

**ANNUAL REPORT**

**for the**

**UNIVERSITY LIBRARIES**

**The University of North Carolina**  
**at Greensboro**

**2013-2014**



**Walter Clinton Jackson Library**



**Harold Schiffman Music Library**

**Greensboro, North Carolina**  
**2014**

**University of North Carolina at Greensboro**  
**University Libraries**

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**Part 1 – Talking Points**

**Textiles, Teachers and Troops**

*Textiles, Teachers, and Troops* makes 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, have collaborated 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* provides 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, coordinated by the Digital Projects unit in the University Libraries at UNCG, was made possible in large measure through funding from the federal Institute of Museum and Library Services (IMLS) under the provisions of the Library Services and Technology Act (LSTA) as administered by the State Library of North Carolina, a division of the Department of Cultural Resources. Among the most significant materials related to the textile industry in Greensboro are the Bernard Cone Photograph Albums and the Cone Mills White Oak Plant Stereo Card Photographs. Digitizing these collections makes available for the first time over 1500 images of life in Greensboro’s textile mills and mill villages. The Cone photographs are particularly unique in that they were taken by a member of the Cone family, allowing something of an “insider” perspective into the spaces and the social and labor history that are preserved in the images.

The project partners for *Textiles, Teachers, and Troops* were selected due to their roles as leaders in the preservation and presentation of cultural heritage in Greensboro. Each holds responsibility for a different and unique perspective on the history and shared culture of the city.

- UNCG University Libraries is the lead institution for the project and provided content, digitization, metadata creation, website hosting, and long-term storage of archival masters. Most of the content was provided by the Martha Blakeney Hodges Special Collections and University Archives.
- The Holgate Library is the library serving Bennett College, a historically black college established in 1873 which has been an active part of Greensboro’s history, particularly during civil rights movement. The Holgate Library provided content and metadata for the project.
- The Brock Historical Museum of Greensboro College preserves the history of the College, life at the College, and the College’s relation to and influence on both the surrounding communities and society in general. The Brock Museum provided content and metadata for the project.
- The Friends Historical Collection is the archival repository of Guilford College. Guilford College provided item selection and metadata creation and also assisted with the creation of contextual materials.

- The Greensboro Historical Museum is the principal collector, interpreter and exhibitor of Greensboro's history. The museum provided significant content and performed much of the digitization and metadata creation of these resources onsite.
- The Greensboro Public Library is the municipal library system of the City of Greensboro and is home to the North Carolina Collection of local history resources. The library provided content and some metadata for the project.
- The Bluford Library of North Carolina Agricultural and Technical State University serves the campus of the largest historically black university in North Carolina. Some digitization and metadata was done onsite at N.C. A&T State and some at UNCG.

### **The Digital Media Commons**

The Digital Media Commons and DACTS Studio have become very popular spaces with students. This year, some of the space was converted in order to support changing campus needs in gaming and maker space (3D printing). The DMC Gaming Lab was made possible through the generous support of the UNCG College of Arts and Sciences, Lloyd International Honors College, Undergraduate Studies, and the University Libraries. Professor Grieve uses the DMC Gaming Lab to teach three courses on religion and video games (HSS206, REL207, and RCO223). During non-instruction hours, the Gaming Lab is open to faculty, staff, and students. The Gaming Lab has four Xbox gaming consoles available for reservation. Patrons may also check out a limited number of games and game controllers at the DMC service desk. The Makerbot Replicator 2X 3D printer is the first stage of UNCG Libraries' entry into the maker space movement. The Replicator can print models in one or two colors, using spools of durable ABS plastic. During the printing process, ABS plastic filament is extruded through a nozzle onto a heated surface to build up a solid object layer by layer. We hosted a successful open house in February to showcase these new spaces to the UNCG community. Further information about the UNCG Libraries Makerspace can be found at the following webpage: <http://uncg.libguides.com/makerspace> and more about the DMC can be found on the website: <http://library.uncg.edu/spaces/dmc/>

### **Born Digital Records Management Tool**

Digital preservation is a major nationwide issue and topic of much discussion. The staff at the UNCG University Libraries is tackling issues aggressively with a newly-created tool aimed at acquiring, managing, and preserving important digital archival files now so that researchers – now and in the future – can have greater insight into how our university and society as a whole operates. This development puts UNCG ahead of most other institutions in terms of proactively addressing digital preservation.

The new tool – called Born-Digital Records Management or BDRM – is a collaboration between two UNCG Libraries departments: Martha Blakeney Hodges Special Collections and University Archives (SCUA) and Electronic Resources and Information Technology (ERIT). In preserving university history, for instance, it allows University Libraries to actively acquire electronic newsletters, presentations, web sites and other materials that typically lose information and operability if printed.

While an archivist may simply find a Civil War era diary that is still perfectly readable, the accessibility of a chance find is much less likely in the digital world. With their work on BDRM, the University Libraries is ensuring that valuable records aren't lost due to file deterioration or technological obsolescence.

### **New Liaison Model**

For over twenty years the University Libraries have assigned liaisons to all UNCG academic departments and programs. Liaisons provide essential services to their departments by conducting research consultations for faculty and students, tailoring solutions to their particular research needs, collaborating on developing research assignments, creating online tutorials and providing information literacy sessions for students. In addition, they work to build print and electronic collections essential to research and

teaching in each discipline. This liaison program allows librarians to become more knowledgeable about the research and curriculum of those departments to which they are assigned. In many cases, librarians have very close ties and function as teaching and research partners with faculty in their liaison departments. Liaisons also serve as a communication link between the Libraries and academic units.

Over the past two years the Libraries examined the roles and responsibilities of our liaisons in order to enhance service to the campus community. We wanted liaisons to spend more time on information literacy and working closely with faculty and students on their research and scholarly communication issues. At the same time we sought to refine our collection management operations to ensure that we're purchasing what our community needs in the most efficient and cost effective manner possible. To begin the process we appointed a task force that completed its report in September 2012. The major recommendation was to move to a team structure with subject and functional teams. Three subject teams (humanities, social sciences and sciences) were formed to group liaisons with similar discipline responsibilities. Functional teams work on activities related to the most essential tasks for liaisons: instruction, scholarly communications and collections. Reference Desk services are coordinated by a functional team which oversees the chat service as well as working with users in the library. In-depth research help from subject liaisons is also available, matching users more closely with the expertise of individual librarians.

By encouraging librarians to develop close ties with faculty and students, the new liaison structure allows librarians to take the library to the students and faculty, both in person and electronically. Working with librarians who fully understand disciplinary conventions and research priorities is an effective way to facilitate student learning and faculty research. We are in the process of implementing the team structure and will evaluate its effectiveness after one year.

### **High Impact Practices and the University Libraries**

A recent report prepared by members of our faculty addresses the University Libraries' significant role in participating in the high impact initiatives identified by the AAC&U's LEAP Report and adopted by UNCG in its Strategic Plan 2009-14. These practices are proven to impact student success positively. By collaborating closely with faculty and Student Affairs in these activities, the Libraries contribute significantly to student success and retention. This report provides examples primarily from the 2012-13 academic year.

#### The High Impact Practices

- First-Year Seminars and Experiences
- Learning Communities and Residential Colleges
- Common Intellectual Experience
- Writing Intensive Courses
- Internships
- Capstone Courses
- Undergraduate Research
- Service Learning
- Collaborative assignments
- Diversity/Global Learning

The University Libraries strongly support all of these high impact initiatives through a variety of programs, initiatives and resources:

- A dedicated librarian who focuses on the First-Year Experience for 50% of her time and is embedded in the curriculum. Nearly 200 class sessions are provided each year for first-year students. The Libraries also participate actively in Student Affairs first-year activities and recruiting events. The Special Collections and University Archives (SCUA) Department collaborated with a professor in the English Department in using primary resources to develop critical thinking skills with over 200 freshmen.

- Assigned liaisons to all Learning and Living-Learning Communities. With over 25 communities this is a major initiative at UNCG. The Libraries collaborate closely with all LLCs and liaisons provide information literacy sessions, satellite reference and co-curricular programming.
- A strong print and electronic collection. The Libraries' resources provide needed support for Writing Intensive Courses, Capstone Courses and Undergraduate Research. Most electronic resources are available 24/7 from any location. SCUA provides unique manuscript and archival resources, in both print and digital formats.
- A liaison for each UNCG department or program. Liaisons provide individual or small group research consultations for students and faculty, as well as information literacy sessions, collections information and general communication between the Libraries and the unit.
- Online research and instruction support. The Libraries develop LibGuides (online research guides) that identify and provide access to useful information resources. In addition, there are over 50 tutorials that students and faculty may use 24/7 from any location.
- Opportunities for students. Internships, primarily for graduate students in Library and Information Studies, are available in many departments of the Libraries. Each year the Libraries award an Undergraduate Research Award to recognize a paper or project that successfully uses information resources.
- Support for digital media. The Digital Media Commons, in collaboration with Undergraduate Studies' Digital Action, Consultation and Training Studio (DACTS), provides resources and services for students to create and refine multimedia projects, an important 21st Century skill.
- Space for collaboration. The Libraries provide a variety of group spaces that students may reserve online to work on collaborative projects. Some rooms are equipped with technology, and all have white boards.
- A strong commitment to diversity. Diversity among the staff and diversity awareness in customer service practice is supported through staff assignments, hosting international guides, staff training and resource development.

