

Sampson-Livermore Library
The University of North Carolina at Pembroke



Annual Report
FY 2005

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INTRODUCTION

The primary purpose of this report is to provide an overview of activity in the Sampson-Livermore Library of The University of North Carolina at Pembroke during Fiscal Year 2005 (FY 05), or July 1, 2004 - June 30, 2005.

The analysis of the year at the Sampson-Livermore Library will be organized according to the format contained in the North Carolina Higher Education Data (NCHED) Academic Library Survey. The data referred to herein were reported to the Office of the President of The University of North Carolina in August, 2005. Ultimately these data become part of the national databank of comparative information about libraries in the United States. The major areas addressed are:

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

A copy of the NCHED 2005 Academic Library 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
University Librarian
December, 2005

THE SAMPSON-LIVERMORE LIBRARY IN FISCAL YEAR 2005

LIBRARY STAFF

Enrollment increases at UNC Pembroke continued to drive the need for and the means to achieve the addition of resources at the Sampson-Livermore Library. Funds granted to the Library in FY 05 as the result of enrollment growth revenue were used primarily to enhance the breadth and depth of information resources, as will be discussed in the Library Collections section of this report.

One new position was also created, in response to increased collection growth in the area of media. Media items to be used in support of instruction were frequently requested by faculty and students were interested in additions to media holdings for entertainment purposes. Perhaps these purchases of videos and DVDs assisted in the campus retention efforts; they were certainly popular items for weekend checkout activity. Assistance in processing the media was needed, and **Delois H. Williams** joined the staff January 3, 2005, as Library Assistant for Media Cataloging.

Staff Vacancies

Fortunately, during FY 05 there were no staff vacancies, so library services were not hindered due to lack of personnel in existing positions.

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 Office of Computing and Information Services, provided 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 30 positions, as the fiscal year drew to a close is contained in Attachment B. As FY 05 ended, this staff composition had been in place since January, 2005, when the new position of Library Assistant for Media Cataloging was filled.

LIBRARIANS

Lillian Brewington was recognized for 30 years of service to UNC Pembroke December 31, 2004.

As indicated in the organizational chart, the library staff included 12 librarians in FY 05. The following information describes some of their 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. Most librarians served on campus committees and all served on library committees. **Cindy Saylor** was a Teaching Fellows mentor and **Susan Whitt** served on the regional interview panel. **Cindy Saylor** collaborated with the Teaching and Learning Center on several projects which benefitted faculty development and was involved in a literacy education program in Scotland County. **Lillian Brewington, Cindy Saylor, and Jean Sexton** served on the Faculty Senate. **Robert Arndt** served on the Staff Council. **David Young** and **Barbara Gushrowski** were also involved in volunteer community service in Scotland County, David with the Historical Society and the John Blue House and Barbara with the Newcomers fundraising projects.

Jean Sexton continued to read to young children at the Shining Stars preschool center in Pembroke. Assisting with the "Quiz Bowl" program of the Robeson County Public Library, which was held on our campus for the fourth consecutive year, were **Anne Coleman, Carl Danis, Cindy Saylor, Jean Sexton, Susan Whitt, and David Young**. In March and April **Anne Coleman, Jean Sexton, and Susan Whitt** also assisted with the "Battle of the Books" series sponsored by the Public Schools of Robeson County. **Anne Coleman** volunteered for several projects at the public library in Lumberton. Also volunteering for special projects at the Robeson County Public Library were **Michael Alewine** and **Susan Whitt**. **Lillian Brewington** provided resource materials such as posters for local public schools. Assisted by **Cindy Saylor** and the Systems support staff, in May **Elinor Foster** presented a program on contemporary academic libraries for the Colonel Thomas Robeson Chapter of the Daughters of the American Revolution and she served as Chair of the Public Relations Committee for the patriotic organization in 2004-2005. She also represented UNCP at meetings of and served as Secretary for the University Librarians Advisory Council, associated with the Office of the President of the UNC System. **Carl Danis** assisted with establishing a website for Community Home Care and Hospice of Lumberton.

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). **Anne Coleman** and **June Power** served on the History Committee and presented "History Moments" at the historic joint meeting of the Southeastern Library Association (SELA) and NCLA on the occasion of the one hundredth anniversary of NCLA November 9-12, 2004, in Charlotte which most of the librarians attended. Mrs. Power also led a video project which highlighted memorable conference moments, and **Barbara Gushrowski** and **Cindy Saylor** co-presented a program on counting serials usage at that

conference. **Anne Coleman** was elected secretary and volunteered to edit the newsletter for REMCO (Roundtable for Ethnic Minority Concerns) of NCLA.

Members of the American Library Association (ALA) were **Michael Alewine, Robert Arndt, Lillian Brewington, Elinor Foster, June Power, Cindy Saylor, and Susan Whitt**. **Elinor Foster** was also a member of the Association of College and Research Libraries and the Library Administration and Management Divisions of ALA and served on the Leadership Development Committee of the Library Administration and Management unit. She attended the ALA Midwinter Meeting January 14-16, 2005 in Boston and the Annual Conference June 24-28, 2005 in Chicago. **Cindy Saylor** was also a member of the Library and Information Technology Association Division and the Library Instruction Roundtable of ALA. **Susan Whitt** also held membership in the Association for Library Collections and Technical Services Division of ALA. **Michael Alewine** was also a member of the Association of College and Research Libraries and the Reference and User Services Association of ALA. **Anne Coleman** was a member of the Black Caucus of ALA.

Jean Sexton continued her membership in the Southeastern Library Association.

Among the major conferences attended by librarians other than any mentioned above were the Charleston (acquisitions) Conference attended by **Susan Whitt** November 2-6, 2004, in Charleston, South Carolina, and the Thirteenth Annual Innovative Users Group Meeting May 1-4, 2005, attended by **Cindy Saylor** in San Francisco. **Barbara Gushrowski, Cindy Saylor, and Susan Whitt** attended the Fourteenth North Carolina Serials Conference April 14-15, 2005 in Chapel Hill, at which Ms. Gushrowski and Ms. Saylor again presented a program on counting serials usage. **Michael Alewine, and Cindy Saylor** attended the Teaching and Learning with Technology conference in Raleigh March 30 - April 1, 2005. Mr. Alewine and **Robert Arndt** attended several Blackboard sessions, some in cooperation with the Office of Continuing and Distance Education. Mr. Alewine attended the Blackboard Users Conference in Baltimore April 12 -14, 2005, at which he presented a program on using Blackboard to deliver library services.

Scholarship

Publications by librarians included bibliographies, user guides, newsletter articles, and website updates; several items are mentioned below. **Jean Sexton** produced the annual faculty publications bibliography in April and updated a bibliography on mythology. User guides for other library resources were compiled by **Michael Alewine, Robert Arndt, Carl Danis, and David Young**. **Anne Coleman** updated and improved the list of media resources. **Lillian Brewington** updated the faculty authors bibliography. **Cindy Saylor** improved the Library's website and updated it as needed. Several librarians made presentations at conferences, as described above in the section on participation in professional organizations.

Elinor Foster wrote the library's annual report for FY 2004, led the review of the Academic Support Plan 2003-2009 which included an executive summary (see Attachment C), updated the

library's *Policies and Procedures Manual*, prepared articles for *The Robesonian* in connection with her duties as Chair of the Public Relations Committee for the Daughters of the American Revolution (mentioned above), and wrote four book reviews that were published in *The Fayetteville Observer*. Several librarians wrote articles for the library newsletter *Library Lines*.

SUPPORT STAFF

June Mills was promoted from Library Assistant to Library Technical Assistant I effective August 1, 2004, and **Brenda Bullock** was promoted to Library Technical Assistant II, effective April 1, 2005, the first time this rank was awarded to a staff member at the Sampson-Livermore Library.

All library support staff persons participated in the work on internal library committees. **Tim Van Hooser** entertained at the Friends of the Library of UNC Pembroke April 23, 2004 benefit events and **Nickie Blanton** co-chaired auction arrangements for this event. Most other staff members assisted the benefit in various capacities.

Continuing to pursue their bachelor's degrees at UNCP during 2004-05 were **Nickie Blanton**, **Vicky Dial-Jacobs**, **Michael Munford**, and **Tim Van Hooser**. Mr. Munford graduated in May, 2005.

Support staff persons were active in the campus and community. **Tim Van Hooser** was prominent in the community as Secretary for the Board of Directors and Friends of the Library of the Gilbert Patterson Memorial Library in Maxton and as an entertainer at charitable community functions in Maxton, Lumberton, and Laurinburg. A special project of the library staff was the gathering of gifts for residents of the O'Berry Center in Goldsboro. For several years staff have participated in this project in December; **Susan Cummings** delivered the gifts.

Saprina Oxendine participated in the Chancellor's committee for study of day care options.

Gwendolyn Locklear coordinated library staff participation for fall 2004 in the State Employees Combined Campaign.

Susie Harris coordinated the donation of assorted periodicals to the Boys and Girls Club of Pembroke.

STAFF COMMITTEES

Seven internal staff committees were operational in 2004-2005; 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; Saprina Oxendine, Secretary

This committee prepared seasonal and occasion-relevant exhibits, including those for National Library Week. Campus authors, were highlighted, as well as thematic exhibits including lighthouses of North Carolina and library-owned baseball information materials. The committee also decorated the Christmas tree. **Carlene Cummings** and her student assistant prepared the south second floor bulletin board exhibit. Display case exhibits were prepared by **Carlene Cummings**, assisted by **Nickie Blanton** and **Lillian Brewington**. **Nickie Blanton** and student assistants prepared the bulletin board in the Government Documents suite. **Penny Locklear** prepared the standing information board in the circulation lobby area.

Following approval by the Art, Displays, and Exhibit Committee, on April 22, 2005, the library was presented by **Dr. and Mrs. James B. Ebert** with a painting by **Nancy Lewis Ebert Gray**, the Eberts' daughter and a 1977 graduate of Pembroke State University. The painting, entitled "Homage to the Cheyenne Woman," was hung in the art collection display gallery near the Reference Desk.

Friends of the Library: Susan Whitt, Chair; Nickie Blanton, 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 fourth annual National Library Week benefit event.

Two programs related to the North Carolina coast were presented in the fall of 2004, which was the fiftieth anniversary of Hurricane Hazel. **Jay Barnes**, curator of the Pine Knoll Shores Aquarium and author of several books on floods and hurricanes, spoke on the topic "Hazel, Floyd, and 50 years of Savage Storms" October 28. November 1 **Cheryl Shelton-Roberts** and **Bruce Roberts** presented the program "Lighthouses of North Carolina: Their Past, Present, and Future," based on their collaborative work, *North Carolina Lighthouses: a Tribute of History and Hope*.

UNCP faculty authors **Dr. Stephen W. Berry II** and **Dr. Pat Valenti** were featured in a November 30, 2004 program. Each read from and discussed a recent publication, respectively, *All That Makes a Man: Love and Ambition in the Civil War South* and *Sophia Peabody Hawthorne: A Life*, Volume I, 1809-1847.

Jointly sponsored author programs during the fall semester of 2004 were a reading October 13 by **E. Lynn Harris**, also sponsored with the Office of Multicultural and Minority Affairs, and a reading by **Dr. Barbara Hammonds** December 9. The latter program was co-sponsored by the Robeson County Public Library and was held in the auditorium of that library in Lumberton.

The focus of the Friends of the Library Committee during the spring semester was the fourth annual benefit event. "A Night of Stars @ the Library," held April 8, 2005. Items such as photos and books autographed by celebrities were among the auction items, and an Elvis impersonator made an appearance.

The benefit featured food stations, musical entertainment by **Tim Van Hooser**, and live and silent auctions. The event was held in the Library and was attended by over 100 ticket holders. Proceeds were just over \$13,000. Major assistance in managing ticket sales, the auction, and decorating was provided by **Lillian Brewington, Nickie Blanton** and **Susan Whitt**. The auction booklet was prepared by **Nickie Blanton, Lillian Brewington**, and **Tim Van Hooser**. **Wendell Staton** was auctioneer. A special feature of the event was the appearance of four scholarship winners, the first recipients of Friends of the Library scholarships.

