

Annual Report

FY2022

July 1, 2021 – June 30, 2022

A Note From Dean Liedtka

I am delighted to welcome you to UTC Library's Annual Report, an overview of our achievements and milestones that have shaped our past year. 2022 was a year of restoration in the UTC Library and I am grateful for the dedication and resilience of my colleagues and our UTC Community of students, staff, and faculty. After two years spent significantly altering operations to meet pandemic safety guidance, this year we restored in-person library offerings and brought everyone back to the campus, and the library.

In a world marked by unprecedented change, UTC Library's commitment to innovation, adaptability, and delivering exceptional services are the cornerstone of our success. Our patron-centric approach enables us to forge meaningful connections with our community of students, faculty, and staff that result in true educational partnerships.

In reopening the UTC Library, we have restored the traditional in-person library offerings beloved by the students and faculty including opening our physical book collection, opening all service desks, putting all 1,500 chairs back on the public floor, and resuming 24-hour building access for students, 5 days a week. In addition to these traditional services, we added several new online services that - while developed out of necessity - have ongoing appeal to students, faculty, and staff. These include online research consultations, online writing consultations, and online workshops.

None of our achievements would have been possible without the remarkable contributions of our exceptional UTC Library faculty members and staff specialists. Their passion, expertise, and collaborative spirit are essential to meeting our goals and creating a diverse and welcoming environment. The challenges facing us today are dynamic and complex, as are our opportunities for growth and transformation. With a steadfast commitment to our mission and core values, I am confident that the UTC Library is poised to embrace these challenges and explore these opportunities.

As you delve into the pages of this Annual Report, I encourage you to share in our pride and optimism. Student and faculty support and trust have been the bedrock upon which our success has been built, and we are excited to share our accomplishments with you.

Thank you for your continued usage of the UTC Library and Go Mocs!

Sincerely,
Theresa Liedtka
Dean, UTC Library

What You'll Discover Inside

04

Highlights

05

Library Usage

11

Collection & Services

15

Personnel

22

Budget

25

Looking Ahead

Major Wins in FY2022



Safely reopened the Library for in-person use

Following a year of limited occupancy due to COVID-19, staff worked diligently to reopen the Library building



Increased Usage of All Library Programs and Services

Offering in-person + online services and programs is meeting the growing needs of students, staff, and faculty



Surpassed \$1 Million in Savings for Students

The Affordable Course Materials Initiative (ACMI) saved students more than \$1 Million since 2017

