Dear Friend of Murray State University:

**STUDENT LEARNING OUTCOMES.** These three words indicate a dramatic shift happening now in higher education, changing the way we educate and the way we examine our effectiveness as an institution of higher education. We expect students to learn collaboratively, preparing them for team-based and competitive global work environments. Any institution that is not recognizing and adjusting for these changes in teaching and learning is distancing itself from exciting opportunities to engage students in the learning process in ways never before imagined. One change that no one could have foreseen is the role of the academic library in this new paradigm. The modern academic library moves beyond the traditional role of buying and providing access to books, journals, e-journals and databases. That particular facet of an academic library’s mission is still valid of course, but the increased emphasis on student learning outcomes—and a recognition that student learning behaviors have changed—necessitates nurturing other facets of the mission. Providing an environment conducive to a range of learning behaviors and fostering information literacy are important endeavors for academic libraries...now more than ever before.

Toward those ends, the Murray State University Libraries have made INCREDIBLE strides during this past academic year. The public services offered by the University Libraries are being used heavily by Murray State’s students and faculty, shattering most previous records of usage. Any doubt that our students want and use the University Libraries for differing purposes is now ancient history.

This is best illustrated by the Student Government Association’s recent collaboration with Interim Dean Adam Murray to extend the operating hours of Waterfield Library and expand its services.

Even without these tremendous records of its use, a simple walk through Waterfield Library will demonstrate how the facility is bursting at the seams. Students have a difficult time finding a computer or a place to study and work—day or night! The collections are overflowing and it is a constant challenge to make room for newer materials. Various academic services are negotiating for inclusion in the building...in a desire to be where students are, to provide the services they need to succeed academically. And this state of affairs isn’t going to change anytime soon, as the library faculty and staff continue marketing their services and ever-more students embrace the many learning options provided by the University Libraries.
We already know that a renovation of Waterfield Library will not serve the needs of the University and its students, faculty and staff for the long term. The solution is a new building, one which Interim Dean Murray and a task force of faculty, staff, students and alumni which I appointed, have been hard at work visualizing. As we confront the need for a new library facility head-on this year, I hope you will take a moment to recognize the University Libraries’ changing place in the new paradigm of higher education, and then join me in supporting a new library facility for our University Community. Congratulations to the faculty and staff of the University Libraries for a job well done!

Sincerely,
Randy J. Dunn

“the library must be the academic heart of the institution, providing a place for students and faculty to gather, study, learn and collaborate.”
This has been, without exception, the busiest year the University Libraries have had in their long history serving Murray State University. All of our most important service indicators — the number of people visiting Waterfield Library; the number of teaching hours and students reached through instruction sessions; the number of online searches conducted; the number of books checked out; the number of visits to the University Libraries’ website — have in this year exceeded all prior records by a wide margin. This is a very dry way of saying we have had a PHENOMENAL year, and we have loved every minute of it!

Providing a higher level of service to the university community has not been our sole focus this year, however. The faculty and staff of the University Libraries have poured time and energy into a number of innovations this year, such as being the first library in the state of Kentucky to implement a federated search product. In this report, you will find quick summaries of these innovations and undertakings, as well as some of our planned endeavors.

Another major enterprise — one that dominated my time and thoughts in particular — has been leadership of the New Library Task Force. This task force, pulling input from many different constituencies across the university community, has put together an incredible vision for a new library facility at Murray State. This vision has as its center a learning commons and high-tech instructional classrooms, and is driven by the desire to co-locate the academic services that students need to succeed within the library. A writing center, Copy Express, the Honors Program, and Center for Teaching, Learning and Technology are all considered for inclusion within a new library facility, as is the availability of food services. There are many questions still unanswered about the new library, but answers to some of the most frequently-asked questions accompany this report. An artist rendering and a conceptual map of the learning commons and the library facility is also included. We have big hopes and dreams for this new facility, and we count on the support of the university community to make it a reality. Whether through educating the university community about our vision through letters of support to law-makers, or through donations in support of the new building — you can help make a difference in the academic lives of future Murray State students.

