

ANNUAL REPORT

for the

UNIVERSITY LIBRARIES

**The University of North Carolina
at Greensboro**

2008-2009



Walter Clinton Jackson Library



Music Library

Greensboro, North Carolina

Annual Report from The University Libraries

2008-09

EXECUTIVE SUMMARY

Highlights for the University Libraries in 2008-2009, fall into five categories: Research/Collections, Diversity/Inclusiveness, Outreach, Services and Facilities.

RESEARCH/COLLECTIONS:

The University Libraries, along with four other UNC campuses, finalized development of the Institutional Repository (IR), NCDOCKS. The IR primarily includes scholarly journal articles that are scanned, described and organized so that they may be easily retrieved by researchers throughout the world. UNCG electronic theses and dissertations (ETDs) are also included. The initial population of the IR focused on the scholarship of the Provost and Deans; additional faculty submissions continue on an ongoing basis. This major accomplishment fulfills a goal of UNC Tomorrow that seeks to make faculty scholarship available to all citizens.

For the first time, the University Libraries participated in the Council on Library Information Resources (CLIR) Fellowship program with support from the Provost's Office. We hired a CLIR Fellow who served in partnership with the Hodges Special Collections & Archives Department and the Theatre Department within the College of Arts and Sciences. The Fellow worked on integration of the Robert C Hansen Performing Arts Collection as a teaching tool and on creating a performing arts digital collection.

The Betty H. Carter Women Veterans Historical Project continued to expand and promote its significant research holdings. The tenth annual Veterans Luncheon, held at UNCG in November, attracted over 150 attendees. Twenty-two new oral history interviews with veterans were completed, bringing the total to 277 for this highly significant component of the collection. Among the outreach activities for the Project was a presentation by two staff members at Fort Bragg, North Carolina. As this project moves beyond the WWII veterans, we are looking for additional funding opportunities.

The resources of the Hodges Special Collections & University Archives Department were augmented significantly by several important acquisitions this year. Perhaps chief among

these was the acquisition of an important collection of books on bookbinding from well-known conservator and binder Don Etherington. The approximately 1,300 titles acquired give UNCG a premier collection on this subject. Important additions to the Manuscripts Collection are represented by the acquisition of the Egon Wellesz Music Collection, the Harold Schiffman Collection, and the papers of poet Roy Z. Kemp and Congresswoman Kay Hagan.

DIVERSITY/INCLUSIVENESS:

The University Libraries, in partnership with nine other academic libraries in the Triad, received an \$862,000 IMLS Laura Bush Grant to establish the Academic and Cultural Enrichment (ACE) Scholars Program. The past year was spent promoting the program and recruiting 12-15 students from underrepresented populations to the UNCG LIS Program. The new students will begin in fall 2009.

The University Libraries hired its first Post-MLS Resident Librarian. This librarian, who began in fall 2009, will be with us for two years. He rotated through three departments in the first year, and will concentrate on cataloging and special collections in the second year.

A Diversity Coordinator was appointed. He has done a wonderful job working closely with our Post-MLS Resident Librarian and serves as Chair of the new Diversity Committee. This year we created a new diversity web page. Adding content to the Diversity web page is a new way to communicate with the campus and the Greensboro community.

OUTREACH:

The University Libraries, in collaboration with Wake Forest University's Z. Smith Reynolds Library, hosted the first-ever library entrepreneurship conference on June 3-4, 2009 in Elliott University Center. The title: *Inspiration, Innovation, Celebration: An Entrepreneurial Conference for Librarians* captured the spirit of the event. This international conference included nationally prominent keynote speakers and received excellent sponsorship from vendors and publishers.

SERVICES:

Jackson Library expanded the area in which we provide 24X5 services, based on usage statistics and requests from the student body. Students are now able to use all floors of the Jackson Library Tower to study and do research. In addition, the University Libraries started

to loan laptops to students. Hourly as well as 7-day borrowing is allowed. This service has been very popular with students.

As Chair of ULAC (University Libraries Advisory Committee), the Dean of University Libraries focused attention on how the UNC system libraries were meeting the PACE initiatives. Meetings were held at General Administration, and documented updates were provided showing how the UNC libraries were furthering the PACE initiatives. As part of this initiative, the UNC system libraries worked on the implementation of a UNC system-wide WorldCat Local with rapid ILL delivery of materials. This project will finally bring one virtual catalog to the UNC system, and will allow for overnight receipt of shared resources.

The Acquisitions Department worked with others in the University Libraries to broaden offerings of electronic books for the students, faculty, and staff of UNCG. One product offers more than 1,600 information technology, programming, and management e-books. A patron-driven selection option was offered through one vendor; records for e-books in selected subject areas were downloaded into the library's catalog, and the library purchased those books that were accessed by our community of users.

The University Libraries responded quickly to the State's budget shortfall, and met guidelines regarding collections expenditures. Starting in mid-April, staff cancelled all one-time orders, contacted vendors to stop shipment of materials, and made arrangements to pay invoices after July 1. Members of the Acquisitions Department prepared numerous reports to assist the Assistant Deans and library liaisons with making collection decisions relating to database subscriptions, journals, serials, and standing orders.

FACILITIES:

Significant renovation plans are underway for Jackson Library. We are working with Lambert Architecture and Interiors for phases 1 and 2 of a five-year, five-phase plan. The goals are to expand the space for our growing Archives collections, move Data Services and the Government Documents Collection, create more collaboratories and space for the information commons, expand our instruction lab to double its existing size and work in collaboration with ITS to renovate and modernize the SuperLab. To prepare for the first phase, Jackson Library embarked on a major weeding project of our government documents collection and multiple copies/formats.

INSTITUTIONAL EFFECTIVENESS HIGHLIGHTS

After it was concluded from student focus groups, surveys, head counts and observations that the space provided on the first floor of the tower was insufficient, the 24/5 service space was expanded to include the Jackson Library tower in fall, 2008. Additionally, vending services were added to accommodate 24/5 users since convenient, safe food services on campus are unavailable during these hours. Counts of the number of 24/5 users, taken one week per month, indicate that usage increased 164% and 145% in April and May 2009, respectively, versus April and May 2008. These counts do not include users inside the SuperLab.

Laptop lending was instituted in fall 2008. It was concluded from student focus groups and observational studies conducted in spring 2008 that there was need for more computers and for users to be able to move about the buildings with computers as well as for use outside of the Libraries. Forty laptops were purchased; 35 for Jackson, 5 for Music. Twelve were circulated for 7 Days; 28 for 4 Hours use inside the Libraries. Both loan types quickly became very popular. One month into the service, a request feature was added for 7-Day laptops. After a semester, when it was determined that there were not enough 7-Day laptops to meet need, six laptops were re-designated. . The popularity of this service continues to grow. As of May 31, 2009, 2,875 4 Hour and 260 7 day laptops circulations have been recorded in Jackson; circulation for 4 Hour laptops increased 79% in spring over fall; 7 Days, 105%.

In January 2009, the configuration of computers designated for public use in Jackson Library was changed to provide for 12 Express machines with a 15 minute time limit; 4 public login machines with a 1 hour time limit; and catalog only, internet access restricted machines on each floor. This change was made in response to comments made in focus groups, on surveys, and in general from UNCG students, faculty, and staff concerned about possible misuse by and behavior of the general public.

Student focus groups and surveys determined a need for some undergraduates to have individual, designated research and study spaces. Since summer 2008, undergraduates have been able to reserve study carrels on a term by term basis. Formerly, only faculty and graduate students were able to reserve carrels.

ERIT formally analyzed the library web site using benchmarking, usability testing, focus groups, surveys, card sort, and a review of the literature. Based on the assessment data we gathered, the UNCG Libraries has begun a thorough and complete review and redesign of the entire site.

ACTIVITIES RELATED TO TEACHING

The University Libraries conducted a nine-week training module for University Libraries faculty and staff titled "Exploring Web 2.0". Staff that completed all nine weeks of training was given certificates.

Working in conjunction with faculty and in support of classroom instruction, library faculty in the Reference and Instructional Services Department conducted a total of over 300 instructional sessions, reaching approximately 7000 students during 2008-2009. In addition, they provided an online tutorial on basic library skills and an information literacy game used by faculty and individual students. Reference Librarians also conducted activities educating students about plagiarism, including three workshops through the Office for Adult Students on citation and avoiding plagiarism, and a project with the Assistant Dean of Students to create a class-length presentation on Academic Integrity for University Studies classes, which was presented to two classes.

Three librarians worked with the Director of the Writing Center to provide a two-day workshop for faculty: *Curriculum Enhancement with Research and Writing Skills* June 9-10, 2009. Faculty revised a syllabus to integrate these skills more thoroughly into a course.

Staff members in the Hodges Special Collections & University Archives Department made presentations to UNCG classes in the following departments or programs: Romance Languages, Library & Information Studies, Women and Gender Studies, English, Exercise and Sports Science, History, Undergraduate Scholars Class, Undergraduate Honors Class (2), Freshman Seminar Class and UNS. In addition to these regular UNCG classes, several classes were prepared for Residential College courses.

Library faculty continue to share their expertise with LIS students by teaching one or more sections of the following classes: LIS 340 (Organizing Library Collections), LIS 688 (Special Collections Librarianship), and LIS 688 (History of the Book). In addition, the Head of the Music Library is embedded in a class required for all freshmen music majors (Introduction to Musicology - MUS135)

Acquisitions Department staff members and the department head provided training to library staff from North Carolina Central University during their site visit to learn about use of the acquisitions module with the SirsiDynix integrated library system's WorkFlows staff interface.

The University Libraries worked closely with Dr. Susan Walcott, Associate Professor at the Department of Geography and provided assistance in supporting her grant proposal in establishing the Asian Study Program at UNCG. The federally- funded program (\$200,000) is for undergraduate students who are interested in pursuing an interdisciplinary study of the vast regions of East, Southeast and South Asia (mainland and maritime). The University Libraries committed \$8,000 of collection funds to the program as a matched materials fund to the grant project, in addition to \$2,000 from the grant, with a total of 278 volumes purchased to support teaching activities of the undergraduate program.

The University Libraries welcomed new UNCG faculty in the fall 2009 by hosting a New Faculty Reception, with more than 35 faculty members and library representatives attending along with the Libraries' liaisons. The event provided an opportunity for new faculty to become familiar with the Libraries' collections, programs, and services. It was also an opportunity to make connections between the library representatives and the library liaisons in terms of building library collections.

ACTIVITIES RELATED TO RESEARCH, SCHOLARLY, AND CREATIVE ACTIVITY

Numerous presentations and publications emanated from our library faculty, and are reflected in Sedona. The following are additional highlights of that activity:

A document was developed to show how the University Libraries support faculty research and the Office of Research and Public/Private Sector Partnerships. A University Libraries research web page was also created and linked from the ORPPSP site. Examples of how the Libraries support research include: our collaboratories, digital media services, data services, web support and the usability lab, through large scale digitization projects, digital image hosting, our institutional repository and library liaison program, the research databases and journals that we acquire and our journal publishing support program.

A bibliography that highlighted libraries resources was used for the April 17th Wellness Center Safe Zone program. The resources also included audio visual materials from the Teaching and Learning Center.

The Diversity Committee presented a monthly film series that featured various people and issues related to diversity during Fall 2008 and Spring 2009. The committee collected and previewed many films to make choices that fit the theme and workshop time period of less than 1 hour. Outside speakers were often invited to lead the discussion. A variety of brewed

teas was brought in to share to the group. This series was a much enjoyed out-of-pocket expense of the sub-group members.

A librarian is leading the University Archives Student Organizations Planning Project. This project will include providing workshops to student organizations leaders about archives and how their organization can capture and archive historical documents to share with future UNCG students.

The Scholarly Communications Committee was established as a committee of the Faculty Senate. Throughout the year the University Libraries offered outreach workshops to the academic faculty to increase their awareness of open access publishing, institutional repositories and scholarly communication issues. The University Libraries solicited journal articles published by UNCG faculty and posted them on NC DOCKS, an institutional repository platform where peer-reviewed journal articles may be accessed worldwide to aid research and scholarly activities. Since January 2009, the University Libraries have uploaded more than 500 journal articles into NCDOCKS.

The Hodges Special Collections & University Archives Department used restricted monies to fund a researcher while promoting the use of Special Collections / Archives resources. The first award was made (Summer, 2009) to a scholar from the University of California System. He will be conducting his research using the *Girls Books in Series Collection*.

ACTIVITIES RELATED TO PUBLIC/COMMUNITY SERVICE/COMMUNITY ENGAGEMENT

The University Libraries entered into a reciprocal borrowing agreement among the Triad Academic Libraries Association (TALA) members in August 2008. This agreement enhances the research abilities of UNCG students, faculty, and staff because they are now able to borrow not owned or checked-out items directly from the 13 other TALA libraries. This agreement is in addition to a similar one in place among the UNC system libraries.

