

# **UNLV Libraries**

**Annual Report**

**FY06**

**(July 1, 2005 – June 30, 2006)**

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**Overview of Libraries for FY06**  
**Patricia Iannuzzi**  
**Dean of Libraries**

**Academic Year 2005-2006 Libraries Annual Report Summary and Highlights**

**Provide greater access to digital collections while continuing to build and improve access to collections in all formats to meet the research and teaching needs of the university.**

***(Collections)***

The \$477,937 addition to the base budget allowed us to cover inflation and protect subscriptions to approximately 16,000 electronic and 2,000 print journals and some 280 databases. We were also able to subscribe to 96 new journals serving all disciplines and 41 new databases representing indexes and full-text content focusing on Business, Biology, Hospitality, Ethnic Studies, Geology, History, Political Science and Sociology. We were able to acquire the Ebrary collection of 30,000 new e-books.

Using unprecedented one-time funding additions from the President and Provost totaling \$1,875,485, the Libraries added significant new databases, including the Century of Science which extends the Web of Science citation index back to 1900 for the 200 most-cited journals. We were especially successful in continuing to build our electronic journal backfile collections of some of the most prestigious and highly cited scholarly publishers in the world. We acquired the full-text backfiles of 3,604 journals, including Elsevier, *Nature*, the Royal Society of Chemistry, Springer/Kluwer and Wiley, as well as multi-publisher collections of American and international periodicals. Our online access to newspapers was expanded as well, including the entire backfile of the *Chicago Tribune* and a collection of over 1,000 early American newspapers. The backfile collections of serials purchased in the spring of 2006, with one-time and budgeted funds, represent perpetual access to 4,900 journals and newspapers and fill in significant historical gaps in our collection.

We acquired electronic collections of over 170,000 early books and other monographs from and about the Americas and Great Britain as well as some 5,000 plays from around the world. Access was also licensed to over 200,000 British Parliamentary papers, substantial historical collections of women's and immigrants' letters and diaries, as well as important literature collections focusing on African writers and Asian American playwrights.

Large gifts included the Bondanella collection in Italian Literature and Film and the archives of the Toronto World Wide Short Film Festival.

A total of 25,194 new print titles were added to the catalog database. A total of 36,820 physical pieces were added to the collections. For our electronic collections, a total of 60,140 new electronic titles and links to previously owned print titles were added to the catalog.

Access to databases was enhanced for this single most popular page on the entire library public website. AJAX technology provided a different interface to the database listing. For the library

user, this technology provides an interface where they can drill down to specific databases by selecting subject, category, and then format. A database of the week project, highlighted on the Libraries home page, also served to draw attention to these critical resources.

**Be a comprehensive resource for the documentation, investigation, and interpretation of the complex realities of the Las Vegas metropolitan area and provide an international focal point for the study of Las Vegas as a unique urban and cultural phenomenon. (*Community engagement*)**

The Western Waters grant-funded cooperative project, a CONTENTdm-based digital project, was brought to conclusion in fall 2005. UNLV's contribution was 1,674 items. In addition, our contributed items were used to create a *Las Vegas and Water in the West* digital project published in fall 2005 and available at <http://www.library.unlv.edu/water/index.html>.

*Before Gaming: Celebrating Las Vegas' Centennial 1905-2005*, a digital collection of photographs featuring some of the earliest pictures available of Las Vegas, was published in fall 2005 and is available at <http://www.library.unlv.edu/centennial>. Many of these 37 photographs are from the private collections of families who arrived in Las Vegas around the time of its incorporation in 1905: Helen Stewart, Walter Bracken, William Ferron, Ed Von Tobel, and Fred and Maurine Wilson.

The Oral History Research Center digital projects included *The Boyer Early Las Vegas Oral History Project*, containing images and audio files in multiple formats; the *Las Vegas Showgirls* exhibit, containing images, audio, and video; *Living to Dance: Tapping in Las Vegas*, containing images, audio, and video; and the *Katrina Project*, containing several audio transcripts. A UNLV oral history project "UNLV@Fifty" included 15 interviews, with 12 transcribed.

Several physical collections on Nevada or Las Vegas were expanded or initiated: Equal Rights Nevada (gay marriage); Gay and Lesbian Archives; MGM Boardwalk (advertising, promotional materials); Boyd Gaming (corporate publications, advertising, promotional materials); MGM-Mirage, (public/community relations material); Harrah's (public relations material from Caesars palace and Harrah's); Slots 'o Fun (publications, PR and promotional material); Oran Gragson Papers (former Las Vegas mayor); Sierra Club archives; Insignia Film (raw footage, materials from PBS/American Experience film, "Las Vegas, An Unconventional History"); Pace e Bene (Roman Catholic peace organization opposed to nuclear testing: newsletters); Blue Diamond Mine archives; and the Earle Rinker Collection (Tonopah/mining).

The Center for Gaming Research added substantial gaming statistical information to the Center's website. David Schwartz' book *Roll the Bones, A History of Gambling* was published by Gotham Books. Historic rare volumes, as well as additions to our corporate collections were obtained. An exhibit for this year's Global Gaming Exposition on the history of restaurants and menus in Las Vegas was produced. In conjunction with last year's G2E exhibit, September 13, 2005 was named Gaming Heritage Day by the Clark County Commission with a press conference in Special Collections.

The Arnold Shaw Popular Music Research Center transcribed oral interviews by and of Cork Proctor. The finding aids for the Arnold Shaw, and Bill Willard Collections were completed.

The Las Vegas Architects and Buildings database was launched in spring, 2006.

The Architecture Studies Library continued its collaboration with the Nevada American Institute of Architects, adding the 2005 Design Award materials to the ASL physical and digital collections <http://www.library.unlv.edu/arch/aiaawa05.html>.

**Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations. (*Services*)**

The Libraries physical facilities were upgraded in two major projects. The lighting enhancement project in Lied included correcting 5th floor (atrium) lighting; adding task lighting to study tables on the 5th floor, and study carrels on the 3rd, 4th and 5th floors; adding ceiling lighting in study areas in northwest corners of the 3rd, 4th and 5th floors; and adding work lighting above the circulation desk and in the government publications and maps area on the 2nd floor. The Curriculum Materials Library renovation project included the replacement of all public seating, installation of final signage, and installation of bathroom amenities.

Online services initiated or improved included implementation of the ILLiad interlibrary loan system, and the addition of a section on the Libraries' homepage titled "Services for . . .", which provides targeted resources by user group (graduate students, off-campus users, etc.).

A pilot project for online media reserves initiated for spring 2006. Two classes were selected for participation, MUS 786 and ICE 452/652. Thirteen films were encoded for streaming, eight for MUS 786 and five for ICE 452. Initial faculty response was very positive.

E-sound reserves were fully implemented for all music classics after successful trials during FY05, allowing students to access recorded materials on reserve from any computer, on or off campus, that has speakers and Real Media installed

A milestone was achieved in April 2006, when the wireless network was officially switched on in Lied Library, the Curriculum Materials Library (CML), and the Music Library, joining the Architecture Studies Library (ASL) in having both wired and wireless access for network connectivity.

In line with patron expectations for up-to-date computing capabilities, various sets of patron PCs were re-imaged throughout the year, providing the latest new software, existing software updates, security updates, and addressing bugs. This included both patron desktops and patron laptops. In addition, new high-speed patron networked black and white printers in Lied Library and a new large-format networked color printer in ASL were installed. These printers offer enhanced functionality for our patrons, such as 11x17 printing capabilities.

Many of these services were made possible through major infrastructure improvement. Support from the Provost allowed the Libraries to upgrade the routing infrastructure to the campus standard, replace aging servers, and upgrade computing equipment used by students and faculty. Various new server hardware components and application migrations from old to new server

hardware occurred in FY06, helping to maintain a modern network environment for library staff and patrons.

**Initiate strategic collaboration efforts and programming to ensure that UNLV graduates information literate students. (*Educational role*)**

The Head of the Instruction Department was appointed to the General Education Steering Committee and was active with the sub-committee that initiated the “linked” courses that make up UNLV's Writing Across the Curriculum efforts to date.

The Libraries developed and implemented the first annual “Libraries Award for Undergraduate Research.”

Librarians taught sessions as part of the Teaching and Learning Center’s (TLC) workshop series on plagiarism and research assignment design. They participated in the TLC’s intensive introduction to teaching seminar for graduate teaching assistants, and in the New Faculty and Professional Staff Orientation.

Librarians served as co-principal investigators on TLC/Library -sponsored mini-grants designed to make changes in individual courses.

Librarians in collaboration with staff from the career services office and teaching faculty from the College of Hotel Administration developed an assignment to promote student information literacy. The assignment development is the focus of ongoing refinement, spin-off development, and scholarship efforts for those staff involved.

Tutorials were developed or revamped, as a means of library skills instruction. A new "Finding Books" tutorial, which takes advantage of Macromedia Flash to demonstrate the process of using the catalog and call numbers to find a book in the Libraries' collections was created, as were web-based mini-tutorials (RefWorks, Finding Books) that can be adopted by classroom instructors and integrated into course design to provide performance-based instruction. CML created a Macromedia Captivate tutorial to aid patrons in searching for electronic reserves (<http://www.library.unlv.edu/cml/ereserves.html>) and searching and exporting articles indexed in EBSCO's Professional Development Collection, a heavily-used database in Education. The ASL added a copyright and ethical use component to its images tutorial and created a captivate tutorial on most often asked questions: how to use e-reserves, how to renew online, how to find rebelmail, and how to put money on the rebel card.

CML staff produced a template for customized course handouts created for each CML instruction session. Staff expertise was utilized to create workshop sessions in collaboration with individual faculty or groups of faculty. Examples of this include two sessions on Multicultural Juvenile Literature Awards and a workshop titled "Integrating National Council of Social Studies (NCSS) Notable Books into Your Instruction."

The ASL continued to solicit feedback from faculty on core competencies for architecture students and work to integrate these competencies into specific courses.

A new training element was put into place for Music Library student workers. In addition to the regular training received on circulation and other routine tasks, the student workers now receive a training element that resembles a “research methods” course. This will enable them to become much like peer “coaches” to their student colleagues who come into the Music Library seeking help.

The Music Librarian continues to be an integral partner with many of the Music department faculty, continuing to teach several classes at the undergraduate and graduate level, enabling information literacy to become part and parcel of the curriculum. In addition, the Music Librarian has been asked to aid in the development of a doctoral-level jazz curriculum, an opportunity for the future to further infuse advanced information literacy concepts into the graduate curriculum.

Dance resources web pages were developed and posted to the Music Library website over the past year; Dance faculty are promoting these websites and supporting library efforts to incorporate information literacy efforts where appropriate in collaboration with the Music Library.

A basic course of study has been developed for Music Appreciation students, generally non-music majors, to introduce basic concepts, such as the concept of subject-specific dictionaries. This project is being developed in conjunction with the faculty coordinator for music appreciation courses as well as the graduate assistants who teach them.

A Music Education Resource Guide has been developed and posted to the Music Library website to enable music education students to gain access to music education resources within the libraries and on the web. An integral part of this resource guide are tutorials guiding the students through to the understanding of information literacy concepts

Special Collections conducted a workshop each semester for University College capstone projects and classes which require producing an oral history. The department also conducted primary source instruction for history classes and for sociology methods class.

**Establish a coherent, consistent library-wide external relations program that focuses on new and existing services and collections. (*External Relations*)**

External Relations as a new unit began to take shape in June 2005. An External Relations Specialist was hired in June 2006. The unit’s principal accomplishment grew out of a collaboration with Marketing and Public Relations; a contractor was hired to create the Libraries first comprehensive, audience-based communications plan.

The UNLV Libraries was highly successful in its fundraising efforts during FY06. Highlights of these fundraising accomplishments include \$270,000 from the Tiberti family to complete a \$350,000 pledge commitment funding an unrestricted endowment; MGM/Mirage’s corporate archives valued at \$350,000; thousands of dollars in memorial donations, including a significant number of donations made in honor of the passing of longtime library supporter and friend, J. A. Tiberti; \$100,000 from Flora and Stuart Mason to implement the Undergraduate Peer Research Coach pilot program; the successful cultivation of a donor who eventually signed an MOU for an

estimated \$1 million bequest; and a \$25,000 pledge from Libraries Advisory Board member Lance Calvert.

ASL supplied a column for the monthly AIA Las Vegas Forum – a print newsletter. The ASL continued to provide a venue for the Klai Juba architecture lecture series, as well as the ASL exhibit program, with this year's exhibits including student work and work from the professional community .

The CML collaborated with Curriculum & Instruction faculty members to host events throughout the year, including a reception for author Kimberly Willis Holt and a Technology Fair co-sponsored by the Department of Curriculum & Instruction and the Computer Using Educators of Southern Nevada (CUE-SN). CML collaborated with Project T.E.A.C.H. (Teacher Education Academy at Clark High School) on two occasions, including a two-week intensive campus experience where the students spent two hours per day at CML in “study hall,” utilizing the collections and technology to complete class assignments. CML applied for and was awarded a *We the People “Becoming American” Bookshelf* through the National Endowment for the Humanities.

Special Collections events included a reception for author Annelise Orleck and her book *Storming Caesars Palace* and a Show & Tell of Special Collections materials for attendees of the ALADIN Conference. Staff made a presentation to the Soroptomists Dinner in March on the Nevada Women's Archives and worked with consultants for the downtown post office Post Modern museum for potential exhibits.

**Devise and implement an evaluation plan that is outcomes based and studies direct outcomes for individuals and groups who use the Libraries, and indirect outcomes that impact the university, its related educational and service communities, and the campus learning environment. (Evaluation)**

A major component of the Libraries assessment efforts is LibQual+, a national instrument used to assess academic library service quality, collections, and facilities. This survey was implemented at UNLV in spring of 2006 – the third such implementation. UNLV Libraries has used past LibQual+ results as an instrument for positive change in response to the evaluations of those who matter most - library users across the University, whether on-campus or at remote locations.

Results from the 2006 implementation indicate that UNLV mean scores of perceived quality are higher than average for college and university libraries, save the Affect of Service dimension. This should place UNLV above the 50<sup>th</sup> percentile for Information Control, Library as Place, and in total overall quality. UNLV mean scores were also higher than the mean scores for all colleges and universities for desired and minimum levels of quality. UNLV users have higher than average standards for all dimensions of library quality. Their service “beltline” is higher average and their expectations are greater than average.

The survey also provides results for distinct audiences. 2006 results showed a distinct difference between undergraduate students, and graduate students and faculty in terms of their library use and service expectations. Undergraduates value and use the physical library in far greater

numbers and at higher rates than do graduate students and faculty, although all groups are happy with the comfortable space and inviting location(s) offered by library facilities at UNLV. A common thread across all user groups (though more from faculty and graduate students than undergraduate students) is the desire for easy and independent access to greater content (particularly journals) through a library Web site that is accessible from remote locations. In fact, the Information Control dimension had the highest desired scores from all user groups. The Libraries recognize the importance of electronic resources and access. LibQual results reinforce library staff perceptions, showing the frequency of online use of library resources increased across all three groups between 2004 and 2006. Physical resources remain important however. Although the frequency of use of resources in the physical library by faculty remained flat, it increased for undergraduate and graduate students.

Additional more limited assessment projects are also underway. The Materials Ordering and Receiving Department began to establish procedures to maximize the usefulness of vendor-supplied data regarding our subscriptions. Internet Messenger (IM) statistics generator software was developed keep and maintain accurate statistics on chat reference using IM. In-depth analysis and assessment of jazz collection was begun with the prospects of a jazz DMA program. Three sources were identified to be used as a tool for analysis, and comparing ours against these was begun. In addition, jazz faculty were solicited for input into the process.

