st Century*,

to refresh my skills in the area of license negotiation. Notably, I facilitated the addition of a disability access addendum to existing contracts and proposed new accessibility language for all future licenses.

In September 2012, I developed a workflow based on a new signature authority delegation protocol. I documented the meeting and immediately implemented the workflow to simplify the renewal, invoicing, and licensing process.

Acquisitions staff met with Professor Ravas and Systems staff in August of 2012 to discuss streaming media workflows, including local storage of files, licensing requirements, and other pertinent issues related to providing streaming media services. I implemented a new workflow for media licenses that involved recording media licenses in the electronic resource management tool.

Discovery Layer Evaluation Task Force

Task Force Charge:

“The Discovery Layer Evaluation Task Force will evaluate Summon and competitive products in order to make an informed recommendation regarding the continuance of Summon or the selection of an alternative discovery layer. The task force will conduct system wide research, review vendor specifications, and analyze the technical aspects of the implementation of discovery layers in our current technological environment.”

I began work on creating a task force and charge for the group that would become the Discovery Layer Evaluation Task Force. The task force was formed in late November 2012 and began meeting in December 2012. I organized demonstrations of Primo, EBSCO Discovery System, Summon, and Encore for the Mansfield Library and provided a remote experience for affiliates and Missoula College. I made a concerted effort to involve the affiliate libraries in the discovery evaluation process. This included email, telephone, and in-person discussion with librarians at UM Western, Montana Tech, and Helena College.

The committee recommended contracting with Ex Libris for the Primo discovery Layer and SFX journal linking. Consolidating services with Ex Libris a strategic choice in terms of realizing enhanced user experiences, staff efficiencies, and significant cost savings.

Resource Description and Access

During my first year I was involved in a number of activities related to Resource Description and Access, a new set of cataloging guidelines. I participated in the class *RDA: An Introduction to RDA, FRBR and Linked Data* from September-October 2012. I led weekly staff discussion group sessions to compliment the online instruction. Each week I prepared discussion topics and fostered a group study environment that facilitated group learning. Each member of the study group I led completed the course with a satisfactory grade. In addition to the 8 week course I completed the following workshops, trainings, and preconference sessions on RDA.

- *RDA in a Nutshell*
- RDA Toolkit Essentials Webinar
- NACO RDA Training
- *RDA & Serials: Transitioning to RDA within a MARC 21 framework*
- CONDER RDA webinar

Building Effective Relationships

I have prioritized relationship building through library related service opportunities, workshops, university sponsored training, and vendor meetings. In order to become a well-informed and conscientious member of the university community I have participated in the following activities:

Building Mansfield Library and Affiliate Relationships

- Chaired the Evers Award committee
- Contributed to the planning of the library holiday party
- Visited Montana Tech Library and Helena College Library
- NCBI training
- Attended the Law School Library sponsored database training and social

University Community Citizenship

- Sexual misconduct reporting training session
- Attended the UM Allies program
- Participated in the Tunnel of Oppression

Diversity

- Attended a diversity workshop: Working Across Cultural Context
- Humphrey Fellows Panel discussion

I have attended several meetings with library vendors. Building relationships with library publishers and service providers is an important responsibility of an acquisitions and electronic resources librarian. I attend vendor and sales representative meetings to ensure that I am abreast of new products and services offered by our vendor partners.

Selected list of vendor meetings

- EBSCO
- YBP
- Bookhouse
- Proquest
- ExLibris
- Innovative Information Inc.
- Thompson

Administration of Acquisitions Unit Activities:

The Acquisitions unit directly impacts the UM strategic goals of Partnering for Student Success and Discovery and Creativity to Serve Montana and the World. The Acquisitions unit procures library materials needed to support student and faculty academic goals. Students rely on library materials to successfully complete coursework. Faculty members consult library materials during research and preparation of journal articles, books, patents, etc. The library's collections are the heart of scholarly activities on campus and the Acquisitions unit strives to provide timely access to all library materials.

During this review period I facilitated four changes to acquisition workflows to enhance user experience. I facilitated an increase of purchasing authority for ILL. This change allowed ILL to fulfill patron needs without going through the Acquisitions unit. Removing Acquisitions from the ILL purchasing procedure positively impacted the time from point of need to fulfillment. I drafted and implemented a new workflow for two daily papers. The Acquisitions unit ceased checking in the daily papers. This change ensured the local newspapers were available first thing in the morning. Prior to the change the papers were picked up by public services staff and delivered to BMS. Finally, a renewed commitment to the acquisition of university publications was established between the Archives and Acquisitions units which will ensure long term preservation of university publications.

The Acquisitions unit provided valuable data and guidance to the collection development group in response to a reduction of the library's materials budget. An exhaustive cost/use analysis was conducted for all eJournals, databases, and print resources. Over 300 data sources were consulted and compiled into several reports essential to the work of the collection development group. Additional services included: conducting resource comparisons, a cost/value analysis of the Oxford and Cambridge journal packages, and researching additional avenues for materials budget savings.

