University Libraries 2010- 2011 Annual Report
The University of North Carolina at Greensboro

Part 1 – Talking Points and IE Summary
Part 2 – Strategy Planning Unit Assessment Report
Part 3 – Organizational Staffing
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Part 1 - Talking Points and Institutional Effectiveness Summary

The University Libraries completed the design and implementation of our Mobile Web Site. The mobile web site is the only device-enabled web presence on the UNCG campus, and it is already one of the campus' top 50 destinations.   (SA3, G3.6), Value: Responsibility, Audience: External, Areas of Responsibility: Service, Resources provided: staff

The University Libraries digitized seven major collections (Schiffman/Wellesz, University Yearbook Collections, Greensboro Patriot newspaper, Greensboro City Directories, The Carolinian, State Normal Magazine/Coraddi, Alumnae News/Alumni News). Significant progress toward an overall University History Portal has been made. (SA3, G3.6), Values: Collaboration, Responsibility, Audience: External, Areas of Responsibility: Research, Resources provided: staff, equipment

The renovation, designed by Lambert Architecture and Interiors and implemented by Shelco Construction, will be complete the summer of 2011. This will allow Special Collections and University Archives to expand into the third floor of Jackson Library as well as provide better use of space for the department on the second floor. This renovation was needed because of the huge growth in manuscripts and archives over the years. (SA3, G3.1), Value: Responsibility, Audience: External and Internal, Responsibility: Service, Resources provided: space, funds

The University Libraries expanded outreach with the Living Learning Communities initiative as library liaisons were appointed to all LLCs. Collaboration with the Warren Ashby Residential College, Lloyd International Honors College, Grogan and Reynold's First-Year Experience was enhanced. (SA3, G3.3), Values: Collaboration, Responsibility, Audience: External, Areas of Responsibility: Service, Teaching, Resources provided: staff

Instructional and entertainment DVDs (9,945) and VHS tapes (5,653) were transferred to the University Libraries from the University Teaching and Learning Center. These materials were processed and access policies were created as the Libraries have now taken on the responsibility for collecting, maintaining and servicing media for the curriculum. (SA3, G3.1), Value: Responsibility, Audience: External and Internal, Areas of Responsibility: Service, Teaching, Resources provided: staff, space

The University Libraries adopted the LibGuides system in the summer of 2010 and all research guides were revised consisting of over 70 subject guides incorporating hundreds of web pages of student oriented subject specific research assistance. Additional topical and multipurpose guides were also developed, including guides on bullying, copyright, citations, EndNote citation management and others. As of May 2011, there have been 320,652 hits on LibGuides. (SA3, G3.1), Values: Responsibility, Inclusiveness, Audience: External and internal, Areas of Responsibility: Teaching, Resources provided: staff

The University Libraries expanded our technology lending program to include iPads, camcorders, voice recorders and graphing calculators. (SA3, G3.1), Value: Responsibility, Audience: External, Areas of Responsibility: Service, Resources provided: equipment, funds

Similar to the university-wide promotion and tenure recognition program, the University Libraries started an initiative to honor recent faculty publications through a blog, a display in the Elliott University Center, special notes in our online catalog, book plates and a very special recognition event. (SA4, G4.3), Values: Collaboration, Responsibility, Audience: External and internal, Responsibility: Teaching, Resources provided: staff, funds

The University Libraries collaborated with the Wake Forest University Libraries to provide the second Conference for Entrepreneurial Librarians in March 2011, which drew an international audience of over 100 librarians and included acclaimed keynote speakers. (SA4, G4.2), Values: Collaboration, Responsibility, Audience: External, Areas of Responsibility: Service, Resources provided: staff

A successful collaboration between the Writing Center and the University Libraries took place in the fall and spring semesters to offer late night assistance to students during exam periods. (SA3, G3.1), Values: Collaboration, Responsibility, Audience: External, Areas of Responsibility: Teaching, Resources provided: funds, staff

The University Libraries processed materials from the Chemistry Reading Room in order to repurpose that space in the Sullivan Sciences Building to allow more room for faculty offices. (SA3, G3.1), Value: Responsibility, Audience: External and Internal, Areas of Responsibility: Service, Resources provided: staff, space

The University Libraries finalized procedures on the best way to easily place records in our online catalog for e-books, streaming media, streaming audio and online scores. Over 19,500 e-books, 3,300 e-journals, 4,800 streaming audio, 8,545 streaming video and 1,696 online music scores were made available to students and faculty. (SA3, G3.6), Values: Responsibility, Sustainability, Audience: External and internal, Areas of Responsibility: Service, Resources provided: staff

Our Institutional Repository, NC DOCKS, continued to grow with over 200 faculty members having contributed over 3,000 works. In addition, we began offering support for faculty publication of online journals through the use of Open Journal Systems. (SA4, G4.3), Values: Responsibility, Sustainability, Audience: External and internal, Areas of Responsibility: Research, Resources provided: staff, equipment

The University Libraries became members of BioMed, the Coalition for Networked Information, The Scholarly Publishing and Academic Resources Coalition (SPARC) and the OCLC Research Library Partnership, demonstrating our commitment to support the open access movement in the library field and faculty research at UNCG. (SA3, G3.1), Values: Responsibility, Collaboration, Audience: External and Internal, Areas of Responsibility: Research, Resources provided: funds

The University Libraries hosted international library visitors from the Free International University of Chisinau, Republic of Moldova, the Shanghai University of Finance and Economics and Tongji University in Shanghai. These librarians met with the library faculty and staff, had library tours, gave presentations on their research projects and learned about the way we operate as a university library in the United States. (SA5, G5.1), Values: Responsibility, Inclusiveness, Audience: External and Internal, Areas of Responsibility: Service, Teaching, Resources provided: staff, space

The University Libraries once again presented a successful storyteller (Tim Tingle) in collaboration with the School of Education. Other speakers such as Lee Smith and Hal Crowther highlighted our annual Friends of the UNCG Libraries annual dinner. We were also very fortunate to have hosted Peter Yarrow, Randall Kenan, Brent

Friedlander and Tom Magnuson, among others. (SA4, G4.2), Values: Responsibility, Collaboration, Audience: External, Areas of Responsibility: Service, Resources provided: staff, funds, space

The University Libraries established a category of giving titled the Jackson Society. This academic year we received thirty memberships in this category of giving, including our first student donor in this category. We also received two large bequests, both from anonymous donors, totaling over $900,000. (SA4, G4.2), Values: Responsibility, Collaboration, Audience: External, Areas of Responsibility: Service, Resources provided: staff

Part 2 - Strategic Planning Unit Assessment Report (highlights)

Department: University Libraries Unit Strategic Goals Report

This section summarizes the strategic planning activity for the University Libraries and includes references to measurements for evaluation of goals, findings for reporting out of goal achievement and actions for continued activity, ongoing developments or further informational needs, **SPG = Strategic Plan Goal.**

SPG-01: Collaborate With Appropriate Campus Units Statement
UNCG Libraries will collaborate with appropriate campus units to provide personalized support to at-risk students in order to ensure students' success.
Implementation Status: In Process
Established Date: 7/1/2010
Ending Date: 6/30/2014

- **Measures:** Provide Information Sessions for Staff and Workshops for Students
  Source of Evidence: Number of workshops/sessions and head counts
  Target: Increase contacts with staff and students

- **Findings:** Finding for Attendance and Number of Meetings and Workshops (SPM01)
  Description:
    o First Year Instruction Coordinator co-taught two Writing Process Workshops to a total of 6 Special Support Services students. This program has the goal of increasing graduation and retention rates of students.
    o Offered 5 sessions on library resources for 78 Student Success Center tutors who offer services for academic support and referrals.
    o Librarian liaison to UNCG Guarantee Scholars program met with coordinator of program on creating services for these students.
    o Library liaison to program had three meetings with coordinator of Strategies for Academic Success program for students on academic probation and conducted consultations with 12 students.
    o Finding Status: Achieved

- **Actions:** Action Plan for SPG01
  Description:
    o Library Liaison will continue to meet with SSC staff and provide workshops for increased awareness of Libraries' services.
    o Continue to provide space for tutoring and publicize to tutors.

o   Advertise consultation services through the SSC and schedule consultations with students whenever requested.

SPG-02: Expand Presence and Support of Foundations for Learning (FFL) Program

- **Measures:** Number of Information Sessions Provided
  Source of Evidence: Number of orientation classes taught to UNS/FFL sections and count of number of student attending (contact hours)
  Target: Increase contact from last fiscal year
  Target Date: Annually

- **Findings:** Findings for Contact with FFL(UNS) Classes and Other Retention Initiatives (SPM05)
  Description:
  o   Reference Department delivered instruction sessions to a total of 47 UNS classes reaching 400 students.
  o   SCUA provided 32 UNS presentations or tours
  o   Finding Status: Achieved

- **Measures:** Librarians Teaching UNS Classes
  Source of Evidence: Faculty roster
  Target: A minimum of two librarians teaching UNS classes
  Target Date: Annually

- **Findings:** Finding for Librarians Will Teach FFL Classes (SPM06)
  Description:
  o   Two Librarians from the Reference Department co-taught a UNS section of 14 students in the Fall of 2010. A librarian from Administration taught 1 section in the fall 2010 with 15 students. Another librarian taught a section of 20 students in Spring 2011.
  o   Finding Status: Achieved

- **Actions:** Action Plan for SPG02
  o   Two librarians will team teach a section of FFL and incorporate an information literacy module.
  o   Increase collaboration with FFL coordinator.
  o   At least one other librarian will teach a FFL section.

SPG-03: Deliver Excellent Customer Service at Service Desks, Telephone and Virtual Service Statement
UNCG Libraries will deliver excellent customer service at service desks, telephone and all forms of virtual service in order to provide a friendly and supportive learning environment.
Implementation Status: In Process
Established Date: 7/1/2010
Ending Date: 6/30/2014

- **Measures:** Collaboration with Superlab (training)
  Source of Evidence: Training session sign-in sheets, training session satisfaction surveys
  Target: Increase collaboration from last fiscal year
  Target Date: Annually

- **Findings:** Finding for Collaboration with Superlab (SPM07)
  - Associate Dean for Public Services, Head of Reference Department and Head of Access Services met with supervisors of Superlab to plan for increased information sharing.
  - In April 2011, librarians held two sessions on library services and led discussion about increasing cooperation for a total of 24 student computer lab supervisors.
  - Finding Status: Achieved

- **Actions:** Action Plan for SPG03
  - Develop online customer service training for student workers
  - Conduct "Going the Extra Mile" training for full-time staff
  - Develop on-going service training program for full-time public services staff
  - Conduct a follow-up mystery shopper exercise

SPG-04: Develop and Model Sustainable Practices Statement
The UNCG Libraries will develop and model sustainable practices in order to promote an eco-friendly environment.
Implementation Status: In Process
Established Date: 7/1/2010
Ending Date: 6/30/2014

- **Measures:** Rate of Server Acquisition and Rely on Virtual Servers
  Target: Reduce rate of server acquisition and rely on virtual servers
  Target Date: Annually

- **Measures:** Finding for Rate of Server Acquisition and Rely on Virtual Servers (SPM09)
  Description:
  - Reduced new server acquisition by 75%.
  - Finding Status: Achieved

- **Measures:** Amount of Ebook Usage
  Source of Evidence: ebook usage tracking
  Target: Increase amount of ebook usage from last fiscal year
  Target Date: Annually

- **Findings:** Finding for Amount of Ebook Usage (SPM10)
  Description:
  - For 2010- 2011 ebook usage rose 27% over the prior fiscal year.
  - Finding Status: Achieved

- **Measures:** Add Scanners for the Public
  Source of Evidence: Purchase records
  Target: Add 4 scanners in Jackson and Music
  Target Date: Achieved

- **Findings:** Finding for Adding Scanners for the Public

  Providing Department: University Libraries
  Description:
  - Added 3 scanners in Jackson and 1 in Music
  - Finding Status: Achieved

- **Actions:** Action Plan for SPG04

  Description:
  - Assess patron ebook satisfaction
  - Increase percentage of budget spent on online/reduce spent on print

SPG05: Make Collections More Accessible To The K-12 Teaching Community
Statement:
The UNCG Libraries will make its collections more accessible to the K-12 teaching community in order provide resources that enhance their professional development and expertise.
Implementation Status: In Process
Established Date: 7/1/2010
Ending Date: 6/30/2014

- **Measures:** Usage and Continual Development of NC Literary Map

  Source of Evidence: NC Literary Map website tracking
  Target: Increase usage of NC Literary Map
  Target Date: Annually

- **Findings:** Finding for Usage and Continual Development of NC Literary Map (SPM12)

  Description:
  - NC Literary map had 4,093 views this year.
  - Finding Status: Achieved

- **Measures:** Expand circulation policies to area teachers

  Source of Evidence: Libraries policies
  Target: Expand access to Libraries' collections for area teachers
  Target Date: 2010-2011

- **Findings:** Expanding circulation to area teachers

  Description:
  - In addition to offering checkout to Guilford county teachers, we now offer checkouts to teachers in the Piedmont region
  - Finding Status: Achieved

- **Actions:** Action Plan for SPG05

  Description:
  - Develop LibGuides for school media specialists and provide programs to promote our resources
  - Continue to improve NC Literary Map and promote it to increase use advertise checkout policies to area teachers and increase circulation

SPG06: Develop and Provide Resources and Services In Order To Support Distance Education and Online Learning
Statement
The UNCG Libraries will develop and provide resources and services in order to support distance education and online learning
Implementation Status: In Process
Established Date: 7/1/2010
Ending Date: 6/30/2014

- **Measures:** Number of Ebooks (E-titles Added, Including Books and Journals)
  Source of Evidence: ebooks tracking
  Target: Increase number of e-titles added, including books and journals from last fiscal year
  Target Date: Annually

- **Findings:** Finding for Number of E-titles Added, Including Books and Journals (SPM15)
  Description:
  o Added 25,534 ebook titles in 2010-11
  o added 15,062 in 2009-10
  o 41% increase
  o Finding Status: Achieved

- **Measures:** Identify and Subscribe to Streaming Media that Supports the Instructional Mission
  Source of Evidence: Purchase records
  Target: Add at least 2 new streaming media sources
  Target Date:

- **Findings:** Add streaming media sources
  Description:
  o Exceeded goal by adding 6 new streaming media sources:
  o Films on Demand
  o Swank Digital Campus
  o Ethnographic Videos
  o Counseling and Therapy in Video
  o American History in Video
  o Work History in Video
  o Finding Status: Achieved

- **Measures:** Increase Instruction Sessions for Distance Education Students
  Source of Evidence: Instruction records
  Target: Increase instruction sessions
  Target Date: Annually

- **Findings:** Finding for Increasing Instruction Session for Distance Education Students
  Description:
  o Provided 20 online workshops separate from courses
  o Finding Status: Achieved

- **Actions:** Action Plan for SPG06

  Description: Assess tutorials with usability studies
  - o Develop additional tutorials
  - o Continue adding ebooks especially patron driven plans
  - o Work with faculty to promote streaming media

SPG07: Collaborate with the School of Library and Information Studies (LIS) and Regional Libraries
Statement
The UNCG Libraries will collaborate with the School of Library and Information Studies (LIS) and regional libraries to develop and collaborate with graduate departments offer opportunities to enrich the graduate school experience.
Implementation Status: In Process
Established Date: 7/1/2010
Ending Date: 6/30/2014

- **Measures:** Graduate the First Cohort of ACE Scholars

  Source of Evidence: graduation information
  Target: Increase student diversity in LIS program
  Target Date: Annually

- **Findings:** Finding for Student Diversity in LIS Program (SPM17)

  Description:
  - o All 12 ACE scholars completed their MLS in May 2011
  - o Finding Status: Achieved

- **Actions:** Action Plan for SPG07

  Description:
  - o Begin working with the 2nd ACE scholar cohort in August 2011

SPG08: Market Health and Wellness Resources to the Campus
Statement
The UNCG Libraries will market health and wellness resources to the campus in order to promote and support health and wellness among faculty, staff and students.
Implementation Status: In Process
Established Date: 7/1/2010
Ending Date: 6/30/2014

- **Measures:** Number and Usage of Consumer Health LibGuide

  Source of Evidence: Consumer Health Libguide Tracking
  Target: Increase usage and add at least three new information sources per semester to Consumer Health Libguide
  Target Date: Annually

- **Findings:** Finding for Number and Usage of Consumer Health LibGuide (SPM20)

  Description:

- o Total of 102 hits on Consumer Health Information Online research guide created in 2010 which leads users to 10 online databases and websites of reliable health information.
  - o Finding Status: Achieved

- **Measures:** Instructional Classes and Workshops to Health Professionals On Campus
  Source of Evidence: Target

- **Findings:** Finding for Instructional Classes and Workshops to Health Professionals On Campus (SPM21)
  Description:
  - o In 2010-11, no such classes were offered, plans for classes during 2011-2012. Librarians staffed an information booth at the Campus Health and Wellness Fair for staff.
  - o Finding Status: Achieved

- **Actions:** Action Plan for SPG08
  Description:
  - o Create book display focusing on health and wellness. Expand Consumer Health LibGuide to include additional resources and promote to appropriate groups.
  - o Offer instruction to classes and workshops to health professionals on campus promoting resources supporting health and wellness.
  - o Staff a Libraries' Table at Health and Wellness events on campus.

SPG09: Expand the Work of the Green Libraries Group
Statement
Expand the work of its Green Libraries Group in order to encourage daily work life changes and choices that ensure a climate of environmentally conscious decision making and planning.
Implementation Status: In Process
Established Date: 7/1/2010
Ending Date: 6/30/2014

- **Measures:** Number of Activities Related To Library Garden and adopt a stream
  Source of Evidence: Library garden activity calendar
  Target: Increase of activities related to library garden from last fiscal year
  Target Date: Annually

- **Findings:** Finding for Number of Activities Related To Library Garden (SPM23)
  Description:
  - o Did three stream clean ups - one more than 2009-10
  - o Developed a garden plot in the campus garden
  - o sponsored a garden celebration event with 25 attendees

- **Actions:** Action Plan for SPG09
  Description:
  - o Continue garden, educational sessions and adopt a stream programs.

SPG10: Develop Resources and Partnerships to Provide Opportunities for Graduate Students
Providing Department: University Libraries
Statement
The UNCG Libraries will develop resources and partnerships to provide opportunities for graduate students to create new knowledge
Implementation Status: In Process
Established Date: 7/1/2010
Ending Date: 6/30/2014

- **Measures:** Usage and Number of ETD's Added To NC Docks

  Source of Evidence: Google Analytics
  Target: Increase usage and number of ETD's added to NC Docks from last fiscal year
  Target Date: Annually

- **Findings:** Finding for Usage and Number of ETD's Added To NC Docks Staff (SPM24)

  Description:
  o Added 324 ETDs to NCDocks
  o Finding Status: Achieved

- **Actions:** Action Plan for SPG10

  Description:
  o Expand graduate work in NC Docks
  o Implement and evaluate the "Real Learning Connections Project" with the LIS Programs
  o Track graduate instruction classes
  o Promote our unique collections to graduate students

SPG11: Engage with the Living Learning Communities (LLCs)
Statement
The UNCG Libraries will engage with the Living Learning Communities (LLCs) in order to provide resources, services and support.
Implementation Status: In Process
Established Date: 7/1/2010
Ending Date: 6/30/2014

- **Measures:** Usage and Number of LibGuides Hits

  Source of Evidence: Increase usage and number of LibGuides hits
  Target: Increase number Libguides and uses.
  Target Date: Annually

- **Findings:** Finding for Usage and Number of LibGuides Hits (SPM27)

  Description:
  o A total of 320,652 hits were recorded on all LibGuides as of May 2011.
  o Finding Status: Achieved

- **Measures:** Information Literacy Sessions for LLCs

  Source of Evidence: Sessions offered, attendance records, reference questions
  Target Date: Annually

- **Findings:** Finding for Information Literacy Sessions for LLCs (SPM28)

  Description:
  o Taught 6 instruction sessions specifically for LLCs
  o two librarians co-taught UNS 101 for Reynolds First Year Experience
  o Finding Status: Achieved

- **Measures:** Provide New Services and Programs for the LLCs

  Source of Evidence: Statistics records
  Target: 2 new programs
  Target Date: Annually

- **Findings:** Finding for Providing New Services for LLCs

  Description:
  o 3 librarians provided office hours in LLCs. (Reynolds had a total of 25 questions)
  o librarian trained a student as a library representative in WARC and became embedded by attending
     staff meetings
  o Librarian for Lloyd International Honors provided an orientation session
  o Librarian for WARC provided 19 consultations for students
  o Finding Status: Achieved

- **Actions:** Action Plan for SPG11

  Description: The University Libraries will continue to:
  o Appoint liaisons to new LLCs
  o Increase instruction sessions

SPG12: Develop and Sustain An Information Literacy Program
Statement
The UNCG Libraries will develop and sustain an information literacy program in order to infuse these skills
throughout the undergraduate curriculum.
Implementation Status: In Process
Established Date: 7/1/2010
Ending Date: 6/30/2014

- **Measures:** Increase Number of Online Tutorials

  Source of Evidence: Online instruction tutorial tracking
  Target: Increase usage and number of new tutorials added
  Target Date: Annually

- **Findings:** Finding for Online Instruction Tutorials (SPM29)

  Description:
  o Overhauled the general information literacy tutorial, PATH, which includes 14 videos and tutorials
     Developed 5 new small tutorials
  o Finding Status: Achieved

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- **Measures:** Assess 30% of Information Literacy Sessions
  Source of Evidence: Instruction statistics
  Target: 30% of sessions
  Target Date: 2010-11

- **Findings:** Finding for Assessing 30% of Information Literacy Sessions
  Description: Exceeding goal by assessing 40%
  Finding Status: Achieved

- **Actions:** Action Plan for SPG12
  Description: The University Libraries will continue to:
  o Analyze assessment results
  o Revise information literacy practices based on assessment results

SPG13: Provide Employment, Internships, Practicum and Graduate Assistantship Opportunities for Graduate and Undergraduate Students
Statement
The UNCG Libraries will provide employment, internships, practicum and graduate assistantship opportunities for graduate and undergraduate students in order to build connections between the classroom and the University Libraries and will provide support for other activities.
Implementation Status: In Process
Established Date: 7/1/2010
Ending Date: 6/30/2014

- **Measures:** Number of Internships, Graduate Assistantships and Student Employee Positions
   Source of Evidence: employee records
  Target; Increase (monitor and track) internships, graduate assistantships and student employee positions as budget allows
  Target Date: Annually

- **Findings:** Finding for Number of Internships, Graduate Assistantships and Student Employee Positions (SPM32)
  Description:
  o 23 internships, graduate assistantships or practicums for UNCG graduate students.
  o 98 total student employees

- **Actions:** Action Plan for SPG13
  Description: The University Libraries will continue to:
  o Partner with LIS and other relevant department to provide internships, graduate assistantships and practicum in the Libraries.
  o Support Freshman Read with programs, book purchases and Lib Guide.
  o Work with LISSA to provide assistance in reviewing and editing resumes and cover letters; participate in Career Fairs; and provide tours when scheduled.
  o Employ students as budget allows

SPG15: Provide Programs in Order to Support the Economic Development of the Piedmont Triad and North Carolina
Statement
The UNCG Libraries will provide programs in order to support the economic development of the Piedmont Triad and North Carolina
Implementation Status: In Process
Established Date: 7/1/2010
Ending Date: 6/30/2014

- **Measures:** Number and Attendance of Economic Development Programs

  Source of Evidence: Economic development program calendar and attendance record
  Target: Increase (monitor and track) number and attendance of economic development programs
  Target Date: Annually

- **Findings:** Finding for Number and Attendance of Economic Development Programs (SPM35)

  Description:
  - Provided training for Librarians to provide business research services in 4 BLINC workshops organized by a UNCG librarian - total attendance of approximately 100 public and academic librarians.
  - Business librarian offered classes to 450 undergraduate students working with local and regional businesses through MKT 426 and ENT 336.
  - Business librarian team-taught MKT 426 affecting 20 companies engaged with Export Odyssey.
  - Finding Status: Achieved

- **Actions:** Action Plan for SPG15

  Description: The University Libraries will continue to:
  - Provide consultations to members of the business community
  - Work with Marketing classes

SPG16: Provide Diverse Programs and Exhibits Open to the Community
Statement
The UNCG Libraries will provide diverse programs and exhibits open to the community in order to enhance artistic and cultural opportunities for the region
Implementation Status: In Process
Established Date: 7/1/2010
Ending Date: 6/30/2014

- **Measures:** Sponsor Storyteller Program Every Year

  Source of Evidence: Attendance records
  Target: Increase number programs held and attendance
  Target Date: Annually

- **Findings:** Finding for Attendance at Storyteller Program

  Description:
  - 1100 people attended the storyteller event.
  - Finding Status: Achieved

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- **Measures:** Attendance and Number of Artistic and Cultural Programs and Exhibits

  Source of Evidence: Exhibit calendar and attendance record
  Target: Increase (monitor and track) attendance and number of artistic and cultural programs and exhibits
  Target Date: Annually

- **Findings:** Finding for Attendance and Number of Artistic and Cultural Programs and Exhibits Programs (SPM37)

  Description:
  - Six book discussions; total attendance 150
  - 1 LIS/University Libraries lecture; attendance 50
  - 1 faculty lecture; attendance 40
  - 2 art exhibits; total attendance 75
  - Entrepreneurial conference total attendance 100
  - 10 additional events with a combined attendance of 996 persons; includes Friends of the Libraries, Cello celebration event, Peter Yarrow concert and other events
  - SCUA mounted 24 exhibits on campus and 1 off campus
  - Finding Status: Achieved

- **Actions:** Action Plan for SPG16

  Description: The University Libraries will continue to:
  - Provide diverse programming including lectures, book talks, Friends of the Libraries dinner, etc.
  - Partner with campus and community organizations on programming and exhibits
  - Provide exhibits that demonstrate the breadth, scope, and significance of the many books, manuscripts, and Archives collections in SCUA
  - Conduct cello celebrations

SPG17: Develop Systems, Projects and Services in Order to Support Faculty and Student Research and Community Service
Statement
The UNCG Libraries will develop systems, projects and services in order to support faculty and student research and community service.
Implementation Status: In Process
Established Date: 7/1/2010
Ending Date: 6/30/2014

- **Measures:** Usage and Number of LibGuides Hits

  Source of Evidence: Increase usage and number of LibGuides hits
  Target: Increase number Libguides and uses.
  Target Date: Annually

- **Findings:** Finding for Usage and Number of LibGuides Hits (SPM27)

  Description:
  - A total of 320,652 hits were recorded on all LibGuides as of May 2011.
  - Finding Status: Achieved

- **Measures:** Number of Externally Funded Research Projects and Amount of Funding Received
  Source of Evidence: Exhibit calendar and attendance record
  Target: Increase number of externally funded research projects and amount of funding received
  Target Date: Annually

- **Findings:** Finding for Number of Externally Funded Research Projects and Amount of Funding Received
  Description: Received 6 grants:
  o Anne Finch Project (Jennifer Keith, ERIT/English) $1500
  o Holocaust Education (Roy Schwarzman, ERIT/ Communication Studies) $2000
  o NC Literary Map (SCUA) $31,892
  o NC Runaway Slave Advertisements $40,356
  o Triad Interuniversity Planning Grant $20,000
  o Finding Status: Achieved

- **Measures:** Develop a Blog and Display of Faculty Book Publications; Host a Reception to Honor Authors
  Source of Evidence: reports
  Target: Track number of items on the blog and displays. Number of hits on blog. Attendance at reception
  Target Date: Annually

- **Findings:** Finding for Number of Consultations, Programs, and Workshops Provided to Schools and Organizations
  Description :
  o Featured 43 books at the reception with 40 attendees.
  o Blog featured 20 books and one film, though all 43 books were featured in one entry. The Display has featured roughly 55 books (some were published prior to 2010/11 and so we're not included in the reception).
  o Finding Status: Achieved

- **Measures:** Develop at Least 6 New Digital Projects
  Source of Evidence: Web pages
  Target: 6 projects
  Target Date: 2010-2011

- **Findings:** Finding for Developing New Digital Projects
  Description: Completed 6 digital projects
  o Alumni News/Coraddi: Complete.
  o Carolinian, 1919-1930: Complete.
  o ATB Phase 3: Will be complete 6/30/2011.
  o University Images, phase 2
  o World War I Pamphlets: Complete.
  o Schiffman/Wellesz
  o Finding Status: Achieved

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- **Measures:** Award the University Libraries Undergraduate Research Award each year

  Source of Evidence: Library records
  Target: Give an award each year.

- **Findings:** Award Undergraduate Research Award

  Description:
  o   Award given to Sonia Haga, a History student
  o   Finding Status: Achieved

- **Actions:** Action Plan for SPG17

  Description: The University Libraries will continue to:
  o   Add items NCDOCKS
  o   Support faculty-directed, externally-funded research projects
  o   Develop and maintain faculty books blog and display case
  o   Hold reception to celebrate faculty book publications
  o   Track consultations with faculty
  o   Explore and develop data management systems

SPG18: Develop Partnerships with International Libraries and Librarians in Relevant Institutions
Statement
The UNCG Libraries will develop partnerships with international libraries and librarians in relevant institutions in order to enhance global networks
Implementation Status: In Process
Established Date: 7/1/2010
Ending Date: 6/30/2014

- **Measures:** Number of People/Length of Time Visiting Here

  Source of Evidence: Evaluations of visits
  Target: Increase (monitor and track) number of people/length of time visiting here
  Target Date: Annually

- **Findings:** Finding for Number of People/Length of Time Visiting Here (SPM41)

  Description:
  o   Ms. Zinaida Sochirca, from Free International University in Moldova - August 2010, stayed for a week. Gave a presentation on library development in Moldova. She gave one session.
  o   Mr. Zhongming Xu, from Tongjin University in Shanghai, China - September – December 2010, stayed for three months. He gave two sessions.
  o   Dr. Xiaoye Li and Ms. Na Li from the Shanghai University of Finance & Economics (SUFE) – March 2011, stayed for a week. Director Li gave one conference presentation.
  o   Finding Status: Achieved
- **Measures:** Number of People/Length of Time Sent Abroad

  Source of Evidence: Evaluations of visits
  Target: Increase (monitor and track) number of people/length of time sent abroad
  Target Date: Annually

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- **Findings:** Finding for Number of People/Length of Time Sent Abroad (SPM42)
  Description:
  - o Due to budget restraints we were not able to send anyone abroad this year
  - o Finding Status: Not Met

- **Measures:** Number of International Consultation Sessions, Programs and Presentations
  Source of Evidence: Evaluations/Feedback from staff, scholars, doctoral students
  Target: Increase (monitor and track) number of international consultation sessions, programs and presentations
  Target Date: Annually

- **Findings:** Finding for Number of International Consultation Sessions, Programs and Presentations (SPM43)
  Description:
  - o Provided library orientation tours for 99 international students
  - o Finding Status: Achieved

- **Actions:** Action Plan for SPG18
  Description: The University Libraries will continue to:
- o UNCG Libraries will further its partnership with the Free University of Moldova Library as part of the statewide initiative.
- o Host and provide support for international librarians in collaboration with LIS.

SPG19: Provide Cultural Competence Training to Librarian and Staff

Providing Department: University Libraries
Statement
The UNCG Libraries will provide cultural competence training to librarian and staff in order to encourage learning about groups we find less familiar, and to ease public interactions by providing an understanding of and respect for behaviors that are unfamiliar
Implementation Status: In Process
Established Date: 7/1/2010
Ending Date: 6/30/2014

- **Measures:** Cultural Competence Program Attendance and Training
  Source of Evidence: Program attendance record, staff surveys and feedback
  Target: Increase program attendance and training from last fiscal year
  Target Date: Annually

- **Findings:** Finding for Cultural Competence Program Attendance and Training (SPM44)
  Description:
  - o 5 staff attended full day Safe Zone training. 20 staff attended one hour Safe Zone training
  - o Finding Status: Achieved

- **Measures:** International Attendance and Number of International Presentations
  Source of Evidence: Attendance record
  Target: Increase international attendance and number of international presentations

Target Date: Annually

- **Findings:** Finding for International Attendance and Number of International Presentations (SPM45)
  Description:
  - 3 librarians presented at international conference
  - Finding Status: Achieved

- **Measures:** Develop a guide to bullying
  Source of Evidence: Web page
  Target: Develop bullying guide as a resource for UNCG community
  Target Date:

- **Findings:** web page on bullying developed
  Description:
  - Web page developed http://library.uncg.edu/info/diversity/bullying.aspx
  - Finding Status: Achieved

- **Actions:** Action Plan for SPG19
  Description: The University Libraries will:
  - Conduct ClimateQual
  - Conduct a survey of patron perception of services to diverse clientele with campus unit representing diverse populations
  - Develop a LibGuide on Safe Zone
  - Continue to develop and offer programs

Part 3 – Organizational Staffing

Appointments:
- Linda Burr, Development Officer, effective March 1, 2010.
- Anna Craft, Metadata Cataloger Librarian, effective April 1, 2011.
- Erin Lawrimore, University Archivist, effective May 23, 2011.
- LaTesha Velez, Diversity Resident, effective July 6, 2010.
- Armondo Collins, University Library Technician, effective September 1, 2010.
- Ashlee Weitlauf, University Library Technician, effective August 2, 2010.

Resignations:
- Anne Marie Taber, Metadata Cataloger Librarian, effective August 6, 2010.

Faculty Significant Achievements
2010-2011

Rosann Bazirjian

Rosann Bazirjian served as the pre-conference organizer and facilitator for the ALCTS Midwinter Symposium titled "The Administrator, RDA and the Future Catalog: Issues, Viewpoints, and Alternatives, in San Diego on January 6, 2011. She also served as the Chair of the ALCTS President's Program and introduced Dr. Paul Courant at ALA Annual in June, 2011. For the American Library Association, Rosann currently serves on the International Relations Committee; European Subcommittee, the Bogle-Pratt Award Subcommittee of the IRC, and the ALA Memberships Meeting Committee. She serves as a Reader on the LLAMA Library Leadership and Management Competencies Task Force. Rosann is an elected member of the SPARC Steering Committee (2010-2013), and an OCLC Global Council Delegate (2010-3013). She served on the Global Council Cost Sharing Models Task Force, 2010-2011. Rosann gave a presentation in October 2010 titled "The Academic Libraries Moldova Partnership: Importance of the Connection" to the Greensboro Jewish Federation and at the North Carolina/Moldova Partnership meeting in Raleigh, NC in November, 2010. Along with Kathy Crowe, Jenny Dale and Mary Hummel, she had a chapter accepted for publication ("Living, Learning and Libraries: A Cross-Campus Collaboration") in <u>Environments for Student Growth and Development: Libraries and Student Affairs in Collaboration</u>, to be published by ACRL.

Beth Bernhardt

Beth Bernhardt was the Program Chair for the 2010 Charleston Conference and the Co-Editor of the <u>Charleston Conference Proceedings</u>. She also gave two presentations at ALA Midwinter in San Diego, CA on "Discovery Services". Beth also presented twice at the Oxford University Press Journals Days Event. She spoke at the Charleston Conference and at the Conference for Entrepreneurial Librarians. Beth is on four national advisory boards and the current chair of an ALA-ALCTS CRS interest group. Beth was also the Secretary for the UNCG Faculty Senate.

Agnes Kathy Bradshaw

Kathy Bradshaw served on the University Benefits Committee and is the Affirmative Action Officer for University Libraries. She is a member of the Libraries' Administrative Advisory Group. She also served a reviewer for the UNCG Merit Awards Panel. She presented "How to Revamp Your Resume in 45 Minutes" at the North Carolina Paraprofessional Conference at East Carolina University in Greenville as well as "Professional Research Tools for Non-Profits: 3 Essential Resources (and they are all FREE)" at the Tech4Good Conference held in Chapel Hill. Kathy presented "How Not to Get Hired" at the first student conference "Unhushed" hosted by the graduate students of the Library and Information Studies Program, UNCG (LIS) and served as a resume reviewer for the LIS Career Fair. Kathy is chair of the University Libraries Service Award committee, co-chair of the Libraries' Diversity

Committee and is a member of the Staff Development Committee and the Planning Committee for the international visiting librarians.   As part of the Diversity Committee, Kathy coordinated abbreviated Safe Zone training for library supervisors and employees. She also completed the full Safe Zone training.   She is a member of the American Library Association's Library Leadership and Management Association (LLAMA) Staff Development Committee. In her role as Human Resources Librarian, Kathy sat on search committees for the Metadata Cataloger and University Archivist, and assisted with the staff repurposing project by rewriting job descriptions. She has also managed human resources issues such as employee relations concerns, employee benefits questions and disciplinary actions. Kathy attained the Senior Professional in Human Resources (SPHR) designation from the Human Resources Certification Institute (HRCI.) She was featured in the "Member Spotlight" section of the Triangle Society of Human Resources N*ewsletter*.

Terry Brandsma
Terry Brandsma presented "Implementing EBSCO Discovery Service: Pitfalls, Sidetracks, Successes, and Lessons Learned" and moderated the "Systems Administration (Windows) Sharing Session" at the international COSUGI 2011 Annual Conference, April 2011, in Phoenix, AZ. This conference is for the user community and the staff of the SirsiDynix Integrated Library System software. He continued to serve on the Libraries Systems Advisory Committee and Space Planning Committee, and on the UNC-wide Automation & Networking Committee, comprised of the systems librarians from the 17 UNC campuses. Among the projects he completed this year were the implementation and configuration of the EBSCO Discovery Service (EDS), including being the first world-wide to automate the process to upload new and modified records from a library system to EDS. This service integrates our local print collections, our electronic collections, and our journal article collections into one meta-database accessible through a single, simple search interface. Terry also worked extensively with the Media Studies Department equipment loan program to bring them into our library system so that they could effectively reserve, circulate and keep track of their media equipment as it was being used by faculty and students for course projects. By collaborating with the Libraries, the Media Studies Department saved approximately $10,000 per year in hardware and software costs. Terry also worked with Information Technology Services to develop specifications, test and implement a new Banner library user data extract for import into the library system. The extract now occurs automatically and updates library user records each day. His library catalog improvements include implementing on-campus item delivery links for faculty, creating mobile My Account pages for viewing and renewing library items, and creating library catalog search snippets for use within LibGuides. Terry also completed the UNCG Essential Supervisors Program offered by Human Resource Services.

Tim Bucknall
Tim Bucknall wrote an article, co-authored a book, and delivered eleven conference presentations. He serves on the Librarians Council of NC LIVE and assisted the group with the selection of new products. Tim also continues to lead the Carolina Consortium, which has grown to 140 institutions collectively participating in over 1000 deals.

Mary Jane Conger
Mary Jane Conger with Anne Marie Taber published an article in *Cataloging and Classification Quarterly:* "Relevance Recognized: Value-added Cataloging for Departmental and Digital Collections".   Mary Jane and Christine Fischer presented a session on "Repurposing: New Activities for Established Staff or What You do Today May Not be what you do Tomorrow" at the North Carolina Serials Conference. She supervised three practicum students in the LIS program. After their practicum was over, all three graduate students volunteered their time in cataloging. In addition, Mary Jane was interviewed on three separate occasions by LIS students. With Mac Nelson, she taught a total of five sessions of LIS 640: Organizing Library Collections, introducing students to MARC records, AACR2 and Library of Congress Classification, three sessions in the fall and two in the spring. Mary Jane was very active on the Libraries' Peer Evaluation and Tenure Committee, including producing the first draft of the Libraries' document for procedures for reappointment and tenure to reflect the major changes in the master campus document.

Richard Cox

Richard Cox completed the migration of the University Libraries into an ASP.NET framework, maintained and supported by the ERIT development team, which has allowed for the addition of several new pieces of functionality that otherwise would have been undoable such as the new Help & Tutorials Application. Richard directed and designed the expansion of the successful Blackboard research portal into a mobile environment, resulting in hundreds more uses. Richard designed and developed the Libraries' new mobile web site, the only device-enabled web presence on the UNCG campus, and already one of our top destinations (#44). With Danny Nanez, Richard completed a port of the Reservations Scheduler into a simpler, more streamlined mobile interface that interacts via QR Codes. Richard is actively participating in two grant-funded projects with University professors, and has also administered the addition of eight Journals in the OJS system.

Kathryn Crowe

Kathryn Crowe published "Student Affairs Connection: Promoting the Library through Co-Curricular Activities" in *Collaborative Librarianship.* She presented *"Assessment = Improved Teaching and Learning: Using Rubrics to Measure Information Literacy Skills" at the* ARL Effective Sustainable Practical Assessment for Libraries and *"Sharing the Wealth: Creating Cross-Campus Responsibility for Information Literacy" at the* Metrolina Library Association Information Literacy Conference (with Amy Harris). She served as chair of the ACRL Heads of Public Services Discussion Group and co-chair of ALA LAMA MAES Using Measurement Data for Library Planning and Assessment Committee. She also participated in ALA LLAMA's Mentoring Program as a mentor and on the planning committee for The Entrepreneurial Conference for Librarians: From Vision to Implementation. On campus she co-chaired the Information Literacy Council with Amy Harris and served on the 3.6 Strategic Plan Implementation Team and the Sally and Alan Cone Fund Committee. Kathryn served on the team that conducted a mystery shopper assessment and also on the team that developed customer service workshops for all Libraries staff. She also worked on revising the Libraries' Strategic Plan to enter it into Compliance Assist, UNCG's Assessment Management System.

Anna Craft

Anna Craft began serving as the Metadata Cataloger in April 2011. In addition to beginning her work on projects in Cataloging, Digital Projects, and Hodges Special Collections & University Archives, she has authored a column for *Serials Review* ("Southern Highland Craft Guild") and attended the Southeastern CONTENTdm Users Group conference in Charleston, SC and the NC SirsiDynix Users Group meeting in Greensboro.

Steve Cramer

Steve Cramer continued to co-teach MKT 426, International Marketing, considered by Bryan School Administration to be the most significant economic development class at UNCG. He also co-wrote the class's 2010 and 2011 editions of its textbook Export Odyssey. Steve negotiated five Carolina Consortium deals. He continued to chair BLINC: Business Librarianship in North Carolina, and coordinated four BLINC quarterly workshops (Raleigh, Greensboro, Winston-Salem, and Wilmington) as well as a special workshop on business collection development in Greensboro. Steve also collaborated with Jill Robinson of NC LIVE on promoting BLINC's AskBLINC service, which provides business reference email support to North Carolina libraries, and created a new staffing model for the service. As the BLINC chair, he led the development of several formal "BLINC Recommendations to NC LIVE for 2012-2014", evaluations requested by the NC LIVE executive director to aid NC LIVE in its database selection process.

Michael A. Crumpton

Much of Mike Crumpton's time this year was dedicated to overseeing the renovation of the third floor of the main building and accompanying work required as detailed in his blog: http://jacksonlibrenovation.blogspot.com/ . This project will provide an environmentally controlled space that will allow the expansion of the University Libraries Special Collections and Archives collections, as well as upgrading building infrastructure. Mike also made

numerous presentations throughout the year, including two keynote addresses for the North Carolina Learning Resources Association and the Library Management Institute. Mike, along with other senior administrators developed a staff repurposing program which provided precedence for adjusting human resource needs to better match trends and client needs. Mike writes a quarterly column for *The Bottom Line: Managing Library Finances*, and has been involved in conference planning for programs at ALA Annual Conference for LLAMA, the Entrepreneurial Conference for Librarians and the upcoming NCLA Bi-annual conference. He also has continued to teach, both at UNCG in the UNS program and for Central Carolina Community College's LIS program as an adjunct instructor.

Jenny Dale
Jenny Dale has been First Year Instruction Coordinator at UNCG Libraries since January of 2010 and she is also liaison to the English Department and the Kinesiology Department. During the past year, she has led the Libraries in a substantial increase in first year classes for which the Libraries offer sessions, and she has personally taught a total of 170 sessions during the 2010-11 academic year. Jenny also taught a section of UNS 101 in the spring of 2011 and is currently co-teaching FFL 101 with Amy Harris. Jenny chaired the Game Night committee, a major outreach activity for students, for the Libraries during 2010-2011 and has also been involved in planning Family Game Night. Jenny has also increased contact with teaching assistants by leading workshops for them and has worked with such programs as Special Support Services and Strategies for Academic Success. Jenny has worked on several projects with the Instructional Technology Team, including updating the PATH research tutorial. Her University activities include the Strategic Plan Goal 3.3 Implementation Committee, including participation in an intensive summer workshop and attendant contributions to a campus Learning Communities Action Plan. She has also been a member of the Director of Learning Communities Search Committee.   Jenny's professional activities include ALA's Library Instruction Round Table Web Advisory Committee and membership on the North Carolina Bibliographic Instruction Group Steering Committee.   Jenny has delivered nine professional presentations during the past year on topics related to information literacy and embedded librarianship, including three on the national level. Jenny is also serving as a peer-reviewer for *Communications in Information Literacy*, an open-access scholarly journal and she is Layout Editor for *the Journal of Learning Spaces*, an open-access scholarly journal.

Stephen Dew
With Joe Williams, Stephen Dew authored a book chapter "Creating an Open-Access, Peer-Reviewed Journal: The Journal of Learning Spaces," in *The Entrepreneurial Librarian* and gave presentations at two conferences— "Creating an Open Access Journal: A Case Study" at the Librarians' Association at the University of North Carolina Chapel Hill (LAUNC-CH) Annual Conference, and "Creating an Open Access Journal: A Case Study" at The Conference for Entrepreneurial Librarians. Stephen also gave a presentation via Skype to the Symposia Investigatio Bibliotheca Annual Conference at the Free University of Moldova, "NC DOCKS: The Institutional Repository for the University of North Carolina at Greensboro" and published a paper in the Proceedings. Stephen also gave a presentation with Mike Crumpton at the Charleston Conference, "Taking a Step Back, To Move Forward", and he gave a presentation at the North Carolina Library Association, Resources & Technical Services Section Fall Workshop, "Open Journal Systems (OJS): An Open-Source Software for Publishing Electronic Journals, Newsletters, & Serials". In addition, he gave a presentation to a UNCG Faculty Forum, "New Support for Faculty: Using Open Journal Systems (OJS) to Publish Electronic Journals, Newsletters, & Serials". During the year, Stephen served as Chair of the Publications Committee of the Collection Management Section (CMS) of Association for Library Collections & Technical Services (ALCTS), and among his duties as Chair, he led the section's effort to create *Collection Connection: The Collection Management & Development Blog*, which was launched in March 2011, http://www.collectionconnection.alcts.ala.org/. In addition, Stephen served as a member of two other national committees—the Scholarly Communication Committee, Association of College & Research Libraries (ACRL) and the Publications Committee, Association for Library Collections & Technical Services (ALCTS).

Sarah Dorsey

Sarah Dorsey attended and assisted with the Cowling Cello Celebration in March; helped establish and plant the Green Library Group garden plots in the new UNCG Gardens; created a new category of student employees (were called GLLAMS, now called Lead and Interns); established the Green Library Book Group with the Sustainability Office; conducted interviews and research for a book project: biography of composer Louise Talma.

William Finley

During the past academic year Bill Finley curated several exhibits in Hodges Special Collections & University Archives: "A Gentleman's Library: The Classic Book Collection of Norman B. Smith" (October, 2010), "Bound to Please: The Custom Bindings of Don Etherington and Monique Lallier" (November, 2010), and "Lois Lenski: Voices of Children" (February, 2011). He helped organize presentations and receptions for the first two and wrote the text for catalogues for the Smith and Lenski exhibits. During the year Bill enhanced all major book collections in SCUA with purchases of relevant and significant titles. Included were first editions of Walden, The Scarlet Letter, The Pickwick Papers, The Mystery of Edwin Drood (rare parts issue), and The Newcomes (parts issue), to name but a few. Bill also purchased several significant additions to the Manuscripts Collection, including an original letter by Mark Twain, manuscript items by Katherine Anne Porter and John Burroughs, a World War I officer's diary, a collection of letters relating to an early important Moravian school for girls, and a collection of twelve photograph albums compiled by a young woman in the early twentieth century. He also aided in acquiring several book and manuscript donations to UNCG. During the year he surveyed the holdings in Closed Stacks and selected books and journals to be transferred to SCUA. This year Bill acted as a co-supervisor of a graduate student's project involving the analysis and interpretation of one of SCUA's most prized volumes, a c. 1510 Book of Hours, a project that will result in a website and probably an article devoted to this particular volume. In May, 2011 Bill helped in the presentation of a reading of Randall Jarrell's poetry at the Wellspring Center in Greensboro.

Christine Fischer

Christine Fischer was a panelist for "User-Centered Collection Development: Purchase On-Demand" at the Resources and Technical Services Section of the North Carolina Library Association's 2010 Fall Workshop held at UNCG. She and Mary Jane Conger co-presented "Repurposing: New Activities for Established Staff" at the North Carolina Serials Conference in Chapel Hill. Included in the spring publication Middle Management in Academic and Public Libraries was the book chapter "Working Together: Public and Technical Services Perspectives," which was co-authored by Fischer and Mary Krautter. Christine was chair of the University Archivist Search Committee and served as the 2010 chair of the Promotion and Tenure Attainment Recognition Committee which organizes an annual campus-wide event co-sponsored by the University Libraries and the Office of the Provost.

Keith Gorman

In completing his first year at University Libraries, Keith Gorman has devoted a great deal of his time to revising department policies and practices, preparing for the relocation of staff and collections to a new space, creating content and a new design for the department's home page, establishing a service point in Hodges Reading Room, and developing a team approach to department operations and digital projects. He published "Making a Connection: Mentoring High School Students in Special Collections," in Librarians as Mentors for Librarianship for Adults and Students. Gorman and Joe Williams co-wrote the article "Managing Change: A Reader's Guide for Today's Middle Manager," in Managing in the Middle. He assisted in the writing and editing of two successful grant applications for digital projects (NC Lit Map and Runaway Slave Ads) funded by LSTA. Gorman also completed the Essential Supervisors Program offered by UNCG's Human Resource Services.

Cathy Griffith

Cathy Griffith implemented two grants. The first, with Joe Williams, Head, Access Services, was an ASERL-HBCU Exchange Grant funded by the Andrew W. Mellon Foundation. This grant partnered the UNCG Libraries with Jacquie Keleher from the Leonard S. Washington Memorial Library, Southern University in New Orleans.

Addressed were issues of policies, processes, and other issues necessary to transition an Access Services department located in post-Katrina trailers into a single service point in a newly renovated library. The second, with Mary Ann Graham, 24/5 Night Manager, Access Services, was a University Libraries Innovation and Program Enrichment Grant. Partnering with the University Writing Center and the University Libraries' Reference and Instructional Services Department, writing consultant services and reference assistance were provided to UNCG students in Jackson Library during evening hours in the week prior to exams in the fall and spring terms.

David Gwynn
David Gwynn supervised eight new and five ongoing digital projects consisting of over 5,700 items and nearly 120,000 scanned pages, including the American Publishers Trade Bindings Collection, the Robert Hansen Performing Arts Collection (Phase Two), University Textiles and Artifacts, University Documents and Images, and the Women Veterans Historical Project. Additional projects coordinated with the Lyrasis mass digitization initiative included *Alumni News*, *The Carolinian*, *Coraddi* and *State Normal Magazine*, Greensboro City Directories, the *Greensboro Patriot*, and the World War I Pamphlet Collection. Two projects were completed in collaboration with the Greensboro Public Library and the Greensboro Historical Museum. In June, David secured a $40,376 NC ECHO grant to work with NC A&T State University on the North Carolina Runaway Slave Advertisements Project. David served on the Metadata Cataloger and University Archivist search committees, the Digital Projects Priorities Team, and the Student Supervisors Committee. He also served on a University committee to evaluate text transcription software for audiovisual projects and on the steering committee for a regional digital humanities initiative involving four area universities. Working with the Library and Information Studies Department, David was a guest lecturer for LIS 688 (Digital Libraries), supervised two student interns and several departmental employees, and represented the University Libraries in the LIS department's Career Day programming. He co-authored a refereed article in *LIBRES*, contributed two articles each to *Library Columns* and *The North Carolina Archivist*. David maintained the Digital Projects blog and supervised its Facebook and flickr pages. In addition, he supervised the relocation of the Digital Projects unit in early 2011.

Amy Harris
Amy Harris actively serves on several university committees, including the Academic Integrity Advisory Committee and the Student Learning Enhancement Committee. For the Academic Integrity Advisory Committee, Amy led thirteen sessions for various classes and on-campus groups about Academic Integrity and avoiding plagiarism. For the Student Learning Enhancement Committee, Amy served on a team of two people that evaluated the assessment plans of twenty-five academic programs at UNCG. At the state level, Amy is currently serving as a member of three executive boards within the North Carolina Library Association. As Vice Chair/Chair-Elect of the Reference and Adult Services section, she has been involved in planning that section's presentations for the biennial NCLA conference. She will participate in a panel presentation on e-readers at the conference in October. As the Co-Chair of the Bibliographic Instruction Group and a member of the Executive Board of the College and University Section, she worked with a committee that planned two workshops for teaching librarians this academic year. She also serves as a liaison to the American Library Association for the New Members' Round Table of NCLA and as a member of the Executive Board of that group. Nationally, Amy continues to serve on the editorial board of the Multimedia Educational Resource for Learning and Online Teaching (MERLOT). She has peer-reviewed three online information literacy modules this year. Amy presented at eight conferences this year, including two presentations at the Lilly Conference on College and University Teaching. She has a co-authored peer-reviewed article and co-authored article in conference proceedings in press.

Gerald Holmes
Gerald Holmes served on the University's Chief Diversity Officer/Associate Vice Chancellor Search Committee. He made one co-presentation to faculty on "Searching for Sponsors", with Paul Tuttle 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. As Diversity Coordinator, Gerald served as

an Ex officio member of the Diversity Committee, Diversity Coordinator for the Post MLS Diversity Residency Librarian program, and served as a Co-Principal Investigator for the Academic and Cultural Enrichment (ACE) Scholars Program through a grant of $862,014 from the IMLS Laura Bush 21st Century Librarian Program (2008-2011). He also served as a Co-Principal Investigator for the Second Academic and Cultural Enrichment (ACE) Scholars Program through a grant of $889,401 from the IMLS Laura Bush 21st Century Librarian Program (2010-2013).   On February 26, he participated in "Career Day" in the UNCG Department of Library and Information Studies. He was selected to attend the week-long 2011 Harvard University, Leadership Institute for Academic Librarians (forthcoming July 31-August 5). He co-presented the program, "Ten Libraries, One goal: Recruiting Future Librarians", with Dr. Sha Li Zhang during the 2011 Annual Conference of the Librarians Association of the University of North Carolina at Chapel Hill.

Lynda Kellam
Lynda Kellam gave a presentation on embedded data librarianship and chaired a session at the International Association for Social Science Information Service and Technology (IASSIST) Annual Conference in Vancouver, Canada. She also served on the planning committee for the conference as the poster session organizer. She and her colleague, Katharin Peter from the University of Southern California, published a book entitled <u>Numeric Data Services and Sources for the General Reference Librarian</u>. It was released in June 2011 by Chandos Publishing. She also co-authored a chapter with Kathryn Shields for the edited volume, *The Generation X Librarian*. She helped to coordinate a popular webinar series entitled "Help! I'm an Accidental Government Information Librarian" for the North Carolina Library Association's Government Resources Section. She was active in the North Carolina Library Association's Government Resources Section as the Vice-Chair/Chair-Elect, the American Library Association's Government Documents Round Table as a member of the Education Committee, and the Association of College and Research Libraries Law and Political Science Section as a member of the Membership Committee.

Beth Ann Koelsch
Beth Ann Koelsch focused the resources of the Betty H. Carter Women Veterans Historical Project (WVHP) on expanding the oral history collections and coordinated the addition of 27 new oral histories to the WVHP. She organized, coordinated and publicized the annual Women Veterans Luncheon. Beth Ann curated exhibits for the University Libraries, the women veterans' luncheon, and for university and community outreach events. She solicited UNCG faculty about integrating Special Collections and University Archives materials into their instruction and taught class sessions about primary source materials. She worked closely with the library development officer to enhance funding efforts for the WVHP. Beth Ann provided all on site and remote reference patron assistance for the WVHP. She contributed to general library educational outreach efforts via audio and video podcasting. She designed, submitted, moderated and presented the session "Preserving the History of Women Veterans, a Carolina Focus" for the Society of North Carolina Archivists Annual Meeting, Morehead City, North Carolina April 1, 2011.   The session included a presentation about the history of the women who served in the various military branches in coastal North and South Carolina, as well as a panel discussion with Navy veteran Pat Childers, and oral historian Therese Strohmer, that focused on outreach to veterans' communities and their involvement with the genesis and growth of the WVHP as well as issues and challenges involved in interviewing women veterans. She was invited to co-present at the Annual Meeting of the North Carolina Museums Council in the session "Using Technology to Remember Those Who Served" at the Annual Meeting of the North Carolina Museums Council on March 21, 2010. The session was presented in conjunction with the Greensboro Historical Museum about using digitized images of materials on website to create "virtual square footage" and to highlight often unseen research and artifacts. She published the article "Discovering the Contributions of Women Veterans: The Betty H. Carter Women Veterans Historical Project at the University of North Carolina Greensboro" in *North Carolina Libraries*. She served on the Steering Committee for the Oral History Section of Society of American Archivists and is a member at large of the Society of North Carolina Archivists. As a member of the University's Intercollegiate Athletics Committee she worked on the University's NCAA Division I certification review as a member of the Subcommittee on Gender/Diversity Issues and Student-Athlete Well Being. She also serves as chair of the

University Libraries Preservation Committee and member of the University Libraries Staff Development Committee.

Mary Krautter
Mary Krautter served on the Planning Committee for the conference Reference Renaissance 2010: Inventing the Future held in Denver, Colorado in August 2010. She delivered a presentation for this conference entitled "Addicted to Print: Overcoming Book Lust in the Reference Collection." A chapter based on this presentation was accepted and is scheduled to be published in the conference proceedings edited by Dr. Marie Radford and due to be released in late 2011. Mary also presented at the Kentucky Library Association in September 2010 on a similar topic "Addicted to Print: Transitioning Reference Collections into the Digital Age." In October 2010, she delivered a presentation titled: "Is Print Dead? Balancing Resources in the Reference Collection" in Raleigh, NC, to the Reference and Adult Services Section of the North Carolina Library Association. Mary is currently collaborating with Wake Forest University librarians Mary Beth Lock and Mary Scanlon in editing a book to be entitled The Entrepreneurial Librarian under contract with McFarland Publishing. Mary also served as a member of the Planning Committee for the second conference: From Vision to Implementation: An Entrepreneurial Conference for Librarians, held at Wake Forest University in March 2011. Mary and Mike Crumpton presented on "Learning Spaces: Enhancing the Library's Image" at the annual conference of the Academic and Special Sections of the Kentucky Library Association in April 2011.   Mary and Christine Fischer wrote a chapter "Working Together: Public and Technical Services Perspectives" for an edited book Middle Management in Academic and Public Libraries, which was published by Libraries Unlimited in May of 2011. Mary is Treasurer of the North Carolina Chapter of Special Libraries Association and also serves as a member of the Executive Board of the Chapter. Mary also continued to serve as an ex-officio member of UNCG's General Education Council, and participated in a two day general education assessment workshop in June 2011, developing plans to conduct assessment of particular components of UNCG's General Education Program. Mary is also a Board Member and Programming Committee Member for Bookmarks Book Festival, Triad area book festival.

Lea Leininger
In 2010-2011, Lea Leininger was invited to contribute to a panel presentation titled "Three Perspectives on Patron Driven Acquisitions: Local, Consortial and Publisher" at the annual Charleston Conference. Lea's presentation described the University Libraries approach to patron driven acquisitions, an e-book buying model that allows patrons to find and read e-books for free, with purchase of an e-book only occurring after several uses. Lea also added the Joint School of Nanoscience and Nanoengineering to the list of academic units for which she provides liaison services (other units include School of Nursing, Department of Biology, Department of Public Health Education, Department of Nutrition, Department of Communication Sciences and Disorders, and the Genetic Counseling Program). Lea expanded her instruction to include online sessions in Elluminate. During the 2010-2011 academic year, she provided a total of 61 workshops to 1,152 students. Lea also served on several University Libraries committees. She contributed to Collection Management Committee projects to reduce collection spending and reduce the footprint of the print collection. She helped the Systems Advisory Committee respond to critical issues with the library catalog and discuss the future of this system. Lea also served on an E-Book Task Force. This group surveyed e-book use and interest among 7,454 UNCG students, then made recommendations to library administration on matters such as improving library support for e-books.

Kimberly Lutz
At the beginning of the 2010/2011 academic year, Kimberly Lutz started a new libraries initiative to honor recent faculty publications. The initiative includes a blog, an ongoing display of faculty books, and an annual reception. In the first year, the program was well-received and highlighted the publication of more than 40 books. Working with Bill Finley, Kimberly organized a Randall Jarrell program at Wellspring, highlighting the strengths of SCUA to an audience of potential donors. She also coordinated a panel on gardening to highlight the libraries' collections in this area and also to show how the libraries' resources, such as LibGuides, support campus initiatives. In February, Kimberly organized a sold-out event in Washington, DC for the Society for Scholarly Publishing. The

Librarians' Roundtable brought six librarians from across the country together with a room filled with publishers and vendors to foster open communication and look for common ground. Her write up of the event was published in *Against the Grain*. For the Conference for Entrepreneurial Librarians, Kimberly organized and moderated a webinar that attracted librarians from around the country and helped to publicize the second conference. She gave a presentation at the Carolina Consortium's annual meeting on the impact of cancelling resources, and organized the meeting's first –ever vendor showcase. For the consortium, she also worked on a cost-per-use analysis and created a savings spreadsheet to demonstrate the savings each member realizes through the consortium.

Franklin McKee
Franklin McKee constructed the framework for a highly functional library intranet using SharePoint and began the process of migrating library data from multiple sites. As part of this process Franklin met with representatives from each department in the Libraries to develop customized sites for each department and to provide training. Franklin also developed new procedures for tracking consumable supplies and hardware that is loaned from ERIT. Franklin continued his work with Brown Biggers to virtualize the Libraries' server environment. As a result of this work 45 percent of the Libraries' servers are now virtualized and plans have been developed to virtualize additional servers, including the Libraries' primary web server. Franklin has developed a number of plans for upgrading key server systems including the upgrade of all of the Libraries SQL servers to SQL 2008 and MDID2 to MDID3. Plans were also developed for migrating the Libraries' workstations to the Campus Active Directory and General Computing Network (AD/GCN). Planning for the AD/GCN included working closely with Campus Information Technology Services to resolve issues with numerous pieces of library specific software. Franklin also worked closely with Campus Information Technology Services to insure a smooth migration of all Libraries employee e-mail accounts from Lotus Notes to iSpartan (Gmail). Franklin worked closely with Joe Williams and Brown Biggers to create and implement a program for circulating iPads to library patrons. Franklin also worked with several groups to develop plans to increase the number of public workstations in the Libraries. Franklin upgraded ILL's ILLiad server and client workstations to ILLiad 8 and worked with Joe Williams to customize ILLiad for use in the Libraries Faculty/Staff Desktop Delivery program and Purchase on Demand program.

Barry Miller
Barry Miller organized special appearances at UNCG by famed recording artist and children's book author Peter Yarrow of Peter, Paul and Mary, storyteller and author Tim Tingle, independent scholar Tom Magnuson (supported by a grant he obtained from the NC Humanities Council), and authors Randall Kenan and Brent Friedlander. He published a chapter entitled "Establishing the Library in the Cultural Fabric of the Community: Ten Tips for Linking the Library to the World" in the forthcoming book, *Marketing Methods for Libraries.* Barry also served on the UNCG's Integrated Marketing Committee, where he created, and is currently co-chairing a subcommittee of the Committee of Content Creators looking at electronic magazines, newsletters, and the use of social media, trying to set up some templates and standards for university-wide use.

Daniel Nanez
Danny Nanez was responsible for creating a great leap for learning new technologies. Using newly acquired knowledge of Microsoft SQL Integration Services, NCDOCKS now tracks the amount of uses each document receives. This new feature is completely automated. Learning new techniques in agile data development, this year saw major additions to the mobile library web site. The site now includes information on hours and available computers in the library. Students can also use the mobile site to make library collaboratory reservations.

Mac Nelson
At the national level, Mac Nelson continued to be active in the Music Library Association (MLA) and the Music OCLC Users Group (MOUG). For the MLA, he was invited to serve as national Co-Coordinator of the Educational Outreach Program and as Chair of the Education Committee's Task Force on Curriculum Design for Videorecordings Cataloging Workshops. Also for the MLA, Mac was appointed to a three-year term on the Carol J. Bradley Award Committee and continued to serve as Member's Publications column editor and as a member of the Education Committee. For MOUG, Mac served a third year on the Program Committee and published a review in the *MOUG Newsletter* of a plenary session at the 2011 Annual Meeting in Philadelphia, Pennsylvania. At the regional level, Mac was co-presenter of two workshops, "Cataloging Sound Recordings" and "Cataloging Video Recordings," at the Annual Meeting of the Southeast Chapter of the Music Library Association (SEMLA) in Columbia, South Carolina. He also served as a member of the Best of Chapters Selection Committee for SEMLA. 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, sound recordings, and books from the Laszlo Varga Collection and the Bernard Greenhouse Collection. He also collaborated with videographer Joanna Hay to record more than nine hours of video oral history interviews with the legendary cellist and Cello Music Collection donor Laszlo Varga. Additionally, Mac served as Secretary of the Library Faculty and as a member of the Innovation and Program Enrichment Grant Awards Review Committee. He remained actively involved in library education as guest lecturer in the Library and Information Studies Department, where he taught (with Cataloging Department Head Mary Jane Conger) the subjects of bibliographic description, Library of Congress Classification, and MARC record design. In addition to membership on the University's Advisory Committee on Intercollegiate Athletics (ACIA) and Faculty Enrollment Management Committee (FEMC), Mac served as Past President of the UNCG Library and Information Studies Alumni Association.

Nancy Ryckman
Nancy Ryckman is chair of the University's Writing Intensive Committee and in that role has reviewed numerous WI course proposals and worked with faculty to upgrade the quality of their writing assignments. She is a member of the Teaching Resources Center Advisory Committee and the Faculty Grievance Committee as well as the Liaison to the Writing and Speaking Centers. She is the Library Liaison for ten academic departments or programs for whom she has created and/or maintained almost 50 subject-specific web pages highlighting pertinent research resources. She has assisted several of the Library and Information Studies graduate students and library staff members with resume, cover letter, and interview preparation and co-presented an online resume and cover letter workshop for them. She is the official mentor for two librarians but has been advising others on portfolio preparation and curriculum vitae style and content. 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 new Reference desk and Reference computer furniture. She reviews potential new reference books for Sage. She serves as chair of the Library Faculty and chair of the University Libraries Undergraduate Research Award Committee. She is a member of the Peer Evaluation and Tenure Committee which has included being one of the lead writers for the Libraries' governing documents. She is a member of the Collection Management Committee, Library Elections Committee, Space Planning Committee, Planning Team for Hosting International Visiting Scholars and Librarians, Service Assessment Team, and Art Committee.

Mark Schumacher
Mark Schumacher's major achievement this year was, perhaps, to coordinate the Summer SOAR orientation to the library in June 2011. In three weeks of tours, he and his colleagues spoke to 677 persons about the wonders of the library. He migrated his widely-known web site on Amy Sacker to a new system, at www.amysacker.net . He served on the team that prepared UNCG's decennial re-certification for the NCAA.   Serving a wider public, he also proctored approximately 210 exams for distance education students from East Carolina and numerous other

schools around the country.

Hermann Trojanowski

Hermann Trojanowski was a guest lecturer for nine University Studies (UNS) classes and one Teaching Fellows Seminar (TED 198) class. He was a guest co-lecturer for an Architectural Conservation (HIST 548) class, Archival Management (LIS 505) class, Ethnic American Literature (RCO-208) class, Institutional History of Composition Studies (ENG 689) class, and a Student Teaching Seminar in Physical Education (KIN 461 & KIN 462) class as well as four History and Philosophy of Sports and Physical Education (KIN 351) classes and six University Studies (UNS) classes. There were 519 students in the above classes. Hermann gave presentations about the history of the University at the August 2010 UNCG New Faculty Orientation and a UNCG Development event in April 2011 for potential donors. To promote the outreach efforts of the University Libraries, he led historic campus tours for eleven groups of alumni, students, and visitors with thirty participants. In addition, he gave tours of the Hodges Special Collections and University Archives Department for five groups of visitors with eleven participants. Hermann curated four exhibits and co-curated two exhibits covering such topics as Charles Duncan McIver, gifts to the University Libraries, history of UNCG, May Day, men's athletics at UNCG, and nursing at UNCG. He also published "The Building of Jackson Library, *1948-1950"* in *Library Columns* and wrote one book review of The Ethical Archivist for the *Journal for the Society of North Carolina Archivists.* He also posted three blogs on Charles Duncan McIver, men's athletics at UNCG, and promoting archival material. Hermann conducted four oral history interviews for the UNCG Institutional Memory Collection and one interview for the Betty H. Carter Women Veterans Historical Project. He coordinated the transcript editing, writing of biographical sketches and abstracts as well as the digitization of forty-one interviews for the UNCG Centennial Oral History Project. In addition, Hermann supervised the oral history interviewer and coordinated six oral history interviews for the African American Institutional Memory Project. He served on four University Libraries Committees as well as the University Faculty Professional Development & Welfare Committee and the University Residence Hall Naming Ad Hoc Committee.

LaTesha Velez

LaTesha Velez led a journal weeding project at the Music Library. She also processed the archival records for the Department of Mathematics and Statistics and created the online finding aid for those records. She created several LibGuides including one on bullying that was shared with other University units, received compliments from the Provost among others, and was noted as being a heavily-used resource. LaTesha, along with Kathy Bradshaw, led a workshop during the Central Piedmont Community College Library 2011 ShareAcademy and has been selected to give both a panel presentation and poster session during the 2011 NCLA Conference. She assisted in planning and facilitating the 2011 Conference for Entrepreneurial Librarians sponsored by the libraries of Wake Forest University and the University of North Carolina at Greensboro and the 2010 Information, Diversity, Engagement, Access and Libraries (iDEAL) Summit sponsored by the University of North Carolina at Greensboro, Department of Library and Information Studies. During the summer of 2011 she completed two training programs sponsored by the Human Resources Department: the Supervisory/Management Program and the Diversity Program**.** LaTesha was also awarded a Reach21 Scholarship in June 2011 which paid for travel, registration, and a three night stay in New Orleans, LA to attend the 2011 ALA Annual Conference where she also attended the Spectrum Leadership Institute and an ACRL 2011 Librarian Scholarship which is given to new librarians and paid for registration to the ACRL 2011 Conference in Philadelphia, PA and provided a $250 stipend.

Beth Filar Williams

In 2010-2011 academic year, Beth Filar Williams organized and often co-presented over three dozen online workshops and orientations for UNCG including a "Resume and Cover Lettering Writing", "Intro to Creative Commons"*,* and "Googlicious". She also hosted meetings and webinars nationally through her role co-chairing the ACRL Technology in University Libraries Committee. Along with Jenny Dale, she received a grant from Teaching and Learning Center and created a Brief Hybrid Workshop – "Embedding Information Literacy in Online Teaching".

During the summer 2010, Beth was awarded the Library Innovation Grant and that academic year awarded a GA position for Teach Library Project. These awards assisted with the creation of the *Instructional Tech Toolkit*. As project manager, a yearlong group project creating a ten module research tutorial called *Path* was completed. She is also working with the ERIT Development Team to populate a tutorial database to push tutorials into appropriate pages through the "Not Finding it?" drop down widget. At the ACRL National Conference Beth was panelist for two distance education related presentation, co-presented with Jenny Dale on online learning at the UNC CAUSE Conference, presented virtually on "Embedding Green Messages" for the Amigos Library Services' Going Green @ your Library 2 Virtual Conference, and presented at the Association for the Advancement of Sustainability in Higher Education Conference on creating virtual conferences. Beth also wrote book chapter to be published in Greening Libraries 2011/12 by Library Juice Press.

Joe Williams
Joe Williams coordinated and hosted the 2011 NC ILL Users Group Annual Meeting on UNCG campus, and helped plan and host the NC Sirsi-Dynix Users Group Annual Meeting as that Group's President-elect. He served on the ACRL Media Resources Task Force, which revised the ACRL Guidelines for Media Resources in Academic Libraries. He also initiated the *Journal of Learning Spaces* publication, a peer reviewed, open-access journal hosted by the University Libraries, which currently has advisory board, editorial board, and peer review board members from UNCG and numerous other colleges, universities, and organizations across the U.S. The Journal will publish its inaugural issue in September 2011. Williams presented on this journal project at both the 2011 Librarians Association of UNC Chapel Hill conference and the 2011 Conference for Entrepreneurial Librarians. Joe co-authored an ALA Press book chapter with Keith Gorman, Assistant Head of Special Collections and University Archives on recommended readings for middle managers (in press). He also co-authored a chapter with Stephen Dew, Collections and Scholarly Resources Coordinator for the Entrepreneurial Librarian book (in review). In June 2010, Williams was one of 22 participants selected nationally to attend the 2011 Frye Leadership Institute hosted by Educause, Emory University, and the Council on Library and Information Resources.

Sha Li Zhang
Sha Li Zhang has served on the UNCG's Textbook Advisory Committee, Faculty Senate Budget Committee, and International Students and Scholar Services (ISSS) Committee in 2010-2011. She serves as Project Director/Principal Investigator of the UNCG Academic and Cultural Enrichment (ACE) Scholars Program through the grants of $860,000 funded in 2008 and $889,401 funded in 2010 from IMLS Laura Bush 21st Century Librarian Program respectively. In addition to being a member on the Libraries' AAG, SAC, and chairing CMC, Sha Li chaired the Planning Team for the Visiting Librarians and co-chaired the Planning Team for hosting the SUFE delegation. On professional committees within American Library Association (ALA), Sha Li serves as Chair of ALA's International Relations Committee (IRC) for 2010 -2012, appointed by the ALA president. IRC is responsible for ALA's international relations programs and initiatives. Sha Li was immediate past chair of the ALA's International Relations Round Table (IRRT) in 2010-2011; a member on the ALA Nominating Committee, 2010-2012 which is responsible for nominating the viable candidates to run for the ALA Vice President/President-Elect position and ALA councilors in the ALA's 2012 election, and a member on the ALA Advocacy Coordinating Group, 2010-2012. On a global scale, Sha Li serves on the IFLA's Section Standing Committee on Acquisition and Collection Development and on the North American Organizing Committee which co-hosted China – North American Library Conference in Beijing, China in September 2010. Sha Li continues her services on the Editorial Board on *Chinese Librarianship: an International Electronic Journal,* on the IGI Global Library Advisory Board, and on the Think Globally Act Globally Project Steering Committee which carries out library exchanges projects funded by IMLS and by the Ministry of Cultures in China. Sha Li is the co-author (with Loriene Roy) on the peer-reviewed papers, "Recruiting Future Librarians from Diverse Backgrounds: Model Projects in the United States," in *Journal of Library and Information Science*, and "Collaborative Projects to Recruit Future Librarians from Diverse Backgrounds," in Proceedings: Libraries in a Multicultural Society: Possibilities for the Future. Her other publications include "Message from IRC Chair," in *International Leads* and "IFLA 2010 Annual Conference Report," in *ALCTS Newsletter*

Online (ANO). Sha Li co-presented with Loriene Roy on "Collaborative Projects to Recruit Future Librarians from Diverse Backgrounds," at Libraries in a Multicultural Society: Possibilities for the Future, in Copenhagen, Denmark ; co-presented with Gerald Holmes on "Ten Libraries, One goal: Recruiting Future Librarians with Diverse Backgrounds through a Partnership Project in North Carolina," at the Librarians' Association at the University of North Carolina Chapel Hill (LAUNC-CH), and "ACE Scholars Program Updates," at the All Personnel Meeting of the UNCG Libraries. Sha Li also gave presentations on "Encouraging Diversity: Recruiting Librarians for a Multi-Cultural Community," at the NYLA 2010 Annual Conference in Saratoga, New York; "Collection Fund Analyses: Budget Re-distribution at the U.S. Research Libraries," at the Academic Library Directors' Forum, in Shanghai University of Finance and Economics; "Collection Management and the Role of Subject Liaisons at the U.S. Academic Libraries," at the Tongji University Library in Shanghai, China; "Preparing the Librarians with Diverse Backgrounds for Tomorrow: A Collaborative Project in North Carolina," at the *6th Annual Joint Mini Conference*, New York.

Staff Service Award for 2011

Recognition:

- **Cindy Zaruba** was presented the 2011 Staff Service Award. Cindy was extolled by her colleagues as a truly gifted problem solver--efficient, hardworking, and productive. She is known for solving workflow problems with an eye on how a patron would approach searching and how decisions will influence the work flow between departments. Within the Cataloging Department, Cindy leads by example, calling little attention to her accomplishments. She often volunteers for anything that needs doing, tackling complex projects with skill, diligence, and cheer. She is known for her balanced perspective and dry sardonic humor. Having worked in five different positions with in her nearly thirty years with the Libraries, Cindy is also respected for her wise counsel and historical memory of the library. Cindy is also a respected leader and teacher, having spent much time training student assistants, library faculty and staff, visiting librarians, and various practicum students and interns. To quote a co-worker, "I can't imagine successfully completing many of the projects she has participated in if it weren't for her valuable insights and suggestions and speedy completion of tasks. Perhaps this is because she specializes in the organizing and processing of anomalies and exceptions." During the past year, in addition to her regular multi-format work, Cindy assumed responsibility for cataloging circulating scores and books for the Music Library and provided the foundational work and workflow model by which about 5,000 DVDs were transferred to the Jackson Library collection where they are now enjoyed by our patrons. The University Libraries Staff Service Award was established in 1997 upon the retirement of Martha Ransley, former Head of the Circulation Department and Friends of the UNCG Libraries Board member, "to recognize and reward members of the SPA Library Staff who provide outstanding leadership and service in furthering the accomplishment of the mission of the Library to provide service to students, faculty, staff and members of the community which the University serves."

Student Worker of the Year Award for 2011

Recognition:

- **Dana Boyle, Music Library was selected as this year's winner. The criteria and justifications are:**

Reliability: "I can always count on her work being done well and never worry if she has been in charge…She is the personification of reliability. "Responsibility: "Dana is a dream employee. Not only does she do what is asked of her, but she thinks of things you are going to ask her to do and then goes on to cine up with things you might never think of. "Conscientiousness: Dana went above and beyond the call of duty by finding the syllabus for a course with a "tardy" professor and creating a reserve list on her own. "If she sees that (something) needs to be done, she just does it." Commitment to Service and Teamwork: Dana handles the potentially awkward situation of being the supervisor of her peers by communicating when needed but never abusing the power nor overstepping her bounds. She also helped to refine the score inventory and has shown initiative by taking over contacts with professors about reserves. And she does it all while being fully engaged in classes and performances within the School of Music. "I'm not even sure that she is aware of her value to us." "She is so professional I could easily forget that she is not a permanent employee." "She brightens the day when she's here." "Her work is always impeccable. She inspires me to do my job better. She definitely makes sure that library patrons of all sorts get the help that they need."

LIBRARY COMMITTEES
2010-2011

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    Christine Fischer
    Jennifer Motszko
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    Bill Finley
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    Gerald Holmes
    Lea Leininger
    Lynda Kellam
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    Nancy Ryckman
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  Mary Jane Conger
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- Paul Hessling
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- Stacey Krim
- Jennifer Motszko
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- Mark Schumacher
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- Cathy Griffith
- Mary Krautter
- Katherine Nunnally
- Nancy Ryckman
- Kathelene Smith
- Hermann Trojanowski
- Joe Williams

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- Anne Marie Taber, Vice President
- Hannah Winkler, Secretary
- Jennifer Mincey, Treasurer
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- Cheryl Cross, Co-Chair
    Social Committee

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　　Jackson Leaks
Lynda Kellam, Co-Editor
　　Jackson Leaks
Audrey Sage, Staff Room
　　Coordinator

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Mary Krautter
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Jennifer Ormsby
Franklin McKee
Robin Paschal
Ann Perdue
Audrey Sage
Carolyn Shankle
Karen Ward

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Bill Finley
Christine Fischer
Lea Leininger
Joe Williams
Sha Li Zhang

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Robin Paschal
Erica Rau
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Sha Li Zhang

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Kathy Bradshaw
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Susan Farr
Stacey Krim
Audrey Sage
Cindy Slater

Part 4 – Information Resources and Services

I. COLLECTION / RESOURCES	7/1/2010	6/30/2011	Change
A. BOOKS, SERIALS BACKFILES, OTHER (DOCS)			
1. Paper volumes added (gross)	22,110	21,072	(1,038)
2. Paper volumes withdrawn	10,757	30,883	20,126
3. Paper volumes added (net)	11,353	-9,811	(21,164)
4. Paper volumes (total)	1,160,479	1,150,668	(9,811)
5. Paper titles added (gross)	17,784	17,943	159
6. Paper titles withdrawn	4,273	13,151	8,878
7. Paper titles added (net)	13,511	4,792	(8,719)
8. Paper titles (total)	842,112	846,977	4,865
9. Microform units added (gross)	837	662	(175)
10 Microform units withdrawn	433	672	239
11. Microform units added (net)	404	-10	(414)
12. Microform units (total)	327,487	327,477	(10)
13. Microform titles added (gross)	0	1	1
14. Microform titles withdrawn	0	0	0
15. Microform titles added (net)	0	1	1
16. Microform titles (total)	63,824	63,825	1
17. Electronic book titles added to catalog (net)	18,037	44,041	26,004
18. Electronic book titles catalogued (gross)	331,439	375,480	44,041
19. Electronic serials added to catalog (net)	4,492	3,596	(896)
20. Electronic serials catalogued (gross)	31,819	35,415	3,596
21. Web sites added to catalog (net) [i]	14,715	646	(14,069)
22. Web sites catalogued (total) [i]	32,643	18,574	(14,069)
23. Monographic volumes purchased	18,795	18,645	(150)
B. GOVERNMENT DOCUMENTS			
1. Paper			
a. Documents added (gross)	1,661	1,470	(191)
b. Documents withdrawn	2,668	2,168	(500)
c. Documents added (net)	-1,007	-698	309
d. Documents (total)	222,789	222,091	(698)
e. Document titles added (net)	-604	-419	185
f. Document titles (total)	133,235	132,816	(419)
2. Microforms			
a. Microforms added (gross)	6,329	2,816	(3,513)
b. Microforms withdrawn	1,436	86	(1,350)

c. Microforms added (net)	4,893	2,730	(2,163)
d. Microforms (total)	392,522	395,252	2,730
e. Microform titles added (net)	2,895	1,332	(1,563)
f. Microform titles (total)	246,836	248,168	1,332

COLLECTION / RESOURCES (cont.)	7/1/2010	6/30/2011	Change
3. Electronic Documents			
a. Electronic Documents (total units)	3,217	3,313	96
b. Electronic Documents (titles)	2,871	2,995	124
4. Serials in Documents (included above)	4,084	4,106	22
TOTAL DOCUMENTS (UNITS)	618,528	620,656	2,128
TOTAL DOCUMENTS (TITLES)	382,942	383,979	1,037
TOTAL BOOKS AND DOCUMENTS	**2,110,446**	**2,146,804**	**36,358**
C. SERIALS (periodicals and continuations)			
1. Paper and microform serials (total)	1,726	1,545	(181)
2. Paid subscriptions	1,646	1,456	(190)
3. Gift subscriptions	80	89	9
4. Paper and microform serials added (gross)	7	10	3
5. Paper and microform serials added (net)	-891	-204	687
6. Subscription databases & CDROMS (paid and unpaid)	831	740	(91)
TOTAL SUBSCRIPTIONS	2,557	2,285	(272)
7. Number of current serials purchased	3,195	3,334	139
a. Electronic (deduplicated)	1,511	1,550	39
b. Print (and other non-electronic format) serials purchased	1,684	1,784	100
8. Number of current serials received but not purchased	52,280	47,855	(4,425)
a. Consortial [ii]	20,050	24,728	4,678
b. Freely accessible [iii]	28,066	18,932	(9,134)
c. Print (Exchanges, gifts, etc.)	80	89	9
d. Government documents	4,084	4,106	22
TOTAL SERIALS RECEIVED	55,475	51,189	(4,286)
D. COMPUTER FILES [NOT books or serials]			
1. Computer files (total)	668	686	18
2. Computer files added	30	18	(12)
3. Institutional Repository items (NC DOCKS)	4,690	7,208	2,518
E. DIGITAL COLLECTIONS			
1. The number of collections	17	24	7
2. The size (in gigabytes) of library digital collections	705	1,450	745
3. The items in library digital collections	8,400	11,254	2,854

4. The number of document views [iv]	2,124,562	1,636,392	(488,170)
5. The number of visitors	414,316	497,242	82,926
6. Number of official projects completed [v]	5	9	4
7. Number of master digital image/text files created	35,250	123,180	87,930
8. Size (in gigabytes) of master digital image/text files created	350	667	317
9. Number of master digital image/text files available online	29,500	147,500	118,000
10. Number of master audio/visual files created	515	150	(365)
11. Size (in gigabytes) of master digital audio/visual files created	90	101	11
12. Total number of archived files	58,500	114,596	56,096
13. Size (in terabytes) of total archived files	1.37	2.86	1.49

COLLECTION / RESOURCES (cont.)	7/1/2010	6/30/2011	Change
F. AUDIOVISUAL UNITS			
1. Audiovisual units added (net)	632	-1,991	(2,623)
2. Audiovisual units (total)	47,646	49,719	2,073
a. Audio	18,251	19,239	988
b. Film / Video	8,736	6,435	(2,301)
c. Graphic (pictures and slides)	10,283	10,283	0
d. Maps	2,733	3,844	1,111
e. DVD's / Laserdiscs	7,643	9,918	2,275
3. Audiovisual titles added (net)	-78	195	273
4. Audiovisual titles (total)	28,276	42,429	14,153
a. Audio	13,585	28,471	14,886
b. Film / Video	8,127	5,895	(2,232)
c. Graphics and posters	431	431	0
d. DVD's / Laserdiscs	6,133	7,632	1,499
5. Other formats (realia, artifacts, puzzles, kits, etc.)	255	421	166
6. Other formats unit added (net)	-8	667	675
7. Other formats titles (total)	2,756	3,423	667
8. Other formats titles added (net)	-6		6
G. MANUSCRIPT AND ARCHIVES			
1. Non-University (linear feet) [vi]	1,263.87	1,347.01	83
2. University (linear feet)	1,565.64	1,655.64	90
3. Other (items) [vii]	98,306	99,319	1,013
H. MONOGRAPHS			
1. Book titles received (firm)	10,428	8,657	(1,771)
2. Book titles received (approval)	8,535	9,444	909
3. Book titles received (standing orders)	474	427	(47)
TOTAL BOOKS RECEIVED	19,437	18,528	(909)
I. PRESERVATION SERVICES			
1. Binding and Repair	3,965	6,608	2,643

(i) Last FY one time addition 6,678 titles as part of the ICPSR

(ii) Titles in NC LIVE databases

(iii) Independent Free titles. Last FY value over-reported

(iv) Collections counted in this metric: "Slavery" (DLAS), "Women Veterans Collection", "Civil Rights Greensboro", "University Archives", "Special Collections & Rare Books", "Web Exhibits", and the Institutional Repository

Conversion to industry standard analytics on these collections reflects lower, but more accurate metrics.

(v) Two projects involved existing collections which is why only 7 collections were added.

(vi) Includes both Manuscripts and Women Veterans Historical Project material.

(vii) This item count is expected to stay relatively static

II. LIBRARY SERVICES	7/1/2010	6/30/2011	Change
A. DOCUMENT DELIVERY / INTERLIBRARY LOAN			
1. Returnable	5,133	5,518	385
a. Faculty	1,715	1,998	283
b. Graduate	2,252	2,330	78
c. Undergraduate	1,151	1,161	10
d. Distance Education	15	29	14
2. Non-returnable	3,465	4,692	1,227
a. Faculty	1,357	3,297	1,940
b. Graduate	1,757	1,089	(668)
c. Undergraduate	349	256	(93)
d. Distance Education	2	50	48
3. Electronic Document Delivery	892	922	30
TOTAL DOCUMENT DELIVERY / ILL BORROWING	9,490	11,132	1,642
4. ILL Lending			
a. Returnable	7,091	8,085	994
b. Non-returnable	1,363	1,474	111
TOTAL DOCUMENT DELIVERY / ILL LENDING	8,454	9,559	1,105
B. CIRCULATION LOANS			
1. Total University Libraries Circulations	342,298	389,267	46,969
a. Initial Checkouts	118,496	138,684	20,188
b. Reserve Checkouts	32,494	46,170	13,676
c. Renewals	70,678	66,916	(3,762)
d. In-House Use	47,868	47,779	(89)
e. Manual/External Transactions	72,762	89,718	16,956

2. Total JACKSON Circulations	300,497	352,287	51,790
a. Initial Checkouts	99,350	121,831	22,481
b. Reserve Checkouts	24,140	38,542	14,402
c. Renewals	63,498	60,026	(3,472)
d. In-House Use	40,747	42,170	1,423
e. Manual/External Transactions	72,762	89,718	16,956
i. Documents	143	1,880	1,737
ii. Microforms	1,175	915	(260)
iii. SCUA	3,426	4,705	1,279
iv. E-Books	68,018	82,218	14,200
3. Total MUSIC Circulations	41,801	36,980	(4,821)
a. Initial Checkouts	19,146	16,853	(2,293)
b. Reserve Checkouts	8,354	7,628	(726)
c. Renewals	7,180	6,890	(290)
d. In-House Use	7,121	5,609	(1,512)
4. Selected Circulation Counts by Item Type or Location			
a. AV Materials (total circulation count)	25,791	74,219	48,428
i. Jackson Library AV Materials	15,777	66,220	50,443
ii. Music Library AV Materials	10,014	7,999	(2,015)
LIBRARY SERVICES (cont.)	7/1/2010	6/30/2011	Change
b. Laptop Circulation Count	6,650	18,612	11,962
i. Jackson Library Laptop Circulation	6,505	18,369	11,864
ii. Music Library Laptop Circulation	145	243	98
c. Storage Circulations	701	643	(58)
d. In-House Use of Books/Stacks (total circulation count)	44,192	42,506	(1,686)
i. Jackson Library	37,096	37,244	148
ii. Music Library	7,096	5,262	(1,834)
e. In-House Use of Bound Serials (total circulation count)	4,851	5,273	422
i. Jackson Library	4,826	4,926	100
ii. Music Library	25	347	322
5. Usage Data/Borrowing Data (total by demographic on selected categories) [i]			
a. University loans (total)	196,946	225,802	28,856
i. Undergraduate loans	114,049	139,542	25,493
ii. Graduate loans	49,083	48,884	(199)
iii. Faculty loans	29,019	33,689	4,670
iv. Staff loans	2,290	3,319	1,029
v. Interlink	2,505	368	(2,137)
b. Non-university loans (total – all categories)	16,104	16,195	91
i. Institution borrowers			
o UNC System	1,242	1,688	446
o Greensboro Consortium/TALA [ii]	2,880	2,526	(354)

o Community Colleges [ii]	<u>55</u>	<u>81</u>	26
o Area Schools	<u>2,129</u>	<u>2,153</u>	24
o Public Library	<u>164</u>	<u>166</u>	2
ii. FOL loans	<u>9,634</u>	<u>9,581</u>	(53)
c. Registered Borrowers (all categories) [ii]	<u>36,720</u>	<u>42,006</u>	5,286
i. University borrowers	<u>34,992</u>	<u>39,785</u>	4,793
o Undergraduates	<u>24,490</u>	<u>27,522</u>	3,032
o Graduates	<u>5,110</u>	<u>6,181</u>	1,071
o Faculty	<u>3,752</u>	<u>4,163</u>	411
o Staff	<u>1,640</u>	<u>1,919</u>	279
ii. Non-University borrowers	<u>1,728</u>	<u>2,221</u>	493
o Friends of the Library	<u>639</u>	<u>763</u>	124
o Area School borrowers	<u>216</u>	<u>321</u>	105
o Area College and University borrowers	<u>770</u>	<u>989</u>	219
o Other	<u>103</u>	<u>148</u>	45

C. ACCESS

1. Web Page views [iii]	<u>5,761,934</u>	<u>5,257,177</u>	(504,757)
a. In Library (%) [iv]	<u>30.70%</u>		
b. On-campus (%) [iv]	<u>20.30%</u>		
c. Off-campus (%) [iv]	<u>49.00%</u>		
2. Database Sessions [v]	<u>867,613</u>	<u>602,651</u>	(264,962)
a. On-campus (%)	<u>21.20%</u>	<u>20.30%</u>	-0.9%
b. Off-campus (%)	<u>78.80%</u>	<u>79.70%</u>	0.9%

LIBRARY SERVICES (cont.)	7/1/2010	6/30/2011	Change
3. Electronic journals (total #)	<u>39,170</u>	<u>37,572</u>	(1,598)
4. Number of public workstations	<u>175</u>	<u>215</u>	40

D. RESERVES

1. Number of reserve lists	<u>691</u>	<u>679</u>	(12)
2. Number of items on reserve	<u>4,320</u>	<u>3,730</u>	(590)
a. Items on traditional reserve	<u>2,110</u>	<u>1,900</u>	(210)
b. Items on e-reserve	<u>2,210</u>	<u>1,830</u>	(380)

E. PUBLIC SERVICE QUESTIONS

Number of reference transactions total	<u>54,939</u>	<u>54,586</u>	(353)
1. Face to face reference transactions	<u>48,246</u>	<u>45,496</u>	(2,750)
2. Virtual reference transactions (E-mail, IM, Chat, Phone, etc.)	<u>6,693</u>	<u>9,090</u>	2,397

F. INFORMATION SERVICES TO GROUPS

1. Classes / Presentations	<u>524</u>	<u>657</u>	133
a. Individuals attending	<u>12,168</u>	<u>15,258</u>	3,090
b. Contact hours	<u>13,021</u>	<u>17,965</u>	4,944

2. Consultations	<u>78</u>	<u>1,605</u>	1,527
a. Individuals attending	<u>94</u>	<u>1,835</u>	1,741
b. Contact hours	<u>117</u>	<u>720</u>	604
3. Training sessions	<u>53</u>	<u>32</u>	(21)
a. Individuals attending	<u>596</u>	<u>186</u>	(410)
b. Contact hours	<u>1,309</u>	<u>190</u>	(1,119)
4. Faculty training	<u>7</u>	<u>10</u>	3
a. Individuals attending	<u>58</u>	<u>163</u>	105
b. Contact hours	<u>69</u>	<u>158</u>	89
G. GATE COUNT TOTAL	<u>1,154,977</u>	<u>1,196,756</u>	41,779
1. Jackson Library	<u>1,032,320</u>	<u>1,079,306</u>	46,986
2. Music Library	<u>122,657</u>	<u>117,450</u>	(5,207)
H. STAFF (FTE = 40 hours per week)			
1. Staff FTE	<u>92.0</u>	<u>93.8</u>	1.8
a. Professional staff, FTE. (vi)	<u>37.5</u>	<u>41.8</u>	4.3
b. Support staff, FTE.	<u>54.5</u>	<u>52.0</u>	(2.5)
2. Staff total	<u>95.0</u>	<u>93.8</u>	(1.2)
a. Professional Staff (vi)	<u>39.0</u>	<u>41.8</u>	2.8
b. Support Staff	<u>56.0</u>	<u>52.0</u>	(4.0)
3. Student assistant, FTE. (Federal)	<u>7.1</u>	<u>36.0</u>	28.9
4. Student assistant, FTE. (Departmental)	<u>15.2</u>	<u>125.0</u>	109.8
5. Student assistant, FTE. (total)	<u>22.3</u>	<u>161.0</u>	138.7
6. Number of students employed	<u>120</u>	<u>161</u>	41
7. Number of staffed service points	<u>6.0</u>	<u>6.0</u>	0.0
8. Number of weekly public service hours	<u>144.0</u>	<u>144.0</u>	0.0

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

(ii) These metrics include the TALA schools.

 • TALA includes 3 UNC system schools: NCA&T, WSSU, and NCSA for which stats are reported under the UNC System.

 • TALA includes 3 Community Colleges: Alamance CC, Forsyth Tech CC, Guilford Tech CC; stats for Davidson County CC, Randolph Tech CC, and Rockingham CC are reported under Community Colleges.

(iii) This value includes Library Web site views plus Web2 OPAC.

(iv) Due to changes in campus network configuration, this metric cannot be accurately tracked.

(v) This metric comprised of databases plus JournalFinder

(vi) Value of 0.8 represents one professional staff

Part 5 - FINANCIAL STATEMENT OF EXPENDITURES
2010-2011

From State Funds	6/30/09	6/30/10	6/30/11
Salaries			
EPA Academic (Exempt from State Personnel Act)	$2,587,343	$2,563,834	2,627,980
Employee on Loan	750	3,000	3,000
SPA Support (Subject to State Personnel Act)	1,959,918	2,064,333	2,098,377
Longevity Pay, Holiday and Shift Pay	41,517	48,130	46,170
Fringe Benefits Contributions, includes Worker's Compensation	1,156,893	1,232,484	1,405,450
Wages (Student)	285,714	258,593	276,330
Wages (Temporary Personnel)	48,502	20,006	87,652
Contracted Services	0	0	0
Total Salary from State Funds	**$6,080,637**	**$6,190,380**	**6,544,959**
Office Supplies - Furniture, Computer Supplies & Equipment, Educational Supplies, Security/Safety Supplies, Data Processing Supplies, Other Supplies, Telephone supplies, Plaques & Trophies, Other Facility Supplies	$141,550	$297,128	283,008
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, Other Contracted Services, Freight/Delivery,	100,627	117,562	154,170
Travel (includes Registrations from Services Pool)	78,824	22,975	68,027
Fixed Charges – Includes Rental, Maintenance Contracts, Institutional and Membership Dues, Licenses and Permit Costs, Periodicals and Subscriptions, Other Administrative	104,930	162,099	112,675
Capital Outlay – Includes Server Purchases, Office Equipment, Non-Wan DP Equipment, Other Equipment	24,269	222,273	256,494
Other Library Expenditures	0	0	0
Library Books, Journals, Services and Subscriptions, Serials	2,770,332*	6,555,740*	4,819,025*
Total Expenditures from State Funds	**$3,220,532**	**$7,377,777**	**$5,693,399**
From Federal Funds			
Student Work-Study Wages	$ 74,725	$ 93,092	$ 74,274
Total Expenditures from Federal Funds	**$ 74,725**	**$ 93,092**	**$ 74,274**
From Special Funds			
Friends of the Library	$ 65,421	$ 53,771	68,269
Brace Gove (Maria Clark Brace)	0	0	10,474
Special Collections Endowment	32,393	7,832	7,451
Chauncey Williams	0	350	0
Kellenberger	9,494	6,929	4,456
Library Discretionary Fund (Dean)	2,896	3,390	1,704
Enrichment Fund	29,699	5,301	31,450
Other Accounts	48,352	16,470	20,982
Total Expenditures from Special Funds	**$ 188,255**	**$94,043**	**$ 144,786**
TOTAL EXPENDITURES FROM ALL SOURCES	**$9,564,149**	**$13,755,292**	**$12,457,418**

*NOTE: * Library Books, Journals, Services & Subscriptions, Serials (combined totals for 114504 and 114506)