See Appendix A for information related to this topic.

Updated borrowing agreements were negotiated and implemented with the Guilford County School System, Randolph Community College, and Rockingham Community College. Students, faculty, and staff at these schools have access to the collections of the UNCG libraries in support of their academic and research endeavors.

The University Libraries are distributing business research widgets to members of the local community in an effort to support local economic development.

The local business community was served by a workshop on company and market research at the Annual Piedmont Triad Business Showcase and consultations on market research for Triad businesses attending Exportech, hosted by the U.S. Department of Commerce.

Staff members have given outside consultations for personnel at Davidson Community College, the High Point Museum, and the Junior League of Winston-Salem for starting or preserving an archive.

ACTIVITIES RELATED TO TRANSFORMATIONAL STUDENT EXPERIENCES

The Digital Projects unit hosted two student interns for the Civil Rights Greensboro project. This participation gave them extensive experience scanning and digitizing materials.

Librarians served as liaisons and provided outreach to a number of student groups on campus including living-learning communities, Intercollegiate Athletics, the International Programs Center, Student Success Programs, campus radio station WUAG 103.1, Residential Life, Campus Advisor for a fraternity, and a variety of others.

Library liaisons to academic units conducted over 700 in-depth consultation sessions with individuals or small groups of faculty, graduate students and undergraduates in person, by phone, chat and email.

Reference librarians increased assessment efforts through a pilot project administering a pre-test and post-test for 9 classes through Blackboard, measuring the impact of instruction sessions on information literacy skills.

The University Libraries continued to offer Game Night once per semester, providing informal activity that reaches approximately 300 students per year, working with Active Minds, a student organization.

The Reference and Instructional Services Department, Cataloging Department and Hodges Special Collections & University Archives Department offered internships, including extensive training in reference skills, to library science graduate assistants and department members served in mentoring role by coaching them on preparing vitas and participating in mock interviews and presentations sessions.

ACTIVITIES RELATED TO INTERNATIONALIZATION/ INTERCULTURAL/INCLUSIVITY

Members of the Reference and Instructional Services Department and the Dean of University Libraries attended the National Diversity in Libraries conference and a post-conference workshop on the Diversity Residency experience in October, 2008. They presented papers on collaboration opportunities with the LIS Program surrounding diversity issues.

The University Libraries hosted Tonja Hunter as part of an exchange program with the Association of Southeastern Colleges and Research Libraries (ASERL) and the Historically Black Colleges and Universities Libraries Alliance (HBCU). Ms. Hunter spent two weeks in the Reference and Instructional Services Department, consulting with UNCG librarians and working on projects related to information literacy and low performing first year students and participating in visits to other local academic libraries to discuss their information literacy programs. As part of the exchange, library faculty from UNCG visited her home institution, Lawson State Community College in Birmingham and Bessemer Alabama.

The University Libraries' first Post-MLS Resident Librarian began on July 15, 2008. He has concluded two 4-month rotations in The Reference and Instructional Services Department and in the Cataloging Department. This summer he is completing the 3rd rotation in the Hodges Special Collections & University Archives Department. He also worked 6 hours at the Multicultural Resource Center each week. He plans to work in the Cataloging Department on projects related to both archives and the library collections during his 1-year assignment during 2009-2010. This librarian also planned and moderated a program that featured 3 UNCG African American faculty who authored books during the year. The program was well attended by students.

The Academic and Cultural Enrichment (ACE) Scholars Program was created through a grant funded from the IMLS Laura Bush 21st Century Librarian Program. The project was funded with \$862,000 in June 2008 as a collaboration between the University Libraries, the Department of Library and Information Studies (LIS), and nine participating academic libraries in North Carolina. The Program has recruited and will prepare twelve underrepresented librarians through a two-year MLS degree program at UNCG. The Library Diversity Committee and all libraries faculty are looking forward to assisting where needed. Planning with the partner libraries and publicizing the program to recruit students to apply was the emphasis this year.

The University Libraries hosted two librarians from the Shanghai University of Finance & Economics Library in fall 2008. They conducted their research projects, interacted with

library faculty and staff, exchanged their work experience, shared the best library practices, and presented two sessions on library projects in China. A Planning Team was formed to provide the two librarians with pleasant and positive experience at UNCG. Upon their return to Shanghai, China, they shared their UNCG experience with the librarians at several university libraries in Shanghai who are making inquiries to explore exchange programs with the UNCG Libraries.

The University Libraries hosted the visit of Ms. Zina Sochirca, Director of Information & Library Science Department at the Free International University of Moldova. Ms. Sochirca came to UNCG and discussed a potential grant proposal that would help the Moldovan library to train its librarians and would enhance the use technology at the library. The draft of the grant proposal was shared with the librarians from other participating libraries at UNC- Chapel Hill, UNC- Wilmington, Eastern North Carolina University, and North Carolina State University. Though the group decided to postpone the grant proposal in order that more information about the Moldovan library and its needs would be learned, the visit helped establish the connection between the Moldovan library and UNCG Libraries.

The University Libraries hosted the visit from the U.S. Ambassador (Mr. Asif Chaudrey) and the officers of the Moldovan Embassy (Ministry Counselor Andrei Galbur and First Secretary Iurie Tabuncic) to UNCG in February 2009. It was a wonderful opportunity to increase the visibility of the UNCG Libraries and demonstrate the quality of the Libraries' programs and services to a large audience.

The Assistant Dean for Collections & Technical Services was invited as a Team Leader for a U.S. delegation to China as a part of the *Think Globally, Act Globally Project*, sponsored by the President's Committee on the Arts and the Humanities (PCAH) and Institute of Museum and Library Services (IMLS) in the U.S., and the Ministry of Culture in China, with partnership of University of Illinois, Chinese American Librarians Association, and Library Society of China. It is the first library collaborative program supported by the governments from the two nations. The U.S. Team met with the officials of the Ministry of Culture in Beijing in May 2009, visited the National Library of China, Nanjing Library, and Nanjing Normal University Library, exchanged ideas and best practices with the librarians in China, and gave presentations. The librarian provided five translation sessions and seven presentation sessions on library administration and budget process during the visit in China.

Two other library faculty gave international presentations this year. The Head of the Music Library, spoke at the International Association of Music Libraries/International Musicological Society in Amsterdam on "Nadia Boulanger and Louise Talma: Portrait of a Relationship", and the Reference and Data Services Librarian presented at the International Association for

Social Science Information Service and Technology in Tampere, Finland on “Data Librarians Represent!: Integrating Data Services Into the Social Science Research Process”.

ACTIVITIES RELATED TO TECHNOLOGY

The Electronic Resources and Information Technology Department (ERIT) provided leadership through a variety of initiatives this year. Two cutting-edge national projects, NC DOCKS and the Blackboard Portal, were launched. Journal Finder was sold to WT Cox, which enabled the University Libraries to come out about \$500,000 ahead of where we would have been if we never created Journal Finder. ERIT's Development Team completed all NEH grant tasks related to the Slavery Petitions Project. As part of our state-wide leadership responsibilities, a new and better UNC-system agreement was implemented for Elsevier journals. And, in response to the budget crisis, ERIT renegotiated Carolina Consortium agreements to save member libraries tens of thousands of dollars. ERIT launched and then assessed two new interdepartmental teams for Instructional Technology and for Databases. They lead the implementation of the grant-funded UNC-system WorldCat Local initiative. The University Libraries formally launched the Women Veterans web site in November, 2008. The Digital Projects unit extended their integration into the classroom by creating a website for Dr. Filene's local history class. EBSCO picked up the ERIT-hosted *Journal of Backcountry Studies*. The University Libraries received a \$75,000 grant for Civil Rights Greensboro and are on track to deliver the project as stipulated in the grant. This year ERIT was nationally recognized for its significant contributions to librarianship when it received an IGI Library Technology Excellence award.

In March 2009, the login process for the Renew Items/My Account feature on the Libraries web pages was changed to allow login by UNCG ID number instead of the last 10 digits on the front of the UNCG ID card and the first 4 digits of the UNCG Pin. This change allows UNCG students, faculty, and staff to login to their accounts using a number that they commonly use for other purposes, thus, making it easier for them to login successfully and significantly reducing the number of calls to the Access Services Desk to determine the correct login.

Access Services implemented the use of handheld PDA devices, called PocketCircs, to count the number of items picked up in the building for re-shelve. Instead of bringing picked up items to Access Services to count by scanning the barcodes at a PC with Workflows installed, items are picked up each floor, scanned with the device, the re-shelved directly. This process is less time-consuming and allows for items used in the library to be returned to the shelves more promptly.

In summer 2008, Desk Tracker, a web based data collection and retrieval program, was implemented in the Access Services and Reference and Instructional Services departments and in the Music Library to count public service questions. Questions are counted by entries made into selected categories that allow us to determine not only how many questions are answered, but what types. Desk Tracker provides easy-to-run analysis of this data to determine how many questions are answered per month, week, and by hour of day. This data is used to adjust staffing levels based on activity levels.

A new Resource Scheduler developed by ERIT, used to book the Collaboratories, was implemented in fall 2008. This scheduler is more user friendly for both library users and staff than the previous one.

The University Libraries initiated an e-book experimental project with Coutts, a monographic vendor, to test the vendor's Patron-Selection program on e-books. The vendor uploaded e-books on Computer Science based on the UNCG collection profiles. If the titles was used and downloaded twice, then the item was charged to the University Libraries' account with the vendor. It appears that the UNCG students gradually become comfortable with this type of materials. They are using e-books in certain disciplines such as Computer Science.

ACTIVITIES RELATED TO FACILITIES AND AUXILIARY SERVICES SUPPORT

This year, Jackson Library expanded their 24/5 space to include the entire Tower. Students confirm that it has been a very positive and effective change. In addition, we have renovated and redesigned an alcove in the Reference and Instructional Services Department, using the generous funds given to us by Ms. Brandon Bensley. The area is now called the Julia Cameron Trice Alcove, named after her grandmother, provides an attractive quiet study space for students on the first floor of the building. The space is decorated with posters from the Robert C. Hansen Performing Arts Collection.

Jackson Library completed the much-needed project to replace and refurbish the Tower and original building elevators. We are thrilled that this has been completed—they run smoothly and students are no longer getting trapped.

The Jackson Library Space Assessment Report was completed and the process of creating strategic directions based on report's recommendations began with Lambert Architecture and Interiors. In preparation for renovation work, staff surveyed the third floor of the Main

Library and drew up extensive plans for utilizing this space for further growth and development of University Archives and Manuscripts.

To keep renovation plans going, we locally remodeled or adjusted space considerations for the administrative offices, 5th floor stack space, basement services area and spaces related to implementation of 24/5 services.

ACTIVITIES RELATED TO PUBLIC AND PRIVATE SUPPORT

The University Libraries sold Journal Finder to WT Cox. The University Libraries will receive \$87,000 for this sale during 2009-2011.

Development:

Monies Received: \$192,298

Monies Pledged \$263,585

Total: \$457,952

Gifts of note:

Elaine Penninger \$100,000 current gift annuity and \$250,000 will bequest

Dr. Harold Schiffman and John Perry-Camp \$30,000 preservation fund

Congressman Howard Coble \$10,000

Kay Hagan's papers – not valued

Confidential acquisitions gift fund \$5,000

Stanley Frank Preservation Fund \$7,500

David and Pam Sprinkle \$2,500

Confidential Enrichment Fund \$500

Gifts in Kind:

Papers of the Honorable Howard J. Coble \$6,750

Estate donation of Dr. John Philip Couch \$6,337

Book collection from Mr. Jerome Cushman \$52,500

Performing Arts Collection of Dr. Robert Hansen \$124,170

Book donation from Rabbi Avi Magid \$12,750

Jugtown Pottery Collection from Mrs. Isabelle M. Perry \$500

Wellesz Collection from Dr. Harold Schiffman \$24,226

Music book collection from Mrs. Susan Shoaf \$10,130

It was the second year that the Libraries received \$5,000 of the BB&T fund and purchased about 130 items on the themes proposed by the donor. All materials were received, cataloged, and placed on the shelves of the Reading facilities.

Grants:

\$862,000 IMLS

\$75,000 North Carolina State

ACTIVITIES RELATED TO ADMINISTRATION AND STAFF SUPPORT

The University Libraries completed implementation of career banding for the remainder and majority of the library staff. Additionally, we were able to develop a system to provide equity in SPA salaries, reflecting the changes made in this career banding cycle. The University Libraries used a portion of increased enrollment funds to correct these inequity issues. Additional departments were also restructured based on career banding.