Assisting the collection development group with the expansion of library materials is an ongoing commitment for the Acquisitions unit. New cost-sharing relationships were formed with the Pharmacy and Business schools. Joint purchases provide students and faculty access to discipline-specific research materials. Additionally, a partnership with the Alumni Association to provide alumni access to select electronic resources was investigated by the Acquisitions unit. The unit continues to make progress toward the goal of the Library Dean and the Head of the Access & Collection Services Division to expand affiliate access to electronic resources.

The following material donations were added to the library collection: William J. Beaman, Dr. Gertrud Lackschewitz, Alfredo Cipoloto, Dan Burke, Rick Clow, Madeline DeFrees, and a children's book collection.

Personnel Management

In July 2012, I transitioned to the role of Acquisitions unit supervisor. I attended 2011/2012 staff performance review meetings of the employees that I would begin supervising which included three Technician II employees. My supervision responsibility also included seven indirect Technician I employees. In order to provide effective supervision, I attended a training workshop called *Best Practices in Basic Supervision*. Prior to the staff evaluation process, I attended an HR-led workshop on performance evaluation.

My activities as a supervisor included:

- Held monthly meetings with each direct report in order to provide an opportunity to discuss unit priorities, performance issues, or general supervisor/employee issues.
- Completed rewriting a Tech II position description to meet requirements of the new position description format and to reflect the nature of the position after a significant change in job responsibilities
- Wrote 3 Tech II performance evaluations

- Reviewed candidates for the open Acquisitions and Electronic Resources Technician I under my supervision
- Developed a plan to best allocate student worker hours with the Acquisitions Manager
- Drafted the annual report for the Acquisitions unit
- Prepared performance evaluations
- Began working on a project to identify tasks for volunteers
- Attended a workshop called: *Keys to Improving Project Team Performance Using the Myers Briggs Type Indicator (MBTI)*

Professional Development and Conference Attendance

- 2012 Montana Academic Library Symposium
- 2012 North American Serials Interest Group Conference
- NASIG Webinar: *Publisher Metadata in Library Systems and How it Helps the User*
- NACO Webinar: *Behave Like a Startup*
- *Promoting Information Literacy Skills: A Workshop on Designing Assignments and Activities for UM Writing Courses*
- Accessibility Camp
- 2013 Montana Academic Library Symposium
- 2013 North American Serials Interest Group Conference
- 2013 Acquisitions Institute at Timberline Lodge

Scholarly Research and Creative Activity

Highlights

Refereed Publications:

Dresselhaus, A. (2012). Extending access to electronic resources of a merged community college and university library. *Collaborative Librarianship*, 4(4), 175-182. Available at: <http://collaborativelibrarianship.org/index.php/jocl/issue/view/19>

Dresselhaus, A., & Shrode, F. (June 12, 2012). Mobile Technologies & Academics: Do Students Use Mobile Technologies in Their Academic Lives and are Librarians Ready to Meet this Challenge?. *Information Technology and Libraries*, 31, 2, 82. Available at: <http://ejournals.bc.edu/ojs/index.php/ital/issue/view/298>

Refereed Presentations:

Angela Dresselhaus. "The Americans with Disabilities Act compliance and library acquisitions" Acquisitions Institute at Timberline Lodge. Government Camp, Oregon. May 2013. Available at: http://works.bepress.com/angela_dresselhaus/24

Poster Session:

Angela Dresselhaus. "Is This Electronic Resource Accessible?" NASIG: Art & Information Architecture & Knowledge. June 2013

Narrative

My readership continues to expand; currently my research has been downloaded by individuals in eight countries including Canada, China, New Zealand, South Africa, South Korea, Turkey, the United Kingdom, and the United States, according to the location data from my bepress SelectedWorks site. During this review period I have published two articles and presented one paper and a poster session.

I have had two papers published in Open Access journals since my appointment date. My first paper, *Mobile Technologies & Academics: Do Students Use Mobile Technologies in Their Academic Lives and are Librarians Ready to Meet this Challenge?*, published in June 2012, has been downloaded 2,919 times according to statistics provided to me from the journal editor. My second paper, *Extending Access to Electronic Resources of a Merged Community College and University Library*, published in December 2012, has been downloaded 411 times according to statistics provided to me from the journal editor.

My research agenda for the coming year involves my continued work on accessibility issues related to electronic resources.

See Appendix: [B](#)

Service

Highlights

National/International Service:

American Library Association: The American Library Association was created to provide leadership for the development, promotion, and improvement of library and information services and the profession of librarianship in order to enhance learning and ensure access to information for all.

Association Appointments:

- Constitution and Bylaws, intern (2013-15)

Section Appointments: Association for Library Collections & Technical Services

- Collection Management Section
 - Publications Committee, member (2011-15)
- Continuing Resource Section
 - Education, Research, and Publications Committee, member (2013-15)

North American Serials Interest Group: The North American Serials Interest Group (NASIG) is an independent organization that promotes communication, understanding, and sharing of ideas among all members of the serials information community.