The full report is available in the UNCG Institutional Repository.

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

**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:** Provide at least 230 tours or class sessions for first year students

**Finding:** Not Met

**Description and Analysis:**

- Provided 188 information literacy classes for the first year students in 2013-14 for a 21% drop from 2012-13. This is likely due to a reduction in the number of sections and a decreased emphasis on research instruction for FFL and ISL courses.

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

**Target:** Increase number of information literacy sessions for learning communities by 2%

**Finding:** Not Met

**Description and Analysis:**

- Information literacy sessions for learning communities dropped from 41 to 17 for a 58% decrease. This change is likely due to fewer sections and revisions in the Integrated Studies curriculum to include less research.

**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:** Complete 7 new digital projects

**Finding:** Exceeded

**Description and Analysis:**

- Completed 13 projects which includes additions to ongoing projects. Highlights include completion of Textiles, Teachers and Troops, Phase II of the Home Economics Pamphlets, Ege Manuscripts and the Creative Wring Manuscript Collections. We are the third largest contributor in NC to the Digital Public Library of America, a national portal for digital collections.

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

**Target:**

- Add 12-13 new University Archives collections
- Add 7-9 new Manuscript collections

**Finding:** Exceeded

**Description and Analysis:**

- SCUA acquired 43 new collections
  - 5 new manuscript collections
  - 5 new University Archives record groups
  - 2 cello collections
  - 8 Women's Veteran collections
  - Numerous individual oral histories

**Measure:** Number of finding aids and LibGuides for Special Collections

**Target:** Develop 12-16 new finding aids and 4-5 new LibGuides

**Finding:** Met

**Description and Analysis:**

- SCUA developed 18 new finding aids and 4 new LibGuides. These included guides for individual classes and for the Wellspring initiative.

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

**Measure:** Amount of e-book usage

**Target:** Increase e-book usage by 10% over 2012-13

**Finding Status:** Not Met

**Description and Analysis:**

- E-Book usage dropped by 7.8% from 2012-2013, back to the level in 2011-12. This could be due to e-book access issues with the WMS public catalog which we are working to correct.

**Measure:** Number of e-books added to the collection

**Target:** Add 5,000 new e-books to collection

**Finding:** Exceeded

**Description and Analysis:**

- Added 21,305 new e-books. 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 475,000 e-books available 24/7 to UNCG users.

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

**Target:** Develop 10 new tutorials.

**Finding:** Exceeded

**Description and Analysis:**

- Developed 22 new tutorials including resource-specific tools, library procedures' instructions and research strategies.

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

**Target:** Deliver 10 online workshops for the UNCG Community

**Description and Analysis:**

- Provided 18 online classes or workshops for the UNCG community including information literacy classes and specific online tools.

**SPO04: Develop and sustain an information literacy program in order to infuse these skills throughout the undergraduate and graduate curriculum.**

**Measure:** Number of training sessions for liaisons on information literacy

**Target:** Conduct 4 training session for subject liaisons

**Finding:** Exceeded

**Description and Analysis:**

- Conducted 5 information literacy training sessions for librarians who provide instruction. These fulfilled one of the goals of the liaison reorganization to provide more training for all instruction librarians.

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

**Target:** Develop 10 new tutorials

**Finding:** Exceeded

**Description and Analysis:**

- Developed 22 new tutorials including resource-specific tools, library procedures' instructions and research strategies.

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

**Target:** Deliver 10 online workshops for the UNCG Community

**Finding:** Exceeded

**Description and Analysis:**

- Provided 18 online classes or workshops for the UNCG community including information literacy classes and workshops for specific online tools.

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

**Target:** Maintain number of information literacy sessions

**Finding:** 726 tours or information literacy sessions for a 3% increase from 2012-13.

**Description and Analysis:**

- This figure includes sessions offered by Reference and Instructional Services, Special Collection and University Archives, the Harold Schiffman Music Library and other instruction librarians from additional Libraries' departments.

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

**Target:** Assess 20% of information sessions

**Finding:** Exceeded

**Description and Analysis:**



- Assessed 33% of information literacy sessions using a variety of methods.

**SPO05: Provide employment, internships, practicums 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:** Offer at least 25 internships or practicums

**Finding:** Partially Met

**Description and Analysis:**

- Provided 27 internships, graduate assistantships or practicums. Three of these were Real Learning Connections graduate assistantships with the Library and Information Studies Department.
- Provided over 30 volunteer opportunities many of whom are students.

**SPO06: Develop systems and services in order to promote scholarly communication and open access initiatives.**

**Measure:** Number of training sessions for liaisons on scholarly communication

**Target:** Provide 3 workshops or training sessions on scholarly communications for liaisons

**Finding:** Exceeded

**Description and Analysis:**

- Offered 7 programs or webinars to liaisons. These fulfilled a goal of the liaison reorganization to provide training in scholarly communications issues so that liaisons feel more informed to work with faculty.

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

**Target:** Add 400 items to NCDOCKS

**Finding:** Exceeded

**Description and Analysis:**

- Added 930 items to NCDOCKS included theses, dissertations, faculty and student work. This number represents a 30% increase in the number of items added in 2012-13.

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

**Target:** Add at least one new journal to OJS

**Finding:** Met

**SPO07: Provide a variety of 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:**

- Provide 20 cultural programs and exhibits with 1500 in attendance.
- Maintain or increase number of exhibits

**Finding:** Exceeded

**Description and Analysis:**

- Provided 33 cultural programs with 2,294 attending. Had 25 programs in 2012-13 with 2, 205 attendees. These programs include book discussions, lectures and the Friends of the Libraries dinner.
- Provided 5 internal and 1 external programs related to diversity with attendance of 140. Topics included our publishing and Hispanic Heritage Month.
- Special Collections mounted 15 on-campus exhibits, 5 off campus exhibits and 1 web exhibit.
- Provided 2 displays related to diversity.

**SPO08: Develop systems, projects and services in order to support faculty and student research and community service**

**Measure:** Number of LibGuides hits

**Target:** Increase LibGuide use by 5%

**Finding:** Not Met

**Description and Analysis:**

- Use decreased by 3.1% from 2012-13. Last year had a dramatic increase so use is likely leveling. 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 to support faculty research

**Finding:** Not Met

**Description and Analysis:**

- Due to budget cuts this position was not filled.

**Measure:** Number of digital humanities projects completed with Libraries' support

**Target:** Complete one project and identify future projects

**Finding:** Exceeded

**Description and Analysis:**

- Completed the Anne Finch Digital Archive in collaboration with Dr. Jennifer Keith in the UNCG English Department.
- Due to budget cuts we were not able to hire a Research Coordinator and no new projects were identified.

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

**Target:** Provide at least 10 Endnote Workshops

**Finding:** Partially Met

**Description and Analysis:**

- Provided 7 Endnote sessions for a slight decrease from 10 sessions in 2012-13.

**SPO9: Develop new services in order to support expanding curriculum needs in media literacy**

**Measure:** Number of instruction sessions by Digital Media Commons (DMC) staff

**Target:** Provide at least 16 instruction sessions in the Digital Media Commons

**Finding:** Exceeded

**Description and Analysis:**

- Provided 33 sessions. These include sessions for specific classes using multimedia, workshops for faculty and demonstrations. Several were delivered in collaboration with the Digital ACTS Studio.

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

**Target:** Conduct at least 57 consultations

**Finding:** Exceeded

**Description and Analysis:**

- Provided 179 consultations to students, faculty and staff on a variety of media projects.

**SPO10: Develop systems and services in order to provide enhanced discoverability of information resources with cost savings.**

**Measure:** Amount of savings realized by moving to WMS

**Target:** Save at least \$75,000

**Finding:** Met

**Description and Analysis:**

- Saved \$77,323 by transferring to WMS as our integrated library system.

## **Part 3 – Institutional Effectiveness**

### **University Libraries Institutional Effectiveness 2013-2014**

#### **LibQual+™ Narrative comments – Quiet Space**

The Libraries conducted the LibQual+™ survey in Fall 2012. Over 250 qualitative comments were analyzed in spring and summer 2013. One of the major issues identified from the comments were concerns about the need for more quiet study space and better enforcement of current quiet spaces. The Libraries also receive communication about such concerns through the suggestion boxes. To remedy the situation the Libraries developed two initiatives. One was to revamp the signage on all the Tower floors to delineate more clearly what areas are designated as quiet space. Bold and colorful signs greet people as they step off the elevator of each Tower floor. A second was to convert the Faculty Research Rooms on Tower 2 to be available on the scheduling system so that they may be reserved by students for up to 2 hours. These are small rooms with doors that are suitable for one to two people.

