

*MARIANNE BURKE:
DANA MEDICAL LIBRARY*

I want to thank Dana staff and faculty for all of your work, insights and commitments of the past year, and our colleagues at Bailey/Howe for your positive ongoing cooperation and collaboration. I am pleased to report some of the highlights of the past year.

Dana's audio/visual rooms have become small group study rooms. Small groups can now use the A/V rooms in the back of the Library. One larger room still contains a slide projector, VHS/DVD player and TV and fits 3-4 people. The other two rooms accommodate 2-3 people each, but have no A/V equipment. All rooms also have a network port, white board, markers and pens.

A coin-operated printer has been added to Dana's printing options. Patrons no longer need to use Cat\$cratch to pay for print jobs; one of the Library's uniprinters now accepts cash. This eliminates the need for patrons to borrow the copy card and pay for copies at the Circulation Desk.

A reception for the College of Medicine's "global" collection was held in Dana. A reception accepting the books donated to the Frymoyer Scholars for Global Health Library collection was held on February 29 in Dana. Personnel from the College of Medicine and College of Nursing and Health Sciences were invited. Library faculty member Tina Kussey, developed an easy way for patrons to find these resources on Voyager.

An ILL fee waiver pilot began in September 2008. UVM and FAHC affiliates now have access to 25 free interlibrary loan requests per six month period (July – December and January – June). In addition, document delivery fees are no longer being charged for articles retrieved from the Library Research Annex (LRA). In addition, a **Reference Desk Pilot began in September 2008.** The pilot project reduces the number of hours librarians sit at the Reference Desk. Librarians will staff the desk from 10 am – 4 pm. Any questions that circulation personnel are unable to answer during off hours will be referred to a reference librarian by phone or email. The impact on patrons and Dana personnel will be assessed.

Two task force groups were formed to address issues relating to services and space. Members of the **Service Desk Model Task Force** did considerable research regarding the one service desk model, developed 3 scenarios and produced reports showing the pros and cons for each scenario. Members of the **Space Planning Task Force** looked at all collections and furnishings with the goal of identifying items that could be transferred or withdrawn to make more study space for students. Other factors to be considered are noise reduction and group study space.

Dana faculty presented research posters at the MLA Annual Meeting in May 2008:

Bianchi, Nancy, MLIS, Pediatrics Liaison Librarian. *Analysis of Clinical Questions Asked at Professor Rounds: A Retrospective Review*. Poster presented at the Medical Library Association Meeting, May 2008.

Burke, M., Carey, P., Haines, L., Lampson, A., Pond, F. *Information Rx as a Patient-Physician Communication Tool and Community Health Information Program*. Poster presented at the Medical Library Association Meeting, May 2008.

Haines, Laura. *Measuring the Effectiveness of Community Outreach: The Community Medical School Project*. This study seeks to measure the effectiveness of a community outreach project designed to increase community members' knowledge and use of consumer health information resources and services at the medical library. Poster presented at the Medical Library Association Meeting, May 2008.

Phillippe, S., Burke, M., Kussey, T., Lampson, A., Boucher, L. *Academic Medical Center to Rural Clinic: Insuring Fair and Accurate Representation in Go Local*. Poster presented at the Medical Library Association Meeting, May 2008.

O'Malley, Donna. *A Medline Station in the Clerkship Clinical Skills Exam*. Poster presented at the Medical Library Association Meeting, May 2008.

Personnel Update

Several of Dana's long term staff members retired this past year. **Shirley Bolcum**, Library Support Senior in Technical Services retired in December 2007 after 35 years of service to Dana Library, and **Helen Olson**, Library Support Assistant in Technical Services retired in February 2008 after 17 years of service to the University. We miss them and wish them much happiness in their future endeavors. **Sandra Aldrich** has a new position in the Technical Services Department. She is now the Serials and Electronic Resources Professional, essentially Shirley's past position. Currently, a search is underway to fill Sandy's previous position as Acquisitions and Cataloging Professional. In addition, Dana is recruiting for two temporary librarian positions. Thank you to **Jeanene Light** who did an excellent job as Acting Director of Dana during my sabbatical. **Jeanene Light** and **Tina Kussey** are presently working in interim positions at Bailey/Howe.

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**Vital Dana Statistics through June 2008 as reported to the American Association of
Medical Colleges – Association of Academic Health Science Libraries**

Services	2004-05	2005-06	2006-07	2007-08
Reference questions answered	3,627	7,365	6,186	6,251
Items checked out or used in library	36,063	31,253	23,606	22,401
Document & article delivery	3,420	2,357	2,117	1,779
Items loaned to other libraries	2,365	3,029	2,751	3,277
Interlibrary resources supplied to UVM/FAHC patrons	4,649	4,109	3,576	2,852
Gate count (library onsite use)	182,106	171,973	194,654	195,896
Educational Programming				
Sessions	92	107	127	158
Attendees	1,014	949	1,344	1,605
Outreach sessions to community members	7	49	31	27
The Collection				
Collection	\$1,138,397	\$1,269,113	\$1,256,109	\$ 1,326,721
Overall budget	\$2,161,709	\$2,339,464	\$2,345,685	\$ 2,451,434
Print volumes in collection	121,936	123,767	126,680	127,903
Print books added	851	375	1,427	847
Electronic books	148	162	188	239
Electronic full-text journal subscriptions	1,318	3,235	4,327	4,958
Journal subscriptions electronic & print	1,949	3,604	5,084	5,288
Personnel (FTE as of June 30, 2008)				
Faculty	8.25	8.25	8.25	8.25
Staff	13.75	13.75	13.75	11