- NASIG Executive Board, Ex officio (2010-14)
- *Newsletter* Editor-in-Chief (2010-14)

State Service:

- Montana Library Symposium Steering Committee, member (2012-13)

University Service:

- TEDx UMontana Speaker Selection Committee, member (2013)
- General Education Committee, member (2013-15)
- University Committee on Fraternities & Sororities, member (2013-15)
- University of Montana Scholarship Reviewer, volunteer (2013)

Library Service:

- Digital Preservation Task Force (2013)
- Library Administrative Advisory Group (2013)
- Discovery Layer Evaluation Task Force, chair (2012/13)
- Materials Project Leader on the Library Disaster Response Team (2013-)
- Building Effectiveness, member (2012/13)

Narrative

My service with NASIG is my primary professional service commitment for the review period. This year, I am training my replacement who will take on many of the primary responsibilities as the Editor-In-Chief of the *NASIG Newsletter*. In light of the significant reduction in my NASIG service work, I volunteered for and was appointed to two ALCTS committees and I will be serving as an intern for the ALA Constitution and Bylaws committee.

As a first year faculty member, I sought state, university, and library service opportunities in order to learn about the state, campus, and library. My involvement in library and campus committees has facilitated my integration into the campus community.

See Appendices: [C](#), [D](#), [E](#)

American Library Association

Constitution and Bylaws, intern (2013-15)

- My work on the Constitution and Bylaws committee has just begun. The new committee members were charged with familiarizing ourselves with ALA's constitution and bylaws, which I have done. I have also attended a training webinar for ALA association level interns.

Association for Library Collections & Technical Services, Collection Management Section, Publications Committee, member (2011/15)

Charge & Roster: <http://www.ala.org/alcts/mgrps/cms/cmtes/ats-cmdpb>

- I reviewed proposals for the ALA Annual 2013 Emerging Research in Collection Management & Development forum. Two research projects were selected, they were:
 - Burke, Jane and Jim Ulsh, "Curating Institutional Video Collections."
 - Wical, Stephanie and R. Todd Vandembark, "Building a Stronger Collection: The Art of Combining Citation Studies and Usage Statistics."

- I reviewed applications for the Blog Administrator for the Collection = Connection Blog: <http://www.collectionconnection.alcts.ala.org/>
- I reviewed and made recommendations on the proposal for a Sudden Selector Guide for Philosophy.

Association for Library Collections & Technical Services, Continuing Resource Section, Education, Research, and Publications Committee, member (2013/15)

- I have attended planning meetings and solicited speakers for an ALCTS forum for the 2014 ALA Annual conference. The abstract for the forum follows:

Discovering and Preserving OA Articles: Maximum Access, Maximum Visibility!

“Everywhere we go, we hear about Open Access, whether it be green or gold, embargoed or immediate, available from publishers or from institutional repositories. This growing movement raises many practical questions for libraries, researchers, and students. What is the best way to ensure discoverability of OA content in unsubscribed journals through link resolvers? How can OA content in IRs be more discoverable and usable for patrons? And how do we ensure that such open content will be preserved as part of the scholarly communication record. Please join the ALCTS CRS Education, Research, and Publications Committee to learn more about challenges and possible solutions involving article level content and how to make it more visible.”

North American Serials Interest Group

NASIG Executive Board, Ex Officio (2010/14)

- I serve as an Ex Officio member of the board and attend the fall, midwinter, and annual board meetings.

NASIG Newsletter Editor-in-Chief (2010/14)

- I manage the entire editorial process and ensure timely publication of each issue.

Issues Published:

Volume 27, Number 2/3 (2012) May/September:

<http://digitalcommons.usu.edu/nasig/vol27/iss3/>

NASIG 2012 Conference Reports: <http://digitalcommons.usu.edu/nasig/vol27/iss3/1/>

Volume 27, Number 4 (2012) December: <http://digitalcommons.usu.edu/nasig/vol27/iss4/>

Volume 28, Number 1 (2013) March: <http://digitalcommons.usu.edu/nasig/vol28/iss1/>

Volume 28, Number 2 (2013) May: <http://digitalcommons.usu.edu/nasig/vol28/iss2/>

Personnel changes:

As Editor-In-Chief of the *NASIG Newsletter*, I have responsibility of recruiting for the editorial board. During this review period the following personnel changes occurred:

- Resignations:
 - Kathryn Wesley finished her interim profile editor term with the March 2013 issue
 - Ning Han's assignment was reduced to include only calendar duties
 - Ning Han resigned the Calendar editor position
 - Susan Davis resigned from the *Newsletter* upon her appointment to the 2013 CPC
- Appointments:
 - Kate Moore, Indiana University Southeast: Incoming Editor-in-Chief
 - Sharon Dyas-Correia, University of Toronto Libraries: Profiles
 - Wm. Joseph Thomas, East Carolina University: Profiles
 - Betsy Gardiner, EBSCO Information Services: Conference editor
 - Betsy Gardiner, EBSCO Information Services: Calendar editor
 - Rachel A. Erb, Colorado State University Libraries: Submissions editor
 - Joseph Dresselhaus: Copy editor

Statistical Information:

The *NASIG Newsletter* is well read and to date has had 51,307 full-text downloads since the Newsletter was hosted on the bepress platform.

