Our Mission

To provide the services and resources necessary to meet the research and information needs of the Creighton University community. The Library staff augments the educational mission of the University by:

- Developing a collection of diverse and scholarly resources
- Providing the tools and technology that connect people to ideas and information
- Teaching information and research skills

Our Vision

To provide personal service to the individual in a state-of-the-art learning environment. Everything the Library has to offer—facilities, information resources, services, and staff—will be recognized as a key component in achieving academic success.
The primary role of the academic library continues to be to acquire the scholarly record and facilitate access to it.” [Miller, W. (2015). New roles for academic libraries. *Library Issues*, 35(6), 1-4.] But the way we carry out that role has changed. Indeed, the academic library is changing radically and in significant ways. New roles are either being adopted or thrust upon libraries. We serve as digital publisher, center for online access to scholarly materials, and/or a center for digital scholarship. Although the traditional roles don’t disappear, they are very often less emphasized.

The past year was one of transition and change. In September, 2014 Michael LaCroix retired as Director of the Reinert-Alumni Memorial Library after 20 years of stellar service. That position was not filled resulting in my assuming the role of University Librarian, essentially the director duties for both the Reinert-Alumni Library (RAL) and the Health Sciences Library (HSL). This resulted in a flatter organizational structure with 10 individuals now reporting directly to me.

The two libraries remain separate and unique in many ways. Although they provide resources for everyone in the University, both serve a specific primary population that requires a unique skill set. Both also retain unique cultures. However, the University Librarian model has allowed for a more cohesive strategic outlook. Both libraries, after all, have the same broad mission and vision.

During the year, closer collaboration between the two libraries became the norm. The Technical Services departments were merged under one department head, Rick Kerns. While this is a move still in transition, it has resulted in more efficiency and better use of personnel. Indeed, a position in the HSL was reduced due to attrition and the responsibilities were spread among existing staff.

The University Archivist was given additional responsibilities for special collections and rare books. Annex space in the Wareham Building was secured for the foreseeable future. A half-time FTE was allocated from existing staff to assist the University Archivist. In addition, the Rare Books Room will have open, staffed hours for the first time.

The Creighton Digital Repository continued to grow with new collections added and more efficient procedures being implemented. The CDR is governed by a committee with representatives from all three libraries. The HSL provides the technical staff to operate the CDR. (continued)
From the University Librarian (Continued)

Interlibrary loan (ILL) policies were more closely aligned between the two libraries. ILLs are now subsidized for faculty at both libraries. The intent is to eliminate ILL fees altogether in the next academic year.

Priorities and challenges for next year include creating an assessment plan to show evidence that libraries add value to research, patient care, and student outcomes. Data from two surveys (MISO and an internal DoIT survey) provide evidence that the libraries do make a difference. More information about the MISO survey can be found on pages 12-13 of this report. An Assessment Committee was created to help prove this bold hypothesis. They will begin meeting in the coming academic year.

Listening Tours were launched. This was an effort by the librarians to determine how effective we have been in meeting the information needs of our faculty. The library liaison and one other librarian visited program directors and department chairs. Four questions were posed to the faculty member and the librarians “listened”. These have been very productive and revealing and they will continue next academic year.

There are multiple challenges for our libraries in the coming year. We must be responsible for the legacy and cultural records of the University in all formats. We are an essential combination of space, technology, systems, and expertise. We are a repository of the cultural legacy of the University as well as the scholarly output. We are a portal serving as a gateway to the increasingly expanding information content and tools. We have to be innovative, risk-taking, and collaborative in our outlook. Ultimately, we must be the guardians to accessing information. Indeed, I liken the library to a three-legged stool: Resources, People, and Space. If any one of those legs is missing or short-changed, the stool falls.

The future physical plants of Reinert and the Health Sciences Library are in flux. Phasing in the renovation of the RAL is a priority and a challenge. RAL will become a “learning commons.” By definition a learning commons is well-equipped with the tools, collaborative space, equipment, and access to information and the experts dispensing it. Changing any legacy building is a challenge and can be costly. The university will phase in the renovation of RAL over the next 3-4 years. It is imperative that the role of the library be emphasized in any renovation.

The future of the physical Health Sciences Library is tied to the direction the university goes with inter-professional education (IPE). A new IPE building would probably include a new HSL, albeit more in line with a learning commons approach. However, there is also a possibility that the IPE center
will be housed in a renovated Boyne and BIC building. The HSL would be renovated and some space would be repurposed for the IPE.

