

**The University of North Carolina
at
Pembroke**

Mary Livermore Library

Annual Report

FY 2009

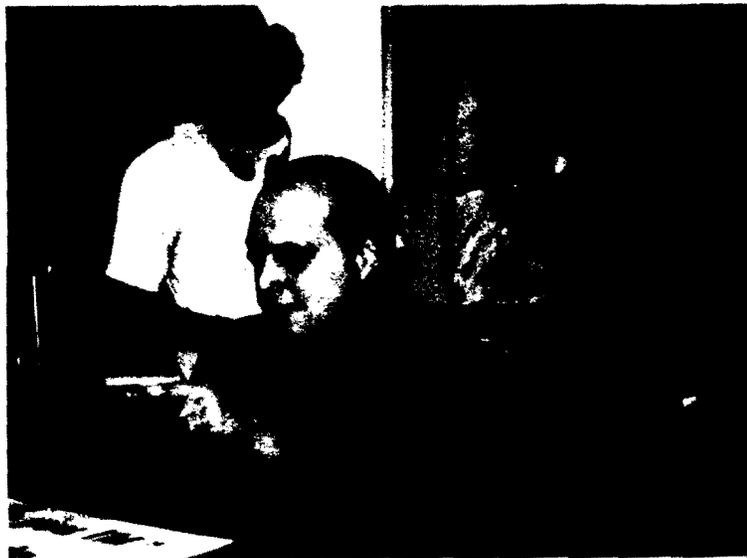
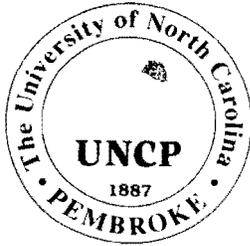


Photo by Jessica Schirmer



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MEMORANDUM

TO: Academic Personnel

FROM: Dr. Elinor F. Foster *EF*
Dean of Library Services

DATE: January 2010

SUBJECT: Annual Report for FY 2009, Mary Livermore Library

Please find attached a summary of events during Fiscal Year 2009 pertaining to the Mary Livermore Library. Hopefully this information will prove useful as you engage in various planning processes. Please let me know if I can supply any additional information.

Thank you.

EFF:ghl

Attachment

**Mary Livermore Library
The University of North Carolina at Pembroke**



**Annual Report
FY 2009**

**Elinor Folger Foster
Dean of Library Services**

December 2009

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INTRODUCTION

The primary purpose of this report is to provide an overview of activity in the Mary Livermore Library of The University of North Carolina at Pembroke during Fiscal Year 2009 (FY 09), or July 1, 2008 - June 30, 2009.

The analysis of the year at the Mary Livermore Library will be organized according to the format contained in the National Center for Education Statistics Academic Libraries Survey. The data referred to herein were reported to the General Administration Office of the University of North Carolina in December 2009. Library and other data were to be submitted to the United States Department of Education, Institute of Education Sciences, and its National Center for Education Statistics. Ultimately these data become part of the national databank of comparative information about libraries and other academic resources in the United States. The major areas addressed are:

- library staff
- library expenditures
- library collections
- library services
- electronic services

A copy of the 2009 Academic Libraries Survey is contained in Attachment A to this report.

It is the expectation of the writer of this annual report that information about the Library of The University of North Carolina at Pembroke (UNCP) will prove useful to members of the University community and residents of the areas the University serves. Communication with library users will assist library staff in their continuous efforts to deliver and improve services as the University grows locally and expands globally.

Elinor Folger Foster
Dean of Library Services
December 2009

THE MARY LIVERMORE LIBRARY IN FISCAL YEAR 2009

LIBRARY STAFF

Fiscal year 2009 brought challenges that spilled over into the next fiscal year. Due to deficits in revenues the state budgetary resources were reduced, which resulted in a freeze in purchasing imposed in April 2009. By then most library materials had been purchased but there was some spillover of invoices to the next fiscal year, and staffing was affected, as explained below.

New Positions

No new positions were added to the library staff in FY 08. Actually 2.5 positions were eliminated by the end of July 2009 due to budget constraints. Placed on inactive status were these positions: University Library Technician for Cataloging Services and Serials/Access Services Administrative Support Associate. Both positions were vacant and remained so. The half-time position, held by **Lillian Brewington**, was eliminated when she completed phased retirement.

Staff Vacancies:

Librarians

One librarian position was filled in FY 09, when **Rachel P. Holderied** joined the staff November 10, 2008, filling the Electronic Resources/Media Catalog Librarian position that had been vacated July 1 by **Anne Coleman** when Mrs. Coleman became Assistant Dean for Research Services. Rachel came to us from the Robeson County Public Library, where she had served as Adult Services Department Head.

As mentioned above, **Mrs. Lillian Brewington** completed her phased retirement contract July 30, 2009, leaving the Library without a Special Collections Librarian. Lillian has continued in a voluntary capacity to share her expertise in managing special collections resources.

Support Staff

Several changes in personnel filling support staff positions occurred in FY 09. August 21, 2008 **Steven Byrd** left library employment to become a lecturer in the Department of English and Theatre; his position as University Library Technician for Reference Services was filled September 15, 2008 by **Willis Todd Robertson**, who had previously worked in Access Services as a student assistant.

October 14, 2008 **Justin Jacobs** left the position of University Library Technician for Access Services/Serials to work for the Lumbee Tribe in a social services capacity. This position was not filled due to budget constraints and remains in an inactive status at this writing.

January 4, 2009, **Camron Rawls** left library employment as Circulation Administrative Support Associate in order to become a graduate assistant in the Counseling Center and thereby hasten the completion of his graduate work in agency counseling. This position was filled March 9 by **Christopher W. Bowyer**.

Nickie Blanton, University Library Technician for Media Cataloging, resigned effective February 4, 2009 to take a position in the Foundation Office of Robeson Community College. Her position was filled April 13 by **Saprina Oxendine**, former full-time and later temporary library employee.

Effective June 30, 2009, **Marsha Davis** resigned her position as University Library Technician for Cataloging Services in order to move back to Delaware. This position remains unfilled in an inactive status at this time.

The Library lost former full-time and later part-time employee **Tim Van Hooser**, April 19, 2009. His unexpected death was a blow to his many friends and to the students who so greatly benefitted from his expert reference assistance.

Summary Comments

As always student assistants were essential to the work of the Library. Approximately 20 students under library staff supervision worked with library staff members in various capacities. Other student assistants, employed through the Division of Information Technology, assisted with the provision of continuous coverage of the computer lab during all days and evenings of library operations.

An organizational chart which illustrates the composition of the library staff, or 33.5 positions, as the fiscal year drew to a close is contained in Attachment B.

LIBRARIANS: Notes

The library staff included 13.5 librarians in FY 09. The following information describes some of their numerous instances of service, professional, and scholarly activities.

Campus and Community Involvement

Librarians continued their involvement in campus activities and commitment to community service; some of their activities are mentioned below.

On Campus

Several librarians volunteered to assist with the Exam Breakfast and Grad Finale, as well as New Student/Parent orientation and testing sessions. Most librarians served on campus committees and all served on library committees. **Michael Alewine** chaired the General Education Subcommittee and served on the SACS QEP committee. Serving on the SACS steering committee were **Anne Coleman** and **Elinor Foster**. **June Power** served as secretary for the Strategic Planning and Resource Council (SPARC) forum events. **Robert Arndt** was the

secretary for the Subcommittee on Academic Support Services and **Elinor Foster** served as the library representative in a continuing capacity. **Anthony Holderied, Robert Wolf,** and **Susan Whitt** assisted the Teaching Fellows program. **Michael Alewine, Robert Arndt, Anthony Holderied, June Power,** and **Robert Wolf** collaborated with the Teaching and Learning Center on several projects which benefitted faculty development. **Michael Alewine** and **Susan Whitt** served on the Faculty Senate.

June Power and **Susan Whitt** served on the Intellectual Property and Copyright Task Force.

Karen Fritts and **David Young** served on the Health Committee of the Employee Wellness Committee.

Anne Coleman served on the Faculty Research and Creativity Forum and, along with **Robert Wolf** and **Dr. Maria Pereira,** assisted in the development of a publication showcasing faculty publications. Honored in this publication were **Anthony Holderied** and **June Power,** authors of several articles.

Susan Whitt organized the Library=s presence during Pembroke Day, assisted by a number of staff volunteers, and served on the University Textbook Committee.

Elinor Foster chaired the search committee for the new Dean of the School of Business. The search was suspended in March due to budgetary restraints until the fall semester of 2009-10.

In the Community

Librarians were committed to service in the community; some of their activities are mentioned below.

David Young volunteered with the Historical Society and the John Blue House in Scotland County. **Robert Wolf** assisted with web design for the Scotland County Schools.

In Robeson County **Robert Wolf** was webmaster for the Robeson County Paws 'n Claws Rescue Shelter and **Karen Fritts** produced the newsletter of the Robeson County Humane Society.

In the spring of 2009 **Jean Sexton** and **Susan Whitt** assisted with the ABattle of the Books@ series sponsored by the Public Schools of Robeson County. **Anne Coleman, Anthony Holderied,** and **David Young** volunteered for several projects at the public library in Lumberton.

Susan Whitt served as a greeter at the May 2009 Mid-Atlantic Fly-In and Sport Aviation Convention, assisted with the March 2009 “Rumba on the Lumber,” and served on the Community Relations Commission for the City of Lumberton.

June Power served on the Board of Directors of the Robeson County Little Theater and **Rachel Holderied** served on the Board of Directors of the Robeson County Partnership for Children.

Anne Coleman participated in fundraising for the American Cancer Society.

Elinor Foster served as treasurer for the Colonel Thomas Robeson Chapter of the Daughters of the American Revolution; represented UNCP at meetings of the University Library Advisory Council, associated with the General Administration of the UNC System; and served on the Program Advisory Committee for the Department of Library Science of East Carolina University pertaining to the proposed Master's of Library Science.

Participation in Professional Organizations

Librarians continued their involvement in professional growth and development through membership in and service to professional organizations. All were members of the North Carolina Library Association (NCLA). **Susan Whitt** served as a member of the Board of Directors of the Resources and Technical Services Section and **Rachel Holderied** served on the Scholarship Committee. **Anne Coleman** served as Chair for REMCo (the Roundtable for Ethnic and Minority Concerns) and Chair of that organization's writing contest and was REMCo Program Planning Chair for the NCLA Editorial Board of *North Carolina Libraries Online*. **Robert Wolf** was also on the Editorial Board of *North Carolina Libraries Online*.

Members of the American Library Association (ALA) were **Michael Alewine, Lillian Brewington, Anne Coleman, Elinor Foster, Anthony Holderied, and Susan Whitt**. **Elinor Foster** was also a member of the Association of College and Research Libraries (ACRL) and the Library Administration and Management (LAMA) Divisions of ALA and served on the (LAMA) Effective Practices Committee of the Library Administration and Management unit. Also members of ACRL were **Michael Alewine, Anne Coleman, and Anthony Holderied**. **Anne Coleman** was a member of the Black Caucus of ALA. **Susan Whitt** also held membership in the Association for Library Collections and Technical Services Division (ALCTS) of ALA.

Jean Sexton continued her membership in the Southeastern Library Association. **Robert Wolf** was a member of the North American Serials Interest Group (NASIG), served on the NASIG Conference Planning Committee. Mr. Wolf was a member of the Board of Directors and was webmaster for the Southeastern Innovative Users Group and attended its annual conference in Charlotte November 13-14, 2008, as did **Susan Whitt**.

Due to restrictions on travel funds imposed because of state budgetary shortages, librarians were unable to attend many out-of-state conferences they usually participated in so as to keep current with developments in their fields of expertise. However, there were several conferences attended by librarians including some at which librarians made presentations. **Michael Alewine** attended the 24th Annual Conference on Distance Education in Madison, Wisconsin and presented with **Terry Locklear** August 7 the session "Working Together: Building an Online Orientation." March 16-19, 2009 Michael and **Robert Arndt** attended online the 10th Annual UNC Teaching and Learning with Technology Conference and co-presented the session "Using a Variety of Technologies to Provide Library Services for Distance Education Students."

June Power attended the International ILLiad Conference in Virginia Beach March 18-20, 2009. April 10-11 in Chapel Hill **Carl Danis**, **Susan Whitt**, and **Robert Wolf** attended the 18th Annual North Carolina Serials Conference.

Scholarship

Publications by librarians included book reviews, bibliographies, user guides, newsletter articles, and website updates; several items are mentioned below. Librarians attended webinars and workshops as appropriate opportunities arose.

Anne Coleman produced the annual faculty publications bibliography in April and, as has been previously mentioned, helped produce a publication on faculty scholarship along with **Robert Wolf**. User guides for other library resources were compiled by several librarians. **Lillian Brewington** updated the faculty authors bibliography and the brochure on the history of the Library. Several librarians made presentations at conferences, some of which are described above in the section on participation in professional organizations.

Michael Alewine and **Anthony Holderied** co-presented “Engaging Learners Using Interactive Technology in the Classroom” at the UNC Pembroke Digital Content Consortium March 27, 2009. On that same day “Docking Your Scholarship: The UNC Digital Repository Initiative and Brave Docks” was presented at the consortium by **Anne Coleman**, **Susan Whitt**, and **Robert Wolf**.

Several presentations at the Digital Academy’s “Digital Soup and Sandwich” series and the Teaching and Learning Center’s Faculty Development series were provided by **Michael Alewine**, **Robert Arndt**, **Anne Coleman**, **Anthony Holderied**, and **June Power**.

Robert Wolf wrote two articles for *North Carolina Libraries Online*, one published in 66:1/2, the other in 66:3/4. **David Young**’s review of a book about Hyde County, North Carolina was published in the Spring/Summer 2009 issue of *North Carolina Libraries*. **Anne Coleman** served as associate editor for *North Carolina Libraries*, served on the editorial board of the *BCLA Newsletter*, and served on the newsletter committee that compiles and edits the *REMCo Newsletter*.

June Power and **Anthony Holderied** were active in publishing at the national level. June wrote several articles that were published in *Journal of Access Services* 5(1/2) and 5(3) and two book chapters that were published in *Best Practices in Access Services*. Articles by **Anthony Holderied** were published in *Associates: The Electronic Library Support Staff Journal* 15(3) and *Library Connect Newsletter* 7(1). **Jean Sexton** wrote creatively and edited publications for Amarillo Design Bureau, Inc.

Elinor Foster wrote the Library=s annual report for FY 2008, wrote the library section of the SACS reaffirmation of accreditation report, led the review of the academic support plans contained in Attachment C, and updated the Library=s *Policies and Procedures Manual*.

Michael Alewine and **Anthony Holderied** continued to pursue graduate studies in media technology at, respectively, East Carolina and Appalachian State Universities.

SUPPORT STAFF: Notes

All library support staff persons participated in the work of internal library committees and most staff members assisted the annual Friends of the Library benefit event in various capacities. Support staff participated in numerous workshop and online continuing education opportunities.

Continuing to pursue their bachelor=s degrees at UNCP during 2008-09 were **Vicky Dial-Jacobs**, and **Todd Robertson**. Todd graduated in December 2008.

Support staff persons were active in the campus and community. **Sherry Locklear** and **Leah Hammonds** served on the Staff Council; both assisted with fund raising and Sherry served as secretary. A special project of the library staff was the gathering of gifts for residents of the O=Berry Center in Goldsboro, which were delivered to the O'Berry Neuro-medical Treatment Center in December. **Sondra Oxendine** supported the Burnt Swamp Fire Department's annual Christmas dinner and read to residents of the Wesley Pines Retirement Community.

Julious Hagans spoke to students at Lumberton High School about his experiences in Africa with the Peace Corps. **Susie Harris** coordinated the donation of assorted periodicals to the Boys and Girls Club of Pembroke. **Jessica Riesbeck** presented several staff development sessions on computing technologies. **Todd Robertson** volunteered as a language tutor with the English Language Institute.

STAFF COMMITTEES

Seven internal staff committees were operational in 2008-2009; all library staff members served on at least one committee. Their activities provided significant contributions to library offerings that were beneficial to library users and/or library staff. Below are listed the committees and their officers, as well as mention of some of the projects for the year.

Art, Displays, and Exhibits: Carlene Cummings, Chair; Penny Locklear, Secretary

This committee prepared seasonal, thematic, occasion-relevant exhibits, including those for National Library Week, as well as the Friends of the Library benefit event of April 17, 2009. **Michael Alewine, Robert Arndt, Nickie Blanton**, and **Carlene Cummings** were responsible for most of the displays; topics that were covered included controversial (challenged) books, education, American Indian Heritage Month, Hispanic Heritage Month, Black History Month,

National Poetry Month, and patriotic topics. Display case exhibits were prepared by **Carlene Cummings**, in support of Friends of the Library speaker events and National Library Week. **Anne Coleman** assisted with the National Library Week display. **Sherry Locklear** and student assistants prepared the bulletin board in the Government Documents suite.

Friends of the Library: Karen Orr Fritts, Chair; Michael Alewine, Secretary

This committee continued its usual busy agenda with assisting the Board of Directors of the Friends of the Library in the presentation of several programs open to the public, as well as staging the eighth annual benefit event.

Fall programs sponsored by the Friends of the Library included an appearance by *News & Observer* columnist **Rob Christensen** September 30, 2008 and a reading by the Triangle area author of *The Road from Chapel Hill* **Joanna Catherine Scott** October 28. In February the Friends of the Library sponsored several programs in honor of Black History Month, including an appearance February 3, 2009 by **Mildred Council** (Mamma Dip) and her daughter **Spring Council**, during which Mildred Council's books *Mamma Dip's Family Cookbook* and *Mamma Dip's Kitchen* as well as the author's life were discussed with a delighted audience. Events celebrating the 20th African American Read-in were coordinated by **Anne Coleman** later in the month.

Three Faculty Author Showcases were sponsored: September 10, 2008 **Drs. David Oxendine** and **Youngsuk Chae** presented their new publications; October 17 **Drs. Stan Knick** and **Rick Crandall** spoke; and March 18, 2009 **Drs. Charles Beem** and **Shelby Stephenson** were the speakers.

A special focus of the Friends of the Library Committee during the spring semester was the eighth annual benefit event, *Celebrating Your Southern Self @ the Library,* held April 17, 2009. Entertainers were UNCP student musicians, as well as essayist and humorist **Celia Rivenbark**. The benefit featured food stations and live and silent auctions. The event was held in the Library and was attended by over 100 ticket holders. Profits were just over \$11,000. Major assistance in managing ticket sales, the auction, and decorating was provided by **Karen Orr Fritts, Sherry Locklear** and **Sondra Oxendine**. The auction booklet was prepared by **Karen Orr Fritts, Gwendolyn Locklear, and Sherry Locklear**. **Raz Autry** of Raeford was auctioneer. A special feature of the event was the appearance of winners of the scholarships sponsored by the Friends of the Library.

