

ANNUAL REPORT
for the
UNIVERSITY LIBRARIES
The University of North Carolina
at Greensboro
2009-2010



Walter Clinton Jackson Library



Music Library

Greensboro, North Carolina

THE UNIVERSITY LIBRARIES ANNUAL REPORT 2009-2010

Talking Points

- The University Libraries installed Open Journal Systems with a continued plan to offer e-journal hosting for our faculty campus-wide. (External/Collaboration/SA3, G3.5/Research)
- The University Libraries managed continued growth of our institutional repository, NCDOCKS, and added over 1,000 faculty published research in 2009-2010. This resource has provided increased access to our faculty's research across the world. 125 UNCG faculty members have archived their work, for a total number of 1,630 faculty works archived. The most viewed work has been accessed 1,530 times and the top five works have been accessed over 1,000 times each. The works in NCDOCKS have been cumulatively accessed over 127,000 times. In addition there are 1,317 ETDs in NCDOCKS. The most viewed ETD has been accessed 923 times. (External/Responsibility/SA1, G1.7/Research)
- The University Libraries awarded the first recipient of the Special Collections & University Archives Research Grant; the first Staff Enrichment & Innovation Award; and the first Undergraduate Research Award. (External/Collaboration/SA4, G4.3/Research)
- The University Libraries increased the number of electronic journals, databases and electronic books in support of teaching, research and access for the on and off campus community. In 2009-2010, more than 2,000 electronic journal titles, 21 new databases and 3,000 e-books were added to the libraries' collections. (External/Inclusiveness/SA1, G1.7/Teaching)
- The University Libraries strongly enhanced diversity goals with the infusion of a federal grant of \$862,000 to recruit 14 diversity focused students into the LIS program, in partnership with the LIS Department. (External/Inclusiveness/SA5, G5.4/Teaching)
- The University Libraries provided a global experience for library staff by hosting two professional visiting librarians from the Shanghai University of Finance and Economics Library. The interaction and exchanges between the Libraries' personnel and LIS faculty and the visiting librarians offered an opportunity to learn from one another and enhance the understanding of global library issues. (External/Inclusiveness/S5, G5.1/Research)
- The University Libraries continued supporting the open access movement that advocates world-wide dissemination of scholarly publications. In addition to joining the Scholarly Publishing and Academic Resources Coalition (SPARC), an international alliance of academic and research libraries, the Libraries recently joined a support membership, BioMed Central. (External/Collaboration/SA4, G4.3/Research)

- In addition to many author and speaker receptions and book discussions, the University Libraries hosted the traveling exhibit: Forever Free: Abraham Lincoln's Journey to Emancipation. Five events were offered by the Libraries surrounding this exhibit, highlighted by a talk by former Senator George McGovern. (External/Collaboration/SA3, G4.3/Service)
- The University Libraries increased emphasis on information literacy by creating a full time Information Literacy Coordinator position in addition to the First Year Instruction Coordinator; establishing the Information Literacy Council, and developing student learning outcomes for information literacy. (External/Transparency/SA3, G3.5/Teaching)
- The University Libraries took an active role in Living Learning Communities including holding remote reference hours and providing library liaisons to living learning communities. Two librarians remain active on the Goal 3.3 Committee to establish an enhanced living learning profile on campus. (External/Inclusiveness/SA3, G3.3/Teaching)
- The University Libraries expanded distance education services by providing paid-return-shipping for all interlibrary loans to UNCG distance education students, faculty and staff. The Libraries also implemented the lending of non-UNCG books to all UNCG distance education students, faculty and staff. Interlibrary Loan and Document Delivery Service was integrated into the Access Services Department. (External/Inclusiveness/SA1, G1.7/Service)
- The University Libraries expanded access to digital music information, especially scores and facsimiles launched through a new Music Web Links page. The Libraries promoted new streaming video databases and capabilities in streaming video via the Music Library blog, Facebook page, Spotlight and emails to faculty. (External/Responsibility/SA4, G4.2/Research)

Objectives, Measures and Outcomes

Objective: Support the Student Success Program

Measure 1: Meeting held for Student Success program

Measure 2: Additional ways to meet/reach at risk students were developed

i. Goal 1.1

ii. Value: Inclusiveness

iii. Mission: Teaching

iv. Resources: Faculty, Staff

v. **Outcomes:** Two meetings were held for tutors to discuss academic integrity resources and library support for students. Student Worker Supervisors, upon notification of any academic concerns of their student workers, meet with the student and worked out solutions to support the student in their studies. They also refer students to the appropriate centers for further academic assistance.

vi. Ongoing

Objective: Develop a formal program to mentor students

Measure 1: Establish a library student employee program for supervisors to train and mentor students.

i. Goal 1.3

ii. Value: Responsibility

iii. Mission: Teaching

iv. Resources: Faculty, Staff

v. **Outcome:** Student employees are trained and informally mentored by the staff to provide direct supervision of their work. Student worker supervisors conduct an annual orientation in August and then mentor new students individually as they focus on task orientation and learning the library and service points

vi. Ongoing

Objective: Expand the presence and support of the UNS 101 Program

Measure: Reach higher percentage of UNS classes

i. Goal 1.3

ii. Value: Inclusiveness

iii. Mission: Teaching

iv. Resources: Faculty

v. **Outcome:** The UNCG Libraries increased the number of UNS 101 classes taught (both Reference and Special Collections and University Archives). We increased our presence with UNS101 by adding two reference librarians as instructors for UNS101 in Fall 2010, in addition to the AD for Administrative Services.

vi. Maintain at this level

Objective: Promote and model sustainable practices by increasing online access

Measure 1: Increased number of unit or accesses to online resources available

Measure 2: Increased number of e-books and e-book usages

Measure 3: Increased document delivery

i. Goal 1.4

ii. Value: Sustainability

iii. Mission: Service

iv. Resources: Technology

v. **Outcomes:** Journal Finder usage has increased 120% from last year, from 169,730 to 373,566 accesses. Updates were made during the year to online collection descriptions in Special Collections and University Archives. Photo images from the Women Veterans Annual Luncheon for 2009 were added to Flickr. New streaming audio and video data bases added and promoted via blog and Facebook page.

For the academic year to date, 3,721 e-journal titles have been added to the collection. Electronic ordering of ebooks via the YBP vendor site was implemented. Patron driven selection of ebooks with Coutts MyiLibrary was expanded from last year's pilot project covering computer science titles to include ebooks in chemistry, physics, nursing and business. 15,482 ebooks have been added to collection to date for the academic year.

Promoted document delivery service to UNCG faculty and graduate students. Purchased a new microforms scanner for document delivery to increase efficiency.

vi. Ongoing

Objective: Provide a green reading and resource area

Measure: Space provided and resources available

- i. Goal 1.4
- ii. Value: Sustainability
- iii. Mission: Service
- iv. Resources: Staff, Faculty
- v. **Outcome:** Space has been provided and resources are available
- vi. Ongoing

Objective: Attend training in SafeZone, UNCGCares and safeTalk

Measure: Staff members sent to SafeZone

- i. Goal 1.4
- ii. Value: Inclusiveness
- iii. Mission: Service
- iv. Resources: Staff
- v. **Outcome:** Approximately 12% of the current Library Faculty and Staff have completed SafeZone workshops
- vi. Ongoing

Objective: Promote scanning as an option to photocopying and printing

Measure: Installed and promoted additional scanners in public areas

- i. Goal 1.4
- ii. Value: Sustainability
- iii. Mission: Service
- iv. Resources: Technology
- v. **Outcome:** Installed and configured the necessary hardware and software to allow users to scan and save electronic copies as an alternative to photocopying and printing. Document scanners were added to the Information Commons, Jackson Library
- vi. Maintain

Objective: Extend borrowing privileges to teachers other than Guilford County

Measure: Established new policy and procedures

- i. Goal 1.6
- ii. Value: Collaboration/Responsibility
- iii. Mission: Service
- iv. Resources: Technology
- v. **Outcome:** Created and modified circulation policies within the Symphony Integrated Library System to enable adjoining county area teachers to borrow materials from the University Libraries and the Teaching Resources Center
- vi. Maintain

Objective: Increase participation in initiatives that create meaningful connections between student learning in the classroom and outside of it (Co-Curriculum)

Measure 1: Collaboration with K-12 occurred

Measure 2: Promotional event to communicate ideas and collect materials

i. Goal 1.6

ii. Value: Collaboration/Inclusiveness

iii. Mission: Teaching, Service

iv. Resources: Faculty, Staff

v. **Outcomes:** Visiting Librarians from Shanghai, China gave presentations for classes of 2nd and 3rd graders at Claxton Elementary School on Chinese culture. A lunchtime buddy is in effect with Claxton Elementary School

The Jackson Library Staff Association and the Libraries Diversity Committee collected \$106.66 and three large boxes of school supplies for the Hampton Leadership Academy as part of the Libraries Holiday Community Project.

vi. Ongoing

Objective: Provide context-sensitive technical support to distance education students

Measure: Review and rewrite proxy server error messages

i. Goal 1.7

ii. Value: Inclusiveness

iii. Mission: Teaching

iv. Resources: Technology, Faculty

v. **Outcome:** The proxy server error messages were reviewed and changes made where appropriate. Created 12 online tutorials and 8 podcasts and taught 8 class sessions to support distance education students.

vi. Maintain

Objective: Reach out to student employees by creating brown bag opportunities

Measure: Brown Bag was held

i. Goal 1.8

ii. Value: Inclusiveness,

iii. Mission: Teaching

iv. Resources: Faculty

v. **Outcome:** Hosted a "Library Careers Forum Panel Presentation" for interested student employees and current library staff.

vi. Ongoing

Objective: Submit a grant to recruit a second cohort for the ACE Scholars Program

Measure: Grant submitted

i. Goal 3.1

ii. Value: Inclusiveness

iii. Mission: Research

iv. Resources: Faculty

v. **Outcome:** Grant was successful, and \$889,000 was awarded for our second cohort.

vi. Ongoing

Objective: Expand internship opportunities

Measure: Number of internship opportunities has been expanded

i. Goal 3.1

ii. Value: Collaboration

iii. Mission: Teaching

iv. Resources: Faculty

v. **Outcome:** The number of graduate student workers was increased in the 2009-10 academic year to accommodate additional learning opportunities for graduate students