I remain grateful for the hard work each of the library faculty and staff has delivered this last year. We hope to continue exceeding previous public service records in this upcoming year, just as we hope to continuously improve the quality and accessibility of the services offered by the University Libraries.

Adam Murray
As mentioned in the messages from the President and Interim Dean, the University Libraries shattered many of their previous records for public service in the 2008-09 year. Here are some of the figures of which we are most proud, each one a tribute to the time and effort of the library faculty and staff:

- Record number of visitors: Waterfield Library received 379,227 visitors this year, up 93,574 from last year.
- The Reference Librarians answered 9,847 research questions in four different delivery methods (in person, phone, e-mail, online chat). Total instruction sessions taught: 206, for a total of 4,836 students reached (up from 3,015).
- There were 1,019 more Interlibrary Loan requests than last year, with 102 more extended campus requests.
- The number of online database searches skyrocketed to 914,722 (up by 235,669 from last year).
- The number of books and other media checked out was 23,110 (up 3,344 from last year). This does not count the laptops checked out (21,638).
- The library website was visited nearly 400,000 times this academic year, and was accessed from 130 different countries.
A special dedication ceremony for the Lana Garner Porter and Dr. Michael Porter Coffee Lounge and Wireless Computer Lab took place on Friday, April 24, 2009, at Waterfield Library. The Porters, both Murray State alumni, have contributed gifts to Murray State over the past few years designated for the MSU Libraries. They believe libraries are the cornerstone of any education and credit Murray State as a critical contributor to their professional success.

The Porters met as students at Murray State and married before graduating. They lived and worked in Hopkinsville, Ky., Lana teaching French at the middle school and Michael teaching biology at the high school. They returned to Murray where Michael worked on his master’s degree and Lana taught English and French at the Benton High School in Benton, Ky. Lana’s career has included being CEO of the world’s largest library software company from 1996 until 2002. She first became CEO/President when the company was named Ameritech Library Services. She also led the spinoff of the company from the SBC/Ameritech merger in 1999 selling the company to private investors and establishing the new business as a private entity. She continued to serve as its CEO until 2002 when she retired from the position but remained as a member of the Board until 2005. In addition, she has served on the national board of Friends of Libraries USA from 1998 until 2008, serving as its Chairman from 2002-2004.

Lana, a 2002 Murray State Distinguished Alumnus recipient, has been a member of the MSU Foundation Board of Trustees since 2005. She also serves on the National Advisory Board to the Telecommunications System Management Program at MSU as well as the New Library Task Force for the university.

Lana Garner Porter helps President Randy J. Dunn unveil the plaque in the Coffee Lounge.
The James Tennent Lochridge Memorial Library Fund at Murray State University was established by Dr. William L. Wells of Mayfield, Ky. Wells was an assistant professor in the MSU Department of Chemistry from 1967-1969, and is currently an adjunct professor there. Named for his great grandfather, the fund will be used for various operational purposes by the Murray State University Libraries Special Collections, currently housed in Pogue Library. This will include cataloging expenses, book bindings, new book or electronic media purchases, and journal subscriptions.

James T. Lochridge was born and raised in old Feliciana, Graves County, Ky. He graduated from Bethel College (now in McKenzie, Tenn.) in 1855 and received his law degree from Cumberland University, Lebanon, Tenn., in 1858. He practiced law in Mayfield until his accidental death in 1866. Wells wanted to memorialize his ancestor whose life and professional accomplishments were so tragically cut short by his untimely death.
Dr. Joseph Fuhrmann and Cherolyne Agnew
Music Donations

Murray State University Libraries have recently received two extraordinary music
collections. MSU history professor Dr. Joseph T. Fuhrmann of Murray has generously
donated 1,311 long-playing records, and Mrs. Cherolyne N. Agnew of New Concord,
Ky., has gifted 3,830 compact discs.

First received by the university in August 2008, Fuhrmann’s long-playing record collection
includes both single discs and discs in sets, ranging from classical and opera to folk and
country. “My mother was a graduate of Juilliard and a music teacher, and my father was a
college music professor, so music was in my life from the very beginning,” said Fuhrmann. He
hopes students will find some enjoyment in this collection of music from years past.

