Randall Library had another significant growth year in support of curriculum, scholarship, service and research at UNCW. This growth is due to the commitment of faculty and students to fully participate in the educational experience and the strategic use of resources both new and continuing by the Library faculty and staff.

The Library believes in continuous incremental improvement as its basic approach to improved service, access to intellectual content and facility usage. The Library has a heavy burden of expenses tied to continuous inflationary price increases of our journals and indexes. The State provided about one-half of that increase in permanent funds, but the remaining increase in prices was covered by one time funds this past year. All other new funds that came to the Library this past year were from one time funds. While the remaining sections are organized by the categories listed in report’s title above, I will add prior to that a brief summary of where new and special funding went directly.

1) $61,690 permanent and one-time funds for inflationary price increases. ($25,890 from the State and $35,800 one-time UNCW).

2) $40,000 for cataloging backlog coverage. These one-time funds moved more than 4,000 titles from our backlog onto the stacks this past year. We used outside vendors, temporary employees and overtime to fulfill this project. Of particular note is the fact that a major Russian history collection (much of it in Russian) came to us this year as a gift and we were able to quickly process it because of these one-time funds.

3) $37,500 for new databases and journals. While this should have been permanent money, since these titles continue this next year, the titles were purchased on one-time funds. In any given year we cancel titles that are no longer highly used and look for replacements as well as new products that come into the marketplace. $8,317 was spent on traditional 22 new journal titles for new faculty. Significant large databases added include: IBIS World Industry Reports (Business); Gale Literature Resource Center (Humanities); ATLA Religion Database (Humanities); Science, Nature and National Academy of Sciences online (Sciences); Classical Scores Library (Humanities); Journal of Cell Biology online (Sciences); Value Line Investment Survey (Business); Oxford Language Dictionaries Online (Humanities); Gale Nursing Resource Center (Nursing) and Sage Premier Package which was paid for by a grant from Watson School of Education.

4) Building improvements include: new front sliding doors and refurbishment of the campus classroom (Randall Auditorium) which is used by all. ($42,000)
5) We transferred internal funds to help upgrade traditionally (reducing equipment budgets) very low SPA salaries. ($20,000) After working through the Banding project for these positions it is obvious that we have a very long ways to go as a Library and a campus to bring our SPA workers even up to 90% of market rates.

6) $25,000 for book project funds for special subject and new faculty projects. These are truly one-time purchases. Many diverse topics were strengthened through this fund including: evolution; Chinese and Arabic languages; Spanish film; Cuban and Mexican history; local history; Jewish history; Indian and Pakistan history; classical music and more.

7) Backfiles of two heavily used databases (truly one-time purchase) for Web of Science, Biological Abstracts and Zoological Record ($49,000).

The State and University were very generous in their support, particularly using one-time funds as they became available. However, for the first time, we are using one-time funds in the Library to purchase ongoing subscriptions and paying for inflationary price increases that continue year to year. This is about a $71,000 permanent expansion funded with one-time money.

**Intellectual Content/Collections:** The journal collection, indexes, databases, electronic and paper books, music recordings (all formats) and motion pictures, government documents and Special Collections all grew at rates similar to last year. The Library cataloged just more than 30,000 items added to the physical and electronic collection. We hired temporary help to work on a growing backlog of gift materials. The journal collection in paper and electronic format numbers an estimated 30,000 titles full text. Considering that fifteen years ago we estimate that customers had access to about 4,000 paper titles only, it is an amazing growth in access to information in all academic libraries throughout the State. Some special purchases of note are listed in the previous section describing new databases and projects.

We continue to work hard to make the materials more easily findable and available. We added Syndetics which provides book review and book jacket information to our online catalog. We added software to better track the 30,000 electronic journals. We even added software to help us count the extensive usage of all of our material. Thousands of records were added to the catalog for large database sets such as e-books, PBS streaming video tapes now available through the catalog and even detailed records for the UNC-CH Documenting the American South web collection.

Donations in-kind continued at a very brisk pace for this past year. Due to several large gifts, this past year has been one of the highest in the past ten years. This year we accepted cash and in-kind gifts totaling $ 411,574. While it is difficult to predict major gifts year to year, 2006-2007’s total was $205,895 and 2005-2006’s total was $191,429. We feel that the generosity of the faculty, staff and community provides significant added value to our collections. Special Collections is particularly dependent on gifts as is our popular reading and recorded music collections. 10,200 items were received this past year
that came in as gifts. It will take some time before all of them reach the shelves, but all are in the catalog at least with a short record. We did receive one unusual personal donation of $25,000 that is to be used for a particular content project on Military Chaplains. This gift is being treated as if it was a grant even though it is a personal gift.

Noted large donations valued at greater than $5,000 this year include: Willis and Patricia Brooks – Russian history; Susan Dankel – Mathematics and Philosophy; Sherman Hayes – popular literature and media; Robert High – historical documents; Sue Lamb and Bob Brown – psychology; Mary O’Neil – Russian history; Jim Rhinehart – law; Jerry Shinn – art; Ann Skiba – Jazz; Toshiko Takaezu – art piece; and Joe Wilson – religion. In total 211 unique individuals contributed in-kind materials.

**Services:** The Library continues to be heavily used. Our exit count at Randall Library was up by 6% to 821,259. While we recognize that the count actually represents mainly the same core 18,000 plus customers coming and going regularly, it does really reflect the heavy traffic, usage, and activity now in the Library. Circulation of our many different types of items increased by 3% in comparison to the past year (more than 324,000 items) with the hot increasing areas reflected in laptops, DVD s, the general book collection, and even Digital video cameras (yes we have four cameras available for student projects). Tens of thousands of articles were accessed both on site and through electronic formats. Since we have “a lot” but not everything, interlibrary loan and document delivery was very busy again this year with a combined transaction count of 19,802 items borrowed from or loaned to other libraries.