Objective: Create and make available an assignment calculator

Measure: Assignment calculator is available

i. Goal 3.5

ii. Value: Service

iii. Mission: Service

iv. Resources: Faculty

v. **Outcome:** The Assignment Calculator is available via the Libraries' website at <http://library.uncg.edu/acalc/index.aspx>. We have recorded 1,890 accesses by 1,002 unique users since July 2009.

vi. Maintain

Objective: Launch a new expanded information literacy tutorial

Measure: Information literacy tutorial gets launched

i. Goal 3.5

ii. Value: Responsibility

iii. Mission: Teaching

iv. Resources: Faculty, Technology

v. **Outcome:** Information literacy tutorial is in the final stages and will be launched in July 2010

vi. Maintain

Objective: Identify student learning outcomes for information literacy

Measure: Student learning outcomes have been established

i. Goal 3.5

ii. Value: Transparency

iii. Mission: Teaching

iv. Resources: Faculty

v. **Outcome:** Student learning outcomes have been defined per information literacy rubric.

vi. Maintain

Objective: Increase programming that supports the Freshman Read Program

Measure: Programming that supports Freshman Read Program increased

i. Goal 3.6

ii. Value: Collaboration/Responsibility

iii. Mission: Service

iv. Resources: Technology/Faculty

v. **Outcome:** Web site of resources for 2009 Freshman Read was created. Reference librarian is serving on the 2010 Freshman Read Committee.

vi. Ongoing

Objective: Continue to support and expand entrepreneurial collaborative efforts:

Measure 1: Support and expand number of collaborative efforts relative to field of Librarianship

Measure 2: Support and expanded number of collaborative efforts with UNCG and the community.

i. Goal 4.1

ii. Value: Collaboration

iii. Mission: Service

iv. Resources: Technology, Faculty

v. **Outcomes:** The Carolina Consortium, a group of over 130 academic libraries in NC and SC, founded and convened by UNCG, continues to negotiate favorable pricing on a wide variety of electronic resources of significant interest to the scholarly community. New resources and institutional members continue to be added. Worked with LIS faculty member on grant for curriculum enhancement with regard to community college librarianship.

NC DOCKS (<http://libres.uncg.edu/ir/uncg/>), the collaborative institutional repository of 5 UNC institutions, continues to expand and now contains over 3,400 articles in addition to the 1,286 electronic theses and dissertations.

Following the release of the Civil Rights Greensboro (<http://library.uncg.edu/dp/crg/>) digital project, a usability study was conducted and analyzed to assist with project refinements.

The NC Literary Map is live and available at <http://library.uncg.edu/dp/nclitmap/>. Additional authors and publications continue to be added.

Assisted Dr. Jennifer Keith, Department of English, UNCG, in writing an NEH grant for an Anne Finch Poetry website. The grant stipulates that the Libraries be funded to provide technical support, programming, and web site design services for the project.

Completed the digitization of the Schiffman/Wellesz collections.

Initial exploratory meetings have been held with Dr. Schwartzman (North Carolina Shoah Project) and Dr. Patton (UNCG Geography Department Aerial Photos Project) to discuss potential library/faculty collaboration on their specific digital projects.

Installed Open Journal Systems and assisted Dr. Gause in using it to publish and make available the *Journal of Black Masculinity*.

Special Collections and University Archives participated in a grant project - University Yearbooks Project - from the North Carolina Digital Heritage Center to digitize issues of Pine Needles, the UNCG yearbook.
vi. Ongoing

Objective: Provide directly focused support for appropriate service learning opportunities

Measure: Increased activity that focuses on the role of liaisons and delivery of programs

i. Goal 4.2

ii. Value: Collaboration

iii. Mission: Service

iv. Resources: Faculty

v. **Outcome:** A librarian was assigned as a liaison to the Office of Leadership and Service Learning. Several brown bag lunch talks by librarians were held for OLSL staff and the liaison assisted classes and individual students.

vi. Ongoing

Objective: Offer representation on the Sustainability Council

Measure: Libraries' Staff are represented on the Sustainability Council and its working groups

i. Goal 4.6

ii. Value: Sustainability

iii. Mission: Service

iv. Resources: Faculty, Staff

v. **Outcome:** The University libraries staff are well represented on the Sustainability Council and its working groups. A librarian was awarded the UNCG "Champion of Sustainability" Award.

vi. Ongoing

Objective: Further develop relationships established with libraries outside the United States

Measure: Further develop relationships with international libraries

i. Goal 5.1

ii. Value: Inclusiveness, Collaboratory, Responsibility

iii. Mission: Teaching/Research

iv. Resources: Faculty

v. **Outcome:** The University Libraries hosted 4 librarians from the Shanghai University of Finance & Economics. The Dean and Assistant Dean for Technical Services and Collections traveled to China to further this partnership and deliver scholarly lectures.

vi. Ongoing

Objective: The University Libraries will provide an intercultural experience with visiting international librarians

Measure: Provide programs and opportunities for interaction

i. Goal 5.3

ii. Value: Inclusiveness

iii. Mission: Teaching

iv. Resources: Faculty, Staff

v. **Outcome:** During Fall 2009, the Libraries' Diversity Committee provided a Brown Bag Luncheon program and a presentation program with opportunities for interaction with Ms. Hongxia and Ms. Chiping Ji. They were both visiting librarians from the Shanghai University of Finance and Economics in China.

vi. Ongoing

Objective: Offer representation on the Office of Equity, Diversity and Inclusion within the Office of the Chancellor

Measure: Offer was extended for representation

i. Goal 5.4

ii. Value: Responsibility, Inclusiveness

iii. Mission: Service

iv. Resources: Faculty

v. **Outcome:** Not done, but a librarian has been selected to serve on the search committee for Vice Chancellor for Diversity.

vi. Ongoing

Institutional Effectiveness

Outreach

A survey of UNCG staff was conducted in the Summer 2009 to determine awareness and use of Libraries' services. Results indicated that staff was not using our resources or services. A committee of Libraries' staff and representatives from Staff Senate developed a marketing plan that included a presentation to Staff Senate and specific units. A staff brochure was created and the Libraries are now a regular part of New Staff Orientation.

Proposed services

A task force conducted research to determine the need for a Multimedia Center in the Libraries. Other UNC campuses and peer institutions were examined and a survey of UNCG students conducted to see what types of multimedia projects they use for class projects. Results indicated that there is no multimedia support service for UNCG students except for Media Studies students. Most university libraries provide this type of service. A budget request to establish this service has been sent the Provost's office. Camcorders and digital voice recorders were purchased to circulate from both Jackson Library and the Music Library.

Enhanced Services

Based on input from student focus groups and the Student Libraries Advisory Council, new furniture was purchased for the Information Commons and the quiet floors. Additional quiet space was created on the first floor and signage on the floors was improved to indicate quiet vs. group space.

Library Web Design

Last fiscal year, the UNCG Libraries completed a thorough and extensive usability test of its website. Based on that feedback, throughout 2009/10 we have been completely restructuring our entire web site, which contains more than 10,000 pages.

Mobile

After conducting a survey of mobile users and analyzing the devices used, the UNCG Libraries developed a mobile page that took into account user needs and potential hardware issues.

Cancellation

Due to the budget crisis, the UNCG Libraries needed to cancel several hundreds of thousands of dollars worth of database and journal subscriptions. ERIT provided usage data, cost-per-use data, and overlap analysis – and those were all significant factors guiding our cancellation decisions.

Other Significant Achievements

Program Recognition

FACULTY: (Represents Fiscal Year 2009 – 2010 Activity)

Appointments:

- Kathy Bradshaw, Human Resources Librarian, effective March 1, 2010
- Jenny Dale, Visiting Professional Librarian, effective January 1, 2010
- Ginny Daley, Civil Rights Project Manager, effective July 1, 2009
- Keith Gorman, Visiting Professional Librarian, effective April 26, 2010
- David Gwynn, Visiting Professional Librarian, effective October 12, 2009

Resignations:

- Ginny Daley, Civil Rights Project Manager, effective September 10, 2009
- Catherine McDowell, Digital Projects Coordinator, effective January 4, 2010
- Rachel Stinehelfer, Human Resources Librarian, effective October 15, 2009

Retirements:

- Betty Carter, University Archivist, effective April 30, 2010
- Nancy Fogarty, Reference Librarian, effective July 31, 2009

Significant Achievements 2009-2010

Jason K. Alston

Jason K. Alston completed a cataloging project where he catalogued a backlog of home economics government documents for Special Collections and University Archives. Jason moderated a panel session about library diversity committees during the North Carolina Library Association conference. Jason also presented a poster session during NCLA regarding how to make IMLS diversity scholarship initiatives work from a student's standpoint. Jason presented information about Open Journal Systems during a panel session at the North Carolina Serials Conference; he also shared information about UNCG education professor C.P. Gause's *Journal of Black Masculinity* during this panel session, as *JBM* is the University Libraries' first significant attempt at maintaining an open access journal with Open Journal Systems. Jason was elected to the executive board of the Black Caucus of the American Library

Association. Jason served as logistical co-chair for planning of the National Conference of African-American Librarians 2010. Jason served as an advisor to the ACE Scholars program and accompanied the ACE Scholars to ALA Annual in Washington, D.C., to serve as a team leader for the group.

Rosann Bazirjian

Rosann Bazirjian gave the following presentations: “American Academic Library Perceptions: A Comparison Study”, Tongji University, Shanghai, China, June, 2010; “The Strategic Plan: Maximizing the Core Values of the University Libraries on Campus”, Global Perspectives, Academic Library Directors Forum, Shanghai University of Finance and Economics, June, 2010. She also presented two shorter papers at the same conference: “Fundraising and Development in US Libraries” and “Entrepreneurship and Innovation in Libraries”. She gave the following presentation at the Academic Librarian 2: Singing in the Rain Conference held at Pao Yue-Kong Library at the Hong Kong Polytechnic University in March 2010: “The PACE Library Initiatives: a True lesson in Regional Collaboration”. That presentation was also published in their *Conference Proceedings*. The following publication appeared in *Library Leadership and Management*: “Perspectives on Leadership: Interview with Rosann Bazirjian. In addition, Rosann served as Co-Chair of the following two university committees: Strategic Planning Implementation Teams, Goal 3.3- Education and Leadership Development, Living-Learning Communities and Goal 3.5, Critical Thinking, Communication and Information Literacy. She is a member of the Search Committee for the School of Education Deans position, representing Deans Council. She is also a delegate on OCLC’s Global Council.

