University Libraries 2011- 2012 Annual Report
University of North Carolina at Greensboro
University Libraries

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Part 1 – Talking Points

Many weeding projects and shifting projects took place in Jackson Library during this past year in order to free up space in the lower level to create the much needed Digital Media Commons. This Fall, the Digital Media Commons opened its doors in the lower level of Jackson Library at UNCG. The Digital Media Commons is a space where UNCG students, faculty, and staff can get help with all aspects of creating and refining multimedia projects. The Commons is jointly staffed by staff and students from the Libraries, UNCG Writing Center, UNCG Speaking Center, and the Media Studies Program. The Commons contains lots of group work areas, workstations, media editing rooms, scanners, consultation spaces, a presentation practice room, and staff offices. Patrons can come to the Commons to get assistance with selecting, using, and citing media resources, as well as consult experts on the rhetorical, aesthetic, and technical aspects of developing and communicating their ideas through media.

The Martha Blakeney Hodges Special Collections and University Archives continue to grow in size and significance. This year, the Jackson Library underwent a major renovation of the second and third floors of the original 1950 building to accommodate that growth, resulting in better and more environmentally sustainable space to protect and preserve these unique signature collections and better serve the researchers, students and alumni who consult then. As the University has grown in recent years, the Archives received more official records, and existing special collections (such as the internationally recognized cello music and women veterans' collections) have received significant additions. New collections from alumni (such as Margaret Maron), faculty (such as Dr. Robert Hansen's performing arts collection) and community figures (such as Senator Kay Hagan and Congressman Howard Coble's papers) have also been received and required space. Increased use of the Hodges Reading Room for classes and programs also meant that space was needed for researchers to do work, another objective met by the renovation. The University Libraries are grateful to the Chancellor's Office and the Provost's Office for partially funding this renovation.

The University Archives is the keeper of the institution's memory and it is a significant source of material about the history of education since the late 19th century. Even as the physical collections have grown, the University Libraries have worked hard to provide better electronic access over the Internet to more of our collections of historical significance, digitizing collections of university publications such as yearbooks, student newspapers, photographs and other resources, and collecting and transcribing oral history interviews with alumni. The Digital Projects Unit has been especially busy and effective in preserving content of our unique resources. We are currently working on five grant funded projects: The LSTA/NC ECHO Digitization Grant for the North Carolina Runaway Slaves Advertisements; The TIPP grant

for the Piedmont Triad Digital Humanities Initiative; an NEH Grant for the Works of Anne Finch and the Lyrasis Mass Digitization/Sloan Foundation grant for digitization of the Greensboro Patriot newspaper and The Carolinian. We have also received an LSTA grant to continue to improve and enhance the North Carolina Literary Map Project. We have also submitted a grant to LSTA for a digital project titled Textiles, Teachers, and Troops. We are waiting for a decision on this. In 2011-2012, we completed the following digital projects: McIver Building History Video, Curry High School Yearbooks Project, World War II Newspapers Collection and the Greensboro City Directories, 1923-1963. Also in 2011-2012, we are working on the following ongoing projects: WUAG Digital Archive Exhibit, Physical Education Pamphlets Collection, Bernard Greenhouse Collection, Greensboro Pictorials Collection, American Publishers Trade Bindings Collection, Public History projects for Dr. Filene's classes and a Poster Collection.   We have dramatically increased the number of digital projects we are supporting due to the wonderful leadership of our Digital Projects Librarian and increased staff in that unit.

The University Libraries and the Office of Research & Economic Development recently created an Open Access Publishing Support Fund in order to support faculty, EPA employees, and graduate students who are becoming increasingly involved in open access publishing. Currently, there are more than 30,000 open access journals published worldwide, and in lieu of a subscription-based business model, many open access journals require that authors pay an article processing fee. To reduce barriers to open access publishing and to support faculty, EPA employees, and graduate students who choose open access publishing as the best venue for their work, the University Libraries and the Office of Research & Economic Development established this pilot project, which is funded at $11,500. The primary guidelines for the fund are that the author/applicant must be a member of the full-time faculty, a full-time EPA employee, or an enrolled graduate student; the article must be published in a peer-reviewed open-access journal; the article processing fee must have been paid no more than three months prior to submission of the application; reimbursement will not exceed $1,000 per published article; reimbursement will be limited to one award per fiscal-year per author; and authors are expected to exhaust all other grant or contract funding sources available to them before applying for support from the Open Access fund. Information about the guidelines and the application process, as well as a link to an online application form, can be found at:
http://library.uncg.edu/services/scholarly_communication/OAPSF.aspx

The University Libraries have become publishers. A team led by UNCG librarians has launched The Journal of Learning Spaces to provide a scholarly, multidisciplinary forum for research articles, case studies, book reviews, and position pieces that examine higher education learning spaces in the context of space design, use, and management, as well as assessment, evaluation, and pedagogical practices. The journal employs the Libraries' Open Journal System (OJS) software, which hosts eight other online journals for the University and its faculty. The editorial team includes Joe M. Williams, Head of Access Services, who is serving as editor-in-chief, as well as Associate Dean Kathy Crowe, Assistant Dean Mike Crumpton, and librarians Jenny Dale and Beth Filar Williams. Several other UNCG faculty members in related disciplines also serve on the editorial board. The journal's first issue was published in December 2011.

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

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

University Libraries Mission Statement
   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

SPO01: Collaborate With Appropriate Campus Units to Support At-risk Students to Ensure Their Success
UNCG Libraries will collaborate with appropriate campus units to provide personalized support to at-risk students in order to ensure students' success.

Measure: Number of Information Sessions for Staff and Workshops for Students
Source of Evidence: head counts and staff records
   o   Target: Increase contacts with staff and students over previous year
Finding:
   o   Description: 4 sessions total: 2 SAS 100 (students); 1 session for LAC tutors; 1 session at USE institute
Action: Incorporate Libraries into STARFISH

SPO02: Expand Presence and Support of Foundations for Learning (FFL) Program

UNCG Libraries will expand its presence and support of Foundations for Learning (FFL) program and other retention initiatives which has been linked to efforts to increase retention for freshmen.

Measures: Number of Information Sessions Provided for FFL
Source of Evidence: Number of orientation classes taught to FFL sections and count of number of students attending (contact hours)

Finding:
- o   Target: Increase number of classes from last year
Description:
- o   42 orientation sessions for FFL classes by Reference
- o   9 FFL sessions by Special Collections and University Archives, 4 UNS tours
- o   3 librarians taught FFL sections in Fall 2011; one was co-taught and focused on information literacy
- o   Because of the changes from UNS to FFL the number of sessions did not increase

Action:
- o   Contribute library book chapter in FFL textbook
- o   Librarians will serve as FFL instructors

SPO03: Deliver Excellent Customer Service at Service Desks, Telephone and All Forms of Virtual Service
UNCG Libraries will deliver excellent customer service at service desks, telephone and all forms of virtual service in order to provide a friendly and supportive learning environment.

Measure: Number of Customer Service Workshops Provided; Attendance at Workshops; Number of Hits on Student Training LibGuide
Source of Evidence: Attendance rosters, LibGuide hits
Finding:
Target:
- o   Offer 4 staff workshops on "Going the Extra Mile"
- o   85% of staff attend workshops
- o   public service students take online tutorial
Description:
- o   4 sessions provided in Summer 2011;
- o   62 staff attended for 65 % so we did not reach our 85% goal.
- o   Developed student LibGuide with training videos. It had 1,296 hits

Action:
- o   Conduct Mystery Shopper Assessment
- o   Description: Conduct follow-up mystery shopper assessment to determine if training had an impact.

SPO04: Develop and Model Sustainable Practices

The UNCG Libraries will develop and model sustainable practices in order to promote an eco-friendly environment.

Measure: Amount of Ebook Usage
Source of Evidence: ebook usage tracking
Finding:
- o   Target: Increase ebook usage from last year
- o   Finding Status: Met
- o   Description: E-books received 127,296 uses in 2011-12 for a 54% increase from 2010-11

Action: Follow up on Ebook user survey and implement recommendations
- o   Description: Provide ebook training sessions for staff market ebooks (develop libguide) follow up on survey comments

SPO05: Make Collections More Accessible To The K-12 Teaching Community
The UNCG Libraries will make its collections more accessible to the K-12 teaching community in order provide resources that enhance their professional development and expertise.

Measure: Number of Hits on NC Literary Map Website
Source of Evidence: Hits on NC Literary Map website and authors added
Finding:
- o   Target: increase number of hits on the NC Literacy Map and number of authors added
- o   Description: 36,498 hits 2011-12 for 791% increase from last year (4,093 hits in 2010-11)

Measure: Number of Checkouts to NC Teachers
Source of Evidence: Check Out records
Finding:
- o   Target: increase checkouts from previous year
- o   Description: 657 checkouts in 2011-12. 9.75 decrease from previous year (728 checkouts in 2010-11)

SPO06: Develop and Provide Resources and Services In Order To Support Distance Education and Online Learning
The UNCG Libraries will develop and provide resources and services in order to support distance education and online learning

Measure: Number of E Resources added (books, media, etc.)
Source of Evidence: ebooks tracking
Finding:
- o   Target: Increase number of e resources added over previous year
- o   Description: added a total of 66,157 e-books/e-scores/e-audio items our collection total to 441,637. 61% increase over last year

Measure: Number of Online Tutorials Developed
Source of Evidence: Online instruction tutorial tracking
Finding:
- o   Target: Develop at least 15 new tutorials

o Description: Developed 30 new tutorials

Action: Work with faculty to promote streaming media and provide training

Action: Technology Tool Kit

o Description: Promote Technology Took Kit and develop a baseline of use

SPO07: Collaborate with the School of Library and Information Studies (LIS) and Regional Libraries

The UNCG Libraries will collaborate with the School of Library and Information Studies (LIS) and regional libraries to develop and collaborate with graduate departments offer opportunities to enrich the graduate school experience.

Action: ACE Scholars program

o Description: Collaborate with LIS on the ACE Scholars program

SPO08: Market Health and Wellness Resources to the Campus

The UNCG Libraries will market health and wellness resources to the campus in order to promote and support health and wellness among faculty, staff and students.

Measure: Number and Usage of Consumer Health LibGuide
Source of Evidence: Consumer Health Libguide Tracking
Finding:
o Target: increase number of hits from last year
o Finding Status: Not Met
o Description: 75 hits 2011-12

SPO09: Expand the Work of the Green Libraries Group

Expand the work of its Green Libraries Group in order to encourage daily work life changes and choices that ensure a climate of environmentally conscious decision making and planning.

Measure: Number of podcasts developed
Source of Evidence: staff records
Finding:
o Target: Develop 4 podcasts
o Description: Developed 7 podcasts

Action: Libraries' Garden and Adopt a Stream

o Description: Provide support for staff to participate in these activities

SPO10: Develop Resources and Partnerships to Provide Opportunities for Graduate Students

The UNCG Libraries will develop resources and partnerships to provide opportunities for graduate students to create new knowledge.

Measure: Number of Endnote and other workshops provided in partnership with the Graduate School; attendance at workshop
Source of Evidence: workshop records
Finding for SPM42:

- o Target: Provide 3 Endnote workshops
- o Description: Provided 7 Endnote workshops. 6 face to face and 1 online. Total attendance 150
- o Source of Evidence: instruction statistics

Finding:
- o Target: form baseline for graduate instruction classes
- o Description: 118 information literacy sessions for graduate students this year

Action: Provide space for Graduate School writing workshops

Action: ETD's and Graduate work in NCDOCKS
- o Description: Add ETDs and graduate work to NC DOCKs to provide access to graduate research

Action: Graduate School Research Fair
- o Description: Participate in the Graduate School's Research Fair

SPO11: Engage with the Living Learning Communities (LLCs)
The UNCG Libraries will engage with the Living Learning Communities (LLCs) in order to provide resources, services and support.

Measure: Number of Information Literacy Sessions for LLCs
Source of Evidence: Information literacy statistics
Finding:
- o Target: increase number of information literacy sessions for LLCS
- o Description: 11 information literacy sessions for LLC's, Librarians embedded in LC's provided office hours, satellite reference and in-depth consultations

SPO12: Develop and Sustain An Information Literacy Program
The UNCG Libraries will develop and sustain an information literacy program in order to infuse these skills throughout the undergraduate curriculum.