The Friends of the Library also sponsored prizes for winners of the tenth annual Poetry/Short Prose Contest (see the National Library Week Committee, below) and a reception for campus authors on April 15, 2009 following the annual general membership meeting.

A special event of the 2008-09 academic year was the sponsorship by the Friends of the Library of UNC Pembroke of a Donor Recognition Evening held October 8, 2008. During this event the new donor board located in the main reading room was showcased and the lifetime memberships

and former presidents of the Friends of the Library were recognized. Among those recognized was the organization's first lifetime corporate member, Cargill of Fayetteville, whose membership had been received January 14, 2008. The speaker for the event was Provost **Charles Harrington**, whose remarks focused on the planned new information commons building. Entertainment was provided by **Tim Van Hooser**.

Officers of the Friends of the Library for 2008-09 were:

Immediate Past President: **Dr. Liliana Wendorff**
President: **Dr. Mary J. Russell**
Vice President/President-elect: **Brian K. Brooks**
Secretary: **Anne Coleman**
Treasurer: **Susan Whitt**
Executive Secretary: **Dr. Elinor Foster**

Members of the Board of Directors for 2008-09 other than the officers listed above were: **Lillian Brewington, Dr. Judith G. Curtis, Alison DeCinti, Karen Orr Fritts, Caroline Goins, Sherry Locklear, Vicki L. Locklear** and **Maureen Windmeyer**.

Elected as officers for 2009-10 at the general membership meeting of April 15, 2009 were:

President: **Brian K. Brooks**
Vice President/President-elect: **Dr. Judith G. Curtis**
Secretary: **Anne Coleman**
Treasurer: **Susan Whitt**

Major projects of the Board of Directors for 2008-09 were the review and awarding of scholarships for 2009-10; the sponsorship of the programs described above; the funding of the McNaughton lease program, which provided popular books and DVDs for patron enjoyment; and installation of a donor recognition board custom designed by the Metal Décor company. At the April 15, 2009 general membership meeting the number stood at 121 members.

National Library Week: Carl Danis, Chair; Marsha Davis, Secretary

National Library Week 2009 was celebrated April 14-17. The major event of the week was the April 15 program held in the Library at which winners of the Poetry/Short Prose Contest read their work. The contest, begun in 2000 and escalating in popularity each year, was again co-sponsored by Kiwanis of Robeson-Lumberton and coordinated by **Jean Sexton**. Contest winners and the campus authors published during the preceding year were honored at a reception after the reading program. The bibliography of works of campus authors for 2008-09 was compiled by **Anne Coleman**. A book sale was also held in the Library during National Library Week; it was coordinated by **Carl Danis**.

Planning: Anne Coleman, Chair; Robert Wolf, Secretary

The Planning Committee considered the addition of various electronic databases, revisions of plans contained in Attachment C, and other topics of discussion, including review of the budget situation in FY 09. Also considered by the Planning Committee were a revised study room policy and reconsideration of the food and drink rules.

Publications: Karen Orr Fritts, Chair; Jean Sexton, Secretary

The Publications Committee produced three issues of the newsletter *Library Lines*. Editor was **Karen Orr Fritts**, who designed an attractive layout with color photos which was printed on campus.

Paper copies were sent to Friends of the Library members only. Karen distributed the newsletter electronically to everyone on campus.

Social Concerns: Sherry Locklear, Chair; Jessica Riesbeck, Secretary

Sherry Locklear chaired an active committee that continued to be responsive to loss of family members by staff and illness of staff members as needed, as well as celebrations in the lives of staff members, such as weddings and births. The committee spearheaded a collection of funds to commemorate the life of **Tim Van Hooser**, who died April 19, 2009. The money that was collected was sent to St. Andrews Presbyterian College, where a fund had been established in Tim's honor. Several staff refreshments/meal events were held and student workers were honored at the conclusion of fall and spring academic sessions.

Staff Development: Jessica Riesbeck, Chair; Nickie Blanton, Secretary

A Lunch and learn@ opportunity planned in cooperation with the Social Concerns Committee was held March 4, 2009, with **Dr. Stephen Bukowy** as speaker on the economy, and other workshop opportunities were offered during Spring Break. During the week of August 3-6, 2009 several events were held, including talks by horticulturist **Kerrie Roach** and Associate Professor **Dr. Lee Phillips** of the Department of Geology and Geography. Ms. Roach discussed area vegetation and Dr. Phillip's topic was the Carolina Bays. August 6 a trip to Lake Waccamaw was sponsored by the Staff Development Committee, during which Dr. Phillips discussed the large Carolina Bay known as Lake Waccamaw.

LIBRARY EXPENDITURES

As can be seen in line 311 of the 2009 Academic Libraries Survey (Attachment A), library total expenditures were \$3,113,171, constituting a decrease of \$351,623. The decrease reflected a freeze on expenditures imposed in April 2009 and fewer salary expenditures due to unfilled vacant positions.

The projected materials budget for FY 2009, as illustrated in Attachment D, was \$1,565,978. Actually \$1,509,077 was spent (lines 300,303,306 of Attachment A). Due to the freeze in purchasing, some items were carried over to FY 10 for payment.

As has been the case for several years, the Library was able to expand electronic database resources in FY 09, resulting in an impressive selection of such resources for library users, as detailed in Attachment E.

This year, as usual, faculty assistance was again solicited and received in the materials selection process. And as has been done since 2000, department chairs and library liaisons were invited to meet with library staff to discuss the materials budget at a luncheon event sponsored by the office of Academic Affairs. A table containing information about departmental liaisons is contained in Attachment F. The luncheon meeting was held September 24, 2008 in the Faculty Dining Room. At that time departmental allocations were discussed, as well as other updates, including the planned institutional repository. The meeting, organized by **Susan Whitt**, was attended by about 30 people.

Faculty continued to be pleased with the excellent information flow received from Acquisitions staff, headed by **Susan Whitt** and assisted by **Vicky Dial-Jacobs**, **Leah Hammonds**, **Saprina Oxendine**, and **Sondra Oxendine**. This group also assisted with the purchase of materials from special monies in support of the education programs taught off campus. **Michael Alewine** communicated with personnel at the off-campus libraries associated with UNCP distance education program. **Carl Danis**, Collection Development/Electronic Resources Librarian, headed up communication efforts with faculty regarding the liaison program and the addition of new electronic resources.

LIBRARY COLLECTIONS

Information about numbers pertaining to library holdings is contained in Attachment A, lines 400-405, as well as Attachment G, the Annual Statistical Summary provided to the Provost and Vice Chancellor for Academic Affairs. Audiovisual materials include some government document materials and other items, particularly videos, DVDs, and books on tape or CD. The volume and serials subscription counts include government documents as well as books, bound periodicals, and print subscriptions. Additional information about collections follows.

Volume Count

As the book, media, bound periodicals, and government documents collections continued to grow, the shelving space problem continued to be acute. Although funding for planning for a new library or information commons building was approved by the General Assembly in the spring of 2008, the funds were withheld and it appears that the building most likely will not materialize for some time due to the economy. Meanwhile, it was decided to lease storage space with Record and Data Storage Solutions of Aberdeen to house a number of print indexes and

bound periodicals so as to make additional shelf space available. Also, all oversize (folio) books were stored on shelving located in the second floor aisles. As can be seen in line 400 of Attachment A, the cataloged volume count was 376,901 by the end of FY 09, as compared with 367,565 in FY 08. The Library continued to purchase books and bind periodicals, although fewer periodicals were bound as reliance on electronic serials escalated.

Microform

Microform continued to be utilized as a means of storage and preservation of serials and government documents, although growth in this area of collecting lessened with the use of electronic resources. At the end of FY 09 the Library held 692,615 units of microform.

Gifts

Gifts continued to enhance library collections. A list of donations received by the Mary Livermore Library in FY 09, compiled by **Leah Hammonds**, is contained in Attachment H. Particularly noteworthy are the materials considered gifts that are book and media items funded by the Friends of the Library through the McNaughton program. Those materials supplement recreational resources purchased from the library budget (see media, below). A significant gift was received from **Dr. Annika A. Culver**, Assistant Professor of Asian History, who solicited a donation of 100 books on contemporary Japan from the Nippon Foundation.

Special Collections

Lillian Brewington and **Carlene Cummings** spent many hours organizing and preparing for scanning by the National Archives Publication Company 52,000 negatives donated to UNCP by the family of the late **Elmer Hunt**. Mr. Hunt was for years the photographer for Pembroke State College and the town of Pembroke. The images will be available for addition to the collection when the server ordered for organizing them through use of CONTENTdm Digital Collection Management Software is activated by DoIT, expected to occur in early 2010.

Serials

Significant enhancement of library resources in serials continued in FY 09 through the Library's ongoing involvement in the Carolina Consortium and the addition of electronic databases that included full-text journal materials. NC LIVE continued to add resources also. **Robert Wolf** was our representative in Carolina Consortium initiatives.

At the close of FY 09 the Library could offer an impressive list of print library subscriptions and electronic titles, as delineated in Attachment I, prepared by Serials/Digital Operations Coordinator **Robert Wolf**. There were 862 active print titles and 54,124 electronic ones. The reliance on print titles continued to lessen as more became available electronically. A number of non-current titles of bound volumes were de-accessioned if the content was available in

electronic format.

Media and Websites

Holdings in media continued to increase as indicated in Attachment A, line 403; at the close of FY 09 there were 8,774 items, an addition of over 2,000 media items to the collection. Circulation of these materials accounted for significant growth in library circulation statistics (see Attachment

G). The videos, DVDs, and books on tape were popular with faculty, staff, and students as entertainment resources, and faculty requested purchase of a number of media resources for further illustration of information conveyed in classroom instruction. Additional shelving was ordered to accommodate media materials.

In addition to cataloging these media items, **Rachel Holderied**, Electronic Resources/Media Catalog Librarian, continued to add free websites to the catalog, in consultation with faculty and other librarians.

Electronic Databases

As was mentioned in the Library Expenditures section above, electronic database resources were augmented in FY 09, with the total number of databases reaching 165. Database titles and usage information are contained in Attachments E and J, respectively. The data in Attachment J indicate considerable reliance on these resources by in-house, on-campus, and off-campus users of library resources. Effective in March *ebrary* resources consisting of images, websites, e-books, and videos, as well as thousands of free-text magazines, journals, and newspapers, a Proquest product, were added.

Other Notes

The retrospective conversion project which began when library collection information was first digitized in 1994 was completed. **David Young** completed this cataloging project and also the addition of holdings of the Music Resource Center in 2009, then began cataloging curriculum Resource Center materials located in the Education Building for inclusion in BraveCat. This process is expected to be completed by fall of 2010 or sooner.

LIBRARY SERVICES

The Academic Libraries Survey (Attachment A, lines 500-602) covers the following library services: interlibrary loan, circulation, library use instruction, hours of operation, reference, and library building attendance. Additional statistical information about these services can be seen in Attachment G. These topics will be briefly addressed below.

Interlibrary Loan

As can be seen on lines 500-506 in Part E of the 2009 Academic Libraries Survey, the Mary Livermore Library continued to be a net lender. Activity in both areas, lending and borrowing,

increased, indicative of growth in the amount of research being conducted by faculty and students. The figures for FY 09 were: total loaned 2,347; total borrowed 1,979. In place in FY 09 was use of delivery service for UNC system libraries provided by UPS which was paid for through a grant obtained from the State Library of North Carolina, as well as use of the ILLiad system for managing lending and borrowing transactions.

Circulation

As can be seen in Attachment A, line 507 and 508, circulation of items outside the Library did not increase but reserve transactions increased significantly in FY 09. In FY 08 there were 47,388 outside circulation transactions as compared to 42,264 in FY 09. There were 21,407 reserve transactions in FY 08 and 29,055 in FY 09. A large number of the reserve transactions was attributable to the use of electronically accessed reserve materials. A major project instigated in FY 07 and completed in the summer of 2008 was a comprehensive inventory of book holdings, paving the way toward continuing capability in the use of electronic inventory procedures, which was in place in FY 09.

Effective in April a change in Circulation Desk procedures was the acceptance of credit card transactions due to the addition of the necessary equipment. The Access Services staff, which includes circulation personnel, continued to shift collections so as to make best use of shelf space made available through the relocation of some materials to remote storage (see Volume Count, page 10).

Instructional Services

The abundant use of instructional services was apparent FY 09; see lines 509 and 510 of Attachment A. These figures are indicative of the expanded need for services due to the increase in student enrollment. The figures for FY 09 were: number of presentations, 237; total attendance, 3,844. Instructional Services/Reference Librarian **Anthony Holderied** coordinated the instruction schedule; other librarians assisted in instruction, including **Michael Alewine** and **Robert Arndt**.

Hours of Operation / the Library Building

Total weekly hours of operation were 105.5 in FY 09, the same as in FY 08, although respondents to the National Library Week exit survey (see Attachment K) continued to request longer hours, including 24 hour access to the building.

Contained in Attachment K are the results of the National Library Week exit survey of April 2009, as well as comparative data of survey results for several years. There were 93 respondents, 287 fewer than in 2008, as no gift bags were provided to respondents. While the gift bags may be restored in 2010, nevertheless the 2009 survey captured users' opinions about library services. The survey was designed by **Jean Sexton**, who compiled the results. **Robert Arndt** and **Robert**

Wolf provided graphs which contain comparisons of survey data for 2005-2009. All years indicate that library users in the library were satisfied with library resources.

Comments attached to the survey were reviewed by library staff and changes were made where feasible. In addition to requesting 24 hours of operation, more study spaces were frequently requested. No additional hours of operation were promised but plans were made to provide more study spaces and this was accomplished in the summer of 2009 when several staff members doubled up to share office space so as to open up two additional study rooms.

Operation until 2:00 a.m. the week before and week during exams continued, with the same pattern of attendance in place. Attendance was sparse except during the night before the first exam began and the nights preceding the first couple of exam days.

Reference

The Reference Desk remained busy (see line 602 of Attachment A) during FY 09, as could be expected due to enrollment increases; the number for FY 08 was 265. Distance education students or those working from home computers continued to phone to ask for assistance or they used the AAsk a Librarian@ e-mail service or instant messaging. Most often they made inquiries about using the various electronic databases. All reference staff persons were helpful; **Michael Alewine**, Outreach/Distance Education Librarian, headed up responsibility for working with Distance Education students.

The evening/weekend Reference Desk schedule was compiled three times during the year by **Robert Arndt**, Reference/Instructional Services Librarian. During most of FY 09 Reference Desk coverage on a regular basis was provided by Mr. Arndt, **Michael Alewine**, **Anne Coleman**, **Carl Danis**, **Karen Fritts**, **Anthony Holderied**, and **June Power**, assisted by **Todd Robertson** evenings, and **Minnie Graham** and **Tim Van Hooser** alternate Friday and Saturday evenings. Other librarians participated in the schedule on a staggered basis.

Services for the Disabled

The Library has for years had workstations available for students with disabilities and has worked with Disability Support Services to assist access to collections.

In April the Sorenson VRS system was added to resources available to persons with hearing disabilities. It was obtained by Disabilities Support personnel and is located in room 240 D. The Sorenson system replaced TTY technology and was put in place by Serials/Digital Operations Coordinator **Robert Wolf**.

ELECTRONIC SERVICES

Lines 700-703 of the Academic Libraries Survey provide information about various electronic services and their availability at the Mary Livermore Library. Additional comments follow.

General Information

As distance education enrollment increased, the availability of online resources became even more important for library users and these users became increasingly dependent on the availability of electronic resources; see Attachment J for database usage information.

Robert Wolf maintained responsibility for planning and monitoring computer operations, assisted by **Jessica Riesbeck**.

As has been previously mentioned the use of electronic course reserves escalated; this was also true of the numerous e-books and resources in periodicals available electronically.

Website

Robert Wolf was diligent in his efforts to improve and update the library website, and favorable comments about its format and content were received from library users. By the end of FY 09, there were 2,495,663 visits to the library website, indicating its continuing usefulness and popularity. Updates and improvements during FY 09 included information about Friends of the Library events, the Resource of the Month, an electronic version of the library map, information about the institutional repository BraveDocks, and the addition of a library blog.

Laptop Computers

The popularity of wireless laptops for checkout continued to escalate, sometimes requiring a waiting period for users when all were checked out. Additional and upgraded machines were purchased for checkout as well as to supplement those available in the classroom.

Computer Lab

The library computer lab remained the most heavily used one on campus. It was popular due in large part to its hours of operation and availability of assistance from the Division of Information Technology personnel all days of operation. The lab also offered extended hours during the exam period and holidays, along with the Library.

Fiscal year 2009 was not a banner year in terms of financial resources. Although most items requested by faculty were ordered before spending halted in April, and equipment needs were met, there was no growth in the library budget so progress in adding to collections was moderate. Three staff positions were eliminated by the end of the fiscal year and there were no raises in salary.

However, library staff moved forward and, as usual expertly provided services to a growing clientele of faculty and students and library users detected no signs of lessened purchasing power or gaps in staffing. This seamless handling of available resources so that library users were well served is a tribute to the library staff.

Summary of Highlights

Although planning money for the new information commons building did not materialize, library staff coped with the ongoing need for additional space by putting shelving for collections in every available nook and cranny, putting some materials in off-site storage, and doubling up some offices in order to provide two additional study rooms.

A concerted effort to prepare for the 2010 reaffirmation of accreditation visit by a team of evaluators from the Southern Association of Colleges and Schools was in effect. **Elinor Foster** wrote the library report and it was enhanced with links to supporting documents by **Anne Coleman** and **Robert Wolf** and with the scanning of some of these documents by Mr. Wolf. **Michael Alewine** served on the Quality Enhancement Plan Committee. **Anthony Holderied** headed up efforts to formulate an assessment strategy.

Other significant events of 2008-09 included the completion of the retrospective conversion of the collection by **David Young**, the streamlining of cataloging procedures led by **Susan Whitt** and **Jean Sexton**, the development of an institutional repository led by **Anne Coleman** and **Robert Wolf**, the complete shifting of the collection led by **June Power**, and the organization by **Lillian Brewington** and **Carlene Cummings** of thousands of negatives of photos by **Elmer Hunt** for digitization.

Friends of the Library activities played a prominent role in the efforts of library staff to reach out to the campus community and beyond by offering cultural enrichment opportunities in the form of readings by authors, including faculty members and state and regional writers. The annual benefit evening, held in 2009 on April 17, provided entertainment and yielded funds to support scholarships and growth in collections; **Karen Orr Fritts** and **Sherry Locklear** managed records for the benefit as well as ongoing Friends of the Library membership records. The tenth annual Poetry/Short Prose Contest, led by **Jean Sexton** and supported by the Friends of the Library, continued its successful run.