Finally, a budgetary challenge for the libraries looms in the coming year. In 2015 the cost of serials has risen 7.2% over 2014 [Bosch, S., & Henderson, K. (2015). Whole lotta shakin’ going’ on. Library Journal, 140(7), 30-35.] Bosch and Henderson predict an increase of 4.7% (Humanities) to 6.8% (Science, Technical, Engineering, Medicine) in 2016. The libraries’ collective information resources budgets have been flat for four years. The University has provided “bridge” money to help offset the flat budget. If those dollars are not available in the coming year the retention of many serials titles and databases will be in jeopardy. It will be our challenge to find alternative, innovative ways of providing access.

James Neal, University Librarian at Columbia University said “Academic libraries are seeking to squeeze into a learning and scholarly framework increasingly defined by openness: Open architecture, open design, open knowledge, open data, open source, and open access. We face heightened accountability and assessment.” [Neal, J. G. (2011). Prospects for systemic change across academic libraries. EDUCAUSE Review, 46(2), 10-11.] In other words, are we as a library system advancing the goals of the University? Are we assessing user satisfaction, success of our researchers, faculty, and students? In the coming year we will focus on assessment of the effectiveness of the libraries in education, research, and patient care.

The staff of the two libraries are ready for any challenge that comes their way. They are the key to the library, the guides who know how to navigate the massive data that is there for our faculty, staff, and students. We are excited to be part of the University’s strategic plan and relish the opportunities and challenges that will be evident in the coming year. Join us for what promises to be an exciting ride.

Jim Bothmer | University Librarian
Highlights

The Year in Review

- Expanded online resources with new acquisitions:
  - The Times (of London) Digital Archive
  - Journal of Visualized Experiments (JoVE)
  - Philosopher’s Index with Full Text (EBSCO)

- Assumed charge of Technical Services operations for both the Reinert-Alumni and the Health Sciences Libraries, with a merger of the two departments.

- Expanded the role of the University Archivist to include responsibility for the Rare Books Room and special collections.

- Opened the new Digital Design Center in the Library, featuring 3D printing and scanning services. *At left: Students operate a tricorder built with 30 printed parts.*

- Merged and upgraded the CU Libraries’ three LibGuides accounts into one system for improved display and access.

- Maintained 24/7 access to the Library during midterms and finals, with an annual gate count of nearly 300,000.

- Deployed 12 new Macs and 18 new PCs for student use in the Library, purchased with DoIT Student Technology funds.

- Initiated the acquisition of CU patents and Sustainability Committee documents for the Creighton Digital Repository (CDR).

- Contributed citations for CU authors in Arts & Sciences and Business to the CDR’s Faculty Bibliography.

- The CU Libraries completed an RFP process and selected Ex Libris as the new integrated library system for Creighton.

  Ex Libris Primo will replace the current catalog and search tool next year, and deliver an improved search experience.
**Highlights (Continued)**

- Participated in 16 listening tours during the year with faculty in the College of Arts & Sciences, the Heider College of Business, and several support areas.

- Implemented a shared services initiative for Interlibrary Loan with the Health Sciences Library.

- Recruited William Dooling as Reference and Instructional Services Librarian (*right*).

- Modified the Library Encounter Online tutorial (LEO) to make it available for course credit in the Magis Core Curriculum.

- Presented 94 information literacy classes in collaboration with faculty, including 27 sessions for Critical Issues in Human Inquiry courses in the Magis Core.

- Administered the MISO survey (Measuring Information Services Outcomes), in partnership with DoIT (*see page 12*).

- Served on the DoIT task force to recommend a new enterprise survey solution (BlueQ).

- The CU Libraries’ Open Access Committee drafted an open access policy statement for consideration by the Faculty Council (*action pending*).

- Initiated the selection of a disaster recovery vendor for the CU Libraries and Archives, working with campus partners to create an RFP and review responses (ongoing).

- Participated on a campus-wide committee to select a vendor for university printing services (*decision pending*).

- Installed four new Herman-Miller booths for private study on the main level, featuring fabric panels and sliding glass doors (*right*).

- Featured a monthly display of new books and 84 percent of items on display were checked out.

- Weeded more than 13,000 volumes in preparation for future building renovations.
Events and Engagement

Discover, Question, Connect

**September**  
Participated in the All-University Research Fair sponsored by CURAS, together with the Health Sciences Library.

**October**  
Observed Open Access Week with "Eight Steps to Implementing Open Educational Resources," a webcast co-sponsored with the Center for Academic Innovation.

Honored Susan Aizenberg, M.F.A., Department of English, with the 2014 Mari Sandoz Award at the Nebraska Library Association’s annual conference (above).

