

2012-13 Annual Report

The world, technology, and pedagogy have changed dramatically since the Mardigian Library opened in 1980. Like all academic libraries, the Mardigian Library is quickly moving away from its traditional repository role. It is embracing a new role as a campus hub for collaborative learning and integration of academic support services. The transition in our collection from being paper focused to being electronic has greatly accelerated in the last several years. We are using new technologies to enhance services for our students and faculty, and we are re-imagining our physical space to provide a more dynamic, collaborative, and comfortable learning environment. This report highlights the activities we have undertaken in the past year to fulfill our mission and support Vision 2020 goals.

Library Master Planning

With the endorsement of the Provost's Office, a cross-functional, campus-wide task force was established in September 2012 to gather input and to recommend the key elements essential to ensure that the Mardigian Library remains a valued partner in the academic mission and [Metropolitan Vision](#) of the University of Michigan-Dearborn. Although the primary focus of the team was the physical space within the Mardigian Library discussions of collections, staffing roles, technology, and services were also important considerations of the task force.



The team developed the following vision statement to describe their aspirations for the future of the Mardigian Library.

The Mardigian Library will be an essential part of the UM-Dearborn experience; a gathering place for learners, a campus hub for academic success and interdisciplinary collaboration, and a catalyst for integrated learning and community engagement.

In the library, students will:

- ***Thrive in an environment that was designed just for them — flexible spaces, comfortable furnishings, the latest technologies and information resources, and the right services***
- ***Extend their learning beyond the classroom, making connections to develop vital 21st century skills — creativity, collaboration, communications, and critical thinking***
- ***Build connections and gain confidence as they interact with faculty, staff, community partners, and peer counselors to achieve higher levels of academic success***
- ***Examine new ideas, question old assumptions, and create new solutions.***

To learn more about the activities, findings, and recommendations of the Library Master Planning Task Force, please read the [Library Master Planning Task Force Report](#)

Key Initiatives

Open Lab



Beginning in Fall 2012, the library partnered with ITS to establish an “open lab” in the library. As part of developing the “open lab”, ITS converted all of the open access computers in the library to images mirroring the same types of services and software available in other more formal computer labs on campus. The project was a huge success. Usage of the computers in the library skyrocketed and maintenance issues were minimal. Some computers are still available for guests and alumni visitors to the library.

Hold Request Service

The library implemented a new [Hold Request](#) service in January 2013. Library users can make requests for books from the library collection, and these books are retrieved. The Hold Request service filled 348 requests from January to May of 2013, averaging 70 requests per month.

Campus Media Services Upgrades

Through the generous support of the Dearborn Cable Communications Fund, there was a major equipment upgrade this year in the TV Studio. Over \$40,000 worth of new lighting was installed. This resulted in over 70% reduction in power consumption during studio use as well as reduced room cooling costs.

The major upgrade to our Distance Learning Classroom, room 1211 ML, was near completion at the end of June. With the exception of building structural and electrical work and painting, this upgrade was done totally ‘in-house,’ saving the library substantial labor costs. The final phase of this upgrade will be the replacement of the 16-year-old multimedia equipment control system that is nearing the end of its functionality.

Library Automation Upgrade

Sierra, a major upgrade to the library automation system, was implemented this year. Migration to Sierra went smoothly. We did have unexpected server cost increases due to the revised requirements imposed by Innovative Interfaces Inc (III). ITS played an instrumental part in configuring and adjusting our two new servers as well as pinpointing a few bugs that III missed. III had us up and running with minimal downtime and has been quick to fix any functionality issues, such as slow processing speeds. AirPAC, a tool to provide access to the library catalog via mobile devices, was installed as part of our transition to Sierra. This mobile link has been advertised on the library’s blog and Facebook page.

Student Assistant Scholarship

The Mardigian Library could not operate without a cadre of talented and committed library student assistants. In recognition of the invaluable contributions they make, the Mardigian Library Student Assistant Scholarship Fund was established during 2012-13 to support their academic success. Marissa Houston was selected by our scholarship committee as our first Mardigian Library Student Assistant Scholarship winner. Marissa is in her fourth year as a student employee at the library, working in circulation, technical services, and interlibrary loan. Marissa is a College of Arts, Sciences, and Letters English major, pursuing minors in Film Studies and Spanish.