State Service

Montana Library Symposium Steering Committee, member (2012/13)

- I worked with members of the committee to finalize event space reservations and catering.

University Service

University of Montana: TEDx UMontana Speaker Selection Committee, member (2013)

University of Montana: General Education Committee, member (2013-15)

University of Montana: University Committee on Fraternities & Sororities, member (2013/15)

Library Service

Library Administrative Advisory Group

- I represent the Acquisitions unit on the Library Administrative Advisory Group.

University of Montana: Materials Project Leader on the Library Disaster Response Team (2013-)

- I serve as the Materials Project Leader. This position is part of the first round of response to any library disaster.

University of Montana: Building Effectiveness, member (2012/13)

- I served as the BMS representative on this committee.

Vita: Angela Dresselhaus

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Acquisitions and Electronic Resources Librarian
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Education

Indiana University, 2009, MLS

University of Louisville, 2005, BA. Major: Music, Minor: Anthropology

Professional Experience

Assistant Professor, University of Montana, Maureen and Mike Mansfield Library (2012-)
Specialty: Acquisitions, Electronic Resources, and Management

- Leads the procurement, licensing and management of electronic materials; works with the collection development group chair on new contract negotiation; responsible for the final review and administration of new and existing contracts for electronic materials; consults with University legal counsel as needed to resolve contract issues
- Serves as a leader of the acquisitions unit, contributes to the planning, development, coordination and implementation of departmental initiatives
- Supervises staff responsible for maintaining library website access points for electronic resources including the online catalog, OpenURL link resolver, and the e-journal A-Z list
- Develops and implements policies, standards, goals and procedures to improve workflows
- Evaluates training needs and assists staff in acquiring the skills, knowledge and competencies needed to improve job performance
- Maintains successful vendor relationships; monitors and evaluates products and services
- Evaluates data to inform collection management decisions

Assistant Librarian, Utah State University, Merrill-Cazier Library (2010-2012)
Specialty: Electronic Resources and Music Subject Librarian

- Coordinated the acquisition, evaluation, processing, invoicing, and maintenance of electronic resources including electronic journals, books and databases
- Maintained library website access points for e-resources including the online catalog, OpenURL link resolver, and the e-journal A-Z list
- Investigated and resolved electronic resource access problems
- Evaluated local usage data for subscription databases and journals

- Served as liaison and subject selector for the Department of Music
- Implemented WorldCat Local discovery layer
- Provided bibliographic instruction
- Provided reference service, both public desk and individual music specific consults

Refereed Publications

Dresselhaus, Angela. Community College & University Merger: Extending Electronic Collections Access to All. *Collaborative Librarianship*. v.4, no.4 (2012).

Dresselhaus, Angela and Flora Shrode. Mobile Technologies & Academics: Do Students Use Mobile Technologies in Their Academic Lives and are Librarians Ready to Meet this Challenge? *Information Technology and Libraries*, v.31, no.1 (2012).

Refereed Presentations

The Americans with Disabilities Act Compliance and Library Acquisitions, speaker. Acquisitions Institute at Timberline Lodge (2013).

Blended Libraries: Becoming One Family, speaker with Cheryl Adams, Lori Brassaw, and Betty Rozum). Acquisitions Institute at Timberline Lodge, Government Camp, Oregon (2011).

Do Students Want Mobile Library Access, speaker with Flora Shrode. Electronic Resources & Libraries Conference, Austin Texas (2011).

Discovery and Application of Voyager's New Complex Publication Patterns, Kentucky Voyager Users Group Meeting, Bowling Green, Kentucky (2006).

Poster Presentations

"Is This Electronic Resource Accessible," *North American Serials Interest Group Conference*, Buffalo, NY (2013).

"Mobile Devices in an Academic Library: A Case Study at Utah State University," with Flora Shrode, *North American Serials Interest Group Conference*, St. Louis, Missouri (2011).

"Complex Publication Patterns Demystified," *Endeavor EndUser Conference*, Chicago, Illinois (2006).

Training

Complex Serial Publication Patterns, invited training session, University of Kentucky Libraries, Lexington Kentucky (2006).

Conference Reporting

Graves, T., & Dresselhaus, A. (2012). One Academic Library—One Year of Web-scale Discovery. *The Serials Librarian*, 62, 169-175.

Anderson, K., & Dresselhaus, A. (2011). Publishing 2.0: How the Internet Changes Publications in Society. *Serials Librarian*, 60, 23-36.

Service

National and International

American Library Association: “The American Library Association was created to provide leadership for the development, promotion, and improvement of library and information services and the profession of librarianship in order to enhance learning and ensure access to information for all.”

Association Appointments

- Constitution and Bylaws, intern (2013-15)

Section Appointments: Association for Library Collections & Technical Services

- Collection Management Section
 - Publications Committee, member (2011-15)
 - Electronic Resources Committee, member (2010)
- Continuing Resource Section
 - Education, Research, and Publications Coordinating Committee, member (2013-15)
 - Serials Standards Committee, intern (2009-10)

North American Serials Interest Group: “The North American Serials Interest Group (NASIG) is an independent organization that promotes communication, understanding, and sharing of ideas among all members of the serials information community.”