## **Libraries Administration**

### **Human Resources**

**Suzanne Devlin**

**Libraries Human Resources Manager**

### **Accomplishments, Activities and Highlights**

#### Position Activity

- The Libraries conducted successful searches for
  - Head, Document Delivery Services
  - Web Services Librarian, Science Librarian
  - Digitization Projects Librarian
  - Web Technical Support Manager
  - External Relations Officer
  - Director of Development.
- Continuing vacancies due to resignations or retirements include
  - Libraries Human Resources Manager
  - Director, Knowledge Access Management
  - Head, Web and Digitization Services
  - Head, Media and Computer Services
  - Head, Collection Development
  - Public Services Librarian, and Engineering Librarian.
- Classified recruitments included
  - Administrative Assistant III in Library Administration
  - Library Technician I positions in Curriculum Materials Library, Media and Computer Services, Research and Information, and Bibliographic and Metadata Services
  - Library Assistant III in Circulation.
- Retirements were celebrated for
  - Ken Bierman, Director, Knowledge Access Management
  - Ida Bowser, Library Technician I.

#### Staff Development and Training

- Thirty-seven faculty or professional staff members traveled to 69 training or conference events, which included American Library Association annual and mid-winter conferences, the Society of American Archivists, Internet Librarian Conference, the Society of Southwestern Archivists, LOEX of the West, and the North American Serials Interest Group.
- Representing the UNLV Libraries, faculty traveled to meet with staff of the Mellon Foundation, members of the Nevada Library Directors, the Utah Academic Library Council, the Association of Research Libraries, the EPSCOR Science information Group, the International Coalition of Library Consortia, the Depository Library Council, and the Council for Networked Information. Faculty also traveled to meet with colleagues at the University of Utah, Brigham Young University, and the University of Nevada-Reno. In all, 19 faculty or professional staff members traveled to 44 meetings or appointments with colleagues.

- Faculty also took advantage of online professional development offerings by registering for courses on current copyright issues, digital content management, electronic collection development, and electronic resources and copyright.
- Systems staff members attended Oracle, Sun Solaris and Novell Brainshare training events.

## **Facilities**

### **Jimmy Jones**

#### **Facilities and Security Manager**

### **Accomplishments, Activities and Highlights**

A number of facility repairs and enhancements were made during FY06. They included:

- Workspace reconfigurations in Bibliographic and Metadata Services (redesign/rebuild double cubicle for bindery processing), Web and Digitization Services.(construct new cubicle), Instruction (redesign/rebuild two cubicles, and remove cubicle for additional workspace expansion in Document Delivery Service.
- Completed major lighting enhancement project in Lied that included correcting 5th floor (atrium) lighting; adding task lighting to study tables on the 5th floor, and study carrels on the 3rd, 4th and 5th floors; adding ceiling lighting in study areas in northwest corners of the 3rd, 4th and 5th floors; and adding work lighting above the circulation desk and in the government publications and maps area on the 2nd floor. Wide lighting control was re-routed from a single workstation behind the circulation desk to the desktops of the Facilities and Security Manager, the Security Officer Supervisor, and the Administrative Assistant.
- Completed Walker duct (cell deck) repair to flooring at the Architecture Studies Library.
- Upgraded the HVAC and revised duct work in and around Lied Room 2271C.
- Performed complete replacement of faculty office furniture in Lied Library, and removal to surplus of existing furniture.
- Completed additional work at Curriculum Materials Library to finish renovation project, including the replacement of all public seating and removal to surplus of existing seating, installation of final signage, and installation of bathroom amenities.

Other projects included installing blinds in Lied Room 2141 (R&I workroom), arranging for additional custodial shifts during mid-terms and finals, installing a fuse panel and new circuits in Systems and the loading dock, purchasing a new golf cart, installing a man-gate in the fence enclosure leading to the Lied boiler room, removing damaged carpet islands in the Lied lobbies, and managing the installation of the Global Gaming Exhibit in Lied Library.

Libraries Security Officers continue to provide evening coverage to the Weiner-Rogers Law Library and to the branch libraries, and open-to-close coverage for Lied Library. Security Office logs recorded the following types and frequencies of events:

- 67 incidents of disruptive behavior or problem sleepers
- alarm system responses (3 Special Collections; 1 CML) UNLV-PD responded to all
- 11 reports of theft of library property
- 17 reports of theft of private property
- 8 requests for assistance from UNLV-PD

- incidents to render aid to sick or injured patron or staff (2 staff; 4 students)
- 20 community patrons trespassed from UNLV Libraries
- 3 acts of vandalism
- responses from Clark County Fire Department (2 no injury; 4 injury or illness)
- 2 assaults
- cases involving violation of UNLV Libraries Policy
- cases of violation of Student Code of Conduct
- 1,025 items logged as lost property and claimed or transferred to UNLV-PD

## **External Relations**

**MJ Miller**

**Director, External Relations**

### **Accomplishments, Activities and Highlights**

- This new unit began to take shape in June 2005. an External Relations Specialist was hired in June 2006.
- The unit's principal accomplishment grew out of a collaboration with Marketing and Public Relations; a contractor was hired to create the Libraries first comprehensive, audience-based communications plan. The plan was developed in collaboration with library staff.
- The Libraries' External Relations Committee was established with representation of faculty, professional and classified staff. Committee members first met in May and agreed to a list of priorities for the External Relations unit which included:
  - developing a design family for the Libraries
  - creating print collateral
  - developing procedures and policies for creating print pieces throughout the Libraries.

## **Development**

**Zachary Smith**

**Director of Development**

### **Accomplishments, Activities and Highlights**

In FY06, the UNLV Libraries fundraising and development program experienced tremendous change. At the end of FY05, Dani Porter transitioned from Director of Development to External Relations Specialist. As a result, the position of Director of Development was vacant for much of FY06. During this time, MJ Miller assumed fundraising and development responsibilities on a limited basis in coordination with her duties as Director of External Relations and Organizational Partnerships. Subsequently, Dani Porter left the UNLV Libraries in the fall of 2006.

On February 1, 2006 Zach Smith assumed the position of Director of Development for the University Libraries. Once Zach arrived, MJ Miller transferred all individual fundraising and

development responsibilities to Zach, while maintaining the responsibilities of fundraising through corporations and foundations.

The following summary outlines the past fiscal year's fundraising activities (2005-2006), including a detailed report of funds received through various programs such as the Dean's Associates, memorials, endowments, gifts-in-kind (GIK), and others.

General	Gift Count	Amount
<b>Total Cash:</b>	<b>214</b>	<b>\$437,055.35</b>
<b>Total GIK:</b>	<b>5</b>	<b>\$368,782.74</b>
<b>Total Deposits (Cash &amp; GIK):</b>	<b>219</b>	<b>\$805,838.09</b>

Detail	Gift Count	Amount
Library Society:	2	\$900.00
General/Memorials:	147	\$44,472.78
Special Collections:	4	\$367,912.91
Oral History:	5	\$1,800
General Libraries:	36	\$108,958.75
Dean's Associates:	19	\$9,770
Tiberti Family Endowment:	2	\$270,300.00
Board of Regents – General	1	\$223.65
Board of Regents – Memorials	2	\$1,500

- The UNLV Libraries was highly successful in its fundraising efforts during FY06. Highlights of these fundraising accomplishments include \$270,000 from the Tiberti family to complete a \$350,000 pledge commitment funding an unrestricted endowment; MGM/Mirage's corporate archives valued at \$350,000; thousands of dollars in memorial donations, including a significant number of donations made in honor of the passing of longtime library supporter and friend, J. A. Tiberti; \$100,000 from Flora and Stuart Mason to implement the Undergraduate Peer Research Coach pilot program; the successful cultivation of a donor who eventually signed an MOU for an estimated \$1 million bequest; and a \$25,000 pledge from Libraries Advisory Board member Lance Calvert.
- The Libraries development program further engaged the Libraries Advisory Board. This was accomplished by holding four meetings of the board, refocusing board priorities, and engaging the board in revising their bylaws. In addition, six new Libraries Advisory Board members were recruited, bringing the total number of board members to 17.
- Multiple cultivation and stewardship events were held. Libraries Advisory Board member Flora Mason and her husband Stuart hosted a welcome dinner for Dean Iannuzzi at their home during the fall. Furthermore, the director of development and dean hosted numerous fundraising meetings and lunches. In addition, Dean Iannuzzi and her husband Bill opened their home for a fundraising dinner, hosting Lance & Elena Calvert and Arne and Lynn Rosencrantz.

**Budget**  
**Gail Munde**  
**Associate Dean**

Total UNLV funding from all sources spent on Libraries in FY06 was \$16,719,922. \$15,938,922 was expended through Libraries accounts and \$781,000 through Provost's accounts. The budget consisted of three primary expense categories: Salaries and fringe benefits (48%), acquisitions (45%) and operations (7%). The most notable budget event of the year was the receipt of additional support for acquisitions and operating expenses. The appropriated base budget for acquisitions of \$4,859,263 was enhanced by \$1,875,485 in one-time funding from the President, which was expended through the Libraries primary acquisitions account. The Provost authorized an additional \$781,000 in one-time operating expenses through Provost's accounts, bringing the total budget enhancement to \$2,656,485.

The operating budget, which consists of student wages, supplies, telephone and postage, facility and property maintenance, equipment and travel totaled \$1,065,898, plus \$781,000 expended from a Provost's account, for total operating expenditures of \$1,846,898. This support allowed the Libraries to upgrade the routing infrastructure to the campus standard, replace aging servers, and upgrade computing equipment used by students and faculty. The largest category expenses were \$888,632 for computing and library equipment, \$262,625 for student wages, and \$155,000 for equipment maintenance agreements.

**Tours/Visitors**  
**Lee Scroggins**  
**Executive Assistant**

3M  
ALADN Conference Attendees  
Alma College  
Amherst University, Massachusetts  
Association of College and Research Libraries' Executive Director  
Brock University, Ontario Canada.  
Carnegie Mellon University in Qatar  
Case Western Reserve  
Chemnitz University of Technology, Chemnitz, Germany  
CISCO  
Gear Up & Teach students (CAEO)  
Joe Mackey Elementary  
KVLX  
Las Vegas Clark County Library District  
Light Fair conference attendees  
Loyola Marymount College  
Marriott Library, Utah  
Ministry of Manpower from Singapore  
MIT

National Library of China  
Nevada Women's History Project  
One Global Events & Marketing, Toronto, Canada  
OSHER Program  
Providence Associates, Inc., Cottonwood, Arizona (a library consultants group)  
Red Hatters Group  
Redgear College, Alberta Canada  
Sonoma State University  
Southwest Oral History Association  
Tokyo Foundation  
University of Alabama at Birmingham  
University of California, Long Beach, California  
University of Chicago  
University of Nebraska-Lincoln  
University of Pennsylvania Libraries  
University of South Florida  
UNLV's Association of Computing Machinery Club  
UNLV's Honors College students and parents  
UNR Science Group  
Virginia Tech

**Collection Development and Management Division**  
**Christopher Sugnet**  
**Director, Collection Development and Management**

**Collection Development Department**  
**Christopher Sugnet**  
**Acting Head, Collection Development**

**Accomplishments, Activities and Highlights**

From July to September, 2005, the Collection Development Department continued to report to Gail Munde, Associate Dean. The Department Head, Reeta Sinha, left on April 18, 2006. Chris Sugnet, Director of Collection Management, assumed her duties with help on licensing from Cory Tucker, Business Liaison Librarian.

Strategic Goal 1, Increasingly provide access to digital collections and services to support instruction, research, and outreach while improving access to the UNLV Libraries' print and media collections.

- **Serials Review Group.** The Group, comprised of subject liaisons, chaired by the Head of Collection Development and assisted by Collection Development staff, reviewed requests for new serials in both the fall and spring. Requests were reviewed for both electronic databases and for individual titles. The fall 2005 serials review group approved \$50,000 in new serial subscriptions and the spring 2006 review resulted in approval of an additional \$150,000 in new serials requests. The lists of approved resources are available on the Collection Development website.
- **Appropriated budget.** The \$477,937 addition to the base budget allowed us to cover inflation and protect subscriptions to approximately 16,000 electronic and 2,000 print journals and some 280 databases. We were also able to subscribe to 96 new journals serving all disciplines and 41 new databases representing indexes and full-text content focusing on Business, Biology, Hospitality, Ethnic Studies, Geology, History, Political Science and Sociology. Included are backfiles to almost 300 journals in the JSTOR Arts and Sciences and Biology collections. The budget also allowed us to maintain our robust level of purchasing of printed books and monographs in other formats.
- **One-time funding.** Using unprecedented one-time funding additions from the President and Provost totaling \$1,875,485, Collection Development facilitated the addition of significant new databases, including the Century of Science which extends the Web of Science citation index back to 1900 for the 200 most-cited journals. We were especially successful in continuing to build our electronic journal backfile collections of some of the most prestigious and highly cited scholarly publishers in the world. We acquired the full-text backfiles of 3,604 journals, including Elsevier, *Nature*, the Royal Society of Chemistry, Springer/Kluwer and Wiley, as well as multi-publisher collections of American and international periodicals. Our online access to newspapers was expanded as well, including the entire backfile of the *Chicago Tribune* and a collection of over 1,000 early American newspapers. The backfile collections of serials purchased in the spring of 2006, with one-time and budgeted funds, represent perpetual access to 4,900 journals and newspapers and fill in significant historical gaps in our collection.

- Electronic books and other texts. Collection Development facilitated selection and licensing of significant digital collections of books, plays, and historical papers and diaries. With our addition to base we were able to acquire the Ebrary collection of 30,000 new e-books. One-time money fueled the acquisition of the entire print runs for 2005-2007 from the prominent scholarly publisher Springer bring us access to 6,000 new electronic books in the sciences, medicine, technology and social sciences. We acquired electronic collections of over 170,000 early books and other monographs from and about the Americas and Great Britain as well as some 5,000 plays from around the world. Access was also licensed to over 200,000 British Parliamentary papers, substantial historical collections of women's and immigrants' letters and diaries, as well as important literature collections focusing on African writers and Asian American playwrights.
- Gifts. The freeze on accepting gifts in kind for the collections was lifted during the FY06. There was a significant increase in large gifts to the Libraries. Concurrently, the Director of Collection Management took primary responsibility for gifts policies and procedures and screening initial offers from donors. Large gifts included the Bondanella collection in Italian Literature and Film, the archives of the Toronto World Wide Short Film Festival, and some smaller collections focused on Chinese politics, Paleontology, and Anthropology.
- Consortia. Collection Development continued and strengthened shared licensing with active involvement in the Utah Academic Library Consortium, the International Coalition of Library Consortia, and the EPSCOR Science Information Group.

Strategic Goal 3, Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations included:

- Scopus. UNLV Libraries continued as one of the original five North American development partners for this new, innovative information resource from Elsevier. The new citation tracker feature was launched with Scopus in January (unveiled at ALA Midwinter). UNLV librarians and faculty participated in the citation tracker beta test in the fall of 2005. During February and March, UNLV was also invited to test a new desktop tool called IntelliGent. Running in the background, IntelliGent is designed to provide search results to the user based on what appears on the users' desktop (for example, the databases s/he is searching, websites visited, etc. In April 2006, Eva Stowers took over as the administrator of the Scopus/UNLV development partnership, which runs through 12/31/07. Cory Tucker was also added to the "Scopus Team", which also includes Michaelyn Haslam and Sidney Watson.

## **Document Delivery Services Department**

**Michelle Batchelor**

**Head, Document Delivery**

### **Accomplishments, Activities and Highlights**

Document Delivery Services Goal, Provide efficient and friendly customer service, maintaining quick turn-around time for requests.

- Implementation of the ILLiad interlibrary loan management software began in December 2005 with a training session from John Brunswick from Atlas Systems Inc. This integrated our Docline and OCLC lending into one streamlined workflow.