The Friends of the Library also sponsored prizes for winners of the fifth annual Poetry/Short Prose Contest (see the National Library Week Committee, below) and a reception for campus authors on April 13, 2005.

A special event of National Library Week was the appearance in a public program of author/musician **Clyde Edgerton** on April 15 at the Sampson-Livermore Library, sponsored by the Friends of the Library and the Office of Academic Affairs. Mr. Edgerton had been scheduled to appear at the April 8 benefit event but had to reschedule due to a family responsibility.

Officers of the Friends of the Library for 2004-05 were:

Immediate Past President: **Dr. Bruce Ezell**
President: **Helen Pate**
Vice President/President-elect: **Dr. Anthony R. Curtis**
Secretary: **Nickie Blanton**
Treasurer: **Susan Whitt**
Executive Secretary: **Dr. Elinor Foster**

Members of the Board of Directors for 2004-05 other than the officers listed above were:

Dr. Nancy Barrineau, Lillian Brewington, Dr. James Ebert, Dan Kenney, Amanda Perrin, Janet Taylor, and Dr. Carolyn Thompson.

Officers for 2005-06 installed in April, 2005, were:

Immediate Past President: **Helen Pate**
President: **Dr. Anthony R. Curtis**
Vice President/President-elect: **Dr. Liliana Wendorff**
Secretary: **Anne Coleman**
Treasurer: **Susan Whitt**
Executive Secretary: **Dr. Elinor Foster**

Major projects of the Board of Directors for 2004-05 were the review and awarding of scholarships for 2005-06, the sponsorship of programs described above, and the purchase of an outdoor table with benches for the library patio, as well as providing funding for a professionally prepared membership recruitment brochure.

Longtime Membership Committee Chair **Lillian Brewington** reported that the organization had nearly 600 members in April, 2005. Plans were to revise the membership list in 2005-06, utilizing a new October deadline which had been approved by the Board of Directors, as well as the new brochure (mentioned above).

National Library Week: Jean Sexton, Chair; Tim Van Hooser, Secretary

“Be a Star @ the Library!” was the theme of National Library Week 2005, April 10-16. The major event of the week was the April 13 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. **Dan Kenney**, Friends of the Library Board of Directors member, facilitated Kiwanis involvement. Contest winners and the campus authors published during the preceding year were honored at a reception after the reading program. The contest and bibliography of works of campus authors for 2004-05 were the projects of **Jean Sexton**, who coordinated the contest for the sixth consecutive year. A book sale was also held in the Library during National Library Week. National Library Week 2005 was the last year for fine amnesty. The week concluded with the appearance by **Clyde Edgerton** April 15, mentioned above.

Planning: Cindy Saylor, Chair; Barbara Gushrowski, Secretary

The Planning Committee considered the addition of various electronic databases, revisions of the Academic Plan (Attachment C), and other topics of discussion.

Publications: Barbara Gushrowski, Chair; David Young, Secretary

The Publications Committee produced three issues of the newsletter *Library Lines*. Editors of various editions were collaborators among the following members: **Anne Coleman, Cindy Saylor, Jean Sexton, and Susan Whitt**.

There were two special additional projects carried out by the Publications Committee in 2004-2005. One was the preparation of a new Friends of the Library brochure, coordinated with the Cambridge Communications Group of Chapel Hill, and the other was the production of a style manual for library publications. **Cindy Saylor** served as the liaison with Cambridge personnel. **Jean Sexton** prepared the print version of the Library's style manual.

Social Concerns: Tim Van Hooser, Chair; Nickie Blanton, Secretary

Tim Van Hooser chaired an active committee that continued to be responsive to loss of family members by staff and illness of staff members as needed. Several staff refreshments/meal events were held and student workers were honored with parties.

Staff Development: Barbara Gushrowski, Chair; Susan Cummings, Secretary

The interest of the committee in promoting a healthy lifestyle continued with speakers on nutrition and exercise and other health related topics.

Two "lunch and learn" opportunities were planned in cooperation with the Social Concerns Committee, a talk about the Campus Master Plan in October and a discussion of their long association with UNCP by **Dr. and Mrs. James B. Ebert** in March.

March 11 a tour of the Museum of the Cape Fear, the Airborne and Special Operations Museum, and the library on Fort Bragg took place, following planning by committee chair **Barbara Gushrowski**.

Plans for a Staff Development Day were ongoing, to be coordinated by Ms. Gushrowski and **Michael Alewine** in August.

LIBRARY EXPENDITURES

As can be seen in Part C of the 2005 Academic Library Survey (Attachment A), library total expenditures were \$2,203,294. This compares with \$2,029,991 in FY 04, or an increase of \$173,303. Principal increases were in the expenditures for staff salaries, materials, and computing equipment. The budget increases were made possible through enrollment increase allocations.

The projected materials budget for FY 2005 is illustrated in Attachment D, the total being \$872,396. Actually \$907,780 was spent (lines 10,13, and 16 of Attachment A, part C, pages 1 and 2). The additional funds expended above the projected figures, or \$35,384, were derived from allocations transferred to the Library in support of Distance Education programs.

As has been the case for several years, the Library was able to expand electronic database resources in FY 05, resulting in an impressive selection of such resources for library users, as detailed in Attachment E.

This year and as always, faculty assistance was again solicited and received in the 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. A table containing information about departmental liaisons is contained in Attachment F. The luncheon meeting was held September

22, 2004 in the Faculty Dining Room. At that time departmental allocations were discussed, as well as the suggestion that 15-20% of the allocations be used for the purchase of non-print media. The library updates information session seemed to be a success; there were no followup requests from departments for further clarification of information about the library budget.

Faculty continued to be pleased with the excellent information flow received from Acquisitions staff, headed by **Susan Whitt** and assisted by **Saprina Oxendine** and **Vivian Oxendine**. As mentioned above, this group also assisted with the purchase of materials from special monies in support of the education programs taught off campus and the new Spanish major, as reflected in Attachment E. **Michael Alewine** communicated with personnel at the off-campus libraries associated with UNCP distance education program.

LIBRARY COLLECTIONS

Information about numbers pertaining to library holdings is contained in Attachment A, Part D, 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, bound periodicals, and government documents collections continued to grow, the shelving space problem became more acute. The collection numbered well over 300,000. It was decided to table a proposal to add a comprehensive amount of compact shelving on the first floor, as a new library or "information commons" building was added to the Six Year Capital Improvement Plan that is on file in the Office of the President. In order to accommodate the growing collection of media, two units of compact shelving were added near the Reference Desk area, however.

Microform

Significant items were the addition of *The Charleston Mercury (1822-1868)* and *The Atlanta Journal - Constitution (1868-1913)*. History Department faculty had requested more comprehensive resources pertaining to the Civil War/post-war time period from the Southern perspective during those eras.

Gifts

Gifts continued to enhance library collections. A list of donations received by the Sampson-Livermore Library in FY 05, compiled by **Vivian Oxendine**, is contained in Attachment H. Particularly noteworthy were the materials received from **Joan Wallace**, **Mary Sandra Taylor**

the Education Resource Center, and through the Office of the Attorney General of North Carolina.

In October, 2004, **Joan Wallace**, of Murphy, North Carolina, donated a number of items pertaining to Indian education to our library, as well as the Indian Education Center adjacent to our campus. A Native American and nurse originally from Rhode Island, Mrs. Wallace was Chair of the American Indian Committee for the North Carolina chapter of the National Society of the Daughters of the American Revolution and also the sponsor of the first endowed scholarship at UNC Pembroke to benefit a nursing student. The materials she donated had been used in the many talks she gave to school and civic organizations about American Indian history and culture.

Dr. David Vanderhoof, Associate Professor of Criminal Justice, died unexpectedly February 9, 2005. His widow, **Mary Sandra Taylor**, donated his extensive collection of criminal justice materials to the Library after her husband's death.

It was decided in the summer of 2004 to transfer a number of books from the Education Resources Center to the Library. These materials included children's books and professional materials for educators. **Jean Sexton** assisted School of Education personnel in their planning processes regarding the reorganization of the Education Resources Center. **David Young** cataloged the materials which were transferred to the Sampson-Livermore Library.

A settlement between music recording industry and the Office of the Attorney General of North Carolina resulted in the gift of 551 Music CDs to our collection. Selections were made by **Susan Whitt** in the spring and summer of 2004.

Special Collections

Concerted efforts were made by Special Collections personnel to prepare for the digitization of collections. Both Government Documents/Special Collections Librarian **Lillian Brewington** and Library Technical Assistant for Special Collections **Carlene Cummings** attended lengthy workshops pertaining to digitization projects associated with the State Library of North Carolina's NC ECHO (Exploring Cultural Heritage Online) project, as did **Anne Coleman**. Lillian prepared a grant proposal to fund the first phases of the digitization initiative, the purchase of equipment, and she was notified of its funding by State Library personnel in the amount of \$8,000 on June 30, 2005.

Periodicals

Impressive and substantial additions to library resources in periodicals were made in FY 05, significantly due to the involvement of our library in consortial purchasing initiatives. A major player in the effort to make more resources in journals available to academic libraries large and small in North and South Carolina was the Carolina Consortium project, which was initiated by UNC Greensboro personnel. **Susan Whitt** became our representative in organizational

meetings, and she informed members of our Planning Committee about the resources that were available and at great savings. Susan also joined the NC LIVE advisory board as a member of the academic library community of interest. Affiliation with both the Carolina Consortium and NC LIVE has provided numerous journal resources to users of the Sampson-Livermore Library at reasonable (the Consortium) to zero (NC LIVE) costs.

At the close of FY 05, the Library could offer 1018 print library subscriptions and 12,596 electronic titles, as delineated in Attachment I, prepared by Serials Librarian **Barbara Gushrowski**.

Media and Websites

Holdings in media continued to increase as indicated in Attachment A, part D, and 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 contained in classroom instruction.

In addition to cataloging these media items, **Anne Coleman**, Electronic Resources/Media Catalog Librarian, continued to add free websites to the catalog, many in consultation with **Lillian Brewington**, Government Documents/Special Collections Librarian. Statistics in Criminal Justice were a major topic of interest.

Electronic Databases

As was mentioned in the Library Expenditures section above, electronic database resources were significantly augmented in FY 05. Database titles and usage information are contained in Attachment E and Attachment J, respectively. The data indicate considerable reliance of these resources by in-house, on-campus, and remote users of library resources.

LIBRARY SERVICES

The NCES Academic Library Survey (Attachment A, Parts E and F) 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 28-32 on page three of the 2005 Academic Library Survey, the Sampson-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. Comparables are as follows: items loaned 1,498 (2004), 1,547 (2005); items borrowed 802 (2004), 868 (2005).

Access Services Librarian **June Power** added a new dimension to Interlibrary Loan offerings in FY 05 with the implementation of Docline, which provided free medically related articles.

The Library implemented a new policy of absorbing the costs for a reasonable number of Interlibrary Loan charges for faculty, with plans to implement the same courtesy for graduate students in the following fiscal year.

Circulation

Book circulation (see line 34a) numbers increased in FY 05, as compared to FY 04. The numbers for 2004 for books were 24,462; for 2005 these numbers were 35,201. The circulation figures for reserves (line 34b) and media (see Attachment G) indicate increases in circulation activity. In FY 05 there were 3,935 reserve transactions; in FY 04 there were 7,649. In FY 04 there were 2,734 media checkouts, and there was significant increase in FY 05, to 4,916 (see Attachment G).

The book circulation numbers can be attributed to increased enrollment, plus the practice of counting books left on carts. The increase in use of reserves can be explained by the growing emphasis on electronic reserves, available on site and virtually. Media use increases reflect the growth in that area of collecting, plus the interest of students and faculty in both the entertainment and educational properties of these materials.

Instructional Services

During FY 05, there were 218 presentations to 3,865 persons, representing a significant increase from FY 04 (198 presentations, 3,881 persons). These figures are indicative of the expanded need for services as the student population increases. Instructional Services/Reference Librarian **Carl Danis** coordinated the instruction schedule. Mr. Danis and two other reference librarians, **Michael Alewine** and **Robert Arndt**, shared the greater part of the load in presenting library use instruction sessions for a growing clientele.