#### **Faculty Research Survey**

In spring 2013 the University Libraries, Information Technology Services and the Office of Research and Economic Development conducted a survey to determine faculty needs regarding storing and sharing data, assistance needed with managing and storing data and their priorities for these services. The impetus for this survey was two-fold. First, many funding agencies require data management plans (DMP) as part of their requirements. In addition, UNCG adopted a policy in 2012, “Access to and Retention of Research Data,” that outlines the rights and responsibilities of investigators and the institution in the use, retention, and maintenance of data produced during the research process.

The survey’s results helped us determine priorities and focus future staffing and other resources to ensure that faculty have the support they need for their research. Questions were included regarding the format of their research data, how they store and backup data, how they share/disseminate data, data management plans, what support they currently receive and their priorities for future support.

Results indicated that the priorities for faculty were storage and backup of all types of data (numerical, digital humanities, audio/video) and assistance with sharing and data management plans. The survey also indicated faculty were not following best practices for storing data nor did they seem aware of data sharing requirements.

Follow up on the survey from the Libraries included collaborating with the Office of Sponsored Programs on the DMPTool. The Libraries provide social science data storage at no cost through the Odum Institute at UNC Chapel Hill. The Libraries developed a LibGuide with information about data management plans and sharing options. This guide will be enhanced to provide additional information about resources for faculty. Data are accessible through the Libraries’ institutional repository, NC DOCKS.

#### **Budget reductions**

To prepare for the University’s budget cut for 2014/15, the University Libraries Collection Management Team began planning in August 2013. The team used an intensive, data-driven analysis of our collections to minimize the negative impact on faculty and students. In establishing cancellation targets, the team gathered, normalized, and analyzed a wide variety of data sources including usage, inflation, cost, impact, and relevance to research and the curriculum. Based on the data analysis, the team prepared reports and presented these to the library subject liaisons for their reaction. Once we had their feedback we developed a webpage to disseminate information to the campus community on March 28<sup>th</sup>, 2014 so that faculty could respond. Final budget cuts were based on all the data and actions above.

## **Staff Development and Recognition Activities**

Over the past three years, the University Libraries conducted staff morale and workplace climate assessments in order to focus efforts on controllable issues related to staff development and improving the workplace environment. This effort began with a standardized survey instrument called ClimateQUAL, developed by the Association of Research Libraries, and followed by focus groups and other clarification surveys. Several actions took place to heighten employee awareness of their contributions and provide a forum for communication and collaboration. Highlights of these initiatives include:

- A revamped Staff Development Committee charged with programming and soliciting feedback as to staff members' desires and development needs. New activities include an annual Staff Development Week that with recognition events and several learning opportunities. Single events are also scheduled throughout the year. Programs include personal enrichment, job-related skills, health and fitness, teamwork, career enhancement and communication techniques and styles.
- Additional all-personnel meetings were scheduled and changed to a Town-hall format rather than presentations. This format encourages more discussion, diverse viewpoints and general participation. Agendas are sent out in advance so that staff members have a chance to prepare.
- Enhanced opportunities were developed for improved communication between SPA and EPA staff. These includes sharing presentations and collaborating on projects and information sessions that further explain the role of both professional and para-professional activities.
- An online staff portal, "Behind the Stacks," was developed to improve communication. It provides daily announcements of events and also links to a wide variety of blogs that provide organizational information, campus news and staff member's personal events.

These efforts have improved morale and provided Libraries' staff with more job satisfaction during times of shrinking budgets.

## **Part 4– Library Achievements Library Achievements 2013-2014**

### **Faculty Tenure Attainment**

Beth Ann Koelsch – Effective July 1, 2014

Elisabeth Filar Williams – Effective July 1, 2014

### **Staff Recognition**

Katherine Nunnely was honored by University Libraries when she became the 16th recipient of the annual Staff Service Award. Katherine started in the University Libraries as a student worker in 2001. As a student worker, she worked in both Cataloging and Access Services, and was hired full-time in Cataloging in 2005.

### **New Employees (Or New Position)**

Elizabeth Bernhardt – Assistant Dean of Collections and Scholarly Communications – Effective July 1, 2013

Sarah Caudle – University Library Technician - Effective October 16, 2013

Karen Grigg – Science Liaison Librarian - Effective August 1, 2013

Kristal Alaina Jones – University Library Technician - Effective August 13, 2013

Jennifer Motszko - Manuscript Archivist – July 22, 2103

### **Deceased**

Jenny Raabe, a former University Library Technician who worked in both Jackson Library and the Harold Schiffman Music Library died on July 12, 2014.

### **Promotions**

Armondo Collins – Promoted to University Library Specialist

### **Resignations**

Nataly Blas – Effective February 28, 2014

Stephen James Catlett – Effective June 30, 2014

Kimberly Lutz, - Director of Outreach and Marketing - Effective September 27, 2013

Emily Mann, University Library Technician – Effective January 3, 2014

### **Retirements**

Brenda Rice, University Library Technician, Effective May 1, 2014

## Part 5 – Active Committees/Teams

2013-2014

### 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)	Mary Jane Conger	Keith Gorman	Sean Mulligan
Beth Bernhardt	Kathryn Crowe	Cathy Griffith	Melvina Ray-Davis
Nataly Blas	Michael Crumpton	Gerald Holmes	
Kathy Bradshaw	Sarah Dorsey	Mary Krautter	
Tim Bucknall	Christine Fischer	Barry Miller	

### 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)  
Agnes Kathy Bradshaw  
Michael A. Crumpton  
Christine Fischer  
Amy Harris  
Lynda Kellam  
Erin R. Lawrimore

### Collection Management Team

**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:**

Beth Bernhardt (Chair)  
Tim Bucknall  
Christine Fischer  
Karen Grigg  
Mary Krautter  
Jennifer Motszko

**Digital Projects Priorities Team**

**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  
James David Gwynn  
Keith Gorman

**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 (Chair)  
Agnes Kathy Bradshaw  
Michael A. Crumpton  
James David Gwynn  
Mark Schumacher  
Erin R. Lawrimore

**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:**

James David Gwynn (Chair)  
Christine Fischer  
Nancy Ryckman

**Event Planning Committee:**

**Charge:** Meet to plan and coordinate events related to Libraries activities and events

**Membership:**

Rosann Bazirjian (Chair)  
Linda Burr



Keith Gorman  
Barry Miller  
Robin Paschal  
Melvina Ray-Davis  
Cindy Wyrick

### **Facilities, Safety and Emergency Planning Committee**

**Charge:** This committee oversees disaster preparedness and safety issues for the libraries with actions related to:

- 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
- Serve as the Disaster Response Team in Salvage and Recovery operations
- Maintain MDU's (mobile disaster units) for readiness
- Maintain, revise and distribute the University Libraries Disaster Preparedness Plan

#### **Membership:**

Karen Ward (Chair)  
Laath Martin (Co-Chair)  
Sarah Caudle  
Michael A. Crumpton  
Lynn Harris  
Scott Hinshaw  
Kristel Jones  
Ann Perdue  
Michael Reeder  
Nancy Ryckman

**Faculty Officers:** These officers coordinate and lead annual meetings of library faculty

Nancy Ryckman (Chair)  
Mac Nelson

### **Grants Oversight Committee**

**Charge:** The Grants Oversight Committee provides 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:**

Michael A. Crumpton (Chair)  
Keith Gorman  
James 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:**

Sarah Dorsey (Chair)  
Cheryl Cross (Co-Chair)  
Michael A. Crumpton  
Anna R. Craft  
Ann Perdue  
Carolyn Shankle  
Elisabeth Filar Williams

**Information Literacy****Membership:**

Amy Harris (Chair)  
Elisabeth Filar Williams (Co-Chair)  
Jenny Dale  
Erin R. Lawrimore  
Emily Mann

**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:**

Mac Nelson (Chair)  
Mary Katherine Amos  
Beth Bernhardt  
Jenny Dale  
Cathy Griffith  
Scott Hinshaw  
Anne Owens

**Integrated Library System Committee:**

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

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

**Membership:**

Terry Brandsma (Chair)  
Mary Jane Conger  
Christine Fischer  
Cathy Griffith  
Beth Ann Koelsch  
Lea Leininger

**Liaisons Group Mission**

The mission is to partner with students, faculty and staff to enhance teaching, research and learning and to support the overall mission, values and goals of UNCG Libraries.

**Objectives for 2013-14** – (note these should be specific actions that we plan to take in the coming year).

- Evaluate teams in order to develop an effective and sustainable structure.
- Designate a name for new liaison department reflecting the primary department activities.
- Use curriculum mapping to summarize and describe recent and current information literacy and outreach efforts and identify additional areas for development.
- Provide peer professional development opportunities in order to enhance skills and knowledge.
- Develop a consistent plan to provide ongoing resources and services for online learning.
- Establish best practices for embedded librarianship.
- Enhance reporting/descriptions of outreach impact including areas such as curriculum and assignment development, learning community engagement, and embedded librarianship.
- Create a strategic and holistic action plan for planned collection cuts.
- Sponsor Open Access Week and plan other outreach activities in order to improve faculty knowledge of scholarly communication issues.
- Assess reference desk and chat service hours, considering needs and budget constraints.
- Implement desk triage protocol to maximize staff efficiency and match librarian expertise with user.

