UNLV Libraries
Annual Report
FY05
(July 1, 2004 – June 30, 2005)

Table of Contents

Overview of Libraries for FY05
Patricia Iannuzzi
Dean of Libraries

The 2004/2005 fiscal year was a year of transition for the UNLV Libraries. Dean Marks retired in September and Associate Dean Gail Munde served as Interim Dean until the new Dean, Patricia Iannuzzi, started in February 2005. Collection use continued its steady transition from use of physical collections to preference for digital collections with overall circulation of physical volumes decreasing while hits on a variety of web resources such as e-journals and digital collections increased dramatically. Collection growth continued to shift from print to digital to respond to user preference and steady budgetary support for inflation as well as additions to the base in the second year of the Biennium allowed the Libraries to maintain and even slightly grow its journal collections. A retirement in Document Delivery Services (DDS) was the catalyst for a review of that unit's ability to provide greater access when collections were not owned and a new Head of DDS was hired to lead the next generation of document service enhancements.

Lied Library and the three branches continued to be heavily used as places to study, access collections and services, and get help, with nearly 1.7 million users passing through our doors this year and more than 267,000 inquiries addressed at our real and virtual service desks. The Curriculum Materials Library was renovated and expanded, the Architecture Studies Library (ASL) received high praise from the National Architectural Accrediting Board for collections and enhanced service, the Music Library made great strides in integrating information literacy learning into core courses for the music major, and the Public Works Board continued managing several projects in Lied that remained incomplete since its opening. Lied continued to draw visitors from around the world, eager to see the beautiful, user-friendly library that has become world-renowned, as well as to meet with staff to discuss and learn about the application of cutting edge technology in libraries that is the hallmark of UNLV.

The Libraries continued to focus on maintaining and enhancing the technology infrastructure that underpins new services to meet rising user expectations. For example, planning for wireless implementation was started, the multimedia labs were expanded, the Libraries website was redesigned, the laptop distribution program continued to grow, the number and use of digital projects for unique collections continued to be a focus, and major software enhancements for large service areas were implemented such as ContentDM, Innopac and EZProxy.   Library Faculty initiated technology-enabled projects that ranged from Instant Messaging reference assistance, to online instructional video tutorials. Enhancing ability to find and use unique information continues to be a focus, such as ASL's websites providing access to Las Vegas AIA design awards, CML's digitization project for the Clark County School District Grades 6-12 curriculum guides, and the very popular new e-sound reserves service in the Music Library.

Special Collections continues to acquire and create unique collections that document Las Vegas and Southern Nevada as they work with Web and Digitization Services to showcase and provide enhanced access to several of those collections. One project of note was the Las Vegas and Water in the West project that was part of a multi-institution regional grant for the Western Waters Digital Library.   The Center for Gaming Research continued to acquire collections and

nurture relationships with the gaming industry and the Oral History Research Center has been collecting oral histories for the Las Vegas Centennial Project, among others.

Ongoing work in the Libraries processing areas has also been in transition to keep pace with the shift from print to digital acquisitions. Licensing digital content and providing links from within our catalog and across our databases is all new work that appears seamless to our users. 12,000 lesser used items were moved from open shelving into LASR and almost 32,000 new physical items were added to the collection.

The Libraries goal to help graduate information literate students was supported this year through various activities and across all libraries. 37% more individuals participated in library instruction presentations for a total of 17,654 people in 752 presentations. Special programs were developed and targeted to teaching assistants, specifically in Communications and in English Composition, and workshops were designed and offered for TAs and faculty alike through the Teaching and Learning Center. Library Faculty in the Instruction Department are contributing to several key campus committees such as the Academic Integrity Task Force, the First Year Experience Committee, and the General Education Committee. Finding ways to work together with faculty to develop learning outcomes across the curriculum that support the skills and abilities to find, evaluate, select, and use information remains an ongoing challenge.

In the spring the new Dean led a review, updating, and expansion of the Libraries two-year Strategic Plan to create a five-year plan. The major change was the addition of two new goal areas, one for evaluation and another for external relations. The UNLV Libraries have always been committed to both assessment and marketing. The expansion of the two goals provides more structure for each area. Assessment has been broadened to include goals, objectives, and activities that focus on overall evaluation of the libraries' impact. Marketing has also been expanded and incorporated into a broader structure for external relations that includes communications, media relations, public relations, and marketing.

In sum, for a transition year the Libraries did not stand still. To the contrary, our very nature requires constant change to keep pace with the rising expectations of our users, the lightning speed of technological innovations, and the continued evolution of the information environment from a print to a digital realm. The UNLV Libraries have the staff and the infrastructure committed to keep on the leading edge of that change.

<u>Libraries Administration</u>

Budget
Gail Munde
Associate Dean

Accomplishments, Activities and Highlights

University Libraries expended $13,462,007 in FY05. The budget consists of three primary expense categories: Salaries and fringe benefits (52.7%), acquisitions (37.6%) and operations (9.7%). The most notable budget event of the year was the receipt of a second year's biennium increase in the base budget for acquisitions; a permanent increase of $387,421 for a total appropriated materials budget of $4,246,326. In addition, the President directed $138,949 in one-time funds toward acquisitions, used to purchase some of the Elsevier backfiles. The Provost directed $138,547 in one-time funds toward acquisitions which was used to purchase some of the Web of Science backfiles, and $648,463 in one-time funds for improvements in library technology.

The operating budget, which consists of student wages, supplies, telephone and postage, facility and property maintenance, library materials processing, equipment, and travel, totaled $1,289,289.

Development, External Relations, and Organizational Partnerships
MJ Miller
Director, Organizational Partnerships

Accomplishments, Activities and Highlights

Development: Dani Porter served as Director of Development during FY05. Development efforts focused on continued cultivation of current library donors.
- There were 13 members of the Deans Associates, providing $11,660 in support of the Libraries.
- The memorial gifts program and general donations totaled $31,254.
- Throughout the year, four meetings of the Advisory Board were held, with each meeting focused on introducing members to a different area of the Libraries.
- Three cultivation /stewardship events took place: a book signing by Deana Martin in December, the Dean's Associates event in April, and the dedication of the Calvert Family Group Study Room in May.
- Overall, a total of $162,107 was received in donations to the UNLV Libraries in FY05; $135,074 in cash and $27,033 in in-kind gifts.

Organizational Partnerships: This position, formed at the end of FY04, was charged with creating a comprehensive program to seek external funding from sources other than individuals in support of new and expanded initiatives at the Libraries. During the first part of FY05, the

Director focused on forming relationships with campus contacts, creating and developing a plan for organizational partnerships, and establishing goals. Accomplishments include:

- The Director initiated contact with key individuals across campus to communicate the availability of resources as well as the level of expertise and enthusiasm for new programs at the Libraries and to articulate the Libraries' desire to find projects with the potential for collaboration with library faculty.
- During fall 2004, five seminars focusing on opportunities for collaboration on campus were developed, in collaboration with the Libraries Human Resources Manager, and presented to Libraries faculty.
  - *Progress is Measurable: An Introduction to the Development, Implementation, Monitoring and Evaluation of Outcomes Assessment Programs in Academic Departments.* Facilitator: Dr. Jennifer Fager, Director of Academic Assessment.
  - *Initiating Innovative Scholarly Pursuits: The Role of the Office of Research in New and Collaborative Ventures and Internal Grants.* Facilitator: Dr. Mark Rudin, Associate Vice President for Research Services.
  - *How DO I Find Funding for my Project and Who is Here to Help Me?* Facilitators: MJ Miller, Libraries' Director of Organizational Partnerships and Dani Porter, Libraries Director of Development.
  - *The Information World Outside of UNLV Libraries.* Facilitator: Lori Temple, Associate Provost for Information Technology.
  - *Funding Opportunities for Libraries.* Facilitator: Linda Anthony, Grants Resource Center (GRC), Washington, DC
- Six potential corporate partners with an interest in libraries and information management, including two in the gaming industry, were identified and preliminary contacts were made.
- The Director attended meetings of local business people to expand contacts.
- Three checklists to use for planning a project, developing a proposal, and managing a project that is funded were developed and distributed to Libraries faculty.
- The concept of organizational partnerships was expanded during the last two months of FY05 and those activities were incorporated into a new unit, External Relations.

External Relations: The Libraries External Relations unit was established in May 2005. It is charged with communicating the Libraries' message to the broad range of audiences served by the organization as well as addressing other externally focused issues, including public affairs, community relations, and advancement, in addition to continuing with activities begun by Organizational Partnerships. The position of Director, Organizational Partnership was revised to include this expanded vision, and renamed Director, External Relations.

Facilities
Gail Munde
Associate Dean

Accomplishments, Activities and Highlights

University Libraries completed several major facilities maintenance projects, office and space reconfigurations, and construction renovations**.**

- Lied Library:
  - o Completed roof repairs specified by the Nevada Public Works Board
  - o Replaced worn task chairs in public areas
  - o Constructed faculty office in the Bibliographic and Metadata Services Department
  - o Effected a number of staff office moves in Bibliographic and Metadata Services and Web and Digitization Services Departments
  - o Repainted group study rooms
  - o Added additional circuits to server room
  - o Added, moved or reassigned telephone instruments and numbers to new or relocated staff
- Curriculum Materials Library: Completed two-year renovation/refurbishment project that included asbestos abatement and mold remediation, expansion of network cabling, new floor and wall finishes, and new furniture and equipment.

