To the Tufts Community:
This was a fantastic year for Tisch Library, with many new initiatives brought to fruition. Here are some of the highlights. Please feel free to contact me with questions or for further information about our work to serve Tufts University and AS&E in particular.

Regards,
Laura C. Wood
Director of Tisch Library

Usage Trends
We often note that libraries are changing, and visitor expectations are changing too. In Spring 2014, with the help of Institutional Research, we performed our biennial satisfaction survey. In most cases, awareness of library services and satisfaction levels remained high since our last survey. The following trends are of note this year, either from the survey, or other data collection at Tisch.

- The number of students using the Library as a primary work space has increased steadily from 28.9% in 2006 to 37.3% in 2014 for undergraduates and from 18.6% to 25.2% for graduate students.
- Undergraduate satisfaction with available group study space has declined (from 70% to 64% in 2 years). Only 9% of undergrads report they “never work in groups in the library.”
- The strongest satisfaction levels are for our service desks, including circulation, Lilly Music Library, and our 1:1 research consultation services, all at 99-100% satisfaction!
- Circulation of physical materials continued to decline, especially physical items on reserve, but overall building traffic stayed stable and use of electronic resources continues to climb. Our ratio of lending to borrowing continues to rise for Interlibrary Loan (ILL): we now lend 2.13 items for every item we borrow, making us a valued regional partner and indicating our collections largely meet needs.
- Requests for in-depth research consultations continue to increase (up 20%), while “ready reference” declines (down 16%). This reflects the growing complexity of navigating scholarly sources as well as increasing outreach by Tisch staff to provide course-specific services and instruction.

Building Improvements
While most of our renovation desires remain on hold pending fundraising efforts, we were able to renovate Room 224. In response to growing demand for in-depth consultations with staff experts, a former staff work area was converted into a technology-rich environment for research services, suitable for fostering deep inquiry and collaborative research projects. The space hosts four collaborative workstations with technology (on left), as well as additional seating areas. The room also provides excellent space for the writing tutors in the evening.

The less glamorous, but vital building projects included a completion of the upgrade of the HVAC systems and a complete cleaning and resealing of the exterior of the building. We appreciate the work of Tufts Facilities Services to finish these projects.

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<thead>
<tr>
<th>BY THE NUMBERS</th>
<th>FY 14</th>
<th>CHANGE FY13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total expenditures</td>
<td>$13,011,342</td>
<td>↑ $337,145 (3%)</td>
</tr>
<tr>
<td>Collection expenditures</td>
<td>$7,999,137</td>
<td>↑ $377,761 (5%)</td>
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<tr>
<td>Circulation</td>
<td>180,754</td>
<td>↓ 21,829 (11%)</td>
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<tr>
<td>Website page views</td>
<td>1,141,183</td>
<td>↑ 41,620 (4%)</td>
</tr>
<tr>
<td>Instruction sessions</td>
<td>409</td>
<td>↑ 26 (7%)</td>
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New Services

Social Sciences Data Services: This new program blends traditional library expertise in locating primary/secondary literature with knowledge of the data landscape, specifically where to find data using institution-subscribed sources and on the open web, how to get started analyzing data using a variety of tools/software, and how to visualize and present data. In the first year, Josh Quan (left) provided over 100 specialized research consultations, along with 4 open workshops. Ongoing development is required to scale these services to meet growing demand.

Group Study Rooms: With demand for groups study space rising, we now offer students the ability to reserve one of our 11 rooms in advance online. With assistance from the A&S Registrar’s Office, we launched the service in March. In April, there were over a thousand reservations made. During the spring reading week prior to exams, the rooms were reserved for 82% of all available hours. Earlier in the year, we added white-board paint to 3 of the rooms. Students immediately took advantage of the floor to ceiling option for studying and a creative outlet. Student feedback has been very positive, leading us to install one wall in a staff area for communication purposes.

Graduate Fellowships: To increase our support of graduate student research, we initiated the Graduate Student Research Fellowship in the Arts and Humanities. Co-funded by GSAS Dean’s Office, the two fellowships support one masters and one doctoral level student over the summer, by providing space, expertise and enhanced access to the collections at Tisch library and beyond.

TischLibrary.Tufts.Edu: After many years of planning, Tisch launched its newly redesigned website in May 2014. The new site is intended to better serve users’ transactional needs, whether that be searching content, making requests, or discovering services. By migrating to Drupal, an open-source content management system, we are able to distribute some future content work on the site and take advantage of the wealth of library-based features developed in Drupal. The site deploys responsive design so that the site is optimized for the device in use, whether smart phone or desktop.

JumboSearch is a University-wide new discovery platform that provides a single search box to retrieve content from numerous venues, regardless of format. JumboSearch is particularly well suited as a starting point, allowing one search to retrieve books, articles, and even archival material. This initial search can then be supported by more targeted searches once relevant databases and resources are discovered.

Milestones

- Collaborating with Professor Heather Curtis, we digitized 20 volumes of Christian Herald Magazine (left) via the Internet Archive in partnership with the Bowery Mission in NYC. The journal is now accessible worldwide for research.
- An image Interface for the digital repository was developed in collaboration with TTS and DCA, to meet the needs of Art & Art History, as well as numerous other university demands for image functionality. The interface will be further enhanced and implemented in FY2015. Batch processing capability was also added as we slowly improve our basic infrastructure.
- The AS&E Library Committee spent the year discussing aspects of our future need for additional space for collections. We conducted a survey of all faculty and the committee provided recommendations for print management strategy that the library can use to evaluate options.
- University wide, 60% of researchers applying for NSF grants worked with research librarians to discuss data management issues and/or craft data management plans. Regina Raboin (right), research and instruction librarian for the sciences, travelled to Washington, DC, to meet with 5 directorates of the NSF. This trip provided insights into current and pending focus regarding data management and gave NSF a unique opportunity to gain insight into how Tufts libraries are responding to data mandates.
- Tisch staff have become active collaborators with faculty on grant projects, participating in 3 Tufts Innovates! grants and 1 Mellon Foundation grant during FY14.