- *Newsletter* Editor-in-Chief (2010-14)
- Ex-Officio member of the executive board (2010-14)

Library Student Journal: “Library Student Journal was founded in 2006 by graduate students in the Department of Library and Information Studies at the University at Buffalo. Its authors, readers, and editorial board members include future Library and Information Science (LIS) practitioners around the world. We publish papers on topics of interest to the LIS field as broadly defined. LSJ is divided into four sections: 1. Articles - peer-reviewed research and literature reviews 2. Essay - less-formal papers of a personal or informational nature 3. Editorials - opinion pieces of any length 4. Reviews - reviews of recently published or commonly used LIS books.”

- Layout Editor (2008-09)

State and Regional

- Montana Library Symposium Steering Committee, member (2012-13)
- Utah Academic Library Association, Collection Development Committee, member (2010-12)
- Utah Academic Library Association, Digital Preservation Task Force, member (2011-12)

University

- Advisor to the Mortar Board Senior Honor Society (2013-)
- University of Montana: TED^x UMontana Speaker Selection Committee, member (2013)
- University of Montana: General Education Committee, member (2013-)
- University of Montana: University Committee on Fraternities & Sororities, member (2013-)
- University of Montana: University of Montana Scholarship Reviewer, volunteer (2013)

Library

- University of Montana: Library Administrative Advisory Group, member (2013-)
- University of Montana: Resource Discovery Committee, chair (2012-)
- University of Montana: Discovery Layer Evaluation, chair (2012-13)
- University of Montana: Materials Project Leader on the Library Disaster Response Team (2013-)
- University of Montana: Building Effectiveness, member (2012-13)
- Utah State University: Web Committee, member (2011-12)
- Utah State University: Subject Librarian's Advisory Council, member (2010-12)
- Utah State University: Copyright Committee, member (2010-12)
- Utah State University: Online Catalog Committee, member (2010-12)
- Utah State University: HathiTrust Working Group, member (2010-12)

Awards

- Digital Library Federation Cross-Pollinator Travel Award (2013)
- Swets Charleston Conference Scholarship (2010)
- Beta Phi Mu (2009)
- Student-to-Staff Program, *American Library Association* (2009)
- ACRL Virtual Conference Grant, *Association of College and Research Libraries* (2009)
- Julieann V. Nilson Scholarship, *Indiana University Librarians Association* (2008)
- ALCTS/Sage Publications Support Staff Travel Grant (2008)
- Conference Scholarship, *Ohio Valley Group of Technical Services Librarians* (2008)
- Violette Participation Grant, *Indiana Networking for Documents and Information of Government Organizations* (2008)
- Fritz Schwartz Serials Education Scholarship, *North American Serials Interest Group* (2007)
- Bon Voyage Travel Grant, *Endeavor Information Systems* (2006)

Signature and Date

Angela Dresselhaus

Date

Appendices

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Appendix A: Acquisitions 2013 Report

The Acquisitions unit directly impacts the UM strategic goals of Partnering for Student Success and Discovery and Creativity to Serve Montana and the World. The Acquisitions unit procures library materials needed to support student and faculty academic goals. Students rely on library materials to successfully complete coursework. Faculty members consult library materials during research and preparation of journal articles, books, patents, etc. The library's collections are the heart of scholarly activities on campus and the Acquisitions unit strives to provide timely access to all library materials.

Acquisitions

- Attended vendor meetings
- Claimed print serials
- Collaborated with Archives to plan a strategy for University Publications acquisitions, tracking and handling
- Collaborated with IRSD to review acquisition instructions for Foundation publications
- Compiled a list of invoices over \$50k and the contract terms to help with future estimates of halves
- Created ledgers/allocated funds
- Created new, revised workflows for acquisitions check in and for other student duties
- Developed a new workflow for the EBSCO renewal invoice
- Developed and documented renewal process
- Discontinued check-in and claiming of the Missoulian and shifted duties to circulation
- Established a working relationship with the University Procurement Officer
- Established working knowledge of state/university purchasing procedures
- Evaluated a proposal for ILL direct eBook orders
- Increased book purchasing authority in ILL unit
- Implemented a new integrating resource filing workflow
- Implemented Complete Book ordering portal via GrizMart
- Initiated and completed a state newspaper cleanup project
- Initiated GrizMart purchasing procedure for Primo
- Obtained delegated signature authority
- Processed electronic resource renewals and invoices
- Processed exigency exemptions for contracted services
- Processed gift materials from William J. Beaman, Dr. Gertrud Lackschewitz, Alfredo Cipoloto, Dan Burke, Rick Clow, Madeline DeFrees, and the children's book donation
- Reconciled Foundation accounts
- Reconciled Procard purchases
- Restructured the electronic resources portion of the acquisitions ledger
- Transferred newspaper pulling duties to circulation