The UNLV Libraries security logs reported responses to the following events:
- 178 incidents of disruptive or sleeping patrons
- Two alarm responses
- Seven reports of thefts of Library property
- 19 reports of thefts of private property
- 10 requests for assistance from UNLV-PD
- Nine incidents involving aid to the sick & injured: staff (4) patrons (5)
- 28 patrons trespassed from UNLV Libraries
- Five acts of vandalism
- Three responses requiring the Fire Department (no injuries)
- Three burglaries (two at Law, one at ASL)
- Two assaults
- 15 cases of violating UNLV Libraries Policy
- 12 cases of violation of Student Code of Conduct
- Over 1,500 incidents of handling logged lost and found property

Human Resources
Suzanne Devlin
Libraries Human Resources Manager

<div align="center">

Accomplishments, Activities and Highlights

</div>

Personnel Actions
- Personnel change was on-going at UNLV Libraries in FY05. Personnel changes include new hires, resignations, upgrades, transfers and other changes in employment status. Forty-seven separate personnel transactions were completed during the year.
- With departures, transfers and newly created positions, UNLV Libraries filled 17 vacancies (6 faculty or professional, 11 classified). There were 13 departures (5 faculty or professional, 8 classified). Three faculty members received tenure, and two were promoted to Associate Professor; the third received tenure at the rank of Associate Professor.

- Six faculty or professional searches concluded with hires, including Dean of Libraries. Dean Kenneth Marks retired on September 30, 2004 and was succeeded by Dean Patricia Iannuzzi on February 7, 2005.
- Seven classified recruitments concluded with new hires.

Training
- The Libraries expended $17,798 from funds allocation for training in the following categories:
    Systems: $7,170
    Library skills: $3,469
    Technology: $3,910
    Leadership: $2,249
- Notable efforts included four members of the Systems Department attending the full SANS Network Security course; numerous faculty and staff attending two-day CONTENTdm training; BCR Connexion and SCCTP Serials courses; OCLC Worldcat Sharing and ILL training courses; UNLV Computer Resource Center workshops, and III Electronic Resource Management Module training.
- Cory Tucker attended the MPLA Leadership Institute and Jeanne Brown attended the Harvard Institute.

Awards:
- The 2005 James S. McPhee Librarian of the Years award was awarded to Penny Whitten.
- The 2005 Libraries Classified Employee of the Year was awarded to Peter Gratton.

Tours/Visitors
Lee Scroggins
Executive Assistant

Accomplishments, Activities and Highlights

University Libraries hosted 32 tours and visits primarily from academic institutions, libraries, and other education-related organizations and enterprises, as well as a groups from national and international technology, architectural, and professional organization conferences held in Las Vegas.
- American Embassy School in New Delhi, India and 3M staff members
- American Society for Theatre Research-Theatre Library Association Conference attendees
- Brigham Young University (BYU) Facilities and Security
- Cal State Fresno
- Colgate University
- Columbus Metropolitan Library in Ohio
- Fashion Institute of Technology, New York City
- Gateway Advisory Board.
- InfoCom conference attendees
- Las Vegas Chamber of Commerce Leadership Education group

- Las Vegas Chamber of Commerce Leadership Youth group
- Macau gaming representatives
- Massey University, Palmerston North, New Zealand, Vice Chancellor-Academic
- National Library of China with 3M representatives
- Nevada State College President
- North American Serials Interest Group (NASIG) training participants
- Oxford University.
- Phi Delta Kappa International Convention attendees
- Public Sector Architects and Facilities Managers attending the American Institute of Architects (AIA) conference
- Queensland University of Technology Library, Brisbane, Australia
- Royal Institute of British Architects USA, Pritzker Award winner, Thomas Mayne
- San Jose State University
- Santa Clara University.
- SUNY Binghamton
- Susaki Architects
- Tel Aviv University Library, Israel
- University of Alabama
- University of Auckland.
- University of Chicago faculty
- University of Chicago, Provost and others
- University of Massachusetts, Capital Projects Manager
- Wells-Pugsley Architects with guests attending the AIA conference

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

Accomplishments, Activities and Highlights

The Collection Development and Management Division (CDM) is composed of three departments that facilitate selection, acquisition, and de-selection of information resources.   The Collection Development Department (CD) maintains day-to-day management of the collections budget, facilitates selection and de-selection activities, and interfaces with external information providers on selection-related matters. CD began to report to the Associate Dean of the UNLV Libraries on a temporary basis beginning in April, 2005. The Document Delivery Services Department (DDS) manages interlibrary borrowing and lending of journal articles, books, and other information resources. The Director of the CDM Division was acting Head of DDS during the last half of the FY05. The Materials Ordering and Receiving Department (MOR) processes orders for new resources and maintains serials subscriptions. MOR began reporting to the Director of Knowledge Access Management on a temporary basis in April of 2005.

Following is a summary of major divisional accomplishments in FY05. Additional accomplishments are available in the FY05 annual reports of the three departments.

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.
- Selection facilitation, license negotiation and review, and acquisition of 106 new electronic serials, including 50 databases and 56 individual journal subscriptions. The sustained effort to build the collection of electronic journals by subscribing to databases that include access to full-text resulted in access to the content of approximately 2,500 additional titles, bringing the total to approximately 16,000 titles.
- Selection and acquisition of 21,000 monographs, mostly books, but also including media, music scores, and other formats.
- Obtained from other libraries over 2,000 books and 7,000 journal articles for members of the UNLV community.

Strategic Goal 3, Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations.
- Strengthened the day-to-day support for online information resources, including building the SFX infrastructure, assuming responsibility for EZProxy maintenance, and implementing Innovative Millennium modules and the Electronic Resource Module..
- Implemented UNLV's full participation in the National Library of Medicine's DOCLINE document delivery system to better support the need for medical information not available in the UNLV collections.
- Became the second North American institution to license Scopus and continued development partnership activities related to the Scopus citation database.

Collection Development Department
Reeta Sinha
Head, Collection Development

Accomplishments, Activities and Highlights

The accomplishments of the Collection Development Department demonstrate continued progress toward increased access to information resources, both online and in print, that meet the teaching and research needs of the university community and Strategic Goal 1 as outlined in the University Libraries 2002-2005 strategic plan.

Collections
- Collection Development applied increased state funding ($387,421), additional end-of the year funds received from the Provost and President and non-state funds to acquire new electronic and print databases and journals. Approximately 100 new electronic resources and journals were added to the collections during the year. Subject librarians submitted approximately 150 serials requests to Collection Development for consideration, most originating from faculty or users. Significant acquisitions include:
  o The full collection of approximately 1000 journals in ScienceDirect + selected backfiles.
  o Web of Knowledge backfiles (1945-1979).
  o Scopus.
  o Times Digital Archives.
  o 18th Century Collections Online.
  o ARTStor.
  o Evans Digital Edition.
- Currently, UNLV Libraries provides access to the content of approximately 16,000 journals, less than 10% are in print (was 20% in FY04).
- Collection Development continued to explore ways to build its e-book collection. In May, *ebrary* was presented to subject librarians. Three attendees sent Collection Development positive feedback and expressed an interest in licensing the Academic Complete collection of 24,000 titles. Engineering faculty and Sidney Watson, Science/Engineering Librarian, investigated *Knovel,* and a dozen Ovid nursing e-books were also added to the collection. Collection Development assessed use data for approximately 3,500 *netLibrary* e-books acquired in FY04 with collection development funds. In general, information technology nd literature e-books showed the most 'accesses.' *Xreferplus*, an online reference collection, showed increased use in its first year. In general, e-books were 'found' by our users, through the Online Public Access Catalog.
- The Libraries Scopus development partnership had some significant milestones in FY05:
  o In July 2004, Reeta Sinha, Head, Collection Development and Penny Whitten, Subject Librarian for Anthropology, Ethnic Studies and Geosciences, were invited to attend the Scopus Development Partners Forum with other international partners. Brainstorming sessions for new functionality and presentations by both academic and information technology partners on tools to aid the research process were featured
  o UNLV Libraries became one of the first U.S. sites to license Scopus. Reeta Sinha, Eva Stowers and Michaelyn Haslam were invited to attend the product launch of Scopus in

North America held at the New York Academy of Sciences in November 2005 with scientists and other library development partners.

o In November, the Provost requested a demonstration of Scopus at the Academic Council meeting. The library was complimented for improving access to scholarly content for the campus community

o Scopus usage continued to increase, with virtually no marketing and few training sessions. Use in some months of the fall semester exceeded that of Web of Science.

o Several user studies and surveys were conducted by Scopus developers during the year. Faculty in Chemistry, Biology, Anthropology, Geoscience, Journalism and the Libraries participated. Collection Development also provided feedback on marketing material and new functionality. Reeta Sinha was invited to discuss the development partnership experience and Scopus @UNLV for Elsevier staff in May 2005.

o The Scopus group at UNLV Libraries includes Reeta Sinha, Michaelyn Haslam, and Eva Stowers. Sidney Watson replaced Penny Whitten in May 2005. Scopus provides a search engine and linking capabilities to access over 14,000 international journals from over 4,000 scientific-technical-medical, business and social science publishers and five years of reference back years.

Consortium-related Activities

• Collaboration with University of Nevada, Reno (UNR) continued, with science and business subject librarians also working with their UNR counterparts to recommend resources and/or platforms for both sites to pursue. Combined subscriptions led to lower quotes for the ScienceDirect full collection as well as some EBSCO and Thomson databases. More so than in previous years, it became standard operating practice for UNR to consult UNLV (and vice versa) when beginning negotiations with vendors both for price and license terms.