The increased activity and security needs related to the opening of the Tower for 24/5 service, necessitated additional staff. In fall 2008 a vacated position in ERIT was re-purposed as a 9-month 24/5 Assistant and assigned to the Access Services Department.

Training (Getting Past "No") for Libraries' public services staff on dealing with difficult patrons was provided. Graduate students from UNCG's Conflict Resolution Program conducted four sessions.

The University Libraries are designing and developing an intranet to facilitate to library-wide communication and better support library employees.

The University Libraries supported and implemented support of major events throughout the year including international conference for entrepreneurship, Friends Annual Dinner and multiple speaker events drawing on multiple resources, i.e. food, space, travel and marketing.

OTHER SIGNIFICANT ACHIEVEMENTS

Program Recognition

FACULTY: (Represents Fiscal Year 2008 – 2009 Activity)

Appointments:

- ⊙ **Jason Alston**, Diversity Resident, effective July 15, 2008.
- ⊙ **Cathy Griffith**, Interim Head of Access Services, effective July 1, 2008.
- ⊙ **Cathy Griffith**, Assistant Head of Access Services, effective June 30, 2009.
- ⊙ **Kimberly Lutz**, Assistant Director of Communications and External Relations, effective September 2, 2008.
- ⊙ **Beth Filar Williams**, Coordinator of Library Services for Distance Education, effective July 1, 2008.
- ⊙ **Susan Wiesner**, CLIR Postdoctoral Fellow, effective August 18, 2008.

Promotions:

- ⊙ **Michelle Belden**, promoted from SPA – Archivist I to Professional Librarian/ Technical Services Archivist, effective July 14, 2008.

Resignations:

- ⊙ **David Guion**, Music Cataloger, effective June 30, 2009.

Significant Achievements:

Jason Alston

Jason Alston assisted UNCG's Multicultural Resource Center with several undertakings in an attempt to improve the library-related services in the space, including: making purchasing decisions for some of the center's resources, cataloging some of the space's new materials, assisting the MRC's director with a student employee training session, recommending equipment updates for the facility, and consulting with Terry Brandsma to match the MRC's circulation loan periods with those of the University Libraries. Jason also assisted Cataloging with cataloging projects in the Interior Architecture Library, and assisted Special Collections and University Archives by converting some finding aids to Encoded Archival Description and by cataloging some home economics pamphlets in an ongoing Special Collections

project. Jason contributed to the Civil Rights Greensboro project by selecting some documents for digitization and by writing a literature synthesis about the Greensboro sit-in movement. Jason conducted a brief training session teaching University Libraries employees about the benefits of GOBI's "GOBI Peer" feature. Jason also assisted the UNCG's Department of Library and Information Studies by offering input on how to tailor the new ACE Scholarship Initiative to best serve the incoming students; Jason collaborated with LIS faculty and the University Libraries' Diversity Coordinator to select the candidates best suited to receive scholarships through this initiative. Jason delivered a resolution on behalf of the Black Caucus of the American Library Association at the funeral of the BCALA's founder, Dr. E.J. Josey, and offered remarks regarding diversity at a research colloquium for diversity scholars at North Carolina Central University's School of Library and Information Science. Jason spoke about his position with the University Libraries in the Carolina Peacemaker's article, "First diversity resident urges Blacks into library science field".

Rosann Bazirjian

Rosann Bazirjian had an article published in the ACRL Conference Proceedings titled "Replication of the OCLC Perceptions Study: The Experience of Two Academic Libraries". This article was co-authored with Lynn Sutton. She also had another article accepted for publication in College and Research Libraries titled "Library Service Perceptions: A Study of Two Universities", also co-authored with Lynn Sutton. She presented two papers: "The Role of Library Education in Increasing Diversity" at the National Diversity in Libraries Conference, and "Replication of the OCLC Perceptions Study" at the Association of College and Research Libraries Conference. She served as Chair of the University Library Advisory Council (ULAC); a member-at-Large on the ASERL Board (Association of Southeast Research Libraries); and a delegate at OCLC's Global Council.

Tim Bucknall

Tim Bucknall led the Carolina Consortium's 130 schools to a savings of over \$230 million on 70 products. In response to the economic crisis, he renegotiated an additional cost savings for member institutions. He was also a runner-up for the national 2009 Library IGI Technology Excellence Award.

Terry Brandsma

Terry Brandsma served as Chair of the Automation and Networking Committee of the University Libraries Advisory Council's (ULAC) and continues to serve as implementation co-chair of the UNC System Virtual Library Catalog and Resource Sharing Project. This project includes a union catalog for all items held by the libraries of the 17 UNC campuses, a

user-initiated request mechanism, and a rapid delivery system. He also serves as the Assistant Editor for Web Publishing for North Carolina Libraries, the official peer-reviewed publication of the North Carolina Library Association. On campus he served on the Faculty Senate's Academic Computing Committee, the Promotion and Tenure Guidelines Committee, and continues as the Libraries' representative on the Banner Student Users Group. While on the Promotion and Tenure Guidelines Committee he worked on major revision to the University's Promotion and Tenure Guidelines and the Evaluation Guidelines for Promotion and Tenure to incorporate recognition of public scholarship and community engagement. He co-presented and moderated "The Virtual UNC Libraries Catalog, A Preview and Discussion" at the 2008 UNC CAUSE Conference in Greensboro, NC, and presented "Tips and Tricks for Quick System Administration" and moderated the "System Admin (Windows) Sharing Session" at the 2009 CODI/UUGI Joint Conference in Dallas, TX, and presented "Maestro, Musician or Wannabe? Community Building and Sharing for Symphony Users" at the 2009 NC SIRSI User's Group Meeting in High Point, NC.

Betty H. Carter

Betty Carter taught two new classes: FRE 353 and WGS 350. She was a member of the Chancellors Installation Planning Committee. She participated in "A History of Women's Civic Engagement at Bennett and UNCG" sponsored by WGS and chaired by Hepsie Roskelly. She won the Women & Gender Studies Staff Recognition Award. Betty created the University Libraries Research Grant for SCUA, and was involved in the planning and coordination of first SCUA Open House for campus faculty. She also updated the chapter on UNCG history in the UNS 101 textbook.

Mary Jane Conger

Mary Jane Conger, with the help of several members of the Cataloging Dept., organized, cataloged and classified materials located in the Interior Architecture Library. This transformed the room from piles of books and samples into an inviting place. At the same time, it allows their students and others across the campus to discover and have access to the materials. She also set up a practicum opportunity for LIS students in the Cataloging Department. The first student successfully completed a practicum in the first summer session. With Mac Nelson, she taught four sessions of LIS 640: Organizing Library Collections, introducing students to MARC records, AACR2 and Library of Congress Classification. She also continues to chair the Tenure Attainment Recognition Committee and served on ten other library committees. With Marcie Burton, she did a presentation at the North Carolina SIRSI Users' Group Meeting in May 2009 on "The Adventures of Loading Authority and Bib Records."

Richard Cox

Richard Cox has presented six times at five different local, state, and international conferences including: Computers in Libraries 2009; Launch 2009 Annual Conference; UNC CAUSE Conference, Greensboro, North Carolina; 2009 Tri-IT Conference. He was also invited to co-author an article for the Journal of Web Librarianship, which has since been accepted for publication. Richard continued to chair the UNCG Web3 Project Team, as well as serve on numerous committees and working groups, including the Library Web Advisory Committee, various digital projects teams, Blackboard 7.3 Taskforce, Academic Information Technology Professionals Group, Assistive Technology Advisory Board, University Web Developers Group, UNCG Web Oversight Committee, and the Blackboard Technical Team.

Steve Cramer

Steve Cramer has the following title in press: Williamson, N. & Cramer, S. "Enhancing Governmentally-Sponsored Export Trade Promotions through Better Segmentation of the Market of a State's Manufacturing Concerns", International Trade Journal. He gave the following presentations: "*Data Literacy for Reference Librarians; Or, How to Win at Statistical Jeopardy*" at the ACRL National Conference in Seattle, Washington; "*I Love it when a Plan comes together': a Workshop on Creating In-Class Exercises to Support Research Instruction*" at the Library Instruction 2.0 Conference, Chapel Hill, North Carolina. He gave the following economic development workshops: Cramer, S. & Thomas, M. "*Business Information: A Focus on Company & Market Research*" at the Annual Piedmont Triad Business Showcase, Greensboro, North Carolina, and, Cramer, S. & Thomas, M. "Market Research: Resources & Strategies". He gave an invited presentation at Expotech: U.S. Commercial Service, Dept. of Commerce, Greensboro, North Carolina. Steve organized the Business Collections Workshop, Greensboro, North Carolina, parts I & II (fall 2008 and spring 2009). He serves as a negotiator for the Carolina Consortium and is an NCKnows Librarian.

Kathryn Crowe

Kathryn Crowe served on two sub-committees of the University's Strategic Planning Committee - the Collaboration Value Group and the Education and Leadership Work Group. She co-presented "Using Evidence for Space Planning" at the ARL Effective Sustainable Practical Assessment for Libraries with Mike Crumpton and also co-published an article in the Conference Proceedings. She wrote one invited article for Library Columns. With Amy Harris and Mary Krautter she obtained a grant and presented a two-day workshop for faculty, "Curriculum Enhancement with Research and Writing Skills." She chaired the Sally and Alan Cone Fund Committee and served on the Advisory Committee to select the Associate Provost for Planning and Assessment. She chaired ACRL's Heads of Public Services Discussion

Group and served on ALA LLAMA's Using Measurement Data for Library Planning and Assessment Committee and NCLA's Women's Issues in Librarianship Board. She was selected to participate in the ARL Service Quality Evaluation Academy and ACRL's Information Literacy Assessment Immersion.

Mike Crumpton

Mike Crumpton worked this year with the campus Facilities Design and Construction Department as well as contractors, designers and the budget office to move space renovation in a positive direction. From the Space Assessment Report completed last year, goals and objectives, as well as project definitions and budget constraints were developed and addressed for a phase one of space renovation to expand the area needed for additional archives and manuscripts including addressing related building code issues. In addition, Mike oversaw the state funded elevator refurbishment project as well as several special smaller building improvements. He worked with the Human Resources Librarian to complete the rollout of career banding for SPA staff and they also created a benchmark for salaries to solve inequity issues within the organization. With the AD for Public Services, Mike presented and published proceedings at the ARL Assessment Conference in Seattle titled, "Using Evidence for Library Space Planning", as well as wrote or contributed several other pieces regarding the assessment of space. Mike serves as the University Libraries representative to the University's Institutional Effectiveness Committee as well as participates on three working committees with the American Library Association's LLAMA division. Mike also earned his Senior Human Resource Professional certification this year and a certificate from NC State on community college teaching.

Sarah Dorsey

Sarah Dorsey gave two international presentations: "*Louise Talma and the MacDowell Colony: A Saving Grace*". Feminist Theory and Music 10, Greensboro, North Carolina. (she also served as local arrangements chair) and "*Nadia Boulanger and Louise Talma: Portrait of a Relationship*" at the International Association of Music Libraries and International Musicological Society, Amsterdam, Netherlands. She received ITF money for this trip. She presented nationally with a panel group on "*Going Green in the Library: It's Not Just for Contractors*". Inspiration, Innovation, Celebration: An Entrepreneurial Conference for Librarians, Greensboro, North Carolina. She also presented with Michael Crumpton and Beth Filar Williams on "*It's Not Easy Being Green, the Politics and Issues of Establishing a Green Environment*". This was a keynote presentation for The Green Paraprofessional, East Carolina University, Greenville, North Carolina and "*Starting a Sustainability Film Series at Your Library – And Sustaining It!*" also at the Green Paraprofessional, East Carolina University, Greenville, North Carolina. Sarah serves as Co-Chair of the Music Library

Association Bibliography Round Table. She created and serves as Chair of the Green Library Group, and as Chair of the Communication and Outreach Group of the campus Sustainability Committee which includes coordination of the Sustainability Film and Discussion Series. She presented to students of the Film Department fall semester of 2008 and during that presentation a new project was born - a contest for Sustainable Shorts which will occur Spring semester 2010 and presented to Food for Thought during the Spring Semester. Web 2.0 is moving the Music Library into the 21st century just in time – as Sarah worked on the establishment of a chat widget and the Music Library blog to help connect with our patrons.

Bill Finley

Bill Finley served as co-director of the George Herbert Conference at UNCG (October 9-11, 2008), having input into all phases of planning. He also served as the chair of one of the sessions of this conference. He organized a series of book arts events for Spring, 2009: (a) a presentation by Bill Stewart of Vamp & Tramp Books; (b) a panel discussion by area book artists; (c) a demonstration / workshop by local book artist Suzanne Martin; (d) a talk by Don Etherington on his career as a leading conservator; and (e) an exhibit of artists' books; as well as aiding several classes in the area of book arts. Bill facilitated the acquisition and transfer of a large collection of books on book binding from Don Etherington. He also taught an LIS 688 class on Special Collections Librarianship.