Measure: Number of Online Tutorials Developed
- o Source of Evidence: Online instruction tutorial tracking

Finding:
- o Target: Develop at least 15 new tutorials
- o Description: Developed 30 new tutorials

Measure: Number of information literacy sessions
- o Source of Evidence: Annual statistics

Finding:
- o Target: Increase number of sessions from last year

Description: 681 sessions 2011-12. Increase of 3.5 from 2010-11

SPO13: Provide Employment, Internships, Practicum and Graduate Assistantship Opportunities for Graduate and Undergraduate Students
The UNCG Libraries will provide employment, internships, practicum and graduate assistantship opportunities for graduate and undergraduate students in order to build connections between the classroom and the University Libraries and will provide support for other activities

Measure: Number of Internships, Graduate Assistantships, Practicums and Student Employee Positions
- o Source of Evidence: employee records

Finding:
- o Target: Increase (monitor and track) internships, graduate assistantships and student employee positions as budget allows
- o Description: 34 graduate assistantships, practicums, or interns for a 47% increase from 2010-11 100 total student employees

SPO14: Collaborate with Student Affairs Organizations and Student Services Offices
The UNCG Libraries will work with Student Affairs organizations and student services offices in order to collaborate with students in co-curricular settings

Measure: Number and Types of Programs Offered in Collaboration with Student Affairs and Student Services Offices
- o Source of Evidence: program tracking

Finding:
- o Target: maintain or increase programs and activities for student affairs and student services offices
- o Description:
    1. 6 Family game nights in collaboration with Office of Adult Students with 498 total participants
    2. 2 Game nights sponsored by the Libraries with total attendance of approximately 300
    3. 1 Game Night sponsored by SF3 with attendance of approximately 85
    4. 1 "Back on Track" session for 1st Year Experience with attendance of 8
    5. Several librarians participate in "House Calls' Program
    6. The Libraries have a table at all SOAR and Admissions Events. Provided 20 tours for SOAR students in June 2012 and families with 463 total participants
    7. Two "Get Set Saturday" sessions with Office of Adult Students with 87 total participants
    8. Office of Adult Students sponsored a coffee cart in the Libraries that attracted 150

Action: All-Freshman Read
- o Description: Collaborate with Student Affairs to provide resources and programming for the All-Freshman Read

SPO15: Provide Programs in Order to Support the Economic Development of the Piedmont Triad and North Carolina
The UNCG Libraries will provide programs in order to support the economic development of the Piedmont Triad and North Carolina

Measure: Number and Attendance of Economic Development Programs
Source of Evidence: Economic development program calendar and attendance record
Finding:
- o Target: Increase (monitor and track) number and attendance of economic development programs

- o Description: Business librarian provided research workshops to over 500 undergraduate students.
    1. Business librarian team-taught MKT 426 affecting 20 companies engaged with Export Odyssey.
    2. Provided a large number of research consultations and answered many liaison-based reference questions through chat, email, phone, and in person. Many of the consultations concerned economic development and entrepreneurial projects.
    3. Provided business database training for the Office of Innovation Commercialization and the Career Services Center.
    4. Began providing research assistance to the new UNCG Entrepreneurship Center.
    5. Coordinated business librarian day-long workshops in Wilmington & Boone; I taught research strategies to support entrepreneurship in Boone. 40 public and academic librarians total.

SPO16: Provide Diverse Programs and Exhibits Open to the Community
The UNCG Libraries will provide diverse programs and exhibits open to the community in order to enhance artistic and cultural opportunities for the region

Measure: Number of Cultural Programs and Exhibits; Attendance at Cultural Programs
Source of Evidence: Exhibit calendar and attendance record
Finding:
- o Target: maintain or increase number of programs and exhibits from last year
- o Description:
    1. 28 programs (lectures, book discussions, programs) with 2,160 attendees
    2. 12 exhibits by SCUA
    3. 2 art exhibits w/ attendance of approximately 80
    4. 1 faculty lecture with attendance of 35
Action: Sponsor Storyteller Program Every Year

SPO17: Develop Systems, Projects and Services in Order to Support Faculty and Student Research and Community Service
The UNCG Libraries will develop systems, projects and services in order to support faculty and student research and community service.

Measure: Number of LibGuides Hits
Source of Evidence: LibGuides statistics dashboard
Finding:
- o Target: Increase number Libguides and uses.
- o Description:
    1. 312,494 hits on Libguides 2011-12; decreased 2.5% from 2010-11
    2. 90 new guides developed
Measure: Number of Externally Funded Research Projects and Amount of Funding Received
Source of Evidence: project records
Finding:

- o Target: develop at least 3 new projects
- o Description: 3 projects in 2011-12

Measure: Number of Items in NCDOCKS

Finding:
- o Target: add to NCDOCKS as items are submitted
- o Description: 175 new items added to NCDOCKS; new policies for adding faculty publications caused a large decrease from last year when 1,164 were added.

Measure: Number of new digital projects

Finding:
- o Target: Develop at least 3 new projects

Action: Develop a Blog and Display of Faculty Book Publications; Host a Reception to Honor Authors

Action: Award the University Libraries Undergraduate Research Award each year

Action: Data curation
- o Description: Work with the Office of Research and Economic Development to develop a data curation program

SPO18: Provide services and resources for international students

The UNCG Libraries will promote international travel and provide services and resources for international students and visitors in order to support internationalism at UNCG

Measure: Number of International tours, classes, programs

Source of Evidence: instruction statistics, calendar

Finding:
- o Target: Maintain or increase contact from last year.
- o Description: 9 tours for international students

Measure: Number of Librarians Attending and/or Presenting at International Conferences

Source of Evidence: Attendance record

Finding:
- o Target: At least 3 librarians attend or present at international conferences
- o Description: 6 librarians presented abroad

Action: International exchanges
- o Description: Work with International Programs and appropriate library associations to host international librarians and send UNCG librarians abroad when funding permits.

Part 3 – Institutional Effectiveness

University Libraries
Institutional Effectiveness
2011-12

Customer Service satisfaction
Objective: Customer service will reflect the values and standards established by the Libraries.
Results from the 2012 mystery shopper assessment indicated that "confirming satisfaction" (1.68 average score out of 3) and "going the extra mile" (15 "no's" out of 26 responses) were areas that need attention.   A committee was appointed to develop service training for Libraries' students and staff. In August 2011 the HR librarian conducted four customer service workshops for full time staff. 85% of staff attended. Online training for students was developed and all public service students required to complete them. In addition, public service standards were developed to provide more specific guidelines. The mystery shopper was conducted again in Spring 2012 with significant improvement in "confirming satisfaction' (average 2.43 out of 3) and "going the extra mile" (59% yes over 36%).

E-Books
Objective: Users will be satisfied with the Libraries electronic book platforms.
The Libraries have added thousands of E-books over the past several years. A satisfaction survey was administered in 2011 which indicated many students and faculty are unaware of E-book resources and/or find them difficult to use. The Libraries conducted staff training during summer of 2011 and developed improved user guides for E-Books.

Digital Media Commons
Objective: The Libraries will provide innovative high-tech services for UNCG students, faculty and staff.
In 2010 the Libraries conducted a student survey to determine their needs for support with multimedia projects such as videos, podcasts or web pages with the following results:
- 835 responses (22% response rate) from sample
- 120 indicated they had developed a video presentation for a class
- 60% of these did so because it was required
- 28.2% decided a video was the best way to fulfill an assignment
- 77.6% did not receive any assistance on campus
- 54% would have appreciated help with multimedia production

These services were also benchmarked with other academic libraries. Multimedia or digital project labs exist in many academic libraries across the country but, except for Media Studies students, UNCG provides no assistance with media projects. In August 2012 the Digital Media Commons opened in the lower level of Jackson Library in collaboration with Communication Across the Curriculum and the Media Studies Department.

Facilities
Objective: The University Libraries provide the facilities and atmosphere needed by its customers.
The Libraries collaborated with the Interior Architecture (IAR) Department to conduct studies of the Music Library and 1st floor of Jackson Library. IAR students examined our previous building assessments, observed operations and developed proposals for changes in furnishings, service areas and shelving arrangements. Using their recommendations new furniture was placed in the Music Library in September 2012.

Collections

Objective: The Libraries will provide journals needed for teaching and research in a cost-effective manner.

Faced with significant budget cuts and escalating journal subscription prices, the University Libraries conducted a data-intensive analysis of its academic journal publisher packages. Factors taken into consideration included total cost, number of titles, total use, cost per title, cost per use, inflation rate, participation charge, impact factors, distribution of usage across multiple titles within a set, and importance to curriculum and research. Using these objective data points, the Libraries developed a draft journal cancellation list that was shared with deans, department heads, and departmental library representatives. A copy was also made available through the library web site. Faculty and researchers then provided their expert, subjective input, which we used to complement the objective, data-driven draft and come to a final decision. As an end result, we identified and canceled the four publisher packages that were yielding the lowest ROI. The net savings exceed $150,000 per year.

Researching the Researcher's Space

Objective: The Hodges Special Collections and University Archives Department will provide appropriate spaces allocated to the productive work of researchers, both on-campus and from elsewhere, to use our collections.

Because research activity has grown over 200% over the past few years, we reviewed the space allocated for researcher use in the Special Collections area gained from the 3rd floor renovation and determined that the current and upgraded situation would not meet increased demands. Recent users of the space were surveyed and, based on the results, the decision made to remodel former staff space adjacent to the Hodges Reading Room. The remodeled space will provide increased capacity to accommodate additional researchers and increased use of our materials in a comfortable and secure environment.

Libraries' Liaison Program

Objective: The Libraries' appoint liaisons to each major and program in order to communicate effectively with faculty and students and ensure that Libraries' collections and services are appropriate to their needs.

The Liaison Program was created to ensure that Library resources and services are focused and responsive to the University's instructional and research goals. A professional librarian is assigned to each department, school, and program to fulfill these goals. In fall 2010, the full-scale Library Liaison Responsibilities were developed at http://library.uncg.edu/info/library_liaison_responsibilities.aspx. The new document was communicated with library representatives and academic departmental chairs to raise awareness.

In fall 2011, the Libraries conducted a survey on library resource needs. In the survey, the library representatives and department chairs were also asked if they were aware of the list of library services that library liaisons have provided to each department, college, school, and program. Overall, the UNCG faculty members were very satisfied with the library resources available to meet their teaching and research needs. They spoke highly on library liaisons for their services. The survey respondents also indicated that they had less awareness on two new library initiatives, open access models (38 %) and LibGuides for academic disciplines (35%). Based on the feedback from the faculty members, the Libraries developed action plans to promote and raise faculty's awareness on these initiatives. Messages were developed to inform faculty members on the newly implemented subject LibGuides. A campus-wide open forum was held in October 2012 during the nation-wide Open Access Week which will be a great opportunity to inform and update the UNCG communities on the initiative. Several press

releases were also sent out to Campus Weekly to inform the UNCG community about the Libraries'
Open Access Fund Program which supports submissions and publications on open access journals by the
UNCG faculty and graduate students.

Part 4 – Active Committees/Teams

2011-12 Active Committees/Teams

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

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

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

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

Membership:
- Kathy Crowe, (Chair)
- Kathy Bradshaw
- Mike Crumpton
- Christine Fischer
- Keith Gorman
- Lynda Kellam
- Kimberly Lutz
- Joe Williams

Collection Management Committee

Charge: The Collection Management Committee is a standing committee of the University Libraries faculty charged with responsibility for identifying and evaluating objectives, priorities, and procedures for collection management including de-selection and preservation issues; recommending materials budget allocations and ensuring those allocations are spent in a responsible manner; formulating collection policies, updating collections, and deselecting materials in consultation with teaching faculty; developing and implementing plans and procedures for systematic liaison activities with academic departments; advising the Collections & Scholarly Resources Coordinator and the Assistant Dean for Collections and Technical Services; fostering the exchange of information among librarians with collection management responsibilities; and promoting staff development in collection management. More specific functions may be delegated to standing subcommittees and limited-term task forces.

Membership:

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

- Chair: Sha Li Zhang, Administration, (Chair)
- Beth Bernhardt, ERIT
- Terry Brandsma, ERIT
- Tim Bucknall, ERIT
- Mary Jane Conger, Cataloging
- Steve Cramer, Reference
- Kathy Crowe, Administration
- Michael Crumpton, Administration
- Jenny Dale, Reference
- Stephen Dew, Administration
- Sarah Dorsey, Music Library
- Bill Finley, Special Collections and University Archives
- Beth Filar-Williams, ERIT

- Christine Fischer, Acquisitions
- Cathy Griffith, Access Services
- Amy Harris, Reference
- Gerald Holmes, Reference
- Lynda Kellam, Reference
- Mary Krautter, Reference
- Lea Leininger, Reference
- Kimberly Lutz, Administration
- Anne Owens, Acquisitions
- Nancy Ryckman, Reference
- Mark Schumacher, Reference
- La Tesha Velez, Reference
- Joe Williams, Access Services

Database Management Team

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

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

Digital Projects Priorities

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

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

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

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

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

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

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.
- Over see the maintenance of the Libraries' Diversity web page (http://library.uncg.edu/info/diversity/).
- Creating awareness of diversity by hosting Speakers or Exhibits.

Membership:
- Kathy Bradshaw, Administration (co-chair)
- Stacey Krim, Acquisitions (co-chair)
- Michelle Courtney, Access Services
- Gerald Holmes, Diversity Coordinator (ex officio)
- Ted Hunter, Music Library
- Erin Lawrimore, Special Collections/University Archives
- Kimberly Lutz, Administration
- Miriam Smith-Decoster, LIS Dept. Student Rep.
- LaTesha Velez, Diversity Residency

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

The Elections Committee consists of two members of the Faculty appointed by the Chair of the Library Faculty to serve staggered three-year terms to begin on July 1. To facilitate scheduling decisions and to provide for filling committee vacancies in a timely manner, the Chair of the Library Faculty may serve as a member of the Elections Committee.
Membership:
- Nancy Ryckman, (Chair of the Library Faculty)
- Christine Fischer (2013)
- David Gwynn (2014

Electronic Resources Subcommittee
Charge: Make renewal/cancellation decisions for all subscription databases paid with the XDBS fund. Approve any new database subscriptions to be paid through XDBS. Consider one-time database purchases to be paid through the XDB1 fund, and make recommendations to the Assistant Dean for Collections and Technical Services.
Membership:
- Tim Bucknall, (Chair)
- Stephen Dew
- Mary Krautter

Grants Oversight Committee
Charge: The Grants Oversight Committee will provide oversight for all grants being considered and will monitor the submission process in addition to accountability for all grants that are received. All grant proposals for the University Libraries would be vetted through this committee in order to:
- avoid duplication of effort,
- ensure that multiple grant proposals for grants that only accept one per institution are not submitted,
- enable a time frame and schedule for grant due dates,
- liaise with the Office of Sponsored Programs
Membership:
- Mike Crumpton, (Chair)
- Keith Gorman
- David Gwynn
- Gerald Holmes
- Karen Ward
- Sha Li Zhang

Green Library Committee
Charge: To identify, recommend, and implement responsible and sustainable practices in all aspects of our institutional culture, including operational activities, academic programs, and community relationships.
Membership:
- Anna Craft
- Cheryl Cross, (Co-Chair)

- Mike Crumpton
- Sarah Dorsey, (Co-Chair)
- Beth Filar-Williams
- Kimberly Lutz
- Ann Perdue
- Carolyn Shankle

Innovation and Program Enrichment Grant Awards Review Committee
Charge: To annually review proposals for one-time funding for projects that will innovatively enhance and expand library services and programs.
Membership:
- Jenny Dale, (Chair)
- Beth Bernhardt
- Mac Nelson
- Anne Owens
- Hermann Trojanowski
- Joe Williams
- Sha Li Zhang

Liaison Task Force:

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

1. Define the collection development, instruction, outreach, and newly defined and enhanced responsibilities of our liaisons.
2. Define the ways that collection development has changed over the years.
3. Benchmark with other libraries to see how they are handling the complexities of liaison responsibilities in new, creative and innovative ways.
4. Recommend an organizational model for collection development and other liaison responsibilities that will allow us to give the proper attention to both areas in a sleek and efficient way. More than one organizational model should be recommended providing alternatives to choose from.

The Task Force is encouraged to consult/talk with others in the Libraries and to consider focus group interactions with academic faculty members in order to provide more voices to the final report.
Updated Objective from AAG after its June retreat
AAG would like the liaisons to focus on public service work and spend much less time on collections.
Membership:
Beth Bernhardt
Steve Cramer, (Chair)
Mike Crumpton
Amy Harris
Nancy Ryckman

LIS/University Lecture Series

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

A planning committee including representatives from the University Libraries and the Library and Information Studies Department plans these events.
Membership:
- Gerald Holmes, (Chair)
- Kimberly Lutz
- Barry Miller
- Lee Shiflett
- Hermann Trojanowski

Libraries Art Committee

Charge: The committee is responsible for helping to select art used throughout Jackson Library.
Membership:
Kathy Bradshaw, (Chair)
Michelle Courtney
Nancy Ryckman
Audrey Sage
Carolyn Shankle
Kathelene Smith
Hermann Trojanowski

Libraries Instructional Technology Team

Charge: To explore and implement instruction facilitated or assisted by technologies for the library. General Goals are to find methods and tools for:
- Integration in classrooms outside of library
- In class instruction
- Instruction for online classes
- Synchronous instruction

Membership:
- Beth Filar Williams, (Chair)
- Cheryl Cross
- Jenny Dale
- Amy Harris
- Lynda Kellam

Library Faculty Officers
- Ryckman, Nancy, (Chair) (2014)
- Nelson, Mac - Secretary (2014)

Library Faculty Senators
- Anna Craft (2015)

- Kathy Crowe (2014)

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

Library Website Advisory Committee
Charge: Advise the Assistant Dean for ERIT and the Dean of University Libraries on issues relating to the home page, overall look and feel, major redesign, or other significant library website changes.
Membership:
Richard Cox, (Chair)
Amy Harris
Kimberly Lutz
Tim Bucknall

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

Peer Evaluation and Tenure Committee
Charge: The Peer Evaluation and Tenure Committee has primary responsibility for conducting review for reappointment, tenure and post tenure for all full-time, tenure-track library faculty, and advises the Dean of University Libraries concerning those individuals being reviewed for reappointment, tenure and post tenure.

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

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

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

Membership
- Nancy Ryckman, (Chair) - 2012
- Sarah Dorsey (Music) - 2012
- Bill Finley (Special Collections) - 2013
- Paul Hessling (Catalog) - 2014
- Lea Leininger (Reference) - 2014

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

Planning Team for the Librarians from China

Charge: The UNCG Strategic Plan 2009-2014 calls for integrating international and intercultural experiences and perspectives into teaching, research and creativity, and services (#5, approved April 16, 2010). Such experiences and perspectives should ensure that faculty, staff, and students have the requisite attitudes and knowledge to interact appropriately and effectively in a culturally diverse global context (#5.4, 2010).

Since 2006 the UNCG Libraries have reached out to international scholars and visiting librarians by giving them the opportunity to network with library faculty and staff and by offering them a venue for sharing their experiences and best practices through lectures and presentations.

Membership:
- Kathy Bradshaw, 2010 –
- Steve Cramer, 2008-2009
- Mary Jane Conger, 2008 –
- Mike Crumpton, 2009-
- Sarah Dorsey, 2010 –
- Christine Fischer, 2008 -
- Gerald Holmes, 2008 –
- Melvina Ray-Davis, 2008 –
- Nancy Ryckman, 2010-
- Joe Williams, 2010 –
- Sha Li Zhang, Chair, 2008 –

Preservation Committee

Charge: The University Libraries Preservation Committee is established to promote efforts to preserve the content and medium of library collections and resources by making recommendations to the University Librarian regarding preservation management, essential to the University Libraries' mission of

supporting the learning, teaching, research, and service goals of the University. Responsibilities of the Preservation Committee include:

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

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

Membership:
- Mike Crumpton
- Stephen Dew
- Sarah Dorsey
- David Gwynn
- Paul Hessling
- Norman Hines
- Beth Ann Koelsch, (Chair)
- Stacey Krim (Secretary)
- Ann Perdue
- Audrey Sage
- Mark Schumacher
- Carolyn Shankle
- Hermann Trojanoswki
- Ashlee Weitlau
- Sha Li Zhang

Service Award Committee
Charge: The Jackson Library Service Award has been established to recognize and reward members of the SPA Library Staff who provide outstanding leadership and service in furthering the accomplishment of the mission of the Library to provide service to students, faculty, staff and members of the community which the University serves. A staff member is eligible for the award after 3 years' employment in Jackson Library.

Consideration for selection for the award will be given to persons who show commendable initiative and perseverance in their service within the Library. Recipients may be those who quietly work behind the scenes as well as those whose service is more visible to the public. Outstanding contributions within the Unit as well as to the Library as a whole should be considered.

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

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

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

In addition to the above duties, the Committee will review the guidelines for the award; procedures; when/where the award should be presented; and, if a monetary award can/should be made, the amount. The Committee may also be asked to consider and recommend ways to increase funding for this award. These recommendations are to be submitted to the Director or her/his designee for consideration. When recommendations are approved, they will be submitted to the staff and faculty for information before implementation.
Membership:
The Committee membership is composed of 3 staff members and 2 library faculty members, who serve 2-year staggered terms. A person is not eligible for reelection to the Committee for one year after completing a term of service.
- Kathy Bradshaw, (Chair)
- Cindy Zaruba
- Susan Farr
- Cindy Slater

Service Models Task Force
Charge: The purpose of this task force is to look at our public service models on the first floor with the goal of ensuring that we're providing the most efficient and effective service.
- Conduct a literature review and examine national trends
- Benchmark with other libraries
- Meet with the staff in participating departments to gain input
- Examine the physical structure(s) and possibilities
- Provide a report by December 1, 2012 with recommendations

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

Space Planning Committee
Charge: This committee meets as needed in relation to project activities related to space and /or space planning. This year the focus was on preparing the lower level for building the Digital Media Commons and a working group met to direct and coordinate activities.
Membership:
- Mike Crumpton
- Stephen Dew
- Ann Purdue
- Mary Jane Conger

Staff Association
Charge: The purpose of the Association will be to promote the welfare of the University Libraries Staff by serving as a means of communication for the membership, and providing for social functions.
Membership:
- President: Stacey Krim
- Vice President: Mary Jane Conger
- Secretary: Anna Craft
- Treasurer: Jenny Dale
- Social Co-Chairs: Mary Krautter and Christine Fischer
- Staff Room Coordinator: Marilyn Hanichak

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

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

- McKee, Franklin - ex-officio
- Nunnally, Katherine
- Shankle, Carolyn
- Smith, Amy

Student Supervisors Committee
Charge: The Student Worker Supervisors Committee plans, organizes and facilitates the student worker activities for the University Libraries. This includes payroll processing and new hire paperwork, event planning and information dissemination for ensuring students are informed about campus events related to work.
Membership:
- Mike Crumpton, Chair
- Mary Katherine Amos
- Kathy Bradshaw
- Armando Collins
- Cathy Griffith
- David Gwynn
- Lynn Harris
- Susan Hendrickson
- Fairey Horton
- Lynda Kellam
- Katherine Nunnally
- Jennifer Ormsby
- Robin Paschal
- Ann Perdue
- Audrey Sage
- Kathelene Smith
- Karen Ward

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

While the Committee is advisory in nature, its role is vital as it disseminates information to staff about the status of the library's online systems. It also shares news about information technology on campus and in general as it relates to the library. SAC considers problems, concerns, and approaches related to the provision of online services. It recommends priorities and strategies for the continuing development and enhancement of computer-based library applications, electronic information resources, and networks.
Membership
- Chair: Tim Bucknall (ERIT)
- Terry Brandsma (ERIT)
- Mary Jane Conger (Catalog)
- Kathy Crowe (Administration)
- Christine Fischer (Acquisitions)

- Bill Finley (Special Collections & University Archives)
- Lea Leininger (Reference)
- Sha Li Zhang (Administration)
- Joe Williams (Access Services)

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

The timeline for activities runs from the spring Board of Trustees meeting in late April or early May through September. The committee has a core membership but enlists help from other library staff members as needed.
Membership:
- Mary Jane Conger, Co-Chair
- Christine Fischer, Co-Chair
- Katherine Nunnally
- Robin Paschal
- Melvina Ray-Davis
- Brenda Rice
- Audrey Sage
- Anjanie Bledsoe (Office of the Provost)

Faculty
Tenure Attainment:
Christine Fischer – Tenure effective July 1, 2011

Staff
Recognition:
Cheryl Cross was honored by University Libraries when she became the 15th recipient f the annual Martha Ransley Staff Service Award. Cheryl has 5 years of service in the Electronic Resources and Information Technology Department (ERIT) and is well respected by her colleagues and peers for her dedication, professional knowledge and strong work ethic.
Robin M. Paschal - Staff Star Award
Ann Perdue - Staff Star Award

Resignations
Jennifer Mincey, Library Technician, effective June 1, 2011
Laurie Therrien, Technology Support Analyst, effective April 27, 2012

Retirements
Theodore Hunter, Library Technician, effective March 31, 2011
Michael J. Ingram – Library Technician, effective March 31, 2011

Part 6 - Significant Achievements
2011-2012 - University Libraries Significant Achievements

Rosann Bazirjian is an elected member of the SPARC Steering Committee (2010-2013), and an OCLC Global Council Delegate (2010-3013). She also served as a Member on the IRC, International Relations Committee, Europe Subcommittee and the American Libraries Association Membership Meetings Committee. She served as an External Review Panel Member for the ALA Committee on Accreditation for the review and on-site visit to Queens College, School of Library and Information Studies, in New York City. Along with Kathy Crowe, Jenny Dale and Mary Hummel, she had a chapter published *("Living, Learning and Libraries: A Cross-Campus Collaboration")* in <u>Environments for Student Growth and Development: Libraries and Student Affairs in Collaboration</u>. She serves as a Mentor with the UNCG Leadership Institute.

Beth Bernhardt was the Program Chair for the 2011 Charleston Conference and the Co-Editor of the Charleston Conference Proceedings. She also presented twice at ALA Midwinter in Dallas, Texas on Pay Per View and Big Deals. Beth also presented at the Charleston Conference and partnered with Christine Fisher to present a webinar for NISO on Patron Driven Acquisitions. Beth also presented at the ALA Annual meeting in Anaheim, CA on comparing big deal usage statistics. Beth is on four national advisory boards and the North Carolina State Library Continuing Education Advisory Committee. Beth was also the Secretary for the UNCG Faculty Senate.

Kathy Bradshaw served on the University Benefits Committee and is the Affirmative Action Officer for University Libraries. She is a member of the Libraries' Administrative Advisory Group.   Kathy is chair of the University Libraries Service Award committee, chair of the Art Committee, co-chair of the Libraries' Diversity Committee and is a member of the Staff Development Committee.   She is a member of the American Library Association's Library Leadership and Management Association (LLAMA) Staff Development Committee and the Special Libraries Association Strategic Planning Committee for the Academic Division and is a member of the Board of Directors (Communications Director) for the Triangle Society of Human Resources Management.   In this role, she is also the editor for a monthly newsletter (*HR Times*) that has a distribution in excess of 450 members. In her role as Human Resources Librarian, Kathy was the Search Chair for the Diversity Resident Librarian. She serves as a mentor to a UNCG Guarantee student and served as a reviewer for the UNCG Merit Awards Panel.   Kathy worked with the Associate Dean of Public Services to implement the "Mystery Shopper" initiative with University Libraries to assess customer service provided by library personnel. She presented on this topic at the Library Management Institute in Arcadia, Pennsylvania. She also gave several presentations for MLS students on how to prepare for the job market.

She has also sensitive confidential human resources issues such as employee relations concerns, employee benefits questions and disciplinary actions. She started a new blog, University Libraries HR Blog, which focuses on human resources matters specific to University Libraries as well as UNCG. She was also interviewed for the blog "Hiring Librarians" in March, 2012, discussing how entry level librarians should prepare for the job hunt.

Terry Brandsma continued to serve on the Libraries Systems Advisory Committee, the Space Planning Committee, the Collection Development Committee, and on the UNC-wide Automation & Networking Committee, comprised of the systems librarians from the 17 UNC campuses. He also served as the Liaison to the Department of Computer Science. Terry worked extensively with others in the library to investigate alternative library systems, attended numerous conference calls/webinars, coordinated a full day on site vendor demonstration, and reviewed contracts and licenses prior to the selection of a new system, WorldShare Management Services, to be implemented in 2013. He also led the implementation of the new library resources discovery service, WorldCat Local, put into place during the summer of 2012. Terry assisted several library departments with Qualtrics survey setup and statistical gathering, and with MaxBulk Mailer setup and mass email distribution. He attended one professional conference and ten professional seminars/workshops.

Tim Bucknall led the inter-institutional NC DOCKS group in analyzing the usage and relative success of the project during the first three years, and in deciding to create a cooperative solution for research data repository needs. Working with UNC General Administration on a system-wide ejournal analysis, he coordinated much of the data collection for the 17 system schools. Tim led SAC in the WMS selection and in parts of the implementation plan. In response to budget cuts, Tim worked with ERS and others to identify significant journal and database cancellations and then met with academic departments to explain the decisions and work out any needed compromises.

Linda Burr finalized the donation of a $500,000 planned gift when Dean Rosann Bazirjian, Chancellor Brady and Linda Burr traveled to Florida this year. The gift will enhance the holdings of the Music Library and Special Collections and University Archives. The Music Library has been named for Harold Schiffman in honor of this gift. Tom Kirby-Smith, recent Chair of the Friends of the Library Board, donated his collection of modern poetry and established an endowment to continue the collection. The area in front of the first floor area elevator holds this collection in his honor. Lastly, the University Libraries helped sponsor a session at the Alumni Reunion to bring together UNCG's African American graduates from 1960 - 1970 with current students. The discussion was an eye opener for current students and offered the early graduates an opportunity to share their unique history. This was in support of SCUA's African American Institutional Memory Project. The session was called "an amazing event." "It was one of the most, if not THE most, impactful sessions in my years on campus," was another comment made by UNCG staff.

Mary Jane Conger was asked to be involved in determining the organization and best way to describe the materials in the Bernice Bienenstock Furniture Library located in High Point, NC. She made recommendations and supervised the Project Manager who was a former practicum student finishing her degree in LIS. In 8 months about 5,000 titles were cataloged, labeled and organized on the shelves. Holdings for the library are waiting to be uploaded into the international cataloging database, OCLC. Mary Jane supervised five practicum students in the LIS program plus one student in the ACE Scholar program. After their practicum was over, all the graduate students volunteered their time in cataloging for a period of time until they moved on to a job or other interests. With Mac Nelson she taught two sessions of LIS 640: Organizing Library Collections, introducing students to MARC records, AACR2, RDA and Library of Congress Classification. Mary Jane was very active in coordinating efforts for the lower level to be cleared out of physical volumes to make room for the Digital Media Commons by overseeing the weeding and/or transferring of materials to Ferguson.

Richard Cox completed several functional upgrades to our mobile web site, including a My Resources (Research) Application, and Mobile-based Hours, among others. The mobile web site has since become one of the most-used (top 30) areas of our web enterprise. With Vanessa Apple, he completed an upgrade and recoding of our Blackboard Research Portal into a Mobile Research Portal. He redesigned the application and made it mobile-ready, while she completed back-end programming. The Research Portal remains one of the most-used resources within the Libraries, and one of the top ten most accessed applications on our web server. It remains a unique resource that he is asked about frequently by other libraries (https://library.uncg.edu/cgpub/libbb/). Richard completed design and development work on the grant-funded Holocaust Education Research & Outreach Web Project http://library.uncg.edu/dp/holocaust/). Content is continually added as provided by Dr. Schwartzman. Richard launched the campus mapping application with Danny Nanez. Six distinct maps were included in the initial release, and several others are now in development, including maps related to campus biodiversity, SOAR, and others. ITS has chosen this map as the primary source for the upcoming UNCG mobile web presence. This map will, in the future, enable us to develop true walking tours around campus. (http://map.uncg.edu/). Implementation of the new look and feel on the University Libraries web site was completed on time, and in a manner that provides a web site friendlier to a wider variety of users. The new ASP.NET/HTML 5/CSS3 templating system has been rewritten in such a way that in the future it will be able to subsume our current mobile presence into one responsive web site.

Anna Craft gave presentations at the ALA Annual Conference, the Charleston Conference, and the North Carolina Library Association Conference. She was a guest lecturer in LIS 688 (Metadata), and over the course of the year

worked with six practicum students on cataloging and metadata training. She also co-presented two webinars on job search skills, marketed to library school students. Anna chaired the Libraries' Institutional Repository Content Processing/NC DOCKS Task Force, served as Secretary of the Jackson Library Staff Association, and assisted with the work of the Program for Cooperative Cataloging Acceptable Headings Implementation Task Group. She also served as a member of the NC LIVE Metadata Task Force, the UNCG Index Creation Software Evaluation Project, the Libraries' Diversity Resident and NC DOCKS Assistant Coordinator Search Committees, and the Green Library Group.

Steve Cramer organized and co-presented a panel discussion titled "*Embedded Librarians in North Carolina"* at the North Carolina Library Association (NCLA) conference in October 2011. At the same conference he also presented *""Do we Really Need to Pay for This Anymore?" The Best Free v. Fee Sources for Statistics and Country Research"* along with UNCG librarian Lynda Kellam. Steve served as a member of the NCLA Executive Board and as chair of BLINC: Business Librarianship in North Carolina. Steve co-wrote, along with Professor Nicholas Williamson, the third edition of the Export Odyssey textbook; Steve continues to co-teach MKT 426, International Marketing along with Professor Williamson and Bryan School Executive in Residence Samuel Troy.

Kathryn Crowe worked with several colleagues to plan the Digital Media Commons which opened in August 2012. She coordinated several assessment projects including the Libraries Diversity and Inclusion Survey and a 2nd Mystery Shopper assessment of public services. She worked with the Information Literacy Council to develop a UNCG definition of information literacy. As faculty advisor to the Student Libraries Advisory Council she helped organize their "Adopt a Floor" project. She presented two papers at the 4th Quantitative and Qualitative Methods in Libraries International Conference, Limerick, Ireland: "*Improving Teaching and Learning: Using Rubrics to Measure Information Literacy Skills" and "Shop Your Way to Service Excellence: Secret Shopping for Academic Libraries."* Kathryn co-authored a book chapter, "*Living, Learning, and Libraries: A Cross-Campus Collaboration*" in Environments for Student Growth and Development: Libraries and Student Affairs in Collaboration and had a conference proceedings paper, *"Assessment = Improved Teaching and Learning: Using Rubrics to Measure Information Literacy Skills"* in 2010 Library Assessment Conference: Building Effective, Sustainable, Practical Assessment. On campus Kathryn served as the Libraries' SACS Standard Chair, as a Senator and on the search committee for the Executive Director of the Faculty Teaching and Learning Commons. She is co-chair of the planning committee for the Conference for Entrepreneurial Librarians and served as co-chair for the ALA LAMA MAES Using Measurement Data for Library Planning and Assessment committee.

Mike Crumpton coordinated the completion and execution of two major facilities, design and construction projects; the third floor renovation started the previous year was completed and materials and staff were placed and positioned as planned. An opportunity was also created to construct a digital media commons in the lower level of Jackson Library and Mike coordinated the effort to remove remaining materials from the basement and create a design project that resulted in the creation of the Digital Media Commons. Other non-FDC projects began or completed with Mike's involvement included completion of the Researcher Room adjacent to the Hodges Reading Room and the Music Library upgrade that will correspond with a naming event later in 2012. Mike's related efforts in budget activities helped align recurring budget needs with one time spending requests in order to precede with facility upgrades and human resource alignments. Mike served on the University's Research Advisory Committee, Institutional Effectiveness Committee and the Faculty Senate Budget Committee, representing the University Libraries. He also served on ALA LLAMA's Continuing Education Committee and was co-program chair for the North Carolina Library Associations 2011 Biennial Conference. He serves on the board of NCLA's Library Administration and Management section and is the chair for the NCLA Leadership Institute Planning Committee for the 2012 Leadership Institute planned for October 2012. For the University Libraries, Mike chairs the Student Worker Supervisors Committee, the Grants Oversight Committee and is a member of various other committees including the Administrative Advisory Group. Mike is also on the advisory committee for Central Carolina Community College's Library and Information Science paraprofessional program. Mike made numerous presentations this year most notably delivering a presentation on workforce information literacy at the LILAC Conference in Glasgow Scotland in April, along with several presentations at the Library Management Institute in July and also at the 2011 NCLA Biennial

Conference in October. He also presented at the Lilly Conference in October and continued to write his quarterly column for the *Bottom Line*. During this year, Mike also achieved his re-certification as a Senior Professional in Human Resources (SPHR), through the Society of Human Resources Management. Mike also taught FFL 100 in the fall semester and LIS 652 in the spring semester.

Jenny Dale actively serves on several University Committees, including the Undergraduate Curriculum Committee, First Year Task Force, and Rawkin' Welcome Week Committee. She also serves on several University Libraries Committees, and has chaired the Innovation and Program Enrichment Grant committee for the past two years. At the state level, Jenny serves on the Steering Committee for NCBIG, the North Carolina Library Association's instruction interest group. For NCBIG, she helped plan and organize a four-part "Teacher Librarian Academy" for instruction librarians across the state of North Carolina. Nationally, Jenny continues to be active in the American Library Association's Library Instruction Round Table (LIRT). She currently serves on LIRT's Web Advisory Committee. In her primary role as Coordinator of First-Year Programs, Jenny continues to coordinate and teach library instruction sessions for English 101, Communication Studies 105, the Freshman Seminars Program, and Foundations for Learning. She also works closely with the English and Kinesiology departments as their library liaison. Last year, she co-taught the semester-long Foundations for Learning 100 course with Amy Harris Houk. Their course was focused on information literacy and was associated with the First Year Experience program through Housing and Residence Life. Last year, Jenny gave five presentations at state and regional conferences, primarily focusing on topics related to library instruction. She also co-wrote an invited article on embedded librarianship with Lynda Kellam and has two book chapters currently in press.

Stephen Dew authored a book chapter with Joe Williams, *"Creating an Open-Access, Peer-Reviewed Journal: The Journal of Learning Spaces,"* published in <u>The Entrepreneurial Librarian</u>. In addition, he also published two articles in conference proceedings—*"NC DOCKS: The Institutional Repository for the University of North Carolina at Greensboro,"* <u>Symposia Investigatio Bibliotheca Proceedings</u> and *"Taking a Step Back, To Move Forward,"* <u>Charleston Conference Proceedings</u>. Dew also gave a presentation entitled "*The Vinegar Syndrome: A Death Threat to the Microfilm Collection"* at the North Carolina Library Association's Biennial Conference. During the year, Dew served as chair of a national committee—the Publications Committee of the Collection Management Section of the Association for Library Collections & Technical Services. Among his duties as Chair, he served as assistant blog master for the section's blog, *Collection Connection*, and he served as program planning chair for section's annual program, "The Collection Management and Development Forum," at the American Library Association's Annual Conference. In addition, Dew also served as a member of another national committee—the Publications Committee of the Association for Library Collections & Technical Services, and he served as Chair of the UNCG Faculty Senate Scholarly Communications Committee for his fifth year in a row.

Sarah Dorsey's publications include: *"Librarians as Sustainability Advocates, Educators and Entrepreneurs."* In <u>The Entrepreneurial Librarian: Essays on the Infusion of Private-Business Dynamism into Professional Service</u>. Ed by Mary Krautter, Mary Beth Lock and Mary G. Scanlon. Jefferson, NC: McFarland, 2012. Also, she published, with Anne Less and Beth Filar-Williams. *"Talma, Louise."* in <u>New Grove Dictionary of American Music</u>, Second Edition. Grove Music Online*.* Oxford University Press. Forthcoming, article revision. Sarah's presentations include: January 2012. *"'Have you Heard?' Louise Talma (1906-1996) and Her Portrayal of Paradise in a Chamber Opera"* at the Hawaii International Conference on Arts and Humanities, Honolulu, Hawaii. July 2011. Also, "More than Thirteen Ways of Looking at Thirteen Ways of Looking at a Blackbird," a poster session at the International Association of Music Libraries, Dublin, Ireland. Sarah received an IMF grant to attend this conference. She served as an embedded librarian in MUS135, a class for all Music freshmen. Sarah also coordinates the Sustainability Film and Discussion Series which is in its 7th year. In addition, she successfully launched performances in the Music Library once a month after hours on Friday nights! Sarah worked with Diversity Resident Librarian, LaTesha Velez and Music Intern, Lila Yasin. Sarah successfully hired a new employee, Jenny Raabe. Engagement with Patrick Lucas' third year studio in Interior Architecture (IAR) spring semester stimulated renovation planning and execution with support from

administration and on the ground help from Mike Crumpton, Kathy Crowe and Patrick Lucas. Sarah assisted in planning for the upcoming event to celebrate the naming of the Harold Schiffman Music Library.

William Finley gave a presentation on *"Rare and Curious: Gems from UNCG's Special Collections"* at the English-Speaking Union, Greensboro, November 17, 2011. Bill compiled exhibit and exhibit guide, "Jewels for the Crown: Recent Acquisitions for Special Collections & University Archives," for The Jackson Society reception, December 8, 2011. He made a presentation at this event. In addition, Bill mounted an exhibit, "Windows to the World: The Immortal Works of Charles Dickens" in celebration of the Dickens Bicentennial, January-April, 2012. He also served on the planning committee for Dickens-related events.

Christine Fischer co-presented *Patron Driven Acquisitions: Lessons learned and Still Learning* along with Beth Bernhardt for the NISO webinar, *Part 1: Can I Access the World? Involving Users in E-book Acquisitions and Sharing.* Fischer and Michael Winecoff (UNCC) co-presented *Technical Services: Changing Workflows, Changing Processes, Personnel Restructuring…Oh My!* at the North Carolina Library Association Biennial Conference held in Hickory, NC. Fischer served on the North Carolina Serials Conference Planning Committee and was elected in fall 2011 to serve as Secretary/Treasurer of the Resources and Technical Services Section of the North Carolina Library Association. She served as a member of the Faculty Senate Committee on Committees. Fischer was Chair of the University Libraries Government Documents Task Force.

Keith Gorman devoted a significant amount of his time to the department's renovation project, research services, access tools, and operations during his second year in Special Collections and University Archives. Given the scope and complexity of the construction work and the challenges of storage space, the department phased in the move of staff to its new offices (November 2012), the development of a new researcher room (January 2012), the development of a conference room/teaching lab (March 2012), and the relocation of its collections (May 2012). Each of these mini-projects required a great deal of coordination and planning with staff, other library departments, contractors, and movers. Along with the move, Keith sought to enhance the department's reference and instructional services. Small teams were set up to target specific academic departments to offer instruction and research advice. In establishing a designated service point and researcher room, Keith now required all staff to receive training and provide coverage. These efforts have led to a measureable increase in researcher visits. Keith also over-saw the department's adoption of a new archival content management system (Archon) that allowed for the standardization of finding aids and the tracking of newly accessioned collections. Employing a number of temporary project employees, 455 finding aids were imported into the system by May 2012. All of the department's legacy finding aids have been incorporated into Archon and are now EAD compliant and have been assigned a MARC record. In the area of assessment, Keith reviewed and revised the department's monthly data collection and adopted LibAnalytics. By adopting LibAnalytics, the department moved to standardize and simplify data collection. In the area of collection development and outreach, Keith worked hard to begin an internal conversation regarding collection strengths and collecting opportunities. He formed working groups (University Archives, Manuscripts, and Special Collections) to assist with planning. These groups are now working towards a single department collection development policy. Keith also sought to visit all local academic repositories in the Triad to determine their collecting priorities and to promote collaboration and communication when considering new collecting areas. This outreach has contributed to the development of a Special Collections and University Archives section within the Triad Academic Library Association (TALA). Keith chaired the first meeting of the TALA Special Collections group in March 2012. In another outreach initiative, Keith helped to organize and chair the North Carolina Literary Map Advisory Group. The Advisory Group formed to assist in the development and launch of a new online literary map. This outreach effort also led to being invited to give the keynote speech at the North Carolina Writer's Network in April 2012. Keith also published an article *"The Case of a Scrapbook Collection that tripled in Size: The Benefits and Unforeseen Consequences of Digitizing Hidden Collections,"* in the online journal *Primary Source.* He also published a book review in the *Journal for the Society of North Carolina Archivists*. In the area of professional development, Gorman was accepted into the first class of UNCG's Leadership Institute (2012). It is a twelve month institute that

concludes with the submission of a team project. Keith also completed the Leadership Institute for Academic Librarians at Harvard University in August 2012.

Franklin Graves worked closely with the Campus Information Technology unit on a number of important initiatives this year. These initiatives included the move of the University Libraries' server farm from the Libraries to the McNutt Data Center and the migration of all staff and student use computers to UNCG's new Active Directory and General Computing Network. Both of these projects resulted in Franklin having to make significant changes to the process and procedures used by the Libraries' Information Technology Server and Support Team. Franklin also worked closely with the Public Service Heads to develop and implement a plan to increase the number of wired student use computers in Jackson Library.

Cathy Griffith was heavily involved in several projects this year including: the transfer and integration of the Instructional Film and Equipment collections and one Instructional Media Technician from the University Teaching and Learning Center to Jackson Library; the dismantling of recall processes for requested items resulting in faster access to materials through direct borrowing from consortium libraries and Interlibrary Loans, the reduction of the shelving and redistribution of collections in the Jackson Library Reading Room providing additional space for users and computers, the classification and reorganization of the Libraries entertainment DVD collection making it browse-able by genre, and the implementation of procedures giving non-University borrowers the ability to renew materials online.

David Gwynn supervised five new and five ongoing digital projects consisting of over 85,000 scanned images. New projects this year included the *Bernard Greenhouse Collection*, the *Physical Education Pamphlets Collection*, the *University Archives Scrapbooks Collection*, the WUAG digital exhibit, and the LSTA-funded *North Carolina Runaway Slave Advertisements: 1751-1840*. In June, David secured a new $203,910 LSTA grant for the two-year *Textiles, Teachers, and Troops* project, a collaborative venture between the University Libraries, the Greensboro Historical Museum, Bennett College, Greensboro College, Guilford College, and NC A&T State University. David served on the Elections, Grant Oversight, Preservation, and Student Supervisors committees and the Digital Projects Priorities Team within the Libraries. He also served on the organizing committee for the Entrepreneurial Librarian Conference and the steering committee for a regional digital humanities initiative funded by four area universities. David was a guest lecturer in LIS 630 (Computer-related Technologies) and 644 (Digital Libraries), and co-taught sessions of LIS 643 (Metadata) with Anna Craft and HIS 212 (United States History since 1865) with Beth Ann Koelsch. In addition, he supervised one practicum student, one independent study student, and one Real Learning Connections graduate assistant. David presented *"Broadsheets on a budget: Low-cost Approaches to Newspaper Digitization Projects"* at the CONTENTdm Midwest User Group Meeting in May and co-presented with Anna Craft on *"Thinking Outside the Search Box: Redefining the Roles of Catalogers in an Academic Library"* at ALA Annual (ACLTS Metadata Interest Group) in June. In addition to several articles in the SNCA newsletter, David published a chapter entitled *"Minimizing Privacy and Copyright Concerns with Online Local History Collections"* in Preserving Local Writers, Genealogy, Photographs, Newspapers and Related Materials (Carol Smallwood and Elaine Williams, eds., Scarecrow Press). He also maintained the digital projects unit's blog and Facebook pages. Finally, he consulted on digitization with faculty members in the history and religious studies departments as well as with institutions including the Greensboro Historical Museum, Rockingham County Public Library, and Coastal Carolina University.

Paul Hessling serves on the Undergraduate Research Award Committee which selected the third recipient of the award, and on the Peer Evaluation and Tenure Committee. His proposal for a fifth phase of the American Trade Bindings project was accepted and work on this project should be completed in the coming year. He spent a week at California State University, Fullerton investigating their large collection of trade bindings. He and his team planned and successfully carried out a project to reduce a backlog of Special Collections monographs, cataloging ninety percent of the backlog. He and William "Mac" Nelson went to Wellfleet, Massachusetts to assess and pick up additional materials for the Bernard Greenhouse Cello Collection; there they also served as Library representative at events and services to honor the late Mr. Greenhouse.

Gerald Holmes served on the Chancellor's Advisory Committee for the Office of Equity, Diversity and Inclusion for the University. He served on the Department of Library and Information Studies Advisory Committee. He also served on the Department of African American Studies Advisory Committee. As Diversity Coordinator, Gerald served as an Ex officio member of the Diversity Committee, Diversity Coordinator for the Post MLS Diversity Residency Librarian program, and served as a Co-Principal Investigator for the Second ACE Scholars program grant that received $889,401 from the Institute of Museum and Library Services (IMLS) Laura Bush 21st Century Librarian Program (2010-2013). Gerald served in an Advisory role on the UNCG Alumni Association Planning Committee for the 45th Anniversary (2013) of the Neo-Black Society. He served on the Dr. Martin Luther King, Jr. UNC at Greensboro Campus Observance Speaker Selection Committee for January 2013. He attended the week-long 2011 Harvard University, Leadership Institute for Academic Librarians from July 31-August 5. He presented as part of the panel, *"Winning on Two Fronts: How Library Residencies are Placing Libraries at the Leading Edge of Innovation and Diversity Initiatives"* during the 2012 ALA Annual Conference in Anaheim, CA on June 23.

Amy Harris Houk served actively on three university committees in 2011-2012: Student Learning Enhancement Committee, University Teaching and Learning Center Advisory Committee, and the Academic Integrity Advisory Committee. She also served as Co-Chair of the Information Literacy Council. Amy also continues to serve as a member of the editorial board of Multimedia Educational Resource for Learning and Online Teaching (MERLOT). She became Chair of the Reference and Adult Services Section of the North Carolina Library Association (NCLA) in October, 2011. She gave presentations at five state-level conferences on various information literacy topics, and co-presented with Jenny Dale two workshops as part of a Teacher Librarian Academy sponsored by the College and University Section of NCLA. She co-taught a section of Foundations for Learning with Jenny Dale. She worked closely with the Assistant Director for Adult, Transfer, and Commuter Students to provide an introduction to research and library tours at Get Set Saturday before the Fall and Spring semesters.

Lynda Kellam became a member of the Administrative Committee of the International Association for Social Science Information Service and Technology (IASSIST), the leading international organization for data professionals. She also serves as the workshop organizer for the annual IASSIST conference held this year in Washington, DC. She assumed the Chair duties of the North Carolina Library Association's Government Resources Section in October 2011. She also became a Co-Chair of the Education Committee of the American Library Association's Government Documents Round Table and the Vice-Chair/Chair-Elect of the Association of College and Research Libraries Law and Political Science Section. She and Jenny Dale were invited to write an article on embedded librarianship for *Library Media Connection*, a national school media magazine, published in January 2012. The article was based on their work with the living learning communities at UNCG. She gave two international presentations and five state level presentations. She helped to coordinate a popular webinar series entitled *"Help! I'm an Accidental Government Information Librarian"* for the North Carolina Library Association's Government Resources Section. The series has presented 18 webinars on a variety of topics since April 2011 and has had participants from all over the United States. In addition to her library duties, Lynda has served as an adjunct lecturer for the Political Science Department teaching a course on world politics since fall 2011.

Beth Ann Koelsch managed collection development, administration, donor relations, promotion, and continued to direct the financial resources of the Betty H. Carter Women Veterans Historical Project (WVHP) on expanding the oral history collections. She coordinated the addition of ten new oral histories and four additional collections to the WVHP. Beth Ann organized, coordinated and publicized the annual Women Veterans Luncheon. She curated exhibits for the University Libraries, the Women Veterans' luncheon, the UNCG Veterans community, as well as for university and community outreach events. She solicited UNCG faculty about integrating Special Collections and University Archives materials into their instruction and taught UNCG undergraduate class sessions about primary source materials and oral histories. She wrote an annual budget for the WVHP and worked closely with the library development officer to enhance funding efforts for the WVHP. Beth Ann provided on site and remote reference patron assistance for the WVHP and general SCUA collections and wrote a Libguide for WVHP materials. She contributed to general library educational outreach efforts via audio and video podcasting. Beth Ann designed a

successful proposal for a Real Learning Connections (RLC) Oral History/Indexer project and instructed and supervised a RLC student on the project.   She was invited to present a paper on challenges of collecting oral histories from U.S. women veterans for the organization of American Historians/ National Council on Public History 2012 Annual Meeting. Beth Ann also promoted the WVHP by giving presentations to community groups and at Duke University Center for Documentary Studies, designing exhibits for community events, and hosting a web conference for the *Help! I'm an Accidental International Government Information Librarian* Series. She was elected treasurer on the Board of the Society of North Carolina Archivists, and was a member of the 2012 Society of North Carolina Archivists Annual Conference Planning Committee. Beth Ann is a founding member of the Society of American Archivists (SAA) Military Archives Roundtable as well as being an active member of the SAA Oral History Section. She joined the UNCG Veterans Day Planning Committee to network with other UNCG offices and departments in order to enhance the visibility of the WVHP with current students, alumni and the local community. She serves as chair of the University Libraries Preservation Committee, the library liaison to the UNCG Student Veterans Association as well as the Library Faculty Representative for the University Intercollegiate Athletics Committee (FICA).

Mary Krautter is Head of Reference and Instructional Services at Jackson Library. She also serves as liaison to the Women's and Gender Studies program and the Department of Specialized Education Services. Her activities during the past year have included co-editing The Entrepreneurial Librarian: Essays on the Infusion of Private-Business Dynamism into Professional Service, which was published by McFarland in February of 2012. She also published a chapter entitled *"Addicted to Print: Overcoming Book Lust in the Academic Library Reference Collection"* in Leading the Reference Renaissance: Today's Ideas for Tomorrow's Cutting Edge Services, edited by Marie L. Radford (Neal-Schuman, 2012**).** *"Weeding with a Repurpose"* appeared in 2011 in Charleston Conference Proceedings, 2009; this article was based on a joint presentation delivered at the Charleston Conference in 2009 with her co-author Michael Crumpton. Mary's presentations included *"Standing on the Shoulders of Giants: Using Project Information Literacy For Faculty Outreach,"* co-presented with Amy Harris Houk at the Metrolina Information Literacy Conference, Charlotte, NC, June 2012. She also co-presented with Anna Craft and Beth Filar Williams two sessions for LIS students: *"Career Building Basics: Become the Successful Job Candidate"* and *"Career Building Basics: Successful Interviews."*   Mary was a member of two panels for library school students: *"How Information Professionals Present in Today's Landscape: A Panel Discussion"*   which was presented at Library School of North Carolina Central University, and *"Practitioner Panel: Insider Views of LIS Jobs,"* presented for LIS Career Day, University of North Carolina at Greensboro.   In addition, she was a member of a panel at North Carolina Library Association Biennial Conference, entitled   *"Tips and Tricks for Job Seekers: A Panel Discussion."*   Mary is Treasurer of the North Carolina Chapter of Special Libraries Association and also serves as a member of the Executive Board of the Chapter and has served on the Sarah Aull Award Committee and the Resume Review Committee for the Chapter. Mary is also a Programming Committee Co-Chair for BOOKMARKS Book Festival, which promotes literacy and reading, and which is held annually in Winston-Salem.

Erin Lawrimore, during her first year at UNCG, made numerous presentations to undergraduate and graduate classes, alumni groups, and departments and organizations across campus. Presentations included a history of UNCG in the 1970s during Alumni Reunion Weekend, a discussion of records management for SPARTAN (the Signature Program for Administrators of Research, Training, Advancing and Networking), a history of physical education and sport on campus for a kinesiology course, and a history of disability services at UNCG as part of the Libraries' disability services workshop series. With a colleague in the Libraries' ERIT department, she was awarded the 2012-2013 Innovation and Program Enrichment grant for the project "Building the Framework for Mobile Historic Walking Tours," which will build upon the existing interactive UNCG campus map by adding walking paths and repurpose existing information/digital objects to create individual web pages that focus on the history of each building on campus and enhance the map. Additionally, she organized, moderated, and served as commentator for a panel discussion at the 2011 Society of American Archivists (SAA) annual meeting entitled "Pay It Forward: Interns, Volunteers and the Development of New Archivists and the Archival Profession." She was appointed to two two-year (2011-2013) positions within SAA leadership: Co-Chair of the SAA Awards Committee and member of the SAA Annual

Meeting Task Force. As managing editor, she coordinated the publication of the 2012 issue of the peer-reviewed journal *Provenance*. She also served as a peer reviewer for grant applications for the National Historical Publication and Records Commission. She presented a professional poster on undergraduate curriculum engagement in peer-reviewed sessions at both the 2012 Society of North Carolina Archivists annual meeting and the 2012 Librarians Association of UNC Research Forum. She also served as a lecturer for San Jose State University's School of Library and Information Science.

Lea Leininger contributed presentations at two conferences: Medical Library Association Mid-Atlantic Chapter (Richmond, Virginia) and Library 2.011 (online). She also provided an online continuing education workshop for librarians, *"PubMed, PubMed Central, MedlinePlus: What's the Difference?"* Closer to home, Lea provided 63 library workshops for classes and other students groups, plus additional training workshops for faculty outside the library and for library personnel. Lea provided liaison librarian services to health and life sciences units: School of Nursing, Departments of Biology, Nutrition, Public Health Education, Communication Sciences and Disorders, Joint School of Nanoscience and Nanotechnology, the Genetic Counseling Program, and several pre-health and pre-science learning communities. For example, during the eight months from July 1, 2011 to early March 2012, Lea worked individually with health and life science students and faculty on over 223 information and research questions. Ms. Leininger also maintained over 40 online library guides, which received more 2,275 views altogether during the year. She worked with library administrators and with faculty representatives to the library on a large number of library collection projects in reaction to budget and space issues. As a member of the advisory committee on the library catalog (SAC), Lea helped to investigate WorldCat Local, a new catalog, and organized reference librarian feedback regarding this system for library administrators and information technology personnel. As a member of the UNCG Breastfeeding Committee, Lea provided input during the planning of several additional lactation rooms on the UNCG campus.

Kimberly Lutz organized a one-day conference for Carolina Consortium members at UNC Charlotte, coordinating librarian and vendor participants. The event drew the largest attendance to date. Kimberly also presented on how the Carolina Consortium can work with smaller colleges and two-year colleges. At the behest of GA, she evaluated the title-by-title usage of OUP journals across UNC system schools. In terms of community engagement, Kimberly participated in the early stages of planning for "Degrees Matter!" a new campus and community initiative to increase college graduation rates among adults who left college before obtaining their degree, as well as spearheaded a project with Professor Spoma Jovanovic to deliver books to Dudley High School. The high school's media center is severely underfunded, and, after meeting with their media specialist, was able to identify gift books and discards that fit its collection (approximately 600 books delivered). Working with Kathy Crowe and Melvina Ray-Davis, she revamped the display committee, rolled out online booking process, publicized display case availability to campus groups, and designed displays to highlight library services. Continuing a program of highlighting UNCG faculty research that is relevant to libraries, Kimberly organized talk by Dr. Patrick Lee Lucas on learning space design for an audience of approximately 35 faculty, staff, students, and community members.

Barry Miller organized a series of programs reaching out to the greater Triad community as well as the campus, including a series of programs celebrating the bicentenary of Charles Dickens, a successful children's book author and storyteller visit, documentary film screenings, and events with a Pulitzer Prize-winning photographer and several prominent authors including Kim Edwards, Matthew Pearl, and Bill Ferris. He presented and wrote an article on the topic, *"Establishing the Library in the Cultural Fabric of the Community,"* and converted the *Library Columns* publication to a monthly, online communication vehicle based on blog postings from the Libraries' blogs.

Daniel Nanez, in conjunction with Facilities, Office of Space Management, University Relations and Student Services, created an interactive Campus Map (http://map.uncg.edu) to display campus building, landmark and parking information. The map can show your location and automatically adjusts itself to fit your screen size. The Campus Map also allows us to plug information from different sources to build different maps such as Dr. Bruce Kirchoff's Map of Campus Trees (http://library.uncg.edu/map/tree).

Mac Nelson was elected to the Executive Board of the Music OCLC Users Group (MOUG) and will serve a two-year term as the organization's Continuing Education Coordinator at the national level. For the Music Library Association, he is presently Chair-elect of the Carol J. Bradley Award Committee and also serves on the Education Committee and the Educational Outreach Program Subcommittee (EOP) at the regional level. On behalf of the EOP, he completed his term as Chair of the Educational Outreach Task Force on Curriculum Design for Cataloging Video Recordings Mac continued his activities in the Southeast Chapter of the Music Library Association (SEMLA) as co-presenter of two workshops, "Cataloging Sound Recordings" and "Cataloging Video Recordings." In addition to his cataloging activities at UNCG, Mac published a review of *The Lost Cellos of Lev Aronson* in *Fontes Artis Musicae* and, additionally, a review of *The British Book Trade: An Oral History* in *The Oral History Review* of the Oxford University Press. Other publications included "*Saviors of Backcountry History: Brooks Gilmore*" in the *Journal of Backcountry History* and a discography, with Sonia Archer Capuzzo, of the sound recordings of Cello Collection donor Bernard Greenhouse. Mac also collaborated with library colleagues and REAL Learning Connections intern Jacey Kepich on the Bernard Greenhouse digital project, the first multimedia digital project yet undertaken by the University Libraries. Additionally, Mac served as Secretary of the Library Faculty and as a member of the Innovation and Program Enrichment Grant Awards Review Committee. He remained actively involved in library education, with Cataloging Department Head Mary Jane Conger, as guest lecturer in the Library and Information Studies Department and also served on the University's Advisory Committee on Intercollegiate Athletics (ACIA) and Faculty Enrollment Management Committee (FEMC).

Nancy Ryckman is chair of the University's Writing Intensive Committee and in that role has reviewed numerous WI course proposals and worked with faculty and the CAC Director to upgrade the quality of student writing assignments. She is a member of the Teaching Resources Center Advisory Committee and the Faculty Senate Promotions and Tenure Guidelines Committee as well as the Liaison to the Writing and Speaking Centers. She is the Library Liaison for ten academic departments or programs for whom she has created and/or maintained almost 60 subject-specific web pages highlighting pertinent research resources. She has assisted several of the Library and Information Studies graduate students with resume, cover letter, and interview and mentored two of the Reference Interns. She is the official mentor for two librarians but has been advising others on tenure/reappointment portfolio preparation and content. She has been coordinating 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 serves as chair of the Library Faculty and chair of the University Libraries Undergraduate Research Award Committee. She is chair of the Peer Evaluation and Tenure Committee which has included being one of the lead writers for some of the Libraries' governing and timeline documents. She is a member of the Collection Management Committee, Library Elections Committee, Art Committee, Liaison Task Force, and Book Budget Subcommittee.

Mark Schumacher served as a member of the Capital Campaign Feasibility Study in the Fall of 2011, helping to determine the future directions such an endeavor might take. He serves as a member of the newly-formed Multicultural Resource Center Collective, attending several meetings to help determine the future directions for that organization. Mark also made considerable progress on his Amy Sacker web site, adding additional titles to the inventory and providing additional information on titles already included. Working with experts like Richard Minsky and John Lehner has added to the "knowledge base" on Sacker. He proctored over 250 exams for distance education students from a dozen institutions around the US. Mark coordinated the library tours for the SOAR program, serving over 550 visitors to the campus.

Hermann Trojanowski was a guest lecturer for Foundations for Learning (FFL) classes as well as guest co-lecturer for Advance Topics in Sport Exercise/Psychology (KIN 748), Approach to Literature (ENG 104), Foundations for Learning (FFL), History and Philosophy of Sport and Physical Education (KIN 351), Summer Launch, and University Studies (UNS) classes. There were 467students in the above nineteen classes. Hermann provided a presentation about the history of the university at the August 2011 New Faculty Orientation, gave a poster presentation titled "*Designing the Researchers' Space*" at the Society of North Carolina Archivists Conference in March 2012, and made opening remarks and gave an update on the African American Institutional Memory Project at the 1960-2015: An Interactive

Session Between African American Students during 2012 Alumni Reunion Weekend.   To promote the outreach efforts of the University Libraries, he co-led historic campus tours for seven groups of alumni, staff, students, and visitors with 120 participants; manned the University History exhibit at the Alumni Reunion's Spartan Expo; and posted two blogs on the centennial of the McIver Statue and the 2012 Alumni Reunion. Hermann curated one exhibit and co-curated three exhibits covering topics such as the history of the university for Alumni Reunion, McIver Statue centennial, nursing textiles for School of Nursing Scholarship Recognition Luncheon, and vintage gym suits and photographs for the First National Conference on Girls and Women in Sports and Physical Activities. He conducted eleven oral history interviews, wrote abstracts and biographical notes, and edited eight transcripts for the African American Institutional Memory Project. In addition, he coordinated the editing of transcripts, writing of the abstracts and biographical sketches, and the digitization of thirty-five interviews for the UNCG Centennial Oral History Project Collection. Hermann served as project coordinator with the Digital Projects Office to digitize 240 University Archives scrapbooks, which will be available online in the fall 2012. He served on the Society of North Carolina Archivists 2012 Annual Conference Local Arrangements Committee, University Faculty Professional Development & Welfare Committee, UNCG Board of Trustee's Policy on Naming Opportunities for Facilities and Programs Committee, and four University Libraries committees.

LaTesha Velez worked in ERIT and the Department of Administration during the 2011/2012 fiscal year. During her ERIT rotation, LaTesha recorded new "Find a book by keyword", "Find a book by title", "Find a book by author", "Find a court case using LexisNexis" and created a "Find a movie" tutorial using Camtasia. LaTesha also made suggestions for additions/ improvements to LIS LibGuide, made additions to LIS LibGuide, made suggestions for additions to new e-book LibGuide, and made additions to e-book LibGuide. During her rotation in Administration, LaTesha added entries to the New Faculty Publications blog and created a poster for the New Faculty Publications Reception. She also worked on several assessment projects including a survey about diversity in the libraries and surveys about how library usage relates to student GPAs as well as student retention and persistence. LaTesha's work on these assessment projects included performing literature reviews, revising surveys, analyzing the data, coding open ended questions, and creating graphs to illustrate the survey findings. She also benchmarked UNCG's Friends of the Library group against peer institutions and created a summary report based on her findings. LaTesha assisted in the design of an orientation guide for future diversity residents and served on the Diversity Resident Librarian search committee. LaTesha was also involved in curating an art exhibit to be held as part of UNCG's recognition of Veteran's Day.

Beth Filar Williams hosted the first ever international virtual intern through the Digital Libraries Learning program in Europe in the month of February. She also organized and often co-presented dozens of online workshops and orientations for UNCG including a "Google for Research", "Scholarly Management", and several tools from the Instructional Tech Toolkit. She created some new guides such as one for ebooks, streaming films, and using Google scholar. Beth was voted chair-elect/Vice Chair of the ACRL University Libraries Committee – a three year term.   She was also one of the three individual (not associated with a committee) panel presentations accepted for ALA 2012 in Anaheim on Diving In and Learning to Swim at a New DE Librarian. Beth presented a half day workshop at the state association conference on instructional design for librarians. She also had published: a book chapter "*Librarians as Sustainability Advocates, Educators, and Entrepreneurs"* in The Entrepreneurial Librarian; a peer-reviewed article "*Embedding your Green Message through Asynchronous Learning"* in the *Electronic Green Journal*; an invited article called "*Fostering Library as Place for Distance Students: Best Practices from Two Universities"* in *Internet Reference Services Quarterly*, At A Distance Column; a short piece called *Green Teen Programming* was published in the YALS journal; and a book chapter *"Greening Librarian Blogging"* in Greening Libraries by Antolli and McCullough.

Joe Williams led, as editor in chief, the *Journal of Learning Spaces* through its first full year of publication (2 volumes). The journal is a peer reviewed, open-access journal hosted by the University Libraries with editorial, advisory, and peer review board members from across the US. He coordinated the 2012 NC Sirsi-Dynix Users Group's first "Technology Day" on UNCG campus as the Group's President. He continued to expand and refine the Libraries'

technology lending and faculty research room lending programs. Williams also led the planning and organization of a Learning Spaces Workshop for UNCG administrators and teaching faculty in early 2012-13.

Sha Li Zhang served on the UNCG's Textbook Advisory Committee and International Students and Scholar Services (ISSS) Committee in 2011-2012. She has continually served as Project Director/Principal Investigator of the UNCG Academic and Cultural Enrichment (ACE) Scholars Program's second cohort which was funded with $889,401 funded in 2010 from IMLS Laura Bush 21st Century Librarian Program respectively. She is a member on the Libraries' AAG, SAC, and she chairs the Libraries' Collection Management Committee. On professional committees within American Library Association (ALA), Sha Li serves as Chair of ALA's International Relations Committee (IRC) for 2010 -2012, appointed by the ALA president. IRC is responsible for ALA's international relations programs and initiatives. Sha Li is a member on the ALA Advocacy Coordinating Group, 2010-2012. On a global scale, Sha Li serves on the IFLA's Section Standing Committee on Acquisition and Collection Development and on the North American Organizing Committee which is planning for another China – North American Library Conference. Sha Li's publications include *"Message from IRC Chair,"* in *International Leads*; *"IFLA 2011 Annual Conference Report,"* in *ALCTS Newsletter Online (ANO)*; *"Implementing Patron-select Models for E-book Collections: A Case Analysis at a University Library in U.S.,"* in *Conference Proceedings of the Satellite Conference, Acquisitions and Collection Development Section* August 2011; *"Dr. Hwa-Wei Lee ： A visionary leader on China – U.S. library development,"* in *Public Library Journal* (published in China), November 2011; Co-author with Clara Chu, *"Recruiting Future Librarians with Diverse Backgrounds Through Collaboration and Learning: The ACE Scholars Program,"* in *SETBulletin*, IFLA Section on Education & Training, January 2012, and *"Sharing Digital Resources Globally: the China – North America Library Conference,"* in *Library Hi Tech News*, July 2011. Sha Li's presentations are: *"Recruiting Future Librarians from the People of Color: A Collaborative Project in North Carolina,"* at *Intersect 2012 - Diversity & Leadership Conference*, Elon University, February 2012; *"Recruiting Future Librarians with Culturally Diverse Backgrounds: A Progress Report on a Collaborative Recruitment Project,"* at the AL 2012 Annual Conference in Anaheim, California, June 2012. Sha Li also gave several poster sessions at the library conferences in promoting the ACE Scholars Program: at the ALA 2012 Annual Conference, June 2012, at *2011* iDEAL Summit, November 2011, and at 2011 NCLA Conference, Hickory, North Carolina, October 2011.

Part 7 – Information Resources & Services

I. COLLECTION / RESOURCES	7/1/2011	6/30/2012	Change
A. BOOKS, SERIALS BACKFILES, OTHER (DOCS)			
1. Paper volumes added (gross)	21,072	22,106	1,034
2. Paper volumes withdrawn	30,883	21,517	(9,366)
3. Paper volumes added (net)	-9,811	589	10,400
4. Paper volumes (total)	1,150,668	1,129,236	(21,432)
5. Paper titles added (gross)	17,943	19,584	1,641
6. Paper titles withdrawn	4,273	11,801	7,528
7. Paper titles added (net)	4,792	7,783	2,991
8. Paper titles (total)	846,977	854,760	7,783
9. Microform units added (gross)	662	402	(260)
10 Microform units withdrawn	433	563	130
11. Microform units added (net)	-10	-161	(151)
12. Microform units (total)	327,477	327,316	(161)
13. Microform titles added (gross)	1	9	8
14. Microform titles withdrawn	0	0	0
15. Microform titles added (net)	1	9	8
16. Microform titles (total)	63,824	63,825	1
17. Electronic book titles added to catalog (net)	44,041	62,937	18,896
18. Electronic book titles catalogued (gross)	375,480	438,417	62,937
19. Electronic serials added to catalog (net)	3,596	4,827	1,231
20. Electronic serials catalogued (gross)	35,415	39,024	3,609
21. Web sites added to catalog (net) [i]	646	254	(392)
22. Web sites catalogued (total) [i]	18,574	18,828	254
23. Monographic volumes purchased	18,645	17,930	(715)
B. GOVERNMENT DOCUMENTS			
1. Paper			
a. Documents added (gross)	1,470	1,231	(239)
b. Documents withdrawn	2,668	1,001	(1,667)
c. Documents added (net)	-698	230	928
d. Documents (total)	222,091	222,321	230
e. Document titles added (net)	-419	138	557
f. Document titles (total)	132,816	132,954	138
2. Microforms			
a. Microforms added (gross)	2,816	4,803	1,987
b. Microforms withdrawn	1,436	11	(1,425)
c. Microforms added (net)	2,730	4,792	2,062

d. Microforms (total)	395,252	400,044	4,792
e. Microform titles added (net)	1,332	2,074	742
f. Microform titles (total)	248,168	250,242	2,074

COLLECTION / RESOURCES (cont.)	7/1/2011	6/30/2012	Change
3. Electronic Documents			
a. Electronic Documents (total units)	3,313	3,351	38
b. Electronic Documents (titles)	2,995	2,990	(5)
4. Serials in Documents (included above)	4,106	4,054	(52)
TOTAL DOCUMENTS (UNITS)	620,656	625,716	5,060
TOTAL DOCUMENTS (TITLES)	383,979	386,186	2,207
TOTAL BOOKS AND DOCUMENTS	**2,110,446**	**2,193,369**	**82,923**
C. SERIALS (periodicals and continuations)			
1. Paper and microform serials (total)	1,545	1,374	(171)
2. Paid subscriptions	1,456	1,291	(165)
3. Gift subscriptions	89	83	(6)
4. Paper and microform serials added (gross)	10	1	(9)
5. Paper and microform serials added (net)	-204	-118	86
6. Subscription databases & CDROMS (paid and unpaid)	740	517	(223)
TOTAL SUBSCRIPTIONS	2,557	1,891	(666)
7. Number of current serials purchased	3,334	2,780	(554)
a. Electronic (deduplicated)	1,550	1,288	(262)
b. Print (and other non-electronic format) serials purchased	1,784	1,492	(292)
8. Number of current serials received but not purchased	52,280	49,911	(2,369)
a. Consortial [ii]	24,728	24,718	(10)
b. Freely accessible [iii]	18,932	21,079	2,147
c. Print (Exchanges, gifts, etc.)	89	60	(29)
d. Government documents	4,106	4,054	(52)
TOTAL SERIALS RECEIVED	55,475	52,691	(2,784)
D. COMPUTER FILES [NOT books or serials]			
1. Computer files (total)	686	700	14
2. Computer files added	18	14	(4)
3. Institutional Repository items (NC DOCKS)	7,208	7,918	710
E. DIGITAL COLLECTIONS			
1. The number of collections [iv]	24	24	0
2. The size (in gigabytes) of library digital collections [v]	1,450	2,250	800
3. The items in library digital collections	11,254	22,288	11,034
4. The number of document views [vi]	1,636,392	1,078,966	(557,426)
5. The number of visitors [vii]	497,242	302,418	(194,824)

	7/1/2011	6/30/2012	Change
6. Number of official projects completed	9	8	(1)
7. Number of master digital image/text files created	123,180	85,874	(37,306)
8. Size (in gigabytes) of master digital image/text files created	667	2,576	1,909
9. Number of master digital image/text files available online	147,500	216,091	68,591
10. Number of master audio/visual files created	150	118	(32)
11. Size (in gigabytes) of master digital audio/visual files created	101	69	(32)
12. Total number of archived files	114,596	325,135	210,539
13. Size (in terabytes) of total archived files	2.86	5.23	2.37

COLLECTION / RESOURCES (cont.)	7/1/2011	6/30/2012	Change
F. AUDIOVISUAL UNITS			
1. Audiovisual units added (net)	3,795	2,565	(1,230)
2. Audiovisual units (total)	49,719	53,052	3,333
a. Audio	19,019	20,031	1,012
b. Film / Video	6,435	6,430	(5)
c. Graphic (pictures and slides)	10,283	10,283	0
d. Maps	3,844	3,695	(149)
e. DVD's / Laserdiscs	9,918	12,633	2,715
3. Audiovisual titles added (net)	865	2,565	1,700
4. Audiovisual titles (total)	31,677	34,242	2,565
a. Audio	14,513	15,490	977
b. Film / Video	5,895	5,891	(4)
c. Graphics and posters	431	431	0
d. DVD's / Laserdiscs	7,632	9,152	1,520
5. Other formats (realia, artifacts, puzzles, kits, etc.)	242	238	(4)
6. Other formats unit added (net)	-8	667	675
7. Other formats titles (total)	3,423	3,491	68
8. Other formats titles added (net)	-3	-4	(1)
G. MANUSCRIPT AND ARCHIVES			
1. Non-University (linear feet) [viii]	1,347.01	1,493.51	147
2. University (linear feet)	1,655.64	1,861.80	206
3. Other (items) [ix]	99,319	99,458	139
H. MONOGRAPHS			
1. Book titles received (firm)	8,657	7,491	(1,166)
2. Book titles received (approval)	9,444	9,361	(83)
3. Book titles received (standing orders)	427	485	58
TOTAL BOOKS RECEIVED	19,437	17,337	(2,100)
I. PRESERVATION SERVICES			
1. Binding and Repair	6,608	6,008	(600)

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

(ii) Titles in NC LIVE databases

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

(iv) 3 new collections, 6 old collections consolidated into 3, so no net change

(v) Estimate, as this metric is not actually countable with CONTENTdm

(vi) Estimate, no longer as meaningful due to advances in webpage design

(vii) Estimate, no longer as meaningful due to advances in webpage design

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

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

II. LIBRARY SERVICES	7/1/2011	6/30/2012	Change
A. DOCUMENT DELIVERY / INTERLIBRARY LOAN			
1. Returnable	5,518	5,371	(147)
a. Faculty	1,998	2,462	464
b. Graduate	2,330	1,950	(380)
c. Undergraduate	1,161	931	(230)
d. Distance Education	29	28	(1)
2. Non-returnable	4,692	2,704	(1,988)
a. Faculty	3,297	1,206	(2,091)
b. Graduate	1,089	1,215	126
c. Undergraduate	256	258	2
d. Distance Education	50	25	(25)
3. Electronic Document Delivery	922	661	(261)
TOTAL DOCUMENT DELIVERY / ILL BORROWING	11,132	8,736	(2,396)
4. ILL Lending			
a. Returnable	8,085	7,669	(416)
b. Non-returnable	1,474	1,090	(384)
TOTAL DOCUMENT DELIVERY / ILL LENDING	9,559	8,759	(800)
B. CIRCULATION LOANS			
1. Total University Libraries Circulations	389,267	307,691	(81,576)
a. Initial Checkouts	138,684	145,089	6,405
b. Reserve Checkouts	46,170	56,368	10,198
c. Renewals	66,916	64,815	(2,101)
d. In-House Use	47,779	41,351	(6,428)
2. Total JACKSON Circulations	300,497	441,847	141,350
a. Initial Checkouts	121,831	128,929	7,098
b. Reserve Checkouts	38,542	49,805	11,263
c. Renewals	60,026	59,003	(1,023)

	7/1/2011	6/30/2012	Change
d. In-House Use	42,170	35,977	(6,193)
e. Manual/External Transactions	89,718	134,156	44,438
i. Documents	1,880	79	(1,801)
ii. Microforms	915	745	(170)
iii. SCUA	4,705	4,247	(458)
iv. E-Books	82,218	129,085	46,867
3. Total MUSIC Circulations	36,980	33,909	(3,071)
a. Initial Checkouts	16,853	16,160	(693)
b. Reserve Checkouts	7,628	6,563	(1,065)
c. Renewals	6,890	5,812	(1,078)
d. In-House Use	5,609	5,009	(600)
4. Selected Circulation Counts by Item Type or Location			
a. AV Materials (total circulation count)	25,791	106,992	81,201
i. Jackson Library AV Materials	66,220	99,435	33,215
ii. Music Library AV Materials	7,999	7,557	(442)

LIBRARY SERVICES (cont.)

	7/1/2011	6/30/2012	Change
b. Laptop Circulation Count	18,612	25,539	6,927
i. Jackson Library Laptop Circulation	18,369	25,234	6,865
ii. Music Library Laptop Circulation	243	305	62
c. Storage Circulations	643	250	(393)
d. In-House Use of Books/Stacks (total circulation count)	42,506	38,359	(4,147)
i. Jackson Library	37,244	33,239	(4,005)
ii. Music Library	5,262	5,120	(142)
e. In-House Use of Bound Serials (total circulation count)	5,273	2,992	(2,281)
i. Jackson Library	4,926	2,738	(2,188)
ii. Music Library	347	254	(93)
5. Usage Data/Borrowing Data (total by demographic on selected categories) [i]			
a. University loans (total)	225,802	242,288	16,486
i. Undergraduate loans	139,542	153,390	13,848
ii. Graduate loans	48,884	46,181	(2,703)
iii. Faculty loans	33,689	37,547	3,858
iv. Staff loans	3,319	3,954	635
v. Interlink	368	916	548
b. Non-university loans (total – all categories)	16,195	14,650	(1,545)
i.Institution borrowers			
o UNC System	1,688	1,560	(128)
o Greensboro Consortium/TALA [ii]	2,526	2,122	(404)
o Community Colleges [ii]	81	104	23
o Area Schools	2,153	1,470	(683)
o Public Library	166	128	(38)
ii. FOL loans	9,581	9,266	(315)
c. Registered Borrowers (all categories) [ii]	42,006	41,388	(618)

i. University borrowers	39,785	38,933	(852)
o Undergraduates	27,522	26,086	(1,436)
o Graduates	6,181	6,432	251
o Faculty	4,163	4,559	396
o Staff	1,919	1,856	(63)
ii. Non-University borrowers	2,221	2,455	234
o Friends of the Library	763	860	97
o Area School borrowers	321	372	51
o Area College and University borrowers	989	1,021	32
o Other	148	202	54

C. ACCESS

1. Web Page views [iii]	5,257,177	14,441,929	9,184,752
a. In Library (%) [iv]	30.70%		
b. On-campus (%) [iv]	20.30%		
c. Off-campus (%) [iv]	49.00%		
2. Database Sessions [v]	602,651	774,841	172,190
a. On-campus (%)	21.20%	20.30%	-0.9%
b. Off-campus (%)	78.80%	79.70%	0.9%

LIBRARY SERVICES (cont.)	7/1/2011	6/30/2012	Change
3. Electronic journals (total #)	37,572	49,373	11,801
4. Number of public workstations	215	230	15

D. RESERVES

1. Number of reserve lists	679	658	(21)
2. Number of items on reserve	4,320	3,730	(590)
a. Items on traditional reserve	2,110	1,900	(210)
b. Items on e-reserve	2,210	1,830	(380)

E. PUBLIC SERVICE QUESTIONS

Number of reference transactions total	54,586	48,907	(5,679)
1. Face to face reference transactions	45,496	38,449	(7,047)
2. Virtual reference transactions (E-mail, IM, Chat, Phone, etc.)	9,090	7,849	(1,241)

F. INFORMATION SERVICES TO GROUPS

1. Classes / Presentations	657	681	24
a. Individuals attending	15,258	15,544	286
b. Contact hours	17,965	15,856	(2,109)
2. Consultations	1,605	1,746	141
a. Individuals attending	1,835	1,878	43
b. Contact hours	720	1,100	380
3. Training sessions	32	41	9
a. Individuals attending	186	348	162

b. Contact hours	1,309	402	(907)
4. Faculty training	10	7	(3)
a. Individuals attending	163	160	(3)
b. Contact hours	158	117	(41)
G. GATE COUNT TOTAL	1,196,756	1,224,817	28,061
1. Jackson Library	1,079,306	1,112,272	32,966
2. Music Division	117,450	112,545	(4,905)
H. STAFF (FTE = 40 hours per week)			
1. Staff FTE	93.8	94.0	0.2
a. Professional staff, FTE.	41.8	40.0	-1.8
b. Support staff, FTE.	52.0	54.0	2.0
2. Staff total	93.8	93.4	-0.4
a. Professional Staff	41.8	39.8	-2.0
b. Support Staff	52.0	53.6	1.6
3. Student assistant, FTE. (Federal)	7.1	8.2	29.0
4. Student assistant, FTE. (Departmental)	15.2	16.6	109.8
5. Student assistant, FTE. (total)	22.3	24.8	138.7
6. Number of students employed	120	161	41
7. Number of staffed service points	6.0	7.0	1.0
8. Number of weekly public service hours	144.0	184.0	40.0

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

(ii) These metrics include the TALA schools.

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

 • TALA includes 3 Community Colleges: Alamance CC, Forsyth Tech CC, Guilford Tech CC; stats for Davidson County CC,

 Randolph Tech CC, and Rockingham CC are reported under Community Colleges.

(iii) Conversion to industry standard Google Analytics starting this year. This value includes Library Web site views

 plus Web2 OPAC.

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

(v) This metric comprised of databases plus JournalFinder

Part 8 - FINANCIAL STATEMENT OF EXPENDITURES
2011 - 2012

From State Funds	6/30/10	6/30/11	6/30/12
Salaries			
EPA Academic (Exempt from State Personnel Act)	$2,563,834	2,627,980	2,677,145
Employee on Loan	3,000	3,000	0
SPA Support (Subject to State Personnel Act)	2,064,333	2,098,377	2,026,797
Longevity Pay, Shift Pay	48,130	46,170	48,912
Fringe Benefits Contributions, includes Worker's Compensation	1,232,484	1,405,450	1,487,005
Wages (Student) Departmental and Graduate Students only	258,593	276,330	292,279
Wages (Temporary Personnel)	20,006	87,652	29,813
Contracted Services	0	0	0
Total Salary from State Funds	**$6,190,380**	**6,544,959**	**6,561,951**
Office Supplies - Furniture, Computer Supplies & Equipment, Educational Supplies, Security/Safety Supplies, Data Processing Supplies, Other Supplies, Telephone supplies, Plaques & Trophies, Other Educational Equipment/Supplies	$297,128	283,008	545,685
Purchased Services and Contractual Purchases – Includes Communications (Telephones, LD, Local Service, Cell Phones Usage,) Postage, Printing and Binding, Bldg. Repairs, Advertising, Photographic Services, Lawn and Ground Services, Other Current Services, Freight/Delivery, Publication Cost, Maint. Contracts, (Rental/lease (Equip, Furniture and Other), Other Contracted Services	117,562	154,170	314,247
Travel (includes Registrations from Services Pool 230000)	22,975	68,027	69,234
Other Operating Expenses (Fixed Objectives) – Institutional Dues and Membership Dues, Periodicals and Subscriptions, Other Administrative Objectives.	162,099	112,675	79,852
Property,Plant and Equipment (Capital Outlay Over $5,000) Video Trans EquipPurchases, Office Equipment, Non-Wan DP Equipment, PC&Printer Purchase, Audiovisual Equip, PC Software, Server Software	222,273	256,494	281,767
Other Library Expenditures	0	0	0
Library Books, Journals, Services and Subscriptions, Serials	6,555,740*	4,819,025*	*3,153,592
Total Expenditures from State Funds	**$7,377,777**	**$5,693,399**	**$4,444,377**
From Federal Funds			
Student Work-Study Wages	$ 93,092	$ 74,274	$ 68,250
Total Expenditures from Federal Funds	**$ 93,092**	**$ 74,274**	**$ 68,250**
From Restricted/Endowed Funds			
*Friends of the Library	$ 53,771	68,269	107,910
*Enrichment Fund	5,301	31,450	43,329
*Other Accounts	34,971	45,067	46,624
Total Expenditures from Restricted/Endowed Funds*	**$94,043**	**$144,786**	**$197,863**
TOTAL EXPENDITURES FROM ALL SOURCES	**$13,755,292**	**$12,457,418**	**$11,272,441**

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