- Our new Electronic Funds Transfer System account was set up in August 2005 for billing for items delivered via the Docline lending system. In March 2006, we began using this EFTS account for deposits from libraries that can only pay by check. Implementation of this system has saved time for staff in both DDS and Administration departments.

## **Materials Ordering and Receiving Department**

**Xiaoyin Zhang**

**Head, Materials Ordering and Receiving**

### **Accomplishments, Activities and Highlights**

Material Ordering and Receiving's (MOR) accomplishments and activities fit into UNLV Libraries Strategic Plan 2005-2010 Goal 1, Goal 3, and Goal 6.

- Successfully managed expenditures and encumbrances of the library materials budget of \$6,734,748.00. Monitored closely all funds and reported problems in a timely manner to the appropriate parties for action. Produced monthly financial reports to aid in Libraries materials budget planning.
- Worked collaboratively with Collection Development and subject librarians to acquire materials in all formats with budgeted funds and copious year-end money.
- Implemented the process of inputting invoice payment vouchers in Advantage.
- Completed the subscriptions annual renewal process in a timely manner. Assisted the Collection Development staff in making electronic resources renewal decisions by providing them with useful and updated renewal information.
- Evaluated the ordering process for the Music Library. Trained the Music Library staff on the procedures for acquiring specialized music items.
- Refined the procedures for ordering with GOBI2 and ensured that GOBI2 orders were placed daily and no backlogs were created.
- Began to establish procedures to maximize the usefulness of vendor-supplied data regarding our subscriptions.
- Provided training sessions to the new subject librarians to familiarize them with MOR operations.
- Provided learning opportunities for staff to develop their technical skills and knowledge to acquire and process materials in all formats. Deepened the experience and understanding of staff in maintaining access to electronic resources through Serials Solutions, SFX, and EZProxy.
- Continued to refine the procedures for the Millennium Acquisitions and the Millennium Serials Modules.
- Participated in discussions with BMS to better coordinate serials processing.

**Knowledge Access Management Division**  
**Jason Vaughan**  
**Interim Director, Knowledge Access Management**

**Bibliographic and Metadata Services Department**  
**Judith Carter**  
**Head, Bibliographic and Meta Data Services**

**I. Accomplishments, Activities, and Highlights**

The following accomplishments of the Bibliographic and Metadata Services Department (BMS) during FY06 supported Strategic Goal 1 from the FY05 annual report.

- A total of 25,194 new print titles were added to the catalog database. A total of 36,820 physical pieces were added to the collections. For our electronic collections, a total of 60,140 new electronic titles and links to previously owned print titles were added to the catalog.
- Rand Corporation publications. Initiated procedures to catalog currently received titles and select retrospective titles to provide better access to these resources. A total of 1,047 Rand publications were cataloged in the fiscal year, most titles include both print and electronic access to the information.
- Theses and Dissertations. A new procedure for handling and cataloging theses and dissertations was implemented to streamline processing and provide better access in the public catalog. Manuscripts come directly to BMS from Special Collections (bypassing Materials Ordering and Receiving (MOR)) and are fully cataloged by classified staff using a general UNLV call number, advisor added entry, subject heading for award granting college, and keywords provided by the author. Using this process, manuscripts are cataloged and ready for binding within two weeks of receipt.
- New spine label printer. In July 2005 it became necessary to find a spine label system to replace our existing outgrown, homegrown program. In December we successfully implemented the CompuType system that uses a networked 'morpher' that allows printing from any location. The system works with the Millennium system and spine label configuration is determined by the item's location code. Special printers were placed in BMS and in Music. Since implementation, three other departments have found it useful for day-to-day-labeling.
- Bindery. In March 2006 BMS assumed the responsibilities for commercial bindery processing for periodicals, scores, library and personal thesis and dissertations, and monographs. We installed shelving and reconfigured two cubicles into one to provide space for this assignment. Primary responsibilities have been assigned to existing staff, split along periodical and monographic lines with general assistance from a half-time staff person shared with Document Delivery Service. March-June 2006, over 3,500 items were handled. In May and June, we updated personal thesis binding procedures, posted them to the web, and moved the service point from Special Collections to Circulation.

In support of Goal 2, Objective 1:

- The Metadata Standards cataloger contributed significantly to the *Las Vegas and Water in the West* and *Showgirls* projects. She worked closely with DiMeMa and OCLC to resolve

barriers to loading pamphlet files for *Water* and designed the metadata template for *Showgirls*.

Other highlights:

- Completed retrospective cataloging kit project for Curriculum Materials Library (CML). Over the life of the project, staff cataloged 497 kits.
- Training. In August 2005 staff from Lied, CML, Music, Architecture, Law, Desert Research Institute and the Community College of Southern Nevada attended two days of on-site training for the Millennium Cataloging module of our shared Innovative system. In May 2006, Lied hosted four days of serials cataloging classes taught by BCR attended by six Lied Library staff.

## II. Statistical Data

- Overview. A total of 83,009 titles were added to the catalog database. Total number of titles/copies/links added was 96,960. Of the 83,009 titles; 11,136 were cataloged in-house (13%), 14,058 represented YBP shelf-ready books (17%), and 57,815 were batch loads for electronic resources such as ebrary, Lion, NetLibrary, Early English Books online, and Thomason Tracts (70%).
- Total non-batch load titles were 25,194. Of these 11,136 were cataloged in-house (44%) and 14,058 were provided as Shelf Ready materials (56%). Of the 14,058 Shelf Ready records, 3,903 were brief Prov+ records (28%) and required further cataloging.
- Of the 11,136 titles cataloged in-house; 5,658 were monographs (51%), 664 were print periodicals and serials (6%), 765 were electronic serials (7%), 95 were electronic resources/books (<1%), 1,612 were scores (14%), 337 were Thesis/Dissertations (3%), and 2,005 were media (18%). Approximately 1,500 electronic links were added to print records.

### Systems Department

Jason Vaughan

Head, Systems Department

### Accomplishments, Activities and Highlights

The items below comprise highlights which represent activities closely supporting or otherwise feeding into several of UNLV Libraries' 2005-2010 strategic goals: Strategic Goal 1, Objective 3, Digitize collections; Strategic Goal 2, Objective 1, Facilitate real and digital access to materials and information; and Strategic Goal 3, Objective 1, Continue the development of a robust and dynamic library web presence that provides access to library resources and services for users wherever they are whenever they need it. In addition, they directly support or feed into the newly proposed or reworded additional strategic plan goals: Strategic Goal 3, Objective 2, Maintain and continue to improve upon the physical and technological environments that enable service delivery; Strategic Goal 3, Objective 6, Improve services to users who do not have physical access to our print collections; and Strategic Goal 3, Objective 7, Continue to monitor and experiment with emerging services and to refine current services to meet the changing needs of a diverse user population. Libraries Systems maintains and enhances various systems

providing connectivity to and hosting of resources for our patrons and staff. Maintaining and enhancing these systems ensures efficient, secure access to our growing collection of electronic resources, and helps achieve nearly 100% availability to these resources. Highlights follow.

#### Network/Server/Infrastructure Enhancements

- **Wireless Network.** A milestone was achieved in April 2006, when the wireless network was officially switched on in Lied Library, the Curriculum Materials Library (CML), and the Music Library, joining the Architecture Studies Library (ASL) in having both wired and wireless access for network connectivity. This project involved detailed collaboration with Campus Computing. Benchmarks included:
  - Coordination of a wireless site survey conducted by an outside vendor for Lied Library, CML, and the Music Library, with a follow-up thorough review of the report deliverables, which informed the purchase of equipment and access point installation locations and channel settings.
  - Oversight of the conduit/cable/access point installation work by an outside contractor. This involved vendor walkthroughs in the bid process, work with Purchasing on the contract, staging supervision, installation monitoring, and post-walkthrough inspection. This effort included assistance from Planning and Construction.
  - Ordering, receipt, and installation of over \$100,000 worth of wireless network hardware (the Cisco switches, access points, and antennas to support the wireless network), and connection coordination with Campus Computing to the emerging wireless enterprise network.
  - Regular updates to all library staff on the progress of the wireless network, including a page on the Systems' Intranet serving to help educate library staff on the wireless network. In addition, project scheduling coordination with Library staff and tenant organizations residing in Lied Library, to make sure inconvenience was minimized during the work.
  - Sample testing of the network prior to switch-on; signal strength testing of the network in various areas of the Libraries.
  - Coordination with Campus Computing regarding support needs of students connecting to the wireless network.
- **Preplanning and initial conversion to a Cisco-based network infrastructure.** A large-scale project to fully convert Lied and all the branch libraries to a Cisco-based network commenced and is expected to be completed in FY07. This project involved detailed collaboration with Campus Computing, and many important benchmarks were achieved, including:
  - Conducting an initial review of all existing library network electronics (primarily switches and routers), and listing out tentative Cisco replacement equipment.
  - Several meetings with Campus Computing outlining the migration to a Cisco network, the connection to the campus backbone and the branch libraries, and measuring progress on the various migration items.
  - Working with Cisco and Campus Computing to define the bill of materials, produce quotes, order, and receive equipment totaling over \$600,000. In addition, new UPS systems were specified and ordered to accommodate the new network.

- Assessing required electrical work modifications to the computer room and various library wiring closets, and working with the building manager and Facilities Management to complete the required work.
- Configuring an initial set of Cisco hardware to better understand the migration and implementation steps required for the computer room and wiring closets. This was an immediate precursor to the full network implementation expected to occur later in the summer.

New Server Installations / Application Migrations. Various new server hardware components and application migrations from old to new server hardware occurred in FY06, helping to maintain a modern network environment for library staff and patrons. Work included:

- Physical installation and configuration of new Dell server hardware, and successful migration of the Libraries' staff Novell environment from six-year-old Dell servers to a new Dell cluster environment, providing enhanced redundancy and failsafe mechanisms to help ensure high uptime of this critical resource.
- Migration of the Uniprint pay for print system, ERES electronic reserves system, and Symantec Antivirus server to the new Dell hardware. Associated with this was the implementation of server virtualization through the research, evaluation, and implementation of VMware, allowing us to better manage our server-based systems and increase our hardware flexibility.
- Successful installation of new Dell hardware supporting the Lied Automated Storage Retrieval (LASR) system, and successful migration of the LASR software from a SCO Unix environment to a Redhat Linux environment. In short, this project modernized both the hardware and software operating system upon which this system is based.
- Testing of a new web server environment, a project which will be completed in FY07. Systems worked to learn and configure services within a significantly enhanced new Sun Solaris operating system, and architected a new layout for web services, consisting of an internal web development server, a public web server, and a database server. After specifications, ordering, and receipt, Systems physically configured and installed the new Sun hardware, and later conducted performance tests. Systems worked with Web and Digitization Services staff to migrate data/services to this new web server environment (over 80gb of data), which included significant upgrades and testing to the software driving various database driven webpages on the Libraries' website.

Various Network Application Updates / Enhancements

- Installed SSL (secure sockets layer) functionality on the EZproxy proxy server, providing an industry-standard, widely implemented protocol to provide secure communications during the login process with the EZproxy server. In addition, Systems migrated EZproxy to a different network port (port 80), alleviating issues for offsite users connecting through a firewall or otherwise trying to connect through barriers imposed by their Internet Service Providers.
- Updated the license key for the Uniprint Pay for Print software and worked with Student Life to foster minimal downtime of Uniprint while Student Life upgraded the RebelCard system which Uniprint communicates with.
- The CONTENTdm software was updated several times during FY06.

- Upgraded several important software components housed on our public and private web servers, including Apache (web server software) and php and perl modules (used to program much of the enhanced database / scripting functionality associated with the website).
- Various Innopac / Millennium integrated library system updates occurred, including the installation of additional bibliographic, item, and authority records; onsite installation and basic training of the Innovative Millennium software for DRI staff; and upgrading the system software to Release 2005 1.2. In addition, Systems continued to perform regular Innopac account maintenance, creating thousands of new patron records, extending expiration dates on valid existing accounts, and deleting no longer valid accounts.

#### Additional Projects / Service Enhancements

- Re-imaged various sets of patron PCs throughout the year, to provide the latest new software, existing software updates, security updates, and to address bugs. This included both patron desktops and patron laptops. Systems continued the practice of temporary configurations of PCs to aid yearly processes such as the student registration cycle. Systems assisted with continued modification of various user group computer privileges in the patron environment as requested by Public Services.
- Evaluated Windows XP Service Pack 2 and installed this important update on all library PCs, staff and patron, running under Windows XP.
- Replaced aging scanners with newer models on various patron PCs.
- Configured dozens of new student laptops for the student laptop checkout service. These laptops were put into service in Lied, ASL, and CML. Systems later configured wireless network compatibility for these laptops.
- Installed new high-speed patron network black and white printers in Lied Library and a new large-format network color printer in ASL. These printers offer enhanced functionality for our patrons, such as 11x17 printing capabilities.
- Working collaboratively with Public Services and Security, Systems developed an automated routine to power up and shut down all patron PCs within Lied Library.
- Worked with Bibliographic and Metadata Services staff on the implementation of the Libraries' new spine label printing system, Computype.
- In addition to routine ordering of software/hardware throughout the year as requests arose, Systems worked with Libraries administration and others to order the hardware and software items approved by Cabinet during the two major ordering cycles in late summer 2005 and spring 2006. A large amount of year-end funds was received by the Libraries in spring; Systems worked to specify and order hundreds of thousands of dollars worth of equipment, including printers, scanners, computers, servers, and software. Systems continued their annual work with Libraries administration to renew maintenance and licensing agreements on hundreds of thousands of dollars worth of equipment and software.
- Assisted with the installation of a new large format book scanner and an additional copy of the Ariel document delivery software in Document Delivery Services (DDS). Systems installed a new 60 inch large format printer in the Web and Digitization Services (WDS) digitization lab.
- With the help of library staff, Systems successfully upgraded all library staff from a significantly older version of Lotus Notes to Lotus Notes Version 7.

- Assisted with the computer disassemblies / reassemblies to help accommodate the new office furniture received by about three dozen library staff.
- Participated in various tours, demos, and discussions as the need and/or requests arose.
- Working collaboratively with DDS staff, Systems assisted in the Libraries' new Illiad document delivery system implementation. This included help addressing the vendor's technical questions as they arose; provisioning access to Illiad from the Libraries' express workstations; configuring user account details; coordinating WDS work on developing an internal program to better secure information transferred to the system, and configuring the DDS front counter workstation used by staff to assist users wanting to request items.

## **Web and Digitization Services Department**

**Jason Vaughan**

**Acting Director, Knowledge Access Management Division**

### **Accomplishments; Activities and Highlights**

The items below comprise highlights which represent activities closely supporting several of UNLV Libraries' 2005-2010 strategic goals: Strategic Goal 1, Objective 3, Digitize collections; Strategic Goal 2, Objective 1, Facilitate real and digital access to materials and information that document the history, culture, social, and environmental setting of Las Vegas and its region by identifying, collecting, preserving, and managing information and materials in all formats; and Strategic Goal 3, Objective 1, Continue the development of a robust and dynamic library web presence that provides access to library resources and services for users wherever they are whenever they need it. In addition, they directly support or feed into the newly proposed or reworded additional strategic plan goals: Strategic Goal 3, Objective 2, Maintain and continue to improve upon the physical and technological environments that enable service delivery; Strategic Goal 3, Objective 6, Improve services to users who do not have physical access to our print collections; and Strategic Goal 3, Objective 7, Continue to monitor and experiment with emerging services and to refine current services to meet the changing needs of a diverse user population.