Collection Development

- Conducted a thorough review of the EBSCO and ebrary eBook platform
- Evaluated Wiley eJournal package to swap out lesser used resources for nonsubscribed titles
- Facilitated a resource review process to prepare for budget cuts
- Facilitated joint purchases with the pharmacy and business schools
- Expanded affiliates' access to resources
- Performed a value analysis of the Oxford and Cambridge journal package
- Suggested a UM publications cataloging/processing policy to BMS Head

Electronic Resource Maintenance

- Assisted affiliates with access problems and provided statistics
- Audited Serials Solutions holdings file and the EBSCO journal holdings and corrected discrepancies
- Branded electronic resources with UM logo
- Claimed access issues with EBSCO
- Developed eBook and eJournal activation workflows
- Explored alumni access options for major licenses at the request of the Head of Collections
- Implemented SUSHI for 360 Counter in the Serials Solutions client center
- Initiated 71,350 edits to the Serials Solutions knowledge base
- Investigated ways to improve Summon
- Maintained accurate information on electronic resource public access points
- Managed monthly bulk load for the Serials Solutions eJournal MARC records
- Pulled and analyzed multiple statistical reports
- Realized cost savings by ordering Taylor & Francis eJournal package direct from vendor
- Responded to approximately 75 helpdesk tickets
- Submitted a proposal to enhance helpdesk system
- Updated IP addresses
- Updated IP ranges on behalf of Montana Tech for shared resources

General

- Assisted reference techs with projects
- Cataloged ETDs
- Defined the Acquisitions and Electronic Resources Technician position
- Managed BMS student hours
- Processed Proquest legacy thesis project
- Updated BMS Manual

Licensing

- Created and implemented a nonbinding ADA license addendum
- Drafted a binding ADA clause

- Established and documented a workflow with legal counsel
- Entered media licenses into ERM

Statistics

- Maintained 2,593 print subscriptions in conjunction with serials cataloger
- Serials maintenance: notes, pub patterns, routing notes, history, claims, order notes, title changes, check-in: 2749
- Newspapers checked in: 2,739
- Journals checked in: 2,809
- Items created: 3500+
- Processed invoices
 - 200 print invoices
 - 100 EBSCO (one with over 1040 line items)
 - 170+ electronic resources
- Closed over 140 serials purchase orders
- Consolidated 75+ individual direct subscriptions with EBSCO
- Supplemental fund expenditures: \$221,130.26
- Foundation fund expenditures: \$29,176.29
- Approval plan expenditures: \$280,158.04
- Binding expenditures: \$4,930.00
- Book orders: 3104
- Media orders: 589
- Approval books received & processed: 5516
- Regular books received & processed: 1565
- PromptCat books received & processed: 803
- Media received & processed: 651
- Regular books catalogued: 2650
- Books reclassified: 1211
- Media formats catalogued (DVDs, CDs, LPs, Streaming videos, & games): 312
- Book rushes & holds catalogued: 168
- Media rushes & holds catalogued: 113
- Books withdrawn: 476
- Media withdrawn: 1552
- journals/theses sent out for binding: 750 items
- Books reinstated: 71
- Media processing reviewed: 5,114

Committee and Task Force Participation

- Building Effectiveness Committee (Member)

- BMS Management Team (Member)
- BMS Manual Team (Member)
- Charter Day Planning Group (Member)
- Discovery Layer Task Force (Chair/Member)
- Evers Award Committee (Chair/Member)
- Fitzgerald Scholarship Committee (Member)
- General Education Committee (Member)
- Holiday Employee Appreciation Potluck (Member)
- Library Administrative Advisory Group (Member)
- Materials Project Leader on the Library Disaster Response Team (Member)
- Montana Library Symposium Committee (Member)
- Open Media Task Force (Member)
- Resource Discovery Committee (Chair/Member)
- Staff Supervisors Group (Member)
- Student Supervisors Group (Member)
- TEDx UMontana Speaker Selection Committee (Member)
- University Committee on Fraternities & Sororities (Member)
- University of Montana Scholarship Reviewer (Member)

Presentations/Workshops/Training Sessions/Publications

- Discovery Layer Evaluation Task Force Final Report
- Excel training session presented to BMS division meeting
- Extending Access to Electronic Resources of a Merged Community College and University Library published in *Collaborative Librarianship*
- Is This Electronic Resource Accessible? presented at the North American Serials Interest Group Conference
- The Americans with Disabilities Act Compliance and Library Acquisitions presented at the Acquisitions Institute at Timberline Lodge

Professional Development

- Accessibility Camp
- Acquisitions Institute at Timberline Lodge
- Basic and Intermediate Excel courses
- Behave Like a Startup (NISO Webinar)
- Best Practices in Basic Supervision
- Collection Development with ebrary & YBP
- Dealing With Cultural Differences When Servicing A Diverse Student, Faculty and Staff Population
- Demonstration of Activity Insight, faculty database
- Effective Negotiation in the 21st Century: From Computer-Mediated Communication to Playing Hardball