• In May 2005, UNR and Nevada State College began exploring cost and collection sharing options for e-books (netLibrary and ebrary), with or independent of the Utah Academic Library Consortium (UALC).

• Initial steps were taken to assess selection activities among the UALC libraries and peers. In June, Collection Development received access to the Collection Manager (Blackwells) used by UALC and UNR. Subject Librarians were also presented with a demo of Yankee Book Peddler's peer group feature in GOBI2 in May.

• Reeta Sinha and Eva Stowers attended a conference call related to Lariat-National Institutes of Health Biomedical Research Infrastructure Network group discussing science-technology-medicine electronic resources that could be shared among seven western states. After evaluating the resources being considered, it turned out that UNLV Libraries already had licensed most, if not all, items on the list

• Reeta Sinha attended Vendor Day sponsored by the Statewide California Electronic Library Consortium (SCELC)—a mini exhibit for many of the private colleges and universities in California. The SCLEC board tentatively approved participation by UNLV Libraries in consortium purchases of electronic resources.

Other Accomplishments and Activities

• Collection Development made significant progress in developing the means to record and report usage data for approximately 200 electronic resources. Staff in Collection Development stored data provided by publishers and vendors on a monthly basis (or as data

became available). By June 2005, a draft report was being designed and a process to distribute the information to subject librarians discussed. While use is only one evaluation factor, the data is a first step towards a more comprehensive assessment of the electronic resources collection by subject librarians and faculty

- Eva Stowers completed an assessment of health sciences journals available to faculty and students in dentistry, nursing, public health, and allied health. Since 1999, in virtually every area, the Libraries' holdings has nearly doubled with most journals available online.
- Communicating information to the university community about new resources remained a challenge for Collection Development in FY05. One piece appeared in Inside UNLV highlighting some recently acquired resources and the library Web site home page provided a link to a list of new electronic resources and journals added in the spring and fall. A press release by Elsevier announced to the 'world' that UNLV was a Scopus development partner. Collection Development continued to use its departmental Web pages, monthly reports, Subject Librarian meetings and e-mail messages to communicate with library staff and users.
- IP-access trials for databases so both users and library staff could test drive resources under consideration were made available in the spring. Collections Development and Systems staff created a trials page on the library Web site with a feedback link for users to send comments to Collection Development and, in turn, the subject librarians.
- Five of six Subject Librarians meetings held in FY05 were called by Collection Development. Vendor presentations, a demonstration of ARTstor, new serials requests (journals and databases), subject Web pages, the Fall 2004 marketing event and a liaison group proposal were some of the featured agenda items.
- Reeta re-negotiated the EBSCO serials service contract effective September 2004. As a result, the service charge assessed dropped from 7.9% to 4.5% for subscriptions. In addition to the cost savings, paperwork and renewal activities should be streamlined with approximately 95% of our subscriptions handled by two major subscription agents.
- Budget projections through FY09 were developed for the collections.
- In February 2005, Department of Energy funding for interlibrary loan support for the Yucca Mountain Technical Information Center was withdrawn. The final report was submitted to the task coordinators.

Document Delivery Services Department
Christopher Sugnet
Acting Head, Document Delivery

I. Accomplishments, Activities and Highlights

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

- OCLC Upgrade: In the winter of 2004-05, DDS staff attended training and did internal cross-training in preparation for the migration within the OCLC inter-library lending system from the older text and web-based versions to the new generation Firstsearch system. Migration was successful in May 2005. Another enhancement implemented in late summer 2004 was the use of a URL to temporarily store .pdf journal articles on our web server for pickup by

customers, alleviating the problem of blocked and corrupted files sent directly as .pdf e-mail attachments.
- Full Implementation of DOCLINE: In order to support document delivery in medical literature for the Shadow Lane campus, DDS staff finished the entry of UNLV serials holdings into the National Library of Medicine's DOCLINE system. UNLV began active DOCLINE participation in late fall 2004 with twice as many serials holdings in the system as the UNR Health Sciences Library and has the third largest holdings list in the Western region. UNLV is a 7-to-1 net lender in DOCLINE. During FY05 access to DOCLINE (via the Loansome Doc gateway) was extended to all dental students at Shadow Lane and to faculty and doctoral students on the main campus.
- Yucc Mountain Cooperative Agreement: DDS closed down the project to supply information to the Yucca Mountain Technical Information Center when the DOE discontinued funding the task.

II. Statistical Data

Use of DDS to borrow books, journal articles, and other information resources for the UNLV community decreased by 13% from the previous year. Lending to customers of other libraries in the system decreased by 16%. Lending of books was almost entirely transacted on the OCLC system, but 62% of the lending and 9% of the borrowing of journal articles occurred on DOCLINE. Total transactions for FY05 were the lowest since FY99 when there were 14,354 transactions. Reasons for an overall decrease in transactions, even with the growth of the university and the addition of DOCLINE, may include the substantial increase in UNLV's acquisition of electronic journals. In FY02, when the electronic journal collection was still in its infancy, UNLV borrowed 11,226 articles and this past year 7,022 articles were borrowed, a 38% decrease.

Materials Ordering and Receiving Department
Xiaoyin Zhang
Head, Materials Ordering and Receiving

I. Accomplishments, Activities and Highlights

Accomplishments and activities of the Materials Ordering and Receiving Department this past year fit into UNLV Libraries Strategic Plan 2002-2005 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, and Objective 1.1, Develop tools to optimize, promote, and improve access and connectivity to print, media, and electronic collections, and reference services.
- Integrated two new Technician I positions into electronic serials processing to improve access to serials collections in all formats.
- Provided learning opportunities for staff to develop their technical skills and knowledge to acquire and process information resources in all formats.
- Assumed responsibility for EZProxy maintenance.

- Continued to refine the procedures for the Millennium Acquisitions and the Millennium Serials Modules.
- Implemented the Millennium Acquisitions Silver version.
- Implemented the Innovative Electronic Resource Module (ERM). Populated the ERM with basic data on the Libraries current subscriptions.
- Implemented new Innovative serials record codes to enable better serials management. Managed subscriptions vendor change.
- Implemented the new fund structure. Switched all old fund codes to new fund codes.
- Increased P-Card usage to expedite the process of ordering and receiving.
- Increased link capabilities to electronic resources by using SFX.
- Refined the procedures for ordering with GOBI2. Updated the shelf-ready profile to reflect changes made by the library.

II. Statistical Data

- Acquired 9,800 monographic items.
- Processed 21,000 monographic receipts.
- Acquired 56 new journal titles and 50 electronic resources.
- Converted 281 print journals to electronic only.
- Processed 23,000 journal issues and 11,000 serials items.
- Established 670 links to journals and fixed 742 link problems.
- Added 4,000 titles to SFX.

Knowledge Access Management Division
Kenneth Bierman
Director, Knowledge Access Management

Accomplishments, Activities and Highlights

The Knowledge Access Management Division of the UNLV Libraries is composed of three departments that provide behind-the-scenes support services to other divisions of the Libraries. The Bibliographic and Metadata Services Department builds and maintains the primary library tool that allows customers to discover information resources that may be useful to them to support their learning, research, or scholarly endeavors. The Web and Digitization Services Department provides coordination and technical support for the Libraries public website and develops digital collections of local materials, primarily from Special Collections, thus making these materials available to anyone with web access anywhere in the world. The Systems Department provides the technical infrastructure that supports the digital services and collections provided by the Libraries.

Following is a summary of major divisional accomplishments in FY05. Additional accomplishments are available in the FY05 annual reports of the three departments.

Significant activities toward achieving 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 included:

- To provided access to new informational resources, a total of 26,506 new titles and 31,852 physical items were added to the collections and the catalog database along with approximately 4,500 links to electronic resources. Customers initiated over 2.2 million searches in the catalog to discover resources useful to them. During heavy-use days customers initiated a search of the catalog every four seconds on average between 7:30 a.m. and midnight. A new public catalog interface, three years in the making, was launched in May 2005. No formal assessment of this new interface has yet been done, but many people agree that it is a vast improvement over the previous design.
- To provide room in the open stacks in Lied Library for new materials, over 12,000 volumes of lesser-used material were relocated from open stacks to LASR or were withdrawn.
- To provide access to materials in our Special Collections, a number of digitization projects and exhibits were launched including:
  - Nevada Historical Society Papers, v. 3
  - UNLV Libraries Millionth Volume exhibit
  - Southern Nevada and Las Vegas: History in Maps
  - *The Progress of the Century* (1901 book) added to the Historic Southern and Central Nevada website
  - Howard Hughes exhibit
  - Las Vegas and Water in the West
- Use of our digital collections increased significantly. In June 2004 there were just over 5,000 hits for the four available digital projects/exhibits while in June 2005 there were over 28,000 hits for the eight available digital projects/exhibits. The most popular digital project in June 2005 was the Howard Hughes exhibit followed by Early Las Vegas.

Significant activities toward achieving Strategic Goal 2, Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations included:

- Significant changes and enhancements were made to the public website based on usability testing of the new website that was launched in June 2004. Customers accessed our website over seven million times, an 800,000 increase over the previous fiscal year.
- A stable and secure telecommunications and technical infrastructure was maintained to ensure that customers and staff have uninterrupted access to the increasing array of digital library services and collections.
- Nearly all library servers were replaced or upgraded to provide customers and staff with an enhanced technology platform, giving them tools to maximize their productivity and their overall educational experience. The Libraries participated in the campus wireless pilot project and began planning for wireless in the libraries which is scheduled to be fully implemented next fiscal year.
- Numerous enhancements were made to the technical infrastructure (both hardware and software) to improve customer service and staff productivity. These enhancements are discussed in the annual report of the Systems Department. Items of particular note include:
    o Installed the new Innovative Interfaces' Electronic Resource Management module
    o Installed SSL (secure sockets layer) on the catalog to provide secure communications with the web-based catalog
    o Installed initial implementation of a library firewall protecting all library connections
    o Replaced over 300 defective monitors
    o Replaced public printers upon which customers printed nearly 3 million pages via the Pay-for-Print system

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 FY05 supported 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.