#### **Discussions on Digitization Projects at the University Libraries**

- As the Web and Digitization Services Department (WDS) was now three years old, and with the addition of new departmental staff, Dean Iannuzzi initiated discussion on the role University Libraries plays with digitizing and publishing library materials in the online environment. Such discussions commenced in June, 2006, and focused on identifying questions related to several broad categories: overall philosophical direction; technology and architecture, and workflow. Such discussions will continue at the broader library and stakeholder level in FY07.
- Related to answering technology/architecture questions related to digital projects, as part of the ongoing WDS goal to research, discover, and implement best practices in web design and digitization, WDS staff began investigating and/or formalizing file formats for multimedia (applied to such things as oral history projects), and began investigations into standards and methods for archiving and long-term storage of digital objects.

### Digital Project Initiatives – Published

- Western Waters Digital Library. Working collaboratively with Special Collections and Bibliographic and Metadata Services (BMS), the Western Waters grant-funded cooperative project, a CONTENTdm-based digital project, was brought to conclusion in fall 2005. This project involved UNLV's target contribution goal toward this project was 1,500 items; UNLV's actual contribution was 1,674 items. In addition, our contributed items were used to create a Las Vegas and Water in the West digital project published in fall 2005 and available at <http://www.library.unlv.edu/water/index.html>. While the initial phase of this project is complete, ongoing discussions may yield further UNLV contributions in the future.
- Before Gaming: Celebrating Las Vegas' Centennial 1905-2005. Working collaboratively with Special Collections, WDS designed a CONTENTdm-based collection of digital photographs that features some of the earliest pictures available of Las Vegas. Many of these 37 photographs are from the private collections of families who arrived in Las Vegas around the time of its incorporation in 1905: Helen Stewart, Walter Bracken, William Ferron, Ed Von Tobel, and Fred and Maurine Wilson. This project was published in fall 2005 and is available at <http://www.library.unlv.edu/centennial>.
- Digital Exhibits for the Oral History Research Center Website. WDS staff collaboratively designed with Special Collections staff the website for the Oral History Research Center at UNLV and published several digital projects currently hosted at this site: The Boyer Early Las Vegas Oral History Project, containing images and audio files in multiple formats; the Las Vegas Showgirls exhibit, containing images, audio, and video; Living to Dance: Tapping in Las Vegas, containing images, audio, and video; Katrina Project, containing several audio transcripts.

### Digital Projects Initiatives – In Progress

- Showgirls Project. The Showgirls project focuses on historic materials relating to Las Vegas showgirls. The collection, which will be hosted within CONTENTdm, features scanned digital images of original costume design sketches and photographic prints. The collection is organized into topic areas covering important people including Donn Arden, Jean Devlyn, and Jack Entratter, and showcases the development of the entertainment business in Las Vegas. In FY06, WDS staff focused on indexing and creating metadata for the photographs to facilitate good information retrieval.
- Nevada Test Site Oral History Project. Various library staff from WDS, Special Collections, and BMS worked with the UNLV Department of History on a grant funding an oral history project related to the Nevada Test Site, which will be hosted within CONTENTdm. FY06 involvement included several meetings helping to focus understanding of the project's scope, helped identify what was expected of the stakeholders, and provided a venue for project updates. In addition, extensive experimentation with audio and video digitization occurred, in anticipation of the Nevada Test Site digitized audio history files. WDS staff began planning the technical structure and metadata fields for the project.

### Website Development & Enhancements – General

- Staff Website. WDS played a critical role in the development work related to the creation of a staff website, and worked collaboratively with Libraries administration in this endeavor. The staff website, when launched, will provide a more convenient venue for library staff and potentially others to review important library staff-related documentation, which in the past

has resided, in part, on the Libraries' "Shared Drive" Novell space. As part of the staff website development, WDS staff piloted the testing of Macromedia Contribute, which will help with website maintenance and updating routines. In addition, WDS staff began brainstorming future enhancements to the site, which may be implemented as the site evolves.

- Migration to New Web Server Hardware. Working collaboratively with Libraries Systems, WDS staff assisted in the migration to a new web server environment. WDS migrated over 80gb of WDS related files (work documents, archives, websites, etc.) from the original Novell environment to a more capable Sun-based environment. WDS tested the new system and completed server load tests while moving the 80gb of data. WDS staff tested various custom web applications which helped for an easy migration from one environment to the upgraded database/server environment.
- Instant Messenger Statistics Generator Software Development. WDS staff created Internet Messenger (IM) statistics generator software, which was developed in response to a need in Public Services to keep and maintain accurate statistics on chat reference using IM. It was later released for others to take advantage of under the GNU General Public License as published by the Free Software Foundation.
- Miscellaneous Website Enhancements. WDS staff assisted the Instruction Department with a new "Finding Books" tutorial, which takes advantage of Macromedia Flash to demonstrate the process of using the catalog and call numbers to find a book in the Libraries' collections. This new tutorial is available at <http://www.library.unlv.edu/help/tutorial/overviewb.html>.
- In addition to the ongoing coordination of Web Development Team members and ongoing routine maintenance of the Libraries' overall website, WDS staff assisted in the new section on the Libraries' homepage titled "Services for . . .", which provides targeted resources by user group (graduate students, off-campus users, etc.)
- Both the Digital Collections & Exhibits webpage and the WDS department webpage received updates this past fiscal year. WDS began work with subject liaison staff in the development of a Libraries' webpage for the William F. Harrah College of Hotel Administration, Singapore Campus.

#### Tracking Web-Based Communications Technologies.

- WDS staff worked to increase their knowledge on relatively newer web-based communications technologies, including bulletin boards, blogs, wikis, and RSS feeds. Part of this learning matured into implementation. For example, a bulletin board was implemented for the Department Heads Group, and blogs have now been set up and configured for several interested library staff in various departments.

#### Web Database Projects -- Completed

- Architecture Database. After continued discussions on database design, initial backend development, data population by ASL staff, and finalization of the patron front-end, an architecture database, comprised of Las Vegas architectural information (buildings and architects), was launched in spring, 2006. Additional enhancements were brainstormed and implemented shortly thereafter.

### Web Database Projects – In Progress

- Enhancements to the Database of the Libraries' Online Databases ("Database of Databases"). Various enhancements were provided and documented for the database of databases (the single most popular page on the entire library public website), based on requests received from Public Services. Toward the end of the fiscal year, WDS staff began collaborative work with subject liaisons on additional enhancements improving the end-user searching experience with this listing of library databases. WDS staff incorporated AJAX technology to provide a different interface to the listing of the Library's online databases. For the library user, this technology will provide an interface where they can drill down to specific databases by selecting subject, category, and then format; patrons will see the list narrow on the fly as they interact with the page.
- Gift Database. Libraries administration began work with WDS staff to create a gifts database. This database is expected to house Libraries' development information and may eventually drive parts of the public website (bookplates, online donations, donor listing) and is expected to replace the current Excel format document.

**Public Services Division**  
**Wendy Starkweather**  
**Director of Public Services**

**Circulation Department**  
**Maria White**  
**Library Technician III**

**I. Accomplishments, Activities and Highlights**

Strategic Goal 1, Provide greater access to digital collections while continuing to build and improve access to collections in all formats to meet the research and teaching needs of the university.

- Using information from the HK system and the projected storage needs of various department heads, determined the length of time that storage needs will continue to be met by LASR.
- The entire main collection was shelf read 4 times during the past year.
- A bin audit of LASR was begun.

Strategic Goal 3, Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations.

- The feasibility of utilizing Innovative's Ecommerce product, which would allow patrons to pay their fines/fees online is being studied.
- Circulation continued to identify old delinquent patron accounts and delete the long "billed" books and/or fines out of the database.

**II. Statistical Data**

- There was a 12% decrease in the number of visits, from 1,492,997 to 1,313,551, and a 16% decrease in the number of books checked out.
- In-house use of the main stacks dropped 24%, and the number of LASR requests was down by 20%.
- Checkout of physical reserve materials was down 35%, while the number of hits on e-reserves increased by 11%.
- There was an 8% increase in the number of patrons assisted.
- Book paging activity between UNLV, CCSN and NSC decreased significantly (about 64%), which is consistent with the decrease in the number of books checked out.
- We received \$6,405.13 from our collection agency, which is a 31% increase from last year's \$4,886.09.

**Instruction Department**  
**Diane VanderPol**  
**Head Instructional Services Librarian**

**Accomplishments, Activities and Highlights**

Goal 4, Initiate strategic collaboration efforts and programming to ensure that UNLV graduates information literate students (Educational role). Objective 1, Develop strategic partnerships and programs for campus-wide conversations and planning about undergraduate research skills, information literacy skills and abilities, and core learning outcomes for all UNLV graduates.

- Head of the department was appointed to the General Education Steering Committee and was active with the sub-committee that initiated the “linked” courses that make up UNLV's Writing Across the Curriculum efforts to date.
- As part of the intensive instruction retreat and a follow-up session at a subject liaison librarian group meeting, the department led the development of curriculum audits by liaison librarians in order for these librarians to begin to understand where they might most strategically target efforts at collaboration around curricular issues.
- Developed and implemented the first annual “Libraries Award for Undergraduate Research”.

Goal 4, Objective 2, Cultivate individual faculty, faculty cohorts, and academic departments committed to integration of information literacy learning outcomes in their courses and their curriculum.

- Taught sessions as part of the Teaching and Learning Center’s (TLC) workshop series on plagiarism and research assignment design. Participated in the TLC’s intensive introduction to teaching seminar for graduate teaching assistants.
- Members of the department and affiliates in collaboration with staff from the career services office and teaching faculty from the College of Hotel Administration developed an assignment to promote student information literacy. The assignment development is the focus of ongoing refinement, spin-off development, and scholarship efforts for those staff involved.
- Members of the department and affiliates were co-principal investigators on TLC-sponsored mini-grants designed to make changes in individual courses.

Goal 4, Objective 3, Develop toolkit for Libraries, academic programs, and the institution to assess information literacy student learning outcomes.

- Participated in the campus Assessment Faire to promote the use of ETS’ new ICT assessment tool.
- Created web-based mini-tutorials (RefWorks, Finding Books) that can be adopted by classroom instructors and integrated into course design to provide performance-based instruction.
- As part of retreat, asked staff to procure example assignments and review for opportunities for improvement. Practiced role playing conversations with instructors about assignment adjustment.

Goal 4, Objective 4, Clarify performance expectations and develop an ongoing professional development plan for library faculty in their role as educational partners.

- Articulated expectations for librarian liaison activities regarding library instruction, partnering for information literacy learning outcomes, instructional design, assessment of student learning, and other aspects of educational role.
- Staged an intensive and creative day-long retreat for staff involved in teaching. The retreat was designed to help staff develop strategic approaches to incorporating information literacy in the disciplines.
- Sponsored a professional development opportunity for staff to understand their strengths and how those strengths might be used in teaching.
- Hired, trained, and re-developed expectations for the department's Library Technician I position.

## **Media and Computer Services Department**

**Carmen Stern**

**Acting Head, Media and Computer Services**

### **Accomplishments, Activities and Highlights**

Goal 1, Provide greater access to digital collections while continuing to build and improve access to collections in all formats to meet the research and teaching needs of the university. Objective 3, Digitize collections. Unit Goal, Explore options for developing online media reserves and video on demand options, including copyright and license concerns and technical considerations.

- Online media reserves. Pilot project for online reserves initiated for spring 2006. Two classes were selected for participation, MUS 786 and ICE 452/652. Thirteen films were encoded for streaming, eight for MUS 786 and five for ICE 452. Initial faculty response was very positive. However, encoding the materials revealed problems that must be corrected before the pilot project can be expanded. The eight films for MUS 786 were accessed 101 times. The five films for ICE 452 were accessed 138 times.
- Video on demand option
  - To follow up on last year's investigation of Video Furnace and other VOD options, Jennifer Church began researching digital rights management software, license concerns, tracking options and copyright concerns (TEACH Act, Digital Millennium).
  - Wendy Starkweather, Chris Sugnet and Jennifer Church made preparations for a new task force that would investigate these issues and the overall impact to collection resources and budget.

Objective 4, Strengthen current resource-sharing alliances with other libraries and identify new consortia opportunities. Unit Goal, Pursue resource sharing opportunities with other local agencies and schools, such as Clark County School District and KLVX Television

- Resource sharing with KLVX. Working with Lee Solonche, Head of the Educational Media Center at KLVX, Jennifer Churchy set up a lending account that will enable us to borrow materials from KLVX for UNLV faculty (5-7 day loans). Further exploration into resource sharing, collection development partnerships and other projects is still needed

Goal 2, Be a comprehensive resource for the documentation, investigation, and interpretation of the complex realities of the Las Vegas metropolitan area and provide an international focal point for the study of Las Vegas as a unique urban and cultural phenomenon. Objective 1, Facilitate real and digital access to materials and information that document the history, culture, social, and environmental setting of Las Vegas and its region by identifying, collecting, preserving, and managing information and materials in all formats. Unit Goal, Make local collections more accessible by arranging for conversion of 3/4" umatics in Special Collections to DVD format

- Selected items with anticipated research value were converted to DVD. These included items on gaming, the railroad and nuclear testing. This was completed February 2006.

Goal 3, Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations. Objective 1, Continue the development of a robust and dynamic library web presence that provides access to library resources and services for users wherever they are whenever they need it. Unit Goal, Develop a strong web presence for multimedia design studio, including handouts and guides

- Initial website for the multi-media design studio (MMDS) was completed and posted in late summer 2006.
- Hard copy training guides have been developed and organized by MCS staff and will be available for students using the studio in a “self-help” manner.

Goal 3, Objective 2, Maintain and continue to improve upon the physical environments that enable service delivery and facilitate learning. Unit Goal, Work with systems to help create a successful wireless environment and support services within Lied Library

- Library Systems and campus IT progressed towards wireless capabilities within the libraries. MCS developed policies and procedures to accommodate this new service, which included ordering extra batteries and chargers to prepare for a “disconnected” environment.
- Alexis Rajnoor worked with Library Systems to develop the new image for wireless laptops. She created the MCS “Guide To Laptop Use” brochure which contains information patrons need to know about Library laptop use.
- Procedures for laptop circulation were streamlined. Staff created a shortened version of The laptop agreement form to expedite circulation. The transition to wireless laptops was completed end of June 2006.

Goal 3, Objective 3, Establish an environment that fosters knowledgeable, service-oriented and user-focused staff. Unit Goal, Continue training in multimedia software applications for staff and student workers.

- Student workers and staff were trained in use of Safari Video capture and to edit video using Windows Movie Maker. This service provides a more simplistic software program than those in the MMDS. Training was completed summer 2005.
- Self-help guides for use with some programs in the MMDS were created, which provide point-by-point instruction for the most requested programs in the MMDS, including information on multimedia design to enable students to create more polished projects.

**Research and Information Department**  
**Victoria Nozero**  
**Head, Research and Information**

**Accomplishments, Activities and Highlights**

Goal 3, Objective 3, Research and Information (R&I) Goal 1, Examine the department's mission statement, objectives and structure for relevance to and alignment with the Libraries' strategic plan, the service philosophy of the Public Services Division, and performance expectations.

- In fall 2005, the Liaison Librarians Group was formed with a management team composed of the Head of R&I, Head of Instruction, and Director of Collection Management. Currently, eight of the liaison librarians are part of the R&I department so the formation of this group is having an impact on the structure and operations of the department. The group developed a list of expectations of all three functional areas comprising liaison activities: reference/research assistance, instruction, and collection development/management. These expectations, along with the Libraries strategic planning efforts will drive the future development of the department.
- Because of the growth of the liaison role and activities for the department's staff, efforts were begun to review the role of the unit within the department that processes and maintains the government publications collections. Discussions were held with the former Director of Knowledge Access Management and the Head of Materials Ordering and Receiving (MOR). A draft job description was developed by the Head of MOR and the Government Information Librarian,

Goal 3, Objective 3 and Objective 5, R&I Goal 2, Formalize the training of new service pool members by developing a checklist of skills and knowledge required to provide the desired level of user satisfaction, a training program and a method of evaluating the effectiveness of the program and R&I Goal 3, Expand the Department's staff professional development efforts through an increased emphasis on providing training on library resources and customer service expectations.

