

**University Libraries 2012- 2013 Annual Report**  
**University of North Carolina at Greensboro**  
**University Libraries**

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**Part 1 – Talking Points**

- 1) Digital media is the papyrus and paper of the 21<sup>st</sup> century. The ability to communicate effectively using such media is essential to the future of our students as they complete their study and move on to their future careers. The Digital Media Commons, or DMC, is a collaborative effort between the University Libraries and the Digital ACT Studio, located within the DMC. Housed on the lower level of Jackson Library, the DMC and Digital ACT Studio provide the space and resources for UNCG's students, faculty and staff to create and refine their multimedia projects, including web pages, digital images, digital videos, digital audios, PowerPoints, and more. Patrons may receive assistance with selecting, using, and citing media resources, as well as consult with experts on the rhetorical, aesthetic, and technical aspects of developing and communicating their ideas through media.

The DMC is staffed by a professional librarian and technicians from the University Libraries, digital literacy consultants from the Digital ACT (Action, Consultation, and Training) Studio, and graduate assistants from the Media Studies and Library and Information Sciences departments. Library staff help patrons identify and locate the right information, materials, images, and other resources they will need. They also provide assistance with the technical aspects of their projects. The Digital ACT Studio staff help to improve the aesthetic and persuasive quality of multimedia projects. The concept has drawn grant support from the US Department of Education which is being used to expand the Digital ACT Studio and provide additional support in the future.

What makes the DMC work is not just the technology or the space, however important and heavily used those things are. What also makes learning take place in the DMC is the expertise and service orientation of the staff and faculty who work there.

- 2) In September, we officially celebrated the naming of the Harold Schiffman Music Library with a fanfare and the premiere of one of Dr. Schiffman's compositions. Back in June, we had announced a \$2 million planned gift to UNCG from Dr. Harold A. Schiffman and Dr. Jane Perry-Camp. The couple's gift provides music scholarships and support for the University Libraries.

Dr. Schiffman was born in Greensboro. "During my childhood days," he said, "the Woman's College of the University of North Carolina (now UNCG) was very important, even crucial, to my development as a musician. I attended many concerts and even had some performances of my music there. Now, UNCG has become a home for my musical archive, and I am truly grateful for the wonderful care for it from the staff of the Jackson Library and the School of Music, Theater, and Dance." We are grateful to Harold and Jane, and our students and faculty in Music will continue to be enriched by their generosity for many years to come.

The Harold Schiffman Music Library has also seen some major renovations this year with improved furniture, equipment and space arrangements.

- 3) Our ACE Scholars program concluded this year after two successful grant applications created a program that helps recruit students with culturally diverse backgrounds into a two-year Master's of Library and Information Studies (MLIS) at UNCG. Graduating ACE Scholars will increase the number of librarians from underserved communities in the United States. Thirty students completed the program over the course of the past five years. All of the first cohort are either working (13) or enrolled in a PhD program (1). Eight of the second cohort that graduated in May are already employed, 1 is enrolling in a PhD program, and eight are still seeking employment. It is important to note that like a many of the things the University Libraries accomplish, this program has been successful because of partnerships and cooperation. The ACE Scholars program was undertaken jointly by the University Libraries, the LIS program, and area libraries in the Triad. Ten institutions in North Carolina are participating in this collaborative program.

The grant provided the following benefits to scholars: tuition and fees to attend the UNCG MLIS program along with a monthly stipend, supplies funding, travel to one national and one state conference, a laptop computer, and also very important internship and mentoring opportunities. The mentoring program was designed to support students in their career exploration during the MLIS degree program by allowing them to ask designated mentors in the field of Library and Information Studies questions regarding their careers, skills and competencies, or other relevant areas.

- 4) Libraries have long been about making research as easily available as possible, but are often hampered in doing so by the cost of many scholarly journals. Our Libraries are leaders in the movement to create free and open access to scholarly literature. To inform our faculty about the importance of their author rights and open access publishing, the University Libraries co-sponsored two faculty forums during the year—"Open Access Publishing and the Promotion & Tenure Process" and "Innovation Commercialization and the Promotion & Tenure Process." For the last five years, the Libraries also have supported open-access archiving of faculty works in NC DOCKS, the university's institutional repository, and during the last year, faculty added over six hundred works to the repository. Approximately 350 faculty members have over 4,200 works in NC DOCKS. There are also about 1,500 electronic theses and dissertations and 50 other student works (mainly honors projects). NC DOCKS materials have been viewed over 4,130,000 times.

In addition, the Libraries used Open Journal Systems (OJS) software to help faculty publish five open-access electronic journals, with three additional journals expected to publish first issues within the next year.

One of the business models used by some of the more prominent open access journals includes charging authors article processing fees, and during the last year, the Libraries supported faculty publishing in such journals by awarding grants to seven faculty members totaling \$5,280 from the Open Access Publishing Support Fund, a fund co-developed by the Libraries and the Office of Research & Economic Development.

In addition, after making the work of UNCG and other scholars in the UNC system more freely available to all with such products as NC DOCKS and OJS, the University Libraries faculty established an open access policy this spring, committing to open access archiving of their scholarly journal articles. With this action, the Libraries gained recognition from peers across the library world, and received invitation to participate in COAPI, the Coalition of Open Access Policy Institutions.

- 5) We continue to make more and more resources available on the Internet through the digitization of some of our most unique and significant collections, including archival collections, the Women Veterans Collection, the Digital Library on American Slavery, and the recently launched Runaway Slave Ads Collection. Two new projects of special note are our NC Literary Map, an online product that allows one to connect authors to particular places in our state, and the Teachers and Troops project done in conjunction with other Greensboro academic and public libraries and museums. The

State Library of North Carolina awarded a \$203,910 LSTA grant to the University Libraries and five community partners to proceed with Textiles, Teachers, and Troops: Greensboro, North Carolina, 1881-1945. We are honored to be the recipient of this grant award and are tremendously excited to begin the project. This project will make available more than 175,000 digital images including photographs, manuscripts, rare books, scrapbooks, printed materials, and oral histories documenting the social and cultural development of Greensboro. For the first time, all five colleges and universities in Greensboro, along with the Greensboro Historical Museum, will be collaborating on a project to make primary source materials available online. By documenting the vitally important influence of the textile industry, public and postsecondary education, and the massive World War II military presence, Textiles, Teachers, and Troops will provide context for understanding the growth of Greensboro from a town of two thousand residents into one of the leading manufacturing and education centers in the Southeast. The project will display these new materials alongside a large body of material already digitized by the partners and will provide the initial content for a larger community-based history portal.

**Part 2 – Strategic Planning UNIT: Full Assessment Report (Highlights)**  
**Department: University Libraries Unit Strategic Plan Objectives Report**

This section summarizes the strategic planning activities 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.

**SPO = Strategic Plan Objective**

### **University Libraries Mission Statement**

The University Libraries advance and support learning, research and service at The University of North Carolina at Greensboro and throughout the state of North Carolina.

#### **Goals:**

- Provide quality information services, systems, facilities and learning environments from which the University community will gather information and conduct research
- Build and preserve print, electronic resources and other unique collections that support the University's missions and programs
- Provide leadership in information literacy programs and instructional technologies
- Establish an environment for collaborative learning and individual reflection and ensure that the Libraries' services and resources support student activities and research in partnership with academic faculty
- Provide opportunities for professional development and training of librarians and staff to ensure the Libraries' services and operations are efficient and current
- Embrace and enhance diversity throughout the University's constituencies, culture, curriculum and outreach activities
- Engage the Piedmont Triad in programs that enhance the life of the University and community and build long-term support for the Libraries
- Seek out and take advantage of appropriate entrepreneurial opportunities

#### **Unit Objectives**

**SPO01: Collaborate with UNCG's First Year Experience programs, including Learning Communities, in order to support the University's retention and student success efforts.**

**Measure:** Number of Information Sessions provided for First Year courses

**Target:** Increase number of sessions by 3% over 2011-12

**Finding:** Provided 238 tours or class sessions for first year students

**Measure:** Number of information literacy sessions for Learning Communities

**Target:** Increase information literacy sessions to Learning Communities by 3%

**Finding:** Provided 41 sessions so almost quadrupled our involvement from last year. Much of this increase due to close collaboration with the Integrated Studies classes each of which is paired with a learning community.

#### **Action Plan**

- Establish an instructional team to include the First-Year Instruction Coordinator to examine optimal strategies for First Year instruction; make changes as determined
- Continue close collaboration with Learning Communities via liaisons for curricular and co-curricular programming
- Develop assessments and reports to indicate Libraries' involvement with high-impact practices

**SPO02: Develop unique collections according to Libraries and University priorities and digitize them in order to preserve and make them available to researchers worldwide**

**Measure:** Number of digital projects developed

**Target:** Develop 8-10 new projects

**Finding:** 5 new projects:

- ASERL/Nutrition Pamphlets
- Home Economics Pamphlets
- Textiles Teachers and Troops Year 1 (4-5 projects within this one)
- Retrospective Theses & Dissertations (for NC DOCKS)
- Manuscripts Scrapbooks

New phases for 4 projects:

- American Trade Bindings Phase 5
- Women Veterans Continuation
- Oral History Continuation
- University Images Continuation (Reprocessed buildings and grounds, postcards)

**Measure:** Number of new archival and manuscript collections acquired

**Target:** Add 14 manuscript collections and 14 archival collections

**Finding:**

- 6 new Manuscript collections acquired.
- 3 collections added to existing holdings.
- 20 oral histories added.
- 6 Women's Veterans Historical Project manuscript collections were added.
- 9 University Archives record groups added.
- 40 smaller records groups added to existing holdings.

**Measure:** Number of finding aids and Lib Guides for Special Collections

**Target:** Develop 4 new LibGuides and 36 new finding aids

**Finding:**

- 4 new LibGuides created.
- 47 new finding aids created

**Action Plan:**

- Identify and prioritize 2013-14 digital projects at June 2013 Digital projects Priorities Team meeting
- Develop projects identified
- Continue to seek and acquire unique collections

### **SPO03: Develop and provide resources and services in order to support online learning**

**Measure:** Amount of ebook usage

**Target:** Increase ebook usage by 10% over 2011-12

**Finding:** A total of 160,151 ebook uses for a 25% increase from 2011-12

**Measure:** Number of ebooks added to the collection

**Target:** Add 5,000 new ebooks

**Finding:** Added 22,023 ebooks. Most are purchased via Purchase on Demand (PDA) and other packages to save staff time and ensure we're purchasing materials most needed by UNCG students, faculty and staff. The Libraries now have over 450,000 ebooks available 24/7 to UNCG users

**Measure:** Efficiency of ejournal purchases to ensure Libraries are providing useful content

**Target:** Participate with action items in UNC GA report

**Finding:** Completed ejournal data repository, which UNCG hosts for the entire UNC system. Data includes information on journal usage and costs to help determine good purchase decisions.

**Measure:** Number of new or updated online tutorials developed

**Target:** Rework 8 tutorials and develop 8 new ones

**Finding:**

- Updated all Path individual tutorials (about 12), based on evidence from usability studies.
- 1 new tutorial on new library catalog
- 1 new tutorial for new WorldCat Local
- 2 new "Google for Research" tutorials
- 1 new tutorial for library orientation to online learners

**Measure:** Number of online workshops delivered to the UNCG community

**Target:** Develop and deliver 7 online workshops

**Finding:** Delivered 7 online workshops. Topics included:

- Instructional Technology Toolkit
- Using Blackboard Collaborate

**Action Plan:**

- Establish an Instructional Team including the Distance Learning Librarian to determine best strategies for online learning
- Establish subject liaison teams to work with Assistant Dean for Collections and Scholarly Communications and the Electronic Resources Subcommittee to select online resources
- Enhance collaboration with FTLC on online workshops and faculty training
- Continue to develop and update online tutorials (2012 survey indicated this is the preferred method of instruction for distance students)
- Actively participate in the UNC GA plan to improve ejournal purchasing efficiency

**SPO05: Develop and sustain an information literacy program in order to infuse these skills throughout the undergraduate and graduate curriculum.**

**Measure:** Number of new or updated tutorials developed

**Target:** Rework 8 tutorials and develop 8 new ones

**Finding:**

- Updated all Path individual tutorials (about 12), based on evidence from usability studies.
- 1 new tutorial on new library catalog
- 1 new tutorial for new WorldCat Local
- 2 new "Google for Research" tutorials
- 1 new tutorial for library orientation to online learners

**Measure:** Number of online workshops delivered to the UNCG community

**Target:** Develop and deliver 7 online workshops

**Finding:** Delivered 7 online workshops. Topics included:

- Instructional Technology Toolkit
- Using Blackboard Collaborate

**Measure:** Number of information literacy sessions delivered across the Libraries

**Target:** Increase number of sessions by 5%

**Finding:** 702 tours or information literacy sessions for a 3% increase from 2011-12. This figure includes sessions offered by Reference and Instructional Services, Special Collection and University Archives, the Harold Schiffman Music Library and other liaison librarians from additional Libraries' departments.

**Measure:** Percentage of information literacy sessions assessed

**Target:** Assess 40% of information literacy sessions

**Finding:** Assessed 17% of our information literacy sessions.

**Action Plan:**

- Establish an instructional team to provide leadership for information literacy and a holistic approach including teaching methods, assessment and optimal modes of contact.
- Enhance collaboration with FTLC for faculty training in information literacy

**SPO06: 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.**

**Measure:** Number of internships, graduate assistantships, practicums and student employee positions

**Target:** Increase number by 5% over 2011-12

**Finding:**

- Provided 42 graduate assistantships, practicums or interns for a 20% increase from last year.
- Employed approximately 100 total student employees

**Action Plan:**

- Continue providing opportunities for students to gain practical experience in the Libraries.
- Work with Library and Information Studies to provide Real Learning Connections graduate assistantships

**SPO07: Develop systems and services in order to promote scholarly communication and open access initiatives**

**Measure:** Number of items added to NCDOCKS

**Target:** Add articles and Electronic Thesis and Dissertations as submitted

**Finding:**

- 600 articles added in 2012-13 for a 242% increase from 2011-12; Graduate Assistant contacted faculty directly which helped increase submissions.
- 114 Electronic Thesis and Dissertations (55 dissertations, 59 theses)

**Measure:** Number of journals supported by Open Journal Systems

**Target:** Add two new journals supported by OJS

**Finding:**

- Added one new journal for a total of 6 supported by the Libraries.
- 3 additional journals are in development.

**Measure:** Number and amount of Open Access Fund grants to faculty

**Target:** Disperse at least 6 new grants

**Finding:** Awarded 5 grants to faculty for \$3,200. The fund is jointly sponsored by the Libraries and the Office of Research and Economic Development and provides support for author fees to publish in open access journals.

