William Madison Randall Library supports the mission of the University by providing information resources and learner-centered services and by cultivating a rich physical and virtual environment dedicated to the open exchange of ideas and an information-literate community. Meeting its mission was especially challenging this year, but the library faculty and staff have worked diligently to provide prompt, friendly and accurate service to all library users.

Two major events increased the challenges. First, University Librarian Sherman Hayes retired after eleven years of service to the university. Following his retirement in December, Sue Cody was named Interim University Librarian. Second, the worsening budget crisis severely hampered the library’s ability to provide new information resources.

Inadequate funding, budget reversions and a freeze on spending affected the library’s performance in the following ways:

- The university was unable to recruit a new University Librarian. While Sue Cody (Associate University Librarian for Public Services) serves as Interim University Librarian, Madeleine Bombeld serves as Interim Associate University Librarian for Public Services.
- We were unable to recruit replacements for our Public Programming Librarian. We used temporary wages to hire a reference librarian to help with the Reference Desk hours this librarian would have served. We revised the position descriptions of several librarians and will eliminate some public programming activities to accommodate the loss. Primary contact duties were reassigned among the remaining librarians.
- We were unable to recruit for the vacant ½ time position in Circulation. As a result of losing our ½ time position, two staff members had to work an extra desk shift each day, stack maintenance and collection inventory were deferred, and we lost our ability to shift schedules when a staff member became sick and unable to work.
- Serials inflation was estimated to cost approximately $100,000 to retain all current subscriptions. The library was funded for only $63,412. We eliminated the New Faculty Subscription Program, switched several subscriptions to online only versions, and cancelled several standing orders.
- The Legislative budget reduction of $18,353 on October 1, 2008 and $74,288 reversion to Academic Affairs on October 15, 2008 resulted in reductions to the allocations for Academic Department Library funds, and a subsequent $52,000 cut (66%) to their free balances; Project Funds were eliminated, librarian and reference funds were eliminated, and other library funds reduced. Travel was frozen, so $5,000 was cut from that line and other operating funds (e.g., supplies and equipment) were reduced. The Museum of World Cultures lost $663.
• $52,387 reversion to the state December 4, 2008; reduction of packaging and processing funds.
• April 2009, Governor ordered freeze on all spending; cancelled some outstanding orders and paid for others with Trust and Brauer Endowment Funds.
• Budget Office granted exceptions for subscriptions payments, $35,004 on April 3, 2009 and $32,955 on May 13, 2009.

Intellectual Content/Collections:
• Orders for new materials were down by 57%, declining from 8,730 to 3,792. The number of materials received (16,428) declined by 30% as we turned our attention to cataloging the backlog of gift books. Accounts for the academic departments to select library materials were cut by 66% in October before being frozen in April.
• The Seahawk DOCKS Institutional Repository was launched this year, providing full-text access to faculty and student research, including electronic theses and dissertations. The database helps showcase UNCW’s research contributions and improves access to publications.
• This was a busy year for withdrawals and transfers, particularly from the Reference Collection. In planning for the Learning Commons, the Reference Collection is being examined closely. Over 2500 items were withdrawn from Reference and another 3500 were transferred to other collections. The Catalog Department withdrew a total of 9,256 items (up from 4,925 last year) and 2,063 items were withdrawn from the Government Documents Collection, bringing the total items weeded from the collection to 11,319. With space at a premium, we find it necessary to continue weeding at this level. The materials in the collections now number 2,266,337.
• We received 292 individual donations with a value totaling $155,525.25 ($5,012.39 was cash). This is a significant drop from last year’s extraordinary $411,574 even though it represents a small increase in the number of donors (231 compared to 211 in 2007-2008.) The material donated included: Books, DVDs, VHS tapes, journals, CDs, movie scripts, LP & 78 music records, sheet music and music scores, US Military Chaplain material, books on tape, family papers, scientific and technical reports, art work, artifacts, manuscript collections, and aerial maps. Donors who gave material valued over $5000 included: Bob Brown, Sherman Hayes, Herbert Nubel, Jeff Phillips, and Kathy Rugoff. Other noteworthy donations were: Martha Clayton financed the Sherman Hayes Gallery; Darryl Fisher donated approximately $3,000 of VHS movies; Charlie Jones donated African artifacts; Julie Rehder donated a Family Manuscript Collection; and Pam Toll donated a piece of art work from No Boundaries (estimated at $3,000). Also received on loan was a collection of college and professional sport ephemera from John Gunn.

Services:
• The library expanded its hours to a “24/5+” schedule, opening on Sunday at 10:00 a.m. until Friday at 7:00 p.m. and Saturday from 10:00 a.m. – 7:00 p.m. The extended hours
have been well received with steadily increasing numbers of students using the library overnight. The need for the extended hours was clearly expressed in the Spring 2008 LibQual+ survey results.