Kathy Bradshaw

Since her appointment in March, 2010, Kathy participated in five faculty searches. She presented a poster on behalf of the ACE Scholars program at the National Diversity in Libraries Conference in Princeton, New Jersey, and gave a presentation “Onboarding in an Academic Library” at the Library Management Institute in Arcadia, Pennsylvania. Kathy also was appointed as the Affirmative Action Officer for University Libraries, and was appointed to a two year term to the Library Leadership and Management Association/Human Resources Services (LLAMA/HRS) Staff Development Committee of the American Library Association. Kathy also serves on the Library’s Diversity and Staff Development Committees.

Terry Brandsma

Terry Brandsma continued to serve as implementation co-chair of the UNC System Virtual Library Catalog and Resource Sharing Project and brought it to completion when “UNC Library Express” was accepted by the 17 UNC campuses in September 2009. This 3-year project resulted in a searchable union catalog for all items held by the libraries of the 17 UNC campuses, a user-initiated request mechanism, and a rapid delivery system for all UNC students and researchers. He also served as the Assistant Editor for Web Publishing for *North Carolina Libraries*, the official peer-reviewed publication of the North Carolina Library Association, as the journal transitioned to a new online submission, review and publication process. On campus and within the Libraries he served on the Systems Advisory Committee (SAC), the Space Planning Committee, the ACRL Award Application Working Group, and on search committees for the Human Resources Librarian and the University Archivist positions. At the

international COSUGI 2010 Conference in March 2010, he presented “API after Dark: Using Excel to Automatically Total Item Circ Data by Title (or other Constant Data)” and moderated the “System Administration (Windows) Sharing Session.” He evaluated, tested, installed and configured version 3.3.1 of the SirsiDynix Symphony integrated library system, coordinated with SirsiDynix to move the Symphony system to new server hardware to improve performance and reliability, continued to customize the aging Public Catalog to better serve our users, and created several custom reports to output data not normally available through delivered reports. Additionally, he worked with SAC to evaluate potential discovery tools and worked directly with EBSCO to beta test, and then implement, their new EBSCO Discovery Service. This service integrates our local collections, our electronic collections, and our journal article collections into one meta-database accessible through a single, simple search interface.

Tim Bucknall

In response to the economic situation, Tim negotiated over \$300,000 worth of additional price reductions for Carolina Consortium schools. Membership in the organization rose to 133 universities and colleges, and aggregate savings rose above \$230 million dollars. Tim authored two peer-reviewed articles and delivered four presentations at conferences and inter-institutional meetings. He served on the NC LIVE Librarians Council, as chair of the NC LIVE Web Advisory Committee, and on the international Wiley-Blackwell New Journal Licensing Models Librarian Panel. Tim also coordinated inter-institutional collaboration in the NC DOCKS joint IR and chaired SAC through the selection process for a new discovery tool. Finally, Tim assisted with the UNCG Libraries budget planning, and chaired ERS through the cancellation of \$135,000 worth of databases.

Mary Jane Conger

Mary Jane Conger, with Anna Marshall Baker, presented at the Interior Design Educators Council South Regional Conference in Raleigh, NC “Making a Library: Cataloging Print and Sustainable Sample Materials.” It was awarded the 2009 IDEC South Regional Conference Best Teaching Forum Presentation for that presentation. The award was given jointly to Anna Marshall-Baker, Mary Jane Conger and Patty Rowland by the Interior Design Educators Council South Region. Mary Jane supervised two practicum students (second summer session and fall semester) and assisted with an independent study on authority processing. In addition, our first Post MLS Diversity Resident selected cataloging for his 2nd year rotation. Mary Jane also worked very closely with one of our visiting international librarians so she would have the experience of cataloging in an American university library. She mentored an ACE Scholar intern for spring and summer sessions to learn more about cataloging. With Mac Nelson, Mary Jane taught four sessions of LIS 640: Organizing Library Collections, introducing students to MARC records, AACR2 and Library of Congress Classification in the fall of 2009. She also conducted two Interior Architecture library orientation sessions for IAR 202. Mary Jane chaired the Library’s Peer Evaluation and Tenure Committee which oversaw the successful reappointment of five library faculty, tenure for one library faculty and successful post tenure review for another librarian. She was active on the University’s Promotion and Tenure Guidelines Committee, conveying proposed changes to promotion and tenure to library faculty.

Richard Cox

Richard Cox was directly involved in each of the four digital project initiatives highlighted in the 2009-2010 Chancellor's Report, designing three of the four and being the primary developer on two. With Brown Biggers' assistance, Richard was able to implement the OJS system in a week. Since, he then he has learned the templating system and created both a generic UNCG template for online journals as well as created the ability to skin individual journals with a custom look. He has successfully implemented both the *Journal of Black Masculinity* and the *International Journal of Critical Pedagogy*, and has taken on the administrative and web master roles for the OJS software and all journals as we include them, and has taken on certain responsibilities in regard to training journal managers in the use of the software and best practices. He published a peer reviewed article: Cox, R., Kellam, L., & Winkler, H. (2009). "Hacking Blackboard: Customizing Access to Library Resources through the Blackboard Course Management System" for *Journal of Web Librarianship*, 3(4), 349-363. "

Steve Cramer

At the North Carolina Library Association conference in October 2009, Steve organized and co-presented an all-day preconference called "A Place at the Table: Business Research Skills to Support Small Businesses, Entrepreneurs & Economic Development". (Greenville, NC). Steve co-wrote, along with Professor Nicholas Williamson, the second edition of the *Export Odyssey* textbook. With Professor Williamson, he also co-wrote the article "Enhancing Governmentally-Sponsored Export Trade Promotions through Better Segmentation of the Market of a State's Manufacturing Concerns" in the *International Trade Journal*, 23 (3) 2009, p. 258-300. Meanwhile, Steve continues as the teaching partner for MKT 426, International Marketing, and is co-developing an online version of the course, which will go live in spring 2011. Steve and Professor Williamson are also pursuing commercial options with *Export Odyssey* through the UNCG Office of Innovation Commercialization (OIC). Steve has talked to the entire Business Administration faculty about including their articles in NC Docks. Steve coordinated two MLS students - - Nancy Poole and Will Ritter - - in business librarianship practicums. He provided business database training for the new staff in the UNCG Office of Technology Transfer (now the Office of Innovation Commercialization (OIC), and began serving as chair of BLINC: Business Librarianship in North Carolina in October 2009.

Kathryn Crowe

Kathryn Crowe presented at two national conferences: "*Developing Faculty Workshops for Integrating Writing and Research into the Course Curriculum*" at the Lilly Conference on College and University Teaching, Greensboro, North Carolina (with Mary Krautter and Amy Harris) and "*Student Affairs Connection: Marketing Libraries through Co-Curricular Activities,*" a poster session presented at ALA Annual Conference, Chicago, Illinois. She also presented with Mike Crumpton at the NCLA Biennial Conference, "*Utilizing Library Space for Learning Opportunities.*" She served as chair of the ACRL Heads of Public Services Discussion Group and co-chair of ALA LAMA MAES Using Measurement Data for Library Planning and Assessment. On campus she co-chaired the Information Literacy Council with Amy Harris and was a member of the Living Learning Subcommittee of Student Affairs/Academic Affairs Restructuring Committee. Within the Libraries she chaired a team that researched multimedia

services on campus and benchmarked our services with other campuses. The team produced a report that recommended we establish a multimedia support service in the Libraries. Kathryn also conducted an assessment study of information literacy skills in Communication Studies 300 and will present on her research at the Library Assessment Conference in October 2010.

Michael A. Crumpton

Mike Crumpton continued to move the renovation project forward as well as coordinated the further enhancements of select areas of Jackson Library in order to maximize use and esthetics as opportunities arose. This included coordination of facility and budget activities as well as transitioning and repurposing space as needed. Mike also published two chapters; "If the Library were a Business Would it be Profitable?" and with Rachel Stinehelfer, "Internships, Residencies and Fellowships: Putting Time-Limited Appointments in Succession Planning". In addition, Mike presented at several conferences and meetings, such as; The Library Management Institute, North Carolina Library Association and the Charleston Conference, on a variety of topics related to space planning, human resources and leadership. Mike also led the search effort this year for both professional and support positions, including a human resources librarian who started in March. Mike is active in both the American Library Association and the North Carolina Library Association, serving on committees for both and serves on the advisory board for the Library and Information Technology program at Central Carolina Community College.

Sarah Dorsey

Sarah Dorsey gave an international presentation – July 2009: "Nadia Boulanger and Louise Talma: Portrait of a Relationship" at the International Association of Music Libraries and International Musicological Society, Amsterdam, Netherlands. She gave the following regional presentations – October 2009, "MLA EOP Three Hour Workshop on Music Collection Development"; invited presentation at Music Library Association, Southeast Chapter, New Orleans, Louisiana. "Never Waste a Crisis: How the Economic Downturn is Greening Us All" at Music Library Association. The University Libraries adopted a stream on May 5, 2010 thanks to the Green Library Group and Sarah's instigation. She was part of the planning and execution team for the first annual UNC Focus Forward, a virtual conference on sustainable practices across the UNC system. <http://sustain.uncg.edu/portal.html>. She was elected to be faculty co-chair of the UNCG Sustainability Committee for two years.

Bill Finley

In 2010 Bill mounted an exhibit from SCUA's important Girls' Books in Series collection, wrote the text for and helped design both an accompanying exhibit catalogue and a promotional brochure for this collection, as well as aiding a presentation on the collection by Professor Joe Sanders.

Christine Fischer

Christine Fischer served a second year as Chair of the Faculty Senate Committee on Committees, organizing the General Faculty at-large elections and working with fellow committee members to coordinate the election/appointment of unit representatives to University committees as well as fill mid-term vacancies. She co-wrote a chapter with Mary Krautter and submitted a draft for inclusion in a book

to be published next year, *Middle Management in Public and Technical Services*. Christine served as volunteer for BOOKMARKS Festival of Books in Winston-Salem.

Cathy Griffith

Cathy Griffith shared in the award of two grants. The first, with Joe Williams, Head, Access Services, an ASERL-HBCU Exchange Grant funded by the Andrew W. Mellon Foundation, to partner with a librarian from Southern University in New Orleans seeking assistance in designing policies, processes, and other items necessary to manage the Access Services department from a single service point. The second, with Mary Ann Graham, 24/5 Night Manager, a University Libraries Innovation and Program Enrichment Grant, to work with the UNCG Writing Center and the University Libraries Reference and Instructional Services department to provide late night in-library assistance to student writers prior to exams in the 2010/11 academic year.

