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. On occasion, new funds and campus initiatives can be identified which move us forward in highly visible ways in addition to our continuous improvement techniques. For the second year in a row we received the equivalent new funding that is suggested by the new enrollment formula. This past year, with growth came new resources. The State again provided some relief in direct support of inflationary costs accruing to journals and we were actually able to add new content to our physical and electronic collections as well as new permanent positions. 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) New faculty position for direct instruction in support of credit bearing courses taught by Library faculty. This will expand our load by five sections (19 per section) per year of the three credit course on library/research skills.

2) The book budget allocated for recommendations to departments increased by $40,000 particularly so that we could accommodate the expanding faculty and student body as well as allocate to the many newly reorganized departments in education and business.

3) Two new SPA positions were added, one as ¼ time in support of the Curriculum Materials Center in education building (expanding business) and one full time position in support of grants, donor relations and building management.

4) We not only paid the inflationary cost for continuing journals, indexes and databases ($70,000) but actually added $40,000 worth of new titles in both paper and electronic formats. We added nearly 40 titles in direct support of new faculty requests in journals. We added several key databases including: one in citation subject indexing (Web of Science), Gale Literary Databases, SportDiscus Full text, Human Relations Area Files, Mental Measurement Yearbook, and Historical Statistics of the U.S.

5) Using lapsed salary funds (unfortunately we did have some turnover in positions as well as initial savings from new positions) and Provost provided end of year special project funds, we were able to catalog even more titles than normal using an outside vendor. We also provided a larger than normal
project fund for faculty and librarians to tackle perceived weaknesses in the
collection and add to new subject areas coming to the University.
6) We added eight stationary computers and five laptops for use by the students
and public in the Library. This process was part of completing a
reorganization of who may use the computers and which computers may be
used by the public as well as expanding for increased demand.
7) With special facilities funding, we were able to fully air condition the recently
remodeled multi-purpose room so that it becomes a much more effective
teaching and learning space.
8) The full staff received significant raises this past year from legislative and
tuition allocations. While we were all deserving of the raises and they were
necessary to be fair and competitive, it seems only right to acknowledge the
raises when they come since we always note them forcefully when they don’t
come.

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. Technical
Services cataloged more than 25,000 items added to the physical and electronic
collection. We hired temporary help to work on a growing backlog of music cds and
cataloged 1,600 more than normal. (Normal would be 500 per year.) The journal
collection in paper and electronic format numbers an estimated 24,000 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 include: back files of Historical
Statistics of the US in electronic format; heavy purchasing in several areas of popular
film and documentaries; London Times on microfilm for more than a decade; purchasing
heavily in local history and public history areas; adding needed new materials particularly
stressing African and Native American artifacts to the Museum of World Cultures; book
and media on holocaust studies; and biographies of children’s authors and illustrators.

While we stress many times the additional new material, we need to remind the customer
that we also weed dated material and material that has changed formats. For example, the
documents unit continued their ongoing weeding and withdrew 2,171 documents. The
serials staff has been systematically withdrawing selected journals in bound format that
are now full text. Just as we select carefully, we withdraw even more carefully.

Donations in kind continued at a brisk pace for this past year. This year we accepted cash
and in-kind gifts totaling $205,895. While it is difficult to predict major gifts year to
year, 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.
8,446 items were cataloged this year that came in as gifts. We did receive one unusual
personal donation of $25,000 that is to be used for a particular content project on Military

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Chaplains. Since this "gift/grant" came so late in the fiscal year, we are really considering it as a 2007-2008 project.

**Services:** The Library continues to be heavily used. Our exit count at Randall Library was up by 2% to 774,153. The Curriculum Materials Center count increased by 4% to 12,523. 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 were constant in comparison to the past year (more than 300,000 items) with the hot increasing areas reflected in laptops, DVD Documentaries (we made them more visible!) 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 19,619 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 461 group instructional sessions reaching 9,249 students. Five years ago we offered 200 such sessions.