**Action Plan:**

- Enhance scholarly communication outreach efforts to provide information on open access initiatives and other new publishing models to faculty and students
- Continue adding journal articles and ETDs to NCDOCKS
- Continue collaboration with Office of Research and Economic Development to provide the open access journal fund
- Continue to support Open Journal Systems platform to publish open access journals
- Explore additional ways to provide support for open access publishing

**SPO08: Provide diverse programs and exhibits open to the community in order to enhance artistic, economic and cultural opportunities for the region**

**Measure:** Number of cultural programs and exhibits; attendance at cultural programs

**Target:**

- Maintain or increase number of exhibits and programs from previous year
- Maintain or increase attendance at programs from previous year

**Finding:**

- 25 programs (lectures, book discussion, programs) with 2,205 attendees. Had 28 programs in 2011-12 with 2,160 attendees
- 12 SCUA exhibits (same as last year)
- 1 faculty lecture with approximately 30 people attending. (similar to last year)

**Action Plan:** Continue to offer programs and exhibits of interest to the UNCG and greater communities

### **SPO09: Develop systems, projects and services in order to support faculty and student research and community service**

**Measure:** Number of LibGuides hits

**Target:** Increase use by 5%

**Finding:** 363,673 hits during 2012-13 for a 16% increase over 2011-12. LibGuides provide seamless access to appropriate information resources and are developed for academic departments/programs, specific classes and other topics of interest to the UNCG community.

**Measure: Number of positions devoted to supporting faculty research**

**Target:** Recruit and hire one EPA employee and one SPA employee devoted to supporting faculty research

**Finding:**

- Hired one SPA staff member, Web Applications Designer with these responsibilities:
  - Web design and the maintenance and develop of exiting Library web applications, as well as the updating of programming and architecture of those applications as needed. The emphasis of this position entails both Web design and development, as well as the maintenance of existing web applications and web sites and the design and development of new scalable Library applications and web sites as needed.
- Search for an EPA position, Research Support Coordinator, should be complete by June 30 with these responsibilities:
- Provides library-wide, interdepartmental coordination of the Libraries' team-oriented research support program,
- Works closely with the UNCG Office of Research and Economic Development, UNCG Information and Technology Services, faculty research committees, and other campus stakeholders to ensure efficient and effective support for researchers.
- Assists faculty with technological elements of grant applications.
- Operates the Libraries' Usability Lab.
- Works closely with library subject liaisons to make sure they are kept informed and that they can assist in communication research support opportunities and options to faculty.

**Measure:** Number of data management plan consultations

**Target:** Conduct 3 data management consultations

**Finding:**

- Entered one set of data into Odum Institute Data Repository
- Focused on training and planning for data management

**Measure:** Number of Endnote and other workshops provided in partnership with the Graduate School; attendance at workshops

**Target:** Provide at least 10 workshops

**Finding:** 8 total sessions (4 general workshops, 4 class or department-specific sessions) and 26 consultations. Worked closely with the Graduate School to schedule and market these workshops which are very popular.

**Action Plan:**



- Establish a program to provide support to faculty and students for data management plans
- Establish a program to provide support to faculty for developing digital projects and databases
- Establish subject liaison teams to enhance and increase efficiency in collection and resource management

**SPO10: Develop new services in order to support expanding curriculum needs in media literacy**

**Measure:** Number of positions devoted to Digital Media Commons

**Target:** Devote 2 full time SPA staff and 2 20-hour/week graduate assistants to the DMC

**Finding:**

- Hired two full-time SPA staff and 2 20 hour/week graduate assistants (with tuition waivers), one from Library and Information Studies and one from Media Studies, to work in the Digital Media Commons.
- Also staffed DMC with 70 additional student hours
- Access Services Department Head also spent several hours a week in the DMC

**Measure:** Number of consultations conducted by Digital Media Commons staff

**Target:** Conduct 145 consultations

**Finding:** DMC staff conducted 147 individual or small group consultations for students, faculty or staff to assist them in creating media productions.

**Action Plan:**

- Follow up on assessment conducted in 2012 to determine what changes and improvements are needed in the Digital Media Commons
- Enhance outreach to faculty and students for curriculum development in media
- Collaborate with new Communication Across the Curriculum and Digital Acts directors

**SPO11: Develop systems and services in order to provide enhanced discoverability of information resources**

**Measure:** Cost savings realized by change to WMS

**Target:** Save \$40,000

**Finding:** Saved over \$50,000 through early adoption and dropping products whose functions have been subsumed by Worldshare Management Systems (WMS).

**Action Plan:**

- Assess savings realized by switching to WMS
- Revise instructional materials and guide to include WMS and new Journal A to Z list

## Part 3 – Institutional Effectiveness

### University Libraries Institutional Effectiveness 2012-2013

#### Administrative Institutional Effectiveness Highlight

- 1) In Spring and Fall 2012 the University Libraries conducted a “Diversity and Inclusion Survey” to determine customer satisfaction with library services and resources among diverse students. We collaborated with the offices that serve minorities, international students, the disabled, and the LGBT population to develop the survey. The survey supported UNCG’s strategic plan that includes diversity, inclusion and internationalization as major initiatives and the Libraries’ goal, “embrace and enhance diversity throughout the University's constituencies, culture, curriculum and outreach activities.”

Although results were generally quite positive the survey brought some issues to light. The lowest score was for the question “I know how to register a concern or complaint with the Libraries.” The narrative comments indicated that what makes a library welcoming to diverse populations include events, resources and displays on diverse issues, translation tools, multilingual signs, resources and staff who communicate well with diverse customers.

In response to the low score about registering a complaint a suggestion box was placed in a prominent location. Suggestions receive anonymous responses through a blog which receives an average of 50 views each week. For collections, the Libraries’ Diversity Resident is examining our foreign language collections during her rotation in Technical Services to make purchase recommendations. The Libraries added a translator to its web pages in spring 2013 and a welcome sign in multiple languages to the rotating digital sign in the Jackson lobby. Libraries’ staff are encouraged and provided support to attend appropriate programs sponsored by UNCG such as Human Resources “Intercultural Sensitivity” workshop and the Wellness Center’s “Safe Zone” training. Approximately 12 staff attended these programs during 2012-13. The Libraries also brought in a representative from Disabilities Services to speak to staff in spring 2012. During the Libraries Staff Development Week in May 2013 a session on working with international patrons was provided. To provide better access to our resources on diverse topics (as well as others) a web page listing our LibGuides for topics not connected to a major or program was developed in spring 2013. The Libraries also provided space for at least six displays from diverse campus offices and organization such as “German Week,” the African Student Union, Black History Month, African American Studies and the Progressive Library Guild.

- 2) The PATH tutorial is a 10 module multi-media information literacy tutorial created in 2010. In order to ensure that PATH is effective, efficient, and satisfying to students and faculty we developed a usability study to determine the ease of navigation. First, we sent a Qualtrics survey with 13 questions to a random sampling of undergraduate students (128 completed it) asking about PATH and general library use for research. A similar survey was sent to faculty (72 completed it) with questions pertaining to their students’ use of PATH and general library research strategies. Conclusions from both surveys indicated most were not familiar with PATH but were interested and supportive of its content - and hopefully will use it now that they are aware.

After the surveys were completed 5 student volunteers participated in the usability study using a laptop web cam to capture eye movements, and Camtasia software to monitor their clicks on the page when given 7 tasks. They also filled out an evaluation survey after performing the task. The usability results were positive, with most students expressing interest in how to use the library for research.

The student testing and their evaluations indicated areas in need of improvement within PATH. The help graphic link was altered to provide a more direct route for obtaining assistance. The students

indicated that the drop down menu made it simple to navigate the 10 modules of content. Many said they found PATH's content useful and of quality, one stating he wished he had known about this before he was in his last semester!

- 3) A survey was sent to 1218 students currently enrolled in distance classes (not just programs) at UNCG in in June and again in September 2012. It was sent twice to gather more feedback as June didn't produce many responses. The survey contained 12 questions and 155 students responded.

Results indicated that students are not aware of many services available to them including the chat service, having a subject librarian and home delivery of print materials. Respondents indicated that they want to hear about Libraries' service through email and prefer to learn through tutorials. There is some frustration with search and discovery.

Follow up included:

- Continue regular email blast to distance students and subject specialists who assist them. Explore ways to enhance collaboration with faculty to integrate library resources at the course building level. The distance education librarian works closely with the Faculty Teaching and Learning Commons. Attendance at online workshops has increased due to FTLC promotion. The DE librarian is on the planning team for a 3-day faculty development workshop on development online courses in May 2013. It will include several Libraries' liaisons working one-on-one with faculty to integrate resources into their course.
- Continue to develop new tutorials and provide improved access and discoverability. New tutorials are developed on a regular basis by the DE Librarian and subject liaisons. A LibGuide for tutorials was developed for better access.

## Part 4 – Active Committees/Teams

### 2012-2013 Active Committees/Teams

#### Administrative Advisory Group

##### Charge:

To coordinate the efforts of the University Libraries across units/departments and to facilitate communication by bringing together unit/department heads on a regular basis. The Administrative Advisory Group advises and provides recommendations to the Dean of University Libraries and the administrative team on issues related to policy and procedures.

##### Membership:

Rosann Bazirjian, (Chair)	Kathy Bradshaw	Tim Bucknall
Mary Jane Conger	Kathryn Crowe	Michael Crumpton
Stephen Dew	Sarah Dorsey	William Finley
Christine Fischer	Keith Gorman	Gerald Holmes
Mary Krautter	Katherine Nunnally	Barry Miller
Melvina Ray-Davis	Joe Williams	

#### Assessment Team

##### Charge:

The University Libraries Assessment and Institutional Effectiveness Team will coordinate assessment efforts of the University Libraries to ensure that useful data and qualitative information is available for accountability, strategic planning and improvement of the Libraries' services and resources. The team will also develop an integrated framework for institutional effectiveness within the Libraries and monitor institutional effectiveness initiatives which have contributed to modifying or improving programs and/or services after assessing, analyzing and using results of assessment. The team's activities will include:

- Developing an assessment plan for the Libraries
- Coordinating all data collection in the Libraries
- Planning and implementing assessment activities, both qualitative and quantitative
- Developing a portal so that data and assessment reports are available online
- Coordinating assessment training for library staff
- Providing reports for the Libraries, University Administration and others as needed
- Promoting a culture of assessment in the Libraries
- Coordinating with other library groups involved with assessment (e.g. usability group, information literacy)
- Coordinating with appropriate campus offices involved with assessment such as the Associate Provost for Planning and Assessment Office and Institutional Research.
- Keeping informed about trends in assessment.
- Providing an annual report of assessment and institutional effectiveness activities.

##### Membership:

- Kathy Crowe, (Chair)
- Kathy Bradshaw
- Mike Crumpton
- Christine Fischer
- Amy Harris
- Lynda Kellam
- Kimberly Lutz
- Joe Williams

#### Collection Management Committee

**Charge:** The Collection Management Committee is a standing committee of the University Libraries faculty charged with responsibility for identifying and evaluating objectives, priorities, and procedures for collection management including de-selection and preservation issues; recommending materials budget allocations and ensuring those allocations are spent in a responsible manner; formulating collection

policies, updating collections, and deselecting materials in consultation with teaching faculty; developing and implementing plans and procedures for systematic liaison activities with academic departments; advising the Collections & Scholarly Resources Coordinator and the Assistant Dean for Collections and Technical Services; fostering the exchange of information among librarians with collection management responsibilities; and promoting staff development in collection management. More specific functions may be delegated to standing subcommittees and limited-term task forces.

**Membership:**

Membership: All library faculty members with specific responsibility for the selection of library materials are automatically voting members of the committee. Additional library faculty are appointed voting or adjunct non-voting) members at the discretion of the Dean of the University Libraries. The Assistant Dean for Collections and Technical Services chairs the committee and is a voting member.

- Chair: Stephen Dew, Administration, (Chair)
- Beth Bernhardt, ERIT
- Terry Brandsma, ERIT
- Tim Bucknall, ERIT
- Mary Jane Conger, Cataloging
- Steve Cramer, Reference
- Kathy Crowe, Administration
- Michael Crumpton, Administration
- Jenny Dale, Reference
- Sarah Dorsey, Music Library
- Beth Filar-Williams, ERIT
- Christine Fischer, Acquisitions
- Cathy Griffith, Access Services
- Amy Harris, Reference
- Gerald Holmes, Reference
- Lynda Kellam, Reference
- Mary Krautter, Reference
- Lea Leininger, Reference
- Kimberly Lutz, Administration
- Anne Owens, Acquisitions
- Nancy Ryckman, Reference
- Mark Schumacher, Reference
- Nataly Blas, Reference
- Joe Williams, Access Services

**Database Management Team**

**Charge:** Purpose is to review and maintain the library database web pages

**Membership:**

- Beth Bernhardt, (Chair)
- Steve Cramer
- Lynda Kellam

**Digital Projects Priorities**

**Charge:** Develop and maintain a strategic plan for our digitization initiatives. At least once a year, consider digitization proposals and establish priorities.

**Membership:**

- Tim Bucknall, (Chair)
- Mary Jane Conger
- Keith Gorman
- David Gwynn

### **Disaster Preparedness and Emergency Planning Committee**

**Charge:** The Disaster Preparedness and Safety Committee shall be a standing committee of the University Libraries whose members shall be appointed by the University Librarian. For the purposes of this Committee, "disaster preparedness" is defined as prevention of, preparation for, response to, and recovery from large-scale unexpected disasters (fire, flood, earthquake, mold and mildew, pests, etc.) which threaten the Library's staff, patrons, collections, equipment, and facilities. "Safety" is defined as environmental conditions in the Library that may cause or contribute to physical injury or illness. Medical emergencies, power outages, equipment failures, and criminal behavior that threatens personal security are not within the scope of this Committee.

The Committee shall select its own chairperson to serve for two years. The Committee may invite non-committee members with special knowledge, skills, or interest to serve on various task forces and subcommittees to carry out its work.

- Recommend appropriate activities relating to safety, disaster prevention, and disaster preparedness, including building inspections and maintenance, fire drills, evacuation procedures, and the posting of emergency signage
- Communicate needs and make policy recommendations concerning disaster preparedness and safety to Library administration
- Recommend and implement as appropriate staff education activities dealing with Library safety, disaster preparedness, and disaster response
- Establish and train a Disaster Response Team in salvage and recovery operations
- Purchase and store and maintain the basic supplies necessary for an adequate response to the types of disaster most likely to threaten the University Libraries
- Maintain, revise, and distribute the Disaster Preparedness Plan

#### **Membership:**

- Michael Crumpton-Administration, (Chair)
- Marcie Burton - Cataloging
- Armondo Collins - Reference
- Keith Gorman- Special Collections/University Archives
- Lynn Harris - Acquisitions
- Ann Perdue - Access Services
- Michael Reeder - ERIT
- Kathelene Smith - Special Collections/University Archives

### **Diversity Committee**

**Charge:** Provide support for diversity programming, outreach and understanding at University Libraries, across campus, and in the profession as a whole:

- Supporting diversity in the curriculum and in other areas across campus.
- Ensuring a library environment that is receptive to both staff and user diversity.
- Oversee the maintenance of the Libraries' Diversity web page (<http://library.uncg.edu/info/diversity/>).
- Creating awareness of diversity by hosting Speakers or Exhibits.