Hours of Operation / The Library Building

Total weekly hours of operation were 91, as in FY 04. In response to an exit survey conducted during National Library Week, April 10-14, 2005 (see Attachment K), plans were made to add evening hours during FY 06.

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 of the first couple of exam days.

Holiday hours, added in FY 02 so the Library would be open the night before students had class the following day, continued. The pattern was to close on Saturday if the Library was open during the afternoon and evening of the Monday holiday, and this seemed to be a satisfactory arrangement for library users.

The problems associated with lack of shelf space and the possibility of the erection of a new library building facility have already been discussed. Some staff members continued to experience respiratory or eye moisture distress, another indication that a new library building would be a welcome addition to campus academic buildings. Several changes in the interior of the library were made in FY 05. Due to the addition of a staff person in January, 2005, a study room in the 240 suite was converted to an office. Additional shelves for sorting incoming books and media were added in the circulation and acquisitions areas, and lighting was improved near the Circulation Desk. The cabinet arrangement was improved in the circulation area so that the book drop was more conveniently located for return of borrowed items.

Reference

Activity at the Reference Desk increased (see line 39) during FY 05, as could be expected due to enrollment increases; for FY 04 the figure was 290, as compared to 320 in FY 05. Distance education students or those working from home computers continued to phone to ask for assistance or they used the "Ask a Librarian" e-mail service. Most often they made inquiries about how to connect to electronic databases. All reference staff were helpful; **Michael Alewine**, Outreach/Distance Education Librarian, took responsibility for working with Distance Education students.

The Reference Desk schedule was compiled three times during the year by **Robert Arndt**, Reference/Instructional Services Librarian. Reference Desk coverage on a regular basis was provided by Mr. Arndt, **Michael Alewine**, **Carl Danis**, and **June Power**, assisted by **Tim Van Hooser** evenings. Other librarians participated in the schedule on a staggered basis.

ELECTRONIC SERVICES

Part G of the Academic Library Survey provides information about various electronic services and their availability at the Sampson-Livermore Library. Additional comments follow.

General Information

As distance education enrollment increased, the availability of online resources became even more important for library users.

Library users became increasingly dependent on the availability of electronic resources; see Attachment J for database usage information.

Systems Librarian **Cindy Saylor** did a fine job of planning for expansion of computing equipment needs and overseeing installation of new hardware and software; she surveyed staff

and subsequently developed the chart pertaining to planning for computing equipment contained in the pertinent table of Attachment C.

As has been previously mentioned the implementation of electronic course reserves availability and EZ Proxy were well received innovations in electronic services.

Website

Cindy Saylor, Systems Librarian, was vigilant in her efforts to improve and update the library website, and favorable comments about its format and content were received from library users. In FY 05, there were 216,311 visits to the library website, as compared to 182,040 in FY 04, indicating its continuing usefulness and popularity.

Laptop Computers

Another innovation in electronic services available to students which was implemented in FY 04 was the availability of laptop computers for in-house use, beginning in January 2004. Wireless capabilities also became operational in FY 04.

In January 2005 new laptops were made available for checkout, including 5 wireless Apple i Books for students trained to use the specialized programs available on them and 15 Compaq wireless machines.

By January 2005 laptop checkouts per month reached 152, and by April the number peaked for the fiscal year at 257 instances of checkouts for the month.

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 University Computing and Information Services personnel all days of operation. The lab also offered extended hours during the exam period and holidays, along with the Library.

THE SAMPSON-LIVERMORE LIBRARY: THE YEAR IN PERSPECTIVE

Again, as in 2003-04, 2004-05 was a very good year for the Sampson-Livermore Library, all things considered. Some of these considerations were the recovering economy of our state and nation and our University's relatively strong financial situation as compared to other institutions in The University of North Carolina System in terms of new revenues. The Sampson-Livermore Library, happily, grew with the University in terms of financial resources. Our library was able to add important computing and informational resources and to plan for the addition of staff to provide the services our patrons deserve, as well as for future growth of collections and a building in which to offer all these resources.

Highlights of the year included the expansion of print and nonprint resources available to library users, successful staging of the benefit event in the Library, "A Night of Stars @ the Library!," and the general escalation of the use of library resources as the student enrollment continued to increase.

It continued to be evident that the Sampson-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. In an exit survey conducted during National Library Week, April 10-16, 2005 (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 hours have been added. The request for extension of hours of operation to 24 per day is under consideration, especially if a new information commons building comes to pass.

Current literature supports the concept that the academic library is a sanctuary, a refuge, a place of comfort to living, breathing people (students, faculty, and others), not just a storage place for books and computers. According to a recent article in *Library Journal*, students elsewhere, not just at UNC Pembroke, are interested in 24-hour access to the campus library. **Andrew Richard Albanese**, editor of *LJ Academic Newswire* writes: "Now, with the migration to digital largely complete, a new trend seems to be emerging, in direct contrast to the early predictions of those administrators who once foresaw declining library use - students are increasingly pushing for a campus library that never closes."¹

In the same article, **Cheryl Elzy**, dean of libraries at Illinois State University, states that students want the whole building 24 hours, because, for one reason, "while information may live in ether, students still live firmly on planet Earth . . . this is the place students want to be. Here they have everything - the resources, it's safe, it's central, and it's comfortable. It's not that they have to be here to get resources. Over and over they say the library is where they want to be."²

Of course the Library must remain an aggressive collecting agency for information resources and serve as a repository for them, and affording and housing the resources remain expensive propositions. The challenge, then, is to make wise choices and keep up the traditional work of libraries in an increasingly technological environment. **James Neal**, Vice President for Information Services and University Librarian at Columbia University, comments that academic librarians face this challenge: "Although we will continue to acquire, synthesize, serve, and preserve information, libraries will have to become more intelligent and aggressive consumers, successful intermediaries, and aggregators of information."³ The challenge of acquiring and applying technology appropriately in the library setting is echoed by **Leonard Kniffel**, editor and publisher of *American Libraries*, who states, "I'm convinced that one of the key messages we must promulgate is that technology has doubled the possibilities, doubled the opportunities, and doubled the work of preserving the human record . . . Luckily people have long valued libraries

. . . as more than book storage facilities - as community and educational institutions.”⁴

To bring these thoughts together as to how they can be considered as applied at UNC Pembroke, **Scott Carlson**, a senior reporter for *The Chronicle of Higher Education*, describes the modern academic library as “increasingly the preferred social hub on campus, an academic equivalent of the student center.”⁵

Several unsolicited messages and notes have been sent to library personnel regarding their satisfaction with library resources. As an example, one student, **Matt Bowles**, commented in an e-mail message dated February 1, 2005: “Fellow students and faculty. Last night as I was looking for a study room in the library I came across the music section. There is every kind of book you could imagine on music and composers. There was actually tons of books about the organ which was shocking. The books range from teaching kids to sight sing, books on jazz all the way to teaching the viola. Also many books on church music. There is something for everyone. I was really excited I guess that was the nerd coming out in me but the resources are great in the library so check them out!”

Faculty also have been pleased with our library. Unsolicited comments from faculty were highly complimentary and enthusiastic about the new electronic resources we were able to offer in FY 05, as well as library services in general. For example, following an announcement by Instructional Services/Reference Librarian and library liaison to the School of Business **Carl Danis** sent to School of Business faculty about two new electronic databases purchased in support of the business curriculum, Instructor **W. Stewart Thomas** stated in an e-mail message dated February 14, 2005: “Thanks, Carl. I’m impressed with the improvement in both communication from the library to the School of Business, as well as the improvement in resources for our students and faculty. Thanks and keep up the good work!”

Not all messages were complimentary: a couple complained about the noise in the Library, particularly from student conversations in study rooms and on cell phones. That’s part of the double-edged sword associated with the Library being the academic student center, perhaps. Things can get a little too social in the process, it would seem, as verbal interaction is part of the scene.

And perhaps the noise is also another indication of our crowded conditions in the Sampson-Livermore Library. Space will continue to be a problem as collections and staff grow. There is no more room for additional shelving, and study rooms have been and probably will continue to be reconfigured for staff office space. However, as has already been mentioned, preliminary approvals have been received for the future construction of a new library or “information commons” building, pending identification of funding.

It was a positive year, 2004-05, for the Sampson-Livermore Library of UNC Pembroke. Collections were enhanced and the staff was responsive to the information needs of library users.

Indeed, the future bodes well for the Sampson-Livermore Library due to its being included in the overall growth pattern of The University of North Carolina at Pembroke and the dedicated and knowledgeable staff we have been able to attract. Administrator, faculty, staff, and student support for the Library are in place, and the future looks bright for continued growth and development of the Sampson-Livermore Library for the benefit of its users.

Elinor Folger Foster
University Librarian
December, 2005

FOOTNOTES

¹Andrew Richard Albanese, "The Best Thing a Library Can Be Is Open," *Library Journal* 130 (September 15, 2005): 42.

²Ibid, p.43.

³James G. Neal, "Information Anarchy or Information Utopia?" *The Chronicle of Higher Education* 52 (December 9, 2005): B 23 - 4.

⁴Leonard Kniffel, "A Full Plate – Times Two," *American Libraries* 36 (November 2005): 39.

⁵Scott Carlson, *The Chronicle of Higher Education* 52 (December 9, 2005): B 23

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Attachment A

FY 05 Academic Library Survey



THE UNIVERSITY OF NORTH CAROLINA

NCHED A-6: 2005 Academic Library Survey

(This survey is identical to 2004 NCES Academic Library Survey, except it covers the 2004-2005 year.)

NCHED A-6 Definitions
and Instructions

	Number	Amount (whole dollars only)
Part A - Number of Public Service Outlets, Fiscal Year 2005		
01 - Branch & independent libraries - Exclude main or central library	0	
Part B - Library Staff, Fall 2005		
02 - Librarians	Number of FTEs 12.00	Salary & wages (whole dollars) \$563,564
03 - Other professional staff	0.00	\$0
04 - Total librarians & other professional staff (Sum 02 & 03)	12.00	\$563,564
05 - All other paid staff (except student assistants)	18.00	\$442,683
06 - Student assistants from all funding sources	17.00	\$22,369
07 - Total full-time equivalent (FTE) staff (Sum 04 through 06)	47.00	\$1,028,616
08 - 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) \$0

	Amount (whole dollars only)
Part C - Library Expenditures, Fiscal Year 2005	
09 - Total salaries and wages (same as line 07, column 2)	\$1,028,616

	Amount (whole dollars only)
Information resources	
10 - Books, serial backfiles, and other materials (one-time purchases)	\$455,361
11 - Electronic	\$179,257
12 - Audiovisual materials	\$38,543
13 - Current serial subscriptions (ongoing commitments)	\$442,868
14 - Electronic serials	\$0
Other information resources	
15 - Document delivery/interlibrary loan	\$0
16 - Preservation	\$9,551
17 - Other expenditures for information resources	\$0
Operating expenditures	
18 - Computer hardware & software (including maintenance)	\$107,072
19 - Bibliographic utilities, networks, & consortia	\$37,334
20 - All other operating expenditures	\$122,492
21 - TOTAL EXPENDITURES (Sum 09, 10, 13, 15 through 20)	\$2,203,294

	Added during the fiscal year	Held at the end of the fiscal year
Part D - Library Collections, Fiscal Year 2005		
22 - Books, serial backfiles and other paper materials (include gov't documents)	9,877	335,176
23 - E-Books	74	1,574
24 - Microforms	3,425	698,009
25 - Audiovisual materials	449	2,744
26 - Current serial subscriptions	49	13,746
27 - Electronic reference sources and aggregation services	8	258

	Number
Part E - Library Services, Fiscal Year 2005	
Interlibrary loans provided to other libraries	
28a - Returnable	1,020
28b - Non-returnable	527
29 - Total provided (Sum 28a & 28b)	1,547
Interlibrary loans received from other libraries	
30 - Returnable	291
31 - Non-returnable	577
32 - Total received (Sum 30 & 31)	868
33 - Documents delivered from commercial services	0
34a - General circulation transactions	35,201
34b - Reserve circulation transactions	7,649
Information services to groups	
35 - Number of presentations	218
36 - Total attendance at all presentations	3,865

