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.

The Library also provides appropriate information resources and services to all citizens and scholars outside the University community. Special efforts are made to collect, preserve and make available information resources relating to the coastal region in which the library is located. The library faculty and staff are committed to implementing innovative and creative methods centered on the needs of its users to inspire and support intellectual curiosity, imagination, rational thinking and thoughtful expression.

The following report highlights our efforts, challenges and achievements in fulfillment of our mission for fiscal year 2009-2010. The major accomplishments of the year were the successful recruitment of a new University Librarian, implementation of the Learning Commons, several technology improvements and continuation of services in the face of budget reductions.

Sue Cody continued to serve as Interim University Librarian until June 1, 2010, with the appointment of Sarah Barbara Watstein as University Librarian. The key challenge again this year was coping with budget reductions. In spite of severe cuts statewide, the University Administration recognized the value of library resources and services, and spared the library as much as possible. Some of the restored funding is for the current year only, however. A major improvement implemented was the renovation of over 10,000 square feet of library space for a Learning Commons.

Budget Summary:

- The library’s continuation budget was permanently cut 4.85%, a total of $229,512. The reductions were implemented as follows.
  - Eliminated 2.5 positions: One was a vacant EPA librarian position; one was a position in Circulation in which the person was reassigned to the Student Health Center; the .5 FTE position was a vacant SPA position in Circulation. A SPA cataloging position was reassigned to Access Services/Circulation. $115,511.
  - Eliminated temporary part-time employees who worked in Special Collections and Reference. This put the oral history program on hiatus, delays processing of manuscript collections, and reduces staffing levels at Reference. $15,000.
- Reduced our already meager travel fund by 32%. $9,000.
- Reduced equipment budget by 25%. $10,000.
- Reduced supplies and materials by 10%. $5,000.
- Reduced furniture by 40%. $15,000
- Reduced book and bindery budget by 25%. $70,000.
- Since the library did not receive inflationary funding, we conducted a Serials Review project to reduce spending by $200,000 (11%). We cancelled approximately 375 subscriptions (journals, databases, membership packages), but none of the big package deals.

- With one-time funding during the Budget Allocation process, the following items were funded:
  - One-time funding for serials inflation in the amount of $200,000 this year and $300,00 for next year.
  - Security wages increase was funded from permanent (recurring) funds.
  - One-time funding for the book budget: $48,517.
  - Inflation funding for the operating budget: $15,000 this year; $15,000 next year.
  - Wiring upgrade for RL 1022: $11,735.
  - Side-door alarms and security cameras: $3,028.
  - The Learning Commons funding was also received through ITSD (Academic Affairs lapsed salaries was the source of the funding).

- A revised book budget allocation algorithm was developed with the assistance of Dr. Matt TenHuisen, Chair and Associate Professor, Department of Mathematics and Statistics.

- The Friends of UNCW upon hearing of our cuts gave the library a special grant of $10,000. The funding was used to provide continued access to a formerly free database that converted to subscription access. Mini-grants were provided for fourteen faculty to participate in focused collection development projects to support teaching and research.

- Arlene Hanerfeld, Associate University Librarian for Technical Services and Collections, received a LSTA grant under the “Strengthening Our Collections” Program to purchase medical, nursing, applied health and social work books. The grant was for $20,000 with a requirement for $5,000 in matching funds.

- We received 228 individual donations with a value totaling $115,585.90. Most of the donations are gifts-in-kind, while $2,480.00 was received as cash donations. This is a 25% drop from last year’s $155,525.25. In addition to the economic recession, the drop was caused by a more selective collection development policy and the value of the gift-in-kind donations. 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. Donors who gave material valued over $5000 included: Bob Brown, Carolyn and Fredrick DeTurk, Stuart Marks. Other noteworthy donations were: Martha Clayton ($2,000); William Bason – Ashe Family Papers; Norman

- Randall Library established an Amazon Wish List to provide donors with suggestions for books and DVDs to purchase for the library. A few purchases were made upon the initial announcement, and only a few items are listed. A link is provided on the “Giving to the Library” webpage: http://library.uncw.edu/about/giving-library.

Intellectual Content/Collections

- Orders for new materials increased substantially over last year. This is primarily due to the April 2009 budget freeze that prevented year-end ordering in FY 2008-2009. 5,530 items were ordered compared to 3,792 during 2008-2009, or a 46% increase. This increase was offset by a decline in gifts added. We accepted 7,369 gift items for the collection, compared to 10,346 in FY2008-2009, a drop of 29%. Combining orders and gifts, 15,901 items were received, compared to 16,428 in 2008-2009 (-3%).