The Library and Its Clientele

It continued to be evident that the Mary Livermore Library is a place people like to visit to consult with staff and to use library resources, as measured by physical and virtual entries to the Library, previously discussed. The latest survey results received by library staff pointed toward student perceptions that library resources at UNC Pembroke are valued. Comments are included, as well as the ratings, in Attachment K. In an exit survey conducted during National Library Week, April 12-18, 2009 (see Attachment K), respondents indicated that the Library was important to them and they valued library resources, especially the staff. The improvements they requested have been or are being addressed; more books, media, electronic resources, and study areas have been added. The request for extension of hours of operation to 24 per day is an ideal that is likely to be implemented when a new library/information commons building is a reality.

Despite the generally positive perceptions of library users about their library, there were occasionally some comments from disgruntled library users, particularly as pertains to the noise level and the perceived lack of enforcement by library staff of the ban on cell phone use in the Library. Extension of hours and more study rooms were requested. All comments/complaints were addressed and answers posted. For example in October Angry Student wrote: "Does a quiet library exist any more around this place?" Staff was reminded to keep down the noise caused by themselves and patrons and the answer posted on the suggestion board by the library dean.

On the other hand, many positive comments were received by students, such as this e-mail sent by **Tammy Oxendine** to the library dean with a copy sent to **Chancellor Meadors** in April: "I am an undergraduate from UNCP and I am completing my graduate degree from FSU May 2009. As part of fulfilling my requirements I was tasked with completing a massive research project. Your staff was instrumental in making the project much more manageable. They are to be commended for their patience, assistance, knowledge, and the initiative to help students achieve their educational goals – This may not mean a lot to some, but I am truly proud to be affiliated with UNCP and the staff of library services. Thank you all for assistance!"

In August a letter from **Robin Walker** appeared in the "Cheers and Jeers" section of the *Fayetteville Observer* as follows: "Cheers to the wonderful librarians at the Mary Livermore Library at the University of North Carolina at Pembroke!"

I called **Lillian Brewington** in Special Collections. She called me back immediately and was so helpful, pulling an old handbook that I needed. Mrs. Brewington had it waiting at the desk the very next business day.

Additionally, **David Young** helped me get a copy card and walked me through the process of copying. The Pembroke Librarians truly care about their patrons!"

-18-

Other students had suggestions for changes such as one received in July from **Monica Calhoun**: "Please extend closing hrs. possibly 24 hrs a day on certain wk days." The response to that

suggestion was: “We do not have staff or security resources at present to operate 24 hours but understand this is desirable and will be a priority in the new library building.”

Concluding Comments

Overall the library continued to provide services that were well received by patrons, many of whom visit the Library routinely to study; compute; locate sources of information and entertainment contained in books, periodicals, and media; and to interact with fellow students and faculty and library staff. Yes, the Library is a socially comforting environment as well as a center for resources that support the curriculum and research. Library staff is proud of the sense of place the Mary Livermore Library provides and staff enables and strives to continue this comfortable relationship.

Library staff seeks to continually improve services and collections, however, and does not intend to passively retain the status quo. Instead of functioning as merely as gatekeepers, who are making information accessible, our librarians strive to be gate-openers, or as persons who seek to create ever more meaningful and progressive opportunities for learning and interaction with learners. This concept of librarians striving to be gate-openers, discussed in an article by **Steven J. Bell**, Associate University Librarian for Research and Instructional Services at Temple University,¹ is a goal we at the Mary Livermore Library strive to embrace. As Mr. Bell puts it, referring to information he obtained in a lecture by author and entrepreneur **Seth Godwin**, “The library worker as gate-opener, I believe, is the essence of the 21st – century library experience.”²

Elinor Folger Foster
Dean of Library Services
December 2009

FOOTNOTES

¹ Steven J. Bell, "From Gatekeepers to Gate – Openers," *American Libraries* 40 (September 2009), 50-53..

² *Ibid.*, 53.

BIBLIOGRAPHY

Bell, Steven J. "From Gatekeepers to Gate – Openers." *American Libraries* 40 (September 2009): 50-53.

Attachment

A

Content-Type: text/html



THE UNIVERSITY OF NORTH CAROLINA

NCHED A-6: 2009 Academic Library Survey

(This survey is identical to 2008 NCES Academic Library Survey, except it covers the 2008-2009 year.)

NCHED A-6 Definitions and Instructions

	Number	Amount (whole dollars only)
Part A - Number of Public Service Outlets, Fiscal Year 2009		
100 - Branch & independent libraries - Exclude main or central library	0	
Part B - Library Staff, Fall 2009		
200 - Librarians	Number of FTEs 13.00	Salary & wages (whole dollars) \$737,367
201 - Other professional staff	0.00	\$0
202 - Total librarians & other professional staff (Sum 200 & 201)	13.00	\$737,367
203 - All other paid staff (except student assistants)	19.00	\$618,297
204 - Student assistants from all funding sources	15.00	\$15,207
205 - Total full-time equivalent (FTE) staff (Sum 202 through 204)	47.00	\$1,370,871
206 - Are employee fringe benefits paid from the library budget?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Employee fringe benefits (if paid from library budget) \$358,262

	Amount (whole dollars only)
Part C - Library Expenditures, Fiscal Year 2009	
205 - Total salaries and wages (same as line 205, column 2)	\$1,370,871
Information resources	
300 - Books, serial backfiles, and other materials (one-time purchases)	\$588,891
301 - Electronic	\$533,308
302 - Audiovisual materials	\$98,071
303 - Current serial subscriptions (ongoing commitments)	\$913,847
304 - Electronic serials	\$380,539
Other information resources	
305 - Document delivery/interlibrary loan	\$3,269
306 - Preservation	\$6,339
307 - Other expenditures for information resources	\$0
Operating expenditures	
308 - Computer hardware & software (including maintenance)	\$75,250
309 - Bibliographic utilities, networks, & consortia	\$38,409
310 - All other operating expenditures	\$116,295
311 - TOTAL EXPENDITURES (Sum 205, 300, 303, 305 through 310)	\$3,113,171

	Added during the fiscal year	Held at the end of the fiscal year

Part D - Library Collections, Fiscal Year 2009

Is the library collection entirely electronic?		<input type="radio"/> Yes <input checked="" type="radio"/> No
400 - Books, serial backfiles and other paper materials (include gov't documents)	9,600	376,901
401 - E-Books	2,761	59,858
402 - Microforms	2,759	692,615
403 - Audiovisual materials	1,904	8,774
404 - Current serial subscriptions	13	33,163
405 - Electronic reference sources and aggregation services	23	165

	Number
Part E - Library Services, Fiscal Year 2009	
Interlibrary loans provided to other libraries	
500 - Returnable	1,786
501 - Non-returnable	1,341
502 - Total provided (Sum 500 & 501)	3,127
Interlibrary loans received from other libraries	
503 - Returnable	630
504 - Non-returnable	1,413
505 - Documents delivered from commercial services	0
506 - Total received (Sum 503 through 505)	2,043
Circulation	
507 - General circulation transactions	42,264
508 - Reserve circulation transactions	

	29,057
Information services to groups	
509 - Number of presentations	221
510 - Total attendance at all presentations	3,626

	Number
Part F - Library Services, Typical Week, Fall 2009	
Services	
600 - Number of weekly public service hours	106
601 - Gate count in a typical week	5,012
602 - Reference transactions in a typical week	280

	Number
Part G - Electronic Services 2009	
Does your library provide the following?	
700 - Documents digitized by the library staff	<input checked="" type="radio"/> Yes <input type="radio"/> No
701 - Library reference service by e-mail or the Web	<input checked="" type="radio"/> Yes <input type="radio"/> No
702 - Technology to assist patrons with disabilities (e.g., TDD, specially equipped work stations)	<input checked="" type="radio"/> Yes <input type="radio"/> No
703 - Electronic theses and dissertations produced by your students	<input type="radio"/> Yes <input checked="" type="radio"/> No

	Number
Part H - Information Literacy 2009	

Does your institution have the following, or has it done the following?	
800 - A definition of information literacy or of an information literate student?	<input type="radio"/> Yes <input checked="" type="radio"/> No
801 - Incorporated information literacy in the institution's mission.	<input type="radio"/> Yes <input checked="" type="radio"/> No
802 - Incorporated information literacy in the institution's strategic plan.	<input checked="" type="radio"/> Yes <input type="radio"/> No
803 - An institution-wide committee to implement the strategic plan for information literacy.	<input checked="" type="radio"/> Yes <input type="radio"/> No
804 - The strategic plan formally recognizes the library's role in information literacy instruction?	<input checked="" type="radio"/> Yes <input type="radio"/> No

Comments and Explanations

2009 NCHED Submission			
FICE Code:	002954	IPEDS Unitid:	199281
Institution Name:	UNC-Pembroke	Institution Type:	Public Senior
Person Reporting:	Elinor Foster	Email Address:	elinor.foster@uncp.edu
Telephone Number:	910.521.6212	Fax Number:	910.522.5731

INSTRUCTIONS FOR THE ACADEMIC LIBRARY SURVEY – FY 2008

GENERAL INSTRUCTIONS

Please respond to each item in this survey. If the appropriate answer for an item is zero or none, use "0." If you do not collect data for an item, provide your best estimate. **PLEASE DO NOT LEAVE ITEMS BLANK.** If an item is left blank, NCES will estimate a value using the average for institutions with similar characteristics. Include data for the main or central library and all branch and independent libraries that were open all or part of fiscal year 2008.

LIBRARY - An entity that provides all of the following:

1. An organized collection of printed or other materials or a combination thereof; and
2. A paid, trained library staff to provide and interpret library materials to meet the informational, cultural, recreational, or educational needs of clientele; and
3. An established hours of operation during which paid, trained staff are available to meet the informational service needs of clientele; and
4. The physical facilities necessary to support such a collection, staff, and schedule.

This includes libraries that are part of learning resource centers.

Number of Public Service Outlets, Fiscal Year 2008

Branch and independent libraries (item 100) - Report the number of branch and independent libraries at your institution that were open all or part of fiscal year 2008. **EXCLUDE THE MAIN OR CENTRAL LIBRARY.** Branch and independent libraries are defined as auxiliary library service outlets with quarters separate from the central library of an institution, which have a basic collection of books and other materials, a regular staffing level, and an established schedule.

Branch and independent libraries are administered either by the central library or, as in the case of some libraries (such as law, medical, etc.), through the administrative structure of other units within the university. Departmental study/reading rooms are not included. Include data for all branch and independent libraries on the campus. Include libraries on branch campuses (i.e., located in another community) if those campuses are registered under the same NCES UNITID number as the main campus.

Library Staff, Fall 2008 and Salaries/Wages, FY 2008

Column (1), Full-time equivalent (FTE) employees (items 200-205) - Report the number of filled or temporarily vacant FTE positions during Fall 2008. To compute FTEs for part-time employees and student assistants, take the **TOTAL** number of hours worked per week by part-time employees and divide it by the number of hours in the library's full-time work week (e.g., 60 hours per week of part-time work divided by 40 hours per full-time week equals 1.50 FTE). Data should be reported to two decimal places.

Exclude expenditures for new buildings and building renovation.

Information resources (items 300-307) -

Books, serial backfiles, and other materials (one time purchases) (item 300) - Report expenditures for published materials in all formats except current subscriptions to serials.

Electronic (item 301) - Report expenditures that are not current subscriptions to serials (i.e. are non-subscription, one-time, or monographic in nature) for software and machine-readable materials considered part of the collections. Examples include serial backfiles, literature collections, and one-time costs for electronic backfiles, etc. These expenditures have already been reported as part of item 300 above. Therefore, item 301 is not added into Total Expenditures (item 311).

Audiovisual (item 302) - Report expenditures for all library materials that are displayed by visual projection or magnification or through sound reproduction, or both, including graphic materials, audio materials, motion pictures, video materials, and special visual materials such as three-dimensional materials. These expenditures have already been reported as part of item 300 above. Therefore, item 302 is not added into Total Expenditures (item 311).

Current serial subscriptions (ongoing commitments) (item 303) - Report expenditures for ongoing subscriptions to serials in all formats. These are publications issued in successive parts, usually at regular intervals, and, as a rule, intended to be continued indefinitely. Serials include periodicals, newspapers, annuals (reports, yearbooks, etc.), memoirs, proceedings, and transactions of societies.

Electronic serials (item 304) - Report subscription expenditures (or those which are expected to be ongoing commitments) for serial publications whose primary format is electronic. Examples include paid subscriptions for electronic journals and indexes/abstracts available via the Internet, CD-ROM serials, and annual access fees. These expenditures have already been reported as part of item 303. Therefore, item 304 is not added into Total Expenditures (item 311).

Other Information Resources (items 305-307) -

Document delivery/interlibrary loan (item 305) - Report expenditures for document delivery and interlibrary loan services. Include fees paid for photocopies, costs of facsimile transmission, royalties and access fees paid to provide document delivery or interlibrary loan. Include fees paid to bibliographic utilities if the portion paid for interlibrary loan can be separately counted. Do not count expenditures related to transactions between the main or central library and branches reported in item 100, transactions between branches (item 100), or expenditures for on campus delivery.

Preservation (item 306) - Report expenditures associated with maintaining library and archival materials for use either in their original physical form or in some other usable way. This includes but is not limited to binding and rebinding, materials conservation, deacidification, lamination, and restoration. Also, include preservation-related contracts for services (e.g. digitization). Do

arranged in alphabetical order are considered classified. Exclude microfilms, maps, nonprint materials, and uncataloged items. Include Government document volumes that are accessible through the library's catalogs regardless of whether they are separately shelved. "Classified" includes documents arranged by Superintendent of Documents, CODOC, or similar numbers. "Cataloged" includes documents for which records are provided by the library or downloaded from other sources into the library's card or online catalogs.

E-Books (item 401) - Report the number of electronic monographs that have been cataloged by your library and are accessible through the library's catalog.

Microforms (item 402) - Report units of all photographic reproduction of textual, tabular, or graphic materials reduced in size so that they can be used only with magnification. Examples of microforms are roll microfilm, microcard, microfiche, and ultrafiche.

Audiovisual Materials (item 403) - Report units of all library materials that are displayed by visual projection or magnification or through sound reproduction, or both, including graphic materials, audio materials (include audio books), motion pictures, video materials, and special visual materials such as three-dimensional materials.

Current serial subscriptions (item 404) - Report the total number of titles in all formats. If the title comes in both paper and electronic form, count it twice. Count each individual title if it is received as part of a publisher's package. Include paper and microfilm government documents issued serially if they are accessible through the library's catalog. Report indexing and abstracting services that may contain full-text in item 405.

Electronic reference sources and aggregation services (item 405) - Report the total number of citation indexes and abstracts; full-text article databases; full-text reference sources (e.g., encyclopedias, almanacs, biographical and statistical sources and other quick fact-finding sources); dissertation and conference proceedings databases. Licensed electronic resources also include those databases that institutions mount locally. [Aggregation services are defined by NISO Z39.7-2004 as "4.10.3.2 Aggregated Full Text Databases: Collection of both bibliographic references and full text articles from periodical and/or other titles presented on a continuous basis that may relate to a common discipline or may provide multi-disciplinary coverage. This includes electronic reference and indexing tools that, if existed in print form, would be counted as periodicals. The content of aggregated full text databases consists predominately of full text articles rather than bibliographic references without associated full text, although both may be represented in the database."]

Library Services, Fiscal Year 2008

Interlibrary loans and documents (items 500-506) - In items 500 and 501, report the number of filled requests for material provided to other libraries. In items 503 and 504, report the number of filled requests for material received from other libraries. Do not include transactions between the main or central library and branches reported in item 100, or transactions between branches (item 100).

it should report 40 hours per week. If several of its branches are also open during these hours, the figure remains 40 hours per week. Should Branch A also be open one evening from 7:00 p.m. to 9:00 p.m., the total hours during which users can find service somewhere within the system becomes 42 hours per week. If Branch B is open the same hours on the same evening, the count is still 42, but if Branch B is open two hours on another evening, or remains open two hours later, the total is then 44 hours per week. Exclude 24-hour unstaffed reserve or similar reading rooms. The maximum total is 168 (i.e., a staffed reading room open 7 days per week, 24 hours per day).

Gate count in a typical week (item 601) - Report the number of persons who physically enter library facilities in a typical week. It is understood that a single person may be counted more than once. If the library is virtual or entirely electronic, please leave the line blank.

Reference transactions in a typical week (item 602) - Report the total number of reference transactions in a typical week. A reference transaction is an information contact that involves the knowledge, use, recommendation, interpretation, or instruction in the use of one or more information sources by a member of the library staff. Information sources include printed and non-printed materials, machine-readable databases (including assistance with computer searching), the Web, catalogs and other holdings records, and, through communication or referral, other libraries and institutions, and persons both inside and outside the library. Include transactions in person, by phone, by e-mail, by the Web, and count transactions that take place at the reference desk, as well as elsewhere. Include information and referral services. If a contact includes both reference and directional services, it should be reported as one reference transaction. When a staff member utilizes information gained from a previous use of information sources to answer a question, report as a reference transaction, even if the source is not consulted again during this transaction. Duration should not be an element in determining whether a transaction is a reference transaction.

Do not report directional transactions here. A directional transaction is an information contact which facilitates the use of the library in which the contact occurs and which does NOT involve the knowledge, use, recommendation, interpretation, or instruction in the use of any information sources other than those which describe the library; such as schedules, floor plans, handbooks, and policy statements. Examples of directional transactions include giving instruction in locating, within the library, staff, library users, or physical features, etc., and giving assistance of a nonbibliographic nature with machines.