- A total of 26,506 titles were added to the catalog database in FY05. A total of 31,852 physical pieces were added to the collections.
- Upgraded Prov+ Records. In July 2004 BMS began upgrading the brief Yankee Book Peddler (YBP) Prov+ (Provisional Plus) records that are added to the catalog database for YBP shelf-ready monographs when a complete bib record is not available. In FY05, 2,250 Prov+ records were upgraded from partial to full records. Approximately 20% of the shelf-ready books received from YBP arrive with a Prov+ record to be upgraded later by BMS staff.
- PZ Reclassification. In October 2004 BMS began a special project to reclassify monographs in the PZ classification to more appropriate classifications (mostly PR, PS or other literature

classes). The project was completed in February 2005; a total of 1,095 titles were reclassified. Fourteen shelves of materials that are appropriately classified in PZ remain.

- Third Floor Relocation Project. A total of 11,220 volumes were relocated from the third floor. 7,200 volumes were transferred to LASR and 4,020 volumes were withdrawn.
- Retrospective conversion. In November 2004 BMS was able to respond to a long-term request from the Curriculum Materials Library (CML) to catalog their collection of older kits. A total of 319 kits were cataloged by the end of the fiscal year.
- Gift Materials. In March 2005 gifts started coming directly to BMS from subject librarians, thus bypassing Materials Ordering and Receiving. This change reduced the time and cost required to make gift materials available to our customers. In March-June a total of 477 gift items were received by BMS: 197 from Lied, 120 from Architecture, 85 from CML, and 75 from Music.
- Web and Metadata. Members of the BMS staff converted many web pages for the public website revision and input metadata and CONTENTdm records for the Las Vegas and Water in the West digital project.
- EZProxy Table Maintenance. Responsibility for maintaining the EZProxy configuration file was transferred from BMS to MOR in February/March 2005.
- Cataloging Processes. In June 2005, OCLC discontinued system access with Passport and Cataloging Micro Enhancer software. Staff converted their cataloging processes from these programs to the OCLC Connexion Client.

II. Statistical Data

A total of 26,506 titles were added to the catalog database in FY05. Of this total, 13,967 represented YBP shelf-ready books (53%), 9,180 were titles cataloged in-house (35%) and 3,359 were electronic loads such as NetLibrary titles (13%). Of the 26,506 titles added to the catalog, 1,933 were media (721 audio CDs, 567 DVDs, 391 Kits (all for CML), 211 Videocassettes, and 43 other formats). A total of 31,852 physical pieces were added to the collections. Approximately 4,500 electronic links were added to existing print records.

Systems Department
Jason Vaughan
Head, Systems Section

Accomplishments, Activities and Highlights

The items below represent activities closely supporting two of the UNLV Libraries' 2002-2005 strategic goals: 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; and Strategic Goal 2, Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations.

In addition, the items below help achieve various LibQual+ goals: "Personal Control: Convenient access to library collections"; "Personal Control: Making electronic resources accessible from my home or office"; "Personal Control: A library website enabling me to locate

information on my own"; and "Personal Control: modern equipment that lets me easily access the information I need."

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.

End-User Hardware/Software Enhancements
- Specified, evaluated, and installed new laser printers for the patron environment.
- Re-imaged various sets of patron PCs throughout the fiscal year, to provide the latest new software, existing software updates, and security updates and to address bugs. This included both patron desktops and laptops. It also included express station changes to take advantage of the redesigned public catalog interface.
- Provided the capability for library-circulated laptops to print through the library's pay-for-print system and network printers.
- Planned logistics and assisted in the physical labor involved in replacing hundreds of faulty LCD computer monitors in both the staff and patron environments.
- Specified and ordered new laptops for the laptop checkout service.

Network/Server/Infrastructure Enhancements
- Collaboration with Web and Digitization Services.
  - o Assisted with the redesign of the WebOPAC interface.
  - o Assisted with the launch of the newly designed library website.
  - o Assisted with the implementation of the "database of databases," which provides access to hundreds of licensed electronic resources.
  - o Installed the latest CONTENTdm software (version 3.7) on the CONTENTdm server.
  - o Developed, tested, and implemented a system to more rapidly post changes to library webpages. Changes made by WDS staff to SQL database tables are automatically replicated and updated to the production web server instantaneously. This affects important website components such as the "database of databases" (which generates the alphabetical and subject listings of licensed library resources), the library staff roster information, the microform research collection, and the new books list.
  - o Upgraded the hard drives in the CONTENTdm storage unit to provide additional space for hosting future digital projects. Systems staff took the "old" hard drives from the CONTENTdm unit and placed them in the server hosting the libraries' public website, allowing for future growth.
  - o Upgraded several important software components housed on our public and private web servers. This included Apache (web server software), php (used to program much of the enhanced database/scripting functionality associated with the website), and EZproxy (which provides offsite access to our licensed library resources).
- Innopac Enhancements.
  - o Installed the latest release of Innopac software, "Silver," in August 2004, followed by an upgrade to the underlying Oracle database.
  - o Installed the new Electronic Resource Management module in January 2005.
  - o Implemented SSL (secure sockets layer) functionality on the WebOPAC to encrypt and secure communications, enhancing patron privacy.

- o Performed regular Innopac account maintenance, creating thousands of new patron records, extending expiration dates on valid existing accounts, and deleting no longer valid accounts.
- Upgraded to the latest version of the Ghost imaging software and reconfigured the Ghost imaging servers, offering increased functionality and efficiency in keeping PC software up to date.
- Planned, configured, and installed a hardware firewall in the Lied computer room, offering improved security for the Libraries' computing environment.
- Implemented major revisions to the Libraries' network data backup process.
- Enhanced DHCP services by implementing a new DHCP system which rearranges how library IP addresses are allocated, allowing better definition of which IP addresses are allocated to particular locations. Systems also created an online interface to help monitor and manage DHCP services.
- Implemented a new "silent" boot process for the Lied Automated Storage and Retrieval (LASR) server, which allows LASR operators the opportunity to reboot the server remotely in case the system fails. This empowers Circulation staff for this important function, without having to rely on Systems staff.

Enhanced Services/Support
- Expanded Systems coverage with the hire of a new employee in November 2004 who provides additional nighttime and weekend coverage for the department.
- Implemented new restrictions for various user groups not directly affiliated with UNLV. This includes limited Internet access and modified print job costs for community users. The planning, testing, and implementation of these restrictions was a detailed project; the outcome was the provision of greater access to library computers and software for UNLV students.
- Implemented NetStorage, allowing library staff to connect to the Novell staff server from home.
- Developed and launched an enhanced and redesigned Systems Intranet site, offering enhanced functionality for library staff, including the ability to check the real-time status of various library systems, and an enhanced work request form.

Additional Major Projects
- Wireless Network Preplanning.
  - o Assisted UNLV Campus Computing with the installation of a pilot wireless network in the Book N' Bean and ASL Library.
  - o Drafted and shared planning documents related to installation of a wireless network within the UNLV Libraries.
  - o Participated in meetings with outside vendor, in preparation for wireless site survey the following fiscal year.
  - o Set up a website of information on the proposed wireless network and shared with all library staff.
- Created a software management/licensing database used internally by Library Systems staff to help manage the various workstation software images and help track software installations. This helps our efforts of installing the correct software on the correct set of computers.

- Worked with Library Administration to renew maintenance and licensing agreements on equipment and software.
- Researched and specified equipment/services ordered with year-end money awarded to the Libraries, including new servers and a redesign of the Libraries' LASR system. Associated with this, Systems rearranged the furniture in the server room and workroom, to take advantage of the new equipment.
- Assisted the CML in their expansion effort by removing and reinstalling PCs and printers (including the installation of a dozen additional workstations and an additional printer), and in provisioning several dozen additional network drops.
- Configured PCs for various temporary endeavors, such as training sessions (CONTENTdm, ITS Educational Testing Service's Information and Communication Technology Literacy Assessment pilot study, etc.) and student registration.
- Participated in various tours, demos, and discussions, such as InfoComm, Cisco, Dell, and various outside librarians.