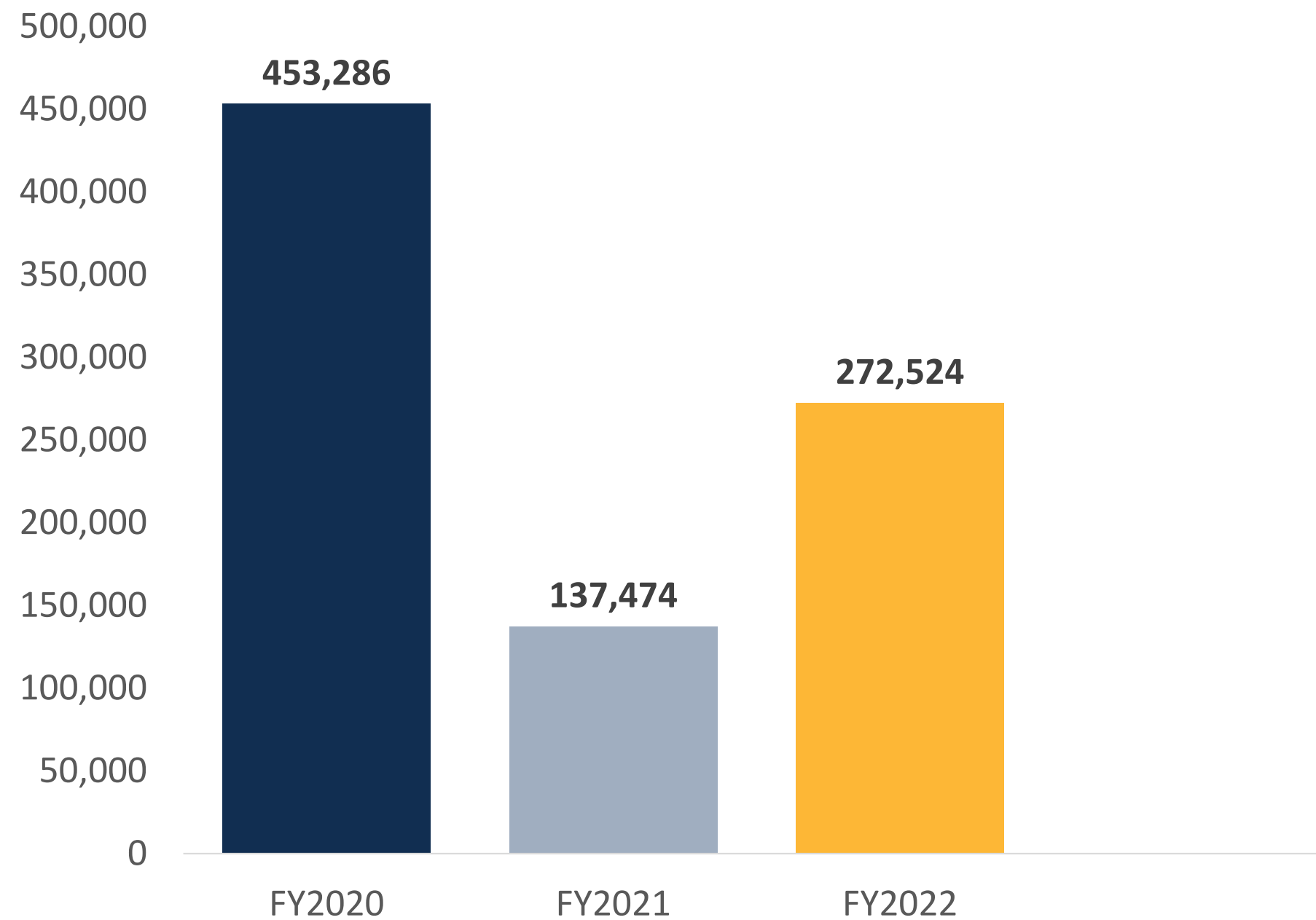
LIBRARY USAGE

As shown by the following usage reports, the Library continues to be well-used by the campus community.



Building Visits: 272,524

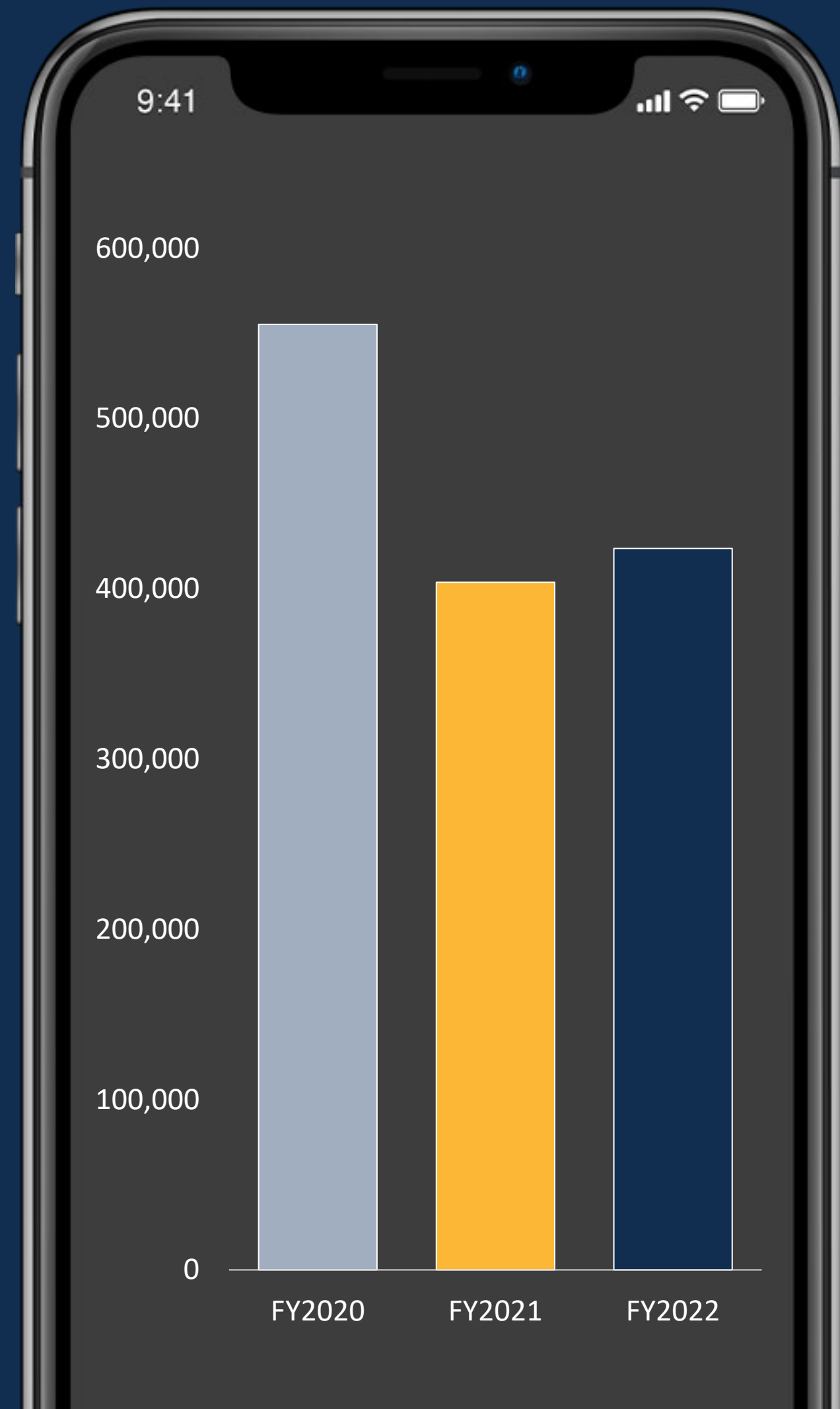
When we fully reopened the library after the previous year of limited-use, we nearly doubled our foot traffic. We look forward to growing our foot traffic steadily and welcome pre-pandemic numbers of visitors to the building in the coming years.



Website Visits

423,641

The Library's website provides 24/7 access to digital materials as well as helpful information about hours, services, and the availability of physical materials. Plus, visitors can find tutorials and recorded workshops and schedule consultations.

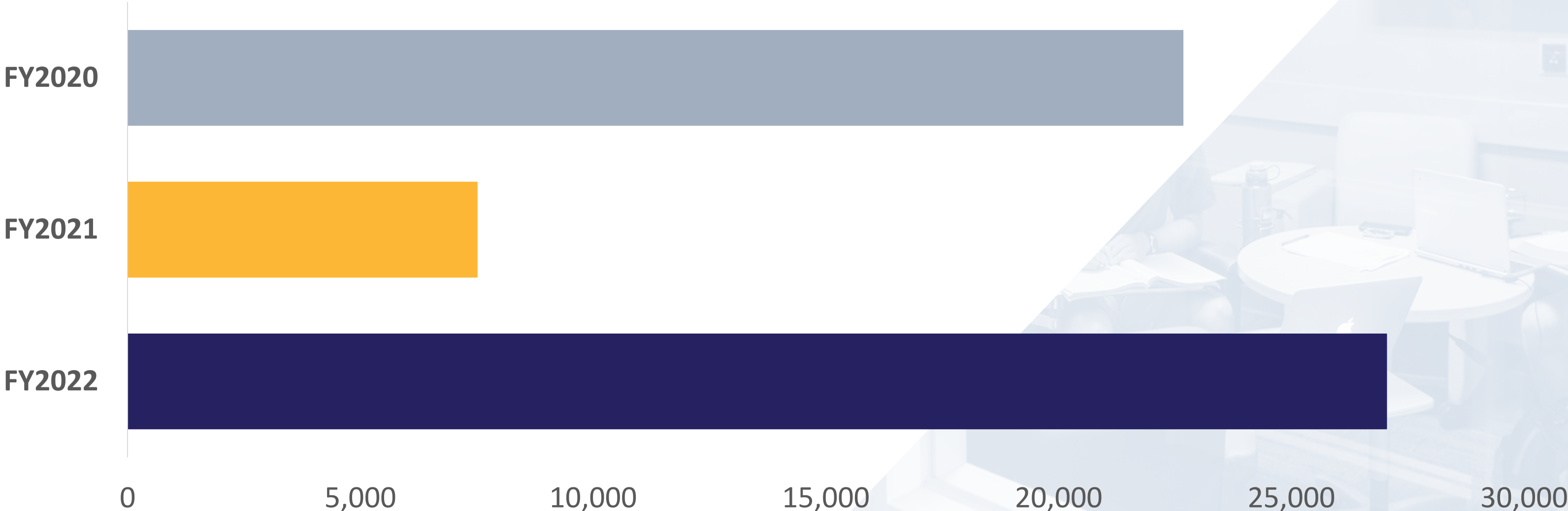


Room Reservations

27,042

260% increase over the previous year

The library building was thoughtfully designed to support everything from solo study to interactive groups, and the library rooms offers a variety of technology & furniture options to meet users' needs. Study rooms are highly valued, as consistently shown through user feedback and usage patterns.





Total Group Presentations (such as
workshops + instruction sessions)

728

Total Participants in
Group Presentations

9,743



Information Services
Provided to Individuals:

11,985

COLLECTION and SERVICES

In-person & online, the Library's materials and services are well-positioned to support the research and scholarship of the campus community.

Collection of Materials

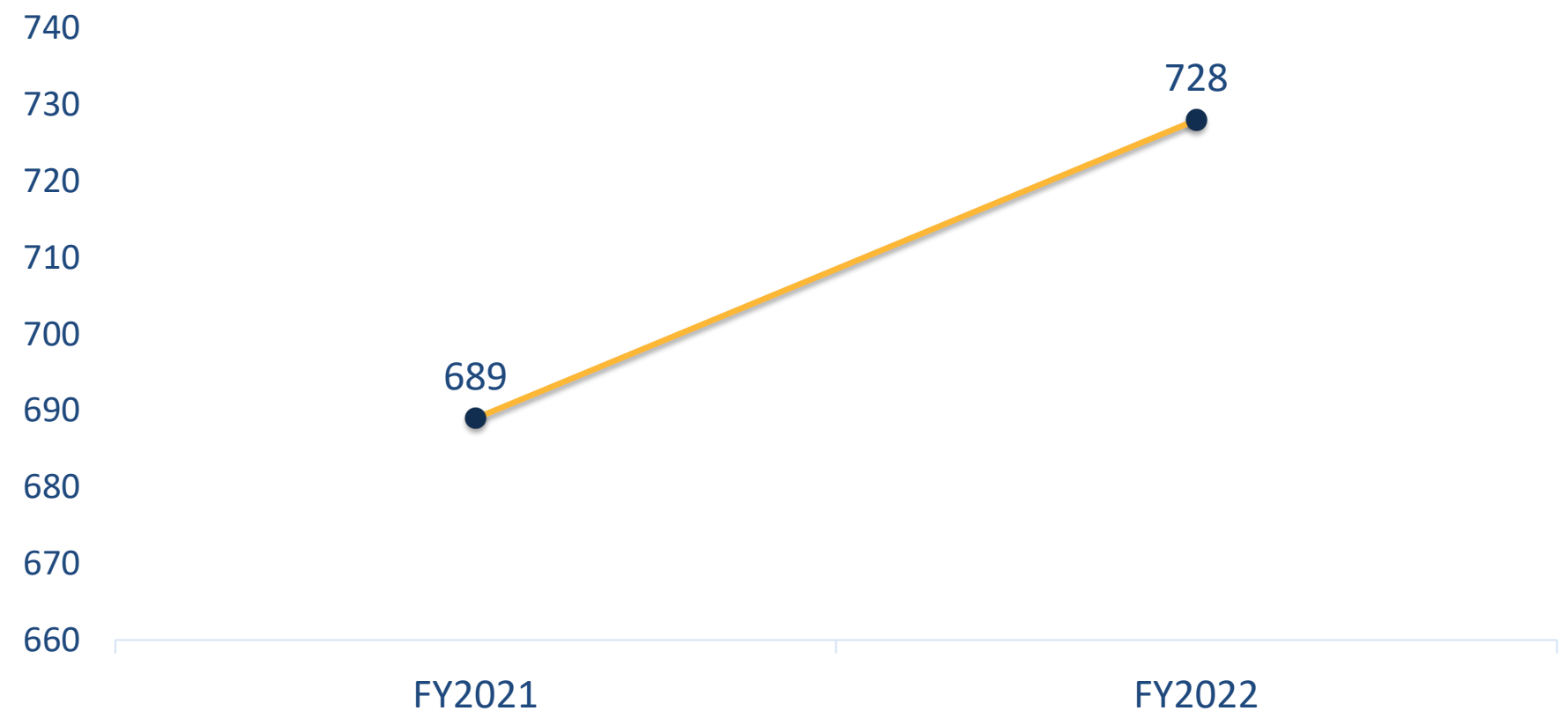
The library's collection is thoughtfully managed to support the research and scholarship needs of the campus community.

Librarians liaise with faculty to ensure that relevant materials are available to support all programs of study. With each purchase, consideration is given to which format will best serve the users.

Physical Books	328,851
E-books	483,681
Audio-Visual Materials	276,742
Journals	118,230
Digital databases	282
Total Materials	1,207,786



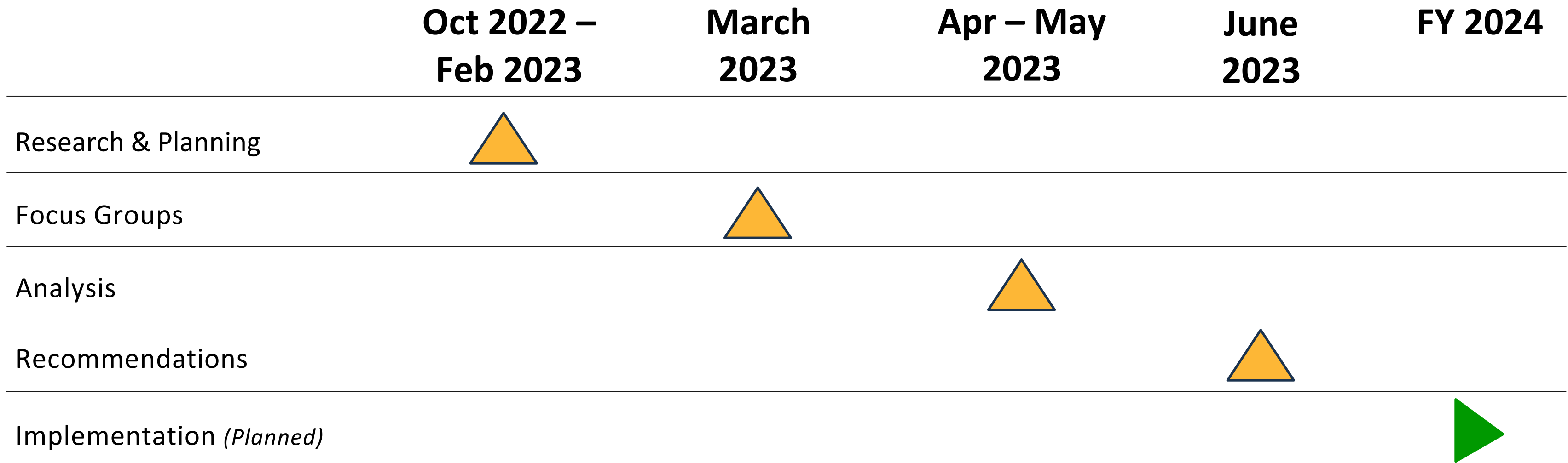
Increase in Library Instruction Sessions



Instruction sessions are a critical way to share information about the technology, materials, services, and programs available to students.