Agnew has meticulously catalogued her compact disc collection. Received by Murray State in
late 2008, the compilation includes world, Celtic, Christmas, jazz, soundtrack, folk and some
classical music-her favorite. Collecting music albums has been a life-long passion for Agnew.
To ensure the safety and longevity of her impressive collection, she decided to gift these items
to MSU. “I’m a firm believer in giving back, and I’m glad to know generations after me will enjoy
this music as I did.”
Murray State University Honors Program

This past year the Honors Program hosted their third annual Ballin’ for Books fundraising event. This was a five-on-five basketball tournament in support of their philanthropy project for Waterfield Library. This project was started to raise money to purchase an assortment of scholarly books that were not previously available through the library. Over the years, the Honors Program has raised more than $2,500 in support of the library. This initiative was originally developed by former Honors Program Student Council President Ryan Walls, and through the organization’s efforts, about 70 books have been purchased and donated to Waterfield Library.

AREAS OF GIVING

ALL alumni of Murray State University are alumni of the University Libraries. No matter what degree you completed, or what you are interested in, the University Libraries strive to support the research and curriculum of that topic. Your gifts to the University Libraries are especially valued in these economic times, as we attempt to keep our buildings running, our collections up-to-date, and our special collections preserved. Below are our five areas of giving: please consider these areas when making your donation to the University Libraries.

> Technology

The Library provides computer labs, laptops, online content and assisted reading devices for those with learning disabilities. Funding this area would keep these resources available and current.

> Facility

Waterfield Library sees nearly one third of the enrolled student population pass through its doors daily. Providing the many different services students expect in a modern library requires creativity, space and funding.

> Special Collections

Preservation and digitization of the collections housed at Pogue Library is costly and time consuming. Monetary and material donations made to Pogue Library can be used to meet these needs, as well as expand the genealogy and historical collections.

> Collections at Waterfield Library

Waterfield Library is always looking to expand its collection. Donations of new or used books, DVDs, CDs, maps and other materials are always welcome and appreciated. Monetary donations for the purchase of new materials can also be made.

> Journals and Databases

The University Libraries spends annually over $1 million on maintaining its subscriptions to journals and databases. This is easily our biggest need, and one that is most difficult for donors to support. The cost of journals and databases goes up roughly 10 percent each year. The best way for a donor to support this type of purchasing is by the establishment of an endowment.
A New Library

FOR MURRAY STATE

Waterfield Library, which began as the Student Union in 1959, cannot grow to accommodate the needs of today’s students and professors, and finds itself limited by structural, electrical and weight-bearing limitations. With only one 20-person classroom, numerous requests for classroom space cannot be met, while 60 percent of students who visit Waterfield Library for an hour or more say there is too little workspace for group study. The price of re-purposing the library to address these issues is cost-prohibitive. The solution is a new building.
Starting in October 2008, the New Library Task Force undertook a number of activities, including polling students, developing a conceptualization of a library with a Learning Commons, answering general questions and working with architects to convey a vision for a modern facility. That vision is presented here.

RECENT SURVEY QUESTION:
Describe an ideal learning environment.

I think there needs to be a library with a community center type of floor ... and also very quiet floors and group study floors.

- Anonymous student
Envisioned for Murray State University's library, Learning Commons provide high-tech classrooms, written and oral communication assistance, computer technical support, and printing and copying services. Most of all, a Learning Commons should create an atmosphere in which students feel comfortable engaging in learning activities. Presented here is a concept map produced by the New Library Task Force that helped them describe the needs of the university to architectural consultants.
The Library Task Force polled university students about their thoughts on the existing Waterfield Library facility. Below are selected results.

- 68% of undergraduates visit the library one or more times per week. They most frequently visit to:
  - Study (88%)
  - Work on group projects (80%)
  - Use the computer lab for academic or casual purposes (75%)
  - Purchase items from coffee shop (68%)

- 61% of people who stay one or more hours per visit find there to be too little workspace for groups. 70% say there is too little workspace for individuals.