- A Serials Review Project was conducted during the Fall. With serials inflation funding not appropriated by the North Carolina General Assembly, we predicted a shortfall of $200,000. With faculty involvement, 336 titles were indentified for cancellation, for a savings of approximately $184,000. Additional savings were achieved by a review of titles received in both hard copy and electronic versions, with cancellation of most of the duplicative hard copy subscriptions. Later in the Fall, the campus budget allocation process provided one-time funds of $200,000 to offset the loss of funding. Faculty were contacted to identify titles they wished to restore. The requests to restore titles totaled $45,000; this enabled us to add some new titles requested by faculty during the review process. We were also able to add some databases from our wish list that have a one-time pricing system, with minimal annual maintenance fees. Two packages of JStor titles added 300 titles to our portfolio. The end result provides more relevant titles needed for teaching and research.

- Major collections added to Special Collections included the North Carolina Coastal Federation Papers and John Gunn Collection of sports-related ephemera. Participation in a conference about the Rosenwald Schools in the area resulted in the acquisition of digital copies of records held by local residents. The Museum of World Cultures acquired a donation of African artifacts from Dr. Stuart Marks, accompanied by manuscript materials.

- Extensive weeding and relocation of the Reference Collection to make room for the Learning Commons. Reference Storage was established in the former undergraduate lab space. Approximately one-third of the Reference Collection remained in its new location, with another one-third reassigned to Reference Storage and the remaining volumes either transferred to the General Collection or withdrawn. The active Reference Collection will be more useable and valuable public space is freed for users.
For several years, a substantial number of DVDs have been missing. Security targets have proven ineffectual in preventing theft. A newer technique for securing the materials is to use locking cases. The library invested in ** locking cases to better secure the DVD Collection.

The NCLIVE statewide digital library invested in a number of new resources this year, including MyiLibrary eBooks, MyiLibrary audio books, SimplyMap, the Job and Career Accelerator, and new PBS video titles. All of these resources were purchased through funding provided by the State Library, with the exception of SimplyMap. The MyiLibrary audio book collection will be added to by 20 libraries across the state, but any titles acquired by member libraries will be available in the general NC LIVE collection.

A new partnership with Intellect Press in Film Studies Department included access to their ejournals and copies of books for the library. Liza Palmer is co-editor of *Film Matters*, their new journal of undergraduate research in film studies.

The Syndetics subscription that overlays information in the online catalog was upgraded to include additional content, such as video and music descriptions, covers, and reviews.

Services

- The library reduced weekend hours slightly in the face of personnel cuts. Instead of opening at 10:00 a.m. on Saturday and Sunday, the library opened at noon. Reference Desk cut Saturday service and closes during the week one hour earlier, at 9:00 p.m.
- Text-messaging service for Research assistance was added through a partnership with Drs. Ron Vetter (Computer Science) and Jeffrey Brown (Mathematics and Statistics.) Randall Library is participating in a pilot program using Library H3lp software for the NC Knows 24/7 chat reference service. Circulation also added chat service to assist users.
- Circulation of library materials declined this year by 9%. The collections that saw an increase in circulation were the CMC/Ed Lab collections, Juvenile Collection and CTE Collection. General Collection circulation was down by 6%, while media and recreational reading declined by 14% and 15% respectively. Circulation to the faculty increased by 5% while undergraduate circulation declined by 11% and graduate student circulation declined by 10%. A self-check unit was added near the Circulation Desk and an indoor book drop was moved from the Center for Marine Science to Wagoner Hall.
- Laptop checkouts soared by 65%. Equipment checkout, of which laptop checkout is the main attraction, is now handled from a separate service point staffed by TAC students. The additional laptops added to the inventory help explain the increase.
- Use of the library’s Reserve Reading Collection continued to decline as more faculty use the Blackboard Course Management System and electronic resources for required reading. Electronic Reserve use (course views) declined by 10%. Physical reserve items continue to decline in popularity, decreasing by 18%. We currently have no measure of how many faculty are using links to electronic resources provided by the library.
- Interlibrary Loan has implemented the UNC Express service, providing a WorldCat Local database for the 17-campus system and UPS 48-hour delivery service.
• The Government Documents Collection now contains 701,138 physical items. Last year the number of born-digital records added more than doubled, but this year the number fell by over 25% compared to last year. Last year also saw a 13% increase in physical items, but the rate of increase declined by 11% in US documents and 41% in North Carolina documents. The State depository system is rightly turning its attention to providing bibliographic data for born digital items rather than delivering physical (mostly microfiche) items. The retirement of University Library Specialist Kathy Cherry put the entire responsibility for processing documents on Documents Librarian Eileen Brown for several months. New personnel will provide an opportunity to examine work flow and processes for greater effectiveness.