	Number
Part F - Library Services, Typical Week, Fall 2005	
Services	
37 - Hours open in a typical week	91
38 - Gate count in a typical week	2,950
39 - Reference transactions in a typical week	320

	Number
Part G - Electronic Services 2005	
Does your library provide the following?	
40 - Documents digitized by the library staff	<input checked="" type="radio"/> Yes <input type="radio"/> No

	Number
41 - Library reference service by e-mail or the Web	<input checked="" type="radio"/> Yes <input type="radio"/> No
42 - Technology to assist patrons with disabilities (e.g., TDD, specially equipped work stations)	<input checked="" type="radio"/> Yes <input type="radio"/> No
43 - Electronic theses and dissertations produced by your students	<input type="radio"/> Yes <input checked="" type="radio"/> No
Consortial services	
44 - Does your state subsidize an electronic library consortium? (If no, select 'N' & skip to line 48)	<input checked="" type="radio"/> Yes <input type="radio"/> No
45 - Does your library participate in the consortium? (If no, select 'N' & skip to line 48)	<input checked="" type="radio"/> Yes <input type="radio"/> No
46 - Does the state fully fund your library's participation? (If yes, select 'Y' and skip to line 48)	<input checked="" type="radio"/> Yes <input type="radio"/> No
47 - Does the state partially fund your library's participation?	<input checked="" type="radio"/> Yes <input type="radio"/> No
48 - Does your library participate in any other electronic consortia?	<input checked="" type="radio"/> Yes <input type="radio"/> No

	Number
Part H - Information Literacy 2005	
Does your institution have the following, or has it done the following?	
49 - A definition of information literacy or of an information literate student?	<input checked="" type="radio"/> Yes <input type="radio"/> No
50 - Incorporated information literacy in the institution's mission.	<input checked="" type="radio"/> Yes <input type="radio"/> No
51 - Incorporated information literacy in the institution's strategic plan.	<input checked="" type="radio"/> Yes <input type="radio"/> No
52 - An institution-wide committee to implement the strategic plan for information literacy.	<input checked="" type="radio"/> Yes <input type="radio"/> No

	Number
41 - Library reference service by e-mail or the Web	<input checked="" type="radio"/> Yes <input type="radio"/> No
42 - Technology to assist patrons with disabilities (e.g., TDD, specially equipped work stations)	<input checked="" type="radio"/> Yes <input type="radio"/> No
43 - Electronic theses and dissertations produced by your students	<input type="radio"/> Yes <input checked="" type="radio"/> No
Consortial services	
44 - Does your state subsidize an electronic library consortium? (If no, select 'N' & skip to line 48)	<input checked="" type="radio"/> Yes <input type="radio"/> No
45 - Does your library participate in the consortium? (If no, select 'N' & skip to line 48)	<input checked="" type="radio"/> Yes <input type="radio"/> No
46 - Does the state fully fund your library's participation? (If yes, select 'Y' and skip to line 48)	<input checked="" type="radio"/> Yes <input type="radio"/> No
47 - Does the state partially fund your library's participation?	<input checked="" type="radio"/> Yes <input type="radio"/> No
48 - Does your library participate in any other electronic consortia?	<input checked="" type="radio"/> Yes <input type="radio"/> No

	Number
Part H - Information Literacy 2005	
Does your institution have the following, or has it done the following?	
49 - A definition of information literacy or of an information literate student?	<input checked="" type="radio"/> Yes <input type="radio"/> No
50 - Incorporated information literacy in the institution's mission.	<input checked="" type="radio"/> Yes <input type="radio"/> No
51 - Incorporated information literacy in the institution's strategic plan.	<input checked="" type="radio"/> Yes <input type="radio"/> No
52 - An institution-wide committee to implement the strategic plan for information literacy.	<input checked="" type="radio"/> Yes <input type="radio"/> No

Comments and Explanations

line 24: ERIC microfiche no longer counted
line 26: print and electronic serial titles counted, not just print
line 34b: includes print and electronic transactions
line 38: half of gate count calculated so as to obtain count for entrances only

2005 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:	910-5225731

Problems? Questions? Comments? Suggestions?
[Let us know](#)

UNC-GA ProgAssess/NCHED.GW006/22DEC05

This request took 0.59 seconds of real time (v8.2 build 1391).

ACADEMIC LIBRARY SURVEY

INSTRUCTIONS

GENERAL INSTRUCTIONS

Please respond to each item in this survey in the place provided. 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 ANY 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 2005.

LIBRARY - An entity that provides all of the following:

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

This includes libraries that are part of learning resource centers.

PERIOD OF REPORT - Report information for the following time periods as specified in each section:

1. **Fiscal year 2005** - Any 12-month period between **June 1, 2004 and September 30, 2005** which corresponds to your institution's fiscal year (for Parts A, B, C, D, and E).
2. **Typical week, Fall 2005** - A typical week is one that is neither unusually busy nor unusually slow. Avoid vacation periods for key staff or days when unusual events are taking place on the campus or in the library. Choose a week in which the library is open its regular hours. Include any seven consecutive calendar days (for Part F).
3. **Fall 2005** - The period during the fall of 2005 when the survey form is being completed (for Parts B, F, G, and H).

PART A - NUMBER OF PUBLIC SERVICE OUTLETS, FISCAL YEAR 2005

Branch and independent libraries (line 01) - Report the number of branch and independent libraries at your institution that were open all or part of fiscal year 2005. 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.

PART B - LIBRARY STAFF, FALL 2004 AND SALARIES/WAGES, FY 2005

Column (1), Full-time equivalent (FTE) employees (lines 02-07) - Report the number of filled or temporarily vacant FTE positions during Fall 2005 paid from funds under library control. To compute FTEs of part-time employees and student assistants, take the TOTAL number of hours worked per week by part-time employees IN EACH CATEGORY and divide it by the number of hours CONSIDERED BY THE REPORTING LIBRARY TO BE A 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.

Do NOT report contributed services staff, such as members of religious orders, whose services are valued by bookkeeping entries rather than by full cash transactions. DO NOT include volunteers.

Column (2), Salaries and wages (lines 04-07) - Report expenditures in FY 2005 for full-time and part-time salaries and wages before deductions. Exclude employee fringe benefits provided by your institution for all regular library staff that may be reported on line 08b. Include salaries and wages from all sources paid to students serving on an *hourly basis*, if available (e.g., College Work Study Program). *Exclude* maintenance and custodial staff, volunteers, and contributed services staff.

Librarians (line 02) - Report the total FTE of staff whose duties require professional education (the master's degree or its equivalent) in the theoretical and scientific aspects of librarianship.

Other professional staff (line 03) - Report the total FTE of staff whose duties require education and/or training in related fields (e.g., academic disciplines, archives, media, computing).

Total librarians and other professional staff (line 04) - Report the sum of lines 02 and 03, column 1.

All other paid staff (except student assistants) (line 05) - Report the total FTE of all other library staff who are paid annual salaries or hourly wages except students *paid hourly*, who are reported on line 06. Include technical and clerical staff, but *exclude* maintenance and custodial staff, volunteers, and contributed services staff.

Student assistants from all funding sources (line 06) - Report the total FTE of student assistants, employed on an hourly basis whose wages are paid from funds under library control or from a budget other than the library budget, including College Work Study Program. *Exclude* maintenance and custodial staff, volunteers, and contributed services staff.

Total FTE staff (line 07) - Report the sum of lines 04 through 06, columns 1 and 2.

Employee fringe benefits (line 08a) — If benefits are paid from the library budget, select “Y” and report the amount in line 08b. If benefits are not paid from the library budget, select “N” and skip to Part C, line 10.

(line 08b) - If benefits are paid from the library budget, report the amount here.

PART C – LIBRARY EXPENDITURES, FISCAL YEAR 2005

Total salaries and wages (line 09) – This line will automatically be filled in from the total Salaries and Wages Expenditures line 07, column 2, in Part B.

Expenditures on information resources and operations (lines 10-21) - Report funds expended by the library in fiscal year 2005 (regardless of when received) from its regular budget and from all other sources; e.g., research grants, special projects, gifts and endowments, and fees for services. If items in this section are not paid from the library budget but can be easily identified in other parts of the institution's budget, report them here. Expenditures should be reported for the 12-month period that corresponds to your library's fiscal year between the calendar period June 1, 2004 to September 30, 2005. All expenditures should be reported in whole dollars in the most appropriate category to provide an unduplicated count of expenditures. *Exclude institutional* expenditures for new buildings and building renovation.

Information resources (lines 10-17) -

Books, serial backfiles, and other materials (one time purchases) (line 10) - Report expenditures for published materials in all formats except current serial subscriptions.

Electronic (line 11) - Report expenditures that are not current 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 periodical backfiles,

literature collections, one-time costs for JSTOR membership, etc. These expenditures have already been reported as part of line 10 above. Therefore, line 11 is not added into Total Expenditures on line 21.

Audiovisual (line 12) – 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 line 10 above. Therefore, line 12 is not added into Total Expenditures on line 21.

Current serial subscriptions (ongoing commitments) (line 13) - Report expenditures for current 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 (line 14) – 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 for resources purchased on a “one-time” basis, such as literature collections, JSTOR membership, etc. These expenditures have already been reported as part of line 13. Therefore, line 14 is not added into Total Expenditures on line 21.

Other Information Resources (lines 15-17) -

Document delivery/interlibrary loan (line 15) - 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 any libraries reported in Part A, transactions between libraries reported in Part A, or expenditures for on campus delivery.

Preservation (line 16) - 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. *Do not include* staff salaries and wages.

Other expenditures for information resources (line 17) – Report any other collection expenditures not already included on lines 9, 12, 14, and 15, such as expenditures for cartographic materials and manuscripts. Include copyright fees and fees for database searches, e.g. (DIALOG, Lexis-Nexis).

Operating Expenditures (lines 18-20)

Computer hardware and software (line 18) - Report expenditures from the library budget for computer hardware and software used to support library operations, whether purchased or leased, mainframe or microcomputer. Include expenditures for maintenance. Include the expenditure for equipment used to run information service products when that expenditure can be separated from the price of the product. *Exclude* expenditures reported on line 14.

Bibliographic utilities, networks, and consortia (line 19) - Report expenditures for services provided by national, regional, and local bibliographic utilities, networks, and consortia. *Exclude* expenditures already reported on lines 11, 14, and 15.

All other operating expenditures (line 20) - Report all other expenditures not already reported on lines 09 through 18 except employee fringe benefits that are reported on line 08b. *Exclude* expenditures for new buildings and building renovations. Include all expenditures for furniture and equipment except computer hardware, which should be reported on line 18. Include any related maintenance costs.

Total Expenditures (line 21) - Report the sum of lines 09, 10, 13, 15 through 20.

PART D - LIBRARY COLLECTIONS, FISCAL YEAR 2005

Enter "Y" or "N" to indicate if the library collection is entirely electronic or not.

NOTE - This section of the survey collects data on selected types of material. It does not cover all materials.

Column (1), Total number added during fiscal year - Report the gross number of each category added. Do not subtract the number withdrawn.

Column (2), Total number held at end of fiscal year - Report the total number of each category held at end of fiscal year. To get this figure, take the total number held at the end of the previous fiscal year, add the number added during the fiscal year just ended and subtract the number withdrawn during that period.

Books, serial backfiles and other paper materials (include government documents) (line 22) - Report the number of volumes using the ANSI/NISO Z39.7-1995 definition for volume, which is as follows: *A single physical unit of any printed, typewritten, handwritten, mimeographed, or processed work, distinguished from other units by a separate binding, encasement, portfolio, or other clear distinction, which has been catalogued, classified, and made ready for use, and which is typically the unit used to charge circulation transactions.*

Include duplicates and bound volumes of periodicals. For purposes of this questionnaire, unclassified bound serials 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 (line 23) – Report the number of electronic monographs that have been purchased by your library and are accessible through the library's catalog. Include e-books you have purchased individually or collaboratively.