- Comments cited by those who visit frequently (more than 3 times per week) indicated frustration with too much noise and not enough workspace or computers.
Faculty Achievements

**Linda Bartnik**

Linda Bartnik’s academic year for 2008-09 included multiple presentations on campus to both the College of Business and the College of Education, including participation in the former’s professional development seminar series. With Ryan Weir, Bartnik led a workshop at a CPE-sponsored conference (Conference on the Scholarship of Teaching and Learning) on the importance of information literacy training at the K-12 level. And at the end of the year, Bartnik was recipient of the MSU Board of Regents Teaching Excellence Award for 2009.

**Ashley Ireland**

Ashley Ireland is a Reference Librarian and the liaison to the College of Science, Engineering and Technology, as well as the School of Agriculture. In the 2008-2009 year, she presented a paper titled “Teaching Information Literacy to Students of the Long-Tail Market” at the Librarians’ Information Literacy Annual Conference in Cardiff, Wales. Ireland also attended an Instruction Symposium in Richmond, Ky, and the ALA’s TechSource Gaming in Libraries Conference in Chicago, Ill. She was named coordinator of student programming to serve as a liaison with Student Affairs units, International Studies, the Honors Program, etc., and was also asked to serve on the Federation of Kentucky Academic Libraries’ (FoKAL) Information Literacy Committee.

**Don Kim**

Don Kim is a Systems Librarian. In the 2008-2009 year, he presented Library on Blackboard: A New Way to the Virtual Library Branch at the national forum of Library and Information Technology Association in Cincinnati, Ohio. He also attended and presented on the e-reserve service, “streaming media” at Teaching and Technology Forum: Big Ideas on Teaching; hosted by the Center for Teaching, Learning and Technology at Murray State University.

**Jill Mahoney**

Jill Mahoney is an Assistant Professor/Reference Librarian and a liaison to the College of Humanities and Fine Arts. She joined Murray State last August and has since presented at the Kentucky Library Association’s annual conference and written two entries for the forthcoming “Encyclopedia of Motherhood,” to be published by Sage Publications in 2010. Mahoney received a Teaching Circle grant from the College of Humanities and Fine Arts and worked with a fellow librarian and the sociology faculty on a project integrating library orientation and Information Literacy into Introduction to Sociology courses. She also serves on various library and university committees.
Adam Murray

In 2008-09, Interim Dean of University Libraries and Acquisitions Librarian Adam Murray was involved in a number of research and professional development endeavors. Named one of the 2009 class of Emerging Leaders by the American Library Association, Murray participated in leadership development activities and worked collaboratively on a research project to benefit LLAMA. Murray published two pieces of research during the year – a book chapter on using Web 2.0 technologies to streamline Technical Services workflows and an invited, peer-reviewed article on how Web 2.0 technologies can be used as an alternative to expensive commercial Electronic Resource Management systems. Murray was named a Distinguished Alumnus of the University of North Carolina Greensboro in the Early Career category, and is currently completing coursework toward an Ed.D. in Educational Leadership.

Lilia Murray

Lilia Murray is a Reference Librarian serving the College of Humanities and Fine Arts. Lilia was named Scholar in Residence by the Center for Teaching, Learning and Technology for the 2008-09 academic year. This honor led to a part-time assignment to CTLT, during which Lilia worked on faculty development for the university and region in the form of training sessions in utilizing wikis, blogs and other Web 2.0 tools. Murray also published two book chapters during the academic year: a “recipe” for an information literacy murder mystery event and peer-reviewed conference proceedings from a presentation on creating Google Custom Search Engines for academic library websites.

Jetta Culpepper retires

After forty years of service to Murray State University, Jetta Culpepper retired at the end of the 2008-09 academic year. Culpepper began her career at the rank of instructor in the cataloging department, during which time she completed a Master of Library Science degree in August 1972. Almost immediately, Culpepper went back to school to complete a Ed.S. in Higher Education and Research Librarianship, which she finished in 1975. Culpepper has held numerous positions in the University Libraries, from being a cataloger, Interim Head of the Education Library, 13 years as the Head of Acquisitions, and most recently as the Director of the Curriculum Materials Center in the College of Education. She has published over 90 reviews of books and other resources, and her research has been published locally and at state, national and international levels. Culpepper has served nearly as much outside the library as she has inside, having represented the libraries on Faculty Senate, as vice-chair and secretary of Academic Council, and most recently as chair of the University Tenure Committee. The University Libraries would like to congratulate Culpepper on a full career and wish her well in her retirement!
Julie Robinson