Electronic Services

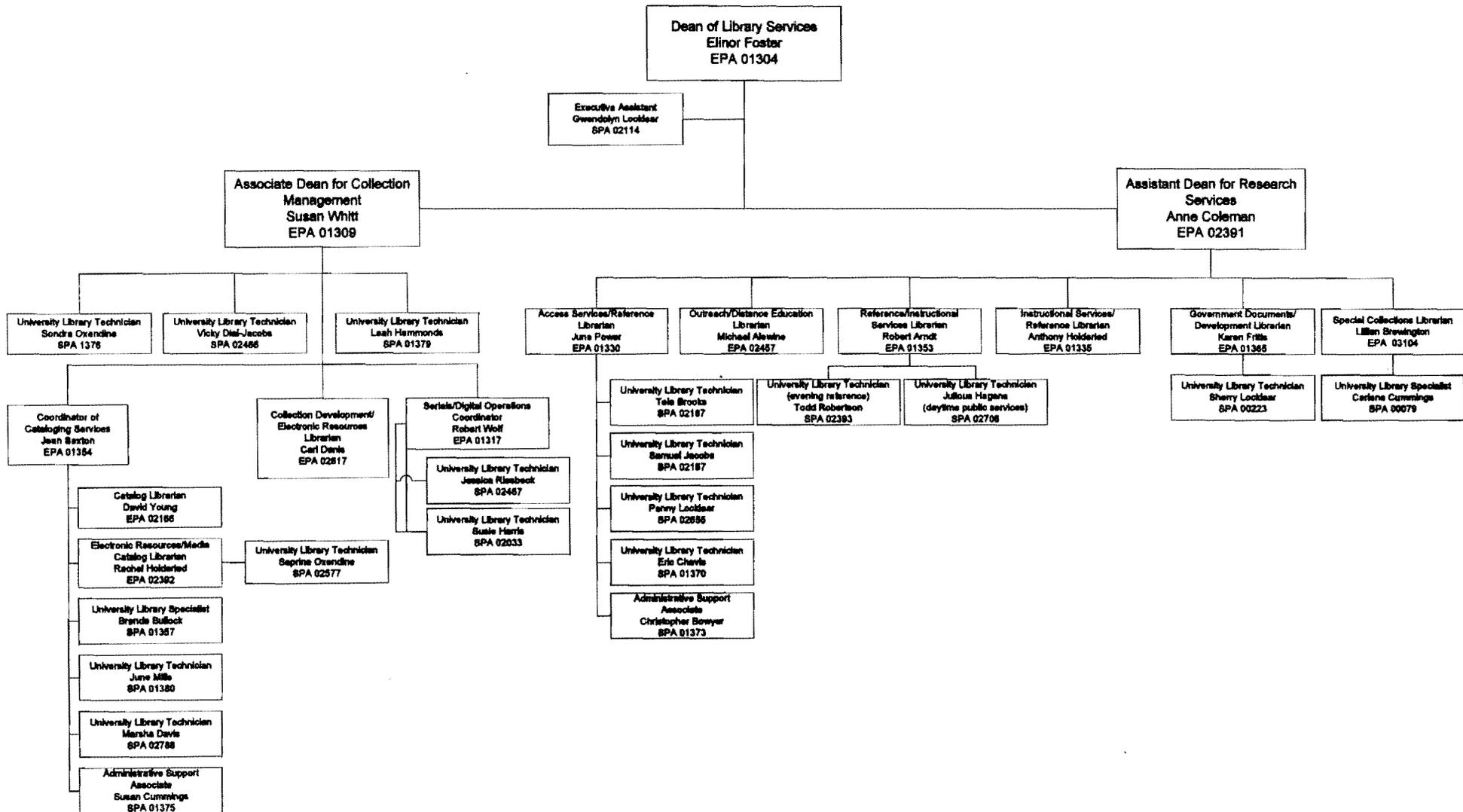
This section requests information about the electronic services provided by the library. The questions require a "yes" or "no" response. If the answer was "yes" at any time during the academic year, respond "yes".

Information Literacy

This section requests information about institutional support for information literacy, which includes the set of skills needed to find, retrieve, analyze, and use information. The questions

MARY LIVERMORE LIBRARY ORGANIZATIONAL CHART

May 2009



Attachment

C

Attachment A

**revised by the Planning
Committee 5/12/09**

**LONG-RANGE STAFFING PLAN
Mary Livermore Library**

2008-2009	2009-2010	2010-2011
<p><u>Support Staff:</u></p> <p>(1) Contracted Assistants to supplement Work/Study Assistants (10 ±)</p> <p>(2) Weekend/Evening Reference Library Assistants (2 half-time persons)</p>	<p><u>Support Staff:</u></p> <p>(1) Contracted Assistants to supplement Work/Study Assistants (10 ±)</p> <p>(2) 2 Full-time Evening/Week-end Library Assistants</p>	<p><u>Support Staff:</u></p> <p>(1) Contracted Assistants to supplement Work/Study Assistants (10 ±)</p> <p>(2) 2 Full-time Evening/Week-end Library Assistants</p> <p>(3) New position: Acquisitions University Library Technician</p>
<p><u>Librarians:</u></p> <p>No additional positions</p>	<p><u>Librarians:</u></p> <p>(1) Half-time Special Collections Librarian</p>	<p>No additional positions</p>

Attachment B.
reviewed by the Planning Committee 2/28/06
revised 7/06
reviewed by the Planning Committee

5/12/09

LONG - RANGE MATERIALS PLAN
Mary Livermore Library

2008-2009	2009-10	2010-11
(1) Add 7,000 vols. ref. & monographs (\$70 per vol.): T = \$490,000	(1) Add 8,000 vols. ref. & monographs (\$80 per vol.): T=\$640,000	(1) Add 8,000 vols. ref. & monographs (\$80 per vol.): T=\$640,000
(2) Retain current print/ electronic serial or microform subscriptions; est. 13 % inflation factored in T = \$486,090	(2) Retain current print serial or microform subscriptions; est. 13 % inflation factored in: T 2010 = \$549,282	(2) Retain current print serial or microform subscriptions; est. 13 % inflation factored in T = \$620,689
(3) Add 5 electronic databases @ \$5,000 and retain current subscriptions; est. 13 % inflation factored in T = \$557,026	(3) Add 5 electronic databases @ \$6,000 and retain current subscriptions; est. 13 % inflation factored in: T = \$660,117	(3) Add 5 electronic databases @ \$6,000 and retain current subscriptions; est. 13 % inflation factored in each yr.: T = \$775,932
(4) Add 250 media items (\$150 per item): T = \$37,500	(4) Add 300 media items (\$150 per item): T = \$45,000	(4) Add 300 media items (\$150 per item): T = \$45,000
(5) Binding: \$14,000	(5) Binding: \$14,500	(5) Binding: \$15,000
Total materials expenditures: \$1,584,616	Total materials expenditures: \$1,908,899	Total materials expenditures: \$2,096,621

LONG-RANGE EQUIPMENT PLAN
Mary Livermore Library

2008-2009	2009-2010	2010-2011
Special item furniture and equipment: - media items shelving: \$1,230.00	Laptop purchase needs to be evaluated	Classroom refreshing to be reviewed
(1) Office setup for 1 librarian: \$4,000		
(2) Complete computer workstation setup for 1 librarian: \$2,000.00		
(3) Upgrades for staff computers (10): \$15,000.00		
(4) Flat panel monitor upgrades for staff and service desks: (12): \$7,200.00		
(5) Flat panel monitor upgrades for ERC computers (20): \$12,000.00		

Attachment

D

Library Acquisitions Budget FY 09

Total Library Acquisitions Budget

Library Books/Media	671,478
Periodicals	352,000
Microforms	35,000
Electronic Resources	495,000
Binding & Restoration	12,500
Total	1,565,978

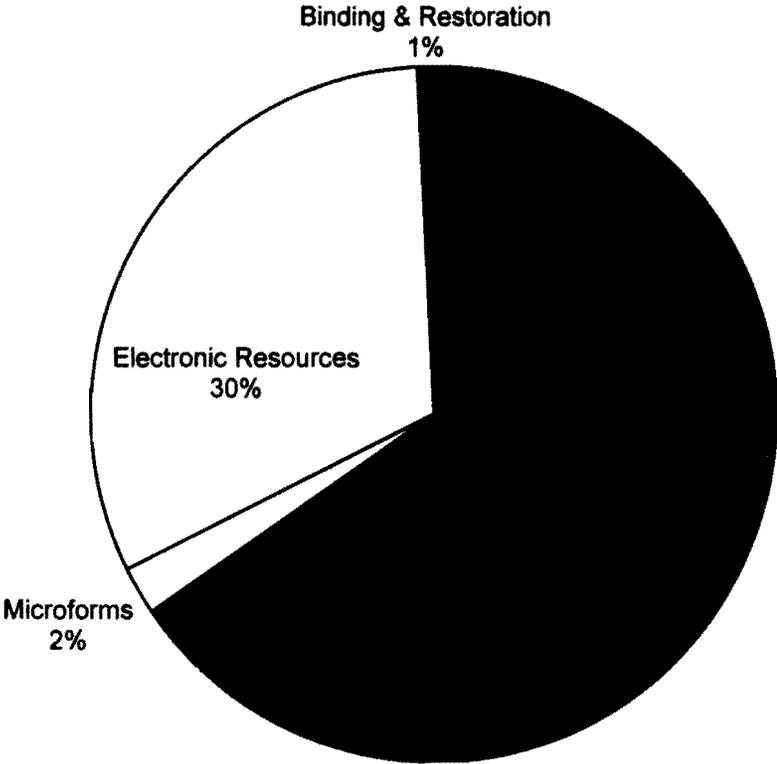
Library Book/Media Budget

Acquisitions For Academic Departments	330,000
Best Sellers	15,000
Continuations	100,000
Flex/Current Projects	153,478
Library	3,000
Media	20,000
Reference	50,000
Total	671,478

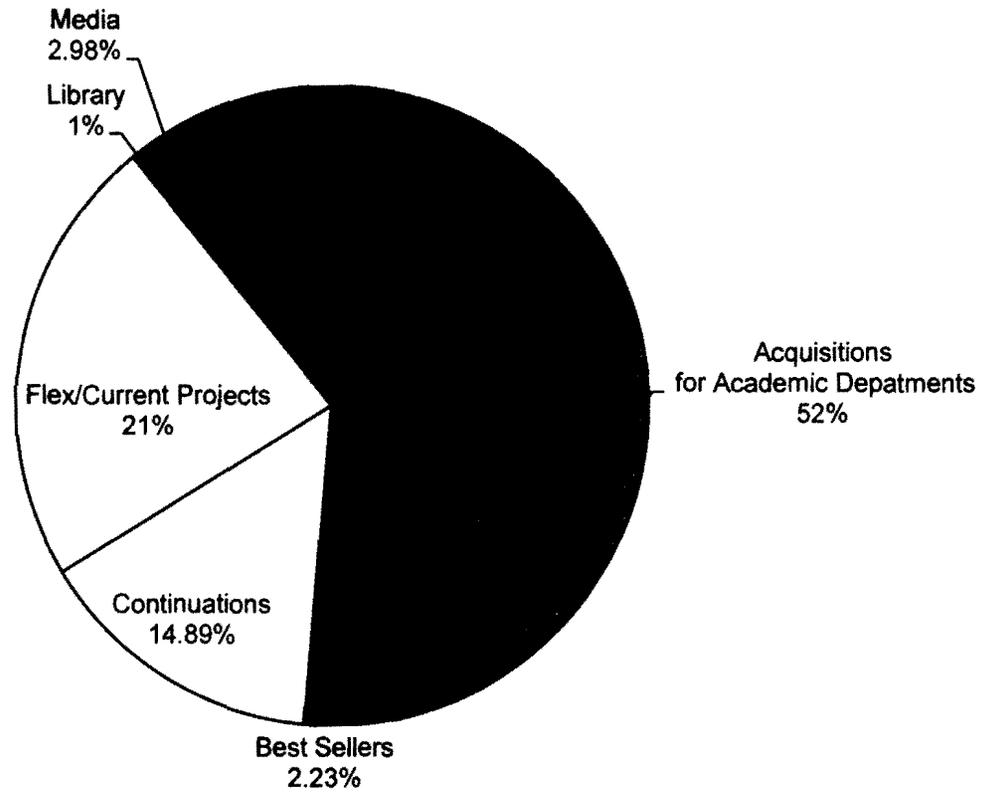
Academic Department Breakdown

<u>Department</u>	<u>Total</u>
AIS	5,346
Art	10,857
Biology	26,082
Business	29,543
Chemistry & Physics	19,044
Education	35,446
ETL	22,578
Geology/Geography	9,898
Health, Physical Education & Recreation	25,941
History	13,493
Language	4,020
Mass Communications	10,233
Math & CSC	19,032
Music	10,677
Nursing	17,412
Philosophy & Religion	10,519
Political Science & Public Administration	13,580
Psychology/Counseling	13,177
Social Work	10,351
Sociology/Criminal Justice	22,771
Total	330,000

Total Library Acquisitions Budget FY 09



Library Book/Media Budget FY 09



Attachment

E

Electronic Databases Report 2008-2009

New	Package	Title	Record #	Vendor	Paid Date	Start	End	% Inc.
	CC	Academic Onefile	o2567489	Gale Cengage	Aug-08	12/31/08	12/30/09	5.0%
		America's Historical Newspapers, 1690-1922 Series I, II, and III	o2547326	Readex (a division of NewsBank)	Jul-08	10/01/08	09/30/09	5.0%
		America's Newspapers	o2559882	NewsBank	Sep-08	01/01/09	12/31/09	5.0%
		Ancestry Library	o2580329	ProQuest	Sep-08	31/2009	02/28/10	
		Applied Science and Technology Index	o2035765	Wilson	Dec-08	03/01/09	02/28/10	6.0%
		Art Index	o2334318	Wilson	Dec-08	03/01/09	02/28/10	6.0%
		Art Index Retrospective	o2568457	Wilson	Aug-08	11/01/08	10/30/09	5.0%
		ATLA Religion with ATLASERIALS Online	o2500814	EBSCO	Dec-08	01/01/09	12/31/09	5.0%
		Bibliography of Native North Americans Online	o2564932	EBSCO	Dec-08	01/01/09	12/31/09	5.0%
	CC	Biography & Genealogy Master Index GaleNet	o2102547	Gale Cengage	Aug-08	12/31/08	12/30/09	5.0%
		Book Review Digest Plus	o2576235	Wilson	Dec-08	02/01/09	01/31/10	5.0%
		Book Review Digest Retrospective (Annual Access Fee)	o2576247	Wilson	Dec-08	02/01/09	01/31/10	5.0%
	Sol	Books 24x7 Business Pro/IT Pro	o258041x	Lyrasis	Aug-08	07/01/07	06/30/08	5.0%
*		Children's literature review	o2745355	Gale	Dec-08	one time purchase	one time purchase	
*		Children's literature review (Archive)	o2745355	Gale	Dec-08	one time purchase	one time purchase	
		Choice Reviews Online Site License	o2273111	Choice	Aug-08	12/01/08	11/30/09	5.0%
	Sol	CIS Statistical Universe	o2191866	Lyrasis	Aug-08	07/01/08	06/30/09	16.0%
*		Classical and medieval literature criticism	o2745367	Gale	Dec-08	one time purchase	one time purchase	
*		Classical and medieval literature criticism (Archive)	o2745367	Gale	Dec-08	one time purchase	one time purchase	
	Sol	Classical Music Library	o245483x	Lyrasis	Aug-08	07/01/08	06/30/09	0.0%
		Classification Web	o232751x	Library of Congress	Sep-08	11/24/08	11/23/09	5.0%
	Sol	Congressional Universe	o2191854	Lyrasis	Aug-08	07/01/08	06/30/09	16.0%
*		Contemporary literary criticism	o2745379	Gale	Dec-08	one time purchase	one time purchase	
*		Contemporary literary criticism (Archive)	o2745379	Gale	Dec-08	one time purchase	one time purchase	
	CC	Contemporary Women's Issues	o2289076	Thomson Gale	Aug-08	12/31/08	12/30/09	10.0%
	CC	Criminal Justice Abstracts	o2431816	Proquest	Aug-08	02/01/09	02/01/10	5.0%
*		Drama criticism	o2745380	Gale	Dec-08	one time purchase	one time purchase	
*		Drama criticism (Archive)	o2745380	Gale	Dec-08	one time purchase	one time purchase	
		Education Law in North Carolina	o2639592	North Carolina School Board Association	Dec-08	01/01/09	12/31/10	0.0%
		Essay and General Literature Index Online	o2576259	Wilson	Dec-08	02/01/09	01/31/10	5.0%

Electronic Databases Report 2008-2009

		Ethnic NewsWatch	o2559894	ProQuest	Aug-08	01/01/09	12/31/09		5.0%
	CC	Gale Literary Resource Center	o2639610	Gale Cengage	Aug-08	11/30/07	11/30/08		
	CC	Gale Literary Resource Center Archive	o2639610	Gale Cengage	Dec-08	01/01/09	12/31/09		
		Gender Watch (GenderWatch)	o2559900	ProQuest	Aug-08	01/01/09	12/31/09		5.0%
		GeoREF	o2564944	EBSCO	Dec-08	12/01/08	11/30/09		5.0%
	Sol	Grove Dictionary of Art	o229509x	Lyrasis	Aug-08	07/01/08	06/30/09		5.0%
		Historical New York Times	o2358694	ProQuest	Sep-08	04/01/09	03/31/10		5.0%
		ICPSR	o262123x	ICPSR	Aug-08	10/01/08	06/30/09		
		Int'l Ind/Performing Arts Ft	o2588584	Proquest	Sep-08	03/01/09	03/30/10		
		Journal Finder	o2273123	UNC-Greensboro	Dec-08	09/01/08	08/31/09		5.0%
	Sol	Lexis-Nexis Academic Universe	o2155692	Lyrasis	Aug-08	07/01/08	06/30/09		16.0%
*		Literature criticism from 1400 to 1800	o2745392	Gale	Dec-08	one time purchase	one time purchase		
*		Literature criticism from 1400 to 1800 (Archive)	o2745392	Gale	Dec-08	one time purchase	one time purchase		
		MathSciNet	o2598310	AMS	Aug-08	01/01/09	12/31/09		5.0%
		Mergent Online	o2419993	Mergent	Nov-08	02/01/09	01/31/10		5.0%
	Sol	New Grove Dictionary of Music & Musicians	o2295088	Lyrasis	Aug-08	07/01/08	06/30/09		5.0%
*		Nineteenth-century literature criticism	o2745409	Gale	Dec-08	one time purchase	one time purchase		
*		Nineteenth-century literature criticism (Archive)	o2745409	Gale	Dec-08	one time purchase	one time purchase		
	Sol	Oxford English Dictionary	o2455572	Lyrasis	Aug-08	07/01/08	06/30/09		5.0%
	Sol	Oxford Ref Online: Premium Collection	o2299471	Lyrasis	Aug-08	07/01/08	06/30/09		5.0%
		Periodical Archive Online	o2635471	Proquest	Aug-08	11/01/08	11/30/09		
	CC	Philosopher's index Tier 3	o2588535	Proquest	Oct-06	03/16/08	03/16/09		
	CC	Physical Education Index	o2574834	Proquest	Aug-08	01/30/09	01/30/10		5.0%
*		Poetry criticism	o2745422	Gale	Dec-08	one time purchase	one time purchase		
*		Poetry criticism (Archive)	o2745422	Gale	Dec-08	one time purchase	one time purchase		
		Policy File	o2588547	ProQuest	Sep-08	03/01/09	03/30/10		
		PQ Dissertation & Thesis FT	o2584967	ProQuest	Sep-08	03/01/09	02/28/10		
	Sol	Project MUSE Premium	o2148791	Lyrasis	Oct-08	01/01/09	12/31/09		
	CC	PsycARTICLES (1 yr)	o2295106	EBSCO	Oct-08	09/01/08	08/31/09		5.0%
	CC	RefWorks	o2615745	Refworks	Aug-08	09/01/07	09/01/08		
		RIA Academic Advantage Library Web	o2273081	Thomson	Sep-08	12/01/07	11/30/08		5.0%
	CC	Routledge Encyclopedia of Philosophy	o2566667	Taylor & Francis	Nov-08	01/01/09	12/31/09		5.0%
*		Shakespearean criticism	o2745434	Gale	Dec-08	one time purchase	one time purchase		