• Instructional Services reached 9,185 students in 437 course-related sessions. The credit courses (LIB 101 and LIB 103) produced 13 credit hours, with a total enrollment of 177 students.

• Research (reference) assistance transactions at the Reference/Learning Commons Desk numbered 13,734. An additional 1,298 requests for research assistance were handled by librarians away from the desk, in their offices, by email and chat. Some liaison librarians also spend time in academic buildings to provide research assistance, e.g., Cameron School of Business and the Creative Arts Building. This year for the first time, no librarian was scheduled to staff the Reference/Learning Commons Desk on Saturday. This decision was based on usage data from last year.

• Several new tutorials were developed and Jing software was loaded on the Learning Commons Help Desk computers to allow development of “on the fly” tutorials.

• Two Bloomberg computers were provided by the Cameron School of Business (CSB) and installed in the Learning Commons. This extends the hours of access for students beyond that provided in the CSB.

• A monthly newsletter was launched to help users learn about improvements to the library’s collections and services. Coordinated by Rachel Radom and Laura Wiegand, the newsletter includes a subscribe option that will automatically send an alert when a new issue is produced.

• Public Programming offered a rich variety of events and exhibits. The seventeen events sponsored by the library drew over 530 participants.
  o The Library was awarded a grant through the American Library Association to host the national traveling exhibit “Abraham Lincoln: Self Made in America.” Several programs were offered in conjunction with the exhibit, including the Flash Fiction writing and art contest.
  o Librarians contributed to two community reading programs. The UNCW Synergy Program for incoming freshmen read A Long Way Gone, by Ishmael Beah and the community-wide One Book, One Community Program (co-sponsored by Randall Library, New Hanover County Public Library, Cape Fear Community College Library, and Ashley High School) read Greasy Rider, by Greg Melville. The Library also offered a SeaHawk Moonlight Breakfast for the first time during final exams. Food was ordered for 250 and we ran out before the end time for the event. We
were pleased to have partners from Academic Affairs, ITSD and the Honors Scholars Program assist with serving the food.

Technologies:

- Several major improvements were made to the Innovative Interfaces Integrated Library System (III).
  - The server was several years overdue for replacement, and the UNC Coastal Library Consortium libraries (UNCW, UNC Pembroke and Fayetteville State University) agreed that enrolling in the III server lease program was a better choice than buying the servers, due to the automatic replacement and upgrade services provided. The server upgrade also allowed us to re-index the databases to add genre subject headings, publishers in the keyword index, and additional ISN access points, MARC field 590 (local notes) in the Keyword Note index. The Patron record database was also upgraded with a new index for the email field, necessary for the planned switch to LDAP authentication.
  - New III modules were purchased. The Output Accounting Information will allow us to transfer acquisitions/purchasing data from III to Banner. The LDAP module will allow patrons to use their UNCW domain name and password when logging into library services (e.g., remote access to databases, place holds, renew items.) AirPAC will provide a mobile device version of the WebOPAC.
  - Other improvements to the WebOPAC included the ability to send call numbers as text messages.
  - Work continued on ERM and WebBridge. Switching serials holdings data from III’s CASE product to Ebsco’s A-Z service will enable great improvements in providing accurate data on serials holdings and implementation of the WebBridge Link Resolver, which provides more seamless linking from journal article databases to the specific article the user needs.
- The Library Website conversion to Drupal (open source content management system) was advanced to near completion, a major upgrade for our home page, research guides, FAQ pages, and other pages. This improvement will make the website more useable and the templates that have been developed with enable librarians and staff to more easily create and update pages. This system allows for cross-platform integration, e.g., display of new materials lists drawn from III to the website and research guides.
- Ebsco Integrated Search was implemented by NC LIVE and we are adding additional databases for our service. This federated search product improves our discovery tools substantially, in allowing users to search multiple databases simultaneously.
- ILLiad, the interlibrary loan interface, was upgraded to a version 8, a major upgrade. Planning is in place to switch this service to use LDAP authentication so users will log in with their common campus domain name and password.
- Implemented new materials lists on website and research guides.
- The Docutek server, which hosts the Electronic Course Reserve system, was successfully replaced.
• A Self-check unit was installed, including the magnetic stripe card reader needed for UNCW ID cards. The system in integrated with the III Millennium Circulation Module. It prevents VHS cassettes from being demagnetized and alerts users when circulation transactions must be completed at the Circulation Desk.
• The Systems Department worked with ITSD Network and Communications personnel to upgrade computer connections in RL 1022 from wireless to Ethernet connections. The number of student computers was increased from 20 to 25 in both RL 1022 and RL 1039.
• The Library Toolbar was upgraded, enabling users to download a toolbar of research-related links.
• Randall Library is participating in the ITSD Windows 7 pilot test program, enabling a smoother transition for the entire campus when the conversion from Windows XP to Windows 7 is implemented.