Microforms (line 24) – 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 (line 25) – 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 (line 26) – Report the total number of subscriptions in all formats. If the subscription 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 (e.g., Project MUSE, JSTOR, Academic IDEAL). Report each full-text article database such as Lexis-Nexis, ABI/INFORM as one subscription as in line 27. Include paper and microfilm government documents issued serially if they are accessible through the library's catalog.

Electronic reference sources and aggregation services (line 27) – This includes citation indexes and abstracts; full-text reference sources (e.g. encyclopedias, almanacs, biographical and statistical sources and other quick fact-finding sources); full-text journal and periodical article collection services (e.g. EBSCOhost, ProQuest, Academic Universe, and INFOTRAC OneFile); dissertation and conference proceedings databases. Licensed electronic resources also include those databases that institutions mount locally.

PART E - LIBRARY SERVICES, FISCAL YEAR 2005

Interlibrary loans (lines 28-32) - On lines 28a, 28b, and 29, report the number of filled requests for material provided to other libraries. On lines 30, 31, and 32, report the number of filled requests for material received from other libraries. *Do not include* transactions between the main or central library and any libraries reported in Part A or transactions between libraries reported in Part A.

Returnables (lines 28a and 30) - Report materials that the supplier/lending library expects to have returned. Examples of returnables include books, dissertations and theses, microfilm reels, sound recordings, and audiovisual material.

Non-returnables (lines 28b and 31) - Report materials that the supplier/lending library does not expect to have returned. Examples of non-returnables include photocopies or facsimiles, fiche-to-fiche copies, print copies from microfilm, electronic full-text documents, and gratis print copies of unpublished reports and/or departmental working papers.

Total loans (lines 29 and 32) - Sum lines 28a and 28b for line 29, and sum lines 30 and 31 for line 32.

Documents delivered from commercial services (line 33) - Report the number of documents from commercial document delivery services received by your users. Count all transactions for which the library pays even if library staff is not involved in the transaction. Include documents received by regular or express mail, by fax, or in electronic form.

General circulation transactions (line 34a) - Report the number of items lent from the general collection. Include both initial transactions and renewals. Do not include e-book circulation.

Reserve circulation transactions (line 34b) - Report reserve transactions of all types, including electronic. Include both initial transactions and renewals.

Information services to groups (lines 35 and 36) - Report the total number of presentations (line 35) and the total number of persons attending or served by those presentations (line 36). Information services to groups are presentations at which a staff member or person invited by a staff member provides information intended for a number of persons and planned in advance. These services may be either bibliographic instruction or library use presentations, or cultural, recreational, or educational presentations. Presentations both on and off the library premises should be included, as long as they are sponsored by the library. *Do not include* meetings sponsored by other groups using library meeting rooms.

PART F - LIBRARY SERVICES - TYPICAL WEEK, FALL 2005

Collect data during a typical week in the fall. A typical week is one that is neither unusually busy nor unusually slow. Avoid vacation periods for key staff or days when unusual events are taking place on the campus or in the library. Choose a week in which the library is open its regular hours. Include any seven consecutive calendar days. If waiting for a typical week in Fall 2005 will delay this form, please use typical week data from the preceding fiscal year. If you have data for the entire year, divide by the number of weeks that the library was open.

Number of weekly public service hours (line 37) – Report an unduplicated count of the total public service hours for physical libraries per typical full-service week (i.e., no holidays or other special accommodations) across both main library and branches using the following method (corresponds to IPEDS): If a library is open from 9:00 a.m. to 5:00 p.m. Monday through Friday, 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 (line 38) - 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.

Reference transactions in a typical week (line 39) - Report the total number of reference transactions in a typical week. A reference transaction is an information contact that involves the knowledge, use, commendation, 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 non-bibliographic nature with machines.

PART G - 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".

PART H – INFORMATION LITERACY

Information Literacy is the set of skills needed to find, retrieve, analyze, and use information. The questions require a "yes" or "no" response.

Academic Plan, Sampson-Livermore Library
Executive Summary
2004-2009

The Academic Plan of the Sampson-Livermore Library contains seven broad goals which are directly tied to its Mission Statement.

Theme and Initiatives

In reviewing the Academic Plan with librarians, it was the decision of the group to focus on three of these goals for purposes of emphasis and promotion of our interest in the development of "information literacy," defined in a planning theme as "the knowledge and skills necessary for accessing and applying information from multiple sources and media."

Our goal number five pertains to the acquisition of information resources and helping users become aware of the availability of these resources through our catalog.

Goal six pertains to the efforts library staff makes to teach people how to use its resources, print and nonprint, usually in the classroom setting.

Goal seven refers to the efforts library staff makes to assist people with actual use of the resources, such as at the Reference Desk, once people have received background instruction on the existence, purpose, and mechanisms of use of library resources. This is the actual application of information contained in resources to the users' class assignments and research projects. These types of activities lead to the acquisition of lifelong learning through users' development of the skills of information literacy.

The following summary statement of the priorities of the library pertaining to the Academic Plan was written by Cindy Saylor and endorsed by librarians at an August 23, 2001 meeting.

To the extent that a library is an advocate for information literacy, the Sampson-Livermore Library supports the teaching and research needs of its University and serves as an information resource center to its local, non-University community. To this end, the Library strives to attain and process the necessary materials to support the mission and curriculum of the University; provides instruction on how to use the Library and its resources to support course work objectives; and provides information services to all current and potential library users in order to promote life-long learning.

Resources

The resources needed to implement the proposed priorities discussed above are contained on the attached charts, Attachments A., B., and C. It should be mentioned that media integration is incorporated into the materials growth plan but space for these materials which were previously not collected, plus the equipment to use them, is at a premium. There is also concern about housing other additional materials as well as staff, although we are prepared to try to make room for everything. Unfortunately this challenge has become ever more serious since the Academic

Plan was first devised in 2001, and the space crunch for housing of books and media has continued to escalate.

Methods for housing additional materials include possible digitization of print resources and purchase of microfilm and ebooks. Some updated materials will replace older editions; the latter will be discarded, in most cases. However, shelf space for books, bound periodicals, and media will continue to be a pressing need as the collection grows (see Attachment B).

Currently all office spaces are in use. Additional spaces will be needed as the plans referred to in Attachment A. materialize.

Concerning Attachment C., projections for equipment reflect the resources necessary to continue supporting the library's priorities and include new office workstations, replacements for worn or broken hardware, and upgrades to satisfy changes in electronic storage, access and retrieval. In addition, the projected equipment purchases demonstrate the library's interest in offering state-of-the art alternatives for information access, as well as expanding opportunities for creating quality products, both in print and other formats.

Organizational Structure

As new personnel are added they will be incorporated into the existing organizational structure of the Library, which consists of one unit head, the University Librarian, who guides and evaluates all librarians including the Associate University Librarian, as well as an administrative assistant. Additional support staff will be supervised by librarians who work in the related work areas.

Anticipated Demand

The increasing student enrollment and anticipated expansion in courses of study both in this country (on-campus and distance education) and abroad are the driving impetuses behind the intent of the Library to augment informational resource offerings and to provide the accompanying necessary equipment and staffing resources needed to assist users with taking advantage of these aids to the accomplishment of their class assignments and research objections. As the Music and Education Resource Centers are brought online there will be substantial improvements made available to library users concerning the availability of library resources. The increased emphasis on use of various media resources will also augment library activity and aid in the development of information literacy. The addition of numerous electronic resources, Websites and informational databases has improved the ability of the Library to provide support to educational research efforts whenever library users are located. Additional resources of all types, print and non-print, will be considered as financial resources and curricular demands emerge.

Collaboration with Other Units

The Library will as always work with faculty and administrators as well as students to remain responsive to curriculum and classroom need driven development of library resources. Library staff will continue to use a librarian/departmental liaison system to communicate with faculty, will remain active on the Subcommittee on Academic Support Services and Curriculum Committee, and will encourage library user comments and suggestions through various methods such as through the library Web site and class instruction evaluation opportunities.

Assessment

Library staff will continue to measure the growth of the collection and the use of all resources, including print and nonprint materials. Statistics will be kept regarding library use instruction and reference assistance provided. Comparative analyses will be conducted annually and resulting data incorporated in the Assessment and Annual Reports. Measures to improve collections and instructional and reference services will be taken following analyses of data.

Suggestions, comments, and evaluation survey results will be gathered and analyzed and will be acted upon as appropriate in order to improve library resources and services.

Original Submitted October, 2001

Reviewed and Revised November, 2003

Attachment A

revised by the Planning
Committee 3/4/05

LONG-RANGE STAFFING PLAN
Sampson-Livermore Library

<p>2004-2005</p> <p>Support Staff:</p> <p>(1) Student Assistants to supplement Work/Study Assistants (10)</p> <p>(2) Cataloging Assistant for Media/Electronic Resources</p>	<p>2006-2007</p> <p>Support Staff:</p> <p>(1) Student Assistants to supplement Work/Study Assistants (10 +)</p> <p>(2) Library Technical Assistant for ILL/Document Delivery</p>	<p>2008-2009</p> <p>Support Staff:</p> <p>(1) Student Assistants to supplement Work/Study Assistants (10 +)</p>
<p>Librarians:</p> <p>0</p>	<p>Librarians:</p> <p>(1) Collection Development/Electronic Resources Librarian</p>	<p>Librarians:</p> <p>(1) Reference/Instructional Services Librarian</p>

LONG - RANGE MATERIALS PLAN
Sampson-Livermore Library

2004-2005	2006-2007	2008-2009
(1) Add 5,000 vols. ref. & monographs each year (\$60 per vol.): T= \$300,000 each yr., 2004 and 2005	(1) Add 6,000 vols. ref. & monographs each year: (\$65 per vol.): T = \$390,000 each yr. 2006 and 2007	(1) Add 7,000 vols. ref & monographs each year (\$70 per vol.) T = \$490,000 each year 2008 and 2009
(2) Retain current level of resources for print and microform each year: \$235,830 print, \$28,000 microform T 2004 = \$263,830 T 2005 = (after est. 13% inflation) \$298,128	(2) Retain current level of resources for print serial or microform subscriptions; estimates factor in est. 13% inflation each yr.: T 2006 = \$336,885 T 2007 = \$380,680	(2) Retain current print serial or microform subscriptions; estimates factor in est. 13% inflation: T 2008 = \$430,169 T 2009 = \$486,091
(3) Add 3 electronic databases each year at \$3,500 and retain current subscriptions: T 2004 = \$195,500 T 2005 = (after est. 15% inflation) \$224,825	(3) Add 3 electronic databases each year and retain current subscriptions: (factor 13% inflation): T 2006 = \$258,549 T 2007 = \$297,331	(3) Add 3 electronic databases each year and retain current subscriptions (factor 13% inflation): T 2008 = \$341,931 T 2009 = \$393,221
(4) Add 150 media items per year @ \$150: T=\$22,500 each year 2004 and 2005	(4) Add 200 media items per year @ \$150 T = \$30,000 each yr., 2006 and 2007	(4) Add 250 media items per year @ \$150 T = \$37,500 each year 2008 and 2009
(5) Binding (factor in cost of binding books and new subscriptions): 2004: \$14,000 2005: \$15,000	(5) Binding: 2006: \$16,000 2007: \$17,000	(5) Binding: 2008 = \$18,000 2009 = \$19,000
Total materials expenditures: 2004: \$795,830 2005: \$860,453	Total materials expenditures: 2006: \$1,031,434 2007: \$1,115,011	Total materials expenditures: 2008: \$1,317,600 2009: \$1,425,812

LONG-RANGE EQUIPMENT PLAN
Sampson-Livermore Library

Attachment C.