- A New Staff/Volunteer Training Task Force was created under the leadership of Sidney Lowe. This group was charged with preparing a checklist of the skills and knowledge base expected of the R&I service pool. The task force was also expected to recommend training methods for acquiring the skills and knowledge defined in the checklist and an objective means of determining when they reach the desired level of competency. The task force has completed all of its work except for the evaluation component. One outgrowth of the task force meetings was recognizing a need for a "FAQ" list for library staff. Katherine Keller began working on a FAQ web page. The department sponsored 14 in-house training sessions. Topics included: RefWorks, Factiva, WorldCat and SFX, and Legal Resources.
- The heads of departments providing patron assistance in Lied Library met once a month to share their concerns and try to resolve problems. In FY06 we added the Head of Document Delivery Services to our group. In addition to our monthly meetings, the group sponsored a workshop to update staff on new policies, procedures, equipment, etc. prior to the start of fall semester. The workshop is made available to all staff and student workers on the frontline.

Goal 3, Objective 1, R& I Goal 4, Review the department's web presence and create a vehicle that is more user-focused and relevant to the mission and goals of the department.

- Our departmental page is devoted to information about the department and staff. We provide research assistance through our Ask-a-Librarian page, which is accessible from the Libraries home page. A link to this resource has been added to several of our databases. This year, at the suggestion of Shelley Heaton, we started a database of the week project. A database is summarized by Shelley, and highlighted on the Libraries home page. We are able to provide more information that is available on the list of databases.
- In addition to the resources, the department is responsible for maintaining one of the subject pages: Dictionaries, Encyclopedias, Almanacs. Patrick Griffis, with the assistance of Carol Ann Swatling, has been working to make it more effective and to provide better access to the Libraries electronic reference materials. They have organized the information by format and have rated the resources, highlighting the best.

Goal 3, Objective 5, R& I Goal 5, Develop and implement a robust, continuous evaluation/assessment plan for the department's services and staff.

- Activities in this are in the early planning stages. The department previously had a faculty member who served as our Training and Assessment librarian. With her retirement, the duties were split and Nancy Master now serves as our Training Librarian. Eva Stowers is our Assessment Librarian. Both have been working closely with the New Staff/Volunteer Training Task Force.

**Architecture Studies Library (ASL)**  
**Jeanne Brown**  
**Head, Architecture Studies Library**

**Accomplishments, Activities and Highlights**

The Architecture Studies Library (ASL) experienced an increase in use in virtually every category of measure: patron assistance up 12%, material use up 11%, numbers of students in instruction sessions up 66%, web page hits up 31%, and gate count up 1%. The ASL was the recipient of several donations this year, testifying to the role of the library in the architectural community. We continued to strengthen and expand our web pages and our Las Vegas architecture content, making a big step forward with the completion of the data-population phase of our architects and buildings database project. And we joined the rest of the UNLV Libraries in fitting our collection with RFID tags, making inventory more timely and eventually leading to self-service check out.

Goal 1, ...build and improve access to collections in all formats to meet the research and teaching needs of the university. (*Collections*)

- Continued displays of featured books and new books to showcase material of special interest to students. Extended our featured display to include journals and indexes. Enhanced the new books display with book jackets received from Yankee from October onwards.
- Initiated a video and DVD covers display, which resulted in an increase in use of more than 200% for the year. Comments from students indicated that this method of exposure was very

successful in raising awareness of the ASL non-book collection. Converted lecture videos to DVD, and highlighted lectures on the web, both of which steps also encouraged use.

- Created web page with instruction on how to easily locate electronic books and periodicals in architecture studies.
- Substantially completed a project to tag all ASL materials with RFID tags, allowing for improved access to the collection.
- Added new section to the Internet Guide to Architecture and Building Resources, as well as adding sites to the existing sections. New sections included Video collections, Research – Papers and Case Studies, Digital Projects, and Blogs.

Goal 2, Be a comprehensive resource for the documentation...of the Las Vegas metropolitan area .... (*Community Engagement*)

- Worked with WDS to implement a database for Las Vegas architects and buildings. WDS supplied the entry interface and is working to create a search function to be ready in the fall. The ASL staff worked very hard as a team to complete entry of data on over 2000 projects, 600 firms, and 200 architects.
- Added the 2005 Las Vegas American Institute of Architects Design Award materials to the ASL's existing collection of Design Award materials; created the 2005 web pages to present the highlights of the materials. <http://www.library.unlv.edu/arch/aiaawa05.html>
- Continued to process materials for the local planning collection.
- Added a Las Vegas building of the week page, showcasing images, information and resources for buildings of Las Vegas.
- Continued to add images of Las Vegas and campus architecture. The Provost's Academic and Research Space Department has linked to the ASL's campus and Vegas images from their home page <http://www.unlv.edu/provost/ARS/index5.htm>.

Goal 3, Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations...regardless of user location. (*Services*)

- Communicated with users in a variety of ways, including web pages, posters and a print ASL newsletter in spring and fall. The posters, designed by one of our student workers who is also an art student, promoted personal research consultation if you are "Lost in the Net" and library resources on a new trend in the field (BIM). ASL supplied a column for the monthly AIA Las Vegas Forum – a print newsletter. The column featured new titles, services, hours, exhibits, lectures, and other items of interest. AL was included in the fall student newsletter, the article focusing on our philosophy of service.
- Continued to provide a venue for the Klai Juba lecture series. Worked with the School of Architecture's Randy Hale to see that videos [DVDs produced from the videos by ASL staff] of each lecture are made available to the students as quickly after the lecture as possible. The ASL made a practice of placing each lecturer's books physically on display prior to the lecture, which generated a greater degree of interest from the students. Lecture details were provided online, again, to draw interest to the lecture.
- Continued with an exhibit program, with this year's exhibits including student work in Best of Jury, and work from the professional community in the AIA Nevada Design Award competition submittals exhibit. Other exhibits included one hundred design boards created by students from Tsinghua University in Beijing on Las Vegas downtown revitalization,

actual lamps from student lighting projects (all recycled materials), the AIA's Las Vegas Century exhibit, and UNLV National Organization of Minority Architectural Students boards and models for a nationwide competition.

- Revised services based on user feedback gathered through comments forms and the ASL "no" log: added an 11x17 black and white laser printer, a portable LCD projector for use in the ASL's group study rooms, and a projection screen for room 114; ordered additional photoshop software; requested sketchup software be added to ASL computers; obtained Calatrava AIA lecture on video; requested an 11x17 scanner; and purchased a 12-in-1 card reader to accept all memory card types from digital cameras. We also made a CD-RW available for student use in moving big files.
- Expanded our "no" log to include the response of the patron to the necessity of not being able to fulfill the request; e.g., was the patron satisfied with the answer or did they go away irate. This was helpful in gauging the persuasiveness of our replies.
- Conducted an informal group discussion between staff and students on how to make the Architecture Studies Library an "experience." Worked results into equipment and furniture requests and goals for FY07.
- Maintained productive relations with campus facilities, monitoring response and providing feedback on a variety of jobs such as the replacement of floor duct, and a leak on the northeast and subsequent new roof.
- In the realm of external relations, the ASL was fortunate to receive several donations, totaling \$7300: In November the national honor society of landscape architecture donated \$223 to purchase landscape architecture registration exam materials. In December the American Institute of Architects Las Vegas chapter donated \$2600. In January Spectra Consulting donated \$1130. In the spring John Klai and Klai Juba Architects contributed several in-memoriam donations, totaling \$3250. A gift of \$100 was donated in memoriam by a private family.
- Participated in the landscape architecture accreditation review in several ways: provided library portion of the accreditation report, set up displays in the ASL featuring landscape materials and indexes, peppered the new books display with landscape titles, and had an exhibit of landscape student work. The library was deemed conveniently located for collaboration and a gateway to resources by the visiting accreditation team. There were no recommendations or suggestions for improving the library.
- Continued to adjust hours during exam and study weeks based on student request, this year varying hours daily on an as-needed basis; continued to offer some evening hours during the summer for those working until 5 p.m.
- Continued the Ask a Question service, which received steady use throughout the year.
- Honored Paulette Nelson for her excellent patron service by nominating her for the Libraries Bookplate Award, which she won.

Goal 4, Initiate strategic collaboration efforts and programming to ensure that UNLV graduates information literate students. (*Educational Role*)

- Gave multiple presentations to freshmen in the first design course (AAD180) and landscape classes, and second-year studio.
- Touted our new tool RefWorks to faculty and students at the all-school meeting in the fall. Made several class presentations on the citation manager. Staff developed skill using RefWorks to assist students.

- Worked with AAE771 faculty member on a student research log assignment in the fall and with the same faculty member teaching AAE 481 in the spring. Prepared materials for the assignment; addressed the class; met with each student individually; reviewed and assessed all logs.
- Participated in UNLV Libraries New Faculty and Professional Staff Orientation.
- Continued to solicit feedback from faculty on core competencies for architecture students.
- Added a copyright and ethical use of images component to Module 9, Images. Graded the quizzes for this component of the module, which was used with the spring architecture history class.
- Created a captivate tutorial on our most often asked questions: how to use e-reserves, how to renew online, how to find rebelmail, and how to put money on their rebel card.
- Revised quiz for Module 5, used by the first semester architecture history class.
- Collaborated with architecture history faculty on a TLC mini-grant.

## **Curriculum Materials Library**

**Jennifer L. Fabbi**

**Head, Curriculum Materials Library**

### **I. Accomplishments, Activities and Highlights**

For FY06, the Curriculum Materials Library (CML) proposed the following goals:

Investigate partnerships with the Clark County School District to strengthen current processes for collecting/acquiring access to current curriculum and textbook materials and to collect and provide digital access to local, historical curriculum resources that are currently unavailable to and increasingly requested by researchers. (Aligned with Libraries Strategic Plan Goal 1, Collections, Objective 2, Initiate a comprehensive, systematic collection development process that accommodates both current and future information resource needs and Goal 2, Community Engagement, Objective 1, Facilitate real and digital access to materials and information that document the history, culture, social, and environmental setting of Las Vegas and its region by identifying, preserving, and managing information and materials in all formats.)

- Work toward this goal has focused on identifying and communicating with curricular-area contacts, identifying and working with College of Education faculty who work closely with CCSD in order to identify needed resources, and beginning to locate historical curriculum resources, which is an obvious first step to acquiring/providing access to them.

Continue to work with College of Education faculty to characterize their perceptions of the CML as a benefit to their students at the level of resources and services provided. Administer a web survey to all faculty to determine how courses are currently supported by various CML resources and services and to assess needs that are not being met. Standardize general portions of the CML instruction program in order to focus on more course-specific, customized resources in collaboration with course instructors. (Aligned with Libraries Strategic Plan Goal 4. Educational Role, Objective 2, Cultivate individual faculty, faculty cohorts, and academic departments committed to integration of information literacy learning outcomes in their courses and their curriculum.)

- Work toward this goal included persistent communication with the twelve new faculty members/visiting lecturers in Curriculum & Instruction. The “New Faculty Fund” was a positive entrée into collaborating with these faculty on identifying and purchasing materials that were needed to support their teaching and student assignments and delving further with them into their curriculum. Visual Communicator software was researched and purchased through Student Technology Fee funds in order to standardize the general portions of CML orientation in a way that would hold students’ attention. CML staff produced a template for customized course handouts that were created for each CML instruction session. In order to reach students in identified courses that did not formally visit the CML, handouts were created and disseminated by their instructors to alert them of pertinent resources for that course.
- Staff expertise was utilized to create workshop sessions in collaboration with individual faculty or groups of faculty. Examples of this include two sessions on Multicultural Juvenile Literature Awards and a workshop titled "Integrating National Council of Social Studies (NCSS) Notable Books into Your Instruction." The CML collaborated with Curriculum & Instruction faculty members to host events throughout the year, including a reception for author Kimberly Willis Holt and a Technology Fair co-sponsored by the Department of Curriculum & Instruction and the Computer Using Educators of Southern Nevada (CUE-SN).

Continue to develop tools to optimize reference service, whether in-person or virtual. Focus on development of interactive web tutorials to convey information on connecting to and searching education databases including basic search tips and strategies as well as technical functions unique to each database. Focus on continued staff and student employee training on new and changing online resources. (Aligned with Libraries Strategic Plan Goal 3. Services, Objective 1. Objective 1. Continue the development of a robust and dynamic library web presence that provides access to library resources and services for users wherever they are whenever they need it.)

- We acquired the [cml@unlv.edu](mailto:cml@unlv.edu) email address for email reference. As a result of this, we have been able to better organize our email reference and create categories of questions and standardized answers. In addition, Kate Hahn created a Macromedia Captivate tutorial to aid patrons in searching for electronic reserves (posted at <http://www.library.unlv.edu/cml/ereserves.html>) and searching and exporting articles indexed in EBSCO's Professional Development Collection, a heavily-used database in Education.

In addition to the above goals, CML staff members completed the following activities this year supporting the broad category of collections and access:

- In discussion with Marilyn Vent and Maria White, a procedure was created to relocate CML materials to LASR on an as-needed basis. Some bound print periodicals and historically relevant monographs have already been moved to LASR. The location code for these items is "unlxc."
- Inventoried the heavily used kit collection over winter intersession. Since each kit often consists of several pieces, itemized lists in the library catalog were reconciled with the actual contents of the items.
- With the implementation of ILLiad, CML was integrated into Document Delivery processes, including becoming a pick-up location and lending items from our book collection. CML

staff members also have access to some of the ILLiad administrative functions and have been trained to help patrons navigate the new system.

CML staff members completed the following activities this year supporting the broad category of community engagement:

- Collaborated with Project T.E.A.C.H. (Teacher Education Academy at Clark High School) on two occasions, including a two-week intensive campus experience where the students spent two hours per day at CML in “study hall,” utilizing the collections and technology to complete class assignments.
- Applied for and were awarded a *We the People “Becoming American” Bookshelf* through the National Endowment for the Humanities. In return for a collection of books with the theme of “becoming American,” CML staff have created programs to share the books with current and future teachers, preschool students, and middle school students.
- Undertook donor stewardship in hosting a CML volunteer who has become a major donor to the University Libraries.

Additional items of note:

- The CML was closed January 3-6, 2006, while the first floor of the Carlson Education Building had asbestos abatement and re-tiling work done.
- The CML was able to acquire new seating for all patron study areas (75 chairs) with year-end money from the Provost’s office.
- Jennifer Fabbi served as the Department Heads group Moderator and as a member of the Dean of Libraries Cabinet during 2005-06.

## II. Statistical Data

- Circulation Check-Outs: CML circulated 27,225 items, as compared to 28,984 items circulated during FY05. A rationale for a decrease in circulation this year is the full-scale implementation of a one-renewal policy (including online renewals) for the CML. In the past, patrons have had to physically re-checkout items to extend their borrowing period. This decrease of 6% is easily made up by the 5,573 item renewals this year.
- Circulation Internal Use: CML counted 5,877 internal uses this year in comparison to 5,985 in FY05, a decrease of 2%.
- Facility Visits Gate Count: The number of patron visits to the CML this year was counted as 94,034, as opposed to 81,514 last year, an increase of 15%. This confirms a trend of increased facility use since the completion of the CML renovation in January 2005.
- Patron Contacts: The number of patron contacts, including reference and directional questions, reported this year is 25,787, a 27% increase over 20,312 from last year. This total includes 141 email reference inquiries and correlates with increased facility use.
- Library Instruction: CML Instruction sessions have decreased this year to 41 sessions (1,132 people) compared with 50 visits (1,180 people) during FY05. This decline is mitigated by approximately 135 scheduled visits (whole classes and class groups) in both the CML seminar and media viewing/group study rooms this year. In addition, some Curriculum & Instruction sessions are coordinated and taught by CML staff at Lied Library, and these are counted in the Instruction Department’s statistics.