David Gwynn

David Gwynn was honored to join UNCG University Libraries as Civil Rights Greensboro Project Manager in October, and was appointed Digital Projects Coordinator effective July 1. David presided over the launch of *Civil Rights Greensboro* in February, and supervised the digitization of the University Yearbooks Collection, the Harold Schiffman Archive, the Egon Wellesz Contemporary Music Collection, American Trade Bindings (phase 2), and the University History Collections (phase 1). He also worked on CONTENTdm interface enhancements and conducted CONTENTdm training sessions for several members of the Libraries staff. David also consulted with Dr. Benjamin Filene's classes on the "Community Threads: Remembering the Cone Mill Villages" project, addressing two sessions of the class (HIS 627). In addition, he supervised one practicum student and two interns in cooperation with UNCG's Library and Information Studies Department and served on Student Worker Supervisors and Outstanding Student Library Worker Award committees. David also served on the Digital Projects Priorities team and several specific project teams.

Paul Hessling

Paul Hessling co-chaired the Task Force on Transformative Issues in Special Collections. The Task Force was charged with scheduling, organizing and facilitating discussion sessions around the six categories of issues that were defined by attendees the Transformative Issues in Special Collections Web Conference in July 2009, and preparing recommendations in response to the discussions. He also served on the Undergraduate Research Award Committee which established rules and regulations, assessed all entries, and selected the first recipient of the award. The digital projects team for the American Trade Bindings project which he proposed and co-headed completed the first phase of the project with a CONTENTdm site and images added to over 1100 catalog records; his proposals for phases two and three of the project were also accepted and phase two (350 additional bindings) is nearing completion. He also was guest lecturer for one session of LIS 688, Special Collections Librarianship, on Special Collections cataloging.

Gerald Holmes

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

Lynda Kellam

Lynda Kellam conducted her second workshop at the International Association for Social Science Information Service and Technology (IASSIST) at Cornell University. She also served on the planning committee for the conference as the poster session organizer. She presented for the Reference and Adult Services Section at the North Carolina Library Association conference and a third time at the Computers in Libraries conference in Washington, DC. She was invited to co-author an article for *Journal of Web Librarianship*, a peer-reviewed journal. The Government Documents Round Table of the American Library Association selected Lynda to be part of the 2010 ALA Emerging Leaders Program. She is active in the North Carolina Library Association's Government Resources Section as the Vice-Chair/Chair-Elect, the American Library Association's Government Documents Round Table, and the Association of College and Research Libraries Law and Political Science Section.

Beth Ann Koelsch

Beth Ann Koelsch reached out to instructors and the general community to promote the Betty H. Carter Women Veterans Historical Project. She designed and taught class sessions about using primary sources for four UNCG courses and an also an institute for Guilford County history teachers. She organized and coordinated the annual Women Veterans Luncheon attended by 125 people. Additionally, she appeared on a local television newscast, spoke to local civic groups, designed and mounted educational exhibits, wrote articles blog postings and a newsletter about the Project. Beth Ann also contributed to general library educational outreach efforts via podcasting and video.

Mary Krautter

Mary Krautter is serving on the Planning Committee for the conference "Reference Renaissance 2010: Inventing the Future" to be held in Denver, Colorado in August 2010. Mary is also serving as a member of the Planning Committee for the second conference: "Inspiration, Innovation, Celebration: An Entrepreneurial Conference for Librarians", to be held at Wake Forest University in March 2011. Mary collaborated with Kathy Crowe, Amy Harris and Sara Littlejohn, Director of the Writing Center, in successfully applying for grant funding from the Teaching and Learning Center for a second workshop for

faculty entitled “Curriculum Enhancement with Writing and Research,” which was held in June 2010 for 20 faculty participants. The four also collaborated on a presentation about the 2009 workshop entitled “Developing Faculty Workshops for Integrating Writing and Research into the Course Curriculum” which was presented at the Lilly Conference on College and University Teaching in February 2010. Mary and Mike Crumpton presented on “Weeding with a Repurpose” at the Kentucky Library Association and at the Charleston Conference. A paper based on the presentation is due to be published in 2010 in the *Charleston Conference Proceedings*. Mary and Christine Fischer completed a chapter for an edited book *Middle Management in Academic and Public Libraries*, scheduled to be published by Libraries Unlimited around the end of 2010. Mary and Nancy Ryckman gave a presentation to library science students in November 2009, entitled “Resumes and Cover Letter” and repeated this presentation online in March of 2010. Mary is Treasurer of the North Carolina Chapter of Special Libraries Association and also serves as a member of the Executive Board of the Chapter. Mary also continued to serve as an ex-officio member of UNCG’s General Education Council, and participated in a two week general education assessment workshop in May 2010, analyzing student work products to provide data on the skills of UNCG students in the areas of writing, critical thinking and information literacy. Mary was also active in the community during 2009-2010, co-chairing the Membership Committee of the Unitarian Universalist Fellowship of Winston-Salem and becoming a Board member of the Fellowship in 2010. Mary is also a Board Member and Programming Committee Member for Bookmarks Book Festival, a Triad area book festival.

Lea Leininger

During the 2009-2010 academic year, Lea Leininger achieved tenure, gave birth to a second son, and worked with colleagues on a number of new projects including the following: creating a patron-driven acquisition model with Rittenhouse Book Distributors and marketing library services to online and distance education students.

Kimberly Lutz

In the 2009/2010 academic year, Kimberly spearheaded several initiatives to market the services and resources of the University Libraries. These included creating a new student brochure and the “model student” marketing campaign featured on bookmarks and library posters. Kimberly also designed two surveys to assess the needs of two distinct groups of library users: UNCG staff and distance education students. Using the survey results, Kimberly worked with Kathy Crowe on a marketing plan to increase awareness of the relevant services offered by the University Libraries to staff and, working with Beth Filar Williams, began working on a marketing plan for distance education students. To bring greater attention to the Digital Library on American Slavery, Kimberly, working with Barry Miller, created a promotional plan and successfully placed stories in influential genealogy and history outlets. Kimberly also designed a user survey for the Digital Library to track response to the resource. Kimberly also organized several events for students, faculty members, Friends of the UNCG Libraries, and community members. These included six faculty-led book discussions, six events (organized in collaboration with Barry Miller) surrounding the “Forever Free” exhibit that featured prominent academics from UNCG and other institutions as well as former Senator George McGovern, and two lectures in the University

Libraries/LIS series, one of which attracted public history faculty and students. Starting a new program to highlight student artists, Kimberly collaborated with two art faculty members to commission student art for a temporary exhibit. Kimberly also continued her collaboration with the English department on the celebration of Shakespeare's birthday. Working with Development and Rosann Bazirjian, Kimberly organized two events designed to raise awareness about the UL with potential donors. One was held at a donor's house in Asheboro and featured a presentation by Dr. Patricia Gray, highlighting the libraries' role in faculty research. In the second event researcher Dr. Joe Sutliff Sanders of Cal State San Bernardino discussed the importance of SCUA's Girls Books in Series collection and increased interest in the collection among scholars, UNCG faculty, and the wider Triad community. In April, Kimberly organized, working with Tim Bucknall, the Carolina Consortium meeting that brought over 50 librarians from North and South Carolina to campus. In her work with the Carolina Consortium, Kimberly secured new consortial deals with Ovid and Duke University Press and started negotiations with many other publishers. As co-chair of the Society for Scholarly Publishing's Education Committee Kimberly organized a panel at the Charleston Conference and an all-day Librarians Focus Group for a sell-out crowd in Washington DC, and oversaw the planning of several other workshops, webinars, and panels.

Barry Miller

Barry Miller was active in support of three primary program projects. The first was the creation of a speaker series featuring prominent children's book authors and storytellers, which is a collaborative program that supports UNCG's School of Education students, elementary age public schoolchildren, the BOOKMARKS book festival, and the general public. Second, he saw the culmination of a multi-year process that brought the touring exhibit, *Forever Free: Abraham Lincoln's Journey to Emancipation*, to UNCG to coincide with the opening of the International Civil Rights Museum. In conjunction with the exhibit, we sponsored major scholars and speakers on a series of related topics, including former Senator and presidential candidate George McGovern. Multiple small grants were received to support this exhibit and program series. He also proposed and promoted a newly-created Friends of the UNCG Libraries Speaker Endowment and quasi endowment which will eventually provide financial resources to support library programming, especially the Friends Dinner. In addition, Barry served on the UNCG's Integrated Marketing Committee, promoted the Libraries' Digital Library on American Slavery, and co-authored an article for the Special Libraries Association's *Information Outlook*.

Daniel Nanez

Daniel Nanez completed the Assignment Calculator version 1.0 in the Fall of 2009. It allows for students to build their own step-by-step research list based on a subject area, and receive reminders of each list item on its due date. (<http://library.uncg.edu/acalc/>). NCLitMap version 1.0 was completed in 2009. Danny's work on the project allowed for the site data to be dynamically retrieved and displayed. (<http://library.uncg.edu/dp/nclitmap/>). 2009 is also the year Danny began taking classes for a Post-baccalaureate in Computer Science that will lead him into the Master of Computer Science program at UNCG.

Mac Nelson

At the national level, Mac Nelson continued to be active in the Music Library Association (MLA) and the Music OCLC Users Group (MOUG). For MLA, he was a featured plenary session speaker at the 2010 Annual Meeting in San Diego, where he was also named the winner of the 2010 Walter Gerboth Award in support of his research on the eminent cellist and UNCG Cello Music Collection donor Laszlo Varga. Also for MLA, Mac was named Member's Publications column editor and served as a member of the Education Committee, the 2010 Nominating Committee, and the Educational Outreach Objectives Task Force. For MOUG, Mac served for a second year on the Program Committee. At the regional level, Mac was a member of the Nominating Committee of the Southeast Chapter of the Music Library Association (SEMLA). At the state level, he was co-presenter of a workshop entitled "Cataloging Sound Recordings" for the North Carolina Library Association (NCLA). At UNCG, Mac continued cataloging materials from the Cello Music Collection housed in the Special Collections Department of the University Libraries. These included scores, manuscripts, sound recordings, and books from the Laszlo Varga Collection and the Bernard Greenhouse Collection. He also cataloged the Egon Wellesz Contemporary Music Collection, now featured among the UNCG Online Collections, and collaborated with videographer Joanna Hay on the production of a film about the legendary cellist and Cello Music Collection donor Bernard Greenhouse. Additionally, Mac served as Secretary of the Library Faculty, as Chair of the Innovation and Program Enrichment Grant Awards Review Committee, and as a member of Digital Projects Coordinator Search Committee. He remained actively involved in library education as guest lecturer in the Library and Information Studies Department, where he taught (with Cataloging Department Head Mary Jane Conger) the subjects of bibliographic description, LC Classification, and MARC record design. In addition to membership on the University's Advisory Committee on Intercollegiate Athletics (ACIA) and Faculty Enrollment Management Committee (FEMC), Mac served as President of the UNCG Library and Information Studies Alumni Association.