**Humanities Liaison Team:**

**Membership:**

Jenny E. M. Dale (Chair)  
Kathy Crowe  
Sarah Dorsey  
Keith Gorman  
Amy Harris  
Gerald Holmes  
Mark Schumacher

**Sciences Liaison Team**

**Membership:**

Lea Leininger  
Jenny Dale  
Karen Grigg

**Social Sciences Liaison Team**

**Membership:**

Lynda Kellam (Chair)  
Nataly Blas  
Steve Cramer  
Leanne Elias  
Amy Harris Houk  
Beth Ann Koelsch  
Mary Krautter  
Nancy Ryckman  
Elisabeth Filar Williams

**Library Web 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:**

Tim Bucknall (Chair)  
Terry Brandsma  
Richard Cox  
Michael A. Crumpton  
Amy Harris Houk

### **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:**

Mary Jane Conger (Chair)  
Michael A. Crumpton (ex officio)  
Christine Fischer  
Paul Hessling  
Lynda Kellam  
Lea Leininger

### **Preservation and Disaster Recovery 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:**

Beth Ann Koelsch (Chair)  
Mary Katherine Amos  
Callie Coward  
Michael A. Crumpton

James David Gwynn  
Darinlee Needham  
Ann Perdue  
Audrey Sage  
Kathelene Smith  
Mark Schumacher

**Recent Faculty Publications**

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

**Membership:**

Christine Fischer  
Nancy Ryckman

**Reference Desk Functional Team**

**Membership:**

Mark Schumacher (Chair)  
Emily Mann (Co-Chair)  
Jenny Dale

**Scholarly Communications Team**

**Charge:** Provide ongoing resources and information on Scholarly Communications for the campus.

**Membership:**

Beth Bernhardt (Chair)  
Anna R. Craft  
Kathy Crowe  
Lynda Kellam  
Lea Leininger

**Search Committees:**

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

**Diversity Resident Search Committee**

**Membership:**

Beth Bernhardt (Chair)  
Isabella Baltar  
Nataly Blas  
Gerald Holmes  
Alva Jones  
Mary Krautter  
Jennifer Motszko

**Electronic Resources Librarian Search Committee:**

**Membership:**

Mac Nelson (Chair)  
Nataly Blas,  
Terry Brandsma  
Lea Leininger  
Anne Owens

**Manuscripts Archivist Search Committee**

**Membership:**

James David Gwynn (Chair)  
Nataly Blas

Agnes Kathy Bradshaw  
Stacey Krim  
Kimberly Lutz  
Paul Hessling  
Beth Ann Koelsch

### **NC Docks Assistant Coordinator Search Committee**

#### **Membership:**

Anna R. Craft (Chair)  
Nataly Blas  
Beth Bernhardt  
Mary Krautter

### **Research Support Coordinator Search Committee**

#### **Membership:**

Keith Gorman (Chair)  
Anna R. Craft  
Karen Grigg  
James David Gwynn  
Lynda Kellam

### **Social Media Committee**

**Charge:** 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:**

Erin R. Lawrimore (Chair)  
Armondo Collins  
Sarah Dorsey  
David Gwynn  
Alva Jones  
Barry Miller  
Darinlee Needham  
Katie O'Connor

### **Student Worker Supervisors Group**

**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:**

Michael A. Crumpton (Chair)  
Cathy Griffith  
Agnes Kathy Bradshaw  
James David Gwynn  
Jenny Dale

### **Technology Lending Working Group**

**Charge:** The Public Services Desk Task Force Report (located on Behind the Stacks) had several recommendations on tech lending. This working group will follow up on that report and examine all of our circulating technology equipment and make recommendations on how it should be handled. Issues to consider should include but are not limited to:

- Examining checkout statistics
- Determining where tech checkout should be located (1st floor, DMC, split) in order to serve our customers well
- 24/5 access
- Staffing issues
- Rearranging the Checkout Desk to accommodate tech lending if it or some of it remains there.
- Rearranging the DMC Desk if some or all of tech lending goes there

### **Membership:**

Cathy Griffith (Chair)  
Terry Brandsma  
Cheryl Cross  
Marilyn Hanichak  
Ryan McDougal  
Cathy Rothermel  
Lindsay Sabatino

### **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:**

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

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

**Charge:** The purpose of this committee is to bring lectures or seminars on topics that encourage dialogue about issues, trends or developments in librarianship and higher education to an audience of information science students and libraries faculty and staff. Topics are within or related to the library and information science profession or the Libraries' services and collections.

### **Membership:**

Erin R. Lawrimore (Chair)

Beth Bernhardt  
Nora Bird  
Rebecca Croxton  
Mary Krautter  
Darinlee Needham



## **Part 6 – Significant Achievements**

### **2013-2014 – University Libraries’ Significant Achievements**

**Rosann Bazirjian** gave three presentations this year. One presentation was on advancement and special collections, and was given at the ALADN Foundations of Philanthropy 2014 Conference. She also spoke at the TALA, Triad Academic Libraries Association, Paraprofessional Conference on skill sets for library employees. Finally, she gave a brief presentation at the November meeting of ASERL, the Association of Southeastern Research Libraries, on UNCG Libraries’ support of high impact practices. Rosann was elected to a four year term to OCLC’s Global Council, and she served on ASERL’s Nominating Committee this year. She served as a member of the TALA Paraprofessional Conference Planning Committee and currently serves as a member of the Galileo/Shakespeare Project Steering Committee.

**Beth Bernhardt** was the Program Chair for the 2013 Charleston Conference and the Co-Editor of the Charleston Conference Proceedings. She presented at ALA Mid-Winter in Philadelphia, Pennsylvania on institutional repositories and also on ILS migration issues. Beth also participated in a pre-conference on Data Driven decision making. Beth participated in an ASERL webinar on best practices in scholarly communications. Beth is on six national library advisory boards. Beth serves on three American Library Association, ALCTS division committees.

**Kathy Bradshaw** is the Human Resources Librarian and has responsibility for human resources issues including recruitment, staff development and employee relations. She is also responsible for sensitive confidential human resources issues such as employee benefits questions and disciplinary actions. During 2013, recruitment involved 10 employment vacancies throughout University Libraries; 5 librarians and 5 non-librarian positions. Kathy is currently Chair of the University Benefits Committee and is also the Affirmative Action Officer for University Libraries and a member of the Libraries’ Administrative Advisory Group. Kathy serves as the 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. Kathy was a panelist at the North Carolina Library Association Conference in October, “Stronger Together: Multicultural Competence-From Ideas to Workplace Organizational Development in Libraries” and at the same conference, presented “Looking for Professional Development in All the Wrong Places.”

**Terry Brandsma** chaired the Integrated Library System Committee and served on the Technology Lending Working Group, the Electronic Resources Librarian Search Committee, and the UNC-wide Automation & Networking Committee. Terry was also elected to a two-year term as one of four WMS Community Co-Chairs, tasked with planning and hosting online meetings and serving as a conduit to provide community feedback and suggestions to OCLC. He also assisted with the planning for the 2014 Southeast WMS Users Meeting. Much of his work this past year involved post-migration activities related to WorldShare Management Services and WorldCat Local. Terry also supported several library departments with Qualtrics surveys and MaxBulk Mailer email distribution. He contributed two conference presentations, two panels, one poster session, and coauthored one invited journal article for *Serials Review* (in process). He attended three professional conferences and over twenty professional seminars/workshops.

**Tim Bucknall** chaired the UNC System E-journal Efficiencies Working Group and was the primary author of a report analyzing the System's e-journal purchasing efficiency in 2012. For NC LIVE, he served on the Librarians' Council, the Web Advisory Committee, the Resource Advisory Committee, and the Data Analysis Task Force. As Founder and Convener of the Carolina Consortium, he helped the group save an aggregate of approximately \$240 million over the past year. These efforts were commended by UNC System President Tom Ross. Tim was named ACRL Academic/Research Librarian of the Year for 2014.

**Linda Burr** was able to increase Jackson Society membership (\$1000 and over) with two successful fund-raising projects. The University Libraries Friends of the Libraries took on a project to beautify the

entrance to Jackson Library. We were able to raise \$25,000 within a five month period. The second project was to raise additional funds to preserve Congressman Coble's papers. This was the third phase of funding efforts since 2009. We were able to secure another \$14,420, bringing the total amount to over \$60,000. Because of these projects, Jackson Society membership increased from 23 to 43 members for the year. Five of the new members outside of the projects, derived from ongoing cultivation efforts. Three out of the five were from the class of 1964 and were a part of our African American Oral History Project. This was their first gift to the University. We also received major gifts from three folks. Dorothy Rechel created a \$25,000 charitable gift annuity (CGA) to support the Betty H. Carter Women Veterans Project. She has no other ties to UNCG outside of the project. Kathy and David Crowe set up two endowments to support staff development and SCUA with a will bequest. Patricia '51 and Ira Gruber established a \$100,000 CGA for Dean's discretionary. They live in Texas and have been very supportive of the libraries over the years.