**Music Library**  
**Cheryl Taranto**  
**Head Music Librarian**

**Accomplishments, Activities and Highlights**

The Music Library remained very busy with special projects during FY06. Below are accomplishments during the year, linked to strategic plan goals and objectives that were in place during that fiscal year.

Goal 1, Provide greater access to digital collections while continuing to build and improve access to collections in all formats to meet the research and teaching needs of the university; Objective 2, Initiate a comprehensive, systematic collection development process that accommodates both current and future information resource needs.

- In-depth analysis and assessment of jazz collection, both in print and in recordings, was begun with the prospects of a jazz DMA program in the works. Three sources were identified to be used as a tool for analysis of the collection, and comparing ours against these was begun. In addition, jazz faculty were solicited for input into the process.
- The “core collection” for music theatre and opera, developed several years ago in conjunction with the approval of the vocal performance DMA, is in the process of being updated in conjunction with voice faculty. Contemporary opera is the focus of the update. The update was partially complete during the spring 2006 semester.
- An art song database was developed and compiled based on five standard bibliographies in the field. Like the opera core collection, it is also aimed at a strong voice program at both the undergraduate and graduate levels.

Goal 3, Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations;

Objective 1, Continue the development of a robust and dynamic library web presence that provides access to library resources for users wherever they are, whenever they need it.

- E-sound reserves were fully implemented for all music classics after successful trials during FY05, allowing students to access recorded materials on reserve from any computer, on or off campus, that has speakers and Real Media installed.
- Dubbing of LPs to compact disc to provide easier access to recorded materials continued. In this project, the Music Library LP collection has been burned onto compact disc; the compact disc then becomes the working copy, while the LP is stored in LASR as the archival copy. A total of 1,355 titles were burned.

Goal 3, Objective 3, Establish an environment that fosters knowledgeable, service oriented and user-focused staff.

- Internal training of all Music Library staff (including students) is an ongoing regular activity within the music library.
- A new training element was put into place for Music Library student workers. In addition to the regular training received on circulation and other routine tasks, the student workers now receive a training element that resembles a “research methods” course. This will enable them

to become much like peer “coaches” to their student colleagues who come into the Music Library seeking help.

Goal 4, Initiate strategic collaboration efforts and programming to ensure that UNLV graduates information literate students; Objective 2, Cultivate individual faculty, faculty cohorts, and academic departments committed to integration of information literacy learning outcomes in their courses and their curriculum.

- The Music Librarian continues to be an integral partner with many of the Music department faculty, continuing to teach several classes at the undergraduate and graduate level, enabling information literacy to become part and parcel of the curriculum. In addition, the Music Librarian has been asked to aid in the development of a doctoral-level jazz curriculum, an opportunity for the future to further infuse advanced information literacy concepts into the graduate curriculum.
- Dance resources web pages were developed and posted to the Music Library website over the past year; Dance faculty are promoting these websites and supporting library efforts to incorporate information literacy efforts where appropriate in collaboration with the Music Library.
- A basic course of study has been developed for Music Appreciation students, generally non-music majors, to introduce basic concepts, such as the concept of subject-specific dictionaries. This project is continuing to be developed in conjunction with the faculty coordinator for music appreciation courses as well as the graduate assistants who teach them.
- A Music Education Resource Guide has been developed and posted to the Music Library website to enable music education students to gain access to music education resources within the libraries and on the web. An integral part of this resource guide are tutorials guiding the students through to the understanding of information literacy concepts.

**Special Collections Division**  
**Peter Michel**  
**Director of Special Collections**

**Accomplishments, Activities and Highlights**

Goal 1, Provide greater access to digital collections while continuing to build and improve access to collections in all formats to meet the research and teaching needs of the university.

(Collections) and Goal 2, Be a comprehensive resource for the documentation, investigation, and interpretation of the complex realities of the Las Vegas metropolitan area and provide an international focal point for the study of Las Vegas as a unique urban and cultural phenomenon.

(Community Engagement)

- Acquisition of Collections:
  - Equal Rights Nevada (gay marriage)
  - Additions to Gay and Lesbian Archives
  - MGM Boardwalk (advertising, promotional materials)
  - Boyd Gaming (corporate publications, advertising, promotional materials)
  - Additions to MGM-Mirage, (public/community relations material)
  - Additions to Harrah's (public relations material from Caesars palace and Harrah's)
  - Slots 'o Fun (publications, PR and promotional material)
  - Additions to Oran Gragson Papers (former Las Vegas mayor)
  - Additions to Sierra Club archives
  - Insignia Film (raw footage, materials from PBS/American Experience film, "Las Vegas, An Unconventional History")
  - Pace e Bene (Roman Catholic peace organization opposed to nuclear testing: newsletters)
  - Blue Diamond Mine archives
  - Earle Rinker Collection (Tonopah/mining)
- Collection maintenance: Transferred 210 boxes to LASR in preparation for shifting and organizing in the stacks; transferred finding aids and repository guides to new binders and organized alpha & subject heading tabs in the binders.
- Access:
  - EAD: Staff researched implementation and worked on creating EAD files through use of
  - University of Utah template (EAD jar) but eventually discontinued because of its clunky interface. We decided to go with the software XMetal used by the SAA's EAD instructors but it took about three months to acquire it. In the meantime, Dana Miller downloaded a trial version and created a template for us to use when we get the software and developed the XSL style sheet to go along with it. Also, a master list of all existing finding aids was compiled that could be encoded with little or no further processing or editing work. MARC records for manuscript collections will be created with/by the special collections cataloger perhaps as component of EAD output. An access database for all oral history interview tapes is being created for the web. Search functionality across manuscript, photograph, and oral history databases will be explored. The Oral History Research Center website was launched.
  - University archives are being re-organized and a web page created.

- Inventories/finding aids for Marie McMillan, Fayle, Gragson (new), Alan Bible, Boyd Gaming, Blue Diamond, MGM Mirage Boardwalk, Howard Hughes, Hughes Electronics (in LASR space); Bruner Real Estate (in LASR space), Morland, Binion's, and Ronzone collections have been completed and/or revised. The Earle Rinker - Goldfield Mining Collection is in process and 60% complete. Su Kim submitted a blurb on the Rinker Collection for the Acquisitions column in the August issue of *C&RL News*; The Sen. Hickey and Sen. Vergiels papers were re-organized and new inventories for both collections created, and as a result, we were able to barcode 140 boxes and transfer them to LASR.
- Digital projects: *Las Vegas Showgirls* is ready to launch. There have been discussions with the Digitization Projects Librarian concerning the digital projects program.
- Media Productions, publications: We continue to provide images for a number of commercial media and print productions about Las Vegas.
- Oral History Research Center.  
Community Projects:
  - Las Vegas POWs – possible contribution to the Library of Congress World War II Veterans Oral History Project (training and consultation)
  - Blue Diamond Historical Society (training and consultation)
  - Katrina Project – oral histories of refugees, a possible national project coordinated through the Historic New Orleans Collection. (training, coordination)
  - Early Las Vegas – final editing of transcripts
  - Culinary Union. The Union now wants a video produced and a film student from the Film Department has prepared a budget which is under review.UNLV projects.
  - UNLV@Fifty. 15 interviews have been conducted and 12 transcribed
  - University College – workshop each semester for capstone projects and classes which require producing an oral history.
  - Claytee White is recruiting the best students for the Katrina Project.
- Center for Gaming Research. David Schwartz continues to be in demand as a commentator on the gaming industry. He has added much gaming statistical information to the Center's website. His book *Roll the Bones, A History of Gambling* was published by Gotham Books. We have acquired rare volumes for the historic collection, as well as additions to our corporate collections. David produced an exhibit for this year's Global Gaming Exposition on the history of restaurants and menus in Las Vegas. In conjunction with last year's G2E exhibit September 13, 2005 was named by Clark County Commission, Gaming Heritage Day, with a press conference in Special Collections.
- Arnold Shaw Popular Music Research Center. Joyce Marshall is transcribing oral interviews conducted by Cork Proctor, and is transcribing Cork Proctor's own oral history. The finding aids for the Arnold Shaw, and Bill Willard Collections are completed. A white paper was written setting out issues for the future of the Arnold Shaw Center
- Preservation / Conservation
  - 401 items repaired
  - 38 Volumes rebound:
  - 26 volumes bound
  - 1215 Items pamphlet bound:
  - 457 pockets made

- 10 Phase boxes constructed:
- 24 Items flattened:
- 33 Items encapsulated:
- 27 Water-damaged items treated:
- 93 spines removed
- 33 posters trimmed
- Total Items Handled: 2857
- Conferences:
  - Conference of Intermountain Archivists, Weber State University, Ogden Utah. Peter Michel presented a paper, “Historian to Archivist: The Consequences of Training”. Michael Frazier, CIMA secretary, attended a pre-conference workshop on digitization
  - Southwest Oral History Association, Albuquerque. Claytee White and Joyce Marshal presented an all-day workshop, and presented papers
  - Oral History Association, Providence, RI. Joyce Marshal gave a presentation, Claytee attended
  - Society of Southwest Archivists. Toby Murray conducted a workshop on disaster planning
- Grants: Regents’ Award Program (RAP) – Oral History Research Center, position awarded last year was renewed for another year.

Goal 3. Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations, regardless of user location. (Services).

- We continue to strive to maintain the high quality of our reference service. We have tried to accommodate our users as much as possible. Our website is also designed to provide more information about and easier access to our collections.

Goal 4. Initiate strategic collaboration efforts and programming to ensure that UNLV graduates information literate students. (Educational Role).

- Library orientation tours
- R&I Service desk orientation for new students & faculty
- Primary source instruction for history classes and for sociology methods class.
- Toby conducted workshops on Preservation/Conservation for the University of North Texas Library School (Las Vegas Cohort).

Goal 5. Establish a coherent, consistent library-wide external relations program that focuses on new and existing services and collections. (External Relations)

- Events: Reception for author Annelise Orleck and her book *Storming Caesars Palace*; Show & tell of Special Collections materials for attendees of the ALADIN Conference; Su Kim attended the Soroptomists Dinner in March as representative of the Nevada Women’s Archives, and received a \$1000 donation to pay for student wages for processing women’s collections; we worked with consultants for the downtown post office Post Modern museum for potential exhibits.
- We assisted in the selection of the Libraries’ New Years Card.

- We continue to pursue partnerships within the gaming industry, notable successes being MGM-Mirage, Harrah's and Boyd Gaming who continue to deposit material and for whom we continue to provide informational and curatorial service.
- Ongoing academic collaborations still include the Gaming Resource Center, Oral History Research Center, Nevada Test Site Oral History Project, the Public History Program, University College and a statewide preservation program.

## APPENDIX I

### Goals and Objectives for FY07

#### Administration

##### External Relations

**MJ Miller**

**Director, External Relations**

Goal: Establish a coherent, consistent library-wide external relations program that focuses on new and existing services and collections.

Objective 1, Implement the comprehensive Communications Plan addressing the Libraries' marketing, public relations, community relations, and advancement needs and opportunities.

- Act upon the recommendations of the Communications Plan: create a design family for the Libraries, produce collateral, develop library policy for areas within external relations, and design templates for print materials to be used by library staff.
- Use the External Relations Committee to secure cooperation of library staff in implementing the Plan and enhancing the effectiveness of the external relations unit.
- Increase awareness and general knowledge of external relations throughout the libraries. Plan an all staff meeting to clarify the role of External Relations.

Objective 2, Ensure the Libraries externally focused efforts continue to align with the university's, by continuing relationships across campus with the offices of Communications, Public Affairs, Community Relations, Graduate and Research Studies, Alumni Association, and the UNLV Foundation.

- Maintain open communication with the appropriate contact person in each office.
- Provide library resources, expertise, and services for these offices, as appropriate.
- Request assistance from these offices in the form of expertise or resources, as needed.

Objective 3, Explore funding opportunities with corporate partnerships and sponsorships.

- Initiate discussions with 3M, HK, Cisco, SBC, and others.
- Solicit ideas from Libraries staff for projects that further the Libraries mission and have potential to attract external funding; help develop grant proposals.
- Provide support for library activities focused on securing funding from corporations, foundations, and government agencies.
- Develop targeted skills of potential principal investigators.

Objective 4, Identify a few targeted areas within the community to establish relationships in order to become more aware of the needs and expectations of the UNLV Libraries in the Las Vegas community.

- Identify appropriate opportunities for outreach in Las Vegas, particularly in light of UNLV's upcoming 50th anniversary, in coordination with the Office of Community Relations.

- Increase involvement with Nevada Development Authority.
- Explore opportunities for involvement with the Chamber of Commerce and the Convention and Visitors Authority.

Objective 5, Develop policies regarding media relations and crisis communications management in consultation with the Office of Public Affairs.

- Keep UNLV Public Affairs informed of media opportunities and contacts. Maintain a running list of all media contacts throughout University Libraries.
- Develop Libraries media plan in consultation with UNLV Public Affairs Office
- Develop a strategy for regular story placement both on campus and beyond
- Develop Libraries' plan for crisis communications management; vet with Public Affairs

Objective 6, Establish an External Relations Unit based on Best Practices.

- Identify appropriate professional development activities to enhance abilities and work of External Relations staff. Opportunities may include attending on-campus training as available and off campus opportunities such as CASE programs and ALADN
- Encourage staff to learn from campus colleagues and to learn from trainers engaged by External Relations who offer training to Library colleagues
- Present the experience of implementing the Communication Plan at ALADN.

### **Collection Development and Management Division**

**Chris Sugnet**

**Director, Collection Development and Management**

### **Collection Development and Management Department**

**Christopher Sugnet**

**Director, Collection Development and Management Division**

Goal 1, Provide greater access to digital collections while continuing to build and improve access to collections in all formats to meet the research and teaching needs of the university.

Objective 1, Utilize the increase in the base budget and any one-time, year-end funding to increase the availability of information resources, especially electronic resources.

- Continue to build the ongoing one-shot request database, assisting the subject liaisons in the discovery and evaluation process that leads to a list of the best electronic resources for purchase when funding becomes available.
- Build a significant core collection of electronic books, adding additional access that will help attract users and provide a true measure of the feasibility of e-books.
- Increase access to new electronic journals through migration from print to electronic and by adding new titles and aggregated databases.
- Coordinate an evaluation of all print subscriptions and examine the role of aggregator databases as alternatives to low use print.
- Effectively communicate information about new resources acquired to internal and external customers.

Objective 2, Initiate a comprehensive, systematic collection development process that accommodates both current and future information resource needs.

- Support the continued collection and collation of use statistics for electronic products, and apply the statistics in working with liaisons in ongoing evaluation of resource effectiveness.
- Produce a training program for liaisons in assessing information needs presented by new course and program requests.
- Work with liaisons to investigate new tools to facilitate collection assessment of current collections.
- Identify an appropriate collection assessment model and work with the Liaisons group and CD to plan and initiate an assessment project to cover current programmatic and research information needs of the UNLV community.

Objective 4, Strengthen current resource-sharing alliances with other libraries and identify new consortia opportunities.

- Continue and expand consortium licensing with UNR, Utah, and other partners, to leverage funding.
- Take an active role in the EPSCOR Science Information Group's initiatives, including licensing within NELINET and joint activity with NSF EPSCOR.