2004-2005	2006-2007	2008-2009
Special item furniture and equipment: - media items shelving: \$1,230.00 (1) Office setup for 1 staff person: \$4,000 (2) Complete computer workstation setup for 1 staff person: \$1,627.00 (3) 20 wireless laptops and accessories including storage cart: \$35,208.90 (4) 5 printer upgrades: \$1,626.00 (5) Special projects printer: \$2,299.00 (6) Second Reference Desk workstation: \$1,341.00 (7) Flat panel monitors for librarians: \$3,374.00 Total equipment costs for 2004-2005: \$50,705.90	Special item furniture and equipment: - media items shelving: \$1,230.00 (1) Office setup for 1 librarian and 1 staff person: \$8,000 (2) Complete computer workstation setup for 1 librarian and 1 staff person: \$3,586.00 (3) Wireless laptop upgrades for 12 librarians: \$20,076.00 (4) Wireless laptop upgrade for classroom: \$1,673.00 (5) Multimedia viewing equipment upgrades: \$1,500.00 (6) Multimedia (Mac) workstation upgrades: \$3,000.00 (7) Flat panel monitors: \$3,856.00 Total equipment costs for 2006-2007: \$42,921.00	Special item furniture and equipment: - media items shelving: \$1,230.00 (1) Office setup for 1 librarian: \$4,000 (2) Complete computer workstation setup for 1 librarian: \$1,959.00 (3) Upgrades for 16 staff computers: \$16,000.00 (4) 6 upgrades for service desk computers: \$6,000.00 (5) Multimedia (Mac) workstation upgrades: \$3,000.00 (6) Flat panel monitors: \$3,856.00 Total equipment costs for 2008-2009: \$36,045.00

Total Acquisitions Budget FY 2005

Attachment D

Account 5600

115147-5601 Library Books/Media	358,896
115147-5602 Periodicals	278,000
115147-5603 Microforms	28,000
115147-5605 Elec. Resources	195,000
115147-5606 Binding & Rest.	12,500
Total	872,396

115147-5601

Acquisitions For Acad. Depts.	227,600
Best Sellers	6,000
Continuations	85,000
Flex	10,000
Library	2,500
Media	3,015
Reference	24,781
Total	358,896

Academic Dept. Breakdown

<u>Department</u>	<u>Total</u>
AIS	4,962
Art	8,922
Biology	14,339
Business	25,924
Chemistry & Physics	15,795
Education	27,358
ETL	18,140
Health, PE, & Rec.	14,339
History	12,199
Mass Communications	7,875
Math & CSC	14,771
Music	9,559
Nursing	5,280
Philosophy & Religion	7,511
Political Sci. & Public Adm.	7,465
Psychology/ Counseling	11,357
Soc., Social Wk., & CJ	21,804
Total	227,600

<u>Total Acquisitions Budget FY 2005</u>		<u>872,396.00</u>	
<u>Account #</u>	<u>Title</u>	<u>% Per Acct.</u>	<u>\$ Per Acct.</u>
115147-5601	Library Books/Media	41.14%	358,896.00
115147-5602	Periodicals	31.87%	278,000.00
115147-5603	Microforms	3.21%	28,000.00
115147-5604	Electronic Resources	22.35%	195,000.00
115147-5606	Binding & Restoration	1.43%	12,500.00
Total		100.00%	872,396.00

<u>Library Books/Media Budget FY 2005</u>		
115147-5601		
Acquisitions For Acad. Depts	63.42%	227,600.00
Best Sellers	1.67%	6,000.00
Continuations	23.68%	85,000.00
Flex	2.79%	10,000.00
Library	0.70%	2,500.00
Media	0.84%	3,015.00
Reference	6.90%	24,781.00
Total	100.00%	358,896.00

<u>Final Department Allocation FY 2005</u>		
<u>Department</u>	<u>% Allocated</u>	<u>Total</u>
AIS	2.18%	4,962
Art	3.92%	8,922
Biology	6.30%	14,339
Business	11.39%	25,924
Chemistry & Physics	6.94%	15,795
Education	12.02%	27,358
ETL	7.97%	18,140
Health, PE, & Rec.	6.30%	14,339
History	5.36%	12,199
Mass Communications	3.46%	7,875
Math & CSC	6.49%	14,771
Music	4.20%	9,559
Nursing	2.32%	5,280
Philosophy & Religion	3.30%	7,511
Political Sci. & Public Adm.	3.28%	7,465
Psychology/Counseling	4.99%	11,357
Soc., Social Wk., & CJ	9.58%	21,804
Total	100.00%	227,600

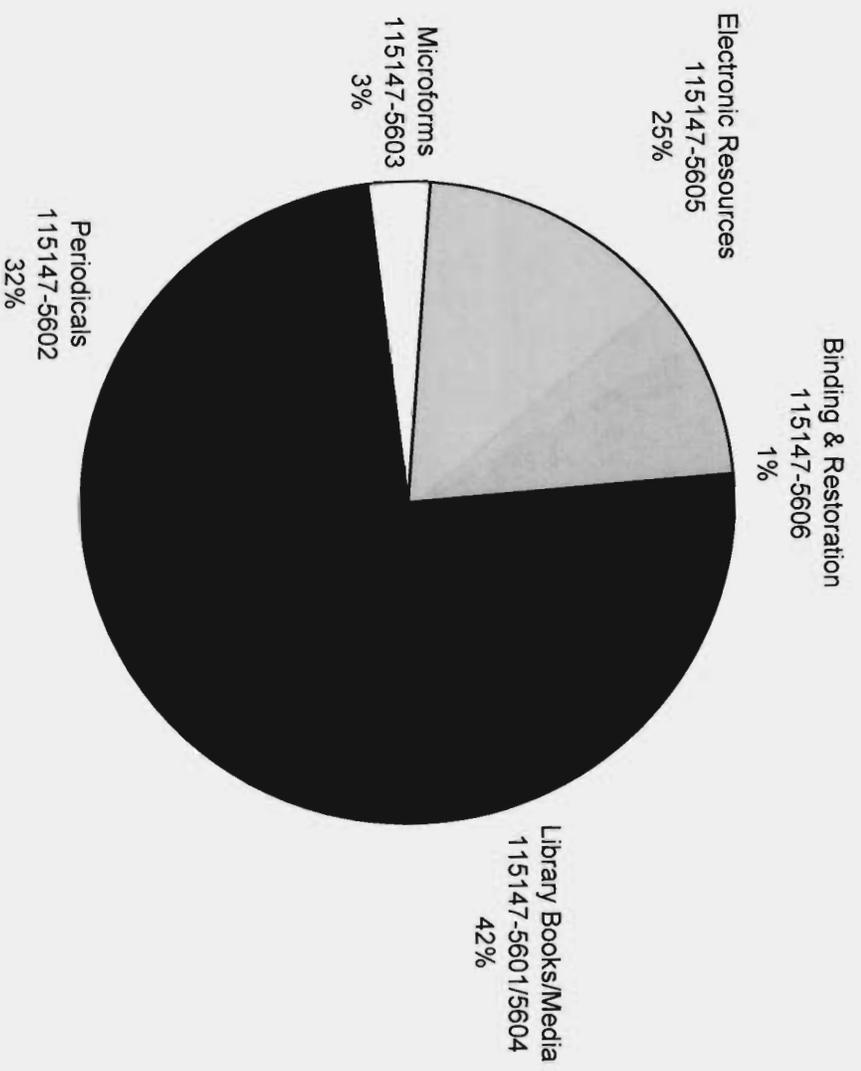
Comparison of Percentages Allocated to each Department by Fiscal Year

<u>Department</u>	<u>% FY 2005</u>	<u>% FY 2004</u>	<u>% Change</u>
AIS	2.18%	2.20%	-0.02%
Art	3.92%	3.70%	0.22%
Biology	6.30%	6.50%	-0.20%
Business	11.39%	10.71%	0.68%
Chemistry & Physics	6.94%	6.80%	0.14%
Education	12.02%	13.10%	-1.08%
ETL	7.97%	7.80%	0.17%
Health, PE, & Rec.	6.30%	6.50%	-0.20%
History	5.36%	4.53%	0.83%
Mass Communications	3.46%	3.21%	0.25%
Math & CSC	6.49%	6.95%	-0.46%
Music	4.20%	4.00%	0.20%
Nursing	2.32%	2.44%	-0.12%
Philosophy & Religion	3.30%	3.33%	-0.03%
Political Sci. & Public Adm.	3.28%	3.53%	-0.25%
Psychology/Counseling	4.99%	4.90%	0.09%
Soc., Social Wk., & CJ	9.58%	9.80%	-0.22%
Total	100.00%	100.0%	0.00%

Comparison of Dollar Amounts Allocated to each Department by Fiscal Year

Total allocated for all depts.	227,600.00		
<u>Department</u>	<u>\$ FY 2005</u>	<u>\$ FY 2004</u>	<u>\$ Change</u>
AIS	4,961.68	3,687.20	1,274.48
Art	8,921.92	6,201.20	2,720.72
Biology	14,338.80	10,894.00	3,444.80
Business	25,923.64	17,949.96	7,973.68
Chemistry & Physics	15,795.44	11,396.80	4,398.64
Education	27,357.52	21,955.60	5,401.92
ETL	18,139.72	13,072.80	5,066.92
Health, PE, & Rec.	14,338.80	10,894.00	3,444.80
History	12,199.36	7,592.28	4,607.08
Mass Communications	7,874.96	5,379.96	2,495.00
Math & CSC	14,771.24	11,648.20	3,123.04
Music	9,559.20	6,704.00	2,855.20
Nursing	5,280.32	4,089.44	1,190.88
Philosophy & Religion	7,510.80	5,581.08	1,929.72
Political Sci. & Public Adm.	7,465.28	5,916.28	1,549.00
Psychology	11,357.24	8,212.40	3,144.84
Soc., Social Wk., & CJ	21,804.08	16,424.80	5,379.28
Total	227,600.00	167,600.00	60,000.00