Web and Digitization Services Department
Bradford Eden
Head, Web and Digitization Services

I. Accomplishments; Activities and Highlights

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. Accomplishments include:
- The launching of a new public online catalog interface, three years in the making, was accomplished in May. No formal assessment of this new interface has yet been done, but many people agree that it is a vast improvement over the previous design.
- Extensive redesign of the backend of the UNLV Libraries website. This included creation and maintenance of a database of databases application to assist subject librarians and others to automatically change information related to these areas; a dynamically generated staff directory; a dynamically generated new books list; and usage reports.
- Usability testing of the new UNLV Libraries website (launched in June 2004) indicated that some redesign needed to be done in regards to the front web page and the various toolbars throughout the site. These changes were discussed with Public Services and others, and the website was re-launched in June 2005.
- A number of digitization projects and exhibits were launched this year.
  o Nevada Historical Society Papers, v. 3 (August 2004)
  o UNLV Libraries Millionth Volume exhibit (October 2004)
  o Southern Nevada and Las Vegas: History in Maps (October 2004)
  o *The Progress of the Century* (1901 book) added to the Historic Southern and Central Nevada website (November 2004)
  o Howard Hughes exhibit (March 2005)
  o Las Vegas and Water in the West (part of the Western Waters Digital Library collaborative effort)(June 2005)

- Developed a database of Las Vegas architectural information for the Architecture Librarian. The back-end database structure has been finalized, and is ready for data input.
- A number of training sessions and presentations were attended or conducted by WDS staff. These included:
  - Web Content Management Systems (CMS) Presentation: Introduction (October 2004)
  - Graphics Design workshop for Non-designers (taught by Graphics Designer)(December 2004)
  - CONTENTdm Training (two-day session with Geri Ingram, OCLC consultant)(January 2005)
  - Web Content Management Systems Presentation: differences between a CMS and CONTENTdm (March 2005)
- The Web and Digitization Advisory Committee, chaired by Peter Michel, Director of Special Collections, and initiated in July 2004, met twice to discuss database and digitization prioritization. This committee was disbanded by Cabinet in May 2005.

II. Statistical Data

Statistically, website hits on the UNLV Libraries digitization and digital exhibits increased dramatically this fiscal year. In June 2004 there were just over 5,000 hits for the 4 available digital projects and exhibits (1.8% of the total public website hits), while in June 2005 there were over 28,000 hits for the 8 available digital projects and exhibits (7.3% of the total public website hits). The most popular digital project in June 2005 was the Howard Hughes exhibit, with over 18,000 hits. Early Las Vegas was the second most popular, with over 5,000 hits in June 2005 and over 60,000 hits for the fiscal year.

Public Services Division
Wendy Starkweather
Director of Public Services

I. Accomplishments, Activities and Highlights

Activities in FY05 reflect the division's ongoing efforts to accomplish activities associated with several of the Libraries' strategic goals and objectives that were in place during most of the fiscal year, especially those related to access, user services and information literacy. While the individual department and branch reports provide thorough descriptions of their respective activities, the listing below highlights a few of them.

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. Implementation Strategy 1.1, Develop tools to optimize, promote, and improve access and connectivity to print, media, and electronic collections; and reference services; and Implementation Strategy 1.2, Promote and improve access to and retrieval of current collections and services at the UNLV Libraries through the use of traditional information organization and methodologies and current metadata standards.

Several departments and branches within the division worked on projects designed to enhance access, including:
- developed new pre-shelving procedures and performed inventories and LASR bin audits to ensure that users could easily find the material they were looking for (Circulation).
- added catalog records for federal and state government publications and for selected microform research collections (Research and Information [R&I]).
- replaced and converted old media formats and examined the potential for online media reserves and video-on-demand (Media and Computer Services [MCS]).
- continued expanded table of content access, revised and updated collection guides, book displays for new materials, reading lists and web pages (Architecture Studies Library [ASL]).
- accomplished several inventories and a call number updating and conversion project, collaborated on a $10,000 grant project that allowed the purchase of bilingual and multicultural resources, further developed the branch's core biography collection and the "Kit" collection, digitized Clark County School District grades 6-12 curriculum guides (Curriculum Materials Library [CML]).
- established an additional approval plan for scores, identified minimum core collection needs for new programs and faculty (Music Library).

Strategic Goal 2, Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations. Implementation Strategy 2.1, Library groups will develop assessment tools for determining user needs and expectations as they relate to services and facilities; and Implementation Strategy 2.2, Each department will evaluate and respond to identified user needs and expectations.

Not surprisingly, considerable focus was devoted to this goal by the division's departments and branches. Highlights include the following accomplishments:

- established a process for the automatic extension of registered students expiration dates; implemented a user-initiated hold request system; set up an automated email-based Courtesy Reminder notice to alert patrons to upcoming due dates for their checked-out materials (Circulation).

- engaged in a national pilot study organized by the Educational Testing Service designed to establish a set of questions that can be used for literacy assessment and completed an assessment plan template designed to outline and measure student learning outcomes (Instruction).

- made service enhancements in the software and hardware, training efforts and general service associated with the Multi Media Design Studio, streamlined laptop check-out procedures and established cross training program for computer help students to learn media service desk skills (MCS).

- administered a user survey to evaluate user satisfaction with department services, developed plans to hold focus group session with graduate students to learn about their concerns with department services, established a departmental training program to ensure that staff is aware of and knowledgeable about our print and electronic resources in order to provide better, more user-focused service to our patrons (R&I).

- investigated blogging software and worked with the libraries' Systems Department to acquire and test the system, experimented with new tutorial building software and used it internally for staff training purposes, worked with some teaching faculty and Distance Education staff to incorporate online library services into their courseware environments (Remote Services).

- sought and received frequent user input on web pages, copiers, software and hardware, and hours and adjusted services to accommodate requests whenever possible; established good liaison with campus facilities that resulted in improved physical environment for staff and users; received accolades from the National Architectural Accrediting Board visiting accreditation team that noted that it found "an excellent and well-used library" with a "good acquisition plan, a viable budget, [and] a growing Las Vegas architecture archive," further supporting the fact that the branch is clearly meeting and exceeding user expectations; engaged in several activities that sustained the branch's reputation as a comprehensive resource for the documentation of the architectural environment of the Las Vegas metropolitan area (ASL).

- worked with the libraries' Facilities and Security Manager and university Construction and Planning staff to plan and coordinate a long-overdue renovation and expansion of the entire curriculum materials branch library and the modification of all accompanying services; designed a research strategies worksheet for use during one-on-one reference opportunities and also during guided instruction sessions; developed web-based tutorials; developed and offered workshops for patrons on new picture books and on multicultural literature awards; wrote and received a Nevada Humanities grant that supported campus visits and lectures from three internationally recognized juvenile literature authors; used Survey Monkey, a web-based survey tool, to survey our patrons on several aspects of the library--the website, collections, hours, circulation policies, new post-renovation services, permanently expanded Saturday hours, and evening summer hours CML).

- implemented E-sound reserves; continued LP to compact disc dubbing project during FY05; assumed responsibility for selected cataloging and processing of selected activities to ensure

speed and efficiencies of decentralized efforts (Music).
- led the discussion and development of the division's philosophy of service, offered guidance with respect to the ongoing presentation of services on the Libraries' website (Division Director).

Strategic Goal 3, Initiate strategic collaboration efforts and programming to ensure that UNLV graduates information literate students. Implementation Strategy 3.1, Provide opportunities for staff development and training on effective information literacy programming and the role of information literacy in higher education.
- offered course-related instruction, orientation programming both in and out of the library; scheduled drop-in sessions, tours and more; offered a faculty seminar series in both the fall and spring semesters designed to encourage faculty to think about the development of their students' information and research skills and also about their own research needs; planned for a summer 2005 retreat designed to collaboratively identify strategies, tools and ideas for effective outreach in the area of information literacy skills (Instruction).
- continued outreach to faculty with regard to instructional support and to graduate students with regard to their research, revised several web-based instructional modules, prepared an architecture student core competencies document and solicited faculty feedback, participated in the School of Architecture Task Force on enhancing student reading/writing/research skills (ASL).
- used online form to request feedback on instruction sessions and gleaned constructive information on how to better tailor course-related services (CML).
- incorporated key information literacy components when teaching required music history courses and team teaching bibliography and research methods courses; began the development of a "Music Library Survival Guide" designed to introduce freshmen to services and resources in the Music Library, targeting certain information literacy goals; began outreach efforts to the Dance Department and developed two guides, "Dance Resources in the Music Library," and "Dance Resources in Lied Library"(Music).

Strategic Goal 4, Establish a coherent consistent library-wide marketing program that focuses on new and existing services and collections. Implementation Strategy 4.1, Each department will identify new or existing services and user environments that will benefit from a library marketing program and Implementation Strategy 4.2, Identify collaborative opportunities and implement strategies for promoting library services, capabilities, and resources to raise awareness of the Libraries' role in fostering information literacy.
- held sessions on information literacy topics with Graduate Teaching Assistants in the Communication Department, and part-time instructors and Graduate Teaching Assistants in the English Composition Program, met one-on-one with instructors in Tourism and Convention Administration and the new University College, offered workshops as part of the Teaching Learning Center's programming for faculty, gained positions on several important committees and task forces related directly or indirectly with campus-wide information literacy efforts (Instruction).
- used web pages and print newsletter to communicate to users, promoted services to internal and external audiences in *UNLV Magazine,* recognized at the year-end meeting of the Las Vegas American Institute of Architects both with praise for its role in documenting Las Vegas architecture and with two checks totaling $6000 (ASL).

- engaged in the development, implementation and external dissemination of procedures with respect to open internet access from UNLV Libraries computers, promoted the Libraries' perspective on several student services committees (Division Director)

II. Statistical Data
(See accompanying spreadsheet for specific details)

In keeping with the national trend, use of some services and resources in UNLV Libraries continued to show declines during FY05. Total use of physical resources, including check-out, renewal and in-house use, declined by 7% (468,881 down from 503,284). The biggest decrease (16%) was associated with the use of items in-house; check-out decreased by 3%, but renewals of materials were actually up by 11%. Interestingly, use of resources in the Music Library was up 26% while check-out of Music resources was down 5%.

Explanations for the declines vary. It is speculated that the continuing increase in our electronic journals (13,000 of them, 3000 of which were acquired in FY05) and the extensive full-text access provided by them may have diminished the need for information found in physical books. In addition, there is a growing number of courses and reading material for them offered through Web CT and Distance Education, which may lessen the need for print resources.