Task Force Formed

Charged with Reimagining the Library's 2nd Floor



Target Completion Date for Recommendation Report: June 30, 2023

PERSONNEL



Library employees work in unison to serve the campus community, and the organizational structure is continually evaluated and realigned to best support employees.

Departmental Leadership



Bo Baker
Department Head,
Research & Public Services

*Structuring the Library's
organizational chart to align with
other campus colleges,
long-term library leaders
Bo Baker and Katie Gohn
assumed Department Head roles*



Katie Gohn
Department Head,
Collection Services

New Name, Same Great Access

The Desk & Patron Experience Unit is being restructured and renamed the **Access Services Unit.**

One primary change is separating the 2nd floor Information Help Desk responsibilities from those of the 1st floor Check Out Desk.

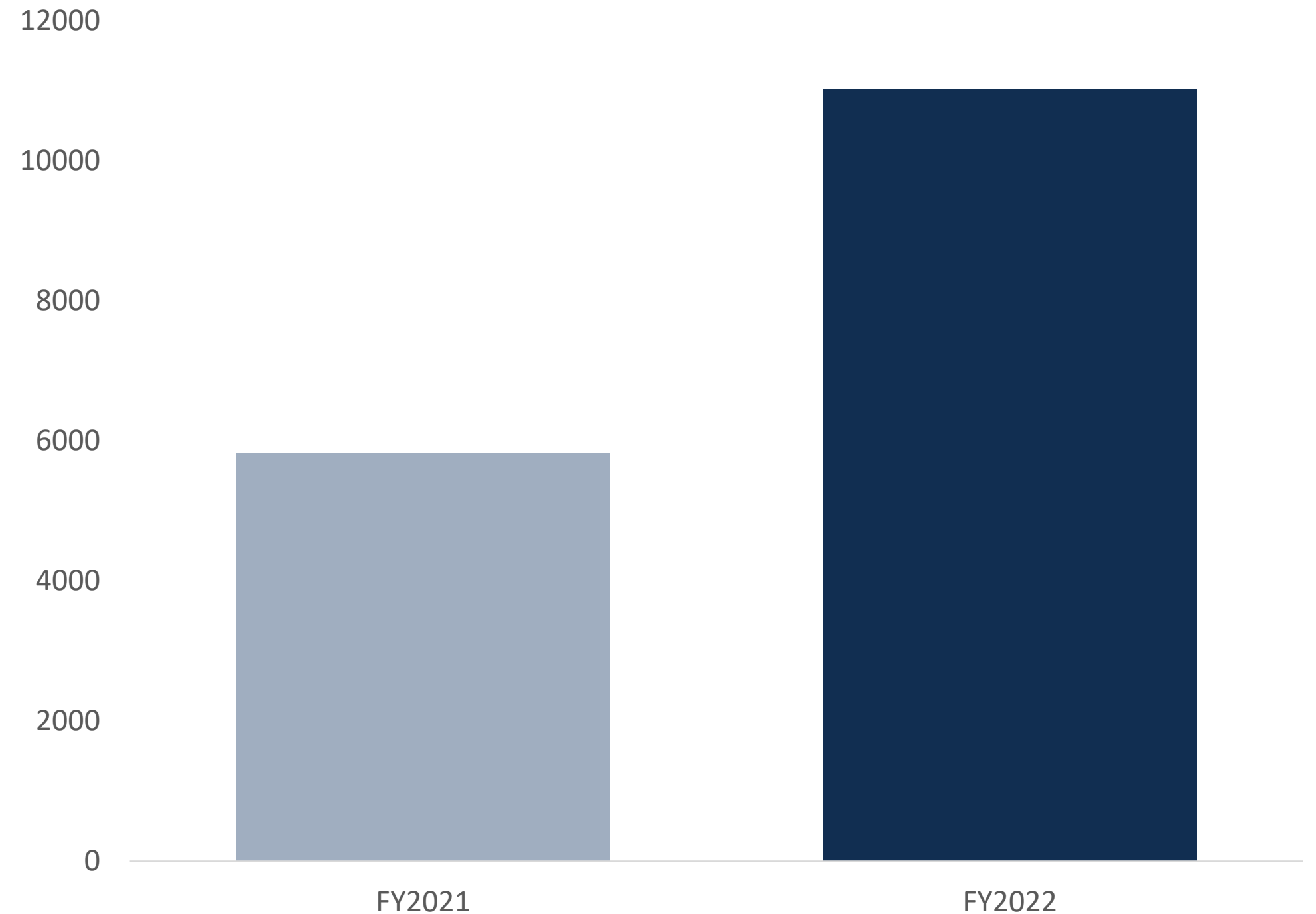
Responsibility for the 2nd floor Information Help Desk operations was temporarily reassigned to the Library's IT Director, Brian Rogers.

Student Workers

Working at the library supports students' short and long-term successes because it:

- Satisfies **Financial Aid** requirements
- Provides **transferable skills** for students' future careers
- Increases **career & internship prospects** by providing professional work experience for their resumes

Number of Student Employment Hours in the Library



Increased the number of student employment hours worked by **51%** over the previous year

Flexible Work Modes Continue

Occasional work-from-home and flexible summer schedules continued to be available to library employees. These options capitalize on UTC's technological infrastructure investments that were necessary for continued operations during the COVID-19 pandemic.

These flexible options mirror similar work modes available across campus and are intended to help retain employees and support work-life balance.



Points of Pride



The UTC Library continued its semester lending program, partnering with Campus I.T. and Student Outreach and Support to get much-needed technology into students' hands.



Working with the Office for Undergraduate Research and Creative Endeavor, the Library created new internships for students.



The UTC Library Special Collections was selected as the recipient of the prestigious donation of papers from Dr. Tommie Brown, a former State legislator and UTC Professor and Department Head.

Notable Achievements



Writing & Communication Center student employees presented at regional, national, and international online conferences.



Library employees wrote an original statement of Library Values.



The Library increased professional development support:

- faculty members receive up to \$2,000 annually
- staff members share an increased pool of \$10,000



BUDGET

The Library carefully and thoughtfully stewards the annual budget to maximize the benefits to users for every dollar spent.

Material Costs

The library negotiates the best prices and capitalizes on all cost-savings opportunities.

Every effort is taken to mitigate the cost of high inflation.

To combat market price increases, the library prioritizes the use of high-quality, freely-available open educational resources.

One-Time Library Materials Expenditures	\$600,582
Ongoing Library Materials Expenditures	\$1,290,440
Collection Support Expenditures	\$182,582
Total Material Expenditures	\$2,073,604

Cost of Operating the Library

The library is allocated funds from the campus budget each year to serve the campus community. These funds are primarily spent on library materials, as well as the personnel costs required to make these materials accessible and to offer the programs and services that are valued and well-used by UTC's students, staff, and faculty.

Total Materials Expenditures	\$2,073,604
Total Personnel Expenditures	\$2,517,069
Total Operating Expenditures	\$254,254
Total Library Expenditures	\$4,844,927

Looking Ahead

The Library's mission is to contribute to the intellectual endeavors of the UTC community by assisting in the discovery of information and providing the infrastructure and resources for learning. The Library will continue that while continuously finding ways to support the University's strategic goals.

FY2023 Priorities



Increase in-Person Use of the Library

With in-person services fully available, we aim to restore usage of materials and services to pre-pandemic levels.



Strategically Plan the Library's Future

Working with a consultant from the Rollins College of Business, we will chart the Library's bright future, together.



Continue to Meet and Exceed Users' Needs

We will provide materials & services to the campus community and maintain our highly-satisfied user ratings.

THANK YOU FOR READING

Call 423-425-4501 or email library@utc.edu for more information about this report.

We hope to see you in the Library!