The University of Vermont's United Way Campaign will be held from October 27 - November 7. I hope everyone will consider the information that comes in the campaign packet and make a contribution, no matter how small, to the many community agencies the United Way supports.

We are looking forward to what 2008 – 2009 brings. Thank you.

*BIRDIE MACLENNAN:
COLLECTION MANAGEMENT SERVICES*

Awards: **Susan Mower** was named as a recipient of the Delmar Janes Staff Excellence Award. **Peter Spitzform** was named as recipient of the Faculty Excellence Award in Educational Mission.

Promotions: **Christina Krupp** was promoted to Library Professional; **Zhanna Gordon** was promoted to Library Business Support Senior.

Resignation: **Toni Fortini**, resigned in July 2008 from the position of Online Access Assistance Coordinator to accept a job as Distance Learning Librarian at Norwich University. A search to fill this position is currently underway.

Administrative changes: As of September 15, **Birdie MacLennan** concluded her term as Interim Head of CMS to accept a permanent appointment as Director of Resource Description and Analysis. **Tina Kussey** assumed the position of Interim Director of Collection Development and Acquisitions.

Dana & Bailey/Howe Technical Services Working Group: Following last year's visit from the R2 Consultants and the Library-wide retreat last summer, a joint Dana-Bailey/Howe Technical Services Working Group was formed (TSWG) in the fall of 2007. Members included **Tina Kussey**, chair, **Sandy Aldrich**, **Larry Dubois**, **Toni Fortini**, **Albert Joy**, and **Jeanene Light**. The TSWG delivered a report to the Dean's Council in February 2008 which presented several scenarios for consolidating technical services operations between Dana and Bailey/Howe.

The Serials Implementation Team (SIT): This team emerged in the spring of 2008 to address recommendations in the TSWG report's third scenario to create a UVM Libraries serials unit. SIT members include **Tina Kussey**, chair, **Sandy Aldrich**, **Birdie MacLennan**, and **Toni Fortini** (until her resignation in July). In the summer of 2008, the SIT implemented a pilot project, in collaboration with **Jane Hendley** and **Juliet Young**, focusing on the BH e-journals "registration" backlog. The pilot project was completed in September with some 200 titles from 87 publishers being made accessible.

The Discovery & Delivery Council: This group emerged from an R2 recommendation, with a charge to focus on our patrons' experiences using library search and discovery tools. D&D members include **Peter Spitzform**, chair, **Daisy Benson**, **Elizabeth Berman**, **Selene Colburn**, **Fran Delwiche**, **Laura Haines**, **Donna O'Malley**, **Lyman Ross**, **Toni Fortini** (until her resignation), **Winona Salesky** (until her maternity leave), **Dan DeSanto**, and **Scott Schaffer**. Their activities since the fall of 2007 have included major revisions to the library's link resolver, user studies, a pilot project to link library catalog records to book covers and other content in Google Book Search, and open forums for next generation catalogs such as WorldCat Local and AquaBrowser, and much more. See

Peter's report, submitted on September 30, 2008 to the Libraries blog, <http://librarydeanslist.blogspot.com/>

Order on Demand pilot project: Led by **Peter Spitzform**, this project was launched in November 2007. It was conceived with the idea that - rather than direct purchasing of monographs on our approval plan - we work with our approval plan vendor, Yankee Book Peddler, to load records for monographs from three major publishers (Oxford, Palgrave-Macmillan, and Wiley) into the library catalog with a link to an order form. This enables patrons to order books directly from the catalog. Since the project was launched, CMS has been receiving approximately 20 orders per month - a fraction of the books that would have come in on approval. As a result, BH Library was able to realize significant savings in monographic expenditures during FY08.

Media workflow adjustments: In 2007, CMS formed a working group made up of **Albert Joy**, **Peter Spitzform**, **Lori Holiff**, **Michael Breiner**, **Wendy Gunther**, and **Zhanna Gordon**, with input from student worker, **Molly Hudkins**, to redesign media selection and acquisitions workflows in the wake of the retirements of **Martha Day** and **Bea Harvey**. New media workflows evolved throughout the year. Collection Management and Media Services absorbed selection and pre-order research, along with ordering, to create new workflow efficiencies for timely receipt of and access to new media materials.