Gate count for the UNLV Libraries continues to increase – up nearly 45,000 or 3% during FY05 (1,695,729 up from 1,649,647). A considerable portion of that increase is due to a 14% increase in the use of the newly renovated Curriculum Materials Library, though Lied Library continued to contribute to the increase with a 2% rise in visits. The use of our most popular electronic databases jumped 58% (1,662,370 up from 1,054,683) and web page hits increased 13% (7,128,626 up from 6,318,815).

Equally positive is the popularity of the laptop authentication service as well as laptop check-out. Personal laptop registration for FY05 showed an increase of approximately 20%. Laptop checkout continues to be an area of expansion. In FY03 laptop checkouts totaled 4,240; for FY04 it was 5,065 and for FY05 it totaled 6,109. This was a 20% increase over FY04 and a 40% increase over FY03. It is important to note the dramatic increase in use during November and December 2004. This is particularly striking since the library was only open two weeks in December 2004– yet in that limited period of time we saw over a 200% increase in use from the same period last year (when the library was open the entire month). Clearly, this demonstrates the demand for workstations during fall semester. It is possible that the introduction of wireless to the mix during the next fiscal year may diminish the heavy demand for laptop checkout.

Once again, Library Instruction enjoyed increased activity with a total of 752 presentations, including class sessions, workshops, tours, or seminars, a 13% increase to a total of 17,654 people representing an increase of 37% for individual instructional contacts over the year before. The solid increase in instructional contacts helped mitigate the 4% decrease in overall patron contacts during FY05. It is likely that a portion of this decline is due in part to the change in community access to the open Internet. With that change came a dramatic decrease in the number of community users seeking guest passes at the Computer Help Desk in Lied. By way of illustration, during FY04, 6289 guest passes were issued. For FY05, the total was 3204. Prior to

the implementation of the new community user policy in mid-January 2005 the monthly average of guest passes was 400. After implementation the average was 56.

Circulation Department
Maria White
Library Technician III

I. Accomplishments, Activities and Highlights

Libraries Strategic Plan 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.

- Goal/Objective 1, Complete the book shifts on the third and fifth floors: The book shift on the fifth floor was completed in August, and the third floor at the end of June.
- Goal/Objective 2, Shelf read the main collection at least once every semester: The entire main collection was shelf read four times during the past year. During each pass, numerous books with various problems were identified, and the problems corrected. The continuous shelf reading has resulted in a collection that matches what is in our database and is in very good shelf order, which provides excellent access to our materials.
- Goal/Objective 3, Complete the bin audit of LASR: Completed in April.

Libraries Strategic Plan Goal 2: Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations.

- Goal/Objective 4, Work with Systems staff to automate the process for extending the expiration dates of continuing students' library cards each semester, so the cards don't expire until they are no longer students: Completed. Every semester, Systems staff runs a program that checks the student records in Innopac against the Student Information System (SIS) to see whether they are enrolled. If they are, the program moves the expiration date forward to the end of the semester. Students really appreciate having continuous computer access and library privileges without having to come to the library to update their cards each fall.
- Goal/Objective 5, Work with Systems staff to make adjustments in the WebPac so that patrons will have the capability to place paging requests online: This goal was not accomplished. The Innovative Interfaces, Inc. system, as it exists, cannot support the full flexibility needed to successfully implement an online paging function.
- Goal/Objective 6, Implement automatic hold processing: Implemented manual hold processing as a preliminary step in FY05.
- Goal/Objective 7, Continue to identify old delinquent patron accounts and delete the entries for long "billed" books and/or fines associated with them from the database. This function is performed on a routine basis.

Other Accomplishments:
- Set up a Courtesy Reminder notice that is automatically generated and e-mailed to most patrons that have books checked out, alerting them to the fact that they have items coming

due within three days. Faculty and graduate students receive e-mail notification two weeks prior to the due date.
- Implemented a new process for books that are ready to be shelved. Books are scanned prior to being shelved to make sure they have all been properly checked in and belong in Lied Library's book stacks. This process has eliminated most human error in the flow of books from Circulation to the stacks, and has significantly reduced the number of Claims Returned searches.

II. Statistical Data

- The number of visits to Lied Library increased by 2%.   The total number of books checked out dropped 3%, and the number of books checked out through the Self Checks fell by 21%. There was a 6% increase in both the number of books renewed online and the total number of books renewed.
- In-house use of the main stacks decreased by 11%, and the number of LASR requests were down by 25%.
- There was a 3% decrease in the number of patrons assisted, leveling off from the 20% decrease experienced last year. Automatic updates of students' expiration dates done by Systems staff continued to lessen the necessity of patrons to having to come to the circulation desk in person.
- The number of physical reserve items checked out continued to decreased by 7%, from 5,400 last year to 5,005 this year.
- The number of new books shelved in FY05 decreased by 7% from last year, compared to a 29% drop from FY03 to FY04.
- Approximately 344 students who were enrolled in online classes only were set up for remote access. They registered for remote access using the online registration form that is on the website.
- Both the number of books paged from UNLV by CCSN, and from CCSN by UNLV decreased by about 20% from last year. However, the number of books that we paged from Nevada State College increased from 34 in FY04 to 521 this past year.
- We received $4,886.09 from our collection agency, which is a 31% increase from last year's $3,731.14.

Instruction Department
Diane VanderPol
Head Instructional Services Librarian

Accomplishments, Activities and Highlights

Libraries Strategic Goal 1, Increasingly provide access to digital collections and services to support instruction, research, and outreach, while improving access to the Libraries' print and media collections. Department Goal Objective: Re-visit departmental web presence with an eye to making more "just-in-time" materials available to our users. In particular, explore the development of online resources such as viewlets, streaming media clips, and database driven pages on classroom activities, handouts, and assignment design.

- The department had several planning meetings with staff from the Web and Digitization Services Department to discuss storyboarding for tutorials and software options for creating viewlets. In FY05, some progress was made toward this goal, and the department obtained two copies of Macromedia's Captivate software.

Libraries Strategic Goal 3, Initiate strategic collaboration efforts and programming to ensure that UNLV graduates information literate students. Department Goal Objective: Continue to provide the most appropriate and up-to-date instruction in research and information literacy skills.

- Consistently offered course-related instruction and orientation programming both in and out of the library; scheduled drop-in sessions, tours and more.
- Offered a faculty seminar series in both the fall and spring semesters designed to encourage faculty to think about the development of their students' information and research skills and also about their own research needs.

Libraries Strategic Goal 3, Initiate strategic collaboration efforts and programming to ensure that UNLV graduates information literate students. Department Goal Objective: The department will continue to value staff development and will be creative in finding means of improving staff awareness of information literacy issues and performance in the classroom.

- Significant planning for a retreat designed to collaboratively identify strategies, tools and ideas for effective outreach in the area of information literacy skills development to be held in FY06 occurred in FY05. Some ideas for the retreat and other future programming were gleaned by Diane VanderPol as part of her participation in an online class entitled "Information Literacy across the Curriculum: Using the Information Literacy Standards as a Blueprint for Strategic Curriculum Planning."

Libraries Strategic Goals 4 and 3, Establish a coherent, consistent, library-wide marketing program that focuses on new and existing services and collections, and initiate strategic collaboration efforts and programming to ensure that UNLV graduates information literate students. Department Goal Objective: Exploit relationships with individual faculty, the Teaching Learning Center (TLC), student services staff, Graduate and Professional Student Association leadership, and others in order to collaboratively develop and offer information literacy programming for specific disciplines or student subgroups such as graduate students or international students.

- The Instruction Department made significant inroads, through faculty relationships, with some targeted populations.
    - o Departmental staff held sessions on information literacy topics with Graduate Teaching Assistants participating in the TLC Orientation, Graduate Teaching Assistants in the Communication Department, and part-time instructors and Graduate Teaching Assistants in the English Composition Program.
    - o Staff met one-on-one with instructors in Tourism and Convention Administration and the new University College.
    - o Departmental staff co-developed, with the teaching faculty member, the syllabus for the University College's Research Methods course.
    - o Jennifer Cox, Public Services Librarian and Diane VanderPol offered workshops as part of TLC's programming for faculty.

- o Steve Fitt, Instruction Librarian, was appointed to serve as the Libraries' representative on the First Year Experience Committee.
- o Jennifer Cox was selected to serve on the Academic Integrity Task Force.
- o Several members of the department are making inroads with committees working under the new Director of General Education. Diane VanderPol is part of a working group that will oversee the linking of six sections of ENG 102 with content courses in one of three disciplines (History, Philosophy, and Environmental Science). Steve Fitt attended the last meeting of the year of the General Education Steering Committee.
- o The department took advantage of timely and unforeseen opportunities to be involved with assessment efforts locally and nationally. The Libraries' efforts to assess both our own services and our students' foundation skills will be a powerful tool for outreach on campus.
- Jennifer Cox took the lead in coordinating the Libraries' participation in a pilot study organized by the Educational Testing Service (ETS). ETS is developing a test they're calling the Information Technology and Communication (ITC) Literacy Assessment. Thirty-one UNLV students took the ITC Literacy Assessment test as part of the pilot. Library staff took the test as a group, as well, to get an understanding of the types of questions asked.
- Diane VanderPol, along with Jen Fabbi, Head, Curriculum Materials Library and Jeanne Brown, Head, Architecture Studies Library, completed an assessment plan template to submit to the campus group compiling such documents. In it, student learning outcomes were outlined and a plan for their measurement was provided.

