



Presidential Brief UNIVERSITY LIBRARIES

James K. Bracken, Ph.D.

Dean

B.A., University of Toledo
M.A., University of Toledo
M.L., University of South Carolina
Ph.D., University of South Carolina



Responsibilities: Responsible for libraries and faculty on the Kent and regional campuses. University Libraries Dean James K. Bracken provides leadership to and serves as the principal administrator of the University Libraries' system, including responsibility for personnel, general administration, management, budget and development functions.

Profile: James K. Bracken, the sixth head of University Libraries, joined Kent State in August 2010. Dean Bracken, who previously served as Assistant Director for Collections, Instruction, and Public Services at The Ohio State University Libraries, has a doctorate in English literature from the University of South Carolina, a master's in English from the University of Toledo, and a master's in librarianship from the University of South Carolina. His research interests focus on 16th century printing.

Since his arrival, Bracken has taken the initiative to help propel change and renew a sense of unity between the Libraries and the Kent State community, most notably by downsizing the Libraries' physical collection and increasing electronic content in order to improve student spaces and to support innovative uses of the Library. He envisions a library that is both increasingly digital and important as place.

Direct Reports: Assistant Dean, Engagement and Outreach, Kenneth J. Burhanna
Assistant Dean, Collection Management, Technical Services and Systems, Thomas E. Klingler
Assistant Dean, Administration, J. Mark Pike
Senior Fiscal Manager, Ronald E. Bammerlin
Director, Marketing, Communications and Public Relations, Karen M. Hillman
Faculty, University Libraries



Presidential Brief UNIVERSITY LIBRARIES

Direct Report: **Kenneth J. Burhanna**
Assistant Dean, Engagement and Outreach

Education: M.L.S., Kent State University
B.A., Kent State University



- Responsibilities:
- Oversee Reference and Instructional Services, Special Collections and Archives, and four branch libraries: Performing Arts, Architecture, Fashion and Map.
 - Perform annual evaluations of direct reports assessing job performance, service and scholarship.
 - Work to place librarians within strategic workflows where they can contribute to the success of students, staff, faculty and community members.
 - Exercise fiscal oversight of assigned areas and programs.
 - Lead and develop organizational capacity for engagement and outreach.
 - Work with campus and community organizations to develop strategic relationships and collaborations.
 - Engage in strategic and succession planning.
 - Contribute to development activities as needed.

Profile: Before his appointment as assistant dean for engagement & outreach in 2013, Burhanna served as First Year Experience Librarian and Head of Instructional Services. He has been a faculty librarian at Kent State University Libraries since 2004. He has written and spoken extensively on the topic of high school outreach and supporting student transitions. Most recently, he edited the ABC-CLIO title *Informed Transitions: Libraries Supporting the High School to College Transition*. He helped create the *Transitioning to College* web site and is project director of *TRAILS: Tool for Real-time Assessment of Information Literacy Skills*. He also is co-author of the award-winning *A Practical Guide to Information Literacy Assessment for Academic Librarians*. In 2012, the Academic Library Association of Ohio recognized him as their Distance Learning Visionary of the year. In 2011, he led a team that won a Tree City IMMY Award for the Libraries' contributions to business retention and economic development.

As assistant dean for engagement and outreach, Kenneth considers his chief goal to be helping the library realize its vision of being essential to the success of students, staff, faculty and community members.



Presidential Brief UNIVERSITY LIBRARIES

Direct Report: **Thomas E. Klingler**

Assistant Dean, Collection Management, Technical Services
and Systems

Education: M.L.S., Kent State University
M.A., The University of Akron
B.A., The University of Akron



- Responsibilities:
- Manage the University Libraries Systems Department, which supports a variety of applications from the Integrated Library System to intranet workflow applications.
 - Manage Technical Services, including Serials, Acquisitions, Cataloging, Circulation, InterLibrary Loan, Copyright Services, and Institutional Repository.
 - Manage Collection Management, allocating and managing the \$5 million library collection budget.
 - Serve on the Dean's Executive Committee and the University Libraries Council.

Profile: Managing Library Systems at Kent State since 1996, Klingler has worked in all public services and technical services areas of academic libraries in his career. At The University of Akron, he managed Reference and Government Documents; at Case Western Reserve, he managed web development and library research and network training. At Kent State, his responsibilities have continued to grow beyond Library Systems to include Collection Management, Technical Services, and, most recently, Circulation, Reserves, Interlibrary Loan, Copyright, and Institutional Repository.