Electronic Databases Report 2008-2009

*		Shakespearean criticism (Archive)	o2745434	Gale		Dec-08	one time purchase	one time purchase	
*		Short story criticism	o2745446	Gale		Dec-08	one time purchase	one time purchase	
*		Short story criticism (Archive)	o2745446	Gale		Dec-08	one time purchase	one time purchase	
		Short Story Index Web	o2299203	Wilson		Dec-08	03/01/09	02/28/10	5.0%
	CC	Sociological Abstracts	o2431804	Proquest		Aug-08	02/01/09	02/01/10	5.0%
*		Something about the author (Archive)	o274546x	Gale		Dec-08	one time purchase	one time purchase	
		Syndetic Solutions	o2636918	Bowker		Dec-08	11/20/08	11/20/09	
	CC	Twayne's Author Series	o2565730	Gale Cengage		Aug-08	12/31/08	12/30/09	5.0%
*		Twentieth-century literary criticism	o2745458	Gale		Dec-08	one time purchase	one time purchase	
*		Twentieth-century literary criticism (Archive)	o2745458	Gale		Dec-08	one time purchase	one time purchase	
Total							\$612,032.77	\$555,903.40	551,252.41

Collection Development Liaison Assignments, 2008/2009

Attachment F

Department	Chair/Dean	Liaison	Librarian
American Indian Studies	Dr. Mary Ann Jacobs Chair, x6266, mary.jacobs@uncp.edu	Dr. Mary Ann Jacobs Chair, x6266, mary.jacobs@uncp.edu	Lillian Brewington, x6655, lillian.brewington@uncp.edu
Art	Dr. Richard Gay, Chair, X4045, richard.gay@uncp.edu	Dr. Richard Gay, Chair, X4045, richard.gay@uncp.edu	June Power, x6369, june.power@uncp.edu
Biology	Dr. David Zeigler, Chair, x6610, david.zeigler@uncp.edu	Dr. David Zeigler, Chair, x6610, david.zeigler@uncp.edu	Carl Danis, x6876, carl.danis@uncp.edu
School of Business	Cammie Oxendine, Acting Dean x522-5789 cammie.oxendine@uncp.edu		Carl Danis, x6876, carl.danis@uncp.edu
School of Business Accounting and Information Technology	Dr. Craig Shoulders, Chair, x6463, craig.shoulders@uncp.edu	Dr. Xin "Lucie" Li, x6311, lixin@uncp.edu	Carl Danis, x6876, carl.danis@uncp.edu
School of Business Economics and Finance	Dr. Ramin Maysami, Chair, x5707, ramin.maysami@uncp.edu	Dr. James Frederick, x6592, james.frederick@uncp.edu	Carl Danis, x6876, carl.danis@uncp.edu
School of Business Management, Marketing, and International Business	Dr. Chris Ziemnowicz, Chair, x6286, christopher.ziemnowicz@uncp.edu	Dr. Ed Powers, x6699, ed.powers@uncp.edu	Carl Danis, x6876, carl.danis@uncp.edu
Chemistry & Physics (Physical Science)	Dr. Tom Dooling, Chair, x6247,6595, tom.dooling@uncp.edu	Dr. S. Mandjiny, x6608, siva.mandjiny@uncp.edu	Susan Whit, x6513, susan.whitt@uncp.edu
Education	Dr. Leah Florentino, Dean, x6539, leah.florentino@uncp.edu	Dr. Betty Brown, x6856, betty.brown@uncp.edu	Jean Sexton, x6659, jean.sexton@uncp.edu
English, Theatre, Languages	Dr. Dennis Sigmon, Chair, 6246, dennis.sigmon@uncp.edu	Dr. Mark Canada, x6431, mark.canada@uncp.edu	Anne Coleman, x6837, anne.coleman@uncp.edu
Geography/Geology	Dr. Martin Farley Chair, x6478, martin.farley@uncp.edu	Dr. Martin Farley Chair, x6478, martin.farley@uncp.edu	Karen Orr Fritts, x4242, karen.fritts@uncp.edu
History	Dr. Robert Brown, Chair, x6438, robert.brown@uncp.edu	Dr. Bruce DeHart, x6627, bdehart@hotmail.com	David Young, x6657, david.young@uncp.edu
Health, Physical Education, Recreation	Dr. Tommy Thompson, Chair, x6385, tommy.thompson@uncp.edu	Dr. Danny Davis, x6498, danny.davis@uncp.edu	Anthony Holderled, 4174, anthony.holderled@uncp.edu
Language	Liliana Wendorff, Chair, x6434 liliana.wendorff@uncp.edu	Liliana Wendorff, Chair, x6434 liliana.wendorff@uncp.edu	Susan Whit, x6513, susan.whitt@uncp.edu
Mass Communications	Dr. Jamie Litty, Chair, x6654, jamie.litty@uncp.edu	Dr. Jamie Litty, Chair x6654, jamie.litty@uncp.edu	Karen Orr Fritts, x4242, karen.fritts@uncp.edu
Mathematics and Computer Science	Dr. Steven Bourquin, Chair, x6517, steven.bourquin@uncp.edu	Mary Klinikowski, X6417, mary.klinikowski@uncp.edu	Robert Wolf, x6696, robert.wolf@uncp.edu
Music	Dr. Tim Altman, Chair, x6403 tim.altman@uncp.edu	Dr. Larry Arnold, x6404, larry.arnold@uncp.edu	Jean Sexton, x6659, jean.sexton@uncp.edu
Nursing	Dr. Barbara Synowiez, Chair, x6805, barbara.synowiez@uncp.edu	Dena B. Evans RN, BSN, MPH, x6653, dena.evans@uncp.edu	Carl Danis, x6876, carl.danis@uncp.edu
Philosophy and Religion	Dr. David Nikkel, Chair x6892 david.nikkel@uncp.edu	Dr. Ray Sutherland, x6240, ray.sutherland@uncp.edu	Robert Arndt, x6529, robert.arndt@uncp.edu
Political Science and Public Administration	Dr. Nicholas Giannatasio, Chair, x6531, nicholas.giannatasio@uncp.edu	Dr. William Albrecht, x6822, william.albrecht@uncp.edu	David Young, x6657, david.young@uncp.edu
Psychology and Counseling	Dr. Kelly Charlton, x6459, Chair, kelly.charlton@uncp.edu	Dr. John Raacke, 6269 john.raacke@uncp.edu	Robert Wolf, x6696, robert.wolf@uncp.edu
Reference	Dr. Elinor Foster, Dean, x6212, elinor.foster@uncp.edu	Dr. Elinor Foster, Dean x6212, elinor.foster@uncp.edu	Robert Arndt, x6529, robert.arndt@uncp.edu
Social Work	Dr. Sherry Edwards, Chair, x6476, sherry.edwards@uncp.edu	Frederick H. Stephens, x6581, frederick.stephens@uncp.edu	Michael Alewine, x6743, michael.alewine@uncp.edu
Sociology and Criminal Justice	Dr. Mario Paparozzi, Chair, x5783, mario.paparozzi@uncp.edu	Dr. Mario Paparozzi, Chair, x5783, mario.paparozzi@uncp.edu	Michael Alewine, x6743, michael.alewine@uncp.edu

**Monthly Report to the Office of Academic Affairs
Mary Livermore Library
JULY, 2008 - JUNE, 2009**

ANNUAL STATISTICAL SUMMARY

I. Statistical Summary - Public Services

A. Attendance Report

Library attendance	173,512
Attendance per diem	573

B. Circulation Report

Monographs (external circulation)	42,264
Electronic Reserves	5,856
Print Reserves	23,201
Periodicals	3,810
Special Collections	669
Typewriter use	7
Multimedia Rooms use	322
Internal Use	7,747
Transit (In)	409
Transit (Out)	1,108
Media	26,657
DVD Players	16
Laptop Usage	5,277
MP3 Players	8

C. Interlibrary Loan

Items loaned	3,127
Loan activities	
Books (may include renewals)	1,786
Nonreturnables	1,341
Documents	0
Loan requests received (but not filled)	1,971
Items borrowed	2,043
Borrowing activities	
Books (may include renewals)	630
Nonreturnables	1,413
Borrowing requests received (but not filled)	299
Patrons served	1,609
Faculty/Staff requests	895
Student requests	714

Document Delivery	
Books	27
Nonreturnables	435

D. Reference Activity

Research questions	4,161
Directional questions	3,056
Technical questions	703
Instructional questions	588
Distance Education questions	480
Questions answered with federal document	52
Questions answered with state documents	31

E. Library Use Instruction Activity

Sessions	221
Attendance	3,626

II. Statistical Summary - Technical Services

A. Number of new items added	14,544
1. Books	7,481
2. Bound Periodicals	925
3. Microform	2,560
4. Paper Documents	1,509
5. Electronic Documents	92
6. Audiotapes	34
7. CD Sound	84
8. Videos	17
9. DVDs	1,755
10. CD ROM	76
11. KITS	11
B. Total title holdings online	230,887
C. Total item holdings online	320,349
D. Number of items withdrawn	2,181

Mary Livermore Library
 Donors of Gift Materials
 2008-2009

Donors	Hardbacks	Paperbacks	Magazines/Journals	Cassettes	VHS/DVD	Software	CD	Maps	Other
1898 Foundation	1								
Albrecht, William	3	1	18						
Alewine, Michael	5	5			5		4		
Anonymous		9			8		2		
Arndt, Robert	7	13							
Ashraf, Mohammad		4					13		
Banerjee, Hari Nath		1							
Bardales, Aida	21	51	1	6	5		7		
Beck, Brian K. (Wonderside Productions)		2							
Bolles, Jeff	11	21		3					
Boydeed & Brewer Limited	1								
Brewington, Lillian		1							
Bukowy, Stephen	1	11							
Bullock, Brenda	16								
Carter, Mary Louise	59	80							
Cenarrusa Foundation for Basque Culture		1							
Charleston Conference		1							
Cummings, Carlene			15						
Davis, Joann	4								
DE Grant (RCC) (AMAZON)		1							
Dent, Eric		2							
Dial, James & Quessie		1	119						
ETA Cuisenaire	1	5							
Folsom, Richard K.		3							
Foster, Elinor		2							
Foster, Jay	2	17	70		1		1		
Gale Cengage Learning (Coffee, Winston)		1							
Gay, Richard		1							

Mary Livermore Library
 Donors of Gift Materials
 2008-2009

Donors	Hardbacks	Paperbacks	Magazines/Journals	Cassettes	VHS/DVD	Software	CD	Maps	Other
Hall, Linda	52	16		12					
Hohn, Melinda	23	2							
Holmes, Leon	11	8			44				
Hubbard, L. Ron					22				
Hunt, Billie					1				
iNet Video					1				
Ivey, Jason D.			96	6	2				2
Jacobs, Vicky	163	234			33				
Jenkins, Charles Dr.	7	13							
Jiles, Alicia					2				
Korean Public Administration (KAPA)	1								
Koterski, Joseph (Fordham University)		1							
Locklear Jr., Edmond		2							
Locklear, Whitney			46						
Louisiana State University		2							
McClanahan, Kay	8	117							3
Meadors, Allen		2	14	3			27		
Mitchell, Ashley	1								
NC Dept. of Agriculture & Consumer Services	1								
Nikkel, David		1							
Nippon Foundation (Dr. Culver)	39	61							
Northeast Asian History Foundation		2							
Parnell, John	9	41	42						
Pate, William V.		1							
Power, June	42	37	4						
Prevatte, Charles			850						
Roanoke Island Commission					2				
Southport Public Library	574	133		21	16				1

Mary Livermore Library
 Donors of Gift Materials
 2008-2009

Donors	Hardbacks	Paperbacks	Magazines/Journals	Cassettes	VHS/DVD	Software	CD	Maps	Other
Subczynski, Janusz	2								
Taylor, Caleb					32				
Thomas, Jennifer	23	43	16		5				1
U.S. Department of Energy	1								
UNCP Academic Affairs		2							
UNCP ETL Dept		2							
UNCP Music Department	2				3				
UNCP Student Affairs	1								
University of Nevada	5	1							
Vance, G. Warlock		2					1		
Vest, Jay		1							
Volkman, Walter H.	1								
Wendorff, Liliana	4	24							
White, Keith (CQ publisher)	1								
Whitt, Nathan	19	87							
Whitt, Susan					27				
Wiggins, Fred	7	1							
Wood, Diana Seals (NCSDAR)	1								
Total	1130	1070	1291	51	209	0	55	0	7

Journal Titles Available at the Mary Livermore Library 2008-09

Print TOTAL - 2,010 (862 active titles)

Electronic TOTAL - 54,124

PAID	38782
ACS Legacy Archive	32
American Chemical Society Collection	35
American Society for Microbiology	9
Blackwell Synergy HSS Collection	386
Brill Academic Publishers via Carolina Consortium	110
Cambridge University Press via Carolina Consortium	229
Ebsco Academic Search Complete	6,772
Ebsco ATLA Religion Database with ATLASerials	98
Ebsco Business Source Complete	3,490
Ebsco CINAHL Plus with Full Text	608
Ebsco CINAHL with Full Text	446
Ebsco Communication and Mass Media Complete	386
Ebsco Consumer Health Complete	568
Ebsco EconLit with Full Text via Carolina Consortium	424
Ebsco EJS	3,596
EBSCO Environment Complete	650
Ebsco Literary Reference Center	444
Ebsco MAS Ultra School Edition	487
Ebsco Master File Premier	1,731
Ebsco Middle Search Plus	143
Ebsco Newspaper Source Plus	443
Ebsco Primary Search (Children's Journals)	55
Ebsco PsycArticles	65
EBSCO Science Reference Center	172
Ebsco SportsDiscus with Full Text	446
Infotrac Academic Onefile	4,029
JSTOR - Arts and Sciences 1	177
JSTOR - Arts and Sciences 2	188
JSTOR - Arts and Sciences 3	240
JSTOR - Arts and Sciences 4	151
JSTOR - Arts and Sciences 7	230
JSTOR - Biological Sciences	174
JSTOR - Ecology and Botany Collection	36
JSTOR - Health and General Science Collection	51
JSTOR - Language and Literature Collection	52
Lexis-Nexis Academic Universe	3,095
Mary Ann Liebert via Carolina Consortium	63
Oxford University Press via Carolina Consortium	229

Project Muse - Premium	428
Proquest Ethnic Newswatch	288
Proquest Periodicals Archive Online	525
SAGE Backfiles	354
Sage Premier Collection via Carolina Consortium	481
Science Direct College Edition Health & Life Sciences	1,102
Science Direct College Edition Social & Behavioral Sciences	371
Springer via Carolina Consortium	1,676
Wiley InterScience via Carolina Consortium	404
Wilson OmniFile Full Text, Mega Edition	2,613

NCLIVE	3552
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Congressional Quarterly Publications	2
Ebsco Health Source: Consumer Edition	93
Ebsco Health Source: Nursing/Academic Edition	536
Ebsco Master File Premier	1,731
Ebsco Military and Government Collection	324
Ebsco Regional Business News	51
Newsbank America's Newspapers Complete	780
Proquest Newspapers	1
Publisher	34

FREE	13,445
Independent Publication (Free)	13,445

2008-09 Connections by Database

Database	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Totals
Academic OneFile (Total)	461	414	1911	2242	2853	813	1003	1533	2110	1790	594	416	16140
Academic Search Complete	891	451	3102	3322	3695	1065	1834	3313	3662	3485	517	1136	26473
Academic Search Premier	229	118	847	790	918	84	470	835	921	925	177	334	6648
America: History & Life	45	21	146	231	228	84	107	181	219	290	55	115	1722
America's Historical Newspapers	73	141	925	673	478	56	141	410	31	161	18	26	3133
ATLA Religion Database with ATLASerials	8	15	75	235	272	108	45	115	213	395	36	104	1621
Bibliography of Native North Americans	13	12	104	123	156	51	81	107	147	205	31	94	1124
Biography and Genealogy Master Index	38	1	2	1	1	2	6	6	9	12	2	5	85
Biology Abstracts	9	9	27	16	20	13	32	68	71	79	25	36	405
Books In Print	7	3	11	19	9	11	7	12	4	2	7	1	93
Business Source Complete	97	211	337	349	375	144	492	479	519	584	191	264	4042
Business Source Premier	49	178	319	214	161	7	96	175	199	257	55	126	1836
CINAHL Plus with Full Text	123	72	704	640	782	178	589	750	1011	954	127	229	6159
Classical Music Library	5	4	61	23	29	30	33	4	12	3	9	0	213
Communication & Mass Media Complete	127	47	169	234	360	160	117	275	327	376	106	181	2479
Dissertations and Theses	318	177	752	476	477	159	164	97	113	43	88	40	2904
EconLit with Full Text	54	99	386	694	790	361	293	398	176	263	76	117	3707
EHRAF	134	171	128	171	149	100	108	230	63	0	0	0	1254
Environment Complete	69	77	1202	1257	1466	370	1108	1958	417	521	44	103	8592
ERIC	2538	855	4092	3984	4271	1148	2801	5355	1146	1128	452	584	28354
Ethnic NewsWatch (ENW)	318	177	752	476	477	159	119	65	87	47	7	4	2688
Family & Society Studies Worldwide	67	68	395	819	1061	344	346	855	221	261	55	139	4631
Full-Text Newspapers	34	113	439	351	389	55	127	357	258	222	87	39	2471
Gale Literary Databases (Total)	12	26	22	9	12	10	15	20	9	70	56	20	281
Gale Virtual Reference Library (Total)	86664	31018	19150	57104	87713	29093	14172	35141	40797	40547	10704	9090	461193
GenderWatch (GW)	318	177	752	476	477	159	119	74	68	31	2	0	2653
GeoRef	34	25	885	1055	1127	369	644	1269	236	282	31	93	6050
Grove Art Online	6	18	27	136	98	15	44	62	116	135	6	2	665
Grove Music Online	2	4	77	53	36	24	15	21	26	43	7	2	310
Health Source - Consumer Edition	34	70	352	626	1030	345	433	1108	292	283	66	40	4679
Health Source: Nursing/Academic Edition	158	73	919	928	1461	450	918	1491	487	472	91	149	7597
Historical Abstracts	47	30	384	638	875	342	339	503	199	228	47	110	3742
Historical Newspapers	318	177	752	476	477	159	50	35	101	57	14	40	2656
Hospitality & Tourism Complete *								141	174	130	30	96	571
JSTOR	3,662	3,036	13,918	12,622	15,081	7,326	6,076	9,912	9506	12873	1262	2720	97994
LGBT Life with Full Text	64	28	201	561	735	294	325	418	161	216	43	118	3164
LISTA	21	27	226	491	736	282	234	321	135	182	39	95	2789
Literary Reference Center *					311	280	238	411	338	471	70	150	2269
Literature Criticism Online (Total)	0	0	0	0	0	20	10	34	97	180	11	56	408