Christine Fischer

Christine Fischer co-presented *New "Services" in Technical Services* at the North Carolina Serials Conference, serving on a panel that included Beth Bernhardt. She was chair of the Head of Access Services Search Committee. She organized site visit by six NCCU librarians and staff for demonstration of acquisitions module of library system. She served as Elections Committee Chair for the University Libraries faculty and as Chair of the Faculty Senate Committee on Committees, organizing the election/appointment of unit representatives to University committees as well as the at-large election. She served on the Faculty Senate Scholarly Communications Committee. She served as member of ULAC Approval Plan Team. She has held the position of past president of the North Carolina SIRSIDynix Users' Group and participated in program planning.

Amy Harris

Amy Harris served on the University Teaching and Learning Advisory Committee and Academic Integrity Committee. She also served on the Collection Management Committee, Marketing Committee and Search Committee for First-Year Instruction Coordinator and Reference Librarian, and on the editorial board of MERLOT, a peer-reviewed learning

materials archive. At ALA, Amy served on the Web Committee for ALA's New Members Roundtable and as served as ALA liaison to NCLA's New Members Roundtable. In NCLA, Amy served as a member of the New Members Roundtable Executive Board, as Colleges and Universities representative on the Executive Board of the Reference and Adult Services section of NCLA. Amy gave the following presentations: Kellam, L. & Harris, A. "Survey says! Assessing library instruction through Blackboard". This was presented at the Library Instruction 2.0 Conference, Chapel Hill, North Carolina. She received the following grant with Kathy Crowe and Mary Krautter: "Curriculum enhancement with research and writing". She provided funding through an Advancement of Teaching and Learning Grant to offer a two-day workshop to UNCG faculty to promote greater involvement with research and writing in courses at the University Teaching and Learning Center, UNCG. Amy was accepted into and attended ACRL's Immersion program, a competitive program that focuses on developing information literacy programs, Association of College and Research Libraries. She has published Gaming in academic libraries: Collections, marketing, and information literacy, Chicago: ACRL Publications, co-authored with Scott Rice.

Paul Hessling

Paul Hessling developed and submitted a proposal to the Digital Projects Committee to provide images of the American trade bindings collection through the library catalog by scanning images and using a flexible method to link images and fields in the catalog records. This method would not be limited to bindings but could be used to "push" content (in the form of images) to any scanned and cataloged item. The project was expanded to include a ContentDM database of binding images and information.

Gerald Holmes

Gerald Holmes serves on the Chancellor's University Benefits Committee. He is an elected member of the Executive Board of Black Caucus of the American Library Association (BCALA). He served as Contributing Editor for the BCALA Newsletter. He made two co-presentations to faculty on "Searching for Sponsors", with Charna Howson from the Office of Sponsored Programs. He served on the Department of Library and Information Studies Advisory Committee. He also served on the Department of African American Studies Advisory Committee. He served as Co-Chair of the Program Committee for the 2009 North Carolina Library Association Biennial Conference Planning Committee (Greenville, N.C). As Diversity Coordinator, Gerald serves as Chair of the Diversity Committee, Diversity Coordinator for the Post MLS Diversity Residency Librarian program, and serves as a Co-Principal Investigator for the ACE Scholars program grant to received \$862,014 from the Institute of Museum and Library Services (IMLS) Laura Bush 21st Century Librarian Program. Gerald assisted in the planning for hosting Ms. Tonja Hunter as part of the

ASERL/HBCU Alliance Exchange Program. He applied and was funded by IMLS to attend the week long Academic Library Leadership Institute (June) on the campus of Vanderbilt University in Nashville, TN. He presented a poster session titled, "Ethnic Minority Librarian Recruitment: 2 Programs with 1 Goal!" at the 2009 ALA Annual Conference in Chicago, IL.

Lynda Kellam

Lynda Kellam conducted a workshop with a colleague from the University of Southern California at the Annual Conference for the International Association for Social Science Information Service and Technology (IASSIST) held in Tampere, Finland. While at IASSIST, she was asked to serve on the IASSIST Strategic Planning Committee and the 2010 Conference Planning Committee as Poster Presentation Organizer. She also presented at the Association for College and Research Libraries conference in Seattle, Washington and received travel scholarships from ACRL and the North Carolina State Library Career Enrichment fund. In addition she presented on the Blackboard integration project at the Computers in Libraries 2009 Conference. She is active in the North Carolina Library Association's Government Resources Section as the Secretary-Treasurer and in the American Library Association's Government Documents Round Table on the Education Committee.

Mary Krautter

Mary Krautter was a reviewer for the American Library Association's New Member Roundtable Resume Review Service. Mary served on the Planning Group and Program Committee for the Reference Renaissance Conference held in Denver, Colorado in August 2008. This national conference included approximately 500 public and academic reference librarians from the United States and other countries. Mary also served as a member of the Planning Committee for Inspiration, Innovation, Celebration: An Entrepreneurial Conference for Librarians, an international conference, held at UNCG in May 2009. In November 2008, Mary presented "*General Education and Information Literacy: Partnering with Faculty in Curriculum Reform*" at the Library Instruction 2.0 Conference in Chapel Hill, NC, North Carolina. Also in November 2008, Mary was a member of a panel presentation entitled "*ASERL-HBCU Exchanges*" at Association of Southeastern Research Libraries Membership Meeting held in Atlanta, Georgia. Mary was elected Treasurer of the North Carolina Chapter of Special Libraries Association, beginning her two year term in January 2009, and in that position, serves as a member of the Executive Board of the Chapter. She represented the Chapter at the SLA Leadership Summit held in January 2009 and also attended the SLA annual conference in June 2009. Mary continued to serve as an ex-officio member of UNCG's General Education Council. The Council had an extremely active year, creating and revising new general education learning goals and presenting these to the Faculty Senate and to the general faculty for approval. In preparation for presenting goals, the Council held sessions

gathering feedback on the proposed General Education goals. Mary co-moderated two sessions for the Council, and reported on feedback received during these sessions. She also served on a subcommittee of the Council. In 2008-2009, Mary also served on the University's Faculty Compensation and Undergraduate Research Committees. During 2007-2008, Mary assisted in preparing a successful application for UNCG's participation in a program sponsored by the Association of Southeastern Research Libraries and the Historically Black Colleges and Universities Library Alliance Program. As a result of this application, in July 2008, Mary was one of the UNCG hosts for Tonja Hunter from Lawson State Community College in Alabama and in August 2008, she participated in a visit to Lawson State representing the University of North Carolina at Greensboro Libraries. During the past year, Mary collaborated with Kathy Crowe, Amy Harris and Sara Littlejohn, Director of the Writing Center, in successfully applying for grant funding from the Teaching and Learning Center for a workshop for faculty entitled "Curriculum Enhancement with Writing and Research." This workshop was presented June 9-10, 2009 to 20 participants. Mary was also active in the community during 2008-2009, co-chairing the Membership Committee of the Unitarian Universalist Fellowship of Winston-Salem and serving as a Board Member and Programming Committee Member for Bookmarks Book Festival, Triad area book festival.

Lea Leininger

Lea Leininger co-founded the Breastfeeding Promotion Committee and led the effort to establish a lactation room at UNCG. She also presented posters at the meeting of the Mid-Atlantic Chapter of the Medical Library Association and at the UNCG Breastfeeding and Feminism Symposium.

Kimberly Lutz

Kimberly Lutz was named Co-Chair of the Society of Scholarly Publishing's (SSP) Education Committee, a committee of twenty publishers, consultants, vendors, and librarians. In this role, she was the primary organizer of two all-day seminars and one half-day seminar for SSP: the International Continuum (held in Washington DC), the Librarian Focus Group (held in Washington DC), and Copyright and Licensing in a Digital World (held in Baltimore). As co-chair, she oversees 10 seminars and 9 webinars a year. She received the State Library of North Carolina Career Enrichment grant to attend ACRL in Seattle. She developed the "Friends and Faculty" lecture series to bring relevant faculty research to the community and highlight the University Libraries' role in research. She coordinated successful celebration of Shakespeare's birthday, bringing together student, faculty, community, staff, and many members the University Libraries to read all of Shakespeare's sonnets. She prepared and disseminated a spreadsheet showing the savings realized by each member of the Carolina Consortium. She collaborated with the History Department and Weatherspoon Art Museum

to bring Dr. David Carr to campus. She secured sponsorship of Get Healthy Guilford for “Climb the Stairs” campaign while the elevator was out of order; won recognition for the library as a healthy worksite.

Franklin McKee

Franklin McKee installed and configured ContentDM to support the University Libraries’ Digital Projects initiatives. He worked with Public Services to develop and implement a Laptop Checkout program. He increased the number of Collaborators in Jackson Library from 4 to 9. He designed and oversaw the implementation of an internal network for the Libraries’ server room. He worked with Public Services to design a revise public computing environment to better serve patrons. He served on the Blackboard Transaction Management System implementation group and worked with the ID Center to insure that the Libraries’ public printer and copiers functioned with the new payment system. He upgraded MDID to the latest version. He installed additional space in the Library storage area network (SAN) for use by University Relations Photography Department. He began the process of virtualizing the Libraries’ server environment. This change will result in improved service reliability and reduction in long term costs.

Barry Miller

Barry Miller organized a celebration of journalist Edward R. Murrow during the centennial of his birth in Guilford County that included documentary screenings and presentations. He also coordinated the visit of storyteller and children's book author Carmen Agra Deedy, who appeared under UNCG sponsorship at the BOOKMARKS: the Triad's Festival of Books, as well as on campus, where schoolchildren, UNCG students, faculty and staff, and the general community had the opportunity to hear her. In the spring, Barry arranged a screening of IOUSA, a documentary film about the national debt, and arranged for discussion about it that included a campus appearance by Congressman Howard Coble.

Daniel Nanez

Danny Nanez presented at NCCAUSE and CIL 2009. He also gave several local presentations on topics such as Library 2.0 and NCDOCKS. Danny has also contributed to and completed a variety of programming projects which consist of creating the library’s new Assignment Calculator, and adding additional features to both the IR and the Digital Library on Slavery in America.

Mac Nelson

Mac Nelson published a book review in *Fontes Artis Musicae* (October 2008). He also served on the Program Committee for the 2010 Annual Meeting of the Music OCLC Users' Group (MOUG) and was nominated by a fellow MOUG member as Continuing Education Coordinator on MOUG's Board of Directors. He remained actively involved in the Music Library Association as an MLA mentor for the Conference Mentoring Program (March 2009) and as Co-Coordinator of the Educational Outreach Program (EOP) for the Cataloging Subgroup of the MLA Education Committee. Mac was a member of the Nominating Committee of the Southeast Music Library Association (SEMLA) and provided content and design for "Music in Libraries: Just the Basics Program," a series of workshops presented by SEMLA colleagues on the cataloging of sound and video recordings. Mac co-presented a workshop entitled "Cataloging Sound Recordings" for the North Carolina Library Association (NCLA) (October 2009). At UNCG, Mac continued cataloging materials from the Cello Music Collection housed in the Special Collections Department of the University Libraries. These included scores, manuscripts, and books from the Laszlo Varga Collection, as well as books and sound recordings from the Bernard Greenhouse Collection. He also expanded his professional activities to help coordinate the cataloging of circulating music materials. Additionally, Mac corresponded with potential Cello Collection donors and played a significant role in procuring two distinguished libraries to the Cello Music Collection—the Lev Aronson Collection and the Lubomir Georgiev Collection. He also organized a major oral history project, producing (with videographer Joanna Hay) more than seven hours of video-recorded interviews with Bernard Greenhouse at the eminent cellist's home in Wellfleet, MA. Mac served as Secretary of the Library Faculty and as Chair of the Music Cataloger/Performing Arts Librarian Search Committee. He remained actively involved in library education as guest lecturer in the Library and Information Studies Department, where he taught (with Mary Jane Conger) the subjects of bibliographic description, LC Classification, and MARC record design. Mac served on the University's Advisory Committee on Intercollegiate Athletics (ACIA) and the Faculty Enrollment Management Committee (FEMC). He is President-elect of the UNCG Library and Information Studies Alumni Association.