Julie Robinson is a Reference Librarian, and liaises to the College of Health Sciences and Human Services. During the 2008-2009 academic year, Robinson was a member of a Teaching Circle that was recipient of a Teaching Circle Grant from the College of Humanities and Fine Arts, whose goal was to develop a “Passport to the 21st Century” library. This will be a self-guided exercise for students to develop skills in using library resources to facilitate learning in sociology. In August, Robinson attended the College of Health Sciences and Human Services’ annual start-of-year meeting to detail the reference and instruction services available throughout the library, as well as upcoming projects for the academic year. In September, she presented as part of the library faculty at the CTLT’s “Big Ideas,” detailing the University Libraries’ Library on Blackboard capabilities. In December, Robinson attended CTLT’s “12 Gadgets of Christmas” event and demonstrated the University Libraries’ new MetaLib search engine, which went ‘live’ in January. In April, she presented at the Kentucky Library Association’s Spring Conference about the experiences of being a first-year librarian. In June, Waterfield Library hosted the Future Educator of America group from the local high school, and Robinson provided a tour of the library and its resources to approximately 30 area high school students interested in pursuing a career in education at Murray State University.

Ryan Weir

Ryan Weir has been with the University Libraries since October 2008 as Serials and Electronic Resources Librarian. In the 2008-2009 academic year he attended two national conferences and one state level conference, presented at the Electronic Resources Interest Group at the American Library Association’s Mid-Winter Conference in Denver, Colo., presented at the 2009 Conference on the Scholarship of Teaching and Learning in Lexington, Ky., and published three publications ranging from conference session recaps to a full article in the online publication, “The Informed Librarian.” Weir has also been active on campus and in the library writing a column for “Whitepages,” the newsletter for White College, and serving on various committees. As of July 1, 2009, Weir has been appointed chair of the State Assisted Academic Library Council of Kentucky’s Collection Committee.

Professional Development

The University Libraries targeted professional development for its staff members this academic year, enrolling several interested individuals in online classes. These 11 classes were offered through various regional library consortia and provided library staff the opportunity not only to hone their skills but to network with others in the state and region performing similar duties. The classes attended are listed below:

- 10 More (and More Advanced) Information Literacy Teaching Strategies
- 20 Questions: Art Resources
- 20 Questions: Music Resources
- 20 Questions: US Government Information
- Archives Preservation
- Basic MARC Tagging for Serials
- Basic MARC Tagging for Books
- Copy Cataloging Skills
- Dreamweaver
- Fundamentals of Cataloging
- Kentucky Lake Patent System
Significant Acquisitions

Rosetta Stone

Rosetta Stone is a well-known program that provides access to 31 languages, including Chinese, Korean, Arabic and German. In an attempt to support the internationalization efforts of Murray State University, the University Libraries partnered with the Institute for International Affairs, the Regensburg Program, the Art Department, the College of Humanities and Fine Arts and the Office of the President to provide web-based worldwide access to ALL languages for faculty, staff and students participating in international programs.

Wiley e-books

E-books from Wiley InterScience offer library users full electronic access to one of the world's largest collections of authoritative monographs. These e-books are available on the web to all Murray State University faculty, staff and students. The University Libraries purchased ongoing access to 592 titles in topics ranging from chemistry, social sciences, nursing and earth/environmental science.

Oxford Digital Reference Shelf

Created from Oxford’s award-winning print scholarly references, these 30 electronic reference resources are fully searchable with remote access available anytime, anywhere. Titles include Encyclopedia of African American History, the Grove Encyclopedia of Islamic Art and Encyclopedia of Evolution.

Core 1000

The Core 1000 is a set of new print titles carefully selected from among the over 50,000 new titles published each year. These titles are identified because they are expected to stand the test of time, and should be contained within good academic collections.