* Database Acquired During Year

Attachment J

Literature Resource Center (Total)	652	288	619	924	1418	734	551	1295	1699	1888	453	482	11003
MasterFILE Premier	215	145	921	802	1004	316	360	1065	443	396	111	214	5992
MathSciNET	0	0	51	13	5	1	8	99	19	28	4	2	230
Military & Government Collection	35	45	349	601	899	278	273	1083	264	302	53	167	4349
MLA International Bibliography	116	150	505	1079	2286	675	616	1320	546	692	72	193	8250
Newspaper Source Plus *					288	279	372	587	2323	277	43	124	4293
NoveList	2	10	16	14	21	6	8	16	20	22	12	15	162
Opposing Viewpoints Resource Center	746	451	1335	1613	2496	610	785	2295	2570	3249	618	666	17434
Oxford English Dictionary	32	27	50	65	30	12	14	24	34	83	14	12	397
Oxford Reference Online	42	44	81	94	78	33	38	43	70	68	20	13	624
ProQuest Newspapers	318	177	752	476	477	159	729	129	114	52	29	82	3494
PsycARTICLES	392	770	2357	2625	3789	996	2192	4136	941	1053	182	548	19981
PsycINFO	656	1270	6173	4008	3653	889	3819	5044	857	874	218	456	27917
Regional Business News	33	177	331	547	750	270	271	363	155	206	51	108	3262
Social Work Abstracts	103	103	732	1286	1407	600	881	1654	352	420	82	193	7813
Something About the Author Online (Total)	0	0	0	0	0	7	5	4	19	20	0	1	56
SPORTDiscus with Full Text	407	123	555	784	1078	309	621	785	304	359	56	155	5536
The Serials Directory	19	31	174	456	683	254	210	321	126	175	29	90	2568
Twayne (Total)	35	27	104	229	231	82	43	59	243	429	21	72	1575

* Database Acquirer

2008-09 Connections by Patron Type

Ptype	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
100 Graduate Student	N/A	N/A	142394	134778	109154	76894	169139	268985	326133	97408	184876	306850
101 Pstudent	N/A	N/A	469498	316477	348512	201240	333994	543316	712777	248353	137371	191951
103 PFaculty	N/A	N/A	29621	24846	16129	23366	52211	36880	45496	10080	39078	46133
104 PStaff	N/A	N/A	12714	17462	7689	3544	12246	17761	20385	16530	11678	15576
110 PDistance Education	N/A	N/A	0	0	0	0	223	0	2334	0	1195	13568
111 PRetired Faculty/Staff	N/A	N/A	0	0	0	0	0	0	0	0	0	0
Non-Verified	N/A	N/A	4000435	2431957	2422560	1440320	2568150	4642470	4826639	2246921	1208443	1550372

<p>* July and August 2008 statistics were unavailable</p>
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Library User Satisfaction Survey 2009 Results

1. How satisfied are you with our books and other printed materials?

Extremely satisfied	Very satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	NA	Total
29 (31%)	39 (42%)	20 (22%)	4 (4%)	1 (1%)		93
2. How satisfied are you with our videos and DVDs?

Extremely satisfied	Very satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	NA	Total
22 (24%)	31 (33%)	21 (23%)	13 (14%)	1 (1%)	5 (5%)	93
3. How satisfied are you with our web-based electronic resources?

Extremely satisfied	Very satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	NA	Total
33 (35%)	34 (37%)	22 (24%)	2 (2%)		2 (2%)	93
4. How satisfied are you with the Library-provided laptops?

Extremely satisfied	Very satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	NA	Total
23 (25%)	29 (31%)	12 (13%)	6 (6%)	1 (1%)	22 (24%)	93
5. How satisfied are you with the Library's hours?

Extremely satisfied	Very satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	NA	Total
35 (38%)	22 (24%)	14 (15%)	12 (13%)	7 (8%)	1 (1%)	91
6. How helpful are our staff?

Extremely Helpful	Very Helpful	Helpful	Somewhat Helpful	Not Helpful	NA	Total
45 (49%)	33 (36%)	11 (12%)	3 (3%)			92
7. How comfortable do you find the physical facilities of the Library?

Extremely Comfortable	Very Comfortable	Comfortable	Somewhat Comfortable	Not Comfortable	NA	Total
24 (26%)	36 (40%)	27 (30%)	3 (3%)	1 (1%)		91
8. Once you have identified materials you need that are located in the library, how easy is it for you to find them?

Extremely Easy	Very Easy	Easy	Somewhat Easy	Not Easy	NA	Total
17 (19%)	29 (32%)	30 (33%)	14 (15%)	1 (1%)		91
9. How important is the Library to you?

Extremely Important	Very Important	Important	Somewhat Important	Not Important	NA	Total
50 (55%)	26 (29%)	10 (11%)	5 (5%)			91
10. How often do you use the Library for any purpose, such as research, entertainment, or study?

Daily	Weekly	Monthly	Twice a semester	Once a semester	Never	Total
31 (33%)	49 (53%)	9 (10%)	3 (3%)	1 (1%)		93
11. How often do you ask a librarian for help?

Daily	Weekly	Monthly	Twice a semester	Once a semester	Never	Total
6 (7%)	25 (28%)	30 (34%)	1 (1%)	18 (20%)	9 (10%)	89
12. Are there Improvements you would like to see the Library make?

More books	More videos/DVDs	More electronic resources	Longer hours		
21 (23%)	60 (65%)	7 (8%)	22 (24%)		
More laptops	Less noise	More study rooms	Other	No Opinion	
17 (18%)	9 (10%)	38 (41%)			
13. Please circle all below that apply. I am a:

Faculty/staff	Alumni	Local Patron	Visitor		
10	4	1	3		
Commuting student	Distance Education Student		Residential Student		
21			27		
Freshman	Sophomore	Junior	Senior	Graduate Student	Special Student
17	10	21	21	3	

46 written comments were submitted.

Survey 2009 Comments

1. Longer hours—past midnight
2. Need just a little longer to keep the new Books; cause by my working it's a little hard to finish it in a week. Then I have to come and re-check it out again but which isn't too hard to do. Then again sometimes it is then there I am with late charges I can't afford. Not even a \$1.00. All in all I love the Library.
3. Longer hours would be great during the week days.
4. Good year over all. More movie to pick from.
5. Extend hours to 12:30 during the week.
6. Longer hours—Friday and Saturday are when people stay up longest. Library should close later rather than earlier.
7. Hours should be a bit longer especially during the week (close around 2 a.m. possibly)
8. Longer hours—24 hr.
9. The documentary movies are (confusing) hard to search for specifics. Also movies might be easier to search if there was a database of all by category.
Art books are usually misplaced and difficult to locate often.
10. Longer hours—longer Friday and Saturday nights.
Too hot in here need control of air in study rooms
11. Difficult to know where are the books and dvds.
12. The librarians are extremely helpful. I appreciate them a great deal.
13. More books—updated childr. The Juvenile section needs to be better organized.
14. Longer hours on weekends and holidays would very helpful.
15. Please stay open until at least 2am.
16. Great Staff
17. Great job! Every year gets better 😊
18. 1st year faculty/professor
19. Feel like family. People like that old woman who quit smoking she makes me feel like loved and mother her and is help quit smoking never felt like anyone noticed. Thank you library and staff.
20. A new sign displaying the hours on the doors. The staff is always friendly and helpful.
21. Provide paper for printing and download Microsoft Word on computers downstairs. Thanks.
22. #12: 24 hrs; more documentaries / Clint Eastwood
23. More Individual study tables. My 1st extended stay was great!!!! Book sale was super!!!!
24. Staff is great!! They have helped me out so much at the Reference desk!!!
25. Longer hours on the weekends
26. This library is awesome!!!! 😊 😊
27. Great Job
28. Great! 😊
29. The staff is wonderful and extremely helpful. It's a joy to walk in and use the resources here.
30. Longer hours on weekends
31. Need new movies when they come out. New books as well.
32. Should be open all night.
33. Longer Hours -2am. Sam T. is very helpful.
34. 1st year faculty.
35. Compared to the library at UNC-Chapel Hill, it is hard to feel as if this library holds a sufficient amount of resources that is required to properly gain an understanding of whatever it may be! I do wish your Microfilm Resources were expanded, and the availability of E-Books. We need a library that is open until 2am. We do!

36. Great and helpful staff.
37. Request items take longer then projected.
38. Closed when I needed to use the lib. for a dinner. Please people use the U.C. when have to work.
39. I am extremely satisfied with all the library's information. However, the school really needs to invest in more laptops.
40. There needs to be color added to the printers if we need to pay using our bravecards. Students use the printers for projects A LOT!
41. Thanks 4 all your help!
42. 24 hours.
43. More movies and Apple Computers
44. Foreign magazines and newspapers. This Library has an impressive collection. Good Job!
45. Longer summer hours. I would like to see a study brake room for students. Faculty have a soda machine and snacks but students have to walk way across campus even to get a drink. I'm here 6-7 hours straight sometimes and walking across campus can cause many distractions and before I know it what would be a 5 min. brake has taken 45 min.
46. Students should be able to use the other lab upstairs. Also Microsoft Word should be downloaded in/on the computers downstairs. More Study rooms.

**Comparison 2005-2009
Library User Satisfaction Survey 2009
Let us know what you think!**

We want our Library and its staff to meet your needs. Please take a moment to answer these questions and let us know how we are doing. Please circle the answer that applies. Select N/A if you have not used the service.

1. How satisfied are you with our books and other printed materials?

	Extremely Satisfied 29	Very Satisfied 39	Satisfied 20	Somewhat Satisfied 4	Not Satisfied 1	N/A 0 (93)
2005	28.7%	38.3%	28.3%	6.7%		
2006	23.2%	48.2%	23.6%	5%		
2007	31.2%	47.8%	18.1%	0.7%	0	2.1%
2008	28%	38.9%	26.4%	4.4%	0.5%	1.8%
2009	31.2%	41.9%	21.5%	4.3%	1.1%	

2. How satisfied are you with our videos and DVDs?

	Extremely Satisfied 22	Very Satisfied 31	Satisfied 21	Somewhat Satisfied 13	Not Satisfied 1	N/A 5 (93)
2005	13.3%	20%	28.3%	15%	1.7%	21.7%
2006	15.1%	33.1%	27.6%	13.2%	0.7%	10.3%
2007	25.8%	32.3%	25.6%	4.1%	2.2%	9.9%
2008	21.5%	35.5%	24.9%	8.3%	1.8%	8%
2009	23.6%	33.3%	22.6%	14%	1.1%	5.4%

3. How satisfied are you with our web-based electronic resources?

	Extremely Satisfied 33	Very Satisfied 34	Satisfied 22	Somewhat Satisfied 2	Not Satisfied 0	N/A 2 (93)
2005	38.7%	40%	18.3%	3.3%	0	1.75%
2006	29.3%	38.9%	26.5%	3.2%	0	2.1%
2007	31.4%	40.3%	21%	3.6%	2.4%	3.3%
2008	31.1%	36.5%	23.3%	5.2%	1.6%	2.3%
2009	35.5%	38.6%	23.6%	2.1%	0	2.1%

4. How satisfied are you with the Library-provided laptops?

	Extremely Satisfied 23	Very Satisfied 29	Satisfied 12	Somewhat Satisfied 6	Not Satisfied 1	N/A 22 (93)
2006	22%	34.3%	24.1%	2%	0.4%	17.1%
2007	31.2%	25.9%	16.1%	1.6%	1.9%	23%
2008	28.8%	26.9%	16.8%	3.6%	2.3%	21.5%
2009	24.7%	31.2%	12.9%	6.5%	1.1%	23.8%

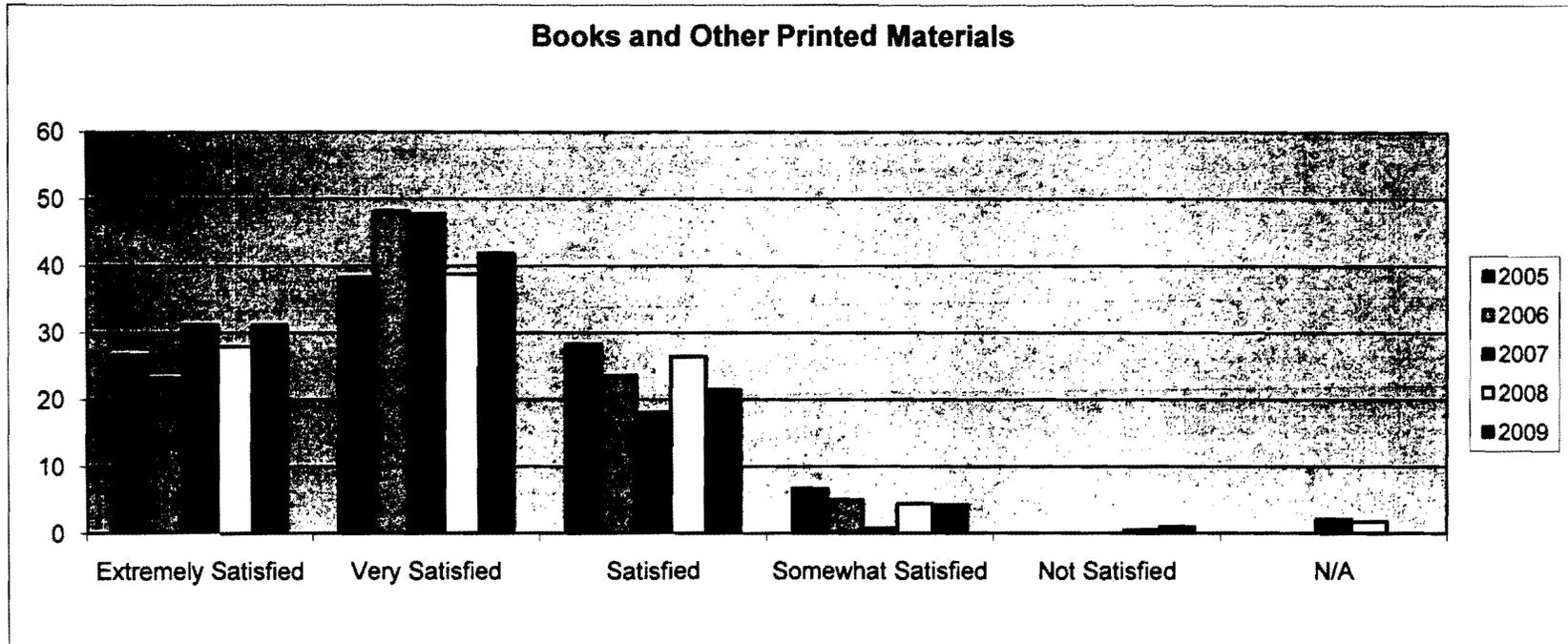
5. How satisfied are you the Library's hours? (Current hours: [Hours vary by year of survey])

	Extremely Satisfied 35	Very Satisfied 22	Satisfied 14	Somewhat Satisfied 12	Not Satisfied 7	N/A 1 (91)
2006	31.2%	35.1%	21.3%	8.9%	2.5%	1.1%
2007	28.9%	33%	22.9%	10.8%	3.6%	0.7%
2008	28.9%	27.9%	22.7%	10.9%	8.6%	1%
2009	38.5%	24.2%	15.4%	13.2%	7.7%	1.1%

6. How helpful is our staff?

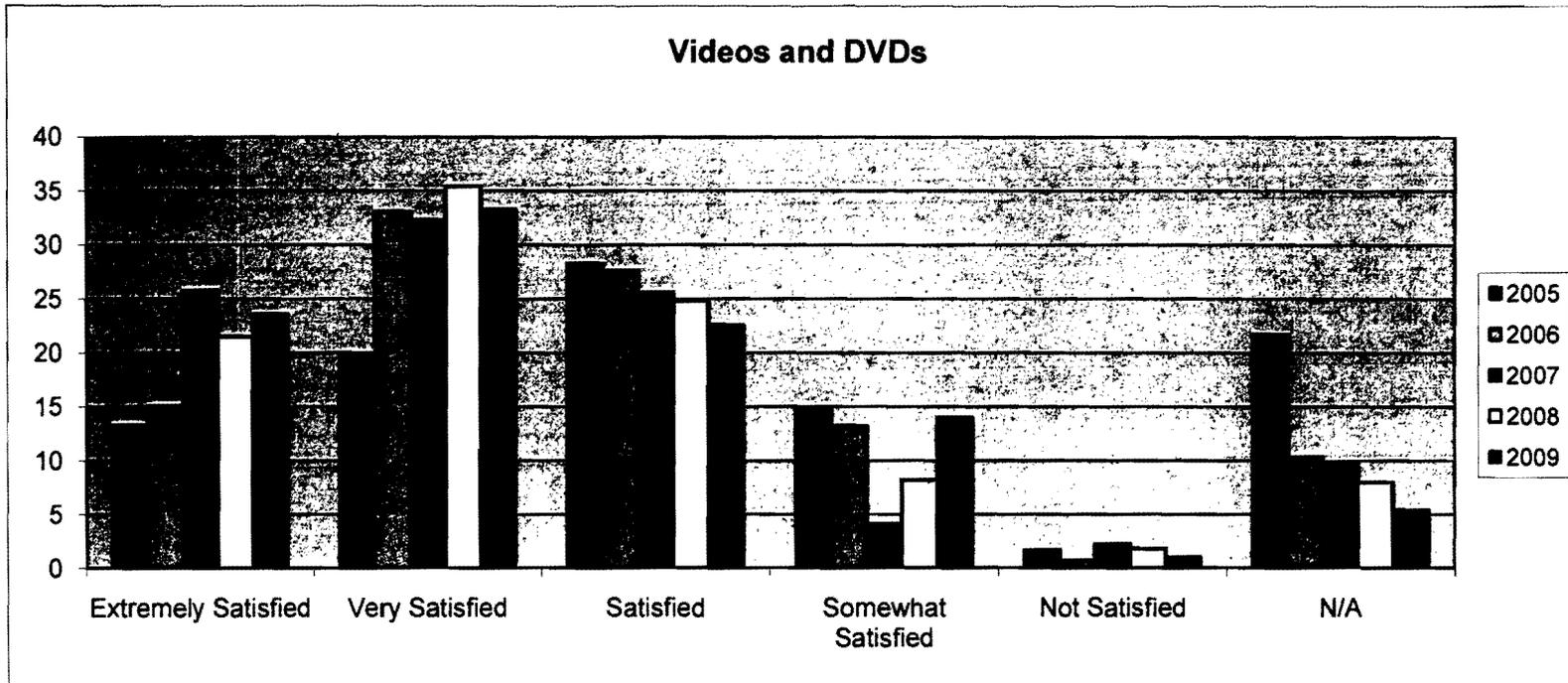
	Extremely Helpful 45	Very Helpful 33	Helpful 11	Somewhat Helpful 3	Not Helpful 0	N/A 0 (92)
2005	53.3%	33.3%	11.7%	1.7%	0%	
2006	42.4%	44.6%	10.1%	2.5%	.4%	
2007	48.7%	38.6%	10.1%	1.6%	.5	.2%
2008	40.5%	38.2%	16.4%	3.4%	1.3%	0.2%
2009	48.9%	35.9%	11.9%	3.3%	0	0