Nancy Ryckman

Nancy Ryckman is a member of the University's Writing Intensive Committee and in that role has reviewed numerous WI course proposals, handled issues such as appeals concerning mismarked courses and insufficient student WI credits, and attended meetings dealing with the relationship of the WI and SI Committees to the General Education Council. She is a member of the Teaching Resources Center Advisory Committee and the Faculty Grievance Committee which held hearings last fall. She is the Library Liaison for seven academic

departments or programs and she has created and/or maintained over 40 web pages for them. Also she is the Liaison to the Writing and Speaking Centers. She has assisted several of the Library and Information Studies graduate students with resume, cover letter, and interview preparation and participated in a resume workshop for them. She is the mentor for two librarians and assisted others with their curriculum vitae. She has been coordinating the ongoing process of reviewing missing and lost books to determine whether to withdraw or replace them. She has participated in several projects dealing with furniture selection and location including the Reference Alcove project which was dedicated on Feb. 24. She reviews potential new reference books for Sage. She is a member of the Library Elections Committee, Space Planning Committee, Sign Committee, Art Committee, and the Collection Management Committee and various subcommittees. She serves as Chair of the Library Faculty. She chaired the Search Committee for the First-Year Instruction Coordinator and Reference Librarian.

Mark Schumacher

Mark Schumacher published a brief article in Library Columns on his research into the work of Amy Sacker. He also contributed 6 or 7 images to an article in the summer, 2008, issue of Style 1900, on binding design from the period around 1900. He continued to expand, enhance and rework his internationally recognized web site on Sacker. In June, he coordinated, on relatively short notice, a group of orientation sessions for the UNCG SOAR program; originally designed to be 15 tours, it ended up being 23, of which he did 12 tours of Jackson Library. He continued to serve as a faculty advisor to the both the men's and women's Ultimate Frisbee teams, and worked with the International Programs Center to screen UNCG students for study abroad.

Rachel Stinehelfer

Rachel Stinehelfer completed the rollout of the state's career banding program to the SPA staff in the University Libraries and also developed a payroll matrix to develop salary equity amount the same group. She revitalized the staff development committee which in turn produced two successful programs, the internal Open House Program and the Web 2.0 classes for library staff. In addition to the library's Diversity Committee and Diversity Residency Program, Rachel serves on the University's Inclusiveness Committee. Rachel also completed the campus Essential Supervisor Program provide by HRS and attended the TLRN Management Academy in Chapel Hill and the National Diversity Conference in Louisville.

Anne Marie Taber

Anne Marie Taber published a book review on "The Roots of Penderlea: a Memory of a New Deal Homestead Community", by Ann S. Cottle in North Carolina Libraries. She presented a poster, "Current practices and workflows among North Carolina ETD programs," at the ETD 2009 Annual Symposium of the Networked Digital Library of Theses and Dissertations (NDLTD), an international organization (June 10-13, Pittsburgh). She also submitted an entry on Carolina Coronado's poem "Libertad" for a forthcoming reference book, History of Feminist Thought (Greenwood). She represented the University Libraries as a member of two UNCG committees, the Academic Policies and Regulations Committee and the UNCG Sustainability Committee, where she chaired the Grounds Maintenance Working Group. Finally, as a member of the ALA New Members Round Table (NMRT) Student Chapter of the Year Award (SCOTYA) Committee, she participated in selecting the 2009 SCOTYA winner.

Hermann Trojanowski

Hermann Trojanowski guest lectured on the "Early History of UNCG and Campus Ghosts" for sixteen University Studies (UNS) classes with 312 students. He led Historic Campus tours for eighteen UNS classes with 324 UNS students. Hermann also led tours for twenty-one groups of alumni, faculty, parents, staff, students, and visitors with 180 participants. He curated eight exhibits covering topics such as UNCG buildings, installation of the new chancellor, student yearbooks, theatre, and university marshals as well as holiday books and greeting cards. He conducted three oral history interviews for the Carter Women Veterans Historical Project, Preserving Our History: Rotary Club of Greensboro Oral History Project and the two oral history interviews for the UNCG Institutional Memory Collection. Hermann served on the Society of American Archivists Oral History Section Steering Committee and University of North Carolina System Records Managers Committee. He published two articles "A Woman's College Student Takes a Stand by Taking a Seat" and "Preserving Our History: The Rotary Club of Greensboro, North Carolina, Oral History Project." He also published one review of the Web site "Documenting Appalachia." Hermann received the UNCG Staff Star Award on January 21, 2009.

Beth Filar Williams

Beth Filar Williams joined UNCG as the distance education librarian and supervisor of ILL during this past year. She also began her 2 year service as co-chair of the ACRL Distance Learning Section's Bibliography Committee, producing the 5th Bibliography of Library Resources for Distance Learning. On the university level, Beth served on the Provost Online Support Committee, to review current efforts, approaches, and support for on-line teaching and learning at UNCG. She was a committee member for the UNCG Sustainability

Committee, assisting with the monthly film series and as listserv manager. Beth also served as a board member with the Center for Critical Inquiry. Within the library she created and chairs the library's Instruction Technology Team, creating numerous tutorials and podcasts. She also serves on the newly formed Green Library Group, looking for ways to save the library money, be more efficient and green in the process. Beth was invited to present workshops for a few library consortium's around the country, presented at a few conferences in North Carolina - including being a keynote panelist at the NC Paraprofessional Conference - all on the topic of going green @ your library, which included discussions of online resources and tools.

Sha Li Zhang

Sha Li Zhang continues to serve on the UNCG's Textbook Advisory Committee. She chaired the Faculty Senate Budget Committee in 2008-2009. As Project Director/Principal Investigator of the UNCG Academic and Cultural Enrichment (ACE) Scholars Program through a grant of \$860,000 from the Institute of Museum and Library Sciences (IMLS)'s Laura Bush 21st Century Librarian Program, Sha Li devoted much effort and time in carrying out all components of this three-year project. On professional committees within the American Library Association (ALA), Sha Li completed her four-year service on the ALA/AAP (Association of American Publishers) Joint Committee as a member-at-large; one-year term on the International Relations Round Table (IRRT) Mentor/Orientation Committee; one-year term as President for the Chinese American Librarians Association (CALA), and one-year term as Treasurer for the North Carolina Preservation Consortium (NCPC). Sha Li is continuing as ALA's representative to the IFLA's Standing Section Committee on Acquisitions and Collection Development; an editorial board member on OCLC Systems and Services: International Digital Library Perspectives; an editorial board member on Chinese Librarianship: an International Electronic Journal, and a member on the IGI Global's Library Advisory Board. In 2008-2009, Sha Li is serving as ALA's International Relations Round Table Chair. The roundtable consists of more than 1,800 members in U.S. and around the world. In the past year, Sha Li served as an external review panel on assessing library faculty's achievements in tenure and promotion cases. Sha Li is a co-author with Sharon Johnson and Judith Mansfield for "Gifts for the Collections: Guidelines for Libraries", in IFLA Professional Reports, at <http://www.ifla.org/VII/s14/nd1/Profrep112.pdf> Sha Li's article, "Recruiting Content for Institutional Repositories: A Case at the University of North Carolina at Greensboro," appears in 2008 Annual Conference of Library Society of China Proceedings, Chongqing, China, October 2008. She gave a presentation, "Equal Higher Educational Opportunity for All: a Survey on State Legislature Actions for Undocumented Students" at the third National Conference of Reforma, September 2008, in El Paso, Texas. She presented a session on "Volunteering Program through the CALA 21st Century Librarian Seminar Program" at the Annual Conference of the Library Society of China, October 2008, in

Chongqing, China. She gave lectures on "Library Collections and Scholarly Resources at the U.S. Academic Libraries" to the Chinese Librarians Summer Program at the University of Illinois Urbana-Champaign, July 2008. She participated in the continuing education program funded by IMLS with University of Illinois and the Chinese American Librarians Association in Beijing and Nanjing, China in May 2009 and presented lectures on U.S. library funding through legislations. Sha Li's additional publications include "Sawadee: A Lecture Trip to Thailand" in Library Columns, September 2008; "IFLA 2008 Midterm Meeting Report" in ALCTS Newsletter Online (ANO) at <http://www.ala.org/ala/mgrps/divs/alcts/resources/ano/v19/n3/index.cfm> "IFLA 2008 Annual Conference Report" on ALCTS Newsletter Online (ANO), October 2008 at <http://www.ala.org/ala/mgrps/divs/alcts/resources/ano/v19/n4/nws/ifla.cfm>

STAFF: (Represents Fiscal Year 2008 – 2009 Activity)

Recognition:

- ⊙ **Susan Farr**, Documents Manager at Jackson Library, has received the University Libraries Staff Service Award for 2009. The award recognizes and rewards members of the SPA library staff who provide outstanding leadership and service in furthering the accomplishment of the library's mission. Susan has worked in the University Libraries since 1997. In presenting the award, Service Award Committee Chair Carolyn Shankle, likened Susan's work to that of a gardener, knowing how and where to weed to keep a collection strong. The federal documents collection has been weeded, moved and reclassified during Susan's time in the position. "She knows the topography of the collection," Shankle says, "its strengths and weaknesses, and serves as an able guide to all who want to reference it for added wisdom." Farr was also commended for her work on the blog, "In the News" at <http://uncggovinfo.blogspot.com/> The Service Award was established in 1997 by Martha Ransley, long-time Head of the Circulation Department.

Appointments:

- ⊙ **Mary Ann Graham**, University Libraries Technician, effective November 30, 2008.
- ⊙ **Sean Mulligan**, Archives and Records Professional, effective November 24, 2008.

LIBRARY COMMITTEES
2008-2009

ACRL Excellence in Academic Libraries Group

Sha Li Zhang, Convener
Terry Brandsma
Mary Jane Conger
Christine Fischer
Jennifer Motszko
Anne Marie Taber

Administrative Advisory Group

Rosann Bazirjian, Chair
Tim Bucknall
Mary Jane Conger
Kathy Crowe
Mike Crumpton
Stephen Dew
Sarah Dorsey
Bill Finley
Christine Fischer
Cathy Griffith
Gerald Holmes
Mary Krautter
Barry Miller
Melvina Ray-Davis
Audrey Sage (SPA representative)
Rachel Stinehelfer
Sha Li Zhang

American Trade Binding Digital Project

Planning Committee

Michelle Belden
Richard Cox
Bill Finley
Paul Hessling

Assessment Team

Kathy Crowe, Chair
Marcie Burton
Mike Crumpton
Cathy Griffith
Lynda Kellam
Kimberly Lutz
Chad Therrien

Collection Management Committee

Sha Li Zhang, Chair
Beth Bernhardt
Tim Bucknall
Mary Jane Conger
Steve Cramer
Kathy Crowe
Stephen Dew
Sarah Dorsey
Bill Finley
Christine Fischer
Nancy Fogarty
Cathy Griffith
David Guion
Amy Harris Houk
Gerald Holmes
Lea Leininger
Lynda Kellam
Mary Krautter
Nancy Ryckman
Mark Schumacher
Beth Filar Williams

Database Management Team

Beth Bernhardt, Chair
Steve Cramer
Lynda Kellam

Digital Projects Priorities Team

Tim Bucknall, Chair
Mary Jane Conger
Bill Finley
Cat McDowell

Disaster Preparedness and Safety Committee

Carolyn Shankle, Chair
Bob Clair
Lynn Harris
Ted Hunter
Lynda Kellam
Franklin McKee
Katherine Nunnally
Amy Smith
Sha Li Zhang

Display Committee

Audrey Sage, Chair
Robin Paschal, Co-Chair
Lynn Harris
Clara Kelly
Hermann Trojanowski

Diversity Residency Advisory Comm.