Budget redesign: In March 2008 a budget consultant, Robert Cleary from Syracuse University, met with Acquisitions personnel from Bailey/Howe and Dana and to consider 'best practice' strategies for the design of a new budget model appropriate for the UVM Libraries. Cleary's two day site visit in March 2008 resulted in some workflow efficiencies in Acquisitions, notably around payment and reconciliation practices between Voyager and PeopleSoft, as well as a revised ledger for FY09. His final report, delivered on May 2, facilitated broader discussion around recommendations for a combined UVM Libraries budget, reflecting a subject-based approach to allocations and expenditures. Mr. Cleary's report is available at: http://docs.google.com/View?docid=dgb55c24_47cqbx5fd with a sample budget model: <http://spreadsheets.google.com/pub?key=pJT7Aqd4Ur015EfKRcR4dWw> .

Space planning / offsite storage: Space studies in 2007 indicated that Bailey/Howe and the Library Research Annex were at 75% to 80% capacity. Following a recommendation from the R2 Consultants report for investment in "rapid delivery from offsite repositories rather than close consideration of what is sent there" efforts focused on a single move from Bailey/Howe directly to Williston, and the implementation of a courier service to enable a 24 hour turn-around time for materials requested from Williston or the LRA. In August 2007, 24,400 volumes were moved to Williston. **Brenda Hutchins** initiated batch location changes in the catalog to reflect location changes. CMS also worked closely with Systems to develop a web-based order/retrieval form and "Request from Annex" icon so that patrons could initiate requests for materials in LRA & Williston directly from the catalog record.

Third floor and reference moves: Planning for the arrival of the new Writing in the Disciplines (WID) center and its projected move in the fall of 2008 into offices on the third floor of Bailey/Howe, gave us new incentive for another substantial move. At the same time, Information & Instruction Services librarians were engaged in a project to de-accession or transfer Reference print collections on the first and third floors. A working group, including members from *CMS, I&IS, Systems, Circulation*, along with *Scott Miller*, developed a plan to: (1) shift I&IS materials in the Z ranges to Williston - filling it to near capacity; (2) identify books that had not circulated in the Q and T ranges to integrate into existing Q and T ranges at LRA (at a 95% fill rate); and (3) significantly weed print sets that are now available online. We engaged library moving specialists from BiblioTech to carry out the dual move to LRA and Williston. *Brenda Hutchins* did a heroic job of coordinating transfers and discards, ensuring that catalog records were updated with new locations. *Circulation staff*, too, performed heroic shifts to integrate remaining books from the WID area into the stacks. By the end of summer 2008 more than 50,000 volumes were transferred from Bailey/Howe to Williston and the LRA, or shifted for integration in BH general stacks on the third floor.

Reference print de-accessioning: Coordination with *Pat Mardeusz* and *Keith Gresham* in I&IS to weed the Reference print collection of dated materials, including monographs and large print sets that are available online. 1,500 volumes were withdrawn during this past year by an intrepid team consisting of *Chris Krupp, Wendy Gunther, Brenda Hutchins, Katie Cooper, Peter Spitzform, Pat Mardeusz,* and *Dan DeSantos*.

Dewey integration and weeding (2,200 linear feet) at LRA: In the summer of 2007 we found that some 22,000 volumes at the LRA were still classed in Dewey ranges - never fully integrated into the collection during the Dewey-to-LC conversion project that took place in the 1980s. A working group was formed - including *Peter Spitzform, Chris Krupp, Wendy Gunther, Larry Dubois, Michael Breiner,* and *Mary VanBuren-Swasey* - to integrate this "hidden collection" of books into the LC ranges of the LRA and to ensure that the materials are accurately reflected in the library catalog. Some materials are being de-accessioned to free shelving area in the LRA. Books important to Rare and Special Collections are being marked for eventual integration into Special Collections at the new Billings Library.

Special Collections maps retro-conversion project: *Wichada Sukantarat* worked with *Prudence Doherty* and the *Cataloging Group*, on a project to convert some 880 records from an old card catalog to the online catalog. The metadata that is now available in Voyager MARC record format is well-positioned for conversion to XML format for compatibility with digital library systems (such as CDI) should the map collection become the focus of a digital project.

Metadata support for the Center for Digital Initiatives: *Wichada Sukantarat* worked with *Winona Salesky* and *Chris Burns* to provide subject access to digital collections in CDI. In the fall of 2007, members of the *Cataloging Group* were trained to apply subject metadata to digital images in the McAllister photograph collection. The catalogs now

devote weekly attention to furnishing subject headings for this collection of Burlington photographs covering the period ca. 1920-1960.

Japanese and book backlog: CMS collaborated with Asian Studies faculty to recruit students with language expertise to help us catalog some 300 titles (~500 volumes) of Japanese books that had been languishing in our backlog for many years. Catalogers got some great experience importing OCLC records with Japanese script (searchable in keyword indexes). Circulation staff gave great support for shifting the stacks to make room for the influx of B's (philosophy and religion), D's (Japanese history) and P's (Japanese literature). The project was completed in June 2008.