## **Document Delivery Services Department**

**Michelle Batchelor**

**Head, Document Delivery**

Goal 1, Provide greater access to digital collections while continuing to build and improve access to collections in all formats to meet the research and teaching needs of the university.

Objective 4, Strengthen resource-sharing alliances with other libraries and identify new consortia opportunities.

- Expand current avenues for inter-library lending of books and document delivery of journal articles to include regional initiatives like Colorado Alliance of Research Libraries Prospector system for sharing of books and RAPID system for journal article delivery.
- Test RAPID article borrowing system as part of the UALC Resource Sharing Committee's assessment.
- Investigate Link+ consortia for patron initiated borrowing and the INN-reach system.

Goal 3, Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations, regardless of user location. Departmental Objective, Promote Document Delivery Services by improving communication with patrons who use our services.

- Promote Document Delivery Services by expanding our web presence.
- Refine cancellation messages and other notices to include more helpful information.
- Develop print guides and handouts explaining our services.
- Offer improved delivery services to the Shadow Lane campus.

Goal 3. Departmental Objective, Improve services to users who do not have physical access to our print collection.

- Define a service for providing delivery of materials we own to our patrons.
- Create procedures that will smoothly integrate document delivery into current workflow.
- Create web interface that will make the process transparent for eligible users.

## **Materials Ordering and Receiving Department**

**Xiaoyin Zhang**

**Head, Materials Ordering and Receiving**

Goal 1, Provide greater access to digital collections while continuing to build and improve access to collections in all formats to meet the research and teaching needs of the university.

Department Goal, Acquire and process library materials in all formats in a timely manner to support the research and teaching needs of the university. Objective 1, Continue to enhance the existing materials ordering and receiving operation.

- Identify the areas that need improvement.
- Collaborate with Collection Development and Subject Librarians in acquiring and developing information resources.
- Work with other departments to provide greater access to collections in all formats.

Goal 1, Objective 2, Fully utilize features of the Millennium Acquisitions system.

- Continue to test the system.
- Create a complete Millennium Acquisitions manual for UNLV Libraries for the purposes of ordering, receiving and fund accounting.

Goal 1, Objective 3, Seek clarification and, if directed, help implement library objectives aiming to reduce print serials processing, and tighten up the workflow.

- Consult with Collection Development on the possibility of restricting claiming to print titles with more than two recorded uses in addition to print titles not available in aggregator databases and Keep Print titles, and discarding the print component of dual format titles that have not been designated as Keep Print.

Goal 1, Objective 4, Train staff in comparing data from vendors, Innovative, Serials Solutions, and SFX to ensure access to all purchased materials. Leverage access to online materials so that there is minimal duplication of effort on equal content in different formats.

- Persist in obtaining accurate information from vendors on the content we are purchasing.
- Continue to train staff in the use of productivity software to track available resources and ensure we have access to each of them.
- Provide staff training on the maintenance of electronic resources.
- Coordinate the effort required to ensure that our access support tools work together properly.
- Promote the addition of aggregator titles to the catalog to support the minimization of print processing.

Goal 6, Plan and execute an evaluation plan for the Libraries, and use the findings to make strategic decisions. Department Goal, Maintain acquisitions financial data to aid in Libraries materials budget planning. Maintain data about the serials collection to aid in evaluation.

Objective 1, Continue to maintain Materials Ordering and Receiving data.

- Work with Collection Development to identify data that needs to be maintained to help make strategic decisions.

### **Knowledge Access Management Division**

**Jason Vaughan**

**Interim Director, Knowledge Access Management**

### **Bibliographic and Metadata Services Department**

**Judith Carter**

**Head, Bibliographic and Metadata Services**

Goal 1, Provide greater access to digital collections while continuing to build and improve access to collections in all formats to meet the research and teaching needs of the university.

- Continue to catalog and process newly purchased materials as quickly as possible in order to provide prompt access and retrieval for users of the UNLV Libraries. Add access for electronic materials when notified of their acquisition.
- Work with the Government Publications librarian to identify, prioritize and catalog current and retrospective materials and maps.
- Work to maintain an acceptable level of production for serials, A-V and monographs while we recruit, hire & train two classified staff (to replace the well-trained, productive staff lost in the prior year) and a new Special Formats cataloger.
- Work with Collection Development and the Subject Liaisons on gift collections to select, sort and prioritize processing and cataloging in order to minimize impact on purchased material processing while maximizing the value of the gift.
- Continue to integrate and streamline Bindery processes so that print serial & periodical collections remain readily accessible.

Goal 1, Objective 4, Strengthen current resource-sharing alliances with other libraries and identify new consortia opportunities.

- Explore Union List options to add our print and electronic serial/periodical holdings to WorldCat.

Goal 2, Be a comprehensive resource for the documentation, investigation, and interpretation of the complex realities of the Las Vegas metropolitan area and provide an international focal point for the study of Las Vegas as a unique urban and cultural phenomenon.

- Work with the Special Collections Director to identify, prioritize and catalog materials needed for the study of Las Vegas and Southern Nevada.

Goal 2, Objective 1, Facilitate real and digital access to materials and information that document the history, culture, social, and environmental setting of Las Vegas and its region by identifying, collecting, preserving, and managing information and materials in all formats.

- Assist the Web and Digitization Services Department as needed with metadata standards in its efforts to meet the web, digitization, and digital needs of the UNLV Libraries.

**Systems Department**  
**Jason Vaughan**  
**Head, Systems Section**

Goals listed below for the Systems Department represent activities closely supporting three of the UNLV Libraries' 2005-2010 strategic goals:

- Goal 1, Provide greater access to digital collections while continuing to build and improve access to collections in all formats to meet the research and teaching needs of the university.
- Objective 3, Digitize Collections
- Goal 2, Be a comprehensive resource for the documentation, investigation, and interpretation of the complex realities of the Las Vegas metropolitan area and provide an international focal point for the study of Las Vegas as a unique urban and cultural phenomenon. Objective 1, Facilitate real and digital access to materials and information that document the history, culture, social, and environmental setting of Las Vegas and its region by identifying, collecting, preserving, and managing information and materials in all formats.
- Goal 3, Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations. Objective 1, Continue the development of a robust and dynamic library web presence that provides access to library resources and services for users wherever they are whenever they need it.
- Goal 3, Objective 3, Establish an environment that fosters knowledgeable, service-oriented and user-focused staff.

Systems Department Goals:

- Complete the transition of the Libraries' network hardware from an Enterasys to Cisco based environment.
- Complete the transition of the Libraries' network server based infrastructure with implementation of the recently received Dell and Sun based equipment, and conduct a review aimed toward eventual implantation of a new or more efficient data backup implementation.
- Work toward the implementation of virtual private network (VPN) services for library staff, with the goal of providing library staff secure access to many library resources from offsite.
- Successfully hire and/or work toward integrating two new positions within the Library Systems Department – the Systems Librarian and the Systems Administrator.
- Maintain the multitude of major systems we support to a high level; examples include upgrading, maintaining the software associated with systems such as the Innopac, Electronic Reserves, CONTENTdm, EZProxy, Novell services, etc.
- Maintain close collaboration with the Web and Digitization Services Department, aiding and accommodating as necessary to help with the rebuilding of that department.

**Web and Digitization Services Department**  
**Jason Vaughan**  
**Acting Director, Knowledge Access Management Division**

- Goals listed below for the Web & Digitization Services Department represent activities closely supporting three of the UNLV Libraries' 2005-2010 strategic goals:
- Goal 1, Provide greater access to digital collections while continuing to build and improve access to collections in all formats to meet the research and teaching needs of the university. Objective 3, Digitize Collections.
- Goal 2, Be a comprehensive resource for the documentation, investigation, and interpretation of the complex realities of the Las Vegas metropolitan area and provide an international focal point for the study of Las Vegas as a unique urban and cultural phenomenon. Objective 1, Facilitate real and digital access to materials and information that document the history, culture, social, and environmental setting of Las Vegas and its region by identifying, collecting, preserving, and managing information and materials in all formats.
- Goal 3, Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations. Objective 1, Continue the development of a robust and dynamic library web presence that provides access to library resources and services for users wherever they are whenever they need it.
- Goal 3, Objective 3, Establish an environment that fosters knowledgeable, service-oriented and user-focused staff.

**Web & Digitization Services Goals FY07**

- Continue the rebuilding of the WDS Department. Continue integration of new WDS staff members into the Libraries. Work toward enhancing and establishing departmental workflows and policies to better streamline project work. Take advantage of training and other learning opportunities to maximize skills within the department.
- Continue growing existing collaborative relationships and explore future collaborative efforts as relate to potential digitization initiatives, both within the Libraries and with external partners. Continue relationship building within the department and with other library colleagues.
- Work toward the definition and/or creation of a Digital Libraries component at the University Libraries. With library and administrative input, work toward answering key questions related to the generation of digital projects at the UNLV Libraries: program philosophy, project planning, project prioritization, publishing standards, colleague participation with digital projects, and workflow streamlining.
- Publish one or more official digital projects to add to our growing repertoire of existing digital collections.
- Provide active support and technical expertise to help bring to reality initiatives vetted and approved within the Web Management Committee: contribute to idea generation, prioritization, and execution of website enhancements, services, and maintenance streamlining. This includes continued database development and implementation, contributing toward a high caliber public library website.
- Enhance/improve capabilities of the WDS Digitization Lab through modernization of both equipment and furniture.

**Public Services Division**  
**Wendy Starkweather**  
**Director of Public Services**

**Circulation Department**  
**Maria White**  
**Library Technician III**

Goal 1, Provide greater access to digital collections while continuing to build and improve access to collections in all formats to meet the research and teaching needs of the university.

- Complete a thorough bin audit of LASR to identify and log all the secure and empty bins, as well as the bins that need to be reconfigured to accommodate the most common size books. This information will greatly enhance our ability to do LASR space assessment and deal with future storage issues.
- Shelf read the main and reference collections at least once a semester.
- Remove files and courses from the Docutek Eres database that haven't been active since Fall 2003.

Goal 3. Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations.

- If feasible, purchase and implement Innovative's Ecommerce product, which integrates standard ecommerce services with the management of records of fines, fees, and payments in the Innovative system. Its implementation would allow patrons to pay their fines/fees online.
- Turn on automatic hold request processing for holds placed online.
- Continue to identify long-term delinquent patron accounts and delete long overdue items out of the libraries' database.

**Instruction Department**  
**Diane VanderPol**  
**Head Instructional Services Librarian**

Goal 4, Initiate strategic collaboration efforts and programming to ensure that UNLV graduates information literate students. (Educational role). Objective 1, Develop strategic partnerships and programs for campus-wide conversations and planning about undergraduate research skills, information literacy skills and abilities, and core learning outcomes for all UNLV graduates.

- Identify key foundation courses that serve as gateways for majors to target for partnerships. Specific projects already underway include a strategic plan for curricular integration of information literacy competencies for Communication Studies majors and a foundation skills course for all Science majors.
- Partner with targeted student groups such as international students, graduate students, honors students, and student organizations to encourage students to take an active role in setting their own learning agendas for information literacy skills.

Goal 4, Objective 3, Develop toolkit for Libraries, academic programs, and the institution to assess information literacy student learning outcomes.

- Develop a system using Survey Monkey for classroom instructors to use to selectively assess student understanding and learning.

Goal 4, Objective 4, Clarify performance expectations and develop an ongoing professional development plan for library faculty in their role as educational partners.

- Provide opportunities for involvement with in-house and online workshops, seminars, etc. for Instruction Department staff and affiliates that focus on pedagogical issues such as instructional design, writing learning outcomes, assignment design, and assessment of student learning as well as on collaborating with faculty and other academic partners.
- Provide funding and support for professional development opportunities beyond UNLV, such as the Immersion program.

Goal 3, Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations. (Services).

Objective 1, Continue the development of a robust and dynamic library web presence that provides access to library resources and services for users wherever they are whenever they need it.

- Continue the development of services that can be delivered through the web that can meet increasing user expectations for 24/7 access. Focus on the development of web based learning objects such as tutorials and webpages that can be fully integrated with the campus courseware program, WebCT/ Vista.

Goal 3, Objective 2, Maintain and continue to improve upon the physical environments that enable service delivery and facilitate learning.

- Work with Facilities staff and instructional space design consultants to reconfigure the Rhyolite Room to better serve the needs of learners.

## **Media and Computer Services Department**

**Carmen Stern**

**Acting Head, Media and Computer Services**

Goal 1, Increasingly provide access to digital collections and services to support instruction, research, and outreach, while improving access to the UNLV Libraries' print and media collections.

- Hire Department Head for Media and Computer Services. Hire Library Technician I for Computer Help Desk Supervisor position vacated by transfer.
- Continue working on collection projects and weeding to provide a more useful, well developed collection for our users. Weed media reserves, oversized media, audiocassettes and LP collection.
- Plan and implement additional customer service training for all MCS staff and student workers. Enhance search techniques training for student workers.

- Collaborate with Director of Disabilities Resource Center to improve access to software and equipment available in Library Disability Resource Room. Enhance training of media staff and student workers in software and hardware available.
- Develop Asian Studies Mediagraphy.

Goal 3, Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations.

- Continue laptop checkout satisfaction surveys at the end of each semester.

**Research and Information Department**  
**Victoria Nozero**  
**Head, Research and Information**

Goal 3, Objective 3.

- Examine the Department's mission statement, objectives and structure for relevance to and alignment with the Libraries' strategic plan, the service philosophy of the Public Services Division, and performance expectations.
- Expand the Department's staff professional development efforts through an increased emphasis on providing training on library resources and customer service to meet the expectations developed by the New Staff/Volunteer Training Task Force.
- Engage the service pool in efforts to brand and promote to internal and external audiences the Libraries' reference assistance services.

Goal 3, Objective 1.

- Explore the utilization of new technology to provide research assistance and to create a web presence for the Department that is more user-focused.

Goal 3, Objective 5.

- Develop and implement a robust, continuous evaluation/assessment plan for the Department's services and staff.

**Architecture Studies Library**  
**Jeanne Brown**  
**Head, Architecture Studies Library**

Goal 1, Provide greater access to digital collections while continuing to build and improve access to collections in all formats to meet the research and teaching needs of the university. (Collections).

- Enhance web page highlighting digital resources.
- Use RFID technology to improve on shelf access, with periodic shelf-reading/inventory.

Goal 2, Be a comprehensive resource for the documentation, investigation, and interpretation of the complex realities of the Las Vegas metropolitan area and provide an international focal point

for the study of Las Vegas as a unique urban and cultural phenomenon. (Community Engagement).

- Publicize the Architects and Buildings database; correct and add data including the pre-2004 Design Awards data. Add images and links to images into the database.
- Work with WDS in posting video clips of Nevada lectures on the web.
- Add 2006 Las Vegas AIA Design Awards materials to physical and online collections.
- Pursue additional staff [level to be determined] for Las Vegas resources projects.

Goal 3, Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations, regardless of user location. (Services).

- Pursue concept of library as “experience.” Evaluate efforts to enhance the ASL experience.
- Market to/inform internal and external patrons of ASL services and resources using new plasma screen, ASL web pages, newsletters, etc.
- Explore using blogs, one to communicate internally among staff, and another for patron communication.
- Survey students concerning their interest and involvement with new technologies like blogs, wikis, facebook, etc.
- Periodically review “no” log for changes in services and equipment.

Goal 4, Initiate strategic collaboration efforts and programming to ensure that UNLV graduates information literate students. (Educational Role).

- Pursue collaboration with faculty: to incorporate core competencies into the curriculum and to demonstrate potential impact of incorporating information literacy objectives and learning outcomes into class projects.
- Adapt RefWorks help for SOA student use, including Write ‘n Cite instructions.