- Overall circulation has declined substantially after an increase last year. With an overall decrease of 16%, circulation declined in every major material category. Media checkout, which had been increasing each year, declined by 12%. This may be due to budget cuts that prevent our purchasing recent titles, and to a high rate of missing titles. We are looking at additional security measures for the DVD collection. The Curriculum Materials Center is now handling circulation for the Ed Lab. Their combined circulation shows an increase of 21% for this branch location.

- From May 1, 2008 until April 30, 2009, 587 instruction sessions were offered delivering instruction to 10,750 members of the UNCW community (students, faculty, and staff) and the Wilmington community (including local high school students). This represents a 7% increase in the number of users receiving instruction (658 more users). The number of course related instruction sessions requested increased by 5% during this time period.

- 291 students enrolled in the Library’s credit courses (LIB 101, 103 and 104.) Four sections of LIB 101 served 107 students (one-credit hour). Nine sections of the three-credit hour LIB 103 enrolled 167 students, and 17 students enrolled in the newly created LIB 104 (Library and Information Research Skills in Business.) A planned section of LIB 104 was cancelled in the Spring semester due to low enrollment.

Public Programming:
The following public events were sponsored by the library in 2008-2009:

- **Literacy Live** – In collaboration with Kathryn Batten (CMC) and the Dr. Sue Kezios (UNCW Department of Youth Programs), the library hosts a literacy program once a month featuring a selection of books on a scientific theme and activities related to that theme. Volunteers include students from the Watson School of Education and campus Greek organizations. May’s theme was Literacy Live from the Rainforest and June’s will be Literacy Live from the Pacific Ocean.

- **Flash Fiction** – In collaboration with The Publishing Laboratory and the UNCW Departments of Art, Creative Writing, and English, a 38-page book featuring student fiction and art was published and award money given to the top three authors, as judged by a panel of faculty. Flash Fiction also included an award reception and exhibit of student work.

- **African American Read-In** – During UNCW’s Intercultural Week, this event featured faculty members reading works by African American authors.

- **Immigration Brown Bag Discussion** – Also during Intercultural Week, Nicholas Faherty from Centro Latino/Amigos Internacional gave a presentation on immigration and the Wilmington community.

- **Halloween Theatre** – Dr. Mariana Johnson, Film Studies, introduced Alfred Hitchcock’s *Dial M for Murder* to an audience in the library auditorium.

Synergy Common Reading Coffee Conversation – Discussion of Kazuo Ishiguro’s Never Let Me Go among families, students, and Synergy Committee members during UNCW’s Parents Weekend.

The September Project – Collaborating with The Full Belly Project, who demonstrated the universal nut sheller machine, the library and this local non-profit showcased regional efforts to contribute to global sustainability.

Silents Please! – Films of Buster Keaton were introduced by Film Studies professor Todd Berliner.

The Thirsty Tome – This annual event, highlighting the talent of MFA Creative Writing students, was headlined by Virginia Holman, author of Rescuing Patty Hearst: Growing Up Sane in a Decade Gone Mad.

In addition to the events above, the Institutional Repository Committee hosted a luncheon for faculty and graduate students on Open Access and the launch of UNCW’s repository, Seahawk DOCKS. The keynote speaker was Heather Joseph, executive director of The Scholarly Publishing and Academic Resources Coalition (SPARC). Members of UNCW administration, faculty, staff, and students were in attendance.

Fall programming also included a variety of opportunities for participation in campus-wide awareness events, including Beach Blast, Commuter Fair, and the Involvement Carnival, among others. We also hosted a commuter coffee break and a happy hour at Sharky’s, and co-sponsored several film screenings with other campus organizations, such as Synergy and the Association for Campus Entertainment (ACE).

Exhibits

Several exhibits were installed in the library throughout the year, highlighting regional and campus talent. Beth Roberts, program specialist, coordinated these efforts. Below is a sampling of the diverse exhibits that were on display. Several exhibits were celebrated with an opening reception.

- No Boundaries Artwork Exhibit
- There's a Woman in the House: A Photographic Retrospective of American Women in Politics
- “Yes, We Can!” Flash Fiction 2009
- Country Soul: The Surfing Experience in Southeastern North Carolina (Special Collections)
• *Benjamin Franklin: In Search of a Better World* (Organized by the Benjamin Franklin Tercentenary and the American Library Association Public Programs Office, was co-sponsored by the New Hanover County Public Library and the Cape Fear Museum.

**Technologies:**

• To improve our assessment of return on investment in various databases, we have begun using Scholarly Stats, a service to track database usage and Google Analytics, which provides data on web page activity.
• Implemented the Library SharePoint site, a document storage and collaboration tool. ITSD often uses the Library site as an example of how SharePoint can be effectively used.
• Fully implemented CONTENTdm, a digital image collection management system. Our collections include many images from a number of grant and campus partners.
• Implemented Drupal, a web content management system, to upgrade and manage the Library's web services.