Library Survey Results 2005-2009



	Extremely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	N/A
2005	26.7	38.3	28.3	6.7	0	0
2006	23.2	48.2	23.6	5	0	0
2007	31.2	47.8	18.1	0.72	0	2.1
2008	27.9	38.8	26.4	4.4	0.5	1.8
2009	31.2	41.9	21.5	4.3	1	0

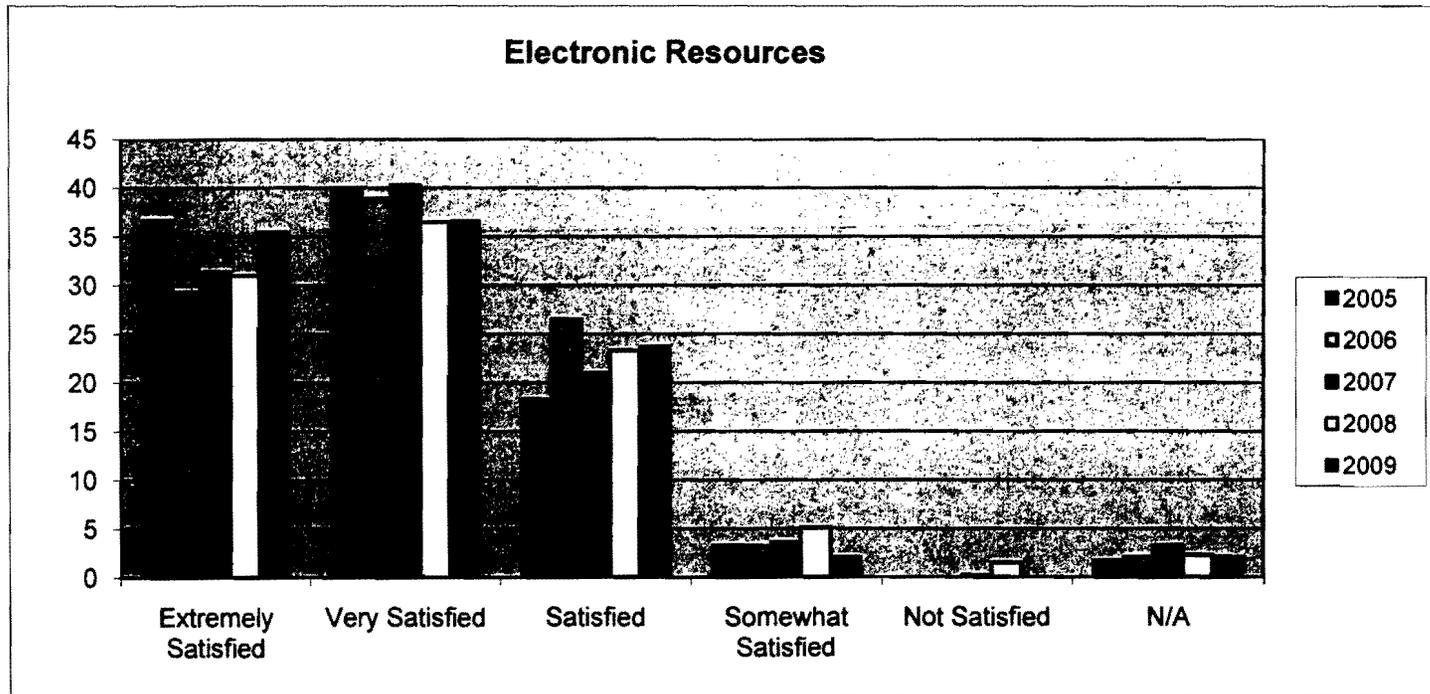
Library Survey Results 2005-2009



	Extremely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	N/A
2005	13.3	20	28.3	15	1.7	21.7
2006	15.1	33.1	27.6	13.2	0.7	10.3
2007	25.8	32.3	25.6	4.1	2.2	9.9
2008	21.5	35.4	24.8	8.2	1.8	8
2009	23.6	33.3	22.6	14	1	5.4

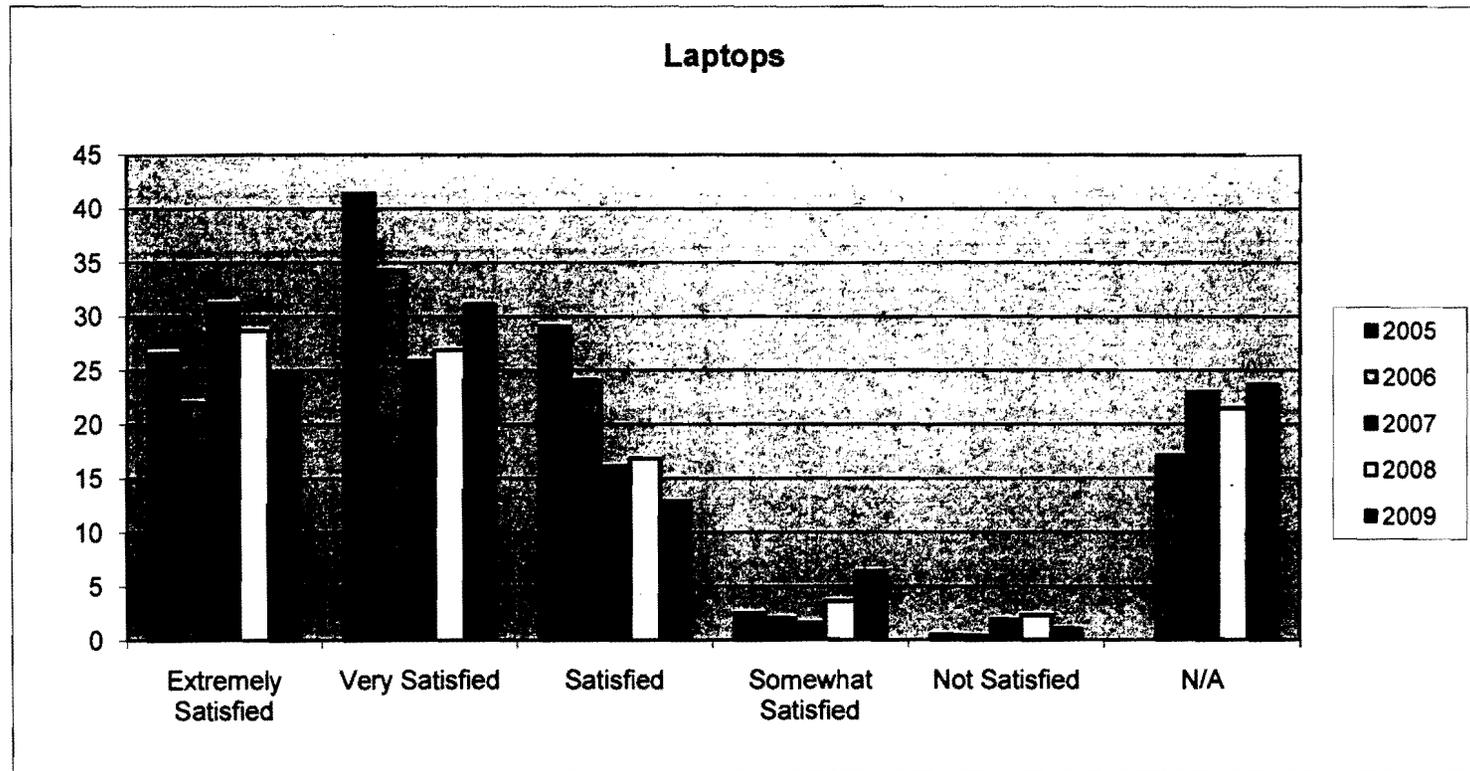
Library Survey Results 2005-2009

	Extremely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	N/A
2005	36.7	40	18.3	3.3	0	1.75
2006	29.3	38.9	26.5	3.2	0	2.1
2007	31.4	40.3	21	3.62	0.24	3.3
2008	31	36.5	23.3	5.1	1.5	2.3
2009	35.5	36.6	23.7	2.1		2.1



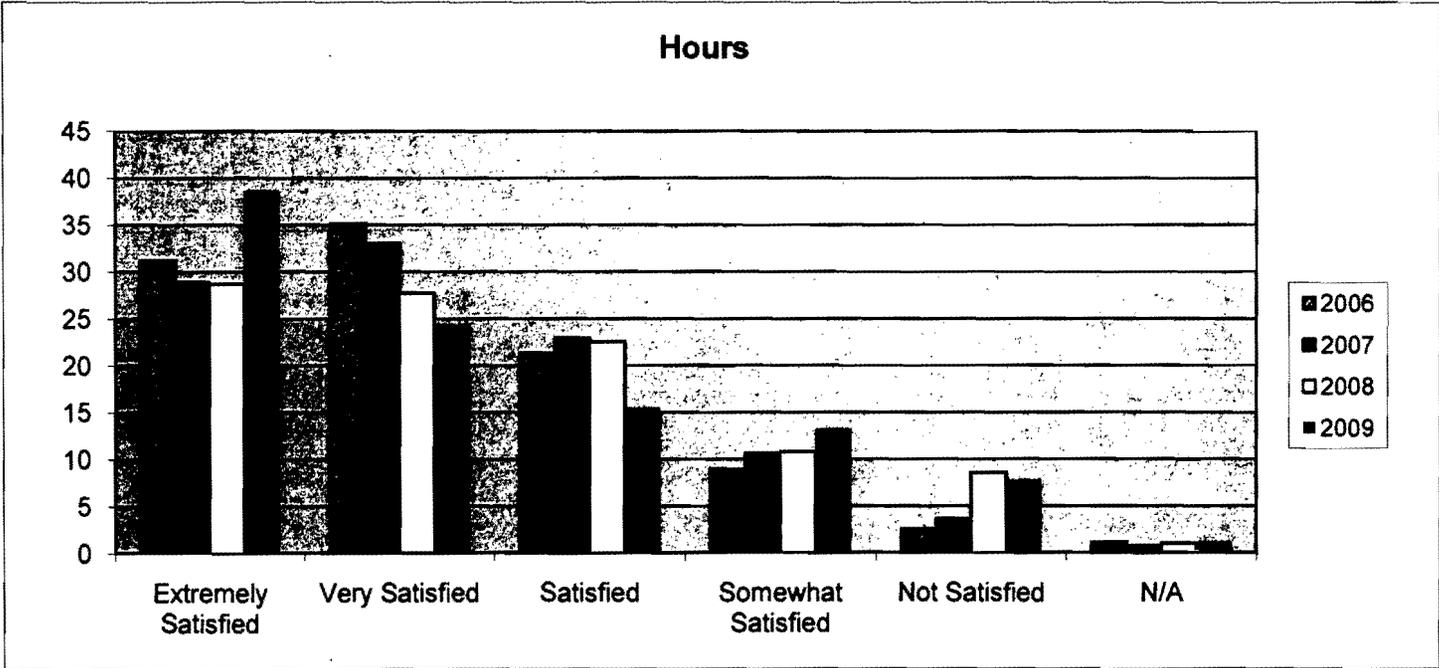
Library Survey Results 2005-2009

	Extremely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	N/A
2005	26.6	41.4	29.1	2.5	0.5	0
2006	22	34.3	24.1	2	0.4	17.1
2007	31.2	25.9	16.1	1.6	1.9	23
2008	28.7	26.9	16.8	3.6	2.3	21.5
2009	24.7	31.2	12.9	6.4	1.1	23.7



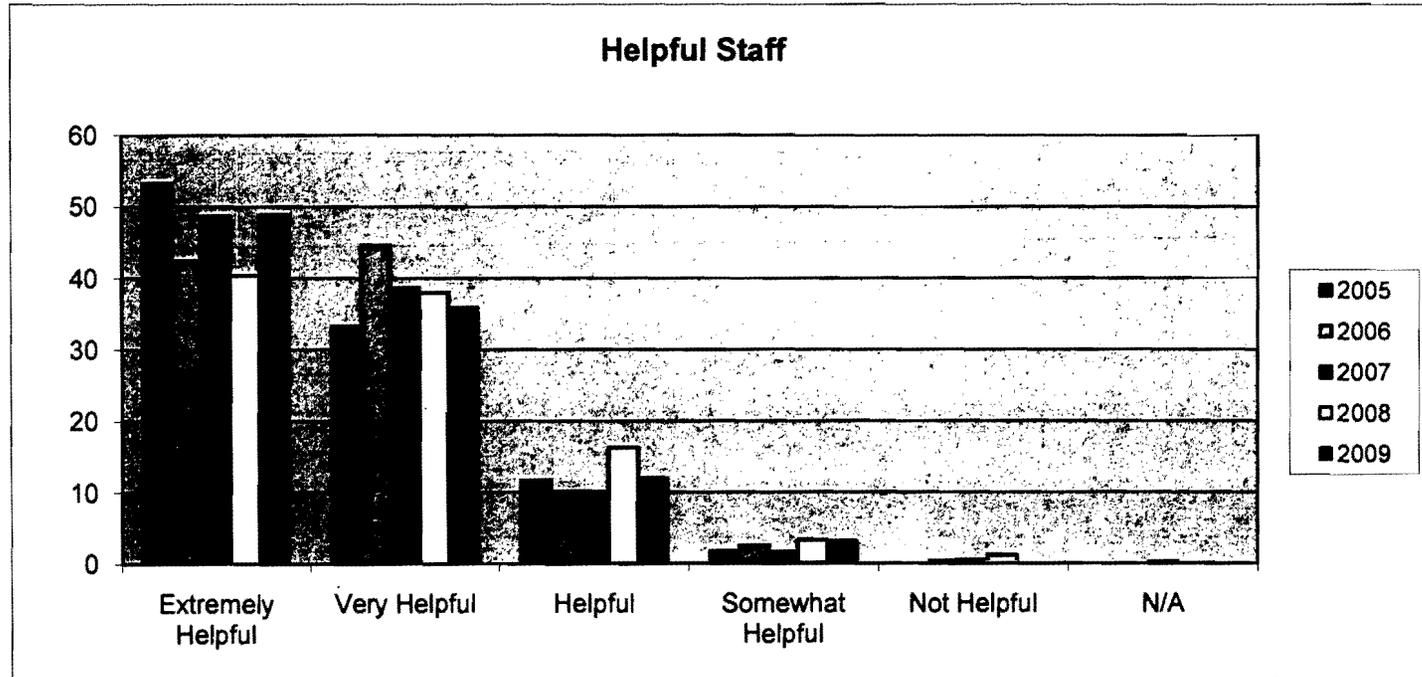
Library Survey Results 2006-2009

	Extremely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	N/A
2006	31.2	35.1	21.3	8.9	2.5	1.1
2007	28.9	33	22.9	10.6	3.6	0.72
2008	28.7	27.7	22.5	10.8	8.5	1
2009	38.5	24.2	15.4	13.2	7.7	1.1



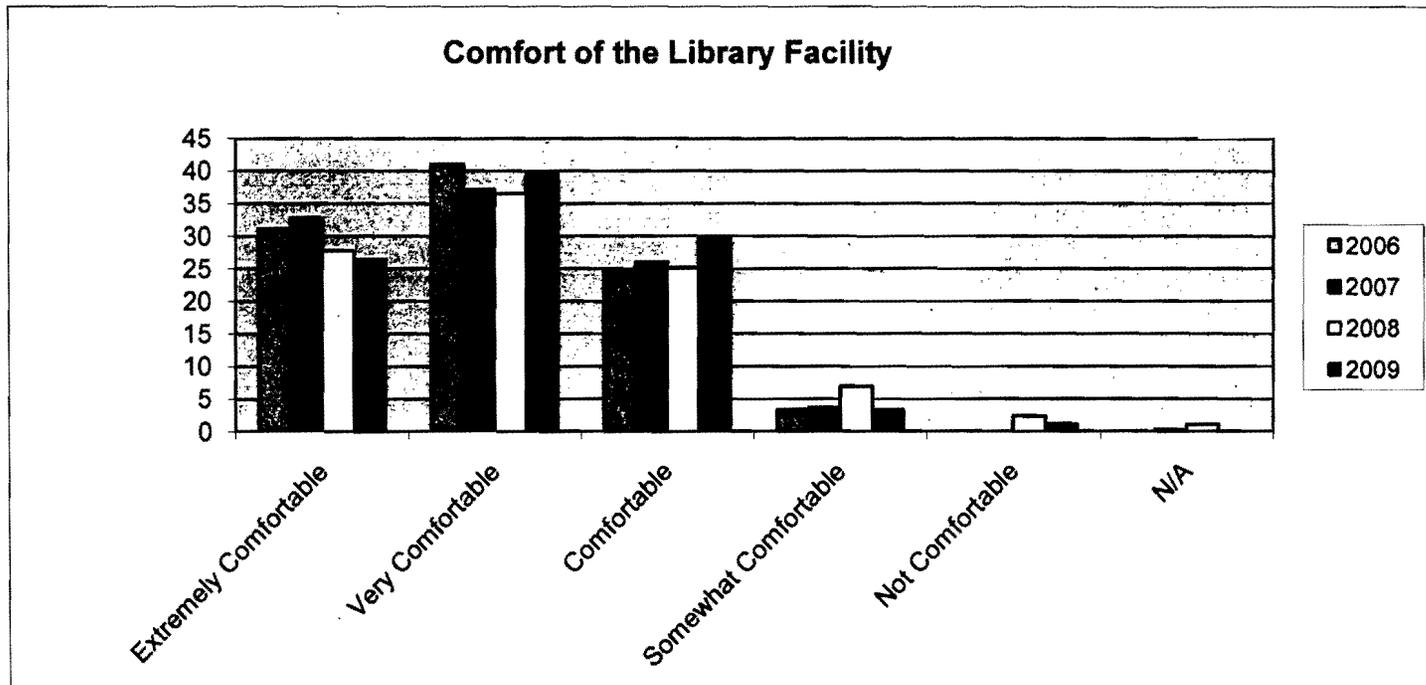
Library Survey Results 2005-2009

	Extremely Helpful	Very Helpful	Helpful	Somewhat Helpful	Not Helpful	N/A
2005	53.3	33.3	11.7	1.7	0	0
2006	42.4	44.6	10.1	2.5	0.4	0
2007	48.7	38.6	10.1	1.6	0.48	0.24
2008	40.4	38	16.3	3.3	1.2	0.02
2009	48.9	35.9	12	3.2		