Total Acquisitions Budget FY 2005



Electronic Databases FY05 12/22/2005

Title	Vendor	ProJ. Amt. Due FY05	Amt. Pd. FY05	Pd. Date	Term Paid	ProJ. Amt. Due FY06	% Inc.
Britannica Online	Britannica	1,266.20	1,489.00	Jul-04	07/01/2004-06/30/2005	1,727.24	16.0%
Enciclopedia Universal en Espanol	Britannica	558.00	558.00	Jul-04	07/01/2004-06/30/2005	558.00	0.0%
CIS Statistical Universe	Solinet	974.69	949.11	Aug-04	07/01/2004-06/30/2005	1,025.04	8.0%
Congressional Universe	Solinet	1,782.22	1,749.34	Aug-04	07/01/2004-06/30/2005	1,924.27	10.0%
GroveArt	Solinet	1,350.00	1,575.00	Aug-04	07/01/2004-06/30/2005	1,842.75	17.0%
Lexis-Nexis Academic Universe	Solinet	6,031.70	6,215.74	Aug-04	07/01/2004-06/30/2005	6,713.00	8.0%
New Grove Dictionary of Music & Musicians	Solinet	1,530.00	1,575.00	Aug-04	07/01/2004-06/30/2005	1,622.25	3.0%
Oxford Ref Online: Premium Collection	Solinet	1,045.00	1,045.00	Aug-04	07/01/2004-06/30/2005	1,045.00	0.0%
MLA Int. bib. of bks.&artc. on the mod. Lang. and lit.	UNC-W reimbursement	3,762.32	3,902.60	Sep-04	07/01/2004-06/30/2005	4,175.78	7.0%
Biography & Genealogy Master Index GaleNet	Gale	1,168.65	1,168.65	Jul-04	07/15/2004-07/14/2005	1,227.08	5.0%
PSYCARTICLES (1 yr)	Ovid	8,010.00	5,250.00	Aug-04	08/15/2004-08/15/2005	5,250.00	0.0%
Journal Finder	UNC-Greensboro	3,257.52	1,861.00	Jan-05	08/31/2004-09/01/2005	2,735.67	47.0%
Classification Web	Library of Congress	575.00	575.00	Aug-04	11/01/2004-11/01/2005	575.00	0.0%
Opposing Viewpoints Resource Center	Gale	4,536.79	4,536.78	Nov-04	11/18/2004-11/17/2005	4,763.62	5.0%
Choice Reviews Online	Choice	456.75	450.00	Jul-04	12/01/2004-11/30/2005	463.50	3.0%
RIA	RIA	3,000.00	3,060.00	Dec-04	12/01/2004-11/30/2005	3,121.20	2.0%
Education Law In North Carolina	Principal's Executive Pr	500.00	500.00	Feb-05	01/01/2005-12/31/2005		
EBSCOhost Electronic Journal Service	EBSCO	1,070.00	1,000.00	Jul-04	01/01/2005-01/01/2006	1,030.00	3.0%
JSTOR Arts & Sciences I Collection	JSTOR	4,000.00	4,000.00	Jan-05	01/01/2005-01/01/2006	4,000.00	0.0%
JSTOR Arts & Sciences II Collection	JSTOR	2,000.00	2,000.00	Jan-05	01/01/2005-01/01/2006	2,000.00	0.0%
JSTOR Arts & Sciences III Collection	JSTOR	4,593.75	2,625.00	Jan-05	01/01/2005-01/01/2006	2,625.00	0.0%
*JSTOR Arts and Sciences IV Business Collection	JSTOR	3,300.00	1,650.00	Jan-05	01/01/2005-01/01/2006	1,650.00	
JSTOR General Science Collection	JSTOR	3,000.00	3,000.00	Jan-05	01/01/2005-01/01/2006	3,000.00	0.0%
JSTOR Ecology & Botany Collection	JSTOR	2,100.00	2,000.00	Jan-05	01/01/2005-01/01/2006	2,000.00	0.0%
Project Muse	Solinet	12,150.00	9,720.00	Dec-04	01/01/2005-12/31/2005	11,809.80	21.5%
Emergent Online	Emergent	7,200.00	7,200.00	Jan-05	01/01/2005-01/01/2006		
Econlit	EBSCO	2,800.00	2,800.00	Apr-05	01/01/2005-12/31/2006	2,800.00	0.0%
America: History and Life	ABC-Clilo	7,827.75	7,830.00	Jul-04	01/24/2005-01/23/2006	8,221.50	5.0%
Sport Discus	EBSCO	2,714.00	2,415.00	Apr-05	01/31/2005-11/30/2005	2,415.00	0.0%
Choice Reviews Online Password Edition	Choice	258.30	258.30	Jan-05	01/31/2005-01/31/2006	258.30	
Contemporary Women's Issues	Solinet	1,971.25	2,185.00	Mar-05	02/01/2005-01/31/2006	2,185.00	0.0%
Sociological Abstracts (was first search on solinet)	CSA	4,990.00	4,990.00	Feb-05	02/01/2005-02/01/2006	5,239.50	5.0%
Criminal Justice Abstracts (was silverplatter)	CSA	2,875.00	2,875.00	Feb-05	02/01/2005-02/01/2006	4,025.00	40.0%
Social Services Abstracts	CSA	FREE with SA + CJA	0.00	Feb-05	02/01/2005-02/01/2006		
ERIC	CSA	FREE with SA + CJA	0.00	Feb-05	02/01/2005-02/01/2006		
18th & 19th century newspapers	Access. Archives	4,912.92	3,652.91	Feb-05	02/01/2005-02/01/2006	4,200.85	15.0%
The CQ Researcher	CQ	888.10	872.00	Jan-05	02/07/2005-02/06/2006	933.04	7.0%
OmniFile Full Text Mega Edition, Includes ^ :	Wilson	17,450.00	17,975.00	Dec-04	03/01/2005-02/28/2006	18,514.25	3.0%
^ Applied Science & Technology FT					03/01/2005-02/28/2006		
^ Art Index FT					03/01/2005-02/28/2006		
^ Biological and Agricultural Index Plus					03/01/2005-02/28/2006		
^ Education FT					03/01/2005-02/28/2006		

Amount is 75% of annual fee
Amount is 50% of annual fee

Pro-rated from 310.00

discounted from 5220.

To Rec Pro-rated credit

Electronic Databases FY05 12/22/2005

Title	Vendor	Pror. Amt. Due FY05	Amt. Pd. FY05	Pd. Date	Term Paid	Pror. Amt. Due FY06	% Inc.
^ General Science FT			^	^	03/01/2005-02/28/2006		
^ Humanities FT			^	^	03/01/2005-02/28/2006		
^ Index to Legal Periodicals & Books FT			^	^	03/01/2005-02/28/2006		
^ Library Literature & Information Science FT			^	^	03/01/2005-02/28/2006		
^ Readers Guide FT			^	^	03/01/2005-02/28/2006		
^ Social Science FT			^	^	03/01/2005-02/28/2006		
^ Wilson Business FT			^	^	03/01/2005-02/28/2006		
Applied Science and Technology Index	Wilson	3,140.00	3,300.00	Dec-04	03/01/2005-02/28/2006	3,498.00	6.0%
Art Index	Wilson	3,140.00	3,300.00	Dec-04	03/01/2005-02/25/2006	3,498.00	6.0%
Short Story Index Web	Wilson	920.00	970.00	Dec-04	03/01/2005-02/28/2006	1,028.20	6.0%
Historical New York Times	ProQuest	4,960.00	5,210.00	Mar-05	03/01/2005-03/01/2006	5,210.00	0.0%
Social Work Abstracts on web	SilverPlatter	2,547.60	2,229.00	Feb-05	03/15/2005-03/15/2006	2,574.80	20.0%
Chemnetbase	CRC	5,995.00	5,995.00	Feb-05	03/01/2005-03/01/2006	5,995.00	0.0%
Forensicnetbase	CRC	2,995.00	2,995.00	Jan-05	03/01/2005-03/01/2006	2,995.00	0.0%
Literature Online	ProQuest	7,841.60	7,100.00	Mar-05	03/01/2005-04/30/2006	8,236.00	16.0%
Oxford English Dictionary	Solinet	886.62	1,108.28	Jun-05	04/01/2005-06/30/2006		prorated to get on fy term
PAIS	CSA	5,575.00	5,575.00	May-05	05/10/2005-05/31/2006	6,578.50	18.0%
ISI Web of Science (was unc general assembly)	Thomson Scientific	16,455.00	16,454.00	Jun-05	07/01/2005-06/30/2006	16,454.00	0.0%
Classical Music Library	Solinet	896.00	896.00	May-05	07/01/2005-06/30/2006		0.0%
Historical Abstracts web version	ABC-Clio	7,455.00	8,000.00	Apr-05	10/02/2005-10/01/2006	8,400.00	5.0%
Chemical Abstracts Service	STN	2500+/year	634.73	YTD 5/23	paid monthly	675.99	6.5%
Biological Abstracts Service	SilverPlatter						
Biological and Agricultural Index (Online with Ornitfle)	SilverPlatter						
ERIC combo collection	DynEDRS		(1,971.60)		Cancel at FY05 Renewal		
Analytical Chemistry	Amer. Chem. Soc.				Option no longer available		
Total		186,761.13	179,275.44			180,920.13	

**Added current FY

Collection Development Liaison Assignments 2004/2005

Department	Chair/Dean	Liaison	Librarian
American Indian Studies	Dr. Linda Oxendine Chair, x6266, 6387	Billie Jo Hunt x6266,6759	Lillian Brewington x6655
Art	Dr. Janette Hopper Chair, x6216	Ralph Steeds x6406	Lillian Brewington x6655
Biology	Dr. Andy Ash Chair, x6418	Dr. David Zeigler x6610	Cindy Saylor x6265
Business Administration	Dr. Eric Dent Dean, 6214	Dr James Frederick x6592	Carl Danis x6876
Chemistry & Physics (Physical Science)	Dr. Paul Flowers x6424,6247	Dr. S. Mandjiny x6608	Susan Whitt x6513
Education	Dr. Warren Baker Dean, x6283	Dr. Jane Huffman Chair, x6858	Jean Sexton x6659
English, Theatre, Languages	Dr. Dennis Sigmon Chair, 6246	Dr. Mark Canada x6431	Anne Coleman x6837
History	Dr. Robert Brown Chair, x6438	Dr. Bruce DeHart x6627	David Young x6657
Health, Physical Education, Recreation	Dr. Tommy Thompson Chair, x6385	Dr. Danny Davis x6498	Barbara Gushrowski x6696
Mass Communications	Dr. Jamie Litty Chair, x6654	Dr. Jamie Litty Chair, x6654	June Power x6369
Mathematics and Computer Science	Dr. Bill Campbell Chair, x6244	Mary Klinikowski X6417	Cindy Saylor x6265
Music	Dr. Janita Byars Chair, x5704,6230	Dr. Larry Arnold x6404	Jean Sexton x6659
Nursing	Dr. Peggy Opitz Director, x6526	Dr. Joyce Stanley x6522	Barbara Gushrowski x6696
Philosophy and Religion	Dr. Jeff Geller Chair, x6460	Dr. Ray Sutherland x6240	Robert Arndt x6529
Political Science and Public Administration	Dr. Robert Schneider Chair, x6445	Dr. William Albrecht x6822	David Young x6657
Psychology and Counseling	Dr. Pat Cabe Chair, x6630	Dr. Kelly Charlton x6459	June Power x6369
Reference	Dr. Elinor Foster x6212	Dr. Elinor Foster x6212	Robert Arndt x6529
Sociology, Social Work, Criminal Justice	Dr. Sherry Edwards Acting Chair, x6476	Dr. Sherry Edwards x6476	Michael Alewine x5743

**Monthly Report to the Office of Academic Affairs
Sampson-Livermore Library
JULY, 2004 - JUNE, 2005**

ANNUAL STATISTICAL SUMMARY

I. Statistical Summary - Public Services

A. Attendance Report

Library attendance	191,653
Attendance per diem	585

B. Circulation Report

Monographs (external circulation)	28,993
Reserves	3,020
Periodicals	4,696
Special Collections	462
Typewriter use	44
Multimedia Rooms use	297
Internal Use	6,350
Transit Items	506
Media (Video)	4,916
Laptop Usage	921

C. Interlibrary Loan

Items loaned	1,547
Loan activities	
Books (may include renewals)	957
Nonreturnables	587
Documents	3
Loan requests received (but not filled)	984
Items borrowed	868
Borrowing activities	
Books (may include renewals)	291
Nonreturnables	577
Borrowing requests received (but not filled)	265
Patrons served	1,071
Faculty/Staff requests	471
Student requests	600

D. Reference Activity

Research questions	4,589
Directional questions	3,787
Technical questions	368
Instructional questions	191
Questions answered with federal document	762
Questions answered with state documents	427

E. Library Use Instruction Activity

Sessions	218
Attendance	3865

II. Statistical Summary - Technical Services

A. Number of new items added	24,344
1. Books	7,055
2. Bound Periodicals	1,075
3. Microform	13,497
4. Documents	2,227
5. Audiotapes	8
6. Videos	217
7. CD ROM	22
8. DVDs	240
9. KITS	3
B. Total title holdings online	194,593
C. Total item holdings online	267,651
D. Number of items withdrawn	2,912

Sampson-Livermore Library Donors of Gift Materials, 2004-2005

Donors	Hardbacks	Paperbacks	Magazines	Cassettes	VHS/DVD	Software	CD	Maps	Other
Albrecht, William			13	29					
Alewine, Cynthia		5			46				
Alewine, Michael	1	11			24				
Anonymous	9	4					1		
Arndt, Robert	3	26							
Ashraf, Mohammad	10	6	14						
Balasubramanian, K. N.	1	1							
Basic Research Press	1								
Bornn, Barney						3			
Brodart Company	1	2							
Bukowy, Stephen	23	68					8		
Cabe, Pat	25	127							
Cabe, Pat & Suellen	1	64							
Canida, Robert	4	1							
CD Settlement							551		
Center for Technology & National Security Policy	2								
Central Carolina Bank	1								
Chambers Publishing	1								
College Reading Association			1						
Credit Counseling Centers of America						1			
Cross, Sandra	11	62							
Curtis, Judith G.	14	14			31				
Dent, Eric									
Farley, Martin	2	2			4				
Flemish-Netherlands Foundation									
Foster, Elinor									
Foster, Jay	1	1							
Gay, Richard									
Gilder Lehman Institute of American History									
Hammonds, Wanda	3	4							
Hohn, Melinda	137	68							
Institute of Government		2							
Little, Linda	39	213							
Marson, Steve	1	1							
Mary Washington College/Department of English	1								
Mast, Truman M.			488						