**January**  
Celebrated National Hot Tea Month with complimentary tea on Friday afternoons inside the Library.

**February**  
Presented a poster on information literacy at the annual University Assessment Symposium.

**March**  
Sponsored “The Great War and the Modern Middle East,” a presentation by John Calvert, Ph.D., Department of History (below).

**April**  
Co-sponsored “Asia in World War I? The Forgotten Front that Made the Great War, a World War,” presented by Scott Jordan of the Asian World Center.
**Events and Engagement**

*(Continued)*

**April**

Observed **National Library Week** with displays on new music genres and the Mángo Languages database *(below)*.

Hosted a library table for **Admitted Students Day** and the **St. Albert’s Day/University Research Fair** at the Harper Center.

**May**

Relieved students’ stress during final exams week by providing **Coffee with Canines**, a pet therapy session in the library classroom.

Participated in **University Assessment** of information literacy in the Magis Core Curriculum (learning outcome 2.1.1).

**June**

Hosted a library table for **Summer Preview** at the Harper Center.

Presented a demonstration of “**The New BlueQ with Qualtrics**” for Creighton University staff.

**Meet the Library Staff**

University Archives, Rare Books, and Special Collections

Highlights

The University Archives acquires, preserves, and shares information, images, and materials of enduring value to the University’s history. Resources are used for teaching, research, and for the administrative and promotional needs of the Creighton community.

This year the department was expanded to include rare books and special collections for the Reinert-Alumni and Health Sciences Libraries. This decision brings together three collections with similar storage and display needs, with the intent to improve access and usage. Other highlights include:

- Provided assistance to offices of the President, University Relations, Development, Alumni Relations, Marketing & Communications, Collaborative Ministry, Athletics, Student Life, Student Activities, Facilities, Skutt Student Center, St. John’s Church, and the Jesuit Community.

- In the Omaha area, provided information to the Sisters of Mercy, Creighton Prep, Leo A. Daly, and Alegent Health.

- Beyond Omaha, assisted researchers from Kansas University, Holy Cross, Western Connecticut State, Hofstra University, Coolnasinnaigh Research Library, and the Church of Jesus Christ of Latter Day Saints.

- Hosted internships for a Creighton Communications major and Duschesne Academy volunteer.

- Redesigned the website to include Rare Books and Special Collections, and introduced a revised online platform and a user guide for the Creighton Courier and Creightonian.

- Added archival materials related to Bishop John Sheets, S.J., the Barrett family, Dean Emerita Barbara Braden, Creighton Athletics, and Markoe Hall diversity programs.

- Created a rare books internship with the English department, to be offered every semester.

- Began planning physical and staffing changes to the Rare Books Room (left).
University Archives, Rare Books, and Special Collections

Events and Engagement

**September**  Contributed to Alumni Homecoming Weekend by providing information and giving away surplus yearbooks.

**October**  Created a display for the Jesuit Partnership Dinner, which brought Omaha Jesuits together at Creighton (*below right*).

Led a session of HIS 595 for Heather Fryer, Ph.D., on research strategies and legal aspects of working with archival collections.

**November**  Co-sponsored a reading by Matt Holland of his book, *Ahead of Their Time*, about Fr. Markoe and the Omaha De Porres Club.

**February**  Displayed a portrait of Mary Lucretia for the Mary Lucretia & Sarah Emily Creighton Awards Luncheon (*above left*).

**March**  Presented a keynote address at the Nebraska LEAD conference held at Creighton.

Hosted incoming president Fr. Daniel Hendrickson, S.J., and his brothers for a photo shoot in the Rare Books Room.

**April**  Installed as exhibit of the Law School’s early years in the Reinert-Alumni Library.

**May**  Held a Rare Books Room open house during Senior Week for graduating students.

Archivist David Crawford was active during the year as Creighton’s liaison to the Catholic Research Resource Alliance (CRRA) and as a member of the CRRA digitization committee. He helped to arrange ArchivesSpace training session in Omaha and advised Creighton Prep, Xavier University, and local individuals on archival issues.
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* William Dooling is the Liaison Librarian as of January 2015.
The new Embedded Librarian Program is another instructional opportunity. Faculty can enroll a liaison librarian in their BlueLine course to provide support, ranging from observation to collaborative development of course content. This year the Library’s business liaison worked closely with instructors in the online Bachelor’s degree program in Integrated Leadership Studies (ILS) to develop a one-week series of library exercises. The experience was very successful and will serve as a model for other courses.

Finally, the Library provided two brief orientations for new faculty in the College of Arts & Sciences, focusing on their teaching needs (August) and research needs (January). We also prepared a series of library “Prep Talks” offered on demand to individual faculty members, groups, or departments. Prep Talks covered a variety of topics from copyright to RefWorks.