- Employee Reporting Requirements of Sexual Misconduct Workshop
- ERM keeps on getting better: New Enhancements to 360 Resource Manager & 360 Counter
- Fundamentals of Supervision and Management
- GrizMart/Complete Book training
- Montana Library Symposium
- NCBI workshops
- New Models, New Tools & New Approaches--A Discussion of Emerging Options
- North American Serials Interest Group (NASIG)
- Plagiarism: How to Address Cases of Academic Misconduct and Try to Prevent Them from Happening in the First Place
- Promoting Information Literacy Skills: A Workshop on Designing Assignments and Activities for UM Writing Course
- Publisher Metadata in Library Systems and How it Helps the User
- RDA
 - Copy cataloging serials
 - NACO Bridge Training
 - RDA in a Nutshell
 - RDA Toolkit Essentials
 - RDA: An Introduction to RDA, FRBR and Linked Data
 - Serials RDA NASIG Preconference Workshop
- Reducing Risk Exposure in Contracts
- Tunnel of Oppression
- UM Allies Training
- Working Across Cultural Contexts

[Return to: Practice of Librarianship](#)

Appendix B: Refereed Publications

Dresselhaus, Angela. Community College & University Merger: Extending Electronic Collections Access to All. Collaborative Librarianship. v.4, no.4 (2012). Full-text available from:
<http://collaborativelibrarianship.org/index.php/jocl/issue/view/19>

Extending Access to Electronic Resources of a Merged Community College and University Library

Angela Dresselhaus (angela.dresselhaus@umontana.edu)
University of Montana

Abstract

Utah State University and the College of Eastern Utah merged in July 2010, necessitating the renegotiation of all electronic resource licenses. The author discusses the process of renegotiating licenses, providing access to electronic collections remotely, troubleshooting and other important areas regarding libraries and mergers in higher education. This paper will provide an Electronic Resource Merger Guide to assist future library mergers.

Author keywords: Electronic resources; Licensing; Library merger; Remote access

Introduction

Utah State University (USU Northern) and the College of Eastern Utah (USU Eastern) were mandated legislatively to merge, effective in July 2010. The libraries of both institutions are managed under one dean but each library manages its own staff and budget. USU Northern's main campus is located in Logan, Utah with small satellite campuses in Brigham City, Tooele, and in the Uintah Basin. USU Northern is a large, research intensive, doctoral granting institution with 16,314 students (FTE) and a library staff of 65 (FTE). USU Eastern has two campuses with libraries, in Price and Blanding. USU Eastern is a comprehensive two-year community college with a stated mission for vocational technology education. The student body numbers 1,605 (FTE) with a library staff of 6 (FTE).

USU Northern was charged with the lofty task to merge the two institutions, and the library was asked to extend access of all its existing electronic collections to USU Eastern—without the aid of a permanent budget increase. The library was further charged with facilitating and promoting at USU Eastern the use of the newly shared electronic collections, its print collections, and other library services. To begin the merger, library staff compiled a list of tasks and resources that would require additional funding—the one-time expenditures for collection expansion, fortunately, were supported through

a fund allocated to USU Northern by the Utah State legislature. This paper discusses the process of renegotiating licenses, expanding access to electronic collections, and attending to other matters related to this type of library merger. In order to help other libraries face similar mandates, an "Electronic Resource Merger Guide" is offered.

Literature Review

Literature covering the effects on libraries during a merger of higher education institutions is limited. The study, "Lessons Learned from Library Mergers at Colleges of Higher Education in Flanders," revealed that merger teams often do not have standardized checklists or methods for merging libraries.¹ Swanepoel offers "do's" and "don't's" regarding mergers of libraries, but does not focus specifically on issues regarding electronic resources. Nicole J. Muller's article, "Mergers and Mangers: What's Needed for both to Work? Reflections on a Merger of Two Higher Education Libraries in KwaZulu-Natal," states, "Mergers are not an occasion; they are a process, and it is important to understand how such change processes unfold and the stress factors that are brought about by the change."² This is particularly true in merging electronic resources, as is borne out in this paper. While a large expansion of electronic resources provides greater access to scholarly materials and is a boon for the smaller institution, such growth and expansion is

Dresselhaus, Angela and Flora Shrode. Mobile Technologies & Academics: Do Students Use Mobile Technologies in Their Academic Lives and are Librarians Ready to Meet this Challenge? *Information Technology and Libraries*, v.31, no.1 (2012). Full-text available from: <http://ejournals.bc.edu/ojs/index.php/ital/issue/view/298>

Mobile Technologies & Academics: Do Students Use Mobile Technologies in Their Academic Lives and are Librarians Ready to Meet this Challenge?

Angela
Dresselhaus
and Flora Shrode

ABSTRACT

In this paper we report on two surveys and offer an introductory plan that librarians may use to begin implementing mobile access to selected library databases and services. Results from the first survey helped us to gain insight into where students at Utah State University (USU) in Logan, Utah, stand regarding their use of mobile devices for academic activities in general and their desire for access to library services and resources in particular. A second survey, conducted with librarians, gave us an idea of the extent to which responding libraries offer mobile access, their future plans for mobile implementation, and their opinions about whether and how mobile technologies may be useful to library patrons. In the last segment of the paper, we outline steps librarians can take as they "go mobile."