Nancy Ryckman

Nancy Ryckman chaired the inaugural University Libraries Undergraduate Research Award Committee which presented a \$500 award and a citation to the student whose project best demonstrated the ability to locate, select, and synthesize information from library resources and used those resources in the creation of an original research project in any media. She wrote the award and essay guidelines, created the forms for individual and group submissions as well as the faculty nomination form, and worked with Preservation Services to design the citation. Mary Krautter and Nancy conducted an online workshop for LIS student to offer tips and examples on cover letter and resume preparation. The workshop materials have been posted online so that other students may use them. Nancy chaired the search committee for the First Year Instruction Coordinator and Reference Librarian. Nancy reviewed potential new reference titles for Routledge and Sage.

Mark Schumacher

In 2009-2010, Mark took on two new liaison responsibilities: Philosophy and Theatre. Mark developed instruction for several theatre courses. As the department moves to a LibGuide template for presenting our research guides, he created 24 such guides for his diverse liaison areas. Although his work as an

abstracter for ABC-Clio has ended, he wrote a number of abstracts for an online bibliography related to Distance Education [*5th Bibliography of Library Services for Distance Learning Resources*, <http://distancelearning5thbibliography.pbworks.com>] 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.

Hermann Trojanowski

Hermann Trojanowski guest lectured on the history of UNCG for thirty University Studies (UNS) classes with 537 students. He also guest lectured on how to conduct oral history interviews with two other faculty members for one English 101 class with nineteen students and three English 102 classes with thirty-eight students. Hermann led historic campus tours for six groups of alumni, students, and visitors with twenty participants. He curated five exhibits covering topics such as the integration of the school, participation of students in the Greensboro Sit-ins, Jackson Library, and university marshals. Hermann published two articles: “Greensboro VOICES: Documenting the Civil Rights Movement in Greensboro, North Carolina” and “The Carter Women Veterans Historical Project at The University of North Carolina at Greensboro.” In addition, Trojanowski wrote five Blogs on outreach, UNCG ghosts, and integration of the university, Greensboro Sit-ins, and Jackson Library. He conducted four oral history interviews for the UNCG Institutional Memory Collection and one interview for the Harold Schiffman Archive. He also coordinated the proofing of transcripts, writing of biographical sketches and abstracts as well as the digitization of 177 interviews conducted for the UNCG Centennial Oral History Project. Hermann served on six University Libraries committees as well as the University Faculty Professional Development Welfare Committee and the Society of American Archivists Oral History Section Steering Committee. He was reappointed as a professional librarian.

Beth Filar Williams

Beth Filar Williams published a review in the *Collaborative Librarianship* journal and wrote a book chapter called “Green Libraries 2.0” accepted in the book *Greening Libraries* to be published in 2010. She was invited to present twice on the topic “Creating a Green Environment at Your Library” in the Southwest Days (CO) and to co-present two different sessions at the Computers in Libraries 2010 Conference (VA) on “*Instructional Technology: It's a Team Thing*” and “*Productivity Tools*”. She hosted 2 practicum LIS students and received a Library Innovation Grant work with an LIS student to create an Instructional Tech Toolbox during summer of 2010. Beth trained library staff on Creative Commons, Zotero, and Elluminate and co-taught a few online classes and workshops through Elluminate. She spearheaded the creation of the NCLITe group (NC Instructional Tech) and hosted an “unconference” at UNCG with over 8 NC libraries represented. She received a grant with Jenny Dale through UNCG TLC from UNC E-Learning and Online Initiative to create a Brief Hybrid Workshop on “embedding information literacy in online learning” during summer 2010. Beth completed the UNCG HR’s Essential Supervisor Program. She ended her 2 years of co-chairing an ACRL Distance Learning Section committee creating the 5th *Bibliography of Library Resources for Distance Learning*. Beth served on the Libraries’ Task Force on Transformative Issues in Special Collections, the Digital Media Lab

Exploration Task Force, the Digital Projects Coordinator Search Committee, the Green Library Group, the Library Marketing Subcommittee on DE, and chaired the University Libraries Service Award Committee and the Instructional Tech Team. She began her invited term on the Provost's Online Learning Committee, chairs the web subcommittee of UNCG MERGE (formally CCI), and through her work on the UNCG Sustainability Committee, she was part of the conference planning committee to run the first ever UNC Focus Forward virtual conference.

Joe Williams

Joe Williams oversaw the renovation of the Access Services Checkout Desk service area and related offices this year. He also played a key role in renovating Jackson Library's Information Commons area on first floor. New ergonomic chairs and work tables, which are designed and configured to ease and encourage group work, were added to that space. This renovation increased the Information Commons seating capacity by roughly 40% and also gives the Commons a light and open feel. Working with UNCG students and ERIT faculty and staff, Williams expanded the Libraries' technology lending program to include more laptops and new digital voice recorders, graphing calculators, and digital camcorders. He chaired the Libraries' HR Librarian Search Committee and was appointed President Elect of the NC Sirsi-Dynix Users Group, member of the ACRL Task Force on Guidelines for Media Resources in Academic Libraries, and member of the ALA Reference and User Services Association- STARS Interlibrary Loan Committee.

Sha Li Zhang

Sha Li Zhang continues serving on the UNCG's Textbook Advisory Committee and the Faculty Senate Budget Committee in 2009-2010. As Project Director/Principal Investigator of the Academic and Cultural Enrichment (ACE) Scholars Program through a grant of \$860,000 from IMLS Laura Bush 21st Century Librarian Program, Sha Li devoted much efforts and time in carrying out all components of this three-year project. On professional committees within American Library Association (ALA), Sha Li completed her one-year term as Chair of ALA's International Relations Round Table, an elected position by the roundtable members. Sha Li is a member of the ALA's International Relations Committee, a policy arm on international issues of the Association. Sha Li is continuing as ALA's representative to the IFLA's Standing Section Committee on Acquisitions and Collection Development. She is an editorial board member on *OCLC Systems and Services: International Digital Library Perspectives*; an editorial board member on *Chinese Librarianship: an International Electronic Journal*, and a member on the IGI Global's Library Advisory Board. In Greensboro, North Carolina, Sha Li was invited by the Greensboro Public Library and served on the Strategic Planning Committee. She participated in all planning meetings and contributed to the final version of the public library's Strategic Plan. Sha Li is the author of a peer-reviewed publication, "Recruiting Ethnic Minority Students into Library Profession: A Brief Survey at the U.S. Federal Funded Librarian Programs," in *Strategies for Regenerating the Library and Information Profession*, ed. by Varlejs, Jana /Walton, Graham, IFLA Publications 139, K. G. SAUR. She gave a presentation, "U.S. Legislations on Library Funding at the National, State, and Local Levels," at the Think Globally Act Globally Program, in May 2009, in Beijing and Nanjing, China. The Program was funded by both IMLS and the Culture of Ministry in China. She gave another presentation, "Recruiting

Ethnic Minority Students into Library Profession: A Brief Survey at the U.S. Federal Funded Librarian Programs,” at IFLA Continuing Professional Development and Workplace Learning Section (CPD&WL) and New Professionals Discussion Group’s 8th World Conference on Continuing Professional Development & Workplace Learning for the Library and Information Professions, August 19, 2009, in Bologna, Italy. Sha Li co-presented three poster sessions on the ACE Scholars Program at the ALA 2009 Annual Conference held in July 2009 in Chicago, and at the North Carolina Library Association’s bi-annual conference held in October 2009 in Greenville, North Carolina. With other Co-PIs, Sha Li led an application to an IMLS grant for the second cohort ACE Scholars Program.

STAFF: (Represents Fiscal Year 2009 – 2010 Activity)

Recognition:

- **Stacey Krim** was presented the 2010 Staff Service Award. Stacey works in Jackson Library, where she coordinates commercial serials binding among the Cataloging, Access Services, Music Library, Preservation and Binding departments. She also creates and maintains procedures for NC DOCKS institutional repository materials, and reformats, digitizes or collaborates with various departments for major serials cancellations and closeout projects. Stacey has been active in making the library more inclusive, sharing knowledge, and working collaboratively across library departments, with the LIS department, and the campus as whole. She has served on diversity and preservation related projects and committees, supported wellness efforts, and represented the library at numerous campus events.

Appointments:

- Givonne Ivey-Ponton, University Library Technician, effective March 29, 2010
- Callie Moss, University Library Technician, effective May 3, 2010
- Kathelene Smith, University Library Specialist, effective March 1, 2010
- Laurie Therrien, Technical Support Analyst, effective May 28, 2010

Promotion:

- Mary Ann Graham, 24/5 Assistant to 24/5 Manager, effective January 11, 2010

Resignations:

- Stefani Hobbick, University Library Technician, effective May 31, 2010
- Dean Rhoades, University Library Specialist, effective July 31, 2009
- Mark Smith, 24/5 Manager, effective November 12, 2009
- Jessica Thomason, Technical Support Analyst, effective March 5, 2010
- Hannah Winkler, University Library Technician, effective June 3, 2010

Retirements:

- Clara Kelly, University Library Technician, effective January 29, 2010

LIBRARY COMMITTEES
2009-2010

ACRL Excellence in Academic Libraries Group

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

Administrative Advisory Group

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

Assessment Team

Kathy Crowe, Chair
Marcie Burton
Mike Crumpton
Lynda Kellam
Kimberly Lutz
Chad Therrien
Joe Williams

Collection Management Committee

Sha Li Zhang, Chair
Beth Bernhardt
Tim Bucknall
Mary Jane Conger
Steve Cramer

Collection Management Collection (cont.)