Great Courses

This is a series of DVDs produced by The Teaching Company, with the intention of bringing the most engaging professors of the Ivy League and other leading universities into a more accessible format. This year, the University Libraries purchased 35 of the courses in diverse subjects, such as Earth’s Changing Climate, Theories of Human Development, America and the New Global Economy, and Great Masters (a 10-part series focusing on the great musical composers).
Projects

MetaLib Implementation

In December 2008, the University Libraries became the first public academic institution in the commonwealth of Kentucky to implement MetaLib, a federated search product from Ex Libris. This program, which we’ve branded as “ThoroSearch” allows library users to search multiple databases at once. These targeted search engines have been embedded within our blackboard integrated web pages and are seeing incredibly high usage – 46,015 in six months!

Coffee Shop Expansion

The Starbooks coffee operation in the lobby of Waterfield Library expanded its services this year, being open longer hours, serving more food options, and providing sushi and other healthy foods for students. The “sushi in the library” program has garnered the library a lot of publicity, including an article in the Associated Press, and inclusion in a research program in England on customer service in academic libraries.

Library Statistics Online

In the summer of 2008, the University Libraries went live with an online display of usage statistics. This allows anyone with Internet access to view how the libraries are being used on a monthly, yearly or even daily basis. A quick visit (http://lib.murraystate.edu/libstats.htm) will show just how incredibly busy we have been this year!

Policy Revisions – Safety, Collection Development

A library functions only as well as its policies allow. Toward that end, the faculty and staff of the University Libraries updated two very important policies this year. No one can ever be too mindful of safety, and in a building that hosts nearly 3,000 guests per day, safety needs to be a top priority at all times. An Emergency Policies and Procedures committee liaised with Public Safety to develop an updated manual for the University Libraries, complete with training for every employee.

Similarly, the faculty and staff of the University Libraries undertook a large-scale revision of the collection development policy. The policy guides our decisions in selecting materials and resources for the university community, and with constant changes in the publishing industry brought about by technology, this update was greatly needed.

Media Access

The use of audio-visual materials and the expectation that students be literate in these formats prompted a change in our access policies for the Media collection. Except for a single specialized collection, all media is now free to browse without restriction.
Extended Hours Trial

In the spring of 2009, Student Government President Kara Mantooth and a committee of interested students approached the library about longer operating hours. From that sprang a six-week trial period, which resulted in the library agreeing to extend operating hours by nearly 100 hours per semester, starting in the 2009-10 academic year.

Oral History Digitization

The Murray State University Libraries served as a pilot site for an oral history digitization project conducted by the Kentucky Historical Society. The accompanying grant allowed the University Libraries to digitize our collection of oral histories pertaining to World War I, preserving an important collection in a more accessible format.

Revisions of Serial Records and Adding Print Holdings Information to SFX

Having accurate and complete serial MARC records in the catalog allow our patrons better access to the print journal content that the library provides. Complete MARC records provide accurate subject headings, ISSNs, alternate title information, and title name change information. All of this makes it easier for our researchers to find what they are looking for more efficiently. Providing access to our print holdings in our electronic link resolver allows students, faculty and staff to view the availability of both print and electronic versions of journal content in one location. This allows researchers to save time and decrease effort in finding journal content.
Future projects

Even though the University Libraries have taken many steps forward this academic year, we maintain a portfolio of exciting plans for the future. These projects range from the small to the very large (like a new building), but each has at its heart a dedication to quality of service for the university community. The bullets below outline some of the projects we hope to take on in the coming months.

> **TEXT REFERENCE:** enabling students and faculty to receive reference services via text messaging to phones.

> **PAY-PER-VIEW JOURNAL ARTICLES:** investigating a new business model to maximize our acquisitions budget while journal costs continue to skyrocket.

> **WEBSITE REDESIGN:** making the website easier to access, with plans for a mobile interface.

> **GREAT BEGINNINGS:** hosting a gaming event during Student Affairs’ Great Beginnings program, intended to draw freshmen into the library before the semester starts.

> **REGIONAL STEWARDSHIP AND EDUCATIONAL OUTREACH:** cooperating with different colleges within the university and with regional institutions to extend our services and our mission element of nurturing information literacy to the region.

*Equal education and employment opportunities M/F/D, AA employer*