Facilities:

• Over 10,000 square feet of the first floor was renovated to implement a Learning Commons. Physical upgrades include over 300 electrical outlets, upgraded HVAC, carpet, paint, and furniture. Over 80 computers are in the space, as well as a new service desk to accommodate both research and technical assistance.
• During the summer of 2009, the Technology Assistance Center moved into the Library. Space at the rear of the first floor which formerly housed group study cubicles was remodeled to allow TAC to bring telephone support, video editing and other services and personnel to the Library. This enables library personnel to better serve its users by referring many technology questions, e.g., password resets or virus problems, to those best able to help.
• Improved security through the upgrade of side-door alarms and installation of three surveillance cameras. Also installed a card reader on the front door for access between midnight and 7:00 a.m.
• The 2nd floor of Randall Library was designated as Quiet Study. Several “quad” carrels were replaced by new study carrels with a more open and modern design.
• A new aquarium keeper was found, who made vast improvements to the aquarium’s water quality, lighting, and cleanliness. New specimens were purchased by the library and many more were donated by Joe Oliver, the Marine Biology student who now maintains the tank.
• A former restroom in Special Collections was converted to a stack area.
• Materials that had been stored off-campus in leased storage units was first consolidated and then transferred back to the library, saving the rental costs for the off-campus units.
• Expanded capacity in RL 1022 and 1039 to have 25 student computers in each room. Converted RL 1022 from wireless access to Ethernet connections for student computers.
Personnel:

- Rebecca Kemp resigned as Serials Librarian in October 2009 to accept a position at UNCCH. Lynn Shay selected as her replacement, effective May 1, 2010.
- Isis Arrieta-Dennis transferred to Student Health Services, July 2010.
- Norma Flax transferred from Cataloging to Access Services, July 2010.
- Kathy Cherry retired in December 2009; Cheryl Chernis hired as her replacement, leaving the Serials Library Technical Assistant position vacant.
- Metta King resigned to accept a position in the Budget Office.
- Sarah Watstein selected as University Librarian, effective June 1, 2010.
- Arlene Hanerfeld retired June 30, 2010.
- Five-year contract renewals were approved for: Kathryn Batten, Peter Fritzler, Beth Kaylor, and Lisa Williams.

Planning and Assessment Efforts:

- Revised the mission statement, core values and vision. This effort was lead by a team of librarians, with feedback from the entire staff.
- Progress measures were drafted.
- SACS audit compliance study: Madeleine Bombeld and Anne Pemberton served on one committee; Sue Cody served on another.
- Sue Cody participated in Academic Affairs Strategic Planning processes. The Library was afforded the opportunity to add a library support item throughout the planning matrix document as well as to submit specific library items.
- Faculty Senate Library Committee conducted a survey of faculty to discover which databases respondents use for teaching and research and to solicit suggestions for additional databases.
- The Information Literacy Strategic Planning Team began work on assessment of student learning outcomes for library instruction program. This will have impact campus-wide as all academic departments implement the new University Studies curriculum.
- Google Analytics was implements to assess the usage of the Library’s website.

Miscellaneous

- National Library Week was celebrated by showing appreciate to the Library’s student employees. Lunches were hosted several days during the week and each student was given an insulated lunch bag.
- Leadership Grove Awards were given to Sue Cody and Fred and Carolyn De Turk.
- The Library continued to co-sponsor the Albert Schweitzer Award with the Honors Scholars Program. This year’s recipient was Rev. Don Skinner, founder and executive director of the Phoenix Employment Ministry.
• The Library’s Diversity Committee built a sense of community among employees with the Cinco de Mayo Potluck and Secret Winter Pixie voluntary gift exchange.
• The Library and Technology Assistance Center co-hosted a “meet and greet” to help the employees of each unit get acquainted.
• The Louise Jackson Award was presented to Sue Cody at the Library’s winter holiday luncheon.

Additional details on the Library’s activities during 2009-2010 can be found in the unit annual reports.