One area of expansion that is really a combination of service is the creation of new web content websites. We completed a major site on the Montford Point Marines with a support from a grant written by Dr. Melton McLaurin. Another area of service/collections is our ongoing oral history projects in areas as diverse as the arts, UNCW faculty, nursing, World War II veterans 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. The audio visual viewing area was upgraded in furniture, equipment and security. The public accessed computers were shifted and the public was asked to use a select few computers after registering with circulation. This seems to have been successful in reducing incidents between the public and students and freeing up more computing access for students.

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.

**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

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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. The new computing capacity for the public, for the increased instructional space as well as the continuing replacement program demanded intense work from this unit. I\'RM electronic management system (serials) became much more active this past year. In addition, the internal technology unit is responsible in training and assisting key computing personnel in our consortium partner libraries, Fayetteville State University and UNC-Pembroke.

Facilities: The new multi-purpose room activated at the start of year was highly successful in letting us expand programming and teaching. This 20 station computing assisted teaching room can be converted to many uses since the computers are wireless and on movable tables. Unfortunately, the air conditioning in the building was not adequate to cool the room (it was a "hot" room in many ways) but with special help from Business Affairs and the Provost we added a separate air conditioning unit in June of 2007. Please note in other sections the variety of new equipment, particularly in computing that was added this past year. We continued our ongoing re-upholstering program for seating as well as adding some new. There is new shelving for the juvenile collection that was shifted in June. We are upgrading carpeting when funds are available and were able to do a very nice upgrade for the Helen Hagen Room within Special Collections in carpeting and painting. Beth Roberts can now concentrate more time on coordinating more maintenance, creative upgrades and cleaning in the facility. The last library upgrade/addition was in 1985. The age of the furniture, technology of its building systems and heavy use continue to create a challenge in keeping the building useful, comfortable and inviting. We added at the request of the graduate school and ITS, a second student computing room just for graduate students. We increased the lighting throughout the building whenever we could, particularly adding lighting on the loading dock to improve safety.

Personnel: John Osinski (SPA Special Collections) completed his Masters in Library Science and mid-year competed for and won a replacement opening in public services as a Public Services Librarian/Lecturer. Rachel Radom joined us in a new position as an Instruction Librarian/Lecturer midyear. Dean Farrell joined us after a national search for a vacant faculty position as a Systems Librarian/Lecturer. Andrea Smith started in February as Library Secretary replacing Beth Roberts. Beth continued in the Library as Administrative Coordinator (new position). Tammi Blanchard joined us as a library assistant in the Curriculum Materials Center (new position). Dawn Brown joined us filling a vacancy in Reserves/Circulation. Jan Costley shifted from Reserves to Special Collections as the new Library Technical Assistant. The staff worked particularly hard this past year to recruit new colleagues and to maintain and even expand services and collections, although they were short-handed throughout much of the year.

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. 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](http://library.uncw.edu/web/outreach/profact/index.html#2007). The librarians and staff participated in many campus committees and task forces as usual. Two librarians are Faculty Senators and Sue Cody was elected to the executive committee of that body as well. 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.
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.
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) Expand the Library developed website content sites adding a greatly expanded site for the history of the art community in Southeast North Carolina (State grant funds) and US military chaplains (personal gift donation for funding). Materially expand the oral history program particularly in interviewing artists and military chaplains.
7) Continue an active and expanding gifts in kind program and systematically reconnecting with many past donors.
8) 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 for all UNC library collections coming in the late spring of next year.
9) Continue evaluation and improvements in safety for the building and people in the building. This may include a card control access to our back door, added safety equipment offered by Safety and more training for public service staff members in support of public customers.
10) Expand the regional art collection in support of the website project and local history.
11) Expand our internal communication options using more WEB 2.0 technologies.
12) Participate in a joint UNC libraries collaboration on institutional repositories.