Media and Computer Services Department
Jennifer Church
Head, Media and Computer Services

I. Accomplishments, Activities and Highlights

Collection Management:
- The weeding, replacement and conversion of the obsolete U-matics formatted items in the collection was completed. Items are being replaced with new VHS or DVD purchases where available. The remaining items are being converted to DVD format, including all Special Collection items.
- Laser disc replacement: The weeding and replacement of the laser disc collection was completed, and all items have been replaced with DVDs. The laser discs have been moved to LASR.
- The weeding of the LP collection is still in process.
- CD-ROMs: The weeding of this collection is complete. Out-of-date and little used materials were pulled from the collection, leaving a small group of relevant items for circulation.
- Explored options for providing online media reserves and video-on-demand opportunities within the library. One option researched was Video Furnace.

Services:
- Multi-media design studio (MMDS): Demand for this service point grew considerably in the spring 2005 semester. As a result, we realized areas that needed further development,

including a method for reserving the workstations, additional student and staff training needs, software and hardware upgrades and more. The software and hardware upgrades have taken place. This summer, we concentrated heavily on student and staff training of several software applications.

- Circulating laptop collection hit a record high this year. In order to accommodate this increasing demand, changes to the checkout procedure were made, allowing users to waive the checkout inspection for speedy service.
- A study to identify and label all hot ports within the library began in June 2005.

Staff Training and Development:
- Under the direction of Alexis Rajnoor, Library Technician I, all students and staff received training in video capturing using Safari and video editing using Movie Makes. This training required each participant to complete a project requiring the video and still image capture, editing and sound editing.
- Carmen Stern, Library Technician II designed a comprehensive training schedule and desk time opportunities to cross training computer help students on media tasks which has greatly enhanced the skill set of student workers and increased our ability to staff in a creative and flexible manner.

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. Unit Goal Objective: Continue working with Web and Digitization Services for the conversion of the Media Subject Guides to a new online database format.
- The Media and Computer Services Department developed its own alternative for providing online access to the Media Subject Guides, which involved conversion to .pdf files, a modified search engine and a new web page.

Strategic Goal 2, Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations.
- Conducted a laptop checkout survey and in response to patron's concerns about the time it takes to checkout/in units, designed an expedited a check-out procedure which has been well received.

II. Statistical Data

Computer Help Desk:

- Total patron contacts for the fiscal year decreased approximately 11% at the computer help desk. In FY05, there were 3204 guest passes issued, compared to 6289 guest passes issued in FY04. Implementation of the new Computer Use Guidelines in mid-January 2005 caused an immediate and dramatic reduction in the number of guest passes issued, as well as a decrease in computer usage by "Computer User Card" holders (community patrons.) During fall semester, over 400 guest passes were issued per month. After the implementation of the new guidelines in spring semester, guest passes dropped to less than 50 per month. The decrease in community patron activity also meant fewer computer questions from this somewhat high-

maintenance group of users. Other factors accounting for the decrease in patron contacts include new printers providing more reliable service, the reference staff doing an excellent job of providing first-tier directional computer help to patrons, and overall patron familiarity with computer systems.

- In Spring 2005, Computer Help Desk services activity expanded to provide more support at the Multi-media Design Studio (MMDS). Since the typical transaction in the MMDS takes anywhere from 1/2 - 1 hour, simply counting the number of in-person transactions does not accurately reflect the staff time involved. Students from both the departmental service points, the Media and the Computer Help Desk) are being cross trained to provide MMDS support.
- Personal laptop registrations for FY05 showed an increase of approximately 20%. The planned implementation of wireless connectivity in the building will provide a valuable service and will cause a significant drop in authentication activity, as in-person contact will not be required to register on the wireless network.

Media Desk
- The Media Desk saw an increase in activity. Laptop checkout continued to be an area of expansion. In FY03 total laptop checkouts totaled 4,240. For FY04 total laptop checkouts were 5,065. For FY05, laptop checkouts totaled 6,109, representing a 20% increase over FY04 and a 40% increase over FY03.
- There was a dramatic increase in use during November and December 2004. This is particularly striking since the library was only open two weeks in December 2004– yet in that limited period of time we saw over a 200% increase in use from the same period last year (when the library was open the entire month).
- In addition to laptops, overall MCS circulation levels increased about 9% from last year. This rise is largely due to the rise in laptop circulation, increased use of the collection overall and Bio reserve checkout. The Bio reserve items account for the "manual reserve" checkouts in the statistics. These items were placed in preview rooms so multiple students could use the items simultaneously.
- Patron contact at the media desk increased by 25%. The number reflects the addition of the MMDS to our area, the rise in circulation and the increasing number of media reference questions asked at the desk.

Research and Information Department
Victoria Nozero
Head, Research and Information

I. Accomplishments, Activities and Highlights

Libraries Strategic Goal 2, Implementation Strategy 2.1. Department Objective 1, Conduct a user survey to expand on information obtained from LibQual+ in order to evaluate user satisfaction with departmental services and to determine the demographics of our users.
- A user survey was administered the week of October 11-17, 2004, at both Research & Information (R&I) desks in Lied Library. The survey instrument was written by Penny Whitten, the Department's former Assessment and Training Librarian, with input from Vicki

Nozero, Head, Research & Information, Jeanne Brown, Chair of the Libraries' Assessment Committee and Wendy Starkweather, Director of Public Services. It was a one-page survey, asking patrons their university status, major or research area, and four short questions about their experience at the desk. A meeting was held to discuss the survey with members of the service pool, and a follow-up e-mail was sent to all staff who serve at the R&I desks explaining the survey and process. Surveys were color coded to reflect which desk was involved in the transaction, and staff were instructed to hand out the survey only to those patrons asking a research/reference question, and not until their interaction was completed. The survey was publicized on the plasma screen in Lied and on large sign stands at both entrances to Lied. Participation was low, and buy in by the staff was particularly disappointing. Fifty-two forms were distributed at the second floor desk, only 27% of the reference questions were asked that week at that desk, and 36 surveys were completed. At the first floor desk, statistics are incomplete as the stack of forms disappeared after the first two days. In the last five days of the survey, 22 forms were handed out, representing only 20% of the 112 reference questions asked during that time. Twenty-four surveys were returned from the first floor desk. Almost 97% of the respondents felt the staff was knowledgeable, 60% said the librarian was approachable, and 82% of patrons got exactly the information they wanted. Thirty percent of all respondents were first-time users of the service, 50% were undergraduates and 12% were graduate students. Education majors/researchers were by far the largest users of the service, followed by business/economics, English, and psychology majors/researchers. Because of the character of the survey and the low response rate, very little reliance can be placed on the user satisfaction aspect of the survey. However, the demographic information about users can be helpful in developing strategies to reach those students most likely to need assistance and in developing our print and electronic reference collections.

Libraries Strategic Goal 2, Implementation Strategy 2.2. Department Objective 2, Respond to the decreasing demand for reference assistance by improving statistics on the kind of questions asked at the two service desks and evaluating what kinds of services should be provided at what service point and by whom.

- Preliminary discussions between the Assessment Librarian and the Head of Research and Information were held.

Libraries Strategic Goal 2, Implementation Strategy 2.2. Department Objective 3, Continue departmental training efforts to ensure that staff is aware of and knowledgeable about our print and electronic resources, in order to provide better, more user-focused service to our patrons.

- An extensive training program was conducted by the Department in FY05. Most of the sessions were presented by departmental or libraries staff, with one vendor providing training on a new interface and features (CSA).
- All sessions are open to any interested library staff. Demonstrations of products are not included in this section. In the fall 2004 semester, training was provided to staff on how to use Scopus, new interface and features for Web of Knowledge, an introduction to new Alexander Street Press databases, a session on advanced Google searching, and one on serials resources and tools (Ulrich's, Serials Solutions, SFX), accessing Census data, and electronic engineering resources.

- In Spring 2005, training was provided on new business databases, Firefox/Mazilla, UNLV Libraries' and online map resources, legal resources (print and electronic), and statistics databases.

Libraries Strategic Goal 1. Implementation Strategy 1.2. Department Objective 4, Continue current projects to make unique collections more accessible through improved bibliographic control or digitization projects.

- Department staff added 466 item records to the catalog for federal and state government publications moved to LASR. Eight hundred seventeen pieces were actually moved from the stacks into LASR. The difference in item records and pieces is due to unbound periodicals placed into wallets or expandable files and item records added for the wallets not their contents. The number of bibliographic records for government publications added to the catalog is down substantially, as the department no longer has a librarian with cataloging experience. In order to make up for this loss, the department has transferred a Library Technician I position to the Bibliographic and Metadata Services Department for a government publications copy cataloger. This position was not filled.
- In FY05, bibliographic records were added to the catalog for the contents of the American Women's Diaries: Western Women and Women Advising Women Collection Part I microforms research collections.

II. Statistical Data

- There were 55,960 patron contacts by the Research & Information Department in FY05. This is a decrease of almost 11% from FY04, when there were 62,770. Chat reference transactions (586) and e-mail reference transactions (350) are included.
- In-house use of all the collections for which the department is responsible decreased from 54,375 in FY04 to 34,397 in FY05. The major cause of this large decrease was the consolidation/ and weeding of the reference collection, where use fell from 16,814 in FY04 to 3,809 in FY05.
- Use of print government publications also continued to fall, while use of microforms rose 40%, from 4,914 to 6,886.
- The government publications collection increased from 1,132,595 in FY04 to 1,143,317.