The instructional program continues to expand greatly including adding more credit bearing sections and increasing our entire format of offerings (tours, one-on-one, workshops, class presentations). The instructional library faculty offered the equivalent of 80 credit hours of direct classroom instruction. This included 1,134 hours (496 hours of instruction in credit bearing courses and 642 hours) of course related direct instruction. Instructional sessions reached 10,092 students. Five years ago we offered 200 such sessions. We also logged in more than 20,000 reference interactions, which we consider teaching moments as well as providing intellectual guidance.

One area of expansion that is really a combination of service is the creation of new content websites. We completed two major sites, one on the history of art in the region (partially funded by a State Library grant of $46,000) and the other on the history of military chaplains in the United States (partially funded by a private gift of $25,000). Another area of service/collections is our ongoing oral history projects in areas as diverse as the arts, UNCW faculty, World War II veterans, writers and military chaplains. Special Collections and UNCW Archives were particularly active in the oral history arena this past year.

The public service areas are seemingly in continual movement and upgrading to keep up with demand. An aquarium was added (gift of seniors and the Chancellor’s Office), and we are struggling as to how to integrate the swimming fish into our statistics. Two major areas of study were upgraded with new furniture. As mentioned earlier, the front doors...
were replaced and the auditorium was refurbished. We relocated both the juvenile collection and the oversize collection to increase visibility. The outreach efforts related to campus and off-campus audiences continued at a brisk pace with successful programs in the ongoing One Book One Community program, literature writing contest, read-ins, poetry readings, art exhibits and tours, storytelling and children’s author readings, film showings, panel discussions and participation in campus fairs. We continue to support many public school tours and even instructional sessions and are helping Isaac Bear High School directly with instruction, facilities, and collections. A highly successful outreach/diversity initiative was the Hispanic Summit on Library Services offered to more than 50 librarians from throughout the State.

Technologies: Behind almost all of the collection and service improvements is a core continuing upgrade of technology support within the Library. The new databases, new support software in serials, new content websites and continued upgrades that come from our many vendors require constant productivity from all staff and particularly from the two library faculty and one computing staff member specializing in these areas. We added internal statistical gathering capacity and a digital web management system (Content dm). ERM electronic management system (serials) became much more active this past year. In addition, the internal technology unit is responsible for training and assisting key computing personnel in our consortium partner libraries, Fayetteville State University and UNC Pembroke.

Facilities: We continued our ongoing re-upholstering program for seating as well as adding some new. We have replaced some ancient carrels with new tables and chairs. As mentioned earlier we refurbished the auditorium and fixed the front doors. We continue to add to our public art collection with two new major pieces (wire sculpture and ceramics) as well as many other locally produced artworks. To improve safety, we added two card swipes for access, one at the back door and another for staff elevator. We also placed non-skid material on the outside loading dock stairs. The specialty lighting was upgraded particularly to serve a major exhibition for the UNCW Museum of World Cultures, North Carolina Living Treasures exhibit.

Personnel: Laura Wiegand joined us as a new faculty member in systems as a replacement for Dean Farrell. We replaced two SPA positions in circulation with Tim Van Hooser and Terry Hobgood. Cheryl Chernis joined us in a technical services SPA position. Jennifer Corder joined us as the Executive Assistant for the Library and University Librarian. Fortunately, it was a near stable year except for the long vacancy in the systems librarian position. Significant staff and supervisory effort was made to meet the banding deadlines.

The Library faculty continued in their very active professional and scholarly mode with many publications both peer reviewed, non-peer reviewed articles and proceedings. We are now averaging more than ten per fiscal year. They also presented at State, regional and national conferences (more than 20 sessions). If a full listing is useful to the report please find their productivity record at http://library.uncw.edu/web/outreach/profact/index.html#2007.
The librarians and staff participated in many campus committees and task forces as usual. Librarians served on 20 professional association committees and 50 University committees. Two librarians are Faculty Senators and both served on the steering committee. A full listing of committee appointments is available if needed.

**Coming Next Year:** Since this report is used in several ways within the Library, I take this opportunity to record some of the goals and objectives for next year as well as reporting on past year activities. While many things come to fruition in the following year, few succeed without planning time and resource allocation long before they are activated.

1) Maintain intellectual content collections at current levels and look for ways to expand based on resources made available. This will depend on inflationary cost support levels.
2) Continue efforts and look for new ways to assist the large number of new academic administrators and faculty coming onto campus in their curriculum, scholarship, service and academic duties related to library services and collections.
3) Expand the for-credit offerings from the Library notably by testing the market for a business information course.
4) Continue the faculty/staff designed diversity program, expanding where new ideas and resources come into play.
5) Improve our assessment plan working with Ken Spackman and others.
6) Continue an active gifts in-kind program and systematically reconnecting with many past donors.
7) Evaluate and plan for implementation of Web Bridge (new software package to the Library that will help us add value and links within the online library catalog). Also, we will participate in a system wide combined catalog effort and delivery system for all UNC library collections coming in the late spring of next year.
8) Continue evaluation and improvements in safety for the building and people in the building.
9) Expand our internal communication options using more WEB 2.0 technologies.
10) Participate in a joint UNC libraries collaboration on institutional repositories.
11) Evaluate and systematically improve our web design including online tutorials.
12) We have received tuition funds so that we can go to 24/5 plus hours. This means that during the traditional academic year we will be continuously open from Sunday 10 am till Friday 7 pm. We, of course, will be open additional hours on Saturdays.