PURPOSE OF THE STUDY

Similar to colleagues in all types of libraries around the world, librarians at Utah State University (USU) want to take advantage of opportunities to provide information resources and library services via mobile devices. Observing growing popularity of mobile, Internet-capable telephones and computing devices, USU librarians assume that at least some users would welcome the ability to use such devices to connect to library resources. To find out what mobile services or vendors' applications USU students would be likely to use, we conducted a needs assessment. The lessons learned will provide important guidance to management decisions about how librarians and staff members devote time and effort toward implementing and developing mobile access.

We conducted a survey of USU's students (approximately 25,000 undergraduates and graduates) to determine the degree of handheld device usage in the student population, the purposes for which students use such devices, and students' interests in mobile access to the library. In addition, we surveyed librarians to learn about libraries' current and future plans to launch mobile services. This survey was administered to an opportunistic population

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[Return to: Scholarly Research and Creative Activity](#)

Appendix C: NASIG Newsletter

Full-text issues can be downloaded from: <http://digitalcommons.usu.edu/nasig/>

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Appendix D: ALA Annual 2013 Emerging Research in CDM Forum

The ALCTS Collection Management Section (CMS) invites you to attend the Emerging Research in Collection Development and Management Forum, to hear about two exciting research projects:

Burke, Jane and Jim Ulsh, “Curating Institutional Video Collections.”

Wical, Stephanie and R. Todd Vandembark, “Building a Stronger Collection: The Art of Combining Citation Studies and Usage Statistics.”

The Forum will be held on Sunday, June 30, 2013, 4:30-5:30, McCormick Place MCP-N229

Curating Institutional Video Collections

Institutional video content remains the least curated and discoverable of all content types. Symptoms include:

- Growing volume and complexity of institutional multimedia, including lecture capture
- Users expect ubiquitous access to all content, regardless of format
- Video is often siloed
- Video is under cataloged/indexed
- Video is not easily accessible
- Video, especially institutional video, is not available to discovery services
- Rights management and use concerns
- Libraries are missing out on an opportunity to showcase their relevance on today’s campus

The hypothesis: Utilize automated transcription to create indexing data that would promote the discoverability and usability of institutionally created video. If successful, this could lead to an affordable service that would allow libraries to work with a service partner to curate large volumes of video content.

In analyzing the problem and determining if an affordable service could be developed, multiple research methods were used:

- Facilitated focus group of 12 experienced multi-media librarians
- Five research surveys by professional research firms
- Pilot partner group that contributed 520 pieces of video and met in person four times over 1 year period
- Creation of a test version of every step of the service, so that Pilot Partners could evaluate real examples – all 520 pieces taken through the process multiple times

Building a Stronger Collection: The Art of Combining Citation Studies and Usage Statistics

Usage statistics, while helpful in determining cost-per-use of resources, present an incomplete overview of resources used. Resources frequently downloaded do not necessarily end up in research publications. Citation studies, on the other hand, provide insight into what faculty find valuable inside and outside the library collection. But where do they overlap? Librarians at a small, liberal arts university are currently analyzing the intersection of these data sets looking for such trends. Combining these methods provides increased granularity in assessing where a library should allocate its limited funds.

Librarians are collecting article citations from publications (journal articles, books and book chapters, etc.) written by teaching faculty in four departments: nursing, mathematics, chemistry and biology. In

addition, usage statistics data will be culled from electronic journals and databases corresponding to each of these departments.

Data across these groups will be combined and analyzed in order to answer questions such as:

- Are faculty members publishing in the same journals they are getting information from?
- Do items with high usage reflect the same levels of publication?
- What should we have as part of our collection to adequately support research at our institution?

Appendix E: TEDx Program and Speaker Development

The Program: <http://www.umt.edu/tedx/default.php>

The screenshot displays the TEDx UMontana website. The header features the TEDx logo in red and 'UMontana' in white, with the tagline 'x = independently organized TED event' below it. The date 'September 19, 2013' is shown in red, along with Facebook and Twitter social media icons. A navigation bar includes links for Home, About, Speakers, Team, Sponsors, Viewing Events, and The Program. The 'The Program' section is active, showing a list of speakers and topics. The program begins at 7 p.m. in the Masquer Theatre of the UM Performing Arts and Radio/TV Center. No tickets will be sold at the event.

The Program

The program begins at 7 p.m. in the Masquer Theatre of the UM Performing Arts and Radio/TV Center. No tickets will be sold at the event.

- TEDx introduction video
- Welcome by host Jillian Campana
- **Diana Six** - *The Great Mountain Pine Beetle Outbreak: A Global Perspective*
- **Steven Gaskill** - *Perpetual Motion – Prepared for Learning*
- TED video
- **Chris Comer** - *Back to the Future: Sleuthing the Literary Mind*
- Missoula Writing Collaborative - *Introduction by Megan McNamer, executive director, The Missoula Writing Collaborative; readings by Elissa Taylor, age 14 and David Bower, age 10*
- **Josh Slotnick** - *Community Farming: It's Not About Food*

30-minute intermission

[Return to: Service](#)