Electronic theses and dissertations: CMS collaborated with Systems on developing procedures to support Graduate College requirements for submission of theses and dissertations in electronic format. DSpace was tested as an open-access management and preservation platform for UVM electronic theses and dissertations (ETDs). Discussion focused on potential for using author-supplied metadata in catalog records and as a link to internet search engines, which would enable linking to full-text ETDs from multiple search engines.

A BIG THANK YOU to everyone in CMS and to all who worked with us to make this a productive and successful year! We could not have accomplished this much without your dedication, hard work, versatility, and collaboration.

PAUL PHILBIN:

ACCESS, TECHNOLOGIES AND MEDIA RESOURCES

Circulation

Bailey/Howe circulation data for FY08 was 2% lower than the previous fiscal year. In FY08 98,517 items circulated from Bailey/Howe locations including Cook, Documents & Maps, Special Collections and LRA. In FY07 100,493 items circulated from Bailey/Howe locations.

Access Services completed a population density survey and report to determine space utilization by students. The gathered information is used to inform decisions on Bailey/Howe renovations. The report can be found at http://docs.google.com/View?docid=dgb55c24_48f94mzrgh and the charts at http://www.uvm.edu/~pphilbin/pop_density.pdf.

Ryan Edmonds is the Field Coordinator for the U.S. Department of Education funded national Test Validity Study (TVS) at UVM. The study is examining three tests – Collegiate Assessment of Academic Proficiency (CAAP), Collegiate Learning Assessment (CLA) and Measure of Academic Proficiency and Progress (MAPP). UVM is one of 13 institutions participating in test. The results of the test will help an advisory group to select one of the tests for assessing liberal education outcomes in future years.

Jonathan McCandless celebrated his fourth year of employment with the Libraries. Jonathan was referred to us by a local social services organization that arranges supported employment opportunities for individuals with disabilities. Jonathan works on Access and Systems tasks.

The big push this year was shifting collections to support the clearing of stack space between the Center for Digital Initiatives and Writing in the Discipline (previously the Graduate Study Space), which primarily represents books in the Q and Z on the 3rd floor Z's from the reference collection. We moved 3,500 linear feet of books or enough books to stretch across 10 football fields end to end. The space freed up at the head of the reference collection will support additional study tables and computers.

Bailey/Howe signed a reciprocal borrowing agreement with St. Michael's College. In addition, BH is also involved with the Vermont Consortium of Academic Libraries to extend reciprocal borrowing privileges to faculty at Vermont institutions of higher education.

To provide more consistent service, any reserve operations that were happening at Cook have been transferred to Bailey/Howe.

LRA

Requests for LRA/Williston materials are increasing. Better number will be available at the end of the fiscal year but the availability of the request button on LRA/Williston records as well as the removal of fees for requests from Dana patrons are contributing factors. In the coming year, we will need to invest in a planetary scanner at the LRA to improve workflow and eliminate the copier step for scanning for electronic delivery.

ILL

UVM Libraries made the NELINET top 20 Lender list again for 2007. We were listed as 12th. Our statistics shows us as a net lender. Lending requests made by other libraries are up 9% from FY07 with 24,596 requests made in FY08 compared to 22,613 made in FY07. Our interlibrary loan activity is handled through two systems, OCLC and RapidILL, a consortium of research libraries running out of Colorado State University.

From our own users, we received 12,505 requests in FY08, which is down a slight 2% compared to the 12,811 borrowing requests received in FY07.

ILL ordered a “Bookeye Planetary Scanner” to improve workflow by cutting out the copier step prior to scanning for electronic delivery.

Systems

Added request buttons to LRA/Williston and “Order on Demand” records in library catalog to streamline and improve access to materials located in remote locations.

Added the RSS (Real Simple Syndication) feature to the weekly new book, audio and video notification service as well as course reserve lists. RSS is good for users who need to subscribe to data that is published or refreshed frequently. Here's the Agriculture page of new books with the RSS feed button appearing at the top of the page, <http://library.uvm.edu/books/newbooks/?subject=agri>.

Work on the libraries' new web page is progressing. Plans are to have the new site up for the spring semester 2009. To follow developments check out the URL at <http://library.uvm.edu:8008>.

Twenty four additional authenticated computers were deployed on the 2nd floor near current issues. This brings the number of computer available for use by UVM affiliates to 110. Public workstations number 56.

Acquired and arranged training for Analyzer, which is a report writer and generator for data in Voyager.

Currently working with ETS (Enterprise Technology Services, previously known as CIT) to move our servers to the new computer facility off Kimball Avenue in South Burlington (previous Digital facility).

Lyman Ross published a peer reviewed article in the *Journal of Academic Librarianship (JAL)*: Lyman Ross & Pongracz Sennyey (2008). "The Library is Dead, Long Live the Library! The Practice of Academic Librarianship and the Digital Revolution. *Journal of Academic Librarianship*, 34, 145-152.

Paul Philbin spent two weeks in March 2008 providing library support and training to staff at the Muhimbili University of Health and Allied Sciences Medical Library, Dar es Salaam.