## **Curriculum Materials Library**

**Jennifer Fabbi**

**Head, Curriculum Materials Library**

Goal 1, Collections. Objective 2, Initiate a comprehensive, systematic collection development process that accommodates both current and future information resource needs. Goal 2, Community Engagement. Objective 1, Facilitate real and digital access to materials and information that document the history, culture, social, and environmental setting of Las Vegas and its region by identifying, preserving, and managing information and materials in all formats.

- Investigate partnerships with the Clark County School District (CCSD) to strengthen current processes for collecting/acquiring access to current curriculum and textbook materials. Work with both CCSD and the Nevada Department of Education to collect and provide digital access to state and local historical curriculum resources that are currently unavailable and increasingly requested by researchers. Specific activities include: clarifying past-negotiated agreements in acquiring textbooks from CCSD, identifying current contact people in each curricular area (CCSD), and locating historical curriculum.

Goal 4, Educational Role. Objective 2, Cultivate individual faculty, faculty cohorts, and academic departments committed to integration of information literacy learning outcomes in their courses and their curriculum.

- Continue to work with College of Education faculty to characterize their perceptions of the CML as a benefit to their students at the level of resources and services provided. Specific activities include: surveying faculty (including part-time faculty) to better understand how to better support their teaching and their students' research needs and using this information to create a "menu" of instructional options that further information literacy goals.

Goal 3, Services. Objective 3, Establish an environment that fosters knowledgeable, service-oriented, and user-focused staff.

- Focus on staff and student employee training in order to maintain and even improve upon our current service level.

## **Music Library**

**Cheryl Taranto**

**Head Music Librarian**

- Goal 1, Provide greater access to digital collections while continuing to build and improve access to collections in all formats to meet the research and teaching needs of the university. Initiate a comprehensive, systematic collection development process that accommodates both current and future information resource needs.
- Goal 2, Be a comprehensive resource for documentation, investigation, and interpretation of the complex realities of the Las Vegas metropolitan area and provide an international focal point for the study of Las Vegas as a unique urban and cultural phenomenon. Provide a cross-disciplinary forum to communicate, facilitate and encourage the cross-fertilization of the independent work done by faculty, students, governmental and cultural agencies; to make that work accessible; and to engage others outside the university in that work.
- Goal 3, Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectation. Continue the development of a robust and dynamic library web presence that provides access to library resources and services for users wherever they are whenever they need it. Establish an environment that fosters knowledgeable, service-oriented and user-focused staff.
- Goal 4, Initiate strategic collaborative efforts and programming to ensure that UNLV graduates information literate students. Cultivate individual faculty, faculty cohorts, and academic departments committed to integration of information literacy learning outcomes in their courses and their curriculum. Develop toolkit for Libraries, academic programs, and the institution to assess information literacy student learning outcomes

**Special Collections Division**  
**Peter Michel**  
**Director of Special Collections**

Goal 1, Provide greater access to digital collections while continuing to build and improve access to collections in all formats to meet the research and teaching needs of the university.

Objective 1, Utilize the increase in the base budget and any one-time, year-end funding to increase the availability of information resources, especially electronic resources.

- Continue to build the ongoing one-shot request database, assisting the subject liaisons in the discovery and evaluation process that leads to a list of the best electronic resources for purchase when funding becomes available.
- Build a significant core collection of electronic books, adding additional access that will help attract users and provide a true measure of the feasibility of e-books.
- Increase access to new electronic journals through migration from print to electronic and by adding new titles and aggregated databases.
- Coordinate an evaluation of all print subscriptions and examine the role of aggregator databases as alternatives to low use print.
- Effectively communicate information about new resources acquired to internal and external customers.

Goal 1, Objective 2, Initiate a comprehensive, systematic collection development process that accommodates both current and future information resource needs.

- Support the continued collection and collation of use statistics for electronic products, and apply the statistics in working with liaisons in ongoing evaluation of resource effectiveness.
- Produce a training program for liaisons in assessing information needs presented by new course and program requests.
- Work with liaisons to investigate new tools to facilitate collection assessment of current collections.
- Identify an appropriate collection assessment model and work with the Liaisons group and CD to plan and initiate an assessment project to cover current programmatic and research information needs of the UNLV community.

Goal 1, Objective 4, Strengthen current resource-sharing alliances with other libraries and identify new consortia opportunities.

- Continue and expand consortium licensing with UNR, Utah, and other partners, to leverage funding.
- Take an active role in the EPSCOR Science Information Group's initiatives, including licensing within NELINET and joint activity with NSF EPSCOR.

## APPENDIX II

### Statistics

#### USE OF PHYSICAL RESOURCES FY06

	05/06 Check-Outs								
Library/Department	Books & Scores	Periodicals	Media	Reserves	Gov't Pubs		Total	Total 04/05	% Change
<b>Lied Total</b>	<b>116,731</b>	<b>757</b>	<b>37,955</b>	<b>8,002</b>	<b>665</b>		<b>164,110</b>	<b>191,779</b>	<b>-14%</b>
Circulation	116,358	104		3,216	660		120,338	144,982	-17%
LASR	373	653			5		1,031	885	16%
MCS through INNOPAC			37,645	4,786			42,431	45,162	-6%
MCS - manual checkout			310				310	750	-59%
Special Collections	0						-		#DIV/0!
<b>Architecture Studies Library</b>	<b>14,161</b>	<b>173</b>	<b>868</b>	<b>1,893</b>	<b>0</b>		<b>17,095</b>	<b>15,674</b>	<b>9%</b>
<b>Curriculum Materials Library</b>	<b>24,007</b>	<b>0</b>	<b>1,422</b>	<b>1,796</b>	<b>0</b>		<b>27,225</b>	<b>28,984</b>	<b>-6%</b>
<b>Music Library</b>	<b>7,819</b>	<b>0</b>	<b>7,542</b>	<b>1,940</b>	<b>0</b>		<b>17,301</b>	<b>15,190</b>	<b>14%</b>
<b>Total</b>	<b>162,718</b>	<b>930</b>	<b>47,787</b>	<b>13,631</b>	<b>665</b>		<b>225,731</b>	<b>251,627</b>	<b>-10%</b>

			05/06 Renewals							
	Books	Periodicals	Media	Reserves	Gov't			Total	Total 04/05	% Change
Library	& Scores				Pubs					
<b>Lied Library</b>	<b>42,876</b>	<b>0</b>	<b>917</b>	<b>75</b>	<b>234</b>			<b>44,102</b>	<b>43,557</b>	<b>1%</b>
Circulation	42,742			4	234			42,980	42,316	2%
LASR	134	0						134	98	37%
MCS through INNOPAC			917	71				988	1,143	-14%
MCS - manual checkout								0		
<b>Architecture Studies Library</b>	<b>6,723</b>	<b>0</b>	<b>37</b>	<b>68</b>	<b>0</b>			<b>6,828</b>	<b>6,070</b>	<b>12%</b>
<b>Curriculum Materials Library</b>	<b>4,406</b>	<b>0</b>	<b>1,167</b>	<b>0</b>	<b>0</b>			<b>5,573</b>	<b>614</b>	<b>808%</b>
<b>Music Library</b>	<b>1,115</b>	<b>0</b>	<b>400</b>	<b>94</b>	<b>0</b>			<b>1,609</b>	<b>1,506</b>	<b>7%</b>
<b>Total</b>	<b>55,120</b>	<b>0</b>	<b>2,521</b>	<b>237</b>	<b>234</b>			<b>58,112</b>	<b>51,747</b>	<b>12%</b>

05/06 Internal Use										
Department/Branch/Collection	Books & Scores	Periodicals	Media	Reserves	Gov't Pubs	Microforms	Maps	Total	Total 04/05	% Change
<b>Lied</b>										
Circulation	64,607							64,607	85,028	-24%
LASR	715	8,653			97			9,465	11,990	-21%
Gov't Publications					3,952			3,952	5,250	-25%
Maps							102	102	298	-66%
Microforms						6,724		6,724	6,886	-2%
Newspapers		1,547						1,547	2,448	-37%
Periodicals		14,809						14,809	15,706	-6%
Reference	3,659							3,659	3,809	-4%
Special Collections	6,732							6,732	7,102	-5%
<b>Lied Total</b>	<b>75,713</b>	<b>25,009</b>			<b>4,049</b>	<b>6,724</b>	<b>102</b>	<b>111,597</b>	<b>138,517</b>	<b>-19%</b>
<b>Architecture Studies Library</b>	12,348	4,985	0	0	0	-	0	17,333	15,380	13%
<b>Curriculum Materials Library</b>	5,539	208	106	24	0	-	0	5,877	5,985	-2%
<b>Music Library</b>	6,137	0	0	0	0	-	0	6,137	5,625	9%
<b>Total</b>	<b>99,737</b>	<b>30,202</b>	<b>106</b>	<b>24</b>	<b>4,049</b>	<b>6,724</b>	<b>102</b>	<b>140,944</b>	<b>165,507</b>	<b>-15%</b>
05/06 Total Use of Physical Resources By Category of Use										
Department/Branch/Collection	Books & Scores	Periodicals	Media	Reserves	Gov't Pubs	Microforms	Maps	Total	Total 04/05	% Change
<b>Checkout</b>	162,718	930	47,787	13,631	665	0	0	225,731	251,627	-10%
<b>Renewal</b>	55,120	0	2,521	237	234	0	0	58,112	51,747	12%
<b>Internal Use</b>	99,737	30,202	106	24	4,049	6,724	102	140,944	165,507	-15%
<b>Total</b>	<b>317,575</b>	<b>31,132</b>	<b>50,414</b>	<b>13,892</b>	<b>4,948</b>	<b>6,724</b>	<b>102</b>	<b>424,787</b>	<b>468,881</b>	<b>-9%</b>

05/06 Total Use of Physical Resources by Library										
	Books & Scores	Periodicals	Media	Reserves	Gov't Pubs	Microforms	Maps	Total	Total 04/05	% Change
Lied	235,320	25,766	38,872	8,077	4,948	6,724	102	319,809	373,853	-14%
ASL	33,232	5,158	905	1,961	0	0	0	41,256	37,124	11%
CML	33,952	208	2,695	1,820	0	0	0	38,675	35,583	9%
Music	15,071	0	7,942	2,034	0	0	0	25,047	22,321	12%
<b>TOTAL</b>	<b>317,575</b>	<b>31,132</b>	<b>50,414</b>	<b>13,892</b>	<b>4,948</b>	<b>6,724</b>	<b>102</b>	<b>424,787</b>	<b>468,881</b>	<b>-9%</b>
<b>UNLV LIBRARIES - DOCUMENT DELIVERY - 05/06</b>										
		Books	Periodicals	Total					TOTAL 04/05	% Change
Loaned to others		2,165	3,167	5,332					5,338	0%
Borrowed from others		2,559	6,115	8,674					9,404	-8%
Provided through unmediated document delivery			190	190					359	-47%
<b>Total</b>		<b>4,724</b>	<b>9,472</b>	<b>14,196</b>					<b>15,101</b>	<b>-6%</b>
<b>UNLV LIBRARIES - USE OF ELECTRONIC RESOURCES - 05/06</b>										
<b>05-06 Web and Online Catalog Use</b>										
									Total 04/05	% Change
	Web page hits				9,570,426				7,128,626	34%
	Online catalog searches				2,783,116				2,207,056	26%
	<b>Total</b>				<b>12,353,542</b>				<b>9,335,682</b>	<b>32%</b>

05/06 Use of Selected Electronic Resources										
Resource					Searches				Total 04/05	% Change
ABI-Inform					68727				62,584	10%
Academic Search Elite (upgraded to Academic Search Premier)					411156				324,412	27%
Accounting & Tax					31326				49,293	-36%
Business & Company Resource Center (upgraded to Business Source Premier)					49004				51,979	-6%
CINAHL					55576				23,730	134%
ERIC (all versions)					75,475				49,477	53%
FirstSearch Nevada					45109				50,354	-10%
History Resource Center					14816				17,702	-16%
JSTOR Databases					63097				61,945	2%
Las Vegas Review-Journal					36077				32,523	11%
MLA					7,023				8,451	-17%
National Newspapers					96637				75,449	28%
PsychINFO					104202				65,120	60%
Web of Knowledge					43113				36,394	18%
Other					977,059				752,957	30%
<b>Total</b>					<b>2,078,397</b>				<b>1,662,370</b>	<b>25%</b>
05/06 Use of Electronic Reserves										
									Total 04/05	% Change
Lied Library					109,100				102,386	7%
Architecture Studies Library					5,712				8,861	-36%
Curriculum Materials Library					7,495				8,174	-8%
Music Library (Esound Reserves)					28,197				2,236	1161%
<b>Total</b>					<b>150,504</b>				<b>121,657</b>	<b>24%</b>

UNLV LIBRARIES - VISITS - 05/06										
				Facility	Weekly					
	Library			Visits	Operating Hrs				<i>Total 04/05</i>	<i>% Change</i>
	Lied Library			1,313,551	99.5				1,492,997	-12%
	Architecture Studies Library			86,192	74				85,274	1%
	Curriculum Materials Library			94,034	65				81,514	15%
	Music Library			31,947	65				35,944	-11%
	<b>Total Visits</b>			<b>1,525,724</b>					<b>1,695,729</b>	<b>-10%</b>

UNLV LIBRARIES - PATRON CONTACTS - 05/06									
Location			FTF & Telephone	Electronic	Total			Total 04/05	% Change
<b>Lied Library</b>									
Circulation			67,509	266	67,775			63,054	7%
Document Delivery Services			4,362		4,362			3,572	22%
Media and Computer Resources			99,679		99,679			89,052	12%
	Media Desk		60,728		60,728			47,024	29%
	Media Computers		722		722			357	102%
	Computer Help Desk		38,229		38,229			41,671	-8%
Research and Information			46,219	1,018	47,237			55,960	-16%
Special Collections			4,474		4,474			4,796	-7%
<b>Lied Total</b>			<b>222,243</b>	<b>1,284</b>	<b>223,527</b>			<b>216,434</b>	3%
<b>Architecture Studies Library</b>			18,336	365	18,701			16,720	12%
<b>Curriculum Materials Library</b>			25,646	141	25,787			20,312	27%
<b>Music Library</b>			12,138	125	12,263			14,006	-12%
<b>Total</b>			<b>278,363</b>	<b>1,915</b>	<b>280,278</b>			<b>267,472</b>	<b>5%</b>

		05/06 Library Instruction							
Presenter/Venue		# of Persons	Total 04/05	% Change		# of Presentations	Total 04/05	% Change	
<b>Lied Library</b>									
Instruction Department		10,828	13,694	-21%		540	554	-3%	
Online tutorials completed									
Microforms									
Special Collections		378	89	325%		18	6	200%	
<b>Lied Total</b>		<b>11,206</b>	<b>13,783</b>	<b>-19%</b>		<b>558</b>	<b>560</b>	<b>0%</b>	
<b>Architecture Studies Library</b>									
Online tutorials completed		180+	120+						
<b>Curriculum Materials Library</b>		<b>1,132</b>	<b>1,180</b>	<b>-4%</b>		<b>41</b>	<b>50</b>	<b>-18%</b>	
<b>Music Library</b>		<b>2,012</b>	<b>2,400</b>	<b>-16%</b>		<b>76</b>	<b>120</b>	<b>-37%</b>	
<b>Total</b>		<b>14,834</b>	<b>17,654</b>	<b>-16%</b>		<b>747</b>	<b>752</b>	<b>-1%</b>	
<b>05/06 Total Direct Patron Contacts</b>									
								<b>Total 04-05</b>	<b>% Change</b>
		Public Service Points	<b>280,278</b>					263,900	6%
		Library Instruction	<b>14,834</b>					17,654	-16%
		<b>Total</b>	<b>295,112</b>					<b>281,554</b>	<b>5%</b>