Remote Services
Wendy Starkweather
Director of Public Services

Accomplishments, Activities and Highlights

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. Implementation Strategy 1.1, Develop tools to optimize, promote, and improve access and connectivity to print, media, and electronic collections; and reference services.

- A recommendation was put forth to invest in a commercial blogging software application in order to take advantage of the easy-to-use architecture and RSS-capabilities for broadcasting library news and subject page information via selected feeds into various environments. This may include the campus portal, feeding collaboratively contributed library news to the main library web page, and so forth. A decision was made to purchase Movable Type, what has been installed on a test server. This project was implemented via liaison work with the library systems department.
- It was suggested by the Instruction Department that a few interested staff could begin using a new tutorial-building software package, namely, Macromedia Captivate. The plan was to create tutorials that offer help and support for some of the online resources that the library subscribes to, as well as information literacy tutorials to replace the existing and now outdated (with the new catalog launch) journals and catalog tutorials. The software was purchased and distributed interested staff. The first tutorials created were deployed and used internally for staff training purposes (connected to the new IM chat service) and were a unanimous hit with library staff.
- A workshop was held twice in the past year for campus faculty to demonstrate how best to incorporate online library services into their courseware environments. Strategies were outlined for creating persistent URLs in their online syllabi from subscribed-databases, and even how to incorporate information from scholarly sources via RSS feeds into their web pages and WebCT courses. Staff from Distance Education also attended the sessions, and I met with them to brainstorm ways of making library services more embedded within their WebCT template and giving the Library greater visibility.
- Targeted portal-like web pages were created for targeted user groups, such as off-campus users and distance education users.

Strategic Goal 2, Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations. Implementation Strategy 2.1, Library groups will develop assessment tools for determining user needs and expectations as they relate to services and facilities.

- An online survey was undertaken in an effort to better understand the needs and expectations of users with respect to the online chat reference service. Specifically, staff and users alike had been experiencing extensive technical difficulties in using the existing service (QuestionPoint), and R&I was exploring various other options for providing service. The survey responses indicated that a significant number of users were using instant messaging (IM) to communicate with each other, and that at the same time, very few were using the Libraries' chat reference service.
- In June 2005, a new IM-based 'Ask a Librarian' service was launched. Staff training took place to help facilitate the transition to a new system, and the summer has seen steady traffic even with reduced hours of service. Anecdotal student and faculty response has been overwhelmingly positive. A brand new 'Ask a Librarian' section of the website was launched that provides real-time status indicators for the chat service, a cleaner, simpler interface, and a more streamlined web form for e-mail reference that includes links to the respective branch services.

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

Accomplishments, Activities and Highlights

The Library was included in the evaluation submitted by the National Architectural Accrediting Board visiting accreditation team in Spring 2005. The team noted that it found "an excellent and well-used library" with a "good acquisition plan, a viable budget, [and] a growing Las Vegas architecture archive." The team's impressions were formed by a preliminary report submitted by the library, a lengthy in-person examination of the library, and the comments of students and faculty during meetings with those groups. This input from the team is a welcome indicator that we are in fact meeting Goal 3, to foster user-focused environments that meet or exceed user expectations. The following represents ASL accomplishments during FY05.

Goal 1, …build and improve access to collections in all formats to meet the research and teaching needs of the university. (Collections)
- Revise and update guide to building codes in the Libraries and on the web.
- Expand *Guide to Women in Architecture* to include interior design and landscape architecture.
- Mount a fall exhibit on videos in the ASL.
- Create a featured book display to showcase new material of special interest to students. The display was both physical and virtual.
- Post to the web a faculty recommended reading list for landscape architecture, adding to our existing collection of reading lists. These lists are independent of any classes, and are annotated to indicate the library location for titles recommended.
- Continue table of contents project, adding contents for titles that are not provided through the Blackwell service. This project is vital to provide access to chapters on architects or specific building projects. One of our faculty has indicated that he is spreading the word on the excellence of our catalog, and one of his colleagues at another institution checks UNLV's catalog as a second resort [first option is Harvard!].

Goal 2, Be a comprehensive resource for the documentation…of the Las Vegas metropolitan area… (Community Engagement)
- Work with WDS to plan a database for Las Vegas architects and buildings. Identify fields to be incorporated into the database.
- Add the 2004 Las Vegas American Institute of Architects Design Award materials to the ASL's existing collection of Design Award materials; create the 2004 web pages to present the highlights of the materials. http://www.library.unlv.edu/arch/aiaawa04.html
- Create master list of AIA Award materials to provide one central search location for the more than 10 years of awards materials.
- Mount the Las Vegas American Institute of Architects *Ten Years of Excellence in Design* exhibit in the ASL in April; create a web page to showcase the exhibit.
- Generate web pages on the Las Vegas Railroad Cottages and the Clark County Public Library on Flamingo.

- Create an online UNLV buildings resources list.
  http://www.library.unlv.edu/arch/lasvegas/unlvbuildings.html
- Create a resource list of programs that KNPR has done on architecture in Nevada.
- Mount the Las Vegas portion of our Vertical File folder headings online.
- Provide the venue for the Las Vegas American Institute of Architects Sustaining Nevada series of lectures; create a web page to document the series.
- Continue to process materials for the local planning collection.
- Order additional copies of the small number of titles on Las Vegas architecture to replace those lost in a house fire, and to provide a reference copy as well as a circulating copy to maximize access.
- Lead two tours of the campus buildings for the American Institute of Architects national conference in Las Vegas in May. Add information from the script provided by campus facilities to our online materials.
- Increase by 1/3 the number of entries in the Las Vegas Architects and Buildings file.
- Add to ASL archive three exhibits produced by the Las Vegas AIA for the AIA convention: Las Vegas Century, Entertainment Architecture, and "200 in 20" (on the 200 schools built by the Clark County School District in the last 20 years).
- Host final jury for the Arthur Clarke Foundation charrette to design a building to encourage imagination, projected to be located on the UNLV campus.

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)
- Communicate to users in a variety of ways, including web pages and a print newsletter in spring and fall.
- Revise services based on user feedback: improve quality of printer paper, submit subscription order for journal Space, adjust finals hours, purchase CD of *Architectural Graphic Standards* and place on reserve, move staff scanner to public area .
- Conduct two usability studies [one in collaboration with WDS] and use results to improve organization and layout of web pages.
- Re-label our online reference service from ASK@ASL to ASK a Question – thus increasing the number of online reference questions.
- Solicit student recommendations for web pages and post to ASL pages.
- Change from RLG to CSA as our provider for the most used architecture index, the Avery Index, thereby allowing for searches of peer reviewed journals only and eliminating the limit to five simultaneous users.
- Post service philosophy for the ASL on our web pages.
- Maintain a log of all questions to which we must answer "no" and analyze. Equipment requests and software requests submitted as a result of the log [including a color laser printer which will be available for students in fall 2005]. Develop alternatives for routine "no" situations [such as adding money to Rebel Card in the ASL] to ensure consistency of answer.
- Post images of ASL staff and student workers on web page.
- Maintain excellent relations with campus facilities, monitoring response and providing feedback. The ASL had several water related issues which facilities handled with dispatch: leak through the ceiling caused by a cleaning rag in the custodial closet; a slow leak in the

fire sprinkler line above the tables in the current periodicals section; leak through window on the north wall; leak in the restroom caused by outside contractor who failed to re-secure an HVAC system strainer; leak through the east wall caused by the roof sloping toward the building and resulting in mold in the walls. In addition to the water issues, facilities performed several major projects in preparation for the accreditation visit, including window cleaning, painting, and heavy cleaning of carpets and floors.

- Along with departments in the School of Architecture, the ASL was featured in the fall issue of UNLV Magazine, promoting the ASL to internal and external audiences.
- In the realm of external relations, the ASL was recognized at the year end meeting of the Las Vegas American Institute of Architects both with praise for its role in documenting Las Vegas architecture, and with two checks [one from the AIA and one from Klai::Juba Architects] totaling $6000.
- AutoCAD was installed on all computers in Room 203.

Goal 4, Initiate strategic collaboration efforts and programming to ensure that UNLV graduates information literate students. (Educational Role)
- Work with new faculty for AAD 180 [Introduction to Design] to teach and test basic library skills, creating and using an online worksheet and giving a series of classes.
- Work with AAD 100 instructor who incorporated several library assignments into his class.
- Give presentations to graduate students in 5th year.
- Participate in UNLV Libraries New Faculty and Professional Staff Orientation.
- Participate in UNLV Libraries "Exercise your mind" campaign; compiled guide "Library Resources for Art & Architecture."
- Draft architecture student core competencies; solicit feedback from faculty.
- Revise online worksheet for finding physical locations in the library.
- Substitute completely new Module 7, Internet searching [previously just linked to four sites].
- Substitute completely new Module 9, Images [previously linked to four sites with images, one image search engine, and another site on finding images].
- Revise Modules 1-4.
- Revise Module 5 to incorporate changes due to Avery Index through CSA.
- Work with School of Architecture Director to draft statement concerning library and availability of staff assistance for insertion into all SOA syllabi.
- Join and provide materials to SOA Task Force on enhancing student reading/writing/researching skills.
- Meet with five new faculty to discuss library instruction support.

Curriculum Materials Library
Jennifer Fabbi
Head, Curriculum Materials Library

Accomplishments, Activities and Highlights

During FY05, the Curriculum Materials Library focused on the following goals:

Libraries Strategic Plan Goal 3, Services. Objective 2, Maintain and continue to improve upