Randall Library had another significant growth year in support of curriculum, scholarship, service and research at UNCW. This growth is due to the strategic use of resources both new and continuing by the Library faculty and staff. The growth also reflects the continued commitment by teaching and research faculty in using the Library in support of their and their students research and curriculum needs. Without faculty participation, our job of support would be much more difficult.

The Library believes in continuous incremental improvement as its basic approach to improved service, access to information and facility usage. On occasion, new funds and campus initiatives can be identified which move us forward in an obvious manner. We were fortunate for the first time in several years to receive new funds from enrollment growth and some one time funds from MALSA. In addition, the State provided inflation funds for journal price increases for the first time in ten years. With these new resources we were able to actually increase expenditures for increased materials and services in addition to paying for increased prices of journals. I will repeat some of the highlights in the following sections and hopefully note if from new funds but key new funding went to the following:

1) Permanent funding for increased staff necessary to expand hours to 3 am. This was paid for by temporary funds in the previous fiscal year.
2) New position for systems librarian to assist in computing services, web design, and database management,
3) Replacement SPA assistant position in cataloging (replacing a position lost four years ago) to increase number of media items cataloged.
4) Additional one half circulation assistant to improve staffing of extra open hours.
5) With one-time funds, accelerated computer replacement schedule, remodeled an existing space to create a multipurpose room primarily for instruction, added panels for needed new offices, reupholstered 50 chairs originally purchased in 1985, re-carpeted two public service rooms, remodeled the media viewing room, added needed shelving, added specialty equipment for microfilm copying, scanning of journals, and computer data storage, expanded public computers both stationary and laptops.
6) Added two key library software packages which will take full effect in 2006-2007 to improve journal management and to add search enhancements to the online catalog.
7) Expanded the 24 hour openings for finals period by an additional week each semester. We are now open 14 straight days 24 hours each, during the finals period  
8) Added several new databases in an effort at continuous access expansion (i.e. Oxford University Press ejournals, Cambridge University Press ejournals, CSA Social Sciences Package, Humanities Index International).
9) We paid more than $80,000 in increased prices for journals, databases and indexes.
10) We placed two flat screen televisions in public viewing spaces to provide close captioned continuous news programming for our patrons.
11) We added four camcorders to our checkout services to assist students making educational videos.
12) We contracted for outside cataloging of 2,800 books so that they can more speedily be placed into the cataloged collection.

Collections: The journal collection had another net growth through the purchase of electronic journals in sets such as those from Oxford University Press and Cambridge University Press. The new funding stabilized the current holdings by paying for inflationary price increases. We took some funds from cancelled paper journals and changing databases as well as new funding to add several other small requested databases. The trend continues in both database and journal expansion to use electronic access and media formats versus paper and microform formats. Our electronic and paper journals through our subscriptions and NC LIVE (State funded) now total near 20,000 titles. Considering that ten years ago the students and faculty had access to about 4,000 paper titles only this is significant access improvement. We continued to set aside Project Book and Materials funds in support of campus and Academic Affairs initiatives. A partial list of special purchases include support of the following subjects: 1) material for a new course in animation; 2) Updated diagnostic tests for School of Education; 3) books on Japanese art; 4) DVD's to increase cultural competence in several nursing courses; 5) British Documents on Foreign Affairs, the First World War. 6) feature films for a Latin American Studies film series.

Donations in kind continued at a brisk pace for this past year. A historic listing shows the volatility of this effort. It is difficult to predict major gifts but we do have a wonderful foundation set of material that continues to come from current and former faculty and staff members at UNCW. Some notable gifts include: Sally White’s donation of her husbands math/physics books collection; Moshe Amon’s gift of materials in Hebrew and about Jewish religion and history; June Davidson’s gift of Irish literature and history books; Connie Gillen’s gift of rare medical books, civil war surgical tool set and jazz CDs; Jennifer Janson’s gift through Tony Janson of artwork and music CDs; Robert Puddy’s gift of furniture and books; and Jim McNab’s gift of French literature books. Donations in-kind of material given in support of collections over the past eight years: 1998-1999- $344,975; 1999-2000- $201,267; 2000-2001- $279,313; 2001-2002- 213,601; 2002-2003-$665,072; 2003-2004- $212,075; 2004-2005- $191,211.; 2005-2006 - $191,429.

Nearly 28,000 items were ordered, deposited or received as gifts this past year. This included books, film, music, maps, Special Collections items, government documents, textbooks and more. The number does not count the journal issues checked in. About one half of the items were received as gifts or depository materials. Cataloging and government documents cataloged 24,000 items this past year. This is a new record for productivity. We had so many items come in, that we even contracted with OCLC (outside service) to catalog 2,800 volumes especially those we received in Hebrew and French.

Services: The Library continues to be heavily used. Our exit count at Randall Library was up from 711,477 to 786,910. The exit count at the Curriculum Materials Center Library at Watson
School of Education was just over 12,000. Both facilities have been hopping with customers. The extended hours have been successful with many users during the early morning hours. We once again were open around the clock through 14 days of each of the traditional finals periods in support of student study and paper writing.

We saw growth in circulation of music and film collections, popular reading, Curriculum Materials Center items, and laptop computers. Tens of thousands of articles were accessed through our online journal collections in support of research projects. Other formats were fairly constant compared to previous years. Reserves had physical checkout of 8,478 articles and films and 84,000 journal articles were accessed in an electronic format through reserves! The reserves unit placed an additional 1,300 items on its databases, obviously a very popular service with faculty.

The instruction program continues to expand greatly including an approval for a new 3-credit hour course (LIB 103) which will be required for the new Information Technology minor (CSC). This course started in fall 2005. We now offer more options in instruction to more people in more locations than ever before. In 2001-2002 we offered 240 instruction sessions and this past year it grew to 729 sessions, serving 8,896 students in a formal program offering. Research/reference inquiries (which is a form of informal instruction) totaled more than 21,000, a small increase from the previous year. The growth in students and faculty using the instructional and research support programs reflects on the success of these core services and all of the librarians participating. Document delivery to faculty is now a normal part of our delivery system and expanding. We added a golf cart, stationed at Watson School of Education Building, to the Library fleet, Randall Library Express, and we deliver needed materials and interlibrary loan directly to departmental offices to increase faculty efficiency.

We continue outreach efforts both to the University community and the greater Southeast North Carolina community including: participation in the greatly expanded One Book One Community program collaborating with area libraries; outreach efforts to High School Seniors in New Hanover County; various exhibits and art shows; Cape Fear Crime Festival participation; Silents Please (and other film programs); The September Project; Randall Library Book Club; Halloween Theatre, Thirsty Tome; World War I Film and Discussion Series; Flash Fiction; Surf Nite!; Commuter Coffee Break; various orientation sessions and more.

Technologies: Behind almost all of the collection and service improvements is a core continuing upgrade of technology support within the library. Thus initiatives such a new databases, electronic journals, upgrades to the WebPages, new websites, upgraded and number of public service computers, creative addition of the new instruction space and more have a key technology component supported by many staff members. Several key library software packages received upgrades or will be activated for next year including: Pharos login; ERM (electronic journal management); and Webbridge. The Library was one of the first units to readjust its website to ITSD’s standards for development. This involved a major review of our content and content management practices. The Library took a lead role in developing RSS (electronic feeds)
policies on campus. Several of our staff members have been involved actively in the Banner project on campus, it has had significant impact on our accounting system in particular.

Facilities: We made several physical changes late in the year that will have major implications for services in the next academic year. These include shifting thousands of video tapes to new locations to help create a new multi-purpose room (primarily for instruction). The space was then upgraded with carpet and equipment. The response to a change in approach in how we serve community members sparked a rearrangement and expansion of research/reference computing spaces and a design of community login systems on new computers. We continued our program of reupholstering chairs that were added in 1985. The media viewing room was expanded by shifting a storage area to another part of the Library and then re-carpeting and painting the newly reconfigured room. New furniture is coming to increase group and single viewing stations for student/faculty use. Special Collections and Archives shifted thousands of items and added replacement shelving to increase storage capacities in Archives.

Personnel:
Ameet Doshi joined the Library faculty this past year (May 2006) as a public service librarian. Mickie Elliot retired from her SPA position as Circulation Library Assistant in December 2005. Tonya McKoy joined the Circulation staff as a Library Assistant in February 2006. Linda Robinson joined the Circulation staff as a Library Assistant in June 2006.

Library faculty members were very active in professional and scholarly activities this past year. They wrote fourteen articles that were published or accepted for publication this past year. They presented more than twenty-five panel presentations, programs or poster sessions at state, regional and national conferences. Two are doing research for authoring of full-length books. Many are on state and national committees for professional library associations. One has been appointed as a review editor for an international magazine and several regularly review books or other media for library journals.

Library faculty and staff members have had an equally active year in campus service. They lead and participate in several key internal committees as well as serving on academic and University-wide committees. Support staff members have served on human resources, staff advisory, and media services committees this past year. The Library faculty members are represented by two members on the Faculty Senate.

Coming Next Year!

While most of our efforts go into immediate service to various audiences, we also spend energy anticipating, planning and preparing for the next academic year. It seems reasonable to speculate on some of the goals we have, assuming that increased funding continues from the enrollment growth allocations or special funds from tuition or the Legislature.
a. The new multipurpose/instruction room will allow us to expand instruction and special meetings within the Library. Last year we had double booking of our existing instruction room 100 times! This meant that we asked the public to vacate 25 computers while we taught the classes. That should not be necessary this next year.

b. The video tape collection is now all together and in public viewing space. We hope to increase usage and collect data to determine need to convert titles to DVD or weed.

c. The new media viewing space will restrict use to faculty/students and staff. The increased viewing stations and this policy change should help our primary customers use more films and audio material within the building.

d. The computing stations have been upgraded to their best level in several years. This predicts that we will have more computing staff energy to place into new upgrades to software and to the two major new infrastructure packages we have purchased in support of the online catalog and electronic journals.

e. We are in the process of renting two small storage units off campus to store gift books and Special Collection materials. This will help relieve overcrowding in the area of Special Collections in particular and allow them to continue to accept gifts of significant collections.

f. The serials committee has selected a creative solution to increase the number of databases added by using a deposit system with FirstSearch. (OCLC). With this approach we will pay a usage fee on actual usage instead of a larger subscription fee. We also hope for funding to purchase key new databases recommended by faculty members.

g. A system of student login will be active in the fall for student computers. We will also require community members to register to use computers and to use one of five computers only dedicated to public use. The number of computers available to our students in a public setting will increase by three new stations and effectively increase by five more by restricting public use to one of five additional machines. The new I-print solutions will decrease our costs and aggravation tied to public printing from computers.

h. Assuming continued healthy funding, we should be able to add journals for the large number of new faculty members coming on board this next year. (one per new tenure track position).

i. We hope to be able to expand and reallocate the expanded book budget.

j. We expect to use outside contractors to again help us catalog more books than our current internal capacity allows.

k. We hope to expand the formal credit classes offered by Library faculty with a new faculty position in January hired specifically for that purpose.

l. We are moving materials to remote sites to reduce pressure in the building and to once again offer a few more small faculty offices in response to the great shortage on campus.