**Mary Jane Conger** chaired the University Libraries Peer Evaluation and Tenure Committee and spearheaded an effort to revise several documents used by tenured and tenured track faculty, bringing them up to newer University P&T standards. She shepherded two candidates through the last part of the tenure process, two additional candidates through reappointment and one through post tenure review. She also presented at two conferences with co-presenters on lessons learned and advice to others in the throes of data migration. Mary Jane continued to work with colleagues within and without the department, learning and sharing how Worldshare Management Systems could best be used to work behind the scenes more efficiently and search and display logically to our customers. She became a member of the WorldCat Discovery Advisory Group which previews and advises OCLC on its new WorldCat Discovery interface.

**Richard Cox** worked with SCUA and the ERIT development team to complete phase 2 of 3 of the new BDRM tool. He completed functionality and speed upgrades on the Digital Library on American Slavery, and have added the NC Runaway Slaves Project and Buncombe County Slave Deeds project to the search interface. Richard presented on our BDRM effort at the joint NC, SC, GA archivists conference in Greenville, SC and was invited to present at the Georgia State Archivists meeting, as well as at Wake Forest University. He was one of only 3 members of the UNCG Mobile Steering Committee, chosen for my expertise in mobile web development. All UNCG-branded applications must be vetted by this group. Richard has been newly-reappointed to the UNCG Internet Oversight Committee.

**Anna Craft** gave formal presentations at four library and archives conferences, including the North Carolina Library Association Biennial Conference and the Society of North Carolina Archivists Annual Meeting. She also led training sessions for local and regional audiences on NC DOCKS and Dataverse. She continues to be active in working with UNCG's LIS program as a guest lecturer and as a mentor, specializing in areas related to metadata and cataloging. Anna published a paper in the proceedings of the Charleston Conference and a book review in the North Carolina Library Association journal, *North Carolina Libraries*. In the fall of 2013, she was elected Vice Chair/Chair Elect of the Resources and Technical Services Section of NCLA. She continues to serve as a member of the UNCG Faculty Senate, and in that role she also serves as the Faculty Senate Liaison to the Faculty Committee on Intercollegiate Athletics.

**Steve Cramer** continues to co-teach MKT 426, International Marketing and ENT 300, Ideas to Opportunities: Feasibility Analysis. Both classes are research-intensive and community engaged classes involving economic development. Steve became a Coleman Entrepreneurship Fellow at UNCG and created and taught ENT/GEO/LIS 530: Researching Opportunities in Entrepreneurship & Economic Development in the spring semester. He is now serving as the Assistant Director of the Coleman Fellows Program at UNCG. He co-wrote two book chapters with Professor Williamson: "Export Odyssey Student Team-Based Experiential Project in International Marketing: Structure, Relevant Processes, and Commentary" for the book Handbook of Experiential Learning in International Business and Management, and "Export Odyssey and the Single Individual as the Scale-Economic Size of the U.S. Exporting Firm" for the book Global Entrepreneurship. Steve's spring 2014 syllabus to his

ENT/GEO/LIB 530 class will be published as an appendix in the book *Entrepreneurship Across Campus* in 2014-15.

**Kathy Crowe** continued working with colleagues to implement the recommendations of the Liaison Task Force. She completed the Libraries' responses to SACS standards CR 2.9, CS 3.8.1, 3.8.2, and 3.8.3 by responding to edits from internal and external reviewers. The Libraries were judged as compliant in all responses in the Compliance Certification report of September 2013. Kathy coordinated the Libraries' submission to Compliance Assist which forms the basis of one section of the Libraries' annual report. She coordinated and edited "UNCG University Libraries' Support of High Impact Practices," which documented the Libraries' extensive support of these practices proven to impact student success and retention. Additional assessment projects Kathy contributed to include a report on the Faculty Research Needs survey, a space assessment of both Jackson and Schiffman Libraries and analyzing the narrative responses to the LibQual 2012 survey. In the area of scholarship Kathy provided several presentations at the regional and international level including: Working by Committee: Formal and Informal Assessment Collaborations-- Assessment Committees and Beyond". Southeastern Library Assessment Conference; "Defining the Libraries' Role in Research: A Needs Assessment Case Study", LAUNC-CH Conference (with Mike Crumpton); "Models for Liaison Services". ASERL Summertime Summit (with Michelle Hayslett); and "Using Evidence to Develop Library Learning Spaces", Shanghai University of Finance and Economics, Shanghai, China. Kathy continued to serve as the faculty advisor to the Student Libraries Advisory Council. She also served as the Libraries' representative to the UNCG Faculty Senate and the Institutional Effectiveness Committee.

**Mike Crumpton** focused this year on strategizing budget cuts and planning for the expansion of the digital media commons. He was active with his professional organizations including program chair for NCLA and presenting at NCLA, ALA, ALISE, SCUP and SHRM sponsored events. He continues as chair of the NCLA Leadership Institute, currently planning the 2014 event. He also continued to write a quarterly column for *The Bottom Line: Managing Library Finances*. Mike served on various committees including campus committees; Senate Budget Committee and the Research Advisory Council. In-house he chaired the Student Worker Supervisors Group and the Grant Oversight Committee. He also worked on several collaborative projects with the Department of Library and Information Science such as shared presentations and co-principle investigator for the 3rd ACE Scholars grant from IMLS. Mike was also an adjunct instructor for the management and community college courses which used this co-authored monograph published this year.

**Jenny Dale** served as the Chair of UNCG's Undergraduate Curriculum Committee for the 2013-2014 academic year and continues to serve on several other university committees. At the state level, Jenny serves as the Vice-Chair of the North Carolina Library Association's Technology and Trends Round Table and as Co-Chair of NCBIG, the library instruction interest group. When she is not coordinating the Libraries' First-Year Instruction Program, Jenny works closely with the English Department as their library liaison, and works with Amy Harris Houk to provide liaison support to Communication Studies. She serves as the Humanities Team leader in the libraries' new liaison team structure, and also continues to serve as one of the coordinators of the Jackson Library Reference Intern program, a selective program for Library and Information Studies graduate students. Last year, she co-authored two book chapters and presented at one national, two regional, and one state conference.

**Sarah Dorsey** was awarded the first Fellowship in Sustainability with the FTLC. This supported her work with the UNCG Sustainability Film and Discussion Series in its 8<sup>th</sup> year, attendance at the AASHE (Association for the Advancement of Sustainability in Higher Education) and SAM (Society for American Music) conferences and work locally with Green Drinks, a sustainability networking organization. Additionally Sarah presented a three-hour workshop at the SEMLA Annual Meeting on Music Collection Development with a colleague. She also presented at two Sustainability Workshops on campus (August and January). Sarah's work on the biography of composer Louise Talma ([Composing Her Way: The Life and Music of Louise Talma](#)) continued with a three-week residency at VCCA (Virginia Center for the Creative Arts) in the spring and at Wildacres, a writing workshop in Western North Carolina.

**Christine Fischer** was the faculty recipient of the UNCG 2014 Supervisory Recognition Award. She presented on the panel, "Let's Talk about Streaming: Providing the Resources that Faculty and Students Request," at the 33<sup>rd</sup> Annual Charleston Conference. Along with colleagues Cheryl Cross and Cathy Rothermel, she presented "Streaming Film: How to Serve Our Users" at the North Carolina Serials Conference. Fischer completed her term as secretary for the Resources and Technical Services Section (RTSS) of the North Carolina Library Association, was elected as co-director of the section, and served on the RTSS planning committee for the Biennial NCLA Conference. She served on the planning committee for the North Carolina Serials Conference, including serving as chair of the speaker subcommittee.

**Keith Phelan Gorman's** fourth year at UNCG has been busy, productive, and professionally rewarding. It has been a year of change and growth for Special Collections and University Archives (SCUA) at University Libraries. Gorman oversaw a department reorganization that established four teams: Collections, University Archives, Public Services, and Preservation. He sought to better align the department's reference and instructional services with the rest of the Library through coordinating faculty outreach efforts, adopting Chat, assigning a SCUA representative to each liaison teams, and changing how statistics are being recorded. In community outreach, Gorman devoted significant time to promote the department's collections, services, and digital projects through collection tours (Tea and Tours), off-campus presentations (Well Spring/UNCG initiative and Pennybyrn initiative), off campus instruction (North Carolina Lit Map). Gorman was also very busy with six presentations at state, regional, and national conferences. He also had a poster session at the Society of American Archivists.

**Cathy Griffith** was promoted to Head, Access Services on January 1, 2014 after serving as Interim Head since July 1, 2013. She is a 2013/14 participant of the UNCG Leadership Institute. She chaired the Libraries' Technology Lending Working Group and served as an ex officio member of the Self Check Working Group. This year she attended the ILLiad International Conference and the Southeast WorldShare Management Community Gathering.

**Karen Grigg** served on the Collection Development team, the Data Services Librarian Search Committee, and the Science Liaison Team. Karen served on the biomedical advisory boards for EBSCO and McGraw-Hill in 2014. She served on the ACRL/STS's Research Committee, Research Agenda Task Force and co-chairs the STS Innovation Award Task Force. She is Social Media Coordinator for ANCHASL. Karen co-presented on liaison services and challenges at Library 2.013. She also presented at the "Transfer Students and the Library" workshop at Appalachian State University, on Data Management activities at Science Boot Camp Southeast, and moderated the STS Forum for Science and Technology Library Research at ALA. Karen attended NCLA, ALA Midwinter and Annual, NCLITE, NC BIG, Metrolina, and two ANCHASL meetings. She also attended multiple seminars and workshops, including the Science Boot Camp Southeast, and received the 2013-2014 EBSCO Annual Conference Scholarship for ALA. Karen led science activities in an elementary school.

**David Gwynn** supervised seven new and eight continuing digital projects during 2013-2014. His primary projects was the completion and public launch of the \$203,000 LSTA grant-funded Textiles, Teachers, and Troops project, which provided over 180,000 digital images and was launched with a public reception and presentation at the Greensboro Historical Museum in April. Other new projects included the Community Collections initiative (funded through a \$3000 internal CBR grant) and digitization of the Randall Jarrell and Robert Watson Papers, selections from the Department of Theatre Records, the Home Economics Pamphlet Collection, the American Publishers Trade Bindings Collection, and the University Archives Reference Collection ("Class of" folders). Work also continued on the Women Veterans Historical Project, Oral History Collections, and two scrapbook collections. David coordinated the addition of most UNCG digital collections to Worldcat and the Digital Public Library of America; UNCG is now the third largest contributor in the state to DPLA behind UNC Chapel Hill and the State Library. He developed most of the content for the UNCG Copyright Resources website. David was also a guest lecturer in two LIS courses and one Public History course and supervised a practicum student, an independent study student, and several interns. He attended six professional conferences and made several

professional and community presentations. David also participated in community outreach, assisting with digital collections at several local high schools, churches, colleges, and community groups.

**Paul Hessling** completed second phase of the 5-month Special Collections exhibition, “A Fine Suit of Clothes”, selecting, researching, documenting and displaying materials in four cases. He co-taught a session of LIS 641 (Cataloging and Classification) on authority control and the construction and control of personal names. Paul proposed final stage of American Trade Bindings digital project and selected materials for scanning. He prepared an application for NACO membership (Name Authority Cooperative Program of the national Program for Cooperative Cataloging). Paul arranged in-house NACO training and serves as the NACO contact for the University Libraries, with responsibility for answering NACO related questions, training catalogers, and reviewing all authority records submitted to the NACO/Library of Congress authority file.

**Gerald Holmes** served on the Chancellor’s Advisory Committee for the Office of Equity, Diversity and Inclusion. He served on the African American Studies (AFS) Programs’ Whitney "Whitty" Ransome Scholarship Selection Committee and received a special Outstanding Service Award for his service as AFS Library Liaison. Gerald served as the Chair of the Libraries’ Diversity Committee. He 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 2014 UNCG Scholars Program Selection Committee on March 3, 2014. Gerald served on the Conference Site Selection Committee for the 2017 NCLA Conference. He presented as part of the panel, “Diversity Residency Programs: Supporting Early Career Librarians from Underrepresented Groups” during the 8th National Conference of African American Librarians in Cincinnati, Ohio on August 10, 2013.

**Amy Harris Houk** was actively involved in the creation of the University’s Quality Enhancement Plan this year, serving on both the Steering Committee and the Design Team. In addition to assisting in editing the final document, she was also responsible for compiling all references and creating the bibliography. She also served on a small group that created the learning outcomes for the QEP. She also served as the Faculty Development Coordinator of the College STAR grant project, leading sessions for graduate students and faculty on ways to incorporate Universal Design for Learning into classroom instruction. She taught 54 information literacy sessions in a variety of disciplines including Communication Studies, Religious Studies, and Art History. She served as a Director-at-Large of the North Carolina Library Association. She gave three conference presentations and had an article accepted for publication in *College and Research Libraries* (to be published in March, 2015).

**Lynda Kellam** served as a regional committee member of the Administrative Committee of IASSIST, the leading international organization for data professionals and as the workshop coordinator for the 2014 IASSIST annual conference in Toronto, Canada. In addition, she served as Chair of the ACRL Law and Political Science Section and served on the NCLA 2013 conference committee as a member of the exhibits team. She was also voted onto the GODORT Awards Committee and appointed to the ALA Awards Committee. She published one book chapter in “Making the Most of Your Library Career”, finished a co-authored chapter for *The Librarian Stereotype: Deconstructing Presentations and Perceptions of Information Work*, and received acceptance of a book proposal on data librarianship from ACRL.

**Beth Ann Koelsch** organized and coordinated the annual Women Veterans Luncheon on November 9. Over 100 women veterans, student veterans, family, friends, and community members attended. She designed and taught four class sessions about using relevant Special Collections and University Archives primary source materials and created content for an online history course class assignment. She presented a refereed paper “Women Veterans Historical Project: Reaching out to Student Veterans” for Tri-State Archivists Conference, Greenville, South Carolina. She designed and mounted library exhibit “The Korean War: Women in the U.S. Military and the American Red Cross from 1950-1953” as well as a promotional library exhibit for Veterans Day. Koelsch promoted the Women Veterans Historical Project and University Libraries by giving six presentations to six community groups and designing three exhibits

for community events. Finally, she accessioned fifteen new collections, including fourteen oral histories, and twelve additions to existing collections to the WVHP.

**Mary Krautter** is Head of Research, Outreach and Instruction and coordinator of Library Liaisons. She serves as liaison to the departments of Specialized Education Services and Women's and Gender Studies. She currently serves on the University's Research Policies Committee and on the Teaching Excellence Awards Committee and on several library committees. During the past year, she has worked with the implementation of a new team based structure, empowering small groups to work on individual projects in functional and subject based teams, and in June she led a retreat including over 20 individuals who participate in these teams. Mary currently serves as Treasurer of the NC Chapter of Special Libraries Association and as a member of the Chapter's Executive Board. During the past year, she delivered presentations at the North Carolina Library Association Annual Conference and at a conference for Kentucky special and academic librarians.

**Erin Lawrimore** oversaw the continued development of University Archives, including building its capacity to manage born-digital records, increasing outreach through social media outlets, teaching new undergraduate and graduate classes, engaging with student and alumni groups, and providing access to more archival materials through newly-created finding aids. During the year, she also published two peer-reviewed research articles, one book review, one non-reviewed article in a professional publication, one peer-reviewed web resource review, and numerous Spartan Stories blog posts. She presented papers at the Society of American Archivists annual meeting, the Tri-State Archivists Conference, and the Society of North Carolina Archivists annual meeting. In March 2014, she launched the open access, peer-reviewed journal *Archival Practice*, serving as Editor in Chief. Additionally, she was a member of the 2013-2014 cohort of the Archives Leadership Institute, participating in a week-long Leadership Intensive as well as other venues throughout the year.

**Barry Miller** continued to organize author visits and programs on behalf of the University Libraries and the Friends, including visits by Nikki Giovanni, James McPherson, Jill McCorkle, Bill Harley, Georgann Eubanks. He also reassumed responsibility for the Friends' Book Discussion Series and served as Secretary and the Head of the Nominating Committee of the Board of Director of Bookmarks.

**Danny Nanez** worked with Metadata Cataloger Anna Craft to add new features to NCDOCKS (<http://libres.uncg.edu/ir/>). NCDOCKS' OAI interface was updated to increase speed and usability. NCDOCKS was upgraded to give administrators the ability to export MARC XML for multiple IR Items. This makes it easier for IR records to be added to Library Catalogs. Another NCDOCKS upgrade allows administrators to delete IR files. This keeps the IR server from wasting valuable drive space. Danny worked with Information Technology Librarian Terry Brandsma to build a SSIS (SQL Server Integration Services) application that regularly emails OCLC WMS reports to Library staff. Working with Digital Projects Coordinator David Gwynn, Danny built an application that can harvest data from ContentDM servers. This allows for completely customizable web sites to be built without ContentDM server site restrictions. This application is currently being used in the Textiles, Teachers, and Troops (<http://library.uncg.edu/dp/tt>) and the Database on American Slavery (<http://library.uncg.edu/beta/slavery/>). Danny updated the University Libraries' hours programming (<http://library.uncg.edu>) to change the hours on our web site when the library is closed due to inclement weather. Danny updated the University Libraries' Collaboratory Scheduler (<http://library.uncg.edu/ressched/>) to give students a single web site to make a reservation. Previously there were 3 websites a student could use to make a reservation.

**Mac Nelson** at the national level, served on the Executive Board of the Music OCLC Users Group (MOUG) as Continuing Education Coordinator. In this capacity he planned and directed the February 2014 Annual Meeting of MOUG in Atlanta, GA. For the Music Library Association (MLA), Mac served as Chair of the Carol J. Bradley Award Committee and as a Career Advisors for mid-career academic librarians. Also for the MLA, Mac served on the Education Committee and the Educational Outreach Program (EOP) Subcommittee. For the University Libraries, Mac served as Chair of both the Electronic Resources Librarian Search Committee and the Innovation and Program Enrichment Grant Committee.

He also continued as Secretary of the Library Faculty and as a guest lecturer in the Library and Information Studies Department. Additionally, Mac collaborated with colleagues in Special Collections and University Archives to procure the library of pianist and conductor George Darden.