In recent years, he has managed projects to migrate 800,000 library collection items to off-campus storage, migrate a majority of library systems to hosted services, and cancel a thousand print journal subscriptions, while increasing the library's electronic holdings.

Klingler has been actively engaged in the development of OhioLINK, the state-wide academic library consortium, since serving on its founding committee in 1988.



Presidential Brief UNIVERSITY LIBRARIES

Direct Report: **J. Mark Pike**

Assistant Dean, Administration

Education: M.S., Ithaca College
B.S., Ithaca College



- Responsibilities:
- Manage Human Resources, acting as liaison between University Libraries (UL) and KSU Human Resources.
 - Manage all UL searches, hiring procedures, and necessary university and state paperwork.
 - Oversee annual performance evaluation process within UL.
 - Serve as Facilities Curator for the libraries, working with internal and external constituents to keep library spaces maintained, clean and fully functioning and to keep renovation and maintenance projects progressing smoothly.
 - Oversee a student employee special projects team.
 - Act as liaison to the Regional Campus Libraries and their Directors.
 - Serve on the UL Executive Committee as well as KSU committees and tasks Forces providing leadership, assistance, insight and expertise when possible.

Profile: Pike began his employment with Kent State University Libraries in September, 2002, as Assistant Dean for Media Services. Over the past decade his responsibilities shifted and now focus on UL human resources, faculty affairs, facilities management, building project coordination and other administrative duties.

Prior to joining KSU, Pike worked for seven years as the Director of Educational Media at the University of South Dakota. While there he helped create and administer the Center for Instructional Design and Delivery, a unit whose purpose was to facilitate the integration of digital instructional technologies into the curriculum. He began his career in higher education as a Media Specialist with DeKalb College, a multi-campus / multi-county, two year institution in the metro Atlanta area, finishing there as the school's Video Production Coordinator.

Pike has private sector experience with the Cable News Network and was a personnel representative in the advertising industry in New York City.

Pike holds a Master of Science Degree and a Bachelor of Science degree both from Ithaca College in Ithaca, New York.



Presidential Brief
**UNIVERSITY
LIBRARIES**

Direct Report: **Ronald E. Bammerlin**
Senior Fiscal Manager

Education: B.B.A., Cleveland State University



- Responsibilities:
- Directs the financial operations and budget oversight of the Kent State University Libraries.
 - Provides direction and works collaboratively with the Dean, Assistant Deans and Faculty Management Committee to administer the University Libraries budget in accordance with University goals, objectives and mission.
 - Manages the UL fund balance and staffing plan.
 - Responsible for the development of the annual operating and capital budgets and long range plan (LRP).
 - Designs and maintains financial data bases used to forecast revenue and expenditures, produce trend profitability and program cost analysis, resource allocation, staffing and other analysis.
 - Manages the University Libraries Business Offices. Supervises 3.0 FTE responsible for account analysis, reconciliation, journal entries, purchasing A/R and A/P, fines and fee collections and cash posting.

Profile: Bammerlin has been with Kent State since 2009. In his current position as senior fiscal manager, he is responsible for directing all aspects of UL's financial operations including budget development and oversight, grants accounting, purchasing, A/P & A/R and the library business office.

Bammerlin holds a B.B.A. in accounting from Cleveland State University and has extensive private and public sector financial operations experience gained from his previous employment at United Parcel Service, KeyCorp, Honeywell and most recently Cuyahoga Community College.



Presidential Brief
UNIVERSITY
LIBRARIES

Direct Report: **Karen M. Hillman**
Director, Marketing, Communications and Public Relations

Education: B.A., The University of Akron



- Responsibilities:
- Oversee the Libraries' Communications Office, budget and all initiatives relative to marketing, event planning, displays, graphic design of promotional materials.
 - Formulate and implement policies and procedures relative to reporting units.
 - Develop and implement strategies to build a foundation for giving to the Libraries and a constituency to call upon for donations.
 - Executive Director of the University Libraries National Advisory Council.
 - Organize and manage Library Friends and Student Friends fundraising initiatives.
 - Develop relationships and collaborate with other colleges, departments, Kent State recognized student organizations and the NEO community for partnership opportunities that further our strategy to build our constituency.