Donors	Hardbacks	Paperbacks	Magazines	Cassettes	VHS/DVD	Software	CD	Maps	Other
Maynor, Malinda	1								
Maysami, Ramin	3	3							
Meadors, Allen				8			11		
Miller, Joe		1							
Mitchell-Halter, LuAn	1								
Opitz, Peggy	27	34							1
Oxendine, David Bryan	2								
Parnell, John	6	26	66						
Pleust, Jean	1								
Power, June						3			
Prevatte, Charles			800						
Regnery Publishing, Inc.	1								
Research Corporation		1							
Rosmini House	2								
Saylor, Cindy	12	11							
Sexton, Jean	3	5				2			
Simpson, Frank	11	21	1						1
Steeds, Ralph		3							
Sutherland, Ray	1								
Tabony, Becky	4	5							
U.S. Correctional Education Association		1							
UNCC/Woodward, James H., Chancellor	1	24							
UNCP Counseling & Testing Center	23	614							
UNCP Education Library	568	554	488						
UNCP Health & Physical Education Department	166								
UNCP Honors College/Pier, Bruce	1								
UNCP Honors College/Winter, Andrea M.	1								
UNCP Music Department	149	230	207						3
UNCP Native American Resource Center		1							
UNCP Office of Institutional Research & Planning		1							
UNCP Office of the Chancellor	3	5							
UNCP Student Affairs		5							
UNCP Student Government Association							30		
UNCP/Bookstore	6	50							
UNCP/ETL Department		1							
UNCW/Hayes, Sherman	1	1							
University of Nevada/Ctr. For Basque Studies	1								
Vanderhoof, Mrs. David	75	137							
Vela, Richard	2	8							
Wallace, Joan	90	130				60			
Wendorff, Liliana	5	21							
Whitt, Bill				1		1			

Journal titles available at Sampson-Livermore library

Print TOTAL- 1018

Electronic TOTAL – 12,596 (details below)

NCLIVE (3,685)

Ebsco - Academic Search – 491

Business source Elite – 175

CINAHL – 58

CMMC – 109

Health Source Consumer – 5

Health Source Nursing – 31

Master File Premier – 219

Military & Government – 89

Primary Search – 2

Regional business News – 0

Infotrac Custom newspapers – 37
OneFile – 2,085

Proquest ABI/Inform Archive – 2
ABI/Inform Complete – 71
ABI/Inform Global – 366
ABI/Inform Trade and Industry – 30
Newstand – 6

FREE (5,400)

EDP Sciences (free) – 17

European Mathematical Society (free) – 34

High Wire Press (free) – 120

Independent publishers (free) – 5,023

Kiplinger (free) – 1

Making of America (free) – 26

Scielo (free) – 180

PAID (3,511)

JSTOR Arts & Sciences 1 – 65
 Arts & Sciences 2 – 101
 Arts & Sciences 3 (Language & Literature) – 62
 Arts & Sciences 4 – 42
 Ecology & Botany – 21
 General Science – 13

Kluwer via Carolina Consortium – 506

Lexis-Nexis Academic Universe – 1,518

Mary Ann Liebert via Carolina Consortium – 51

Project Muse – 106

Psycharticles via Ovid – 50 (no overlap)

Springer via Carolina Consortium – 606

Wiley via Carolina Consortium – 304

Wilson Omnifile – 577

2004-05 On-Campus and Remote Access Connections by Database

Database	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
American Chem. Soc.	866	1491	1661	2830	1475	944	2236	3605	4639	5463	715	2140	28065
RIA	0	0	0	0	0	0	0	0	0	0	0	0	0
Clinical Chemistry	0	0	0	0	2	0	0	0	0	0	0	0	2
ABC-CLIO	596	3276	10361	10604	11891	732	3937	12940	13252	14182	1096	1463	84330
Accessible Archives	71	63	110	155	194	1	159	90	149	424	187	158	1761
Britannica Online	422	617	2507	2713	2954	474	1146	2810	3225	3837	499	142	21346
Chad -Healey (NC LIVE)	122	216	916	662	735	213	217	975	1124	1267	268	138	6853
LION/LitOnline	70	42	450	933	1464	97	73	773	1384	2857	135	262	8540
CHEMnetBase	96	55	2938	212	209	248	216	1660	114	75	77	195	6095
Choice Reviews Online	71	253	1023	253	223	332	331	316	450	461	162	120	3995
CQ Researcher	454	221	3556	14645	5106	532	1672	18074	10911	5811	380	847	62209
EBSCOhost	85421	121595	475594	556585	819903	81967	274433	612202	705252	773683	74385	162081	4743101
EBSCO Online	6769	8147	36251	32542	50621	6363	26250	49872	54392	54793	6947	10576	343523
ERIC Documents	1615	1553	3714	172	21	1	10	0	0	0	0	0	7086
FORENSICnetBASE	60	26	506	415	68	5	153	213	125	105	49	40	1765
Gale	10513	13835	67331	81305	98879	10031	26721	65794	82956	87566	8226	12903	566060
Gale BGM	0	0	0	0	0	0	0	0	0	5	5	13	23
Greenwood Press	4	231	334	247	348	36	199	414	158	537	36	222	2766
Grolier Databases	1	88	5758	919	1184	112	308	1298	339	896	101	98	11102
Grove Music Online	263	102	91	225	137	28	596	490	812	1825	365	1058	5992
Grove Art Online	42	157	2653	1052	1710	391	2396	1480	1140	1359	136	352	12868
HarpWeek	57	29	279	972	926	46	69	320	882	277	105	272	4234
InfoTrac BIP	0	0	0	0	0	0	0	0	0	0	0	0	0
Exp. Acad. Index ASAP	25	36	257	383	662	63	159	350	311	360	55	73	2734
Gen Ref Cntr Gold	8	2	10	6	28	10	9	5	28	11	2	2	121
InfoTrac OneFile	497	895	5774	4496	5056	606	1681	3606	3650	3811	381	441	30894
InfoTrac Cust. News	17	29	115	52	127	13	45	77	142	114	21	25	777
InfoTrac Cust. Journals	16	6	83	44	90	8	24	58	77	35	1	4	446
LegalTrac	6	2	47	50	84	11	26	75	62	82	5	10	460
JSTOR	13123	13548	56469	69644	100418	19127	30936	78104	91007	105876	13717	14507	606476
Lexis-Nexis	8515	8487	33449	38042	53510	7324	20498	37789	50102	66721	8287	8545	341269
Project Muse	249	197	1482	2571	3301	357	821	4304	3323	5214	522	631	22972
NA Wom. Lett. & Diar.	34	1	342	113	205	7	44	235	358	207	11	139	1696
NC LIVE	5719	7074	22483	19848	24327	4029	10510	17460	19308	17963	3766	4884	157371
netLibrary	366	1661	2180	3575	1497	251	883	1085	1518	1074	293	917	15300
FirstSearch	11496	17262	56698	57661	51000	11231	35247	73193	47601	43279	12782	16924	434374

2004-05 Connections by Patron Type

PTYPE	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
101 PStudent	23050	9994	93669	112319	158614	7219	53993	116406	124211	146317	16306	61262	923360
102 PCommunity Borrower	0	0	0	0	1	0	0	15	0	0	0	0	16
103 PFaculty	2120	2781	2978	3415	4781	1092	3621	6256	8141	5933	2347	5812	49277
104 PStaff	634	83	0	698	293	0	167	169	151	83	748	632	3658
107 PCooperative Borrower	9	0	0	0	0	0	1	6	0	0	0	0	16
110 PDistance Education	10395	1586	6808	7803	10692	899	5930	34511	19706	15754	4404	20200	138688
111 PRetired Faculty/Staff	209	65	147	542	0	593	30	130	0	232	11	0	1959
Non-Verified	123006	218455	783783	770012	963604	127164	447556	1020573	1000353	1014423	147036	199053	6815018
TOTAL	36417	14509	103602	124777	174381	9803	63742	157493	152209	168319	23816	87906	1116974

Library User Satisfaction Survey
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	16	Very Satisfied	23	Satisfied	17	Somewhat Satisfied	4	Not Satisfied	0	N/A	0
	26.7%		38.3%		28.3%		6.7%				

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

Extremely Satisfied	8	Very Satisfied	12	Satisfied	17	Somewhat Satisfied	9	Not Satisfied	1	N/A	13
	13.3%		20%		28.3%		15%		1.7%		21.7%
Of those that use:	17%		25.5%		36.2%		19.1%		2.1%		

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

Extremely Satisfied	22	Very Satisfied	24	Satisfied	11	Somewhat Satisfied	2	Not Satisfied	0	N/A	1
	36.7%		40%		18.3%		3.3%				1.7%

4. How helpful is our staff?

Extremely Helpful	32	Very Helpful	20	Helpful	7	Somewhat Helpful	1	Not Helpful	0	N/A	0
	53.3%		33.3%		11.7%		1.7%				

5. How easy is it for you to find what you need?

Extremely Easy	11	Very Easy	26	Easy	18	Somewhat Easy	4	Not Easy	1	N/A	0
	18.3%		43.3%		30%		6.7%		1.7%		

6. How important is the Library to you?

Extremely Important	32	Very Important	15	Important	9	Somewhat Important	2	Not Important	0	No Opinion	0
	55.2%		25.9%		15.5%		3.4%				

7. How often do you use the Library for research or entertainment?

Daily	10	Weekly	25	Monthly	19	Twice a semester	6	Once a semester	0	Never	0
	16.7%		41.7%		31.7%		10%				

8. How often do you ask a librarian for help?

Daily	3	Weekly	16	Monthly	24	Twice a semester	12	Once a semester	3	Never	0
	5.2%		27.6%		41.4%		20.1%		5.2%		

9. Are there improvements you would like to see the Library make?

More books	23	More videos/DVDs	27	More electronic resources	10	Longer hours (please specify below)	17
Other (please explain below)	2			No Opinion	6		

10. Please circle all below that apply. I am a:

Faculty/Staff	1	1.8%	Commuting	31	66%	Freshman	12	23.5%
Alumni	1	1.8%	Dist. Ed.	0		Sophomore	9	17.6%
Local Patron	2	3.6%	Residential	16	34%	Junior	18	35.3%
Visitor	0					Senior	9	17.6%
Student	51	92.7%				Graduate	3	5.9%
						Special	0	

Library User Satisfaction Survey Comments

1. Staff are the most professional, pleasant, helpful, and polite I have ever run across in a library. They go out of their way to assist.
2. More up to date books.
3. All the Librarians have been helpful to me over the last couple of years – ordering books, renewing them, etc.
4. 24 hrs! Just kidding.
5. Later hours on the weekends would be great. Having the Library open @ least until ten would be great.
6. Longer Friday hours. Longer weekend hours would be so much more convenient for out-of-town, part-time students who work full time.
7. Tim Van Hooser is always extremely helpful. He has made my experience in the library so much less stressful. Also, Barbara Gushrowski has been really helpful, especially with Brave Cat. Both of these people have gone above and beyond the call of Duty. Angela Chandler
8. Your dvds will not play in my dvd player.
9. Longer hours! The hours now are great, though! But a quiet place to study is always GREAT!
10. More on politics.
11. 24 hrs.
12. If you have a series, you need the whole series – Sword of Truth series for example.
13. 2:00 a.m.
14. More Bestsellers and recent books. It seems like all of the recent books are at Wilmington or Fayetteville.
15. The dvds don't work sometime. 24 hours.
16. Would like to see more books on tape especially horror. Library should open earlier on Sundays and stay open later on Fridays.
17. 1 a.m.
18. Open till at least 2:00 a.m.
19. More electronic resources that can be assessed {sic} from home.
20. Would like to see more general collection books.
21. I love the amount of hard work that is put into the Library, but I wish the Library was 24 hrs, or at least had its hours extended.
22. An edition of either tapes or cds for the visually impaired would be helpful. Especially for the lit classes.
23. It would be nice if the computer lab was open longer! I hate it when it closes and I have to go to the 24 hr lab. Thanks.
24. DVDS and more DVDS and make sure they are all working. Keep up good work!!
25. (9.) Not sure-guess more is better. A little more of everything shouldn't hurt. **Referring to question 9 on survey: Are there improvements you would like to see the Library make?**