Resources and Access

Several significant new resources were acquired this year, notably the JSTOR Arts & Sciences XII collection and the second installment of Gale’s Nineteenth Century Collections Online (NCCO). New online reference sources include Statistical Abstract of the United States and Testing and Education Reference Center (TERC). The Library also began a subscription to streaming videos from Ambrose Video, which includes the BBC Shakespeare plays.

“Access” in this year’s report encompasses access to the building, as well as access to physical and electronic resources. Providing access to books on the lower level became a challenge in mid-December, when the installation of compact shelving began (see “Facilities,” page 11). Until the floor was reopened again in March, the staff retrieved books upon request or accompanied users downstairs to browse. This ensured that access to the collection was continuous and safe, if not always convenient, throughout the construction.

To accommodate night owls, the Library Commons began 24/7 operations in April. Library hours were also extended in the evenings, and the building remained open around the clock during finals week.
The Reinert-Alumni and Health Sciences Libraries partnered with DoIT to conduct the Measuring Information Service Outcomes (MISO) Survey during the 2015 spring semester. The MISO Survey asks library and IT constituents what services and resources are important to them, and how satisfied are they with our delivery. It also provides comparative data from other participating colleges and universities. The survey was sent to a random sample of 1,000 students, including traditional undergraduates and both traditional and distance learners in the health sciences. The response rate was 43.5 percent, which represents a valid return.

Survey results provide evidence that traditional undergraduate students value the Library. Ninety-four percent of respondents in this category report that overall library services are important to them, and 90 percent are satisfied with library services. Their estimation of specific library services is presented in the table below, which compares degree of importance with level of satisfaction.

<table>
<thead>
<tr>
<th>Question</th>
<th>Important</th>
<th>Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to online resources from off-campus</td>
<td>98%</td>
<td>77%</td>
</tr>
<tr>
<td>Overall library services</td>
<td>94%</td>
<td>90%</td>
</tr>
<tr>
<td>Library databases (e.g. JSTOR, EBSCOhost)</td>
<td>94%</td>
<td>90%</td>
</tr>
<tr>
<td>Library Reference services</td>
<td>87%</td>
<td>81%</td>
</tr>
<tr>
<td>Library research instruction for academic courses</td>
<td>86%</td>
<td>83%</td>
</tr>
<tr>
<td>Summon, Creighton’s library search tool</td>
<td>85%</td>
<td>79%</td>
</tr>
<tr>
<td>Library e-book collections</td>
<td>84%</td>
<td>70%</td>
</tr>
<tr>
<td>Physical library collections</td>
<td>81%</td>
<td>74%</td>
</tr>
<tr>
<td>Library Guides</td>
<td>80%</td>
<td>74%</td>
</tr>
<tr>
<td>Library Circulation services</td>
<td>77%</td>
<td>73%</td>
</tr>
<tr>
<td>Borrowing technology equipment</td>
<td>70%</td>
<td>53%</td>
</tr>
<tr>
<td>Interlibrary loan</td>
<td>65%</td>
<td>57%</td>
</tr>
<tr>
<td>Public computers in the library</td>
<td>59%</td>
<td>71%</td>
</tr>
<tr>
<td>Borrowing laptops from the library</td>
<td>50%</td>
<td>41%</td>
</tr>
</tbody>
</table>
The survey also garnered 36 noteworthy comments. Most are complaints about inadequate wireless connectivity, which will be addressed with a planned upgrade in the fall. Four students comment that the Library should remain open later, although 75 percent are satisfied with the current library schedule. The 24-hour Commons area is not mentioned. Other comments involve printing, including requests for free or wireless printing.

**Physical Library Spaces**

Although students report relative satisfaction with the Reinert-Alumni Library’s physical study space (81-84%), they are least satisfied with group study spaces (68%). There are two complaints about the lack of quiet study areas, and two students express dismay with the condition of the building:

“I was pretty disappointed when the library decreased in size last year in the basement and upstairs … Even on a regular school day … I see students looking for places to study.”

“The library NEEDS an update. I don’t like using the library because it feels like an ancient relic that just never quite made it into the future.”

For most survey questions, there is no significant difference in student satisfaction between Creighton and MISO peer institutions. However, Creighton students do report lower levels of satisfaction with quiet work space, group study spaces, and physical comfort in the library, as well as with the current library schedule. Peer institutions include Brandeis, Loyola Maryland, Richmond, Scranton, Spring Hill, Wellesley, Xavier, and a mix of 12 other schools. It should be noted that this comparison includes responses from both traditional undergraduates, who frequent the Reinert-Alumni Library, and responses from students who are affiliated with the Health Sciences Library.