**Facilities:**

• Planning for a Learning Commons began in January, but was put on hold in April. Nevertheless, the Library and ITSD worked to bring the TAC unit of ITSD into the Library. We are excited about the opportunity to collaborate to provide an increased level of technology assistance in the Library.
• The first floor gallery space was named the Sherman L. Hayes Gallery in honor of University Librarian Emeritus Sherman Hayes on April 7, 2009. The dedication was made possible by a donation from long-time volunteer Martha Clayton.

**Personnel:**

• Sherman Hayes, University Librarian since 1997, retired on December 31, 2009.
• Ameet Doshi, Public Programming Librarian, resigned on January 2, 2009.
• Chris Malpass, Library Technician, joined the staff on Access Services unit (Circulation and ILL/Document Delivery) on August 12, 2009.
• Isis Arrieta-Dennis, Library Technician, joined the Circulation Department in a half-time position on August 19, 2009. In November 2008 she became a full-time employee.

**Awards:**

• The Museum of World Cultures presents the *North Carolina Living Treasure* award biennially to celebrate the talent of North Carolinians with distinguished career in traditional arts and crafts in the state. On January 23, 2009, the award was presented to two talented potters, Cynthia Bringle and Norm Schulman, both of Penland, NC. A piece of each artist's work was purchased for the Museum’s collection.
- The Library is a co-sponsor with the Honors Scholars Program for the **Albert Schweitzer Award**. The purpose of this award is to recognize a person in the Cape Fear area who exemplifies the attributes and ideals of Albert Schweitzer. This year, the honoree was Jean Beasley, founder and director of the Karen Beasley Sea Turtle Rescue and Rehabilitation Hospital. Ms. Beasley addressed the Freshman Honors Seminar, and following the address, the library sponsored a reception in her honor in Special Collections.

- “The **Leadership Grove** is a collaborative effort between the Center for Leadership Education and Service and the Campus Arboretum project that began in April 1999. Each tree in the Leadership Grove is planted in honor of someone who has demonstrated leadership on behalf of or as a member of the University of North Carolina Wilmington community.” ([http://uncw.edu/stuaff/leadserv/learn_library.htm](http://uncw.edu/stuaff/leadserv/learn_library.htm)). Randall Library uses the award ceremony as an opportunity to honor donors who have donated gifts to the library (monetary or gifts-in-kind) valued at over $10,000. This year’s honorees were:
  - Metta King
  - Herbert Nubel (deceased)
  - Dr. Kathy Rugoff

- The **Louise Jackson Awards** are given annually at the Holiday Luncheon in December to recognize and honor those library employees who best reflect Ms. Jackson’s commitment to service and her regard for her fellow employees. This year’s honorees were:
  - Sherman Hayes, University Librarian
  - Tonia McKoy, Library Technician (Access Services)
  - Rachel Radom, Instructional Services Librarian (promoted to First-Year Experience/Public Programming Librarian in January 2009).
Planning and Assessment Efforts:

- **Revised Mission Statement:** An ad hoc team of librarians (Sue Cody, Peter Fritzler, Gary Moore and Liza Palmer) led the effort to review and revise the library’s mission statement. A survey was conducted among library faculty and staff, and a mission statement was drafted and approved by the library faculty at its May 20, 2009 meeting.

- **MKT 447 study:** Dr. Tracey Meyer assigned her class to do a follow-up to the LibQual+ Survey, targeting undergraduate groups that were under-represented when we conducted the survey in Spring 2008. The class also asked respondents questions about Java City. As with our survey, the lowest performing dimension for undergraduates was the library as place. Dr. Meyer submitted a detailed report of the students’ findings.

- **Database Benchmarking:** Lisa Williams led an effort to compile a spreadsheet of databases available at our peer institutions. Evaluation of findings is still underway.

- **Student survey re computer use:** In conjunction with planning for the Learning Commons, a committee led by Anne Pemberton conducted a survey of students about their use of the library and technology.

- **Peer evaluation of teaching as well as student satisfaction surveys.** Public Services Librarians observed each other in course-related instruction sessions, and completed an evaluation form for the observed librarian and his/her supervisor.

Goals:

- **Serials Review:** The library will need to cut $200,000 from the serials budget because the legislature has eliminated funding for the inflation of library materials. Other funding sources will be sought, but the timeline for selecting titles means we must start the project as soon as the academic year begins.

- **Support Academic Affairs in the recruitment of a new University Librarian.**

- **Benchmarking Study:** The comparison of our library funding, services, staffing, facilities, etc. will continue to evaluate the quality of the library compared to other UNC system libraries and those selected for benchmarking.

- **Learning Commons/TAC Collaboration:** Work with ITSD to make the TAC in Randall Library as effective as possible, while still working toward establishing a true Learning Commons.

- **Website:** The conversion of our website to a Drupal-based site will continue. The home page will be redesigned, as well as database and research guide pages.

- **Marketing:** Explore inexpensive means of promoting the library as a high-quality content provider. If a newsletter is created, it can be an online only version.

- **Establish an Advisory Committee for the Museum of World Cultures.**