The procedures and workflow for the "electronic theses and dissertations project" are in the final stage of implementation. Currently, the Graduate College loads the documents in to DSpace, an open-source solution for accessing, managing and preserving scholarly works. Over time, it is hoped that students will load their own documents. Once in DSpace, MARC records are created and uploaded to Voyager. The page of extracted UVM Theses and Dissertations can be viewed at <http://library.uvm.edu/dissertations/>.

Media Resources

Staff Changes: Hired Anne Dixon. Anne works with Lori Holiff to schedule and circulate titles in the Media Library. Will Webb was hired as a multimedia developer and manager for the Multimedia Lab.

Classroom Support: Media is responsible for media technology in 107 general purpose classrooms for the institution. Of the 107 classrooms, 58 (54%) are at level 1 (video projector, document camera, media link control, sound system and desk to store components including six input switcher to accommodate a permanent PC in the future) and 47 (44%) at level 2 (same at level 1 with a permanent desktop computer). Over the summer, added a Mac Computer Lab for Arts & Sciences to support writing courses. The technology in classrooms is supported by money collected through the student technology fee.

Media Library: Circulation of media titles in FY08 (27,607 circulation/booking transactions) was 4% lower when compared to data from FY07 (28,235). Storage of the media collection was expanded to accommodate about 1500 additional DVDs which now contain about 6000 DVD titles. Some of the older media programs have been moved to off-campus storage at Williston. Late return policy was updated and implemented to assess fines and improve timely return of circulating materials.

Multimedia Lab: Physical layout of the lab improved and expanded with new workspaces, panels and workstations. Software has been upgraded to accommodate a

variety of multimedia applications. Approximately 550 faculty, staff, and students used the lab this past year.

Video Production/Studio: Ten telecourses were delivered to sites throughout the state and accommodated numerous videoconferences to locations including Africa, Australia, Europe, and China. In addition, Tai Chi techniques were delivered to elderly people in their homes utilizing interactive television from the Rowell Studio as part of a \$25,000 NIH grant with UVM's Physical Therapy Dept. Numerous video productions and lectures were videotaped for faculty, staff, and students.

A new library van was purchased. The van is used by Media Resources to delivery of media equipment as well as by Access staff to ferry library materials back and forth from LRA/Williston remote sites to central campus libraries.

*JEFFREY MARSHALL:
RESEARCH COLLECTIONS*

- Reference Requests: 2804 (Includes only reference transactions, silent auction transactions, and closed stack book paging)
- Library Instruction: 71 instruction, information and orientation sessions for 1073 undergraduates, graduate students, staff, K-12, and community members, fall 2007 through October 21, 2008
- Speakers: Major Jackson: Open Classroom lecture on African-American Poets (Feb.)
Gretchen Gerzina: talk on her book about Abijah and Lucy Terry Prince (Mar.)
Amy Trubek: Maple and *terroir*, talk and maple tasting (Apr.)
Carol Barton: Pop-up Books (Sep.)
Ronald Patkus: Martin Luther's use of paratext (Oct.)
Coming: Historian Allen Yale will present and discuss haying films at the Fleming on Nov. 5 (see: http://www.uvm.edu/~fleming/index.php?category=events&page=stooks_event#panel)
Terry Belanger, director of Rare Book School, meditations on books and book collectors (Nov. 17)
- Exhibits: Buffalo Soldiers in Vermont (Sylvia)
"Ask" campaign (Selene)
Linda Markson Kruger Fine Press collection (C. Gallagher)
Alumni authors (Selene and Prue)
Coming: medieval manuscripts
- Newsletter: Issues no. 44 (Fall, 2007) and 45 (Summer, 2008)
- Notable Acquisitions: Collection of 150+ Grace Coolidge letters
David Richardson books: several hundred rare books (including some 75 editions of fables dating from 16th to 20th centuries)
Hugh Henry Civil War letters (several hundred letters of soldiers from the Chester, Vermont, area)
Jacob Collamer Papers (19th-century Vermont congressman whose papers we have had on loan for 20+ years, have now been signed over to us)
Buffalo Soldier papers and memorabilia
- Personnel: Hired Prudence Doherty as Special Collections Librarian for Public Services
Search underway for Staff Professional; expect to hire in early November
Search underway for Digital Initiatives Outreach Librarian (DIOL); expect to hire by some time in December (grant-funded)
Search about to begin for digital staff professional (grant-funded)
Winona Salesky on leave until May, 2009

- CDI: Received second congressionally-directed grant, for \$383,000
 McAllister photo collection well underway
 Outreach project to begin with hiring of DIOL
 Prospective digital projects: historic map collections, expansion of George Perkins Marsh Online Research Center
 Nominating process for new digital collections to be opened up in coming year
- Billings: Trustees' tour of Special Collections and Billings in May, followed by Trustees' approval of building plan presented by architects Schwartz/Silver
 Capital planning documents submitted to priority selection committee (Pres., Chief Financial Officer, Director of Campus Planning, Vice Provost) in October
- Special Projects: Travis Puller working on Consuelo Bailey Papers (endowment-funded)
 Erica Donniss working on Trinity College Records (gift-funded)
 Nadia Smith working on Wilbur collection projects, reference
- Other
 Accomplishments: Showed 3 haying films (produced by UVM Experiment Station in the 1940s) and served switchel at the Vermont History Expo
 Provided materials for haying exhibit at Fleming Museum
 Hired history graduate student for summer internship for a second year
 Chris Burns video clip on McAllister collection makes the news
 Jeff Marshall on "Across the Fence" in January
 Shifted open stacks books to avoid moisture damage (thanks again to everyone who helped!)
 Shifted closed stack collections to create shelving for 2,500 additional rare books
 Significant weeding of Special Collections Reference collection for managability and staff/user needs
 Began implementing action steps to meet dept. goals for 2008-9:
- Focus on manuscript processing by completing implementation of Archivists Toolkit software; prioritizing collections for processing, writing a procedures manual, and training staff and students for processing projects
 - Tackle "hidden" print collections by working with catalogers to implement a priority list and by triaging questionable gift book collections; cataloged maps in Voyager and re-classed Stinehour collection
 - Improve outreach by surveying the Friends of Special Collections, updating mailing list, and positioning ourselves for the Billings capital campaign

*JEANENE LIGHT:
INFORMATION & INSTRUCTIONAL SERVICES*

Personnel Changes:

- Keith Gresham, left in August for a job at Princeton, Jeanene Light was hired as Interim Director of I&IS.
- Trina Magi is on Sabbatical (June 08-June 09). Visiting Librarian Lisa Schrad will be at B/H for 8 months.
- Elizabeth Berman is on leave. (returns March 2009)

Publications, Presentations, Honors:

Daisy Benson and Selene Colburn:

- "Party Photo Phenomenon: Students Collaborate to Promote Reference Services." */C&RL News/*, 69/4 (2008): 208-211.

Linda Brew:

- "The Role of Student Feedback in Evaluating and Revising a Blended Learning Course," in *The Internet and Higher Education: A Quarterly Review of Innovations in Post-secondary Education*, 11 (2008), pp. 98-105 DOI: 10.1016/j.iheduc.2008.06.002
 - Presented at the Fifteenth International Conference on Learning, held at the University of Illinois in Chicago in June. The audience included educators from Great Britain, China, India, and Africa.

Karl Bridges:

- received the 2008 University Libraries Faculty Excellence in Research Award.
- published the book: *100 Great American Novels You've (Probably) Never Read*. Libraries Unlimited, 2008.

Laurie Kutner:

- "Think Locally Act Globally: Understanding Home Institution Library Engagement among Study Abroad Students", in *College and Research Libraries* will be published in the March 2009 and is currently available online as a preprint from the C & RL website.
- directed the Sustainable Futures Digital Library Project in Monteverde, Costa Rica. Two interns from the Syracuse University School of Information Studies assisted her in the project, a collaborative effort between the University of Vermont Libraries, the Monteverde Institute, the Syracuse University School of Information Studies, and the University of South Florida Libraries. The Sustainable Futures Digital Library makes available

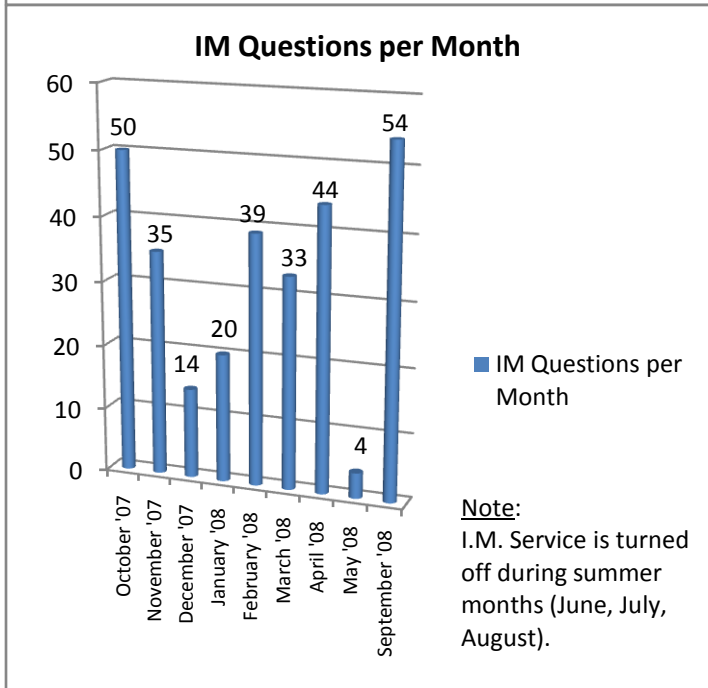
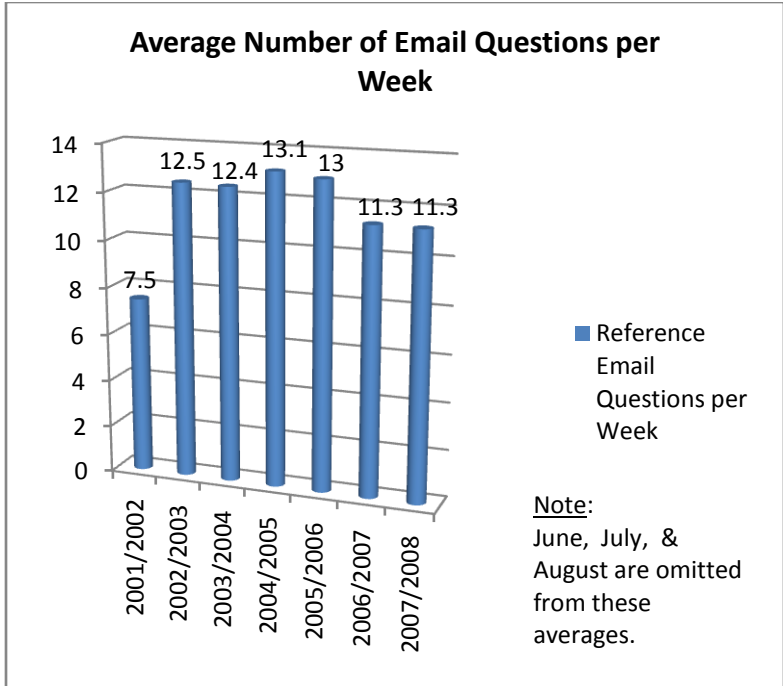
information that will aid present and future sustainable community development efforts in the Monteverde Zone.

Trina Magi:

- "The Gap Between Theory and Practice: A Study of the Prevalence and Strength of Patron Confidentiality Policies in Public and Academic Libraries," *Library and Information Science Research*, December 2007, 29(4), pp. 455-470.
- "A Study of U.S. Library Directors' Confidence and Practice Regarding Patron Confidentiality," *Library Management*, 29(8/9) [Forthcoming in November 2008].
- "A Privacy Victory in Vermont: A New Law Protects Patron Confidentiality," *American Libraries*. September 2008.
- Drafted a bill to protect the confidentiality of Vermont library patrons, and successfully shepherded it through the state legislature. It was amended and passed in May 2008. Received annual award from Vermont School Library Association in recognition of leadership on this.
- "Intellectual Freedom RoundTable," co-planned one-day workshop; gave presentation on library confidentiality sponsored by Vermont Department of Libraries.

Reference Desk Statistics & Trends:

- **Average reference questions (at the desk) 1248 per month**



Instruction: (includes liaison program)

Information and Instruction 2007-2008	Number	Participants
Courses taught	175	5167
Workshops taught	28	394
Orientation Sessions	19	454

Individual Consultation	232	273
Totals	455	6288

- Note: although number of classes is about the same as last year, participants numbers are up significantly (larger class sizes)
- TAP classes accounted for 33 classes, with 562 participants (17.03 students per session average)

Collections:

Patricia Mardeusz coordinated a team effort to identify and withdraw over 1,500 volumes from the reference collection. With help from a team consisting of: Pat, Brenda Hutchins, Wendy Gunther, Chris Krupp, Katie Cooper, Dan Desanto and Peter Spitzform. Circulation staff also assisted in the collection shift. The resulting space created was immediately embraced by students as study space using new tables and chairs.

New Databases Added this year:

ArtStor

Food Science and Technology Abstracts

IBIS World Industry Market Research

International Businesses One Source

J-Stor (150 new ejournals added)

Roper Center (polling data)

SELENE COLBURN:

ASSISTANT TO THE DEAN FOR EXTERNAL RELATIONS

The Communications Team

- The University Libraries Communications Team engaged in branding activities resulting in the creation of a logo and tagline, designed by the Scoula Group (a local graphic design firm) with significant input from Libraries faculty and staff, Bailey/Howe and Dana libraries users, and University administration. Many adaptations of the logo were created for individual libraries and for various uses (e.g. black and white, vertical orientation, on a dark background, etc.)



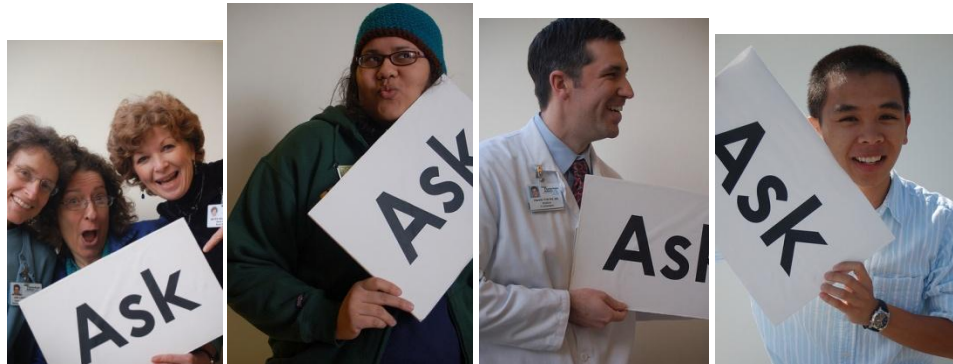
- The Communications Team will be making the full range of logos and related publication templates available via the Libraries staff web by the end of the year. With the Communications Team, the Scoula Group designed templates for common in-house publications such as temporary signage, informational handouts, special reports, newsletters, brochures, and power point presentations, incorporating the logo and associated design elements. These should make it much easier to produce attractive, professional documents on behalf of the University Libraries. We'll be offering a forum to introduce these templates soon.
- The Communications Team completed an inventory of existing signage in campus libraries and an analysis of known problems. We've contacted outside consultants to assist with strategic improvement of libraries signage and wayfinding and have a list of eight companies who will be invited to respond to a formal request for proposals (RFP).

The Ask Campaign

- The "Ask" campaign, featuring over a hundred student models, continued and matured throughout 2008. Resulting images were used in posters, tabletop displays, bookmarks, paid advertisements and postcards and were distributed throughout the academic year. Additionally, the images were widely disseminated through the social networking sites Facebook and Flickr, allowing users to interact with and redistribute them. A photo session at Dana resulted in a set of medical library models and a popular local bookmark design.
- Assessment of the campaign's efficacy in its first year is nearing completion, using instruments such as surveys of student models, surveys of reference desk users, group interviews with sample undergraduates, and analysis of reference use

statistics. Findings indicate that the campaign has been extremely visible on campus and largely successful at creating a perception that the libraries are welcoming and student centered, but that users don't consciously connect it with specific library services. As a result, the campaign continues with an updated and more generalized message: "Your questions. Your library."

- An article I co-authored with Daisy Benson (my colleague in the design and implementation of the campaign and the amazing photographer responsible for all those portraits) about the project was published in the April 2008 issue of *College and Research Libraries (CRL) News*. CRL staff selected the article as the subject of a podcast, and featured both in the American Library Association's *American Libraries Direct* e-newsletter. We've received email inquiries from librarians across the country that are planning to use the project/article as a model for local advertising campaigns.



News & Outreach (ongoing work)

- I author newsblog entries for the libraries' homepage promoting events, services, collections, and faculty/staff achievement. Frankly, I struggle to keep content fresh and up to date, not due to a lack of interesting libraries' news, but because of other demands on my time. Please share your ideas with me at any time and let me know if you would like to contribute a story or two.
- I work closely with University Communications, where the fabulous Amanda Waite has been assigned to the "library beat." With my fellow outreach librarians in Special Collections and Dana, I advocate for stories about the library in campus, local, and national media. As a result, multiple articles about the libraries appeared over the past year in campus publications such as *Vermont Quarterly* and *the view* and in local media such as *The Burlington Free Press* and *Seven Days*.
- With colleagues, I coordinate the libraries' presence at events such as new faculty orientation, the student research fair, and disability mentoring day. I have a great collection of freebies, handouts, posters, and a banner with the library logo, to ensure a professional presence at these events. See me if you plan to table on behalf of the libraries and I'll set you up.

Development

- The department of Development and Alumni Relations (DAR) underwent serious restructuring over the last year, moving to a more decentralized solicitation model. In the past, each College or School had a major gift officer who worked with prospects identified as constituents (usually alumni) of that program. Now the gift officers are assigned prospects with multiple campus affiliations and solicit on behalf of the University as a whole. This new model is promising for the libraries—in the past we've suffered from a lack of alumni or assigned donors. As DAR regrouped, I've been in less contact than in past years, but I'll begin representing the Libraries at monthly meetings of campus liaisons in November.
- With Mara Saule, Jeff Marshall and others, I've focused much of my development-related activities on advancing the case for the Special Collections move to Billings. We've prepared briefings on the Billings project for the University's Board of Trustees, DAR, University administration, Vermont Congressional delegates, and visitors such as Institute for Museum and Library Services Director Anne Imelda-Radice. We'll be working closely with DAR staff over the coming year to promote the project and identify potential donors.
- Bailey/Howe Library's presence at Homecoming included an exhibition on alumni authors, a workshop on advanced search techniques, and a Center for Digital Initiatives open house.

Assessment & Planning

- With Donna O'Malley I attended both an intensive seminar and a conference on assessment in libraries. If you're interested in the topic and want more information about resources and models, I suggest you contact Donna or myself—we've been inundated!
- Donna and I will be coordinating a new LibQUAL study of library users in the 2008-2009 academic year. Stay tuned for details.

Everything Else

- Like the rest of you, I can also be found doing lots of other things—serving on various committees, working as liaison to UVM's budding dance program, and performing special tasks as part of the Dean's Office. If you're curious about what I do at any point, please ask. I welcome visitors.
- If you have ideas for promotion, outreach, advertising, news, or fundraising, do let me know. I'm still trying to find a way to implement Karl's vision of a mini-golf course orientation to Bailey/Howe. One of my favorites!