There is ample evidence in the literature that quality library spaces are essential for student learning [Chau, S. H. & Kim, T. W. (2015). What matters for students’ use of physical library space? *Journal of Academic Librarianship, 41*(3): 274-279.] Discussion of a future renovation continues, and some building improvements have been budgeted. University priorities will ultimately determine how well the need for student learning spaces in the libraries can be addressed.
The Reinert-Alumni Library gratefully acknowledges the following benefactors for their generous donations received during 2014-2015. These gifts serve to expand and enrich the collections for the benefit of all our students, faculty and staff.

Ahmed Obaid Al Mansoori
Anita Shapolsky Art Foundation
Arizona State University, School of International Letters and Cultures
Asian World Center
Awaiaulu: Hawaiian Literature Project
BenBella Books
Bridge Publications, Inc.
Cambridge University Press
Chris Carmichael
Melissa Cast-Brede
Church of Jesus Christ of Latter Day Saints
Terry Clark
Art Douglas
Harold Farrall
Julia Fleming
Flemish Ministry of Culture
Herb Grandbois
Leonard Greenspoon
Fr. William Harmless, S.J.
Jason Hince
International House of Japan
Japan Publishing Industry Foundation for Culture
Melvin R. Katskee
Institute for Priestly Formation
Robert Kelley
Fr. Charles Kestermeier, S.J.
Michael LaCroix
Fr. Timothy Lannon, S.J., President’s Office

Justin Lee Loman
Richard K. Miller & Associates
John O’Keefe
Ahmet Seyhun
Fr. Thomas Simonds, S.J., Ed.D.
Katie Spratte
Melissa Studdard
Lee Ellen Tyler
Michigan State University, American Academy of Advertising
Ron Simkins
TooFar Media
University of Notre Dame, College of Arts and Sciences
Theodore Verheven
Yovita Wilyana
Wendy Wright

Ahmed Obaid Al Mansoori (’95 BA) has donated a transcription of Jesuit physics lectures from 1698 for the Rare Book Room.
Budget and Statistics

<table>
<thead>
<tr>
<th>Library Budget</th>
<th>2012-13</th>
<th>2013-14</th>
<th>2014-15</th>
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<tbody>
<tr>
<td>Total</td>
<td>$3,128,598</td>
<td>$3,092,106</td>
<td>$2,835,152</td>
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<tr>
<td>Salaries</td>
<td>$1,341,181</td>
<td>$1,344,838</td>
<td>$1,255,803</td>
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<tr>
<td>Operating Expenditures</td>
<td>$613,952</td>
<td>$597,069</td>
<td>$721,722</td>
</tr>
<tr>
<td>Collection Expenditures</td>
<td>1,173,465</td>
<td>1,185,457</td>
<td>1,415,990</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Resources</th>
<th>2012-13</th>
<th>2013-14</th>
<th>2014-15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>367,445</td>
<td>357,934</td>
<td>333,611</td>
</tr>
<tr>
<td>E-Books</td>
<td>105,101</td>
<td>190,247</td>
<td>208,710</td>
</tr>
<tr>
<td>Print Journals</td>
<td>580</td>
<td>516</td>
<td>540</td>
</tr>
<tr>
<td>E-Journals</td>
<td>56,721</td>
<td>83,605</td>
<td>86,820</td>
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<tr>
<td>Streaming Videos</td>
<td>19,973</td>
<td>23,766</td>
<td>26,225</td>
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<tr>
<td>Media Resources</td>
<td>11,187</td>
<td>8,430</td>
<td>7,407</td>
</tr>
<tr>
<td>Databases</td>
<td>134</td>
<td>134</td>
<td>136</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Library Use</th>
<th>2012-13</th>
<th>2013-14</th>
<th>2014-15</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-Book Views (est.)</td>
<td>486,559</td>
<td>544,946</td>
<td>538,359</td>
</tr>
<tr>
<td>Summon Searches</td>
<td>235,424</td>
<td>276,849</td>
<td>259,466</td>
</tr>
<tr>
<td>Database Searches</td>
<td>783,642</td>
<td>830,660</td>
<td>1,191,742</td>
</tr>
</tbody>
</table>

Library Goals 2015-2016

- Complete the migration and implementation of the Ex Libris’ Alma and Primo library systems with the three CU Libraries.
- Develop an assessment plan for the libraries to demonstrate their value to the academic enterprise.
- Begin a library strategic planning initiative in collaboration with the Health Sciences Library.
- Identify and implement strategies to address a budgetary challenge for the libraries, caused by the rising cost of serials.
- Continue preparing for a major building renovation by weeding the physical collection and contributing to the library planning process.