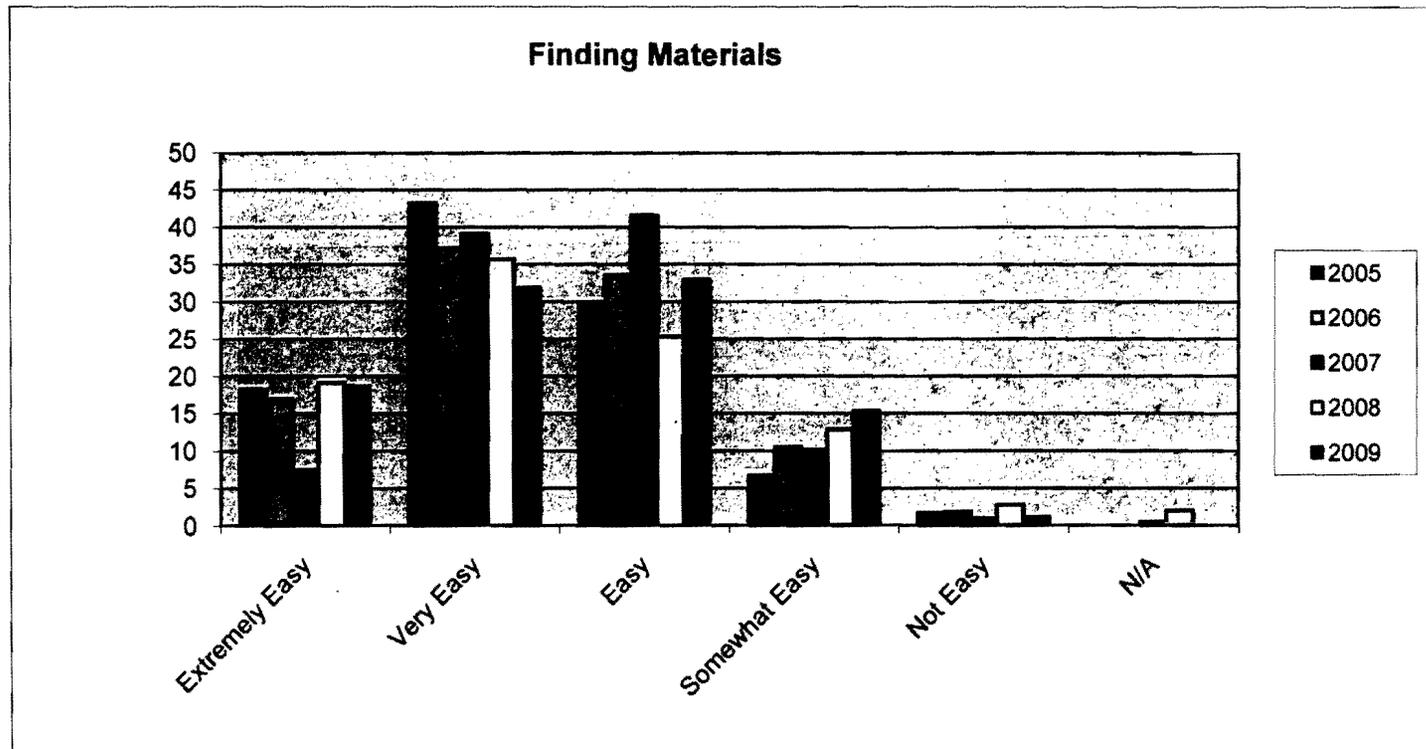
Library Survey Results 2006-2009

	Extremely Comfortable	Very Comfortable	Comfortable	Somewhat Comfortable	Not Comfortable	N/A
2006	31.1	41	24.5	3.3	0	0
2007	32.8	37.1	26	3.6	0	0.24
2008	27.7	36.5	25.1	6.9	2.3	1
2009	26.4	39.6	29.7	3.3	1.1	



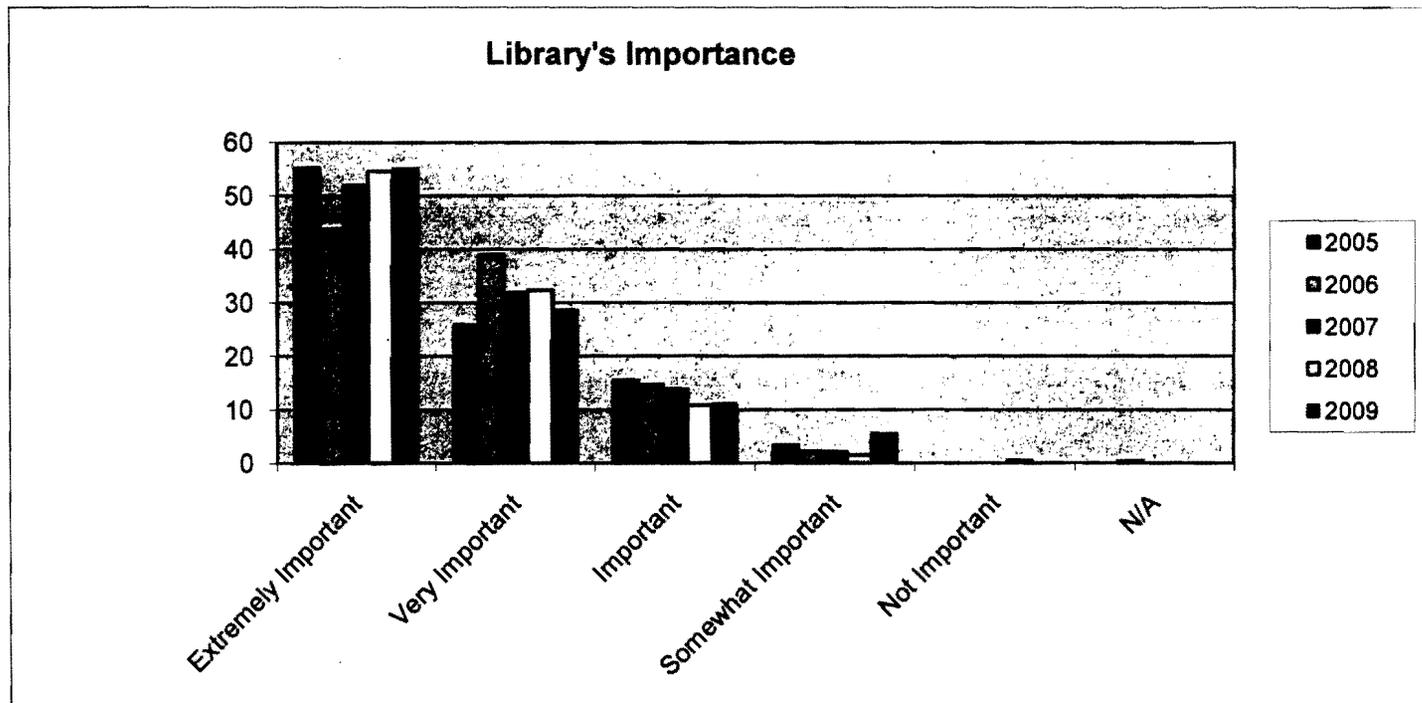
Library Survey Results 2005-2009

	Extremely Easy	Very Easy	Easy	Somewhat Easy	Not Easy	N/A
2005	18.3	43.3	30	6.7	1.7	0
2006	17	37.2	33.6	10.5	1.8	0
2007	7.5	39.2	41.6	10.1	0.96	0.48
2008	19.1	35.7	25.3	12.9	2.8	2
2009	18.7	31.9	33	15.4	1.1	



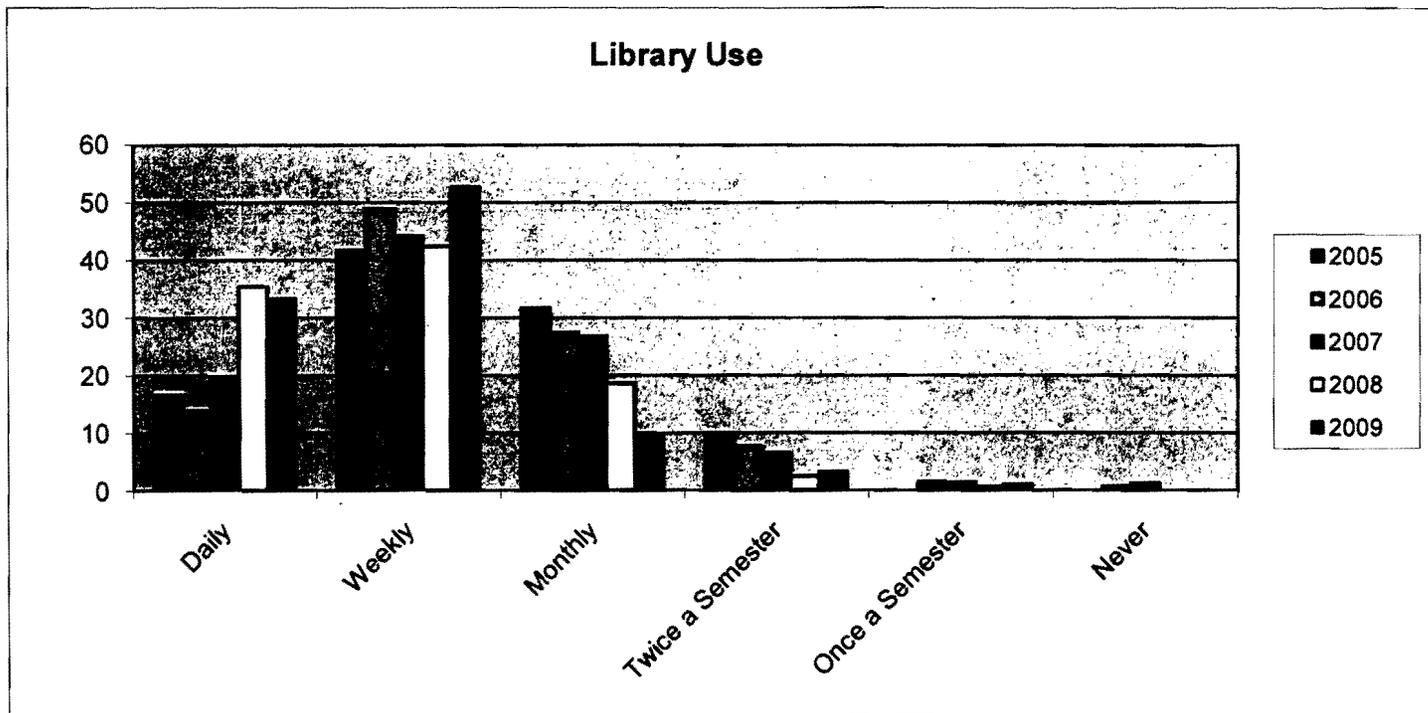
Library Survey Results 2005-2009

	Extremely Important	Very Important	Important	Somewhat Important	Not Important	N/A
2005	55.2	25.9	15.5	3.4	0	0
2006	43.8	39	14.6	2.2	0	0.4
2007	52	31.9	13.8	2.1	0	0
2008	54.6	32.3	10.8	1.5	0.5	0
2009	55	28.6	11	5.5		



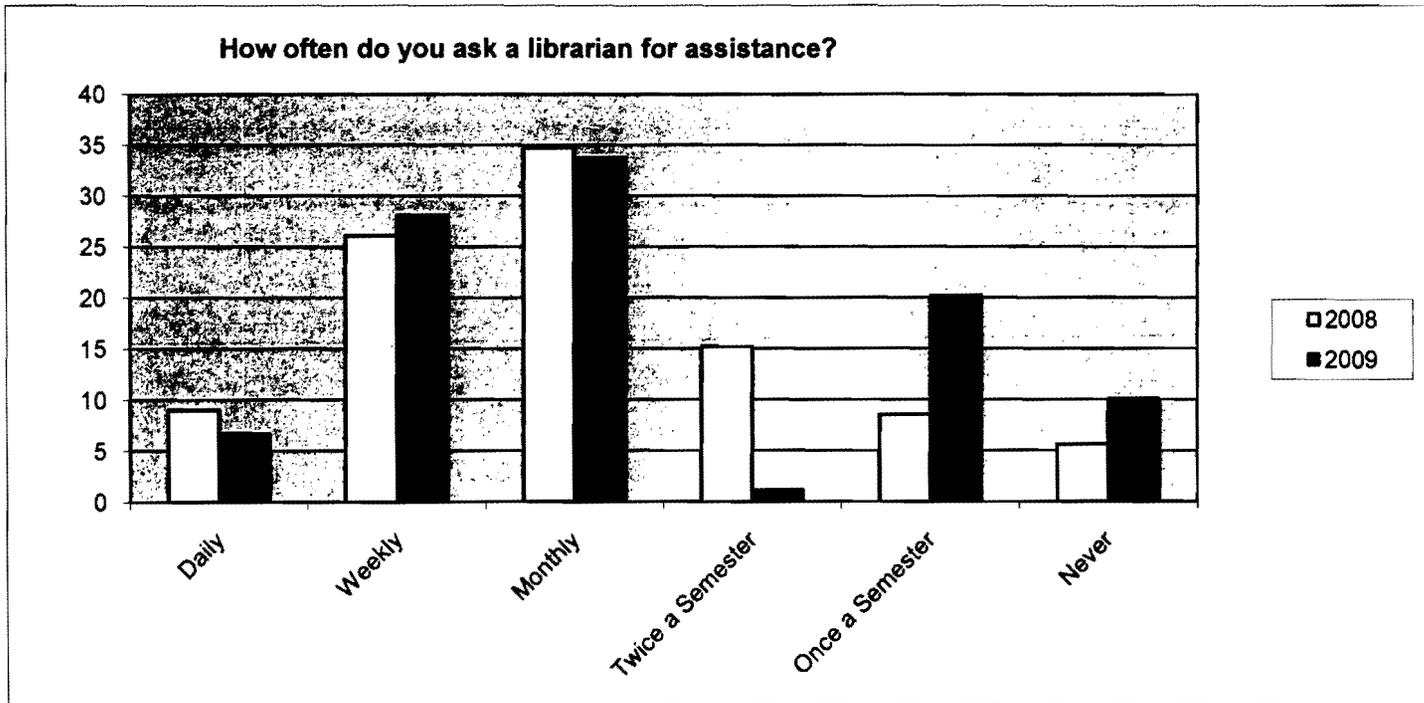
Library Survey Results 2005-2009

	Daily	Weekly	Monthly	Twice a Semester	Once a Semester	Never
2005	16.7	41.7	31.7	10	0	0
2006	13.9	48.9	27.4	7.7	1.5	0.7
2007	19.8	44.2	26.8	6.52	1.4	1.2
2008	35.4	42.4	18.6	2.5	0.7	0
2009	33.3	52.7	9.7	3.2	1.1	



Library Survey Results 2008-2009

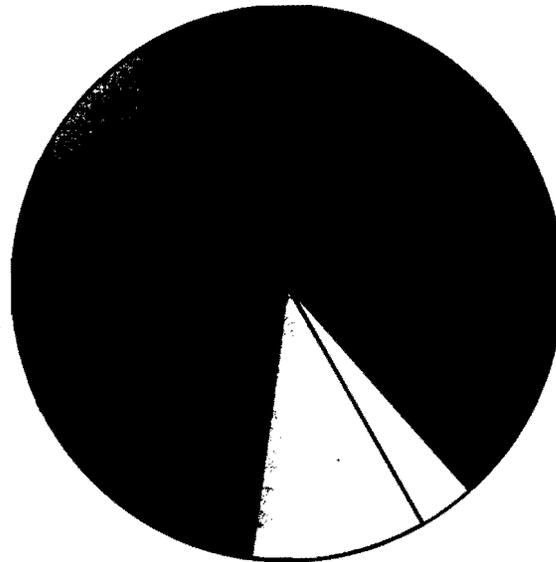
	Daily	Weekly	Monthly	Twice a Semester	Once a Semester	Never
2008	9	26.1	34.7	15.2	8.5	5.6
2009	6.7	28.1	33.7	1.1	20.2	10.1



Library Survey Results 2009

More ...		Books	Video/DVDs	Electronic Resources	Longer Hours	Laptops	Less Noise	Study Rooms
		21	60	7	22	17	9	38
Other	No Opinion							
19	18							

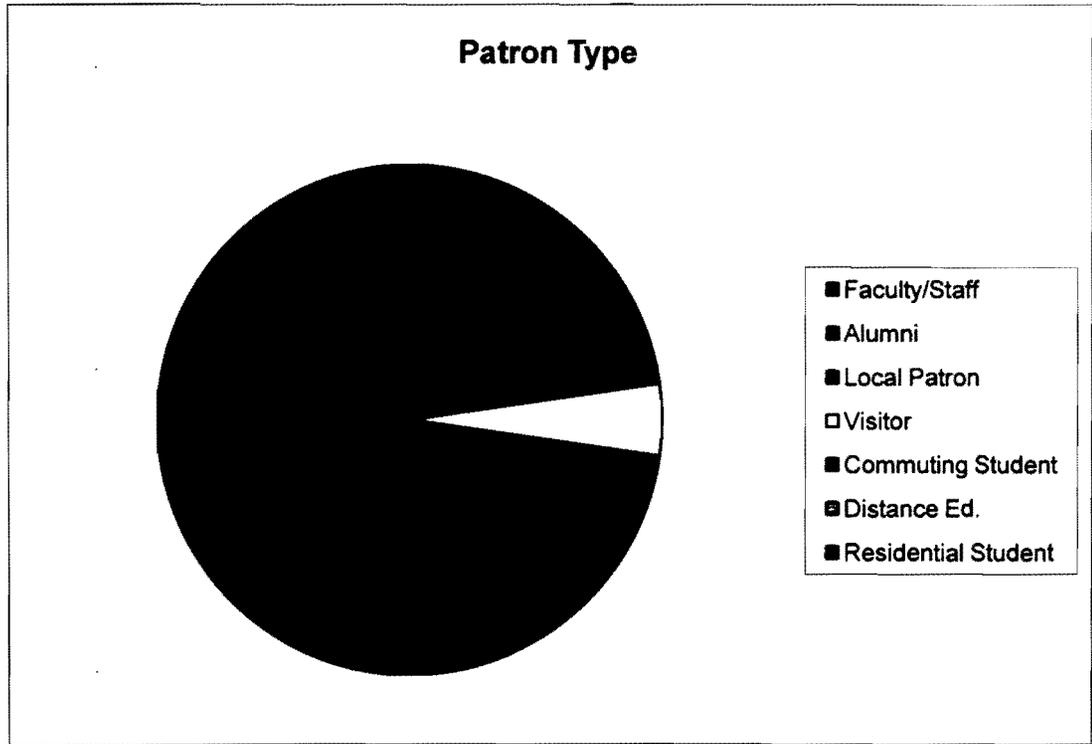
Are there improvements you would like to see the library make?



- Books
- Video/DVDs
- Electronic Resources
- Longer Hours
- Laptops
- Less Noise
- Study Rooms
- Other
- No Opinion

Library Survey Results 2009

Faculty/Staff	Alumni	Local Patron	Visitor	Commuting Student	Distance Ed.
10	4	1	3	21	0
Residential Student					
27					



Library Survey Results 2009

Freshman	Sophomore	Junior	Senior	Graduate Student	Special Student
17	10	21	21	3	0