Jenny Dale
Stephen Dew
Sarah Dorsey
Bill Finley
Christine Fischer
Amy Harris Houk
Gerald Holmes
Lea Leininger
Lynda Kellam
Mary Krautter
Erica Rau
Nancy Ryckman
Mark Schumacher
Beth Filar Williams
Joe Williams

Customer Service Values Committee

Joe Williams, Chair
Mary Krautter, Co-chair
Mary Katherine Amos
Cathy Griffith
Marilyn Hanichak
Jenny Raabe
Mark Schumacher

Database Management Team

Beth Bernhardt, Chair
Steve Cramer
Lynda Kellam

Digital Media Lab Exploration Task Force

Kathy Crowe, Chair
Tim Bucknall
Lynda Kellam
Beth Filar Williams
Joe Williams

Digital Projects Priorities Team

Tim Bucknall, Chair
Mary Jane Conger
Bill Finley
Cat McDowell

Disaster Preparedness and Safety Committee

Carolyn Shankle, Chair
Cathy Griffith
Lynn Harris
Franklin McKee
Sean Mulligan
Michael Reeder
Audrey Sage
Hermann Trojanowski
Mike Crumpton, ex-officio

Election Committee

Christine Fischer, Chair
Nancy Ryckman

Electronic Resources Subcommittee

Tim Bucknall, Chair
Mary Krautter
Sha Li Zhang

Facilities and Safety Committee

Karen Ward, Chair
Mary Katherine Amos
Bob Clair
Stacey Collins
Mike Crumpton, ex-officio
Scott Hinshaw
Ann Perdue
Dawna Perdue
Joe Williams

Grab a Book, Take a Look Committee

Susan Hendrickson
Audrey Sage

Grants Oversight Committee

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

Green Library Group

Sarah Dorsey, Chair
Mike Crumpton
Kimberly Lutz
Ann Perdue
Kathy Shore
Beth Filar Williams
Hannah Winkler

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

Mac Nelson, Chair
Beth Bernhardt
Betty Carter
Jenny Dale
Anne Owens
Joe Williams
Sha Li Zhang

Libraries Art Committee

Kimberly Lutz, Chair
Nancy Ryckman
Hermann Trojanowski

Libraries Diversity Committee

Gerald Holmes, Chair
Jason Alston
Robert Bixby
Kathy Bradshaw
Michelle Courtney
Steffani Hobbick
Ted Hunter
Michael Ingram
Stacey Krim
Kimberly Lutz
Melvina Ray-Davis
Anne Marie Taber
Cindy Zaruba

Libraries Faculty Officers

Nancy Ryckman, Chair
Mac Nelson, Secretary

Libraries Instructional Technology Team

Beth Filar Williams, Chair
 Jenny Dale
 Amy Harris
 Lynda Kellam
 Hannah Winkler

Library Website Advisory Committee

Tim Bucknall, Chair
 Richard Cox
 Amy Harris Houk
 Kimberly Lutz

LIS/University Lecture Series

Gerald Holmes
 Kimberly Lutz
 Barry Miller
 Lee Shiflett
 Hermann Trojanowski
 Hannah Winkler

Marketing Committee

Kathy Crowe, Chair
 Steve Cramer
 Stephen Dew
 Sarah Dorsey
 Amy Harris Houk
 Kimberly Lutz
 Ann Perdue
 Joe Williams
 Hannah Winkler

Outstanding Student Library Worker**Award Committee**

Ted Hunter, Chair
 David Gwynn
 Katherine Nunnally
 Jennifer Ormsby
 Robin Paschal
 Karen Ward

Peer Evaluation and Tenure Committee

Mary Jane Conger, Chair
 Beth Bernhardt
 Steve Cramer
 Sarah Dorsey
 Nancy Ryckman

Planning Team for the Librarians from China

Sha Li Zhang, Chair
 Mary Jane Conger
 Steve Cramer
 Mike Crumpton
 Christine Fischer
 Hannah Winkler

Service Assessment Team

Lea Leininger, Chair
 Sarah Dorsey
 Jennifer Mincey
 Nancy Ryckman
 Chad Therrien

Space Planning Committee

Mike Crumpton, Chair
 Terry Brandsma
 Mary Jane Conger
 Kathy Crowe
 Stephen Dew
 Susan Farr
 Cathy Griffith
 Mary Krautter
 Katherine Nunnally
 Nancy Ryckman
 Hermann Trojanowski
 Joe Williams

Staff Association

Marilyn Hanichak, President
 Anne Marie Taber, Vice President
 Hannah Winkler, Secretary
 Jennifer Mincey, Treasurer
 Brown Biggers, Co-Chair
 Social Committee
 Cheryl Cross, Co-Chair
 Social Committee
 Amy Harris Houk, Co-Editor
 Jackson Leaks
 Lynda Kellam, Co-Editor
 Jackson Leaks
 Audrey Sage, Staff Room
 Coordinator

Staff Development Committee

Darinlee Needham, Co-chair
Chad Therrien, Co-chair
Jason Alston
Beth Ann Koelsch
Mary Krautter
Lea Leininger
Franklin McKee, ex-officio
Katherine Nunnally
Carolyn Shankle
Amy Smith

Staff Portal Committee

Terry Brandsma, Chair
Marilyn Hanichak

Student Supervisors' Committee

Mike Crumpton, Chair
Cathy Griffith
David Gwynn
Marilyn Hanichak
Lynn Harris
Susan Hendrickson
Fairey Horton
Ted Hunter
Michael Ingram
Stacey Krim
Katherine Nunnally
Jennifer Ormsby
Franklin McKee
Cat McDowell
Robin Paschal
Ann Perdue
Audrey Sage
Carolyn Shankle
Karen Ward

Systems Advisory Committee

Tim Bucknall, Chair
Terry Brandsma
Mary Jane Conger
Kathy Crowe
Christine Fischer
Cathy Griffith
Lea Leininger
Joe Williams
Sha Li Zhang

**Task Force on Transformative Issues in
Special Collections**

Stephen Dew, Chair
Paul Hessling, Co-Chair
Mike Crumpton
Sarah Dorsey
Bill Finley
Cat McDowell
Jennifer Motszko

Tenure Attainment Recognition Committee

Mary Jane Conger, Chair
Anjanie Bledsoe
Christine Fischer
Sarah Dorsey
Robin Paschal
Erica Rau
Melvina Ray-Davis
Michael Reeder
Audrey Sage
Andrea Whitley
Sha Li Zhang

UNCG Libraries NC DOCKS Contents**Processing Team**

Anne Marie Taber, Chair
Marcie Burton
Mary Jane Conger
Stephen Dew
Stacey Krim
Erica Rau
Fran Rubio
Audrey Sage
Kathy Shore
Sha Li Zhang

University Libraries Service Award Committee

Beth Filar Williams, Chair
Kathy Bradshaw
Betty Carter
Bob Clair
Susan Farr
Audrey Sage
Cindy Slater

I. COLLECTION / RESOURCES	7/1/2009	6/30/2010	Change
A. BOOKS, SERIALS BACKFILES, OTHER (DOCS)			
1. Paper volumes added (gross)	<u>21,744</u>	<u>22,110</u>	366
2. Paper volumes withdrawn	<u>27,314</u>	<u>10,757</u>	(16,557)
3. Paper volumes added (net)	<u>-5,570</u>	<u>11,353</u>	16,923
4. Paper volumes (total)	<u>1,149,126</u>	<u>1,160,479</u>	11,353
5. Paper titles added (gross)	<u>17,530</u>	<u>17,784</u>	254
6. Paper titles withdrawn	<u>8,031</u>	<u>4,273</u>	(3,758)
7. Paper titles added (net)	<u>9,499</u>	<u>13,511</u>	4,012
8. Paper titles (total)	<u>828,601</u>	<u>842,112</u>	13,511
9. Microform units added (gross)	<u>1,088</u>	<u>837</u>	(251)
10. Microform units withdrawn	<u>270</u>	<u>433</u>	163
11. Microform units added (net)	<u>818</u>	<u>404</u>	(414)
12. Microform units (total)	<u>327,083</u>	<u>327,487</u>	404
13. Microform titles added (gross)	<u>0</u>	<u>0</u>	<u>0</u>
14. Microform titles withdrawn	<u>26</u>	<u>0</u>	(26)
15. Microform titles added (net)	<u>-26</u>	<u>0</u>	26
16. Microform titles (total)	<u>63,824</u>	<u>63,824</u>	0
17. Electronic book titles added to catalog (net)	<u>2,975</u>	<u>18,037</u>	15,062
18. Electronic book titles catalogued (gross)	<u>313,402</u>	<u>331,439</u>	18,037
19. Electronic serials added to catalog (net)	<u>2,086</u>	<u>4,492</u>	2,406
20. Electronic serials catalogued (gross)	<u>27,327</u>	<u>31,819</u>	4,492
21. Web sites added to catalog (net) ⁽ⁱ⁾	<u>5,386</u>	<u>14,715</u>	9,329
22. Web sites catalogued (total) ⁽ⁱ⁾	<u>17,928</u>	<u>32,643</u>	14,715
23. Monographic volumes purchased	<u>17,887</u>	<u>18,795</u>	908
B. GOVERNMENT DOCUMENTS			
1. Paper			
a. Documents added (gross)	<u>2,021</u>	<u>1,661</u>	(360)
b. Documents withdrawn	<u>2,277</u>	<u>2,668</u>	391
c. Documents added (net)	<u>-256</u>	<u>-1,007</u>	(751)
d. Documents (total)	<u>223,796</u>	<u>222,789</u>	(1,007)
e. Document titles added (net)	<u>-154</u>	<u>-604</u>	(450)
f. Document titles (total)	<u>133,839</u>	<u>133,235</u>	(604)
2. Microforms			
a. Microforms added (gross)	<u>4,832</u>	<u>6,329</u>	1,497
b. Microforms withdrawn	<u>1,299</u>	<u>1,436</u>	137
c. Microforms added (net)	<u>3,533</u>	<u>4,893</u>	1,360
d. Microforms (total)	<u>387,629</u>	<u>392,522</u>	4,893
e. Microform titles added (net)	<u>1,196</u>	<u>2,895</u>	1,699
f. Microform titles (total)	<u>243,941</u>	<u>246,836</u>	2,895

COLLECTION / RESOURCES (cont.)	7/1/2009	6/30/2010	Change
3. Electronic Documents			
a. Electronic Documents (total units)	<u>3,043</u>	<u>3,217</u>	174
b. Electronic Documents (titles)	<u>2,712</u>	<u>2,871</u>	159
4. Serials in Documents (included above)	<u>3,940</u>	<u>4,084</u>	144
TOTAL DOCUMENTS (UNITS)	<u>614,468</u>	<u>618,528</u>	4,060
TOTAL DOCUMENTS (TITLES)	<u>380,492</u>	<u>382,942</u>	2,450
TOTAL BOOKS AND DOCUMENTS	<u>2,076,996</u>	<u>2,110,446</u>	<u>33,450</u>
C. SERIALS (periodicals and continuations)			
1. Paper and microform serials (total)	<u>2,406</u>	<u>1,726</u>	(680)
2. Paid subscriptions	<u>2,328</u>	<u>1,646</u>	(682)
3. Gift subscriptions	<u>78</u>	<u>80</u>	2
4. Paper and microform serials added (gross)	<u>20</u>	<u>7</u>	(13)
5. Paper and microform serials added (net)	<u>-139</u>	<u>-891</u>	(752)
6. Subscription databases & CDROMS (paid and unpaid)	<u>726</u>	<u>831</u>	105
TOTAL SUBSCRIPTIONS	<u>3,132</u>	<u>2,557</u>	(575)
7. Number of current serials purchased	<u>4,022</u>	<u>3,195</u>	(827)
a. Electronic (deduplicated)	<u>1,694</u>	<u>1,511</u>	(183)
b. Print (and other non-electronic format) serials purchased	<u>2,328</u>	<u>1,684</u>	(644)
8. Number of current serials received but not purchased	<u>27,804</u>	<u>52,280</u>	24,476
a. Consortial ⁽ⁱⁱ⁾	<u>9,908</u>	<u>20,050</u>	10,142
b. Freely accessible ⁽ⁱⁱⁱ⁾	<u>13,878</u>	<u>28,066</u>	14,188
c. Print (Exchanges, gifts, etc.)	<u>78</u>	<u>80</u>	2
d. Government documents	<u>3,940</u>	<u>4,084</u>	144
TOTAL SERIALS RECEIVED	<u>31,826</u>	<u>55,475</u>	23,649
D. COMPUTER FILES [NOT books or serials]			
1. Computer files (total)	<u>638</u>	<u>668</u>	30
2. Computer files added	<u>21</u>	<u>30</u>	9
3. Institutional Repository items (NC DOCKS)	<u>1,587</u>	<u>4,690</u>	3,103
E. DIGITAL COLLECTIONS			
1. The number of collections	<u>15</u>	<u>17</u>	2
2. The size (in gigabytes) of library digital collections	<u>500</u>	<u>705</u>	205
3. The items in library digital collections ^(iv)	<u>12,000</u>	<u>11,400</u>	(600)
4. The number of document views ^(v)	<u>483,419</u>	<u>2,124,562</u>	1,641,143
5. The number of visitors ^(v)	<u>94,340</u>	<u>414,316</u>	319,976
6. Number of official projects completed ^(v)	<u>5</u>	<u>5</u>	0
7. Number of master digital image/text files created	<u>11,200</u>	<u>35,250</u>	24,050
8. Size (in gigabytes) of master digital image/text files created	<u>225</u>	<u>350</u>	125
9. Number of master digital image/text files available online	<u>5,100</u>	<u>29,500</u>	24,400
10. Number of master audio/visual files created	<u>490</u>	<u>515</u>	25
			31

COLLECTION / RESOURCES (cont.)	7/1/2009	6/30/2010	Change
12. Total number of archived files	<u>26,500</u>	<u>58,500</u>	32,000
13. Size (in terabytes) of total archived files	<u>0.98</u>	<u>1.37</u>	0.39
F. AUDIOVISUAL UNITS			
1. Audiovisual units added (net)	<u>3,070</u>	<u>632</u>	(2,438)
2. Audiovisual units (total)	<u>47,014</u>	<u>47,646</u>	632
a. Audio	<u>18,318</u>	<u>18,251</u>	(67)
b. Film / Video	<u>10,119</u>	<u>8,736</u>	(1,383)
c. Graphic (pictures and slides)	<u>10,283</u>	<u>10,283</u>	0
d. Maps	<u>1,902</u>	<u>2,733</u>	831
e. DVD's / Laserdiscs	<u>6,392</u>	<u>7,643</u>	1,251
3. Audiovisual titles added (net)	<u>2,607</u>	<u>-78</u>	(2,685)
4. Audiovisual titles (total)	<u>28,354</u>	<u>28,276</u>	(78)
a. Audio	<u>13,458</u>	<u>13,585</u>	127
b. Film / Video	<u>9,280</u>	<u>8,127</u>	(1,153)
c. Graphics and posters	<u>431</u>	<u>431</u>	0
d. DVD's / Laserdiscs	<u>5,185</u>	<u>6,133</u>	948
5. Other formats (realia, artifacts, puzzles, kits, etc.)	<u>263</u>	<u>255</u>	(8)
6. Other formats unit added (net)	<u>577</u>	<u>-8</u>	(585)
7. Other formats titles (total)	<u>2,059</u>	<u>2,756</u>	697
8. Other formats titles added (net)	<u>1</u>	<u>-6</u>	(7)
G. MANUSCRIPT AND ARCHIVES			
1. Non-University (linear feet) ^(vi)	<u>1,205.32</u>	<u>1,263.87</u>	59
2. University (linear feet)	<u>1,520.60</u>	<u>1,565.64</u>	45
3. Other (items) ^(vii)	<u>98,306</u>	<u>98,306</u>	0
H. MONOGRAPHS			
1. Book titles received (firm)	<u>9,164</u>	<u>10,428</u>	1,264
2. Book titles received (approval)	<u>6,806</u>	<u>8,535</u>	1,729
3. Book titles received (standing orders)	<u>393</u>	<u>474</u>	81
TOTAL BOOKS RECEIVED	<u>16,363</u>	<u>19,437</u>	3,074
I. PRESERVATION SERVICES			
1. Binding and Repair	<u>4,010</u>	<u>3,965</u>	(45)
(i) Added 6,678 titles as part of the ICPSR			
(ii) Titles in NC LIVE databases			
(iii) Independent Free titles			
(iv) Last year's value for this metric was over-reported.			
(v) Collections counted in this metric: "Slavery", "Women Veterans Collection", "Civil Rights Greensboro", "Greensboro Voices", and the Institutional Repository			
(vi) Includes both Manuscripts and Women Veterans Historical Project material.			
(vii) This item count is expected to stay relatively static			

II. LIBRARY SERVICES

7/1/2009 6/30/2010 Change

A. DOCUMENT DELIVERY / INTERLIBRARY LOAN

1. Returnable	<u>4,169</u>	<u>5,133</u>	964
a. Faculty	<u>1,607</u>	<u>1,715</u>	108
b. Graduate	<u>1,961</u>	<u>2,252</u>	291
c. Undergraduate	<u>597</u>	<u>1,151</u>	554
d. Distance Education	<u>4</u>	<u>15</u>	11
2. Non-returnable	<u>3,147</u>	<u>3,465</u>	318
a. Faculty	<u>1,338</u>	<u>1,357</u>	19
b. Graduate	<u>1,577</u>	<u>1,757</u>	180
c. Undergraduate	<u>224</u>	<u>349</u>	125
d. Distance Education	<u>8</u>	<u>2</u>	(6)
3. Electronic Document Delivery	<u>585</u>	<u>892</u>	307
TOTAL DOCUMENT DELIVERY / ILL BORROWING	<u>7,901</u>	<u>9,490</u>	1,589
4. ILL Lending			
a. Returnable	<u>6,734</u>	<u>7,091</u>	357
b. Non-returnable	<u>1,226</u>	<u>1,363</u>	137
TOTAL DOCUMENT DELIVERY / ILL LENDING	<u>7,960</u>	<u>8,454</u>	494

B. CIRCULATION LOANS

1. Total University Libraries Circulations	<u>332,850</u>	<u>342,298</u>	9,448
a. Initial Checkouts	<u>125,300</u>	<u>118,496</u>	(6,804)
b. Reserve Checkouts	<u>32,430</u>	<u>32,494</u>	64
c. Renewals	<u>64,508</u>	<u>70,678</u>	6,170
d. In-House Use	<u>52,435</u>	<u>47,868</u>	(4,567)
e. Manual/External Transactions	<u>58,177</u>	<u>72,762</u>	14,585
2. Total JACKSON Circulations	<u>287,770</u>	<u>300,497</u>	12,727
a. Initial Checkouts	<u>102,645</u>	<u>99,350</u>	(3,295)
b. Reserve Checkouts	<u>23,198</u>	<u>24,140</u>	942
c. Renewals	<u>58,163</u>	<u>63,498</u>	5,335
d. In-House Use	<u>45,587</u>	<u>40,747</u>	(4,840)
e. Manual/External Transactions	<u>58,177</u>	<u>72,762</u>	14,585
i. Documents	<u>43</u>	<u>143</u>	100
ii. Microforms	<u>1,111</u>	<u>1,175</u>	64
iii. SCUA	<u>3,436</u>	<u>3,426</u>	(10)
iv. E-Books	<u>53,587</u>	<u>68,018</u>	14,431
3. Total MUSIC Circulations	<u>45,080</u>	<u>41,801</u>	(3,279)
a. Initial Checkouts	<u>22,655</u>	<u>19,146</u>	(3,509)
b. Reserve Checkouts	<u>9,232</u>	<u>8,354</u>	(878)
c. Renewals	<u>6,345</u>	<u>7,180</u>	835
d. In-House Use	<u>6,848</u>	<u>7,121</u>	273