Profile: Hillman came to Kent State University Libraries on April 1, 2012. Karen initially served as Director of Advancement for the Libraries. Soon thereafter, her role changed to strategically lead the development of a foundation upon which the libraries could build its own constituency for philanthropy. Since then, she has organized and recruited 12 members of the University Libraries National Advisory Council whose sole purpose is "friend-raising" and "fund" raising; started a Friends of University Libraries and Student Friends of University Libraries organization; initiated collaborations with Destination Kent State, FlashPerks, Kent Area Chamber of Commerce, Streetsboro Area Chamber of Commerce, Kent Free Library and more. In addition, she oversees and participates in the successful communication and marketing of library outreach initiatives relative to our spaces, people, services, and resources. On behalf of University Libraries, she also supports the development efforts of all Institutional Advancement Directors by promoting the Libraries' resources available to them.



Presidential Brief
UNIVERSITY
LIBRARIES

KEY ACCOMPLISHMENTS

TIER ONE (PLEASE PROVIDE YOUR TOP FIVE ACCOMPLISHMENTS)

1. Developed UL human resources to their full potential through a consultative succession planning process resulting in strategic reorganization, reassignment, and hiring.
2. Partnered with other KSU units to develop student success-centered facilities, collections, and programs.
3. Improved the University Libraries as physical and virtual places: ***Daily Kent Stater*** rated University Library “Best Place to Study” (11 April 2013); record 1.1 million visitors in academic year 2012/2013.
4. Launched a new University Libraries web site (<http://www.kent.edu/library/index.cfm>) that is easier to use and more friendly.
5. Launched May 4 Digital Archive (<http://www.library.kent.edu/page/16736>) and ***Daily Kent Stater*** Digital Archive (1959-1969) (<http://www.library.kent.edu/page/16807>).



TIER ONE (PLEASE PROVIDE YOUR TOP FIVE GOALS FOR FISCAL YEAR 2014-15)

1. Continue succession planning exercises with goals of establishing new services in copyright assistance and research and scholarship open access publishing (“Digital Commons @ Kent State University Libraries”)
2. Continue to improve the University Libraries as physical and virtual places.
3. Continue to transition from print collection ownership to electronic resource access and to digitize more local content, including the *Daily Kent Stater* (decades of 1940s and 1970s).
4. Continue to expand partnerships with other Kent State units to support student success.
5. Continue to develop the fund-raising program, including growing student membership in the Friends of the Libraries.



TIER ONE (PLEASE PROVIDE YOUR TOP FIVE KEY OPPORTUNITIES)

Key Opportunity: Repurposing Library Space for the University's Strategic Goals

The most significant opportunity relates to the University Libraries' strategic continuing transition from ownership of print collections to facilitating access to digital resources. In consultation with the Office of the University Architect, University Libraries contracted studies of the University Library by Ayers Saint Gross Architects (ASG) in 2010 and 2013. The ASG studies identified the benefits of print collection reduction (through a combination of electronic resource access and print collection relocation to remote storage) and of repurposing space for uses more directly related to students' academic success (creating spaces for tutoring services, technology access, group and individual study, etc.). Since 2010, University Library has relocated more than 800,000 print volumes to remote storage while adding 2,000 user seats. University Library now contains approximately 1 million volumes and 3,000 user seats. University Library's gate count has increased from 450,000 users (2010/11) to 1.1 million (2012/13). Continued coincident electronic content purchases and print collection relocation will make additional space in University Library available for repurposing opportunities that address both the evolving academic needs of 21st-century students as well other University strategic space needs.



Presidential Brief
UNIVERSITY
LIBRARIES

KEY NON-MONETARY CHALLENGES

TIER ONE (PLEASE PROVIDE YOUR TOP NON-MONETARY CHALLENGES)

Key Non-Monetary Challenge: The Library Needs to Remain Relevant

As noted above, University Library's gate count has increased from 450,000 users (2010/11) to 1.1 million (2012/13). Similarly, the *Daily Kent Stater* rated University Library the "Best Place to Study" (11 April 2013). University Libraries has gone to great lengths to promote its spaces, programs, and services. While at first seeming to underscore these successes, these data conceal the fact that the University Libraries are an underused resource. A gate count of 1.1 million users means that, over the course of the academic year (40 weeks), each of Kent State's 25,000 students only physically visited a University Libraries' location once per week. Most of the Libraries' use is habitual, that is, by the same students who visit a Libraries' location many times per week. This means that there are many other students who never visit the Libraries either physically or virtually. Identifying and engaging those segments of the University community that never use the Libraries for whatever reason is a major challenge now and in the future as the Libraries continues to add digital resources, improve document delivery, and generally enhances more convenient user-centered services.