**Nancy Ryckman** is the Library Liaison for ten academic departments for whom she has created over 80 subject-specific web pages highlighting pertinent research resources. She coordinates the ongoing process of reviewing missing and lost books to determine whether to withdraw or replace them. She reviews potential new reference books for Sage. She served as chair of the University's Writing Intensive Committee, chair of the Library Faculty, President of the Staff Association, and chair of the University Libraries Undergraduate Research Award Committee. She served as a member of the General Education Council, Teaching Resources Center Advisory Committee Collection Management Team, Social Sciences Team, Desk Team, Library Elections Committee, Art Committee, an ad hoc committee dealing with issues concerning Ferguson, government documents, and the microfilm collection, and is the Liaison to the Writing and Speaking Centers. In recognition of her service to the Department of Geography, the faculty presented her with a framed certificate designating her as an honorary member of their department.

**Mark Schumacher** organized and gave nearly all the SOAR tours. In support of Distance Education. He proctored over 250 exams for students at schools around the country. He discovered a rare portrait done by Amy Sacker, to be donated to the library in the future.

## Part 7 – Information Resources and Services

I. COLLECTION / RESOURCES		FY2013	FY2014	%
A. BOOKS, SERIALS, BACKFILES, OTHER (DOCS)				Change
1	Paper volumes added (gross)	17,355	16,583	-4%
2	Paper volumes withdrawn	17,125	15,518	-9%
3	Paper volumes added (net)	230	1,065	363%
4	Paper volumes (total)	1,129,466	1,146,049	1%
5	Paper titles added (gross)	15,550	15,455	-1%
6	Paper titles withdrawn	2,663	3,023	14%
7	Paper titles added (net)	12,887	12,432	-4%
8	Paper titles (total)	867,647	880,079	1%
9	Microform units added (gross)	543	100	-82%
10	Microform units withdrawn	366	2,820	670%
11	Microform units added (net)	177	-2,720	-1637%
12	Microform units (total)	327,493	324,773	-1%
13	Microform titles added (gross)	128	0	-100%
14	Microform titles withdrawn	1	117	11600%
15	Microform titles added (net)	127	-117	-192%
16	Microform titles (total)	63,961	63,844	0%
17	Electronic book titles added to catalog (net)	12,121	23,340	93%
18	Electronic book titles catalogued (gross)	450,538	473,878	5%
19	Electronic serials added to catalog (net)	1,543	2,539	65%
20	Electronic serials catalogued (gross)	40,567	43,106	6%
21	Web sites added to catalog (net)	204	17	-92%
22	Web sites catalogued (total)	19,032	19,049	0%
23	Monographic volumes purchased	15,191	14,236	-6%
<b>B.</b>				
<b>GOVERNMENT DOCUMENTS</b>				
1	Paper			
	a. Documents added (gross)	1,094	1,184	8%



	b. Documents withdrawn	842	20,008	2276%
	c. Documents added (net)	252	-18,824	-7570%
	d. Documents (total)	222,573	203,749	-8%
	e. Document titles added (net)	151	-11,294	-7579%
	f. Document titles (total)	133,105	121,811	-8%
2	Microforms			
	a. Microforms added (gross)	4,611	4,470	-3%
	b. Microforms withdrawn	137	226	65%
	c. Microforms added (net)	4,474	4,244	-5%
	d. Microforms (total)	404,445	408,689	1%
	e. Microform titles added (net)	1,969	1,923	-2%
	f. Microform titles (total)	252,211	254,134	1%
3	Electronic Documents			
	a. Electronic Documents (total units)	3,384	3,430	1%
	b. Electronic Documents (titles)	3,019	3,062	1%
4	Serials in Documents (included above)	4,060	3,990	-2%
	TOTAL DOCUMENTS (UNITS)	630,475	615,941	-2%
	TOTAL DOCUMENTS (TITLES)	388,335	379,008	-2%

### C. SERIALS (periodicals and continuations)

1	Paper and microform serials (total)	1,160	936	-19%
2	Paid subscriptions	1,112	898	-19%
3	Gift subscriptions	48	38	-21%
4	Paper and microform serials added (gross)	1	1	0%
5	Paper and microform serials added (net)	-84	-104	24%
6	Subscription databases & CDROMS (paid and unpaid)	313	164	-48%
	TOTAL SUBSCRIPTIONS	1,473	1,100	-25%
7	Number of current serials purchased	2,638	12,547	376%
	a. Electronic (deduplicated)	1,535	n/a	
	a. Subscribed ejournals (direct subs + ejournals in packages)	n/a	11,639	
	b. Print (and other non-electronic format) serials purchased	1,103	908	-18%
8	Number of current serials received but not purchased	50,646	n/a	

	a. Consortial	23,401	n/a	
	b. Freely accessible	23,102	n/a	
	c. Print (Exchanges, gifts, etc.)	83	38	-54%
	d. Government documents	4,060	3,990	-2%
	TOTAL SERIALS RECEIVED	53,284	n/a	

<b>D. COMPUTER FILES [NOT books or serials]</b>				
1	Computer files (total)	675	695	3%
2	Computer files added	-25	20	-180%
3	Institutional Repository items (NC DOCKS)	8,554	7,411	-13%

<b>E. DIGITAL COLLECTIONS</b>				
1	The number of collections	26	27	4%
2	The size (in gigabytes) of library digital collections	2,925	4,495	54%
3	The items in library digital collections	29,435	36,895	25%
4	The number of document views	1,331,814	1,344,991	1%
5	The number of visitors	588,229	n/a	
6	Number of official projects completed	8	7	-13%
7	Number of master digital image/text files created	66,188	158,093	139%
8	Size (in gigabytes) of master digital image/text files created	1,464	3,440	135%
9	Number of master digital image/text files available online	282,279	440,372	56%
10	Number of master audio/visual files created	185	225	22%
11	Size (in gigabytes) of master digital audio/visual files created	88	142.1	61%
12	Total number of archived files	418,323	576,416	38%
13	Size (in terabytes) of total archived files	6.66	10.1	52%

<b>F. AUDIOVISUAL UNITS</b>				
1	Audiovisual units added (net)	-2,061	1,516	-174%

2	Audiovisual units (total)	50,991	52,507	3%
	a. Audio	20,099	20,293	1%
	b. Film / Video	2,138	2,111	-1%
	c. Graphic (pictures and slides)	10,283	10,283	0%
	d. Maps	3,675	3,676	0%
	e. DVDs / Laserdiscs	14,796	16,144	9%
3	Audiovisual titles added (net)	-2,138	972	145%
4	Audiovisual titles (total)	32,104	33,076	3%
	a. Audio	15,584	15,770	1%
	b. Film / Video	2,229	2,202	-1%
	c. Graphics and posters	431	431	0%
	d. Maps	3,278	3,279	0%
	e. DVDs / Laserdiscs	10,582	11,394	8%
5	Other formats (realia, artifacts, puzzles, kits, etc.)	237	237	0%
6	Other formats units added (net)	-1	0	100%
7	Other formats titles (total)	212	212	0%
8	Other formats titles added (net)	-1	0	100%

#### G. MANUSCRIPTS AND ARCHIVES

		FY2013	FY2014	
1	Non-University (linear feet)	1,731.91	1,788.16	3%
2	University (linear feet)	2,239.11	2,580.56	15%
3	Other (items)	101,252	101,455	0%

#### H. MONOGRAPHS

1	Book titles received (firm)	5,568	4,711	-15%
2	Book titles received (approval)	8,799	8,923	1%
3	Book titles received (standing orders)	355	234	-34%
	TOTAL BOOKS RECEIVED	14,722	13,868	-6%

#### I. PRESERVATION SERVICES

1	Binding and repair	4,020	3,135	-22%
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#### II. LIBRARY SERVICES

##### A. DOCUMENT DELIVERY / INTERLIBRARY LOAN

1	Returnable	6,413	7,234	13%
	a. Faculty	2,059	2,790	36%
	b. Graduate	2,742	2,895	6%

	c. Undergraduate	1,531	1,509	-1%
	d. Distance Education	81	40	-51%
2	Non-returnable	2,544	2,616	3%
	a. Faculty	964	811	-16%
	b. Graduate	1,238	1,463	18%
	c. Undergraduate	293	315	8%
	d. Distance Education	49	27	-45%
3	Electronic Document Delivery	1,919	1,112	-42%
	TOTAL DOCUMENT DELIVERY / ILL BORROWING	10,876	10,962	1%
4	ILL Lending			
	a. Returnable	7,185	6,321	-12%
	b. Non-returnable	1,245	1,217	-2%
	TOTAL DOCUMENT DELIVERY / ILL LENDING	8,430	7,538	-11%