LIBRARY SERVICES (cont.)	7/1/2009	6/30/210	Change
4. Selected Circulation Counts by Item Type or Location			
a. AV Materials (total circulation count) ⁽ⁱ⁾	<u>66,175</u>	<u>66,150</u>	(25)
i. Jackson Library AV Materials	<u>11,628</u>	<u>15,777</u>	4,149
ii. Music Library AV Materials	<u>14,552</u>	<u>10,014</u>	(4,538)
LIBRARY SERVICES (cont.)	7/1/2009	6/30/2010	Change
b. Laptop Circulation Count	<u>4,131</u>	<u>6,650</u>	2,519
i. Jackson Library Laptop Circulation	<u>3,967</u>	<u>6,505</u>	2,538
ii. Music Library Laptop Circulation	<u>164</u>	<u>145</u>	(19)
c. Storage Circulations	<u>639</u>	<u>701</u>	62
d. In-House Use of Books/Stacks (total circulation count)	<u>47,624</u>	<u>44,192</u>	(3,432)
i. Jackson Library	<u>40,787</u>	<u>37,096</u>	(3,691)
ii. Music Library	<u>6,837</u>	<u>7,096</u>	259
e. In-House Use of Bound Serials (total circulation count)	<u>4,811</u>	<u>4,851</u>	40
i. Jackson Library	<u>4,800</u>	<u>4,826</u>	26
ii. Music Library	<u>11</u>	<u>25</u>	14
5. Usage Data/Borrowing Data (total by demographic on selected categories) ⁽ⁱⁱ⁾			
a. University loans (total)	<u>201,361</u>	<u>196,946</u>	(4,415)
i. Undergraduate loans	<u>109,621</u>	<u>114,049</u>	4,428
ii. Graduate loans	<u>50,721</u>	<u>49,083</u>	(1,638)
iii. Faculty loans	<u>38,248</u>	<u>29,019</u>	(9,229)
iv. Staff loans	<u>2,418</u>	<u>2,290</u>	(128)
v. Interlink	<u>353</u>	<u>2,505</u>	2,152
b. Non-university loans (total – all categories)	<u>17,656</u>	<u>16,104</u>	(1,552)
i. Institution borrowers			
o UNC System	<u>1,655</u>	<u>1,242</u>	(413)
o Greensboro Consortium/TALA ⁽ⁱⁱⁱ⁾	<u>3,171</u>	<u>2,880</u>	(291)
o Community Colleges ⁽ⁱⁱⁱ⁾	<u>45</u>	<u>55</u>	10
o Area Schools	<u>1,054</u>	<u>2,129</u>	1,075
o Public Library	<u>215</u>	<u>164</u>	(51)
ii. FOL loans	<u>11,516</u>	<u>9,634</u>	(1,882)
c. Registered Borrowers (all categories) ⁽ⁱⁱⁱ⁾	<u>42,496</u>	<u>36,720</u>	(5,776)
i. University borrowers	<u>40,467</u>	<u>34,992</u>	(5,475)
o Undergraduates	<u>28,749</u>	<u>24,490</u>	(4,259)
o Graduates	<u>5,771</u>	<u>5,110</u>	(661)
o Faculty	<u>3,990</u>	<u>3,752</u>	(238)
o Staff	<u>1,957</u>	<u>1,640</u>	(317)
ii. Non-University borrowers	<u>2,029</u>	<u>1,728</u>	(301)
o Friends of the Library	<u>496</u>	<u>639</u>	143
o Area School borrowers	<u>132</u>	<u>216</u>	84
o Area College and University borrowers	<u>833</u>	<u>770</u>	(63)
o Other	<u>568</u>	<u>103</u>	(465)

LIBRARY SERVICES (cont.)	7/1/2009	6/30/2010	Change
C. ACCESS			
1. Web Page views ^(iv)	<u>13,353,296</u>	<u>5,761,934</u>	(7,591,362)
a. In Library (%)	<u>21.90%</u>	<u>30.70%</u>	8.80%
b. On-campus (%)	<u>19.90%</u>	<u>20.30%</u>	0.40%
c. Off-campus (%)	<u>58.20%</u>	<u>49.00%</u>	-9.20%
2. Database Sessions	<u>750,142</u>	<u>867,613</u>	117,471
a. In Library (%)	<u>14.00%</u>	<u>8.60%</u>	-5.4%
b. On-campus (%)	<u>17.10%</u>	<u>21.20%</u>	4.1%
c. Off-campus (%)	<u>58.90%</u>	<u>70.20%</u>	11.3%
3. Electronic journals (total #)	<u>35,892</u>	<u>39,170</u>	3,278
4. Number of public workstations ^(v)	<u>176</u>	<u>175</u>	(1)
D. RESERVES			
1. Number of reserve lists	<u>601</u>	<u>691</u>	90
2. Number of items on reserve	<u>9,712</u>	<u>8,378</u>	(1,334)
a. Items on traditional reserve	<u>2,423</u>	<u>6,168</u>	3,745
b. Items on e-reserve	<u>7,289</u>	<u>2,210</u>	(5,079)
E. PUBLIC SERVICE QUESTIONS			
Number of reference transactions total ^(vi)	<u>65,089</u>	<u>54,939</u>	(10,150)
1. Face to face reference transactions	<u>60,716</u>	<u>48,246</u>	(12,470)
2. Virtual reference transactions (E-mail, IM, Chat, Phone, etc.)	<u>4,373</u>	<u>6,693</u>	2,320
F. INFORMATION SERVICES TO GROUPS			
1. Classes / Presentations	<u>519</u>	<u>524</u>	5
a. Individuals attending	<u>9,832</u>	<u>12,168</u>	2,336
b. Contact hours	<u>10,575</u>	<u>13,021</u>	2,446
2. Consultations	<u>360</u>	<u>78</u>	(282)
a. Individuals attending	<u>164</u>	<u>94</u>	(70)
b. Contact hours	<u>231</u>	<u>117</u>	(114)
3. Training sessions	<u>28</u>	<u>53</u>	25
a. Individuals attending	<u>256</u>	<u>596</u>	340
b. Contact hours	<u>466.3</u>	<u>1,309.0</u>	843
4. Faculty training	<u>11</u>	<u>7</u>	(4)
a. Individuals attending	<u>83</u>	<u>58</u>	(25)
b. Contact hours	<u>297</u>	<u>69</u>	(228)
G. GATE COUNT TOTAL			
1. Jackson Library	<u>977,653</u>	<u>1,032,320</u>	54,667
2. Music Division ^(vii)	<u>139,636</u>	<u>122,657</u>	(16,979)

LIBRARY SERVICES (cont.)	7/1/2009	6/30/2010	Change
H. STAFF (FTE = 40 hours per week)			
1. Professional staff, FTE.	<u>37.5</u>	<u>37.5</u>	0.0
2. Support staff, FTE.	<u>54.5</u>	<u>54.5</u>	0.0
3. Student assistant, FTE. (Federal) ^(viii)	<u>56.0</u>	<u>7.1</u>	-49.0
4. Student assistant, FTE. (Departmental) ^(viii)	<u>59.0</u>	<u>15.2</u>	-43.8
5. Student assistant, FTE. (total) ^(viii)	<u>115.0</u>	<u>22.3</u>	-92.7
6. Number of students employed	<u>112</u>	<u>120</u>	8
7. Number of staffed service points	<u>6.0</u>	<u>6.0</u>	0.0
8. Number of weekly public service hours	<u>144.0</u>	<u>144.0</u>	0.0

(i) This metric includes laptop checkouts: 6,505 (Jackson) + 145 (Music) = 6,650

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

(iii) 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.

(iv) Conversion to industry standard Google Analytics starting this year. This value includes Library Web site views plus Web2 OPAC.

(v) One laptop from Music Library destroyed through damage on loan. Scheduled for replacement this FY 10/11.

(vi) Lowered numbers may reflect reluctance to use new reporting tool which replaced DeskTracker this year.

(vii) Increase in online availability, especially streaming music, affecting this metric

(viii) Student formulas for FTE changed to use a 2080 annual hours worked compared to previous years formula of addressing the number of students working then dividing in half.

Starting this year, new metric reporting actual number of students who were employed during the fiscal year.

**FINANCIAL STATEMENT OF EXPENDITURES
2009-2010**

<u>From State Funds</u>	<u>6/30/08</u>	<u>6/30/09</u>	<u>6/30/10</u>
Salaries			
EPA Academic (Exempt from State Personnel Act)	\$2,283,163	\$2,587,343	\$2,563,834
Employee on Loan	750	750	3,000
SPA Support (Subject to State Personnel Act)	1,767,150	1,959,918	2,064,333
Longevity Pay, Holiday and Shift Pay	40,748	41,517	48,130
Fringe Benefits Contributions, includes Worker's Compensation	1,022,874	1,156,893	1,232,484
Wages (Student)	247,889	285,714	258,593
Wages (Temporary Personnel)	13,542	48,502	20,006
Contracted Services	0	0	0
<i>Total Salary from State Funds</i>	<u>\$5,376,116</u>	<u>\$6,080,637</u>	<u>\$ 6,190,380</u>
Office Supplies, Furniture, Computer Supplies & Equipment, Educational Supplies, Vehicle Replacement Parts, General Administration Supplies, Security/Safety Supplies, Data Processing Supplies, Other Supplies	\$ 215,771	\$ 141,550	\$ 297,128
Current Services – Includes Communications, Postage, Printing and Binding, Repairs, Advertising, Employee Tuition, Office Moving Expenses, Honorariums, Photographic Services, Lawn and Ground Services, Other Current Services	134,301	100,627	117,562
Travel	119,516	78,824	22,975
Fixed Charges – Includes Rental, Maintenance Contracts, Institutional and Membership Dues, Licenses and Permit Costs, Periodicals and Subscriptions, Other Administrative	110,345	104,930	162,099
Capital Outlay – Includes Server Purchases, Office Equipment, Non- Wan DP Equipment, Other Equipment	206,719	24,269	222,273
Other Library Expenditures	795,191	0	0
Library Books, Journals, Serials and Subscriptions	2,620,981	2,770,332*	6,555,740**
<i>Total Expenditures from State Funds</i>	<u>\$4,202,824</u>	<u>\$3,220,532</u>	<u>\$ 7,377,777</u>
<u>From Federal Funds</u>			
Student Work-Study Wages	\$ 91,638	\$ 74,725	\$ 93,092
<i>Total Expenditures from Federal Funds</i>	<u>\$ 91,638</u>	<u>\$ 74,725</u>	<u>\$ 93,092</u>
<u>From Special Funds</u>			
Friends of the Library	\$ 59,505	\$ 65,421	\$ 53,771
Brace Gove	25,000	0	0
Special Collections Endowment (Quasi)	62,971	32,393	7,832
Chauncey Williams	538	0	350
Kellenberger	4,494	9,494	6,929
Library Director Discretionary Fund	3,642	2,896	3,390
Photocopy Account	0	0	0
Other Accounts	26,651	48,352	16,470
<i>Total Expenditures from Special Funds</i>	<u>\$ 182,801</u>	<u>\$ 158,556</u>	<u>\$ 88,742</u>
TOTAL INCLUDES SALARIES AND EXPENDITURES	<u>\$9,811,046</u>	<u>\$9,534,450</u>	<u>\$13,749,991</u>

*does not reflect \$1.8million in funds not spent prior to budget cut

**includes one-time purchases on electronic resources and other materials



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