#### **Membership:**

- Gerald Holmes, Diversity Coordinator, (Chair)
- Kathy Bradshaw, Administration
- Stacey Krim, Special Collections/University Archives
- Michelle Courtney, Access Services
- Erin Lawrimore, Special Collections/University Archives
- Nataly Blas, Diversity Residency

### **Diversity Resident Advisory Committee**

**Charge:** To provide advice and counsel regarding the activities of the Diversity Resident.

#### **Membership:**

- Gerald Holmes, (Chair)
- Danny Nanez

- Mary Krautter
- Anna Craft
- Kathy Bradshaw

### **Elections Committee**

**Charge:** The Elections Committee is responsible for soliciting nominations and for conducting elections for the Officers of the Faculty and for Library and University Committees.

The Elections Committee consists of two members of the Faculty appointed by the Chair of the Library Faculty to serve staggered three-year terms to begin on July 1. To facilitate scheduling decisions and to provide for filling committee vacancies in a timely manner, the Chair of the Library Faculty may serve as a member of the Elections Committee.

#### **Membership:**

- Nancy Ryckman, (Chair of the Library Faculty)
- Christine Fischer (2013)
- David Gwynn (2014)

### **Electronic Resources Subcommittee**

**Charge:** Make renewal/cancellation decisions for all subscription databases paid with the XDBS fund. Approve any new database subscriptions to be paid through XDBS. Consider one-time database purchases to be paid through the XDB1 fund, and make recommendations to the Assistant Dean for Collections and Technical Services.

#### **Membership:**

- Tim Bucknall, (Chair)
- Stephen Dew
- Mary Krautter

### **Grants Oversight Committee**

**Charge:** The Grants Oversight Committee will provide oversight for all grants being considered and will monitor the submission process in addition to accountability for all grants that are received. All grant proposals for the University Libraries would be vetted through this committee in order to:

- avoid duplication of effort,
- ensure that multiple grant proposals for grants that only accept one per institution are not submitted,
- enable a time frame and schedule for grant due dates,
- liaise with the Office of Sponsored Programs

#### **Membership:**

- Mike Crumpton, (Chair)
- Keith Gorman
- David Gwynn
- Gerald Holmes
- Karen Ward

### **Green Library Committee**

**Charge:** To identify, recommend, and implement responsible and sustainable practices in all aspects of our institutional culture, including operational activities, academic programs, and community relationships.

#### **Membership:**

- Anna Craft
- Cheryl Cross, (Co-Chair)
- Sarah Dorsey, (Co-Chair)
- Beth Filar-Williams
- Kimberly Lutz
- Ann Perdue

- Carolyn Shankle

### **Innovation and Program Enrichment Grant Awards Review Committee**

**Charge:** To annually review proposals for one-time funding for projects that will innovatively enhance and expand library services and programs.

#### **Membership:**

- Jenny Dale, (Chair)
- Beth Bernhardt
- Mac Nelson
- Anne Owens
- Hermann Trojanowski
- Joe Williams

### **Integrated Library System Committee**

#### **Objective**

ILSC is a standing committee of the University Libraries and is chaired by the Information Technology Librarian. It is advisory to the Dean of University Libraries and to the Assistant Dean for Electronic Resources and Information Technology. Committee members represent one or more operational units of the Libraries and are appointed annually. Membership may vary from year to year according to the needs of the Libraries.

#### **Charge**

The Committee considers a wide range of issues relating to our integrated library system, including but not limited to:

1. Ongoing operation and maintenance of the ILS,
2. Operational policies, priorities, and schedules for enhancing and expanding our ILS,
3. Effective communication about ILS issues and changes,
4. Maintaining awareness of trends and products within the ILS industry, and recommending further investigation of promising alternatives,
5. Providing advice and priorities for customization,
6. Coordinating with other Libraries committees and groups with the integration of ILS services,
7. Benchmarking our ILS against those of other libraries,
8. Helping with strategic ILS planning, and
9. Providing assistance and advice on training, access, and public relations activities.

#### **Membership**

- Terry Brandsma, (Chair) (ERIT)
- Mary Jane Conger (Catalog)
- Christine Fischer (Acquisitions)
- Cathy Griffith (Access Services)
- Beth Ann Koelsch (Special Collections & University Archives)
- Lea Leininger (Reference)

### **Liaison Task Force:**

The enhanced responsibilities of our liaisons have created some very real issues regarding the amount of time that can be spent on collection development. As new responsibilities emerge, and the way in which we handle collection development has changed, it is time to examine how we are organized to manage all of these competing responsibilities. To that end, this task force is charged to:

1. Define the collection development, instruction, outreach, and newly defined and enhanced responsibilities of our liaisons.
2. Define the ways that collection development has changed over the years.
3. Benchmark with other libraries to see how they are handling the complexities of liaison responsibilities in new, creative and innovative ways.



4. Recommend an organizational model for collection development and other liaison responsibilities that will allow us to give the proper attention to both areas in a sleek and efficient way. More than one organizational model should be recommended providing alternatives to choose from.

The Task Force is encouraged to consult/talk with others in the Libraries and to consider focus group interactions with academic faculty members in order to provide more voices to the final report.

### **Updated Objective from AAG after its June retreat**

AAG would like the liaisons to focus on public service work and spend much less time on collections.

#### **Membership:**

- Steve Cramer, (Chair)
- Beth Bernhardt
- Mike Crumpton
- Amy Harris
- Nancy Ryckman

### **LIS/University Lecture Series**

**Charge:** The objective of the University Libraries/LIS Lecture Series, inaugurated in 2005, is to bring lectures or seminars on topics that encourage dialogue about the issues, trends, and developments in librarianship and higher education to an audience of librarians, library staff and information studies students at UNC Greensboro. Topics are related to the Librarian and Information Science profession or the Libraries' services and collections. The events are jointly funded by LIS and University Libraries.

A planning committee including representatives from the University Libraries and the Library and Information Studies Department plans these events.

#### **Membership:**

- Gerald Holmes, (Chair)
- Kimberly Lutz
- Erin Lawrimore
- Lee Shiflett
- Beth Bernhardt

### **Libraries Art Committee**

**Charge:** The committee is responsible for helping to select art used throughout Jackson Library.

#### **Membership:**

- Kathy Bradshaw, (Chair)
- Michelle Courtney
- Nancy Ryckman
- Audrey Sage
- Carolyn Shankle
- Kathelene Smith
- Hermann Trojanowski

### **Libraries Instructional Technology Team**

**Charge:** To explore and implement instruction facilitated or assisted by technologies for the library.

General Goals are to find methods and tools for:

- Integration in classrooms outside of library
- In class instruction
- Instruction for online classes
- Synchronous instruction

#### **Membership:**

- Beth Filar Williams, (Chair)
- Cheryl Cross
- Jenny Dale

- Amy Harris
- Lynda Kellam

### **Library Faculty Officers**

- Ryckman, Nancy, (Chair) (2014)
- Nelson, Mac - Secretary (2014)

### **Library Faculty Senators**

- Anna Craft (2015)
- Kathy Crowe (2014)

### **Library appointments to University Faculty Senate Committees:**

Academic Computing: Beth Filar Williams (2015)  
 Academic Policies & Regulations: Joe Williams (2014)  
 Budget: Mike Crumpton (2014)  
 Committee on Committees: Christine Fischer (2013)  
 Enrollment Management: Mac Nelson (2014)  
 Faculty Compensation: Kathy Bradshaw (2014)  
 Faculty Government: Mark Schumacher (2013)  
 Faculty Grievance: Steve Cramer (2014)  
 Faculty Promotion & Tenure Guidelines: Paul Hessling (2013)  
 Faculty Professional Development & Welfare: Keith Gorman (2015)  
 General Education Council: Nancy Ryckman ex officio (2015)  
 Graduate Studies: Steve Cramer ex officio (2014)  
 Intercollegiate Athletics: Beth Ann Koelsch (2015)  
 Research Policies: Tim Bucknall (2013)  
 Scholarly Communications: Stephen Dew (2013)  
 Scholarly Communications: David Gwynn (2015)  
 Student Learning Enhancement: Amy Harris (2013)  
 Undergraduate Curriculum: Jenny Dale (2014)  
 University Teaching & Learning Center: Amy Harris (2013)

### **Library Website Advisory Committee**

**Charge:** Advise the Assistant Dean for ERIT and the Dean of University Libraries on issues relating to the home page, overall look and feel, major redesign, or other significant library website changes.

#### **Membership:**

- Richard Cox, (Chair)
- Amy Harris
- Kimberly Lutz
- Tim Bucknall

### **Outstanding Student Library Worker Award Committee**

**Charge:** The Outstanding Student Library Worker Award has been established with a gift from David R. Arneke to recognize an outstanding student worker in the UNCG University Libraries. Staff and Faculty members of the Libraries are invited to nominate candidates for the Annual Outstanding Library Worker Award.

#### **Membership:**

- David Gwynn, (Chair)
- Kathelene Smith
- Jennifer Ormsby

### **Peer Evaluation and Tenure Committee**

**Charge:** The Peer Evaluation and Tenure Committee has primary responsibility for conducting review for reappointment, tenure and post tenure for all full-time, tenure-track library faculty, and advises the

Dean of University Libraries concerning those individuals being reviewed for reappointment, tenure and post tenure.

The Committee consists of five members of the full-time, tenured library faculty, elected to staggered three-year terms. After having served a full term, no faculty member will be eligible for re-election to the Committee for one full year.

The Committee develops and periodically reviews the processes and procedures for performance reviews, reappointment review, tenure review and post tenure review, such procedures being reported to and adopted by the Library Faculty, consistent with issued policies and procedures set forth in the Constitution and/or by the Office of the Provost.

The Committee develops calendars for reappointment and tenure review, based upon the requirements of the Office of the Provost.

#### **Membership**

- Paul Hessling, (Chair) - 2014
- Mary Jane Conger, (Catalog) - 2014
- Sarah Dorsey (Music) - 2012
- Steve Cramer (Reference) - 2013
- Lea Leininger (Reference) - 2014

**Minutes** of meetings for this committee will not appear online, as committee business is centered around personnel matters and generally of a confidential nature.

#### **Preservation Committee**

**Charge:** The University Libraries Preservation Committee is established to promote efforts to preserve the content and medium of library collections and resources by making recommendations to the University Librarian regarding preservation management, essential to the University Libraries' mission of supporting the learning, teaching, research, and service goals of the University. Responsibilities of the Preservation Committee include:

- Conducting collection condition surveys
- Monitoring environmental conditions which affect library materials
- Recommending guidelines for the care, protection, and handling of material
- Supporting the preservation efforts of both analog and born-digital materials
- Educating and informing Library personnel and the public about preservation measures and issues
- Developing and maintaining resources related to preservation
- Participating in facility planning
- Cooperating with Library personnel and committees as well as other agencies, organizations, institutions and groups to advance the preservation of library collections and resources

The Preservation Committee is a standing committee of the Library whose members are appointed for staggered two-year terms by the University Librarian. The Committee shall select its own chairperson to serve for two years and may invite non-committee members with special knowledge, skills, or interest to serve on various task forces and subcommittees to carry out its work. A representative of the Disaster Preparedness and Safety Committee shall serve as a member of the Preservation Committee, and a representative from the Preservation Committee shall serve on the Disaster Preparedness and Safety Committee.

#### **Membership:**

- Beth Ann Koelsch, (Chair)
- Mike Crumpton
- Stephen Dew
- Sarah Dorsey
- David Gwynn
- Paul Hessling
- Norman Hines
- Stacey Krim (Secretary)

- Ann Perdue
- Audrey Sage
- Mark Schumacher
- Carolyn Shankle

### **Recent Faculty Publications**

**Charge:** To organize and promote the annual event that celebrates UNCG faculty publications of monographs.

#### **Membership:**

- Kimberly Lutz, (Chair)
- Nancy Ryckman
- Jennifer Motszko
- Anne Owens
- Jennifer Ormsby

### **Search Committees:**

Committees charged with vetting candidates for faculty positions to make strength and weakness recommendations to the Dean of University Libraries

#### **-Assistant Dean for Collection Management and Scholarly Communication**

- Mike Crumpton, (Chair)
- Christine Fischer
- Kathy Bradshaw
- Anna Craft
- Mary Krautter
- Brown Biggers
- Paige Hall Smith
- Melvina Ray-Davis

#### **-Research Support Coordinator**

- Joe Williams, (Chair)
- Lynda Kellam
- Erin Lawrimore
- Mac Nelson
- Beth Filar Williams
- Kathy Bradshaw

#### **-Science Liaison Librarian**

- Steve Cramer, (Chair)
- Kathy Bradshaw
- Beth Bernhardt
- Lea Leininger
- Emily Mann
- Paul Steimle

### **Service Award Committee**

**Charge:** The Jackson Library Service Award has been established 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. A staff member is eligible for the award after 3 years' employment in Jackson Library.

Consideration for selection for the award will be given to persons who show commendable initiative and perseverance in their service within the Library. Recipients may be those who quietly work behind the

scenes as well as those whose service is more visible to the public. Outstanding contributions within the Unit as well as to the Library as a whole should be considered.

It is service beyond individual job responsibilities which embodies the spirit of this award for excellence. Competency, creativity, diligence in carrying out daily responsibilities, leadership and service on Library committees, participation in Library projects, and assistance with the general work of the Library may be considered in nominating candidates for the award. Recipients will also exemplify qualities worthy of emulation: a positive attitude, a sense of humor, appreciation of people, and a commitment to service.

A Jackson Library Service Award Committee will be established. The Committee, composed of 3 staff members and 2 library faculty members, will serve 2-year staggered terms. A person is not eligible for reelection to the Committee for one year after completing a term of service. The Committee may select its own chair. All members of the Library staff and faculty are eligible to nominate and vote for members of this Committee.

All members of the Library staff and faculty are invited to nominate candidates for this award. The Committee will issue the call for nominees, screen the information provided, solicit additional information if needed, and recommend recipient(s) for the award to the Director or her/his designee.

In addition to the above duties, the Committee will review the guidelines for the award; procedures; when/where the award should be presented; and, if a monetary award can/should be made, the amount. The Committee may also be asked to consider and recommend ways to increase funding for this award. These recommendations are to be submitted to the Director or her/his designee for consideration. When recommendations are approved, they will be submitted to the staff and faculty for information before implementation.

**Membership:**

The Committee membership is composed of 3 staff members and 2 library faculty members, who serve 2-year staggered terms. A person is not eligible for reelection to the Committee for one year after completing a term of service.

- Kathy Bradshaw, (Chair)
- Cindy Zaruba
- Susan Farr
- Cindy Slater

**Service Models Task Force**

**Charge:** The purpose of this task force is to look at our public service models on the first floor with the goal of ensuring that we're providing the most efficient and effective service.

- Conduct a literature review and examine national trends
- Benchmark with other libraries
- Meet with the staff in participating departments to gain input
- Examine the physical structure(s) and possibilities
- Provide a report by December 1, 2012 with recommendations

**Membership:**

- Joe Williams, (Co-Chair)
- Mary Krautter, (Co-Chair)
- Michelle Courtney
- Cathy Griffith
- Lea Leininger
- Amy Harris
- Mike Crumpton

**Social Media Committee**

**Purpose and Goals**

The mission of the Social Media Committee (SMC) is to help personnel who lead social media and

marketing initiatives at the University Libraries effectively utilize social media tools to promote the library's resources and services as well as create invested users from our patron base.

The SMC goals include:

- Create an inventory of the current University Libraries social media efforts.
- Collaborate with all members to ensure fair and equal coverage of departmental resources and events.
- Benchmark and see what other libraries are doing with social media tools.
- Strive to create a cohesive look to our social media and marketing efforts.
- Create a University Libraries Social Media Policy.

### **Scope**

The SMC and Social Media Policy apply to any use of social media for promoting the Libraries, departments within the Libraries, librarians and staff, and University Libraries events.

### **Membership**

The Social Media Committee will consist of at least one representative from each department in the library with a mixture of EPA and SPA staff.

- Nataly Blas, (Chair) (Diversity Resident)
- Armondo Collins (Access Services/DMC)
- Sarah Dorsey (Harold Schiffman Music Library)
- Beth Filar Williams (ERIT)
- Erin Lawrimore (SCUA)
- Kimberly Lutz (Administration)
- Emily Mann (Reference)
- Barry Miller (Administration)
- Darinlee Needham (Acquisitions)

### **Staff Association**

**Charge:** The purpose of the Association will be to promote the welfare of the University Libraries Staff by serving as a means of communication for the membership, and providing for social functions.

#### **Membership:**

- President: Stacey Krim
- Vice President: Mary Jane Conger
- Secretary: Anna Craft
- Treasurer: Jenny Dale
- Social Co-Chairs: Mary Krautter and Christine Fischer
- Staff Room Coordinator: Marilyn Hanichak

### **Staff Development Committee**

**Charge:** Staff development is essential to the evolving efforts to accomplish the mission of the University Libraries. The Staff Development Program is intended to be staff-initiated. It will focus on activities that expand knowledge and experience in the library and information field, as well as on broader skills and perspectives. The goal of the Staff Development Program is to enable staff members to develop skills and capabilities that foster personal and professional growth

The Staff Development Committee will consist of at least eight members, including a representative from Libraries Administration who will serve as chair, organize meetings and oversee the work of the committee. Committee members will be appointed for two year terms with the opportunity for additional terms. Membership will reflect the general make-up of the library staff at large. Appointments will be made from a pool composed of staff who express interest in serving the Libraries in this capacity. The Committee will meet regularly throughout the year to discharge its responsibilities.

#### **Membership:**

- Sean Mulligan, (Chair) (Special Collections and University Archives)
- Kathy Bradshaw (Administration)
- Steve Cramer (Reference and Instruction Services)
- Franklin Graves (Electronic Resources and Information Technology)
- Norman Hines (Acquisitions)

- Katherine Nunnally (Cataloging)
- Melvina Ray-Davis (Administration)
- Cathy Rothermel (Access Services)

### **Student Supervisors Committee**

**Charge:** The Student Worker Supervisors Committee plans, organizes and facilitates the student worker activities for the University Libraries. This includes payroll processing and new hire paperwork, event planning and information dissemination for ensuring students are informed about campus events related to work.

#### **Membership:**

- Mike Crumpton, (Chair)
- Mary Katherine Amos
- Kathy Bradshaw
- Armando Collins
- Cathy Griffith
- David Gwynn
- Lynn Harris
- Susan Hendrickson
- Fairey Horton
- Lynda Kellam
- Katherine Nunnally
- Jennifer Ormsby
- Robin Paschal
- Ann Perdue
- Audrey Sage
- Kathelene Smith
- Karen Ward

### **Systems Advisory Committee**

**Charge:** SAC is a standing committee of Jackson Library chaired by the Electronic Resources and Information Technology Librarian. It is appointed by the Director and advisory to the Electronic Resources and Information Technology Librarian. The Committee's recommendations for modifications to existing online services or for new services are forwarded to the Director for review and approval. Committee members represent one or more operational units of the Library and are appointed annually. Membership may vary from year to year according to the needs of the Library. The Associate Director of the Library and the Assistant Director of Systems and Networks (ITP) serve as an ex-officio members.

While the Committee is advisory in nature, its role is vital as it disseminates information to staff about the status of the library's online systems. It also shares news about information technology on campus and in general as it relates to the library. SAC considers problems, concerns, and approaches related to the provision of online services. It recommends priorities and strategies for the continuing development and enhancement of computer-based library applications, electronic information resources, and networks.

#### **Membership**

- Tim Bucknall, (Chair) (ERIT)
- Terry Brandsma (ERIT)
- Mary Jane Conger (Catalog)
- Kathy Crowe (Administration)
- Christine Fischer (Acquisitions)
- Bill Finley (Special Collections & University Archives)
- Lea Leininger (Reference)
- Sha Li Zhang (Administration)
- Joe Williams (Access Services)

### **Tenure Attainment Recognition Committee**

**Charge:** The Promotion and Tenure Attainment Recognition Committee is a joint committee of the University Libraries and the Office of the Provost. It is responsible for organizing an event to recognize UNCG faculty who have been promoted and/or granted tenure. Honorees may select a book, film, or CD-ROM to be added to the University Libraries collections. A book plate recognizing the honoree is placed in the resource. Each year a web page is mounted and includes all the honorees, their photos, and a statement written by the honoree explaining why that item was selected. The culminating event is a reception for the honorees and guests, the Chancellor, the Provost, the deans, each honoree's department head and Library Liaison, and the committee members. Customized READ posters, created for each honoree, are presented at the event. A display of all the resources is set up at the reception and subsequently placed in display cases in Jackson Library.

The timeline for activities runs from the spring Board of Trustees meeting in late April or early May through September. The committee has a core membership but enlists help from other library staff members as needed.

#### **Membership:**

- Mary Jane Conger, Co-Chair
- Christine Fischer, Co-Chair
- Katherine Nunnally
- Robin Paschal
- Melvina Ray-Davis
- Brenda Rice
- Audrey Sage
- Anjanie Bledsoe (Office of the Provost)

### **University Libraries Undergraduate Research Award Committee**

**Charge:** This committee promotes and selects a winner for the University Libraries Undergraduate Research Award which is given in recognition of an outstanding University of North Carolina at Greensboro undergraduate research project that best demonstrates the ability to locate, select, and synthesize information from library resources and uses those resources in the creation of an original research project in any media.

#### **Membership:**

- Nancy Ryckman, (Chair)
- Kathy Crowe
- Kimberly Lutz
- Beth Filar Williams
- Paul Hessling



## **Part 5 – Library Achievements 2012-2013 University Libraries' Achievements**

### **Faculty Tenure Attainment**

Amanda Harris Houk – Effective July 1, 2012

William Nelson – Effective July 1, 2012

### **Staff Recognition**

Susan Hendrickson was honored by University Libraries when she became the 16th recipient of the annual Martha Ransley Staff Service Award. Susan has 14 years of service in the Interlibrary Loan Department of Access Services and is well respected by her colleagues and peers for her dedication, professional knowledge and strong work ethic.

### **New Employees**

Charles Birkner – Technology Support Technician – Effective February 13, 2013

Nataly Blas – Diversity Resident Librarian – Effective September 1, 2012

Stephen James Catlett – Digital Projects Manager – Effective November 19, 2012

Laurence Canada – Web Applications Designer – Effective May 13, 2013

Isabella Baltar Dodge – University Library Technician – Effective May 1, 2013

Liane Elias – University Library Technician – Effective December 10, 2012

Kathy Howard – University Library Technician – Effective March 11, 2013

Alva Jones, Jr. – University Library Technician – Effective September 4, 2012

Michael Laath Martin – University Program Association – Effective February 1, 2013

### **Deceased**

Robert Bixby – October 26, 2012

Robert Bixby passed away on Friday, October 26, 2012 after an extended illness. Rob was an employee of the University Libraries working as a Digital Imaging Technician in Jackson Library since May 2009. Rob joined UNCG in April 2003, and worked for the Center for Youth, Family & Community Partnership as a Computing Support Tech II prior to transferring to the University Libraries.

### **Promotions**

Robin M. Paschal – Promoted to Business Services Coordinator

Michael Reeder – Promoted to Technology Support Technician

### **Resignations**

Richard Dillwood, Multi Media Technician – Effective June 7, 2013

Jenny Raabe, University Library Technician – Effective April 1, 2013

Franca Rubio, University Library Technician – Effective March 31, 2013

LaTasha Valez – Diversity Resident Librarian – Effective July 31, 2012

Joe Williams, Head Access Services – Effective June 26, 2013

Sha Li Zhang, Assistant Dean for Technical Services – Effective August 31, 2012

### **Retirements**

Keith Buckner, Technology Support Technician, Effective October 31, 2012

Stephen Dew – Collections & Scholarly Communications Coordinator, Effective June 30, 2013

William Finley – Head, Scholarly Communications and University Archives, Effective July 31, 2013

Hermann Trojanowski – Project Archivist, effective June 30, 2013

**Part 6 - Significant Achievements**  
**2012-2013 – University Libraries Significant Achievements**

**Rosann Bazirjian** served as an Online Computer Library Center, Inc. (OCLC) Global Council Delegate (elected position) and also as a SPARC (Scholarly Publishing and Academic Resources Coalition) Steering Committee member (elected position). She is the co-founder and co-coordinator of the Triad Academic Libraries Association and the UNC Partnership Leader, UNC system libraries and the Free University Library of Moldova. She is a member of the University Library Advisory Council (ULAC), UNCG's member to the Library Publishing Coalition (Educopia), COAPI, Coalition of Open Access Institutions, Member Representative, and serves on the Advisory Council for the Literary Map of North Carolina Project. Rosann served on the Expert Review Panel of the ALA Committee on Accreditation for an on-site visit to the University of Pittsburgh iSchool. She gave a presentation titled "New Library Service Strategies; a Perspective from the University of North Carolina at Greensboro" at the Universitatea Libera Internationala Din Moldova, Biblioteca. Her presentation was accepted as a manuscript for the Proceedings of the International Conference BiblioUniversitas, Informational and Library Science Dimensions of the Knowledge and Information Society, Chisinau, Moldova.

**Beth Bernhardt** was the Program Chair for the 2012 Charleston Conference and the Co-Editor of the Charleston Conference Proceedings. She also presented at ALA Mid-Winter in Seattle Washington, on usage trends in a consortium environment. Beth also presented at the Charleston Conference on digital rights management. Beth is on five national library advisory boards and the North Carolina State Library Continuing Education Advisory Committee. Beth serves on three American Library Association, ALCTS division committees. In 2013 Beth taught eight NC LIVE database workshops across the state of North Carolina.

**Nataly Blas** is concluding her first year as the Diversity Resident Librarian. The three unit rotations in which she participated are Reference and Instructional Services, Acquisitions and Cataloging, and Special Collections and University Archives. She is chair and founder of the Social Media Committee and a member of the Libraries' Diversity Committee. She is active in state and national professional organizations including Business Librarianship in North Carolina (BLINC) and serves as the co-editor for ACRL's Residency Interest Group (RIG) website. At the 2013 Metrolina Conference she delivered a presentation entitled "Bridging the Language Barrier in Public Services: Enhancing Intercultural Communication in Academic Libraries" and at the 8<sup>th</sup> National Conference for African American Librarians she gave a presentation on "Reaching First-Generation Students: the Role of Academic Libraries in Student Success". She is the liaison for two service learning communities and is the University Libraries coordinator for UNCG orientation events such as SOAR. As the liaison for the Office of Multicultural Affairs she was part of the Alianza UNCG initiative, a support group dedicated to helping Hispanic/Latino students succeed at UNCG. Additionally she was awarded the ACRL 2013 Spectrum Scholar Travel Grant to attend the 2013 Association of College & Research Libraries Conference and the ACRL Friend's Fund Award to attend the Joint Conference of Librarians of Color.

**Kathy Bradshaw** served on University Faculty Compensation Committee and is the Chair of the University Benefits Committee, where the focus this year was preparing the campus for the upcoming Patient Protection and Affordable Care Act. She is also the Affirmative Action Officer for University Libraries and a member of the Libraries' Administrative Advisory Group. Kathy is chair of the University Libraries Service Award committee and is a member of the Diversity and Staff Development Committees. She is a member of the American Library Association's Library Leadership and Management Association (LLAMA) Staff Development Committee and the LLAMA Competencies Committee and is a member of the Board of Directors (Communications Director) for the Triangle Society of Human Resources Management. In this role, she is also the editor for a monthly newsletter (*HR Times*) that has a distribution in excess of 450 members. She serves as a mentor to a UNCG Guarantee student and served as a reviewer for the UNCG Merit Awards Panel. Kathy was a keynote speaker at the Library Management Institute in Arcadia, Pennsylvania, and was a cohost (together with Wake Forest University) in the Association for Southeastern Research Libraries (ASERL)/ Historically Black Colleges and Universities (HBCU) Leadership Librarian Exchange program.

**Terry Brandsma** chaired the Integrated Library System Committee, and continued to serve on the Collection Development Committee and on the UNC-wide Automation & Networking Committee, comprised of the systems librarians from the 17 UNC campuses. He also served as a Librarian Mentor and as the Liaison to the Department of Computer Science. Much of his work over the past year involved planning for, configuring, and implementing the new library resources discovery service, WorldCat Local (summer 2012), and the new library system, WorldShare Management Services (June 2013), with the assistance of other members of the ILS Committee. Terry supported several library departments with Qualtrics survey setup and statistical gathering, and with MaxBulk Mailer setup and mass email distribution. He gave three presentations to library staff and helped plan, coordinate, and present at the first regional users' group meeting for WorldShare Management Services libraries. In addition to numerous training and implementation sessions, he attended one professional conference and ten professional seminars/workshops.

**Tim Bucknall** chaired the UNC System E-journal Efficiencies Working Group and developed a system-wide repository for e-journal data. For NC LIVE, he served on the Librarian's Council, the Web Advisory Committee, the Resource Advisory Committee, the Data Analysis Task Force, and the OCLC FirstSearch Task Force. As Founder and Convener of the Carolina Consortium, he helped the group save an aggregate of approximately \$240,000,000 over the past year. He also organized and helped implement the Odum / NC DOCKS partnership for storing faculty research data.

**Linda Burr** kicked off FY 2013 with the naming of the Schiffman Music Library to celebrate the \$2 million gift from Dr. Harold Schiffman and Dr. Jane Perry-Camp. \$500,000 of this gift will support the Music Library. Outreach continued with the African American Institutional Memory Project. Over \$30 K has been raised for the project to conduct oral histories of UNCG's African American students in the 1960s. The second reunion session brought over 100 current students and returning alumni to discuss the university's 1960's history. A second phase of fund raising took place to secure additional money for The Coble Fund preservation project of which over \$6 K was raised. The Friends of the Libraries board kicked off a campaign to renovate the garden at the entrance to Jackson Library. The plan is to raise \$25K, most of which is in hand. Both the Coble Fund project and the Garden Project helped boost the numbers of Jackson Society \$1000 donors by six. Lastly, the Betty H. Carter Women Veteran's Historical Project received two significant planned gifts totaling \$50 K from veterans Ann Fisher and Kathryn Wirkus.

**Mary Jane Conger** was heavily involved in the planning for the migration of information, especially in cataloging records, to a new integrated library system. As one of the largest university libraries to migrate to WorldShare Management System there was much trailblazing to do. The extent and diversity of our materials kept Mary Jane and the Cataloging Department busy determining what data needed to be manipulated or redone. She supervised three practicum students in the LIS program plus co-supervised one Real Learning Connection intern. Mary Jane collaborated with LIS faculty member, Lee Shiflett, on the offering of LIS 640 as a more general class and the addition of LIS 641 as an optional cataloging class. Concerning LIS 641, she discussed content and organization and all library faculty in the department worked up new sessions and taught those. Mary Jane taught two classes.

**Richard Cox** led the committees and the researched potential existing systems that eventually led to the ongoing construction of the BDRM (Born Digital Records Management) system for Special Collections and University Archives. With Vanessa Apple he is designing and architecting the system. What has been completed is unique and available to no other publicly accessible archives. Richard also worked with Vanessa and Jennifer Keith (Department of English) in completing the NEH-funded Anne Finch Digital Archive, an open-access resource that features detailed information about selected poems by Finch, allowing users to explore print and manuscript witnesses, oral readings of the poems, and more. Richard and Erin Lawrimore were awarded an internal grant for further development of the campus mapping application. All requirements for the project were met in advance, including the ability to create walking tours, full descriptions of all buildings with images, and links to University Archives/Digital Projects material in ContentDM. Richard assisted Brown Biggers in the upgrade of OJS to a newer version, as well as creating a whole new implementation of OJS for UNCG partnered schools. Richard also presented

at the Afro-American Historical & Genealogical Annual Conference and was chosen for the UNCG Mobile Steering Committee, one of only 3 members campus-wide.

**Anna Craft** gave formal presentations at the Charleston Conference, the IS&T Archiving Conference, and the North Carolina Library Association Resources and Technical Services Section Fall Workshop. She also delivered several talks to local and regional audiences on topics including basic use of NC DOCKS, metadata considerations for Dataverse, and new roles for catalogers in academic libraries. She continues to be active in working with UNCG's LIS program as a guest lecturer and as a mentor. Over the course of this year, she was invited to speak on cataloging and metadata topics in LIS 640, LIS 641, and LIS 688. She also worked individually with four LIS practicum students on cataloging and metadata training, as well as serving as a mentor for the UNCG LIS Professional Mentoring program. She also co-presented a webinar, marketed to library school students, on continued learning and needed skills for librarians. Anna published articles in the proceedings of the Charleston Conference and the IS&T Archiving Conference, and a book review in the North Carolina Library Association journal, *North Carolina Libraries*. She served as a member of the UNCG Faculty Senate, and in that role she also served as the Faculty Senate Liaison to the Faculty Committee on Intercollegiate Athletics. She also served as Assistant Layout Editor for the *Journal of Learning Spaces*, secretary for the Jackson Library Staff Association, and as a member of the NC LIVE Metadata Task Force, the Diversity Residency Advisory Committee, the Search Committee for the Assistant Dean for Collection Management and Scholarly Communications, and the Green Library Group.

**Steve Cramer** co-wrote, along with Professor Nicholas Williamson, the sixth edition of the Export Odyssey textbook; Steve continues to co-teach MKT 426, International Marketing along with Professor Williamson and Bryan School Executive-in-Residence Samuel Troy. This research-intensive, community-engaged class required for all Marketing majors is considered by the Bryan School administration to be one of the most important economic development classes at the business school. Steve joined Professor Diane Welsh as co-teacher of ENT 300, Ideas to Opportunities: Feasibility Analysis, required of all Entrepreneurship majors and minors. Like MKT 426, ENT 300 is research-intensive and community-engaged, with local entrepreneurs involved. Steve became one of the three new Coleman Fellows for Entrepreneurship Education at UNCG. He also joined the UNCG Entrepreneurship Cross-Disciplinary Program Coordinating Council. Steve led an entrepreneurship research workshop for local entrepreneurs at the Greensboro Chamber of Commerce for its Global Entrepreneurship Week, and co-taught an entrepreneurship research workshop for the Small Business Center (SBC) Network at the Nussbaum Center. Steve presented at the Charleston Conference (with Amy Harris) on our liaison reorganization plan and wrote an article version for the conference proceedings. He also presented at the 2013 Metrolina Information Literacy Conference (Charlotte, NC) on embedded librarianship as a co-teacher, as part of a four-member panel on trends in library liaisons. Finally, he wrote a chapter on ethical and communication issues of co-teaching research intensive classes for an ABC-CLIO book on embedded librarianship, to be published in 2013-14.

**Kathryn Crowe** worked with several colleagues to finalize plans and open the Digital Media Commons in the lower level of Jackson Library in August 2012 with a focus on publicizing and promoting it. She coordinated the Libraries' responses to SACS standards and submissions to Compliance Assist. As a follow up to the Liaison Task Force report she coordinated a task force to begin implementing its recommendations. Kathryn assisted in planning a Learning Spaces Colloquium at UNCG in Fall 2012. She coordinated several assessment projects including LibQual+, a survey to assess faculty needs regarding support data storage and data management plans and the Libraries' Resources and Services Planning survey. In the area of scholarship Kathryn co-authored a peer-reviewed article, "Information Literacy and Communication Research: A Case Study on Interdisciplinary Assessment" in *Communication Education*, 62 (1), 97-104 and an invited article, "Let the Data Talk MAES Program Summary" in *Library Leadership and Management*, 27 (1/2). She provided several presentations including two on the Libraries' mystery shopper project with Kathy Bradshaw, "Shop Your Way to Service Excellence: Secret Shopping for Academic Libraries" at the 2012 ARL Library Assessment Conference and at the NCLA Mini-Conference, Assessment Beyond Statistics. On campus she served as the Libraries' Senator and on the Institutional Effectiveness Committee. She is faculty advisor to the Student Libraries Advisory Council which became an official student organization this year. She was co-

chair of the planning committee for the Conference for Entrepreneurial Librarians held in May 2013 at UNCG and also is an editor for the *Journal of Learning Spaces*.

**Mike Crumpton** lead an effort for continuing to upgrade and enhance spaces, which this year was the second floor office area occupied by the Electronic Resources and Information Technology department as well as furniture upgrades and the addition of hiring a Building Services Manager to support facility needs and operational concerns. Mike also joined or was involved in new organizations, Association for Library and Information Science Education (ALISE), College and University Professional Association for Human Resources (CUPA-HR) and Society for College and University Planning (SCUP) in order to better learn and facilitate projects and activities going forward. Mike presented this year at ALISE, with a recorded spot for ALA, (ALISE at ALA), as well as at the Lilly Conference and the North Carolina Community College Learning Resources Association Conference. He wrote several more columns for *The Bottom Line*, a chapter for IGI and worked on his co-authored book on community college librarianship. He took over as Principle Investigator for the 2<sup>nd</sup> cohort ACE Scholars grant and was awarded as a co-PI the funding for a third cohort to continue the ACE Scholars program. Mike served as chair of the Planning Committee that successfully executed the NCLA Leadership Institute and is chair of the program planning committee for the upcoming 60<sup>th</sup> Biennial Conference. He served this year on the UNCG Faculty Budget Committee and the Research Advisory Council. The highlight of Mike's accomplishments this year was the awarding of tenure, which was effective July 1, 2013.

**Jenny Dale** actively serves on several University Committees, including the Undergraduate Curriculum Committee and the Rawkin' Welcome Week Committee. In 2012, she served on the Undergraduate Studies SAS 100 Comprehensive Course Evaluation Committee. Jenny also serves on several library committees, and currently serves as the head of the Humanities Liaison team. At the state level, Jenny serves as the Vice-Chair of the North Carolina Library Association's Technology and Trends Round Table and continues to serve on the Steering Committee for NCBIG, the North Carolina Library Association's instruction interest group. Nationally, she continues to be active on the American Library Association's Library Instruction Round Table's Web Advisory Committee. In her primary role as Coordinator of First-Year Programs, Jenny coordinates and teaches library instruction sessions for English 101, Communication Studies 105, the Freshman Seminars Program, Foundations for Learning, and Integrated Studies. She also works closely with the English and Kinesiology departments as their library liaison, and has recently become co-liaison to the department of Communication Studies. Since August 2012 she has served as one of the coordinators of the Jackson Library Reference Intern program, a selective program for Library and Information Studies graduate students. Last year, Jenny attended the Association of College and Research Libraries' Intentional Teaching Immersion program, a competitive program for librarians with more than five years of teaching experience. She also co-wrote two book chapters and presented at one national, two regional, and three state conferences. She co-presented a workshop at the Association of College and Research Libraries national conference with Lynda Kellam that won a "People's Choice" award based on participant responses.

**Sarah Dorsey** worked closely with Mike Crumpton and Patrick Lucas (and vendors) to plan and accomplish the HSML renovation. This was accomplished just in time for the opening of classes in August of 2012. Sarah also helped in the planning of the celebration and dedication of the Harold Schiffman Music Library - on October 5, 2012 - a joyous celebration featuring music by Harold Schiffman. Sarah was awarded a competitive residency at the Virginia Center for the Creative Arts (VCCA, artists' colony) in March of 2013 to focus on her research project ([Composing Her Way: The Life and Works of Louise Talma \(1906-1996\)](#)). As a member of the SMTD Faculty Advisory Council (an elected position), Sarah participated in the year long task of editing the SMTD Instrument of Governance – the first time since the merger this had been accomplished.

**Christine Fischer**, in her role as department head for Acquisitions and as a member of the University Libraries Integrated Library System Committee, was active in the migration to the new library system, WorldShare Management Services, contributing to training and planning and working with other library units in developing procedures. She served on the Assistant Dean for Collection Management and Scholarly Communications Search Committee and as chair of the Promotion and Tenure Attainment Recognition Committee for the fall 2012 event. Fischer compiled library data to complete external survey

reports for the Association of Southeastern Research Libraries, the Association of College and Research Libraries, and the National Center for Education Statistics for its biennial Academic Libraries Survey. On the statewide level, Fischer served as secretary for the North Carolina Library Association (NCLA) Resources and Technical Services Section (RTSS) and as a member of the fall 2012 workshop planning group, with responsibility for local arrangements; she served on the planning group to develop programs for the 2013 biennial NCLA conference. Fischer was a member of the planning committee for the North Carolina Serials Conference held in spring 2013 with the additional role of chair of the speakers group.

**Keith Gorman** oversaw a leadership transition within the department, the retirement of key staff, the hiring of new library staff, and the absorption of a library unit into the department. With the announced retirement of the Head of SCUA in spring 2012, Keith was asked to assume the position of Interim Head and plan for an orderly succession. He assumed the new position in August 2012. In December 2012, Keith was promoted to the position of Department Head. Keith also supervised the orderly transfer of job responsibilities to SCUA staff. With the retirement of two senior staff, Keith sought to capture their knowledge and track the status of their project work before their retirement. He served on three search committees during 2012-2013. He served on the Public History Search Committee, the Science Library Search Committee, and chaired the search for a preservation specialist. He also crafted a job description of the new manuscript archivist hire. Keith was also asked to serve as the interim head of the Preservation Services unit. After a review of practices and policies, Keith was appointed the permanent head of Preservation Services in December 2012. Keith also completed the year-long UNCG Leadership Institute in December 2012. A core component of the Institute was the creation of project teams to consider critical issues facing the University. Keith and his team reported out to the University's leadership team on budget modeling. In addition, Keith completed the week-long Leadership Institute for Academic Librarians at Harvard University in August 2012. Keith was very busy in overseeing the final relocation of collections in SCUA. The majority of collections were moved by June 2012. However, a number of collections were still being moved and/or relocated to SCUA throughout 2012. New shelving had to be installed to maximize space and over-sized collections. Keith was also asked to address the move of some collections to accommodate the ERIT renovation project. Collections were relocated to new stack areas. Keith was also very successful in acquiring a number of manuscript collections to "grow" the creative writing collection. The promotion and advocacy of the department's collections and services is fundamental to its mission. For example, the department and the development officer implemented a new initiative (Teas and Tours) to cultivate new supporters of the Library. Gorman also continued to serve as the Chair of the North Carolina Literary Map Advisory Group. He helped to relaunch and promote the redesigned site and database. This outreach involved a Webinar, mailings, and conference presentations. Gorman also successfully advocated for the Library's adoption of a born digital solution. This initiative was determined to be a Library priority. The development of the tool began in August 2012. Finally, Keith promoted volunteer and practicum/internship opportunities with the LIS and History departments at UNCG. This promotion has produced a growing number of undergraduate and graduate students seeking to work in SCUA. Keith served as panel chair and commentator for a panel entitled "Archivists as Bosses" at the annual fall conference of the Mid-Atlantic Regional Archives Conference in 2012. He presented a poster at the annual conference of the Society of American Archivists in 2013. In addition, he published a book review in the May 2013 edition of *College and Research Libraries*.

**Franklin Graves** managed the conversion of a number of physical servers to virtual servers and their upgrade to Windows Server 2008. The servers converted and upgraded included the University Libraries primary web server ([library.uncg.edu](http://library.uncg.edu)), the digital collections management server ([libcdm1.uncg.edu](http://libcdm1.uncg.edu)), and the interlibrary loan server ([libids1.uncg.edu](http://libids1.uncg.edu)). He also upgraded the digital collections management server to the latest version of ContentDM and upgraded the interlibrary loan server to the latest version of ILLiad. Franklin oversaw the technical development of the University Libraries new staff information portal, Behind the Stacks. This included setting up a new server ([libshare.uncg.edu](http://libshare.uncg.edu)), installation of SharePoint, and SharePoint site programming.

**Cathy Griffith's** focus this year was on the implementation of the Libraries' new circulation system, OCLC's WorldShare Management Systems. She worked very closely with the ILS Librarian and Committee to develop policies and best practices, identified and developed the migration steps and schedule for the Access Services Department, participated in the planning of all the applicable circulation

policies and procedures, and designed and delivered training and documentation for the Access Services Department. She developed policies and procedures for the new Express Checkout and Basic Information Desk, served on the Libraries' Public Service Points Task Force, and represented the Libraries' at the 2012 Access Services Conference in Atlanta, Georgia.

**David Gwynn** supervised five new and five continuing digital projects during 2012-2013, most of which will be online by late 2013. New projects included the Home Economics Pamphlet Collection; ASERL Centers of Excellence: Food and Nutrition Pamphlets; Manuscripts Scrapbooks; Textiles, Teachers, and Troops (Year One); and a project to digitize over 3700 theses and dissertations for NC DOCKS. In June, a competitive grant renewal secured funding for the second year of Textiles, Teachers, and Troops, adding the Greensboro Public Library as a sixth community partner. In addition, David contributed with Stephen Catlett to a successful internal CBR grant application in the amount of \$3000. David served on the Elections (as Chair), Grant Oversight, Preservation, and Student Supervisors committees and the Digital Projects Priorities Team within the Libraries, and also the Faculty Senate Committee on Committees and Scholarly Communications Committee. He chaired the successful search committee for the Libraries' new Manuscripts Archivist and also served on the organizing committee for the Entrepreneurial Librarian Conference, which was held in May. David was a guest lecturer in LIS 630 (Computer-related Technologies) and 644 (Digital Libraries), and co-taught sessions of LIS 688 (Metadata) and LIS 640 (Organizing Library Collections) with Anna Craft. In addition, he supervised one practicum student and several interns. David made four formal presentations, two in person (at the Conference on African American Culture and Experience in Greensboro and at Archiving 2013 in Washington DC with Kathelene Smith and Anna Craft) and two via webinar (on related to the Conference for Entrepreneurial Librarians and one at the ACRL Image Resources Interest Group with Kathelene Smith), and had one article published (with Kathelene Smith and Anna Craft) in a peer-reviewed conference proceedings. He also completed a book proposal with Kathelene Smith and Anna Craft that is currently under review by the Society of American Archivists. David co-presented with Beth Filar Williams on copyright resources for several campus audiences. Finally, David submitted his reappointment portfolio and was granted reappointment.

**Paul Hessling** made two presentations on hand printing and the Libraries' Washington handpress to LIS 688 and members of the University Libraries staff. He served as lead curator in a six month exhibit for Special Collections and University Archives titled: "A Fine Suit of Clothes: American Publishers' Bindings, 1880-1920." This included significant contributions to planning, writing and designing the catalog, selecting and documenting materials, and serving as guide for the guest speaker. In addition he compiled a bibliography of the exhibition and led the effort to present a second phase of the exhibition. He attended the 53<sup>rd</sup> preconference of the Association of College and Research Libraries' Rare Books and Manuscripts Section in San Diego, Calif.

**Gerald Holmes** served on the Chancellor's Advisory Committee for the Office of Equity, Diversity and Inclusion for the University. He served on the African American Studies Program Advisory Committee. Gerald served as the Chair of the Libraries' Diversity Committee. He served as a Co-Principal Investigator for the Second ACE Scholars program grant that received \$889,401 from the Institute of Museum and Library Services (IMLS) Laura Bush 21st Century Librarian Program (2010-2013). He also served as a Co-Principal Investigator for the Third ACE Scholars program grant that received \$442,063 from the Institute of Museum and Library Services (IMLS) Laura Bush 21st Century Librarian Program (2013-2014). He served as a Reviewer for the 2013 UNCG Scholars Program Selection of Students on Interview Day on February 18, 2013. He served as a Mentor during the 2012 North Carolina Library Association Leadership Institute (Asheboro, N.C.). Gerald served in an Advisory role on the UNCG Alumni Association Planning Committee for the 45th Anniversary (2013) of the Neo-Black Society Reunion. He served on the Dr. Martin Luther King, Jr. U.N.C. at Greensboro Campus Observance Speaker Selection Committee for January 2013. Gerald served on the 2013 NCLA Biennial Conference Planning Committee (Program Committee) that was held in Winston-Salem, NC. He presented as part of the panel, "Immersed in Leadership Development: A Week in Cambridge" during the 2012 Joint Conference of Librarians of Color in Kansas City, MO on September 21, 2012. Gerald was selected to serve as a Mentor in the Association of College and Research Libraries (ACRL) Dr. E. J.

Josey Spectrum Scholar Mentor Program. He was matched with a Spectrum Scholar who attended and graduated from Simmons College (MLS).

**Amy Harris Houk** served actively on three university committees in 2012-2013: Student Learning Enhancement Committee, University Teaching and Learning Center Advisory Committee, and the Academic Integrity Advisory Committee. As part of the Student Learning Enhancement Committee, she reviewed the assessment plans for 12 academic programs. As a member of the Academic Integrity Advisory Committee, she helped to revise the Academic Integrity Policy. She also serves on both the Steering Committee and the Design Team for the Quality Enhancement Plan and attended the SACS Summer Institute as a representative of UNCG. She also serves as Co-Chair of the Information Literacy Council. Amy continues to serve as a member of the editorial board of Multimedia Educational Resource for Learning and Online Teaching (MERLOT). She served as Chair of the Reference and Adult Services Section of the North Carolina Library Association (NCLA). As RASS chair, she planned a virtual conference that was attended by over 60 people. She attended the North Carolina Library Association's Leadership Institute, a competitive program. She co-led a Faculty Learning Community on Universal Design for Learning as part of the College STAR grant program.

Amy had a busy year teaching. She taught 65 information literacy sessions and 10 class sessions on Academic Integrity. She co-taught a section of FFL 100 in the fall semester. She co-taught two Endnote Web workshops for graduate students and led four tours for high school students. Amy continues to serve as liaison to Religious Studies, Media Studies, and Philosophy. This year, she also became co-liaison to Communication Studies. She also presented at two national and three state conferences.

**Lynda Kellam** received the 2013 UNCG School of Education Early Career Alumni Award for accomplishments in the profession eight years since graduation. She became a regional committee member of the Administrative Committee of the International Association for Social Science Information Service and Technology (IASSIST), the leading international organization for data professionals. She also served as the workshop organizer for the annual IASSIST conference held this year in Cologne, Germany. She continued to serve as Chair of the North Carolina Library Association's Government Resources Section and as Co-Chair of the Education Committee of the American Library Association's Government Documents Round Table. She assumed Chair duties of the Association of College and Research Libraries Law and Political Science Section. She and Jenny Dale won a 2013 ACRL People's Choice award for their workshop, "Higher Learning: Effective and Engaging Information Literacy Instruction for Upper-Level Students" given at the ACRL national conference. She was invited to present at the ALA Annual Conference for the Library Instruction Round Table on her efforts as an embedded librarian in the Ashby Residential College. She gave four national presentation and two state level presentations. She co-authored one book chapter and was invited to co-author a chapter for the forthcoming Librarian Wardrobe volume. Finally, 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. The series has presented 29 webinars on a variety of topics since April 2011 and has had participants from all over the United States.

**Beth Ann Koelsch** managed collection development, administration, donor relations, promotion, and continued to work with direct the financial resources of the Betty H. Carter Women Veterans Historical Project (WVHP) on expanding the oral history collections. She coordinated the addition of nine new collections and four additions to existing collections. Beth Ann organized, coordinated and publicized the annual Women Veterans Luncheon which featured a moderated panel discussion: "Making a Difference: Advocating for Military Women". She curated exhibits for the University Libraries, the women veterans' luncheon, as well as for university and community outreach events. She solicited UNCG faculty about integrating Special Collections and University Archives materials into their instruction and taught UNCG undergraduate class sessions in the departments of History and Women and Gender Studies about primary source materials. She wrote an annual budget for the WVHP and worked closely with the library development officer to enhance funding efforts for the WVHP. Beth Ann provided on site and remote reference patron assistance for the WVHP and general SCUA collections. Beth Ann was a co-author of the article "Collecting Textiles: Is It Worth It?" for the peer-reviewed *Journal for the Society of North Carolina Archivists*. She was invited to present a paper for the session "Veteran's studies: A New Field.



What role can the archival community play?” at the MARAC (Mid-Atlantic Regional Archives Conference) Annual Meeting in Richmond, Virginia. 11. She was the Co-Principal Investigator for a Library Services and Technology Act (LSTA) digitization grant for SCUA materials related to women’s health and fitness.

Beth Ann also promoted the WVHP by giving presentations to and designing exhibits for community groups such as state chapters of the Daughters of the American Revolution (DAR), the Triangle Seagals WAVES, and a Fort Bragg Women’s History Month Observance. She collaborated with the UNCG Student Veterans Association and the campus Veterans Day Planning Committee to network with other UNCG offices and departments in order to enhance the visibility of the WVHP with current students, alumni and the local community. She wrote the WVHP annual newsletter. Beth Ann served as treasurer on the Board of the Society of North Carolina Archivists. She is a founding member of the Society of American Archivists (SAA) Military Archives Roundtable as well as being an active member of the SAA Oral History Section. She serves as chair of the University Libraries Preservation Committee, a member of the Integrated Library System Committee, a member of the Born Digital Records Management Working Group, the library liaison to the UNCG Student Veterans Association, and as the Library Faculty Representative for the University Intercollegiate Athletics Committee (FICA).

**Mary Krautter** is Head of Reference and Instructional Services at the University Libraries and also serves as liaison to the Women’s and Gender Studies program and the Department of Specialized Education Services. Her projects this year included reviewing the proposal for the Women’s and Gender Studies Reading Room and agreeing to serve on the Advisory Committee. She also served on the Graduate Lifecycle Team for the University. Mary’s library committee work included co-chairing the Service Models Task Force, which issued a report in the spring of 2013. She served as co-chair of the Social Committee for the Libraries’ Staff Association. Mary presented at the ACRL conference on “Advocating for the Devil: Conflict Transformation in Libraries,” which was published as part of the *ACRL Proceedings*. The presentation was a runner-up for the conference’s “People’s Choice Award.” She and Lea Leininger assisted Dr. Roy Schwartzman in revising the chapter on research for the third edition of his textbook Fundamentals of Oral Communication. Mary co-presented a webinar with Anna Craft, Beth Filar Williams and Nataly Blas, entitled “What I Didn’t Learn in Library School.” They have also had a presentation accepted for the biannual North Carolina Library Association Conference in October of 2013. Mary served on the Conference Planning Committee for Social Entrepreneurship in Action: The Conference for Entrepreneurial Librarians, held on May 16-17, 2013. 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 is also a member of the Programming and Planning Committees for BOOKMARKS Book Festival, which promotes literacy and reading, and which is held annually in Winston-Salem.

**Erin Lawrimore** focused on increasing the University Archives’ capacity to manage modern archival records as well as on promoting University history in new venues. She led a fundamental shift in the processing of University Archives collections, resulting in 23 new finding aids describing over 243 linear feet of archival records. She also worked with ERIT to develop a means for acquiring, processing, and providing access to born-digital archival records. She launched two new publication arenas for promoting University history: the “Old School” column which is featured in issues of *UNCG Magazine* and the “Spartan Stories” blog (<http://uncghistory.blogspot.com>). Both highlight stories about campus events, people, and departments written from research in University Archives. Additionally, Erin made numerous presentations to undergraduate and graduate classes, alumni, and organizations across campus. She also managed the practicum internships of two undergraduate history majors. During the year, Erin published a chapter in the Embedded Librarian’s Cookbook entitled “Primary Source Stew: Helping Students Create a Historical Narrative Using Primary Sources in the University Archives,” which focuses on her work with English 101 and 104 courses. Additionally, she published a review of Clay Shirky’s *Cognitive Surplus* in the 2012 issue of *The Journal of the Society of North Carolina Archivists*. At the August 2012 Society of American Archivists Annual Meeting, she partnered with a colleague at Atlanta University Center to present a poster titled “An Old Boys Club?: The Society of American Archivists and the Culture of Professional Leadership.” She had an additional book review and two journal articles accepted for publication in 2013-2014. During 2012-2013, she served as the senior co-chair of the Awards

Committee of the Society of American Archivists. (SAA) Also within SAA, she served on the Online Accessibility Subgroup of the Annual Meeting Task Force and on the steering committee of the Issues and Advocacy Roundtable. She continued as managing editor of the peer-reviewed journal *Provenance*, and, for the fourth year, served as a peer reviewer for grants submitted to the National Historical Publications and Records Commission. Additionally, she was one of 25 archivists nationwide selected to the 2013 cohort of the Archives Leadership Institute, a yearlong training opportunity for emerging and innovative leaders in the archival profession.

**Lea Leininger** began serving as Chair of the Continuing Education Committee for ANCHASL (Association of North Carolina Health and Science Libraries). She also presented a poster at the Medical Library Association, Mid-Atlantic Chapter conference. Lea also published a brief essay describing long term outcomes of establishing a lactation room in *SeA Currents*, a newsletter published by the National Network of Libraries of Medicine. As a member of the University Libraries advisory committee on the library catalog (ILSC), Lea coordinated feedback from her department and helped fellow library personnel to become familiar with the new system. Lea also contributed to several other groups: the University Libraries Peer Evaluation and Tenure Committee, the University Libraries Service Models Task Force, the University Libraries Science Librarian Search Committee, and she contributed community service to the General Greene School of Science and Technology. Lea provided 62 library instruction classes and tours this year, including face to face sessions at remote sites and online as a guest moderator for a couple of discussion boards. She served as liaison librarian to these health and life sciences units: School of Nursing, Departments of Biology, Nutrition, Public Health Education, Communication Sciences and Disorders, Joint School of Nanoscience and Nanoengineering, the Genetic Counseling Program, and several pre-health and pre-science learning communities. Lea maintained over 49 guides to library research (Libguides), which received more than 32,506 views during the 2012-2013 year. She also helped to build a library guide to the new catalog.

**Kimberly Lutz** created new student, faculty and staff brochures to align with UNCG's new style guide. The student brochure was recognized by the Chancellor as an excellent example of implementing the "Do Something Bigger Altogether" message. Kimberly organized the Conference for Entrepreneurial Librarians. She also organized the annual Carolina Consortium Meeting and presented to the 100+ librarian attendees.

**Barry Miller** organized multiple author events and programs for a wide range of audiences including Friends of the UNCG Libraries, elementary school students, and community residents, as well as the UNCG campus community. He continues to build partnerships with different constituencies of the University Libraries and to promote books and reading on all fronts. His work on new brochures for the Friends using the Do Something Bigger Altogether Campaign won university and professional awards.

**Daniel Nanez**, with newly updated software, enabled the library web server to give us new capabilities. Danny updated our OAI-PMH 2.0 XML interfaces from several projects including the NcLitMap entirely in T-SQL which improved performance by 35-40%. 2012 also saw various improvements to the Campus Map. The Campus Map, upon request, will display a person's current location. A visitor requesting their location also has the ability to share their current location with others through a URL. In December of 2012, Danny spoke at UNCause in Durham about our Campus Map.

**Mac Nelson** served on the Executive Board of the Music OCLC Users Group (MOUG) as Continuing Education Coordinator. In this capacity he planned and led the February 2013 Annual Meeting of MOUG in San Jose, CA. Here Mac also shared the plenary podium with OCLC's Matt Goldner, speaking on the pioneering activities of UNCG's University Libraries in the transition to WorldShare Management Services. For the Music Library Association (MLA), Mac began his term as Chair of the Carol J. Bradley Award Committee, which recommends annually to the MLA Board one or more recipients of a \$1000 grant for historical research in music librarianship. He was also invited by the MLA to begin serving as one of that organization's Career Advisors for mid-career academic librarians. Finally for the MLA, Mac continued his service on both the Education Committee and the Educational Outreach Program Subcommittee. At the regional level, Mac collaborated on a presentation with former UNCG REAL Learning Connections intern Jacey Kepich at the October 2012 Annual Meeting of the Southeast Chapter

of the Music Library Association (SEMLA) in Tuscaloosa, AL. This presentation, entitled “Promoting the UNCG Cello Music Collection through Digitization: The Bernard Greenhouse Project,” was nominated by a vote of the SEMLA membership for the MLA “Best of Chapter” award. At the University Libraries, Mac continued his service as Secretary of the Library Faculty and remained actively involved in library education as guest lecturer in the Library and Information Studies Department.

**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 General Education Council 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 70 subject-specific web pages highlighting pertinent research resources. She has been the official mentor for two librarians and has been advising others on portfolio preparation and curriculum vitae style and content. Access Services and Cataloging send her records for missing and lost books which she reviews to determine whether to withdraw or replace them. To assist the Preservation Services staff with their backlog she has reviewed many of their titles to determine whether to repair, replace, or discard them. 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 Collection Management Committee, Library Elections Committee, Faculty Publications Committee, Art Committee, Garden Committee, and Social Science Team.

**Mark Schumacher** coordinated the Library tours for the SOAR events in June. (Although numbers were down from last year, we did speak to over 200 visitors. Mark added numerous pages to the Amy Sacker web site, reflecting new discoveries about her work. He continued to work closely with the Interlink program, providing instruction to 15-20 classes. And finally, serving the distance education needs of local students taking classes at other institutions, he proctored 200+ exams, mostly ECU students.

**Beth Filar Williams** worked on her tenure package, submitting in summer 2013! She also continued to promote and teach more and more online workshops and classes such as on tech tools, streaming media, and creative commons to schools and departments as well as general UNCG population. She redid and updated tutorials to follow the HTML5 video standards and did more hands-on training and follow up session getting more library staff on board creating tutorials. She also conducted usability testing of PATH tutorial and updated tutorial according to results. Beth received support from the Kohler Fund from UNCG International Programs Center for the trip to Italy as a guest lecture for the DILL program. (<http://dill.hioa.no/>) and then hosted a virtual only intern from Germany in late fall, including a live webinar with the student in Germany and UNCG folks. Beth was a core member of planning team campus wide for the campus collaborative Spring Online Learning Symposium in April and Power Up - a three day hands on workshops for teaching faculty to develop online courses for May 2013. The grad student did an independent study in the spring with Beth, creating a wonderful video highlighting a project with the English department and SCUA which is now on youtube (<http://www.youtube.com/watch?v=IAKIALCvOTE>). Beth was active professionally, working with a grass roots group of librarians to get ALA council to approve a new Sustainability Round Table; she was Vice Chair of the University Libraries Section of ACRL/ALA; and published two book chapters and three articles.

**Part 7 – Information Resources & Services**

<b>COLLECTION / RESOURCES</b>	7/1/2012	6/30/2013	Change
<b>A. BOOKS, SERIALS BACKFILES, OTHER (DOCS)</b>			
1. Paper volumes added (gross)	<u>22,106</u>	<u>17,355</u>	(4,751)
2. Paper volumes withdrawn	<u>21,517</u>	<u>17,125</u>	(4,392)
3. Paper volumes added (net)	<u>589</u>	<u>230</u>	(359)
4. Paper volumes (total)	<u>1,129,236</u>	<u>1,129,466</u>	230
5. Paper titles added (gross)	<u>19,584</u>	<u>15,550</u>	(4,034)
6. Paper titles withdrawn	<u>11,801</u>	<u>2,663</u>	(9,138)
7. Paper titles added (net)	<u>7,783</u>	<u>12,887</u>	5,104
8. Paper titles (total)	<u>854,760</u>	<u>867,647</u>	12,887
9. Microform units added (gross)	<u>402</u>	<u>543</u>	141
10. Microform units withdrawn	<u>563</u>	<u>366</u>	(197)
11. Microform units added (net)	<u>-161</u>	<u>177</u>	338
12. Microform units (total)	<u>327,316</u>	<u>327,493</u>	177
13. Microform titles added (gross)	<u>9</u>	<u>128</u>	119
14. Microform titles withdrawn	<u>0</u>	<u>1</u>	1
15. Microform titles added (net)	<u>9</u>	<u>8</u>	(1)
16. Microform titles (total)	<u>63,834</u>	<u>63,961</u>	127
17. Electronic book titles added to catalog (net)	<u>62,937</u>	<u>12,121</u>	(50,816)
18. Electronic book titles catalogued (gross)	<u>438,417</u>	<u>450,538</u>	12,121
19. Electronic serials added to catalog (net)	<u>4,827</u>	<u>1,543</u>	(3,284)
20. Electronic serials catalogued (gross)	<u>39,024</u>	<u>40,567</u>	1,543
21. Web sites added to catalog (net) <sup>(i)</sup>	<u>254</u>	<u>204</u>	(50)
22. Web sites catalogued (total) <sup>(i)</sup>	<u>18,828</u>	<u>19,032</u>	204
23. Monographic volumes purchased	<u>17,930</u>	<u>15,191</u>	(2,739)
<b>B. GOVERNMENT DOCUMENTS</b>			
1. Paper			
a. Documents added (gross)	<u>1,231</u>	<u>1,094</u>	(137)
b. Documents withdrawn	<u>1,001</u>	<u>842</u>	(159)
c. Documents added (net)	<u>230</u>	<u>252</u>	22
d. Documents (total)	<u>222,321</u>	<u>222,573</u>	252
e. Document titles added (net)	<u>138</u>	<u>151</u>	13
f. Document titles (total)	<u>132,954</u>	<u>133,105</u>	151
2. Microforms			
a. Microforms added (gross)	<u>4,803</u>	<u>4,611</u>	(192)
b. Microforms withdrawn	<u>11</u>	<u>137</u>	126
c. Microforms added (net)	<u>4,792</u>	<u>4,474</u>	(318)
d. Microforms (total)	<u>400,044</u>	<u>404,445</u>	4,401
e. Microform titles added (net)	<u>2,074</u>	<u></u>	(2,074)
f. Microform titles (total)	<u>250,242</u>	<u>252,211</u>	1,969

<b>COLLECTION / RESOURCES (cont.)</b>	7/1/2012	6/30/2013	Change
3. Electronic Documents			
a. Electronic Documents (total units)	<u>3,351</u>	<u>3,384</u>	33
b. Electronic Documents (titles)	<u>2,990</u>	<u>3,019</u>	29
4. Serials in Documents (included above)	<u>4,054</u>	<u>4,060</u>	6
<b>TOTAL DOCUMENTS (UNITS)</b>	<b><u>625,716</u></b>	<b><u>630,475</u></b>	<b>4,759</b>
<b>TOTAL DOCUMENTS (TITLES)</b>	<b><u>386,186</u></b>	<b><u>388,335</u></b>	<b>2,149</b>
<b>TOTAL BOOKS AND DOCUMENTS</b>	<b><u>2,110,446</u></b>	<b><u>2,210,479</u></b>	<b><u>100,033</u></b>
<b>C. SERIALS (periodicals and continuations)</b>			
1. Paper and microform serials (total)	<u>1,374</u>	<u>1,160</u>	(214)
2. Paid subscriptions	<u>1,291</u>	<u>1,112</u>	(179)
3. Gift subscriptions	<u>83</u>	<u>48</u>	(35)
4. Paper and microform serials added (gross)	<u>1</u>	<u>1</u>	0
5. Paper and microform serials added (net)	<u>-118</u>	<u>-84</u>	34
6. Subscription databases & CDROMS (paid and unpaid)	<u>517</u>	<u>313</u>	(204)
<b>TOTAL SUBSCRIPTIONS</b>	<b><u>2,557</u></b>	<b><u>1,473</u></b>	<b>(1,084)</b>
7. Number of current serials purchased	<u>2,780</u>	<u>2,638</u>	(142)
a. Electronic (deduplicated)	<u>1,288</u>	<u>1,535</u>	247
b. Print (and other non-electronic format) serials purchased	<u>1,492</u>	<u>1,103</u>	(389)
8. Number of current serials received but not purchased	<u>49,911</u>	<u>50,646</u>	735
a. Consortial <sup>(ii)</sup>	<u>24,718</u>	<u>23,401</u>	(1,317)
b. Freely accessible <sup>(iii)</sup>	<u>21,079</u>	<u>23,102</u>	2,023
c. Print (Exchanges, gifts, etc.)	<u>60</u>	<u>83</u>	23
d. Government documents	<u>4,054</u>	<u>4,060</u>	6
<b>TOTAL SERIALS RECEIVED</b>	<b><u>55,475</u></b>	<b><u>53,284</u></b>	<b>(2,191)</b>
<b>D. COMPUTER FILES [NOT books or serials]</b>			
1. Computer files (total)	<u>700</u>	<u>675</u>	(25)
2. Computer files added	<u>14</u>	<u>-25</u>	(39)
3. Institutional Repository items (NC DOCKS)	<u>7,918</u>	<u>8,554</u>	636
<b>E. DIGITAL COLLECTIONS</b>			
1. The number of collections <sup>(iv)</sup>	<u>24</u>	<u>26</u>	2
2. The size (in gigabytes) of library digital collections <sup>(v)</sup>	<u>2,250</u>	<u>2,925</u>	675
3. The items in library digital collections	<u>22,288</u>	<u>29,435</u>	7,147
4. The number of document views <sup>(vi)</sup>	<u>1,078,966</u>	<u>1,331,814</u>	252,848
5. The number of visitors <sup>(vii)</sup>	<u>302,418</u>	<u>588,229</u>	285,811
6. Number of official projects completed	<u>8</u>	<u>8</u>	0
7. Number of master digital image/text files created	<u>85,874</u>	<u>66,188</u>	(19,686)
8. Size (in gigabytes) of master digital image/text files created	<u>2,576</u>	<u>1,464</u>	(1,112)
9. Number of master digital image/text files available online	<u>216,091</u>	<u>282,279</u>	66,188
10. Number of master audio/visual files created	<u>118</u>	<u>185</u>	67

<b>COLLECTION / RESOURCES (cont.)</b>	7/1/2012	6/30/2013	Change
12. Total number of archived files	<u>325,135</u>	<u>418,323</u>	93,188
13. Size (in terabytes) of total archived files	<u>5.23</u>	<u>6.66</u>	1.43
<b>F. AUDIOVISUAL UNITS</b>			
1. Audiovisual units added (net)	<u>2,565</u>	<u>-2,138</u>	(4,703)
2. Audiovisual units (total)	<u>53,052</u>	<u>50,991</u>	(2,061)
a. Audio	<u>20,031</u>	<u>20,099</u>	68
b. Film / Video	<u>6,430</u>	<u>2,138</u>	(4,292)
c. Graphic (pictures and slides)	<u>10,283</u>	<u>10,283</u>	0
d. Maps	<u>3,675</u>	<u>3,675</u>	0
e. DVD's / Laserdiscs	<u>12,633</u>	<u>14,796</u>	2,163
3. Audiovisual titles added (net)	<u>2,565</u>	<u>-2,138</u>	(4,703)
4. Audiovisual titles (total)	<u>34,242</u>	<u>32,104</u>	(2,138)
a. Audio	<u>15,490</u>	<u>15,584</u>	94
b. Film / Video	<u>5,891</u>	<u>2,229</u>	(3,662)
c. Graphics and posters	<u>431</u>	<u>431</u>	0
d. DVD's / Laserdiscs	<u>9,152</u>	<u>10,582</u>	1,430
e. Maps	<u>0</u>	<u>3278</u>	3278
5. Other formats (realia, artifacts, puzzles, kits, etc.)	<u>238</u>	<u>237</u>	(1)
6. Other formats unit added (net)	<u>667</u>	<u>675</u>	8
7. Other formats titles (total)	<u>3,491</u>	<u>3,490</u>	(1)
8. Other formats titles added (net)	<u>-4</u>	<u>-1</u>	3
<b>G. MANUSCRIPT AND ARCHIVES</b>			
1. Non-University (linear feet) <sup>(viii)</sup>	<u>1,493.51</u>	<u>1,731.91</u>	238
2. University (linear feet)	<u>1,861.80</u>	<u>2,239.11</u>	377
3. Other (items) <sup>(ix)</sup>	<u>99,458</u>	<u>101,252</u>	1,794
<b>H. MONOGRAPHS</b>			
1. Book titles received (firm)	<u>7,491</u>	<u>5,568</u>	(1,923)
2. Book titles received (approval)	<u>9,361</u>	<u>8,799</u>	(562)
3. Book titles received (standing orders)	<u>485</u>	<u>355</u>	(130)
TOTAL BOOKS RECEIVED	<u>19,437</u>	<u>14,722</u>	(4,715)
<b>I. PRESERVATION SERVICES</b>			
1. Binding and Repair	<u>6,008</u>	<u>4,020</u>	(1,988)
<p>(i) Last FY one time addition 6,678 titles as part of the ICPSR</p> <p>(ii) Titles in NC LIVE databases</p> <p>(iii) Independent Free titles. Last FY value over-reported</p> <p>(iv) 3 new collections, 6 old collections consolidated into 3, so no net change</p> <p>(v) Estimate, as this metric is not actually countable with CONTENTdm</p> <p>(vi) Estimate, no longer as meaningful due to advances in webpage design</p> <p>(vii) Estimate, no longer as meaningful due to advances in webpage design</p> <p>(viii) Includes both Manuscripts and Women Veterans Historical Project material.</p> <p>(ix) This item count is expected to stay relatively static</p>			

II. LIBRARY SERVICES	7/1/2012	6/30/2013	Change
<b>A. DOCUMENT DELIVERY / INTERLIBRARY LOAN</b>			
1. Returnable	<u>5,371</u>	<u>6,413</u>	1,042
a. Faculty	<u>2,462</u>	<u>2,059</u>	(403)
b. Graduate	<u>1,950</u>	<u>2,742</u>	792
c. Undergraduate	<u>931</u>	<u>1,531</u>	600
d. Distance Education	<u>28</u>	<u>81</u>	53
2. Non-returnable	<u>2,704</u>	<u>2,544</u>	(160)
a. Faculty	<u>1,206</u>	<u>964</u>	(242)
b. Graduate	<u>1,215</u>	<u>1,238</u>	23
c. Undergraduate	<u>258</u>	<u>293</u>	35
d. Distance Education	<u>25</u>	<u>49</u>	24
3. Electronic Document Delivery	<u>661</u>	<u>1,919</u>	1,258
TOTAL DOCUMENT DELIVERY / ILL BORROWING	<u>8,736</u>	<u>10,876</u>	2,140
4. ILL Lending			
a. Returnable	<u>7,669</u>	<u>7,185</u>	(484)
b. Non-returnable	<u>1,090</u>	<u>1,245</u>	155
TOTAL DOCUMENT DELIVERY / ILL LENDING	<u>8,759</u>	<u>8,430</u>	(329)
<b>B. CIRCULATION LOANS</b>			
1. Total University Libraries Circulations	<u>307,691</u>	<u>326,645</u>	18,954
a. Initial Checkouts	<u>145,089</u>	<u>159,078</u>	13,989
b. Reserve Checkouts	<u>56,368</u>	<u>53,085</u>	(3,283)
c. Renewals	<u>64,815</u>	<u>74,930</u>	10,115
d. In-House Use	<u>41,351</u>	<u>39,519</u>	(1,832)
2. Total JACKSON Circulations	<u>407,770</u>	<u>434,988</u>	27,218
a. Initial Checkouts	<u>128,929</u>	<u>143,149</u>	14,220
b. Reserve Checkouts	<u>49,805</u>	<u>44,975</u>	(4,830)
c. Renewals	<u>59,003</u>	<u>69,569</u>	10,566
d. In-House Use	<u>35,877</u>	<u>33,675</u>	(2,202)
e. Manual/External Transactions	<u>134,156</u>	<u>143,620</u>	9,464
i. Documents	<u>79</u>	<u>93</u>	14
ii. Microforms	<u>745</u>	<u>1,148</u>	403
iii. SCUA <sup>(vii)</sup>	<u>4,247</u>	<u>2,406</u>	(1,841)
iv. E-Books	<u>129,085</u>	<u>139,973</u>	10,888
3. Total MUSIC Circulations	<u>33,909</u>	<u>35,244</u>	1,335
a. Initial Checkouts	<u>16,160</u>	<u>15,930</u>	(230)
b. Reserve Checkouts	<u>6,563</u>	<u>8,190</u>	1,627
c. Renewals	<u>5,812</u>	<u>5,361</u>	(451)
d. In-House Use	<u>5,009</u>	<u>5,844</u>	835
4. Selected Circulation Counts by Item Type or Location			
a. AV Materials (total circulation count)	<u>106,992</u>	<u>117,925</u>	10,933
i. Jackson Library AV Materials	<u>99,435</u>	<u>109,897</u>	10,462
ii. Music Library AV Materials	<u>7,557</u>	<u>8,028</u>	471

<b>LIBRARY SERVICES (cont.)</b>	7/1/2012	6/30/2013	Change
b. Laptop Circulation Count	<u>25,539</u>	<u>22,879</u>	(2,660)
i. Jackson Library Laptop Circulation	<u>25,234</u>	<u>22,581</u>	(2,653)
ii. Music Library Laptop Circulation	<u>305</u>	<u>298</u>	(7)
c. Storage Circulations	<u>250</u>	<u>289</u>	39
d. In-House Use of Books/Stacks (total circulation count)	<u>38,359</u>	<u>36,339</u>	(2,020)
i. Jackson Library	<u>33,238</u>	<u>30,798</u>	(2,440)
ii. Music Library	<u>5,120</u>	<u>5,541</u>	421
e. In-House Use of Bound Serials (total circulation count)	<u>2,992</u>	<u>3,178</u>	186
i. Jackson Library	<u>2,738</u>	<u>2,876</u>	138
ii. Music Library	<u>254</u>	<u>302</u>	48
5. Usage Data/Borrowing Data (total by demographic on selected categories) <sup>(i)</sup>			
a. University loans (total)	<u>242,288</u>	<u>265,806</u>	23,518
i. Undergraduate loans	<u>153,390</u>	<u>158,297</u>	4,907
ii. Graduate loans	<u>46,181</u>	<u>52,899</u>	6,718
iii. Faculty loans	<u>37,547</u>	<u>48,649</u>	11,102
iv. Staff loans	<u>3,954</u>	<u>4,994</u>	1,040
v. Interlink	<u>916</u>	<u>967</u>	51
b. Non-university loans (total – all categories)	<u>14,650</u>	<u>12,699</u>	(1,951)
i. Institution borrowers			
o UNC System	<u>1,560</u>	<u>1,993</u>	433
o Greensboro Consortium/TALA <sup>(ii)</sup>	<u>2,122</u>	<u>2,587</u>	465
o Community Colleges <sup>(ii)</sup>	<u>104</u>	<u>169</u>	65
o Area Schools	<u>1,470</u>	<u>1,491</u>	21
o Public Library	<u>128</u>	<u>195</u>	67
ii. FOL loans	<u>9,266</u>	<u>5,718</u>	(3,548)
c. Registered Borrowers (all categories) <sup>(ii)</sup>	<u>41,388</u>	<u>31,473</u>	(9,915)
i. University borrowers	<u>38,933</u>	<u>30,019</u>	(8,914)
o Undergraduates	<u>26,086</u>	<u>20,446</u>	(5,640)
o Graduates	<u>6,432</u>	<u>4,368</u>	(2,064)
o Faculty	<u>4,559</u>	<u>3,752</u>	(807)
o Staff	<u>1,856</u>	<u>1,453</u>	(403)
ii. Non-University borrowers	<u>2,455</u>	<u>1,394</u>	(1,061)
o Friends of the Library	<u>860</u>	<u>440</u>	(420)
o Area School borrowers	<u>372</u>	<u>273</u>	(99)
o Area College and University borrowers	<u>1,021</u>	<u>672</u>	(349)
o Other	<u>202</u>	<u>9</u>	(193)
<b>C. ACCESS</b>			
1. Web Page views <sup>(iii)</sup>	<u>14,441,929</u>	19,862,369	5,420,440
a. In Library (%) <sup>(iv)</sup>	<u>30.70%</u>		
b. On-campus (%) <sup>(iv)</sup>	<u>20.30%</u>		
c. Off-campus (%) <sup>(iv)</sup>	<u>49.00%</u>		
2. Database Sessions <sup>(v)</sup>	<u>774,841</u>	<u>697,357</u>	(77,484)
a. On-campus (%) <sup>(vi)</sup>	<u>20.30%</u>		-20.3%
b. Off-campus (%) <sup>(vi)</sup>	<u>79.70%</u>		-79.7%



<b>LIBRARY SERVICES (cont.)</b>	7/1/2012	6/30/2013	Change
3. Electronic journals (total #)	<u>49,373</u>	49,242	(131)
4. Number of public workstations	<u>230</u>	<u>221</u>	(9)
<b>D. RESERVES</b>			
1. Number of reserve lists	<u>658</u>	<u>592</u>	(66)
2. Number of items on reserve <sup>(viii)</sup>	<u>6,176</u>	<u>5,962</u>	(214)
a. Items on traditional reserve <sup>(viii)</sup>	<u>1,900</u>	<u>1,868</u>	(32)
b. Items on e-reserve <sup>(viii)</sup>	<u>4,296</u>	<u>4,094</u>	(202)
<b>E. PUBLIC SERVICE QUESTIONS</b>			
Number of reference transactions total	<u>39,505</u>	<u>61,928</u>	22,423
1. Face to face reference transactions	<u>34,629</u>	<u>50,009</u>	15,380
2. Virtual reference transactions (E-mail, IM, Chat, Phone, etc.)	<u>4,813</u>	<u>9,672</u>	4,859
<b>F. INFORMATION SERVICES TO GROUPS</b>			
1. Classes / Presentations	<u>681</u>	<u>679</u>	(2)
a. Individuals attending	<u>15,544</u>	<u>15,730</u>	186
b. Contact hours	<u>15,856</u>	<u>16,763</u>	907
2. Consultations	<u>1,746</u>	<u>1,690</u>	(56)
a. Individuals attending	<u>1,878</u>	<u>2,065</u>	187
b. Contact hours	<u>1,100</u>	<u>565</u>	(535)
3. Training sessions	<u>41</u>	<u>45</u>	4
a. Individuals attending	<u>348</u>	<u>394</u>	46
b. Contact hours	<u>402</u>	<u>282</u>	(120)
4. Faculty training	<u>7</u>	<u>7</u>	0
a. Individuals attending	<u>160</u>	<u>139</u>	(21)
b. Contact hours	<u>117</u>	<u>146</u>	29
<b>G. GATE COUNT TOTAL</b>			
1. Jackson Library	<u>1,112,272</u>	<u>1,171,422</u>	59,150
2. Music Division	<u>112,545</u>	<u>106,090</u>	(6,455)
<b>H. STAFF (FTE = 40 hours per week)</b>			
1. Staff FTE	<u>94.0</u>	<u>94.0</u>	0.0
a. Professional staff, FTE.	<u>40.0</u>	<u>40.0</u>	0.0
b. Support staff, FTE.	<u>54.0</u>	<u>54.0</u>	0.0
2. Staff total	<u>93.4</u>	<u>94.0</u>	0.6
a. Professional Staff	<u>39.8</u>	<u>40.0</u>	0.2
b. Support Staff	<u>53.6</u>	<u>54.0</u>	0.4
3. Student assistant, FTE. (Federal)	<u>8.2</u>	<u>7.6</u>	-0.6
4. Student assistant, FTE. (Departmental)	<u>16.6</u>	<u>17.1</u>	0.5
5. Student assistant, FTE. (total)	<u>24.8</u>	<u>24.7</u>	-0.1
6. Number of students employed	<u>161</u>	<u>156</u>	-5
7. Number of staffed service points	<u>7.0</u>	<u>7.0</u>	0.0
8. Number of weekly public service hours	<u>184.0</u>	<u>184.0</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 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) These values are no longer tracked
- (vii) Number does not count digitized collections
- (viii) Numbers from last year were incorrect and have been fixed

**Part 8 - FINANCIAL STATEMENT OF EXPENDITURES  
2012 - 2013**

<u>From State Funds</u>	<u>6/30/11</u>	<u>6/30/12</u>	<u>6/30/13</u>
<b>Salaries</b>			
<b>EPA Academic, *EPA Teacher on Loan</b> (Exempt from State Personnel Act)	2,627,980	2,677,145	*2,626,962
Employee on Loan	3,000	0	0
<b>SPA Support, *SPA Shift Pay OT</b> (Subject to State Personnel Act)	2,098,377	2,026,797	*1,955,556
Longevity Pay,	46,170	48,912	32,715
Fringe Benefits Contributions, includes Worker's Compensation	1,405,450	1,487,005	1,502,928
<b>Wages (Student)</b> Departmental and Graduate Students only	276,330	292,279	309,398
<b>Wages (Temporary Personnel)</b>	87,652	29,813	121,045
<b>Contracted Services (Under Contratural Services Pool 221000)</b>	0	0	0
<b>Total Salary from State Funds</b>	<b>6,544,959</b>	<b>6,561,951</b>	<b>\$6,564,244</b>
<b>Office Supplies:</b> Office supp/Furn Equip, Photographic supplies, Security/Safety Supplies, General Admin, Other Supplies, Plaques/Trophies, Household/Janitorial, Educ. Equip/Supplies, Other Educ Eq/Supplies	283,008	545,685	365,870
<b>Purchased Services:</b> TS Local Serv, TS-Long Dist, Cellular Services, Internet Serv Provider, Repair- Bldg, Repairs Motor Vehicles, Repairs Other, Postage/Mail, Freight/Express, Printing&Binding, Publication Cost, Advertising, Maint Contracts Equip/Other, Rental/Lease Furniture Other and General.	154,170	314,247	467,601
<b>Travel (includes Registrations from Services Pool 230000)</b>	68,027	69,234	89,420
*Contractual Services: Server Support Services, Lawn&Grounds Services, Photographic Services, Interpreter Services, Other Current Services, Contracted Services	0	0	*22,605
<b>Other Operating Expenses (Fixed Charges)</b> Licenses & Permit Cost, Periodicals&Subscriptions, Office Moving Expense, Other Admin. Charges.	112,675	79,852	17,778
<b>Property, Plant and Equipment (Capital Outlay Over \$5,000)</b> Non-Wan DP Equip, PC & Printer Purchase, Server Purchase, Office Furniture capital, PC & Printer Capital Over \$5,000, Server Purchase Capital, PC Software Purchase	256,494	281,767	239,884
<b>Library Books, Journals, Services and Subscriptions, Serials*</b>	4,819,025	3,153,592	3,269,532
<b>Library Other-Miscellaneous (Movie Budget 115014)</b>	n/a	n/a	36,199
<b>Total Expenditures from State Funds</b>	<b>\$5,693,399</b>	<b>\$4,444,377</b>	<b>\$4,508,889</b>
<b>From Federal Funds</b>			
Student Work-Study Wages	\$ 74,274	\$ 68,250	65,444
<b>Total Expenditures from Federal Funds</b>	<b>\$ 74,274</b>	<b>\$ 68,250</b>	<b>\$65,444</b>
<b>From Restricted/Endowed Funds</b>			
*Friends of the Library (Expend Total includes all sub-fund totals)	68,269	*107,910	21,783
Enrichment Fund (Expend Total includes all sub-fund totals)	31,450	43,329	37,108
Other Accounts	45,067	46,624	37,815
<b>Total Expenditures from Restricted/Endowed Funds</b>	<b>\$144,786</b>	<b>\$197,863</b>	<b>\$96,706</b>
<b>TOTAL EXPENDITURES FROM ALL SOURCES</b>	<b>\$12,457,418</b>	<b>\$11,272,441</b>	<b>\$11,235,283</b>

NOTE: Library Books, Journals, Services & Subscriptions, Serials (combined totals for 114503, 114504 and 114506)

\*2011/2012 Total Expenditures from Federal Fund: (Friends of Library) - The total of expenditures is higher \$107,910 due to a \$70,000 transfer of funds to the 3<sup>rd</sup> Floor renovation. Also, \$10,000 was transferred to FOL Quasi Fund.