Mike Crumpton, Chair
Anthony Chow
Gerald Holmes
Rachel Stinehelfer

Diversity Committee

Gerald Holmes, Chair
Jason Alston
Michelle Belden
Michael Ingram
Stacey Krim
Melvina Ray-Davis
Rachel Stinehelfer
Anne Marie Taber
Cindy Zaruba
Hannah Winkler, ex-officio web master

Election Committee

Christine Fischer, Chair
Nancy Ryckman

Electronic Resources Subcommittee

Tim Bucknall, Chair
Stephen Dew
Mary Krautter

Entrepreneurial Conference Planning Committee

Rosann Bazirjian
Mike Crumpton
Mary Krautter
Kimberly Lutz
Barry Miller

Government Documents Task Force

Lynda Kellam, Chair
Terry Brandsma
Mary Jane Conger
Stephen Dew
Susan Farr

Grab a Book, Take a Look Committee

Susan Hendrickson
Audrey Sage

Grants Oversight Committee

Mike Crumpton, Chair
Betty Carter
Cat McDowell
Karen Ward
Sha Li Zhang

Green Library Group

Sarah Dorsey, Chair
Mike Crumpton
Kimberly Lutz
Ann Perdue
Carolyn Shankle
Kathy Shore
Rachel Stinehelfer
Beth Filar Williams

Institutional Repository Workflow Team

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Mary Jane Conger
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I. COLLECTION / RESOURCES	7/1/2008	6/30/2009	Change
A. BOOKS, SERIALS BACKFILES, OTHER (DOCS)			
1. Paper volumes (total)	<u>1,154,696</u>	<u>1,149,126</u>	(5,570)
2. Paper volumes added (gross)	<u>25,531</u>	<u>21,744</u>	(3,787)
3. Paper volumes withdrawn	<u>3,753</u>	<u>27,314</u>	23,561
4. Paper volumes added (net)	<u>21,778</u>	<u>-5,570</u>	(27,348)
5. Monographic volumes purchased	<u>20,282</u>	<u>17,887</u>	(2,395)
6. Paper titles (total)	<u>819,102</u>	<u>828,601</u>	9,499
7. Paper titles added (gross)	<u>20,576</u>	<u>17,530</u>	(3,046)
8. Paper titles added (net)	<u>18,779</u>	<u>9,499</u>	(9,280)
9. Microform units (total)	<u>326,265</u>	<u>327,083</u>	818
10. Microform units added (gross)	<u>520</u>	<u>1,088</u>	568
11. Microform units added (net)	<u>-856</u>	<u>818</u>	1,674
12. Microform titles added (net)	<u>69</u>	<u>-26</u>	(95)
13. Microform titles (total)	<u>63,850</u>	<u>63,824</u>	(26)
14. Electronic book titles added to catalog (net, this year only)	<u>1,459</u>	<u>2,975</u>	1,516
15. Electronic book titles catalogued (gross total)	<u>310,427</u>	<u>313,402</u>	2,975
16. Electronic serials catalogued (total)	<u>25,241</u>	<u>27,327</u>	2,086
17. Electronic serials added to catalog (net, this year only)	<u>2,715</u>	<u>2,086</u>	(629)
18. Web sites catalogued (total)	<u>12,542</u>	<u>17,928</u>	5,386
19. Web sites added to catalog (net, this year only)	<u>8,714</u>	<u>5,386</u>	(3,328)
B. GOVERNMENT DOCUMENTS			
1. Paper			
a. Documents (total)	<u>224,052</u>	<u>223,796</u>	(256)
b. Documents added (gross)	<u>1,692</u>	<u>2,021</u>	329
c. Documents added (net)	<u>-36,515</u>	<u>-256</u>	36,259
d. Document titles (total)	<u>133,993</u>	<u>133,839</u>	(154)
e. Document titles added (net)	<u>-21,910</u>	<u>-154</u>	21,756
2. Microforms			
a. Microforms (total)	<u>384,096</u>	<u>387,629</u>	3,533
b. Microforms added (gross)	<u>3,799</u>	<u>4,832</u>	1,033
c. Microforms added (net pieces)	<u>654</u>	<u>3533</u>	2,879
d. Microform titles (total)	<u>242,745</u>	<u>243,941</u>	1,196
e. Microform titles added (net)	<u>-10,139</u>	<u>1,196</u>	11,335
3. Electronic Documents			
a. Electronic Documents (total pieces)	<u>2,966</u>	<u>3,043</u>	77
b. Electronic Documents (titles)	<u>2,642</u>	<u>2,712</u>	70
4. Serials in Documents (included above)	<u>3,920</u>	<u>3,940</u>	20
TOTAL DOCUMENTS (UNITS)	<u>611,114</u>	<u>614,468</u>	3,354
TOTAL DOCUMENTS (TITLES)	<u>379,380</u>	<u>380,492</u>	1,112
TOTAL BOOKS AND DOCUMENTS	<u>2,076,237</u>	<u>2,076,996</u>	759

COLLECTION / RESOURCES (cont.)

7/1/2008 6/30/2009 Change

C. SERIALS (periodicals and continuations)

1. Paper and microform serials (total)	<u>2,701</u>	<u>2,406</u>	(295)
2. Paid subscriptions	<u>2,632</u>	<u>2,328</u>	(304)
3. Gift subscriptions	<u>69</u>	<u>78</u>	9
4. Paper and microform serials added (gross)	<u>30</u>	<u>20</u>	(10)
5. Paper and microform serials added (net)	<u>-874</u>	<u>-139</u>	735
6. Subscription databases & CDROMS (paid and unpaid)	<u>178</u>	<u>726</u>	548
TOTAL SUBSCRIPTIONS	<u>2,879</u>	<u>3,132</u>	253
7. Number of current serials purchased ⁽ⁱ⁾		<u>4,022</u>	<u>4,022</u>
a. Electronic (deduplicated)		<u>1,694</u>	<u>1,694</u>
b. Print (and other non-electronic format) serials purchased		<u>2,328</u>	<u>2,328</u>
8. Number of current serials received but not purchased ⁽ⁱ⁾			
a. Consortial ⁽ⁱⁱ⁾		<u>9,908</u>	<u>9,908</u>
b. Freely accessible ⁽ⁱⁱⁱ⁾		<u>13,878</u>	<u>13,878</u>
c. Print (Exchanges, gifts, etc.)		<u>78</u>	<u>78</u>
d. Government documents ^(vii)		<u>4,084</u>	<u>4,084</u>
TOTAL SERIALS RECEIVED			

D. COMPUTER FILES [NOT books or serials]

1. Computer files (total)	<u>617</u>	<u>638</u>	21
2. Computer files added	<u>21</u>	<u>21</u>	0
3. Institutional Repository items (NC DOCKS) ⁽ⁱ⁾		<u>1,587</u>	1,587

E. DIGITAL COLLECTIONS

1. The number of collections	<u>12</u>	<u>15</u>	3
2. The size (in gigabytes) of library digital collections	<u>240</u>	<u>500</u>	260
3. The items in library digital collections	<u>7000</u>	<u>12,000</u>	5,000
4. The number of document views ^{(i)(v)}		<u>483,419</u>	<u>483,419</u>
5. The number of visitors ^{(i)(v)}		<u>94,340</u>	<u>94,340</u>
6. Number of official projects completed ⁽ⁱ⁾		<u>5</u>	<u>5</u>
7. Number of master digital image/text files created ⁽ⁱ⁾		<u>11,200</u>	<u>11,200</u>
8. Size (in gigabytes) of master digital image/text files created ⁽ⁱ⁾		<u>225</u>	<u>225</u>
9. Number of master digital image/text files available online ⁽ⁱ⁾		<u>5,100</u>	<u>5,100</u>
10. Number of master audio/visual files created ⁽ⁱ⁾		<u>490</u>	<u>490</u>
11. Size (in gigabytes) of master digital audio/visual files created ⁽ⁱ⁾		<u>110</u>	<u>110</u>
12. Total number of archived files ⁽ⁱ⁾		<u>26,500</u>	<u>26,500</u>
13. Size (in terabytes) of total archived files ⁽ⁱ⁾		0.98	0.98

COLLECTION / RESOURCES (cont.)	7/1/2008	6/30/2009	Change
F. AUDIOVISUAL UNITS			
1. Audiovisual units (total)	<u>41,776</u>	<u>45,112</u>	3,336
a. Audio	<u>16,479</u>	<u>18,052</u>	1,573
b. Film / Video	<u>10,594</u>	<u>10,119</u>	(475)
c. Graphic (pictures and slides)	<u>10,283</u>	<u>10,283</u>	0
d. Maps ^(IV)	<u>1382</u>	<u>1,902</u>	520
e. DVD's / Laserdiscs	<u>4,668</u>	<u>6,392</u>	1,724
2. Audiovisual units added (net)	<u>6,287</u>	<u>3,070</u>	(3,217)
3. Audiovisual titles (total)	<u>25,747</u>	<u>28,354</u>	2,607
a. Audio	<u>11,724</u>	<u>13,458</u>	1,734
b. Film / Video	<u>9,700</u>	<u>9,280</u>	(420)
c. Graphics and posters	<u>431</u>	<u>431</u>	0
d. DVD's / Laserdiscs	<u>3,892</u>	<u>5,185</u>	1,293
4. Audiovisual titles added (net)	<u>5,416</u>	<u>2,607</u>	(2,809)
5. Other formats (realia, artifacts, puzzles, kits, etc.) ^(IV)	<u>1,588</u>	<u>263</u>	(1,325)
6. Other formats unit added (net)	<u>674</u>	<u>577</u>	(97)
7. Other formats titles (total)	<u>1,538</u>	<u>2,059</u>	521
8. Other formats titles added (net) ^(IV)	<u>661</u>	<u>1</u>	(660)
G. MANUSCRIPT AND ARCHIVES (linear ft.)			
1. Non-University (linear feet)	<u>1,108.52</u>	<u>1,205.32</u>	96.80
2. University (linear feet)	<u>1,495.30</u>	<u>1,520.60</u>	25.30
3. Other (items) ^(VI)	<u>98,284.00</u>	<u>98,306.30</u>	22.30
H. MONOGRAPHS			
1. Book titles received (firm)	<u>9,058</u>	<u>9,164</u>	106
2. Book titles received (approval)	<u>7,296</u>	<u>6,806</u>	(490)
3. Book titles received (standing orders)	<u>206</u>	<u>393</u>	187
TOTAL BOOKS RECEIVED	<u>16,560</u>	<u>16,363</u>	(197)
I. PRESERVATION SERVICES			
1. Binding and Repair	<u>3,626</u>	<u>4,010</u>	384
(I) Being tracked for the first time in this year's report			
(II) Titles in NC LIVE databases			
(III) Independent Free titles			
(IV) In previous years, "Maps" was counted together with "Other formats (realia, artifacts, puzzles/kits, posters, maps)" but is now recorded as its own section ("Maps").			
(V) Collections counted in this metric: "Slavery", "Women Veterans Collection", "Civil Rights Greensboro", "Greensboro Voices", and the Institutional Repository			
(VI) Women Veterans Collection			
(VII) 2,658 US + 1,426 NC documents. This is the number of the serials held in documents (whether or not they are current titles or we currently subscribe to them). This number will reflect active serials for subsequent Annual Reports.			

II. LIBRARY SERVICES

7/1/2008 6/30/2009 Change

A. DOCUMENT DELIVERY / INTERLIBRARY LOAN

1. Returnable	<u>3,516</u>	<u>4,169</u>	653
a. Faculty	<u>1,329</u>	<u>1,607</u>	278
b. Graduate	<u>1,676</u>	<u>1,961</u>	285
c. Undergraduate	<u>491</u>	<u>597</u>	106
d. Distance Education	<u>20</u>	<u>4</u>	(16)
2. Non-returnable	<u>2,986</u>	<u>3,147</u>	161
a. Faculty	<u>957</u>	<u>1,338</u>	381
b. Graduate	<u>1,712</u>	<u>1,577</u>	(135)
c. Undergraduate	<u>295</u>	<u>224</u>	(71)
d. Distance Education	<u>22</u>	<u>8</u>	(14)
3. Electronic Document Delivery	<u>443</u>	<u>585</u>	142
TOTAL DOCUMENT DELIVERY / ILL BORROWING	<u>6,945</u>	<u>7,901</u>	956
4. ILL Lending			
a. Returnable	<u>7,154</u>	<u>6,734</u>	(420)
b. Non-returnable	<u>1,570</u>	<u>1,226</u>	(344)
TOTAL DOCUMENT DELIVERY / ILL LENDING	<u>8,724</u>	<u>7,960</u>	(764)

B. CIRCULATION LOANS

1. Total University Libraries Circulations ⁽¹⁾	<u>290,677</u>	<u>332,850</u>	42,173
a. Initial Checkouts	<u>128,339</u>	<u>125,300</u>	(3,039)
b. Reserve Checkouts	<u>29,279</u>	<u>32,430</u>	3,151
c. Renewals	<u>66,230</u>	<u>64,508</u>	(1,722)
d. In-House Use	<u>60,797</u>	<u>52,435</u>	(8,362)
e. Manual/External Transactions ⁽¹⁾	<u>6,032</u>	<u>58,177</u>	52,145
2. Total JACKSON Circulations	<u>242,159</u>	<u>287,770</u>	45,611
a. Initial Checkouts	<u>105,119</u>	<u>102,645</u>	(2,474)
b. Reserve Checkouts	<u>16,893</u>	<u>23,198</u>	6,305
c. Renewals	<u>59,629</u>	<u>58,163</u>	(1,466)
d. In-House Use	<u>54,486</u>	<u>45,587</u>	(8,899)
e. Manual/External Transactions ⁽¹⁾	<u>6,032</u>	<u>58,177</u>	52,145
i. Documents	<u>62</u>	<u>43</u>	(19)
ii. Microforms	<u>1,485</u>	<u>1,111</u>	(374)
iii. SCUA	<u>4,485</u>	<u>3,436</u>	(1,049)
iv. E-Books ⁽¹⁾		<u>53,587</u>	<u>53,587</u>
3. Total MUSIC Circulations	<u>48,518</u>	<u>45,080</u>	(3,438)
a. Initial Checkouts	<u>23,220</u>	<u>22,655</u>	(565)
b. Reserve Checkouts	<u>12,386</u>	<u>9,232</u>	(3,154)
c. Renewals	<u>6,601</u>	<u>6,345</u>	(256)
d. In-House Use	<u>6,311</u>	<u>6,848</u>	537

LIBRARY SERVICES (cont.)

	7/1/2008	6/30/2009	Change
4. Selected Circulation Counts by Item Type or Location			
a. AV Materials (total circulation count) ⁽ⁱⁱⁱ⁾	<u>26,549</u>	<u>26,180</u>	(369)
i. Jackson Library AV Materials ⁽ⁱⁱⁱ⁾	<u>9,701</u>	<u>11,628</u>	1,927
ii. Music Library AV Materials ⁽ⁱⁱⁱ⁾	<u>16,848</u>	<u>14,552</u>	(2,296)
b. Storage Circulations	<u>744</u>	<u>639</u>	(105)
c. In-House Use of Books/Stacks (total circulation count)	<u>54,431</u>	<u>47,624</u>	(6,807)
i. Jackson Library	<u>48,136</u>	<u>40,787</u>	(7,349)
ii. Music Library	<u>6,295</u>	<u>6,837</u>	542
d. In-House Use of Bound Serials (total circulation count)	<u>6,366</u>	<u>4,811</u>	(1,555)
i. Jackson Library	<u>6,350</u>	<u>4,800</u>	(1,550)
ii. Music Library	<u>16</u>	<u>11</u>	(5)
5. Usage Data/Borrowing Data (total by demographic on selected categories) ⁽ⁱⁱⁱ⁾			
1. University loans (total)	<u>196,274</u>	<u>201,361</u>	5,087
i. Undergraduate loans	<u>100,672</u>	<u>109,621</u>	8,949
ii. Graduate loans	<u>51,974</u>	<u>50,721</u>	(1,253)
iii. Faculty loans	<u>40,775</u>	<u>38,248</u>	(2,527)
iv. Staff loans	<u>2,853</u>	<u>2,418</u>	(435)
v. Interlink	<u>528</u>	<u>353</u>	(175)
2. Non-university loans (total – all categories)	<u>19,609</u>	<u>19,876</u>	267
i. Institution borrowers			
o UNC System**	<u>2,763</u>	<u>1,655</u>	(1,108)
o Greensboro Consortium/TALA ^(iv)	<u>7,884</u>	<u>3,171</u>	(4,713)
o Community Colleges ^(iv)	<u>1,327</u>	<u>45</u>	(1,282)
o Area Schools	<u>2,531</u>	<u>1,054</u>	(1,477)
o Public Library	<u>156</u>	<u>215</u>	59
ii. FOL loans ^(v)	<u>10,126</u>	<u>11,516</u>	1,390
3. Registered Borrowers (all categories) ^(vi)	<u>43,321</u>	<u>42,496</u>	(825)
i. University borrowers	<u>41,060</u>	<u>40,467</u>	(593)
o Undergraduates	<u>28,429</u>	<u>28,749</u>	320
o Graduates	<u>6,797</u>	<u>5,771</u>	(1,026)
o Faculty	<u>3,525</u>	<u>3,990</u>	465
o Staff	<u>2,309</u>	<u>1,957</u>	(352)
ii. Non-University borrowers	<u>2,063</u>	<u>2,029</u>	(34)
o Friends of the Library	<u>536</u>	<u>496</u>	(40)
o Area School borrowers	<u>148</u>	<u>132</u>	(16)
o Area College and University borrowers	<u>950</u>	<u>833</u>	(117)
o Other	<u>429</u>	<u>568</u>	139

LIBRARY SERVICES (cont.)	7/1/2008	6/30/2009	Change
C. ACCESS			
1. Web Page views ^(VII)	<u>23,862,074</u>	<u>13,353,296</u>	(10,508,778)
a. In Library (%)	<u>41.10%</u>	<u>21.90%</u>	(19.20%)
b. On-campus (%)	<u>11.50%</u>	<u>19.90%</u>	8.40%
c. Off-campus (%)	<u>47.40%</u>	<u>58.20%</u>	10.80%
2. Database Sessions	<u>808,470</u>	<u>750,142</u>	(58,328)
a. In Library (%)	<u>19.30%</u>	<u>14.00%</u>	(5.30%)
b. On-campus (%)	<u>24.70%</u>	<u>17.10%</u>	(7.60%)
c. Off-campus (%)	<u>56.00%</u>	<u>58.90%</u>	2.90%
3. Electronic journals (total #)	<u>33,557</u>	<u>35,892</u>	2,335
4. Number of public workstations	<u>116</u>	<u>176</u>	60
D. RESERVES			
1. Number of reserve lists	<u>677</u>	<u>601</u>	(76)
2. Number of items on reserve	<u>11,558</u>	<u>9,712</u>	(1,846)
a. Items on traditional reserve	<u>2,953</u>	<u>2,423</u>	(530)
b. Items on e-reserve	<u>8,605</u>	<u>7,289</u>	(1,316)
E. PUBLIC SERVICE QUESTIONS			
Number of reference transactions total ^(VIII)	<u>84,794</u>	<u>65,089</u>	(19,705)
1. Face to face reference transactions	<u>83,213</u>	<u>60,716</u>	(22,497)
2. Virtual reference transactions (E-mail, IM, Chat, Phone, etc.)	<u>1,581</u>	<u>4,373</u>	2,792
F. INFORMATION SERVICES TO GROUPS			
1. Classes / Presentations	<u>575</u>	<u>519</u>	(56)
a. Individuals attending	<u>12,975</u>	<u>9,832</u>	(3,143)
b. Contact hours	<u>13,214.25</u>	<u>10,575</u>	(2,640)
2. Consultations	<u>583</u>	<u>360</u>	(223)
a. Individuals attending	<u>1,089</u>	<u>164</u>	(925)
b. Contact hours	<u>950</u>	<u>231</u>	(720)
3. Training sessions	<u>43</u>	<u>28</u>	(15)
a. Individuals attending	<u>290</u>	<u>256</u>	(34)
b. Contact hours	<u>224.5</u>	<u>466.3</u>	241.8
4. Faculty training	<u>47</u>	<u>11</u>	(36)
a. Individuals attending	<u>168</u>	<u>83</u>	(85)
b. Contact hours	<u>185</u>	<u>297</u>	112
G. GATE COUNT TOTAL	<u>1,070,854</u>	<u>1,117,289</u>	46,435
1. Jackson Library	<u>924,268</u>	<u>977,653</u>	53,385
2. Music Division	<u>146,586</u>	<u>139,636</u>	(6,950)

LIBRARY SERVICES (cont.)	7/1/2008	6/30/2009	Change
H. STAFF (FTE = 40 hours per week)			
1. Professional staff, FTE.	<u>39.5</u>	<u>37.5</u>	(2.0)
2. Support staff, FTE.	<u>52.5</u>	<u>54.5</u>	2.0
3. Student assistant, FTE. (Federal)	<u>36</u>	<u>56</u>	20.0
4. Student assistant, FTE. (Departmental)	<u>72</u>	<u>59</u>	(13.0)
5. Student assistant, FTE. (total)	<u>108</u>	<u>115</u>	7.0
6. Number of staffed service points	<u>2</u>	<u>6</u>	4.0
7. Number of weekly public service hours	<u>123</u>	<u>144</u>	21.0

(I) E-books are counted for the first time this year.

(II) This figure includes laptop checkouts (3,256) which began 9/4/2008. Also of note, we ceased lending headsets, of which charges were included in this statistic, to non-UNCG students, faculty, and staff in 1/2009.

(III) Statistics include Access Services, Documents, except Microtext, and Music.

(IV) Prior to this year, stats were counted for users in the Greensboro Consortium which was replaced by TALA in August 2009. The consortium consisted of Greensboro College, Guilford College, Elon University and Law School, High Point University and Bennett College. This year stats are reported for the TALA schools.

- TALA includes 3 additional UNC system schools: NCA&T, WSSU, and NCSA. Stats for these schools are reported under the UNC System. If they were reported under TALA the total loans would be 4,598.
- TALA includes 3 Community Colleges...Alamance CC, Forsyth Tech CC, Guilford Tech CC. Previously these stats were reported as Community Colleges; they are now reported with TALA.
- Community College stats are now comprised of those from Davidson County CC, Randolph Tech CC, and Rockingham CC. If the 3 community colleges in TALA were reported under Community Colleges, the total loans would be 388.

(V) The increase in loans made to FOL vs. the decrease in UNC and TALA users may be attributed to the availability of online renewal for FOL. Some UNC and TALA users are opt to join FOL to obtain online renewal privileges.

(VI) The patron database was purged in Summer 2008 of all patrons whose accounts expired 7/1/2008 or earlier with no current bills or checkouts. A total of 15,644 patrons were purged.

(VII) Several factors played into this statistic appearing much lower than the previous year.

- * When JournalFinder was transferred to WT Cox's server, an estimated 4,000,000 hits went with it.
- * Approximately 3,000,000 hits from last years statistics were due to a "double count" issue with the way a certain file was being used. The web site redesign corrected this miscounting issue.
- * Conversion of nearly all public access computers to require UNCG logins significantly reduced the number Of page views of the Library's website home page.

(VIII) Began using online DeskTracker to record stats 7/1/2008. Previously, stats were taken manually. Stats are adjusted for Fall 2008 to accommodate for extreme over-reporting.

*** Due to the budget shortfall, spending was limited to exceptions only after April 9, 2009.**

**FINANCIAL STATEMENT OF EXPENDITURES
2008-2009**

<u>From State Funds</u>	<u>6/30/07</u>	<u>6/30/08</u>	<u>6/30/09</u>
Salaries			
EPA Academic (Exempt from State Personnel Act)	\$1,920,082	\$2,283,163	\$2,587,343
Employee on Loan	3,000	750	750
SPA Support (Subject to State Personnel Act)	1,731,341	1,767,150	1,959,918
Longevity Pay, Holiday and Shift Pay	39,704	40,748	41,517
Fringe Benefits Contributions, includes Worker's Compensation	916,470	1,022,874	1,156,893
Wages (Student)	290,019	247,889	285,714
Wages (Temporary Personnel)	8,736	13,542	48,502
Contracted Services	0	0	0
<i>Total Salary from State Funds</i>	<u>\$4,909,352</u>	<u>\$5,376,116</u>	<u>\$6,080,637</u>
Office Supplies, Furniture, Computer Supplies & Equipment, Educational Supplies, Vehicle Replacement Parts, General Administration Supplies, Security/Safety Supplies, Data Processing Supplies, Other Supplies	\$361,788	\$215,771	\$141,550
Current Services – Includes Communications, Postage, Printing and Binding, Repairs, Advertising, Employee Tuition, Office Moving Expenses, Honorariums, Photographic Services, Lawn and Ground Services, Other Current Services	149,109	134,301	100,627
Travel	84,470	119,516	78,824
Fixed Charges – Includes Rental, Maintenance Contracts, Institutional and Membership Dues, Licenses and Permit Costs, Periodicals and Subscriptions, Other Administrative	108,958	110,345	104,930
Capital Outlay – Includes Server Purchases, Office Equipment, Non-Wan DP Equipment, Other Equipment	52,573	206,719	24,269
Other Library Expenditures	1,958,502	795,191	0
Library Books, Journals, Serials and Subscriptions	4,519,950	2,620,981	2,770,332
<i>Total Expenditures from State Funds</i>	<u>\$7,235,535</u>	<u>\$4,202,824</u>	<u>\$3,220,532</u>
<u>From Federal Funds</u>			
Student Work-Study Wages	\$ 50,341	\$ 91,638	\$ 74,725
<i>Total Expenditures from Federal Funds</i>	<u>\$ 50,341</u>	<u>\$ 91,638</u>	<u>\$ 74,725</u>
<u>From Special Funds</u>			
Friends of the Library	\$ 56,574	\$ 59,505	\$ 65,421
Brace Gove	0	25,000	0
Special Collections Endowment (Quasi)	9,784	62,971	32,393
Chauncey Williams	454	538	0
Kellenberger	575	4,494	9,494
Library Director Discretionary Fund	5,789	3,642	2,896
Photocopy Account	0	0	0
Other Accounts	15,278	26,651	48,352
<i>Total Expenditures from Special Funds</i>	<u>\$ 88,454</u>	<u>\$ 182,801</u>	<u>\$ 158,556</u>
TOTAL EXPENDITURES FROM ALL SOURCES	<u>\$12,240,793</u>	<u>\$9,811,046</u>	<u>\$9,534,450</u>

APPENDIX A

1) Name of the activity/program	2) Name of the community partner	3) Name of the Institutional partner
Carolina Consortium	Educational institutions in NC and SC; institutions in the Carolina Consortium had 230,000,000 in cost avoidance for 130 schools	
Friends of the UNCG Libraries Annual Dinner (with Stephen Dubner, author of Freakonomics)	Friends of the UNCG Libraries	
Edward R. Murrow Centennial Celebration	Friends of the UNCG Libraries, NC Dept. of Transportation, Edward R. Murrow Golden K. Kiwanis Club, Greensboro Historical Museum	History Department, Center for New North Carolinians
Jim Schlosser/Howard Covington Presentation and book signing	Friends of the UNCG Libraries, Greensboro Historical Museum	
Cool Jazz Family Day with Carole Boston Weatherford	Friends of the UNCG Libraries	Weatherspoon Art Museum, School of Music Jazz Studies Program
Friends and Faculty Lecture: Lin Buettner	Friends of the UNCG Libraries	Gerontology Program
Friends of the UNCG Libraries Book Discussion Group (5 sessions)	Friends of the UNCG Libraries	
Carmen Deedy - Children's Book Author/Storyteller Visit to Triad	BOOKMARKS Book Festival, Friends of the UNCG Libraries	School of Education, Dept. of Curriculum & Instruction, Cora Paul Bomar Fund of the Library and Information Studies Department, Center for Creative Writing in the Arts
Appearance and booksigning with Ashanti White - UNCG alumna & author	Greensboro Public Library	African American Studies
Lecture by Dr. David Carr, UNC Chapel Hill - "Cultural Institutions and Progressive Reciprocity"	Greensboro Public Library, Greensboro Historical Museum	Weatherspoon Museum, History Department (Public History program)
Lecture by John Unsworth		College of Arts & Sciences
Lecture and workshop by Jeffrey DiLeo - Cross Disciplinary Writing and Publishing		Center for Critical Inquiry

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Obtained grant to conduct Frontline/World Entrepreneurs Film Program to screen films on social entrepreneurship and have a discussion on October 8, 2009	American Library Association, community groups involved in social entrepreneurship	Library and Information Studies Department; Political Science Department; BELL
Workshop on Oral History and research protocols		Office of Research Compliance, History Department
Screenings of IOUSA film	Office of Rep. Howard Coble, Friends of the UNCG Libraries	Department of Economics, Department of Broadcasting
Shakespeare's Birthday Celebration	Friends of the UNCG Libraries	Departments of English, Theatre, and others
Innovation, Inspiration, Celebration: An Entrepreneurial Conference for Librarians	Wake Forest University	
Harold Schiffman Recognition Event	Harold Schiffman, Friends of the UNCG Libraries	School of Music
Don Etherington Recognition Event	Don Etherington, Friends of the UNCG Libraries	Art Department
Brandon Bensley Recognition Event	Family of Brandon Bensley, Friends of the UNCG Libraries	Department of Library and Information Studies
Exhibits of paintings by Garland Gooden and Mark Stephenson	Guests of the artists	
LIS/University Libraries Lecture Series, 2 events: Michael Stephens and Katherine de la Pena McCook	Area librarians and alumni	Department of Library and Information Studies
George Herbert's Travels: International Print and Cultural Legacies, an international conference	Class of 1952	Departments of English and History, the Center for Creative Writing, the MFA Writing Program, and the Atlantic World Research Network
Developed and implemented reciprocal borrowing agreement among 13 area academic libraries.	Triad Academic Library Association (TALA)	
Renegotiated borrowing agreements allowing students, faculty, & staff to use the University Libraries.	Guilford County School System, Rockingham Community College	
Cox, R. & Nanez, D. (2009). Content Collage: Institutional Repositories. Presented at Computers in Libraries 2009, Washington, District of Columbia.	Computers in Libraries	

1) Name of the activity/program	2) Name of the community partner	3) Name of the Institutional partner
Cox, R. & Kellam, L. (2009, March). Customized Content Portals. Presented at Computers in Libraries 2009, Washington, District of Columbia.	Computers in Libraries	
Cox, R. & Kellam, L. (2009). Outreach & Personalization. Invited presentation at Launc-ch 2009 Annual Conference, Chapel Hill, North Carolina.	UNC Chapel Hill Laun-CH	
Cox, R. (2008). Delivering a Service-Oriented Architecture within a Course Management System. Presented at UNC CAUSE Conference, Greensboro, North Carolina.	UNC CAUSE	
Cox, R. & Kellam, L. (2008). Customizing Blackboard. Invited presentation at UNC Teaching and Learning with Technology, Greensboro, North Carolina.	UNC Teaching and Learning with Technology	
Data Librarians Represent! Integrating Data Services into the Social Science Research Process.	International Association for Social Science Information Service and Technology, University of Southern California	
Customized Content Portals	Computers in Libraries	
Get it while it's hot: Developing data services in the academic library	ACRL National Conference, Western Carolina University & The Clarement Colleges	
Survey Says?: Assessing library instruction through Blackboard	Library Instruction 2.0 Conference	
Outreach and Personalization: UNCG's Approach	Librarians' Association at UNC-Chapel Hill Spring Conference	
Customizing Blackboard	UNC Teaching and Learning with Technology	
Progress Update: UNCG University Libraries 'Library Resources' Tool.	Triangle/Triad Instructional Technology Meeting	
Web 2.0 and you!	Alamance Community College	
High Tech/Low Cost Solutions for Libraries	North Carolina Library Association, Technology and Trends Roundtable, Wake Forest University	
Hosted HBCU/ASERL Alliance Exchange Librarian	Association of Southeastern Research Libraries - Historically Black Colleges and University Alliance Exchange Program, Lawson State Community College	

1) Name of the activity/program	2) Name of the community partner	3) Name of the Institutional partner
"Highlights of the ASERL-HBCU Library Exchange Program: UNCG's Experience." Birmingham, AL., Lawson State Community College, August 28, 2008. (Author and Presenter)	Lawson State Community College	
"The Role of the Library Education in Increasing Diversity," National Diversity in Libraries Conference: Spectrum of the Future, Louisville, Kentucky, October 2, 2008. (Author and Presenter)	Diversity in Libraries Conference	
"Replication of the OCLC Perceptions Study: The Experience of Tow Academic Libraries," Contributed Paper: ACRL, Association of College and Research Libraries, Seattle, Washington, March 14, 2009. (Co-author and co-presenter)	ACRL	
Copyright and Licensing in a Digital World: New Challenges, New Forms (organizer)	Society of Scholarly Publishing	
Librarian Focus Group in DC (organizer)	Society of Scholarly Publishing	
ACE Scholars Program Collaborating with Libraries to Recruit and Prepare Ethnic Minority Librarians for the 21 Century	Institute of Museum and Library Studies (granting institution)	Library and Information Studies Department
Poster Session on ACE Scholars Program	ACRL	LIS
As a member of the committee, I recruited 2 speakers for the Society of American Archivists Oral History Section's meeting to be held in Austin, Texas in August 2009	Society of American Archivists Oral History Steering Committee	
Consulted with the Junior League of Winston-Salem about preserving their records	Junior League of Winston-Salem, North Carolina	
Led a 60-minute historic campus walking tour for 2 faculty & 1 HBCU/ASERL exchange librarian	HBCU/ASERL	
Led a 105-minute historic campus walking tour for 6 members of the Piedmont Hiking & Outing Club	Piedmont Hiking & Outing Club	
90-minute historic campus walking tour for 45 parents during Family Weekend	Parents and families of UNCG students	UNCG Office of Orientation & Family Programs
45-minute historic campus walking tour for 25 Claxton Elementary School students & 1 teacher	Claxton Elementary School	

1) Name of the activity/program	2) Name of the community partner	3) Name of the Institutional partner
Three 60-minute historic campus golf cart tours for 11 UNCG alumni during Alumni Reunion weekend	Alumni	UNCG Alumni Association
Led 45-minute historic campus golf cart tour for Deveopment Officer Linda Burr and 2 major donors	donors	UNCG Development Office
Exhibit of WVHP Materials for Memorial Day Commemorative Event	VFW Post 9100 and American Legion Post 6, Chapel Hill, NC	Women Veterans Historical Project
Women's History Month Celebration	XVIII Airborne Corps and Fort Bragg, Fayetteville, NC	Women Veterans Historical Project
The 10th Anniversary Women Veterans Luncheon of the Betty H. Carter Women Veterans Historical Project, approximately 160 people, including 74 veterans, attended the luncheon. The keynote speaker was UNC-G alumna Lieutenant Colonel Kathryn T. Wirkus, U.S. Air Force, Retired. I also brought in the Air Force ROTC Honor Guard from North Carolina A&T University to present the colors, as well as a swing band and swing dancers to perform.	UNCG alumni, veterans groups	Women Veterans Historical Project
Exhibit and presentation about Women Military Dietitians	College Place Methodist Church, Greensboro, NC	Women Veterans Historical Project
Exhibit of WVHP Materials for Memorial Day Commemorative Event	VFW Post 9100 and American Legion Post 6, Chapel Hill, NC	Women Veterans Historical Project
Exhibit of WVHP Materials for Women's History Month Celebration	XVIII Airborne Corps and Fort Bragg, Fayetteville, NC	Women Veterans Historical Project
Advisory Member for NEH Grant for the documentary project: "Homefront Heroes: WAVES in World War II. "	Miami University, Oxford, OH	Women Veterans Historical Project
NC SIRSI Users' Group Meeting	Libraries in NC, SIRSI (library software vendor)	
Consultant for renewal of a church library	First Christian Church, Greensboro	
"Artists' Books Today": A Panel Discussion	Area book artists	UNCG Art Department
"Trends in Artists' Books"	Bill Stewart, Vamp & Tramp Books	UNCG Art Department
"Reminiscences of Sixty Years with Books" Don Etherington	Book collectors, book binders, preservation professionals	UNCG Art Department
Calligraphy with Pat Levitin	Pat Levitin	
Presentation on Women Veterans Historical Project	Murrow Kiwanis Club, Guilford College	
Tour of Campus	Claxton Elementary School	

1) Name of the activity/program	2) Name of the community partner	3) Name of the Institutional partner
"Affectionate Interpretation: A History of Women's Civic Engagement at Bennett & UNCG."	Bennett College	Women & Gender Studies
Consultation on Museum Archives	High Point Historical Museum	
ULAC	University Libraries of UNC System	
ULAC Approval Team	University Libraries of UNC System	
Serving as past President and conducted planning and logistics for annual meeting	North Carolina SirsiDynix Users' Group	
Panel presentation: New "Services" in Technical Services. Fischer, Bernhardt, Rebecca Kemp (UNCW) North Carolina Serials Conference	North Carolina Serials Conference	
Conference Presentation: "The Virtual UNC Libraries Catalog, A Preview and Discussion"	UNC CAUSE Conference	
Conference Presentation: "System Admin (Windows) Sharing Session"	CODI/UUGI 2009 Joint Conference	
Conference Presentation: "Maestro, Musician or Wannabe? Community Building and Sharing for Symphony Users"	North Carolina Sirsi Users' Group Meeting	
Black Caucus-ALA Newsletter article, Dean Emma Bradford Perry Strikes a First for Librarians, January/February 2009	Black Caucus of the American Library Association	
3. National Diversity in Libraries Conference, Louisville, KY (October 1-5), Coordinators panel presentation during the Residency Post-Conference on October 4.	National Diversity in Libraries Conference	
Program Committee Co-Chair for the 2009 Conference in Greenville, NC	North Carolina Library Association	
North Carolina Library Association, Finance Committee	North Carolina Library Association	
Executive Board.Black Caucus - American Library Association (BCALA)	Black Caucus of the American Library Association	
Incoming Convener of the newly formed Residency Interest Group (RIG) of the Association of College and University Libraries	Association of College and University Libraries (ACRL)	

1) Name of the activity/program	2) Name of the community partner	3) Name of the Institutional partner
Crowe, K. & Crumpton, M. (2008, August). Using Evidence for Space Planning. Presented at ARL Effective Sustainable Practical Assessment for Libraries. Public Services Session, Seattle, Washington.	Association of Research Libraries	
BLINC: Business Collections Workshop	BLINC (Business Librarianship in NC)	
Officer in BLINC: Business Librarianship in North Carolina	BLINC (Business Librarianship in NC)	
Consultant for export research	ExportTech, ExporTech is a program run by the US Department of Commerce to help North Carolina companies enter or expand in global markets.	
NCKnows librarian	NCKnows - a consortium of North Carolina libraries offering online reference service 24/7	



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