<b>B. CIRCULATION LOANS</b>				
1	Total University Libraries Circulations	326,644	267,983	-18%
	a. Initial Checkouts	159,078	130,002	-18%
	b. Reserve Checkouts	53,085	47,208	-11%
	c. Renewals	74,930	58,768	-22%
	d. In-House Use	39,519	31,983	-19%
2	Total JACKSON Circulations	291,401	243,733	-16%
	a. Initial Checkouts	143,149	116,734	-18%
	b. Reserve Checkouts	44,975	41,339	-8%
	c. Renewals	69,569	57,840	-17%
	d. In-House Use	33,675	30,006	-11%
	e. Manual/External Transactions	143,620	131,532	-8%
	i. Documents	93	n/a	
	ii. Microforms	1,148	631	-45%
	iii. SCUA	2,406	1,878	-22%
	iv. E-Books	139,973	129,023	-8%
3	Total MUSIC Circulations	35,244	24,250	-31%
	a. Initial Checkouts	15,930	13,290	-17%
	b. Reserve Checkouts	8,109	5,869	-28%
	c. Renewals	5,361	938	-83%
	d. In-House Use	5,844	4,163	-29%

	4	Selected Circulation Counts by Item Type or Location			
		a. AV Materials (total circulation count)	117,925	101,700	-14%
		i. Jackson Library AV Materials	109,897	92,945	-15%
NEW		o Jackson entertainment DVDs (subset of AV)	64,812	50,097	-23%
NEW		o Jackson instructional DVDs (subset of AV)	2,317	1,117	-52%
		ii. Music Library AV Materials	8,028	8,755	9%
NEW		o Music DVDs (subset of AV)	599	438	-27%
		b. Laptop Circulation Count (includes iPads)	22,879	22,906	0%
		i. Jackson Library Laptop Circulation (and iPads)	22,581	22,616	0%
		ii. Music Library Laptop Circulation (and iPads)	298	290	-3%
		c. Storage Circulations	289	85	-71%
		d. In-House Use of Books/Stacks (total circulation count)	36,339	33,493	-8%
		i. Jackson Library	30,798	29,173	-5%
		ii. Music Library	5,374	4,320	-20%
		e. In-House Use of Bound Serials (total circulation count)	3,178	n/a	
		i. Jackson Library	2,876	n/a	
		ii. Music Library	302	n/a	
	5	Usage Data/Borrowing Data (total by demographic on selected categories)			
		a. University loans (total)	265,806	213,283	-20%
		i. Undergraduate loans	158,297	131,590	-17%
		ii. Graduate loans	52,899	41,864	-21%
		iii. Faculty loans	48,649	35,533	-27%
		iv. Staff loans	4,994	4,296	-14%
		v. Interlink	967	n/a	
		b. Non-university loans (total - all categories)	12,699	11,898	-6%
		i. Friends of the Library (FOL) loans	5,718	6,077	6%
		ii. Other	6,981	5,821	-17%

c. Registered Borrowers (all categories)	31,413	41,755	33%
i. University borrowers	30,019	39,836	33%
o Undergraduates	20,446	24,232	19%
o Graduates	4,368	5,703	31%
o Faculty	3,752	3,486	-7%
o Staff	1,453	1,500	3%
ii. Non-University borrowers	1,394	1,919	38%
o Friends of the Library (FOL)	440	516	17%
o Other	954	1,403	47%

### C. ACCESS

1	Web Page views	19,862,369	371,911	-98%
2	Database Sessions	697,357	n/a	
3	Electronic journals (total #) --- kb titles -- put them here	49,242	107,202	118%
4	Number of public workstations	221	233	5%

### D. RESERVES

1	Number of reserve lists (Jackson)	592	424	-28%
2	Number of items on reserve (Jackson and Music)	5,962	12,387	108%
	a. Items on traditional reserve (Jackson and Music)	1,868	8,999	382%
	b. Items on e-reserve (Jackson)	4,094	3,388	-17%

### E. PUBLIC SERVICE QUESTIONS

	Number of reference transactions total	61,298	53,529	-13%
1	Face-to-face reference transactions	50,009	43,769	-12%
2	Virtual reference transactions (email, IM, chat, phone, etc.)	4,813	9,760	103%

### F. INFORMATION SERVICES TO GROUPS

1	Classes / Presentations	679	719	6%
	a. Individuals attending	15,730	15,893	1%
	b. Contact hours	16,763	17,745	6%
2	Consultations / Researchers	1,690	2,285	35%
	a. Individuals attending	2,065	3,364	63%

	b. Contact hours	565	1,887	234%
3	Training sessions	45	26	-42%
	a. Individuals attending	394	321	-19%
	b. Contact hours	282	213	-24%
4	Faculty training	7	25	257%
	a. Individuals attending	139	343	147%
	b. Contact hours	146	727	398%

<b>G. GATE COUNT TOTAL</b>				
1	Jackson Library	1,171,422	1,125,386	-4%
2	Music Library	106,090	90,050	-15%

<b>H. STAFF (FTE = 40 hours per week)</b>		7/1/2013	6/30/2014	
1	Staff FTE	94.0	89	-5%
	a. Professional staff, FTE	40.0	35	-13%
	b. Support staff, FTE	54.0	54	0%
2	Staff total	94.0	89	-5%
	a. Professional staff	40.0	35	-13%
	b. Support staff	54.0	54	0%
3	Student assistant, FTE (Federal)	7.6	7.8	3%
4	Student assistant, FTE (Departmental)	17.1	17.5	2%
5	Student assistant, FTE (total)	24.7	25.3	2%
6	Number of students employed	156	142	-9%
7	Number of staffed service points	7.0	6	-14%
8	Number of weekly public service hours	184.0	144	-22%

footnote II.D.1. Approximately 70 courses participated in the new LMS pilot in spring 2014; ITS provided the eReserves for many of them

footnote II.D.2. Beginning this year, print reserve counts are taken from the WMS Inventoried Reports one day per semester; items on multiple semesters are counted each semester

**FINANCIAL STATEMENT OF EXPENDITURES  
2013 - 2014**

<u>From State Funds</u>	<u>6/30/12</u>	<u>6/30/13</u>	<u>6/30/14</u>
<b>Salaries</b>			
<b>EPA Academic, *EPA Teacher on Loan</b> (Exempt from State Personnel Act)	2,677,145	*2,626,962	2,461,995
Employee on Loan EPA	0	0	5,250
<b>SPA Support, *SPA Shift Pay &amp; SPA O/T</b> (Subject to State Personnel Act)	2,026,797	*1,955,556	2,045,764
Longevity Pay,	48,912	32,715	32,895
Fringe Benefits Contributions, includes Worker's Compensation	1,487,005	1,502,928	1,548,652
<b>Wages (Student)</b> Departmental and Graduate Students only	292,279	309,398	271,255
<b>Wages (Temporary Personnel) SPA</b>	29,813	121,045	52,357
<b>Contracted Services (Under Contratural Services Pool 221000)</b>	0	0	0
<b>Total Salary from State Funds</b>	<b>\$6,561,951</b>	<b>\$6,548,604</b>	<b>\$6,418,168</b>
<b>Office Supplies:</b> Office Supp/Furn Equip, Photographic supplies,Safety Supplies,General Admin,Other Supplies, Plaques/Trophies, Household/Janitorial, Educ. Equip/Supplies, Other Educ Eq/Supplies	545,685	365,870	163,875
<b>Purchased Services:</b> TS Local Serv, TS-Long Dist, Cellular Services, Repair- Bldg/Other, Postage/Mail,Freight/Express, Printing&Binding ,Publication Cost, Advertising, Maint Contracts Equip/Other, software, Rental/Lease Furniture Other, General, motor vehicle.	314,247	467,601	147,444
<b>Travel</b> (includes Registrations from Services Pool 230000)	69,234	89,420	66,405
<b>*Contractual Services:</b> Lawn&Grounds Services,Photographic Services, Other Current Services.	0	*22,605	30,103
<b>Other Operating Expenses (Fixed Charges)</b> Periodicals&Subscriptions,Office Moving Expense,Other Admin. Charges.	79,852	17,778	4,839
<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	281,767	239,884	164,331
<b>Library Books, Journals, Services and Subscriptions, Other, and Serials</b>	3,153,592	3,269,532	4,086,743
<b>Library Other-Miscellaneous (Movie Budget 115014)</b>	n/a	36,199	36,200
<b>Total Expenditures from State Funds</b>	<b>\$4,444,377</b>	<b>\$4,508,889</b>	<b>4,699,940</b>
<b>From Federal Funds</b>			
Student Work-Study Wages	\$ 68,250	65,444	77,153
<b>Total Expenditures from Federal Funds</b>	<b>\$ 68,250</b>	<b>\$65,444</b>	<b>\$77,153</b>
<b>From Restricted/Endowed Funds</b>			
<i>Friends of the Library</i> (Expend Total includes all sub-fund totals)	107,910	21,783	70,295
<i>Enrichment Fund</i> (Expend Total includes all sub-fund totals)	43,329	37,108	65,143
<i>Other Restricted/Endowed Accounts - Expends</i>	46,624	37,815	69,774
<i>Grants - Expends</i>	0	0	213,187
<b>Total Expenditures from Restricted/Endowed Funds</b>	<b>\$197,863</b>	<b>\$96,706</b>	<b>\$418,399</b>
<b>TOTAL EXPENDITURES FROM ALL SOURCES</b>	<b>\$11,272,441</b>	<b>\$11,219,643</b>	<b>\$11,613,660</b>

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