Organizational Changes

In June 2013, the library moved to a subject specialist librarian model within the Library Research Center. In this model, librarians will be aligned with specific academic programs/colleges. They will:

- develop expert subject knowledge to evaluate and manage information resources to support curricular and research needs
- develop information literacy outcomes progression in partnership with teaching faculty
- provide specialized instruction services, encourage interdisciplinary connections
- identify opportunities for community engagement
- support scholarly publishing efforts of faculty and students

Dr. M. Robert Fraser has taken on a new role as Associate Director for Graduate Programs, Research, and Scholarly Publication. With growth in graduate programs a key strategy for UM-Dearborn, Bob will be charting a new path for library collections and services in support of graduate programs across the university. As the library liaison to directors of graduate programs, Bob will be:

- embedded in capstone doctoral courses to provide support and instruction to students preparing for their dissertations and qualifying exam;
- assisting students with the formatting of their dissertations according to unit standards;
- developing library collections to better meet the needs of graduate programs; and
- establishing a “Graduate Research Center” within the library to support graduate study and seminar style instruction.

Collections

Periodical Collection Review and Retention Project

Many of the bound journals stored in the stacks on the second floor of the library are now available electronically. A project to review these journals for possible disposal was initiated. This was a library-wide effort. All selectors worked to review our paper journal collection, identifying which titles should be retained for the collection, and which should be withdrawn and sent to interested faculty, recycling, or JSTOR donations. Technical Services began the next phase of removing and arranging for title pick-ups, and updating catalog and Serials Solutions information. With the help of one of our volunteers in Technical Services doing the bulk of the computer work, we were able to withdraw 1,098 titles and 22,235 volumes. Nearly all of the titles have been removed from the online catalog and will be removed from the shelves during Fall and Winter semesters 2013-14. We are not removing shelving at this time, nor shifting titles. The reconfiguration of that space on the second floor is part of the Library Master Plan.

Browsing

For 2012-13, the library established a project team to review and revitalize the browsing collection. This collection is intended to provide contemporary popular fiction and non-fiction as a pleasure reading alternative to materials for classes and research. The team developed a revised collection policy:

- Approximately 40 titles will be added each year, with a total collection between 200 and 250 titles.
- The collection will contain five full years of acquisitions plus the current year.
- Each December, the oldest year of acquisitions will be transferred to the general collection or withdrawn.

About half of the existing collection was transferred or withdrawn. The group will meet quarterly for the remainder of the year to review and select titles. Circulation statistics were reviewed at the end of the year to assess the popularity of the titles/genres being selected. It was determined that a Browsing Collection Committee would be established to manage this collection.



Digitization

This year, the archives completed a project to create a searchable digital photographic collection that is readily available to campus and external users, and enables campus to tell its own story. Working with Digital Library Production Service in Ann Arbor, 1,100 photographs from the collection of the Office of University Relations were scanned and metadata was added to enhance searching.

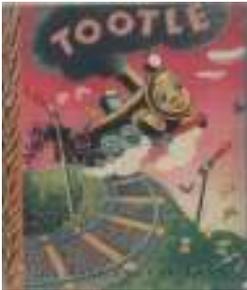
The digital photo collection is housed on the [MLibrary Image Collection](#), which provides for security and preservation of originals, as well as access to researchers internationally.

Approximately 1,000 issues of *The Michigan Journal*, the student newspaper, and its precursors, were also prepared for scanning this year. Scanning will be part of the Google Project and the digital files will be part of the [HathiTrust](#).

Campus Media Service has accumulated a video archive spanning decades of campus life. A project continues to properly document and catalog the collection and when appropriate, systematically transfer many of the recordings to individual faculty and departments. Next steps are to determine the best means for transferring the remaining archive to a more manageable and searchable archival digital storage.

Historic Juvenile Collection

Our Historic Juvenile Collection is a point of pride supporting both the liberal arts and teacher education curriculum. In January, we received over 200 titles from the Center Line Public Library. They weeded their collection of juvenile titles, pulling mostly titles from the 1950s through the 1970s. The books were in excellent shape. One of our



goals is to increase the number of non-fiction titles in the collection. The gift really helped meet this goal because it included non-fiction titles. We greatly appreciate library director Heather Hames recognizing our collection as worthy of this gift. Using Mardigian endowment funds, we purchased about 250 titles. 93 of these titles enhanced a previous gift of Little Golden Book titles from Susan Weinberg. Some purchased titles include: "Tootle" by Gertrude Crampton (1945), "Huckleberry Hound" by Ann McGovern (1959), and "My Magic Slate Book" by Carl Memling.

To provide access to these wonderful new materials, two temporary, outsourcing catalogers were hired and trained to help us catch up with the backlog of gift juvenile books for the Juvenile Historic Collection. For 2012-13, 1,381 items were added to the collection. We also started a project to scan the cover of rare or fragile books that are housed in envelopes or archival boxes so we can "see" the item without actually having to take it out of its protective holder. The scanning is being done by another of our volunteers.

Voice/Vision Archive

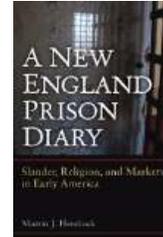
Full video versions of 31 interviews were added to the archive's website. The archive has also begun posting interviews conducted by the "Portraits of Honor: Our Michigan Holocaust Survivors Project," an interactive Holocaust educational exhibit of the Program for Holocaust Survivors and Families. By posting this filmed material online, we carry on our tradition of offering unprecedented, global, and instant access to this vital resource.

Working with the Cohn-Haddow Center for Judaic Studies, the Armenian Research Center at UM-Dearborn, and the Holocaust Memorial Center, the archive co-sponsored the annual Holocaust and Armenian Genocide Commemoration in the spring. The event was attended by over 350 people and featured a talk by renowned genocide scholar, Dr. Robert Melson.

Events

Faculty Authors

Marty Hershock, associate provost and professor of history, is a specialist in 19th century American political and social history, as well as Michigan history. Hershock's many publications include his newest book, "A New England Prison Diary: Slander, Religion, and Markets in Early America." A history built around the diary of Timothy Joy, the book portrays a down-on-his-luck New Hampshire debtor imprisoned for slander after telling false stories about a powerful politician during a time of extreme partisanship. Hershock's presentation focused on the last chapter of the book, "Diaries, Dead Ends, and Discoveries: Personal Texts as Historical Sources."



Tim Kiska, associate professor of journalism and screen studies, discussed the Detroit Riots of 1943. A riot so vicious that the *Detroit News* reported that all any person needed to invite assault in some districts was to be the opposite race. In the summer of 1943, in the midst of World War II, tensions between blacks and whites in Detroit were escalating. Detroit's population had grown by 350,000 people since the war began. The booming defense industry brought in large numbers of people with the incentive of high wages, but very little housing was available. In recent years, 50,000 blacks and 300,000 whites had arrived, mostly from rural Appalachia and the American South. Kiska's talk was titled "We Got Him Good: The 1943 Detroit Riots."



Armenian Book Exhibit

The Armenian Research Center at the University of Michigan-Dearborn created the exhibit "Celebrating the Legacy of Five Centuries of Armenian-Language Book Printing, 1512-2012." The exhibit, held in the Mardigian Library, commemorated the long heritage and diversity of Armenian printing, including books from the permanent collections from the Armenian Research Center and the Alex and Marie Manoogian Museum in Southfield. There were also Armenian translations of familiar books by John Milton, William Shakespeare, and Harriet Beecher Stowe.

Architecture of Murder: The Auschwitz-Birkenau Blueprints



The Voice/Vision Holocaust Survivor Oral History Archive and the Mardigian Library sponsored the exhibit "Architecture of Murder: The Auschwitz-Birkenau Blueprints." The exhibit consisted of 22 panels of photographs, documents, and blueprints from the camp. It also contained poetry by Paul Celan and a short audiovisual presentation. Award-winning author and Auschwitz scholar Robert Jan van Pelt, professor of

architecture at the University of Waterloo, led a discussion about the camp and the exhibit during the closing reception. “Architecture of Murder: The Auschwitz-Birkenau Blueprints” was made available by the American Society for Yad Vasem.

Professional/Community Engagement, Publications, and Presentations

UM-Dearborn Campus Committees

- Banner Team (member, chair) (2009-)
- Bring Your Child to Work Day Committee (1995-)
- Campus Food Service Selection Committee (2013)
- Campus Lab Managers Group (2007-)
- Campus Techs Group (2006-)
- Commission for Women Board (2006-)
- Diversity Committee (2009-)
- Faculty Senate, Campus-at-large Alternate (2011-)
- Faculty Senate Scholarship Committee (2006-)
- Graduate Board (2013-)
- Holocaust/Genocide Commemoration Committee (2006-)
- On the Move, College is an Option (mentor) (2010-)
- Student, Staff, Administrators and Faculty of Equality (2009-)
- Stewards of Sustainability (2012-)
- Student Employment Network (2013-)
- Student Media (2013-)
- Student Success Alliance (2013-)
- Susan B. Anthony Awards
 - Awards Selection (2012-)
 - Chair (2012-)
 - Planning Committee (2012-)
 - Publicity Committee (2006-)
 - Silent Auction Subcommittee (2010-)
 - Women’s Professional Clothing Drive (2009-), Chair (2010-)
- UM-Dearborn Faculty and Staff Senate Benefits Committee (member, secretary) (2006-)
- Young Authors’ Festival Committee (2013-)

UM Committees

- Committee on the Bicentennial of the University (2010-)
- General Counsel’s Advisory Committee (2011-)
- U-M Libraries E-chairs (2006-)
- U-M Libraries “One University” group (2007-)

Professional Organizations, Committees, and Work

- American Library Association (ALA) Committee on Education (2013-)
- Association of College and Research Libraries (ACRL) 2015 Conference Invited Papers Committee (2013-)

- Council of Library Directors (COLD)
 - Interlibrary Loan Group, Chair-elect/Chair (2012-)
- Dearborn Public Library Commission (2009-)
- Library of Michigan Board of Trustees (2011-)
- Library of Michigan Foundation Board (2011-)
- Metropolitan Detroit Medical Library Group (MDMLG) (2013-)
- Michigan Academic Library Council (MALC), Chair (2011-)
- Michigan Innovative Users Group (MIUG), Chair (2011-)
- Michigan Library Association
 - Annual Conference AV Committee, Chair (2012)
 - Community of Practice, Information Technology (Co-chair) (2009-)
 - Membership Committee (2009-)
 - Michigan Author Award Committee (2010-)
- Midwest Collaborative for Library Services (MCLS); Chair (2011-)
- Reference & Users Services Association (RUSA)
 - History Section – Instruction and Research Services Committee (2012-)
 - Collection Development and Evaluation Section – Collection Development Education Committee (2012-)
- Southeastern Michigan League of Libraries (SEMLOL); Board (2011-)
- Special Libraries Association/Michigan Chapter
 - Membership Chair (2011- 2012)
 - Webmaster (2010-)
- Wayne State University School of Library Science and Information
 - Adjunct Faculty

Presentations and Workshops

- LOEX (Library Orientation Exchange) Conference
 - Play it Backwards: Flipping the Library Instruction Classroom (2013)
- Michigan Academy of Science, Arts and Letters Conference
 - Academic Outreach: Helping Bridge the Gap of Knowledge (2013)

Staff

Armatis, Patrick System Administrator 26 years of service	Bolek, Barbara Catalog Librarian 11 years of service	Brooks, Carla Head, Lib. Research Center 23 years of service
Burt, Linda Head, Acquisitions 24 years of service	Daniel Walkuski, Julia Head, Systems 4 years of service	Drazek, Deborah Circ. Student Ass't Coord. 13 years of service
Dunaway, Michelle Circulation Desk Ass't 3 years of service	Flannery, Susan Administrative Ass't 9 years of service	Fraser, M. Robert Associate Director 19 years of service

Kniec, Michael Systems Assistant 26 years of service	Kriigel, Barbara Associate Director 24 years of service	Leach, Diane Business Manager 41 years of service
Logan, Elaine Director 2 years of service	Morgan, Karen Archivist 23 years of service	Nevels, Cheryl Reserves Coordinator 30 years of service
Orblych, Teague Research Educ. Coord. 12 years of service	Rutkowski, Patty Head, Serials 32 years of service	Scherger, Jon Head, Circulation Services 5 years of service
Schuttringer, Fu Yuan Collection Dev. Coord. 11 years of service	Seewald, Joel Science & Eng. Libn. 12 years of service	Smith, Lavada Interlibrary Loan Librarian 13 years of service
Smith, Sally Reference Librarian 6 years of service	Sparks, Chelsea Circulation Desk Ass't 2 years of service	Starosta, Judi Circulation Stacks Coord. 18 years of service
Taylor, Beth Head, Tech. Services 21 years of service	Taylor, Greg Media Engineer 30 years of service	Wraight, Jamie Curator, Holocaust Archive 13 years of service

Student Assistants

Forty-one students were employed in all areas of the library during the fiscal year, ~~and t.~~
They are critical to our success.

Alqaragholy, Ali	Library Research Center
Ammons, Tim	Archives
Berry, Michael	Library Research Center
Biechler, Cara	Library Research Center/Shelving
Brennan, Mike	TV Studio
Budnick, Amanda	Interlibrary Loan/Shelving
Cezat, Matthew	Circulation
Cook, Kelsey	Circulation
Crandall, Ryan	Shelving
Davis, Brianne	Library Research Center/Shelving
Decamillo, Danille	Circulation
Dent, Kierstin	Circulation
Diehl, Nicole	Technical Services
Diemer, Page	Interlibrary Loan/Circulation
Dziurgot, Jaclyn	Shelving
Fardin, Ruh	Shelving

Gaber, Joseph	Shelving/Circulation
Gedert, Gregory	Circulation
Haddad, Rashad	Shelving
Houston, Marissa	Circulation/Interlibrary Loan/Tech. Services
Kaminski, Anthony	Library Research Center
Krask, Joanne	Shelving
Leach, Kelley	Library Research Center/Circulation
Lockhart, Lauren	Circulation, Technical Services
Marshall, Elizabeth	Library Research Center
Martin, Hope	Shelving
Marzban, Sadaf	Circulation/Interlibrary Loan
Mennie, Kacie	Technical Services
Mercier, Valerie	Circulation/Technical Services
Metoui, Meriam	Circulation
Michalec, Karisa	Library Research Center/Shelving
Morgan, Anna	TV Studio
Novotny, Andrew	Circulation
Nguyen, Michelle	Library Resource Center
O'Leary, Michael	Circulation
Pierson, Jennifer	Circulation
Sparks, Alec	Technical Services
Sweet, Katrina	Shelving
Waligora, Margaret	Library Research Center
Wancha, Karl	Library Research Center
Wiley, Stephen	TV Studio

Vision, Mission, Guiding Principles, and Strategic Emphases

Utilizing input gathered as part of Library Master Planning and in preparation for the Higher Learning Commission visit, the library re-examined and revised its vision, mission, guiding principles, and strategic emphasis.

Vision

The Mardigian Library is an essential part of the University of Michigan-Dearborn experience — a campus hub for academic success, creativity, knowledge creation, and interdisciplinary collaboration; a gathering place for learners; and a catalyst for integrated learning and community engagement.

Mission

The library actively supports UM-Dearborn's commitment to excellence in teaching and learning by:

- providing diverse information resources, technologies, and study spaces;
- collaborating to provide research, writing, and academic support services;
- partnering with instructional faculty in teaching, research, and scholarly publication; and
- advancing the Metropolitan Vision of the university through professional and community service, and by hosting exhibits, programs, and events.

Guiding Principles

- Student success is the Mardigian Library's top priority.
- The library partners with instructional faculty in their teaching efforts and the assessment of student learning outcomes.
- The library actively supports faculty scholarship and research.
- Library success depends on integrity, teamwork, collaboration, professional development, flexibility, and risk taking.
- All library staff members take responsibility for providing the highest quality customer service to all library users.
- Library staff development is encouraged, and the library actively supports campus, community, and professional engagement.

Strategic Emphases 2013-18

- A. **Engage in teaching, learning, and research** — partner, embed, share
 1. Collaborate with instructional faculty to help students develop effective and responsible information research skills and meet identified learning outcomes.
 2. Build online instruction and research aids, providing general and subject-focused learning support.
 3. Expand support for graduate programs.
 4. Support research and scholarly publishing of students and faculty.
 5. Provide varied means for students to get research assistance.
- B. **Align resources/content decisions** — university mission and priorities, identified learning outcomes, curriculum, faculty research interests
 1. Align job responsibilities, workflows, and financial resources with the curriculum and goals of the university.

2. Allocate additional resources to support graduate programs.
 3. Ensure access to intellectual content that students and faculty members need for teaching, learning, and research.
 4. Continuously assess our effectiveness at providing quality service to guide resource decisions.
 5. Develop a master plan for renovation of library.
- C. **Engage campus** — learn, anticipate, participate, serve, listen/communicate
1. Create and sustain active, dynamic relationships among students, faculty, and staff to enhance the quality of services that the library offers.
 2. Be visible within the academic units and on campus; proactively and effectively communicate with the campus community.
 3. Seek opportunities to feature campus scholarly and creative output through library collections, events, and exhibits.
- D. **Optimize technology** — implement, develop, adapt, and maintain
1. Support and leverage new and existing technologies to enhance access to current and future research tools and instructional resources.
 2. Utilize new and existing technologies to efficiently and effectively support library services and the information access needs of all library users.
 3. Develop and maintain a strong and effective digital presence that is compatible with current campus technologies.
- E. **Develop staff** — skills, knowledge, strengths, success
1. Empower individuals to acquire, maintain, and strengthen skills, knowledge, and abilities needed to be successful, both in achieving the library's mission and professional development.
 2. Create and sustain an environment that supports continuous staff growth and learning by providing training and development opportunities for all library staff members.
- F. **Partner with and engage the external community** — learn, anticipate, participate, serve, listen/communicate
1. Support university projects and efforts related to the Metropolitan Vision.
 2. Provide educational resources and expertise for the benefit of the people, organizations, and industry of metropolitan Detroit.
 3. Collaborate with community groups on educational and cultural projects or events that benefit the community.
 4. Expand relationships with alumni and emeritus faculty/staff.

Looking Ahead: Planned Initiatives for 2013-14

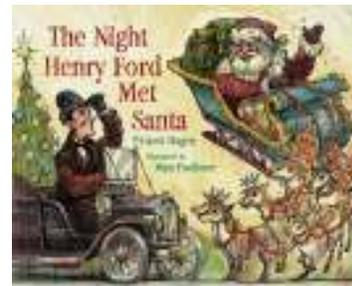
Library Conceptual Design: This next phase of Library Master Planning will take the concepts identified by the Library Master Planning Task Force and determine how they might fit within the building.

Information Literacy Course: The Library Research Center will be developing an online course in information literacy.

Building Embedded Librarian Model: We will be hiring two new librarians in the LRC and will take active steps to determine an embedded librarian strategy for UM-Dearborn.

Neighborhood IT: Partner with ITS in the development of a shared services model for desktop and classroom technical support.

Young Authors' Festival: On Saturday, Nov. 23, 2013, UM-Dearborn will be hosting a children's writing festival titled "Henry's Dream: Young Authors Celebrate Henry Ford's 150th Birthday." The Mardigian Library is partnering with faculty and students from the College of Education, Health, and Human Services (formerly the School of Education) to create an event focused on encouraging children to write. The featured author for the festival is CASL alumna Carol Hagen.



Re-engineering Collection Development: Working across library departments, we will examine all aspects of collection development and collection management to determine new guidelines, processes, and procedures.

Preparing for the Learning Commons: A Learning Commons is a key component of the vision for the renovation of the Mardigian Library. We are currently involved in a number of projects that will move us toward that vision.

- Academic Coaching Corner: Both the Writing Center and Tech Deck have designated hours at a location on the 2nd floor of the library
- Periodical collection review: Bound periodicals are being removed from the stacks on the 2nd floor of the library
- Group Study Rooms: Two group study rooms are being created on the 2nd floor of the library

Measuring Success: To better align with campus-wide initiatives to improve assessment, the library will be reexamining the current statistics being collected and will investigate other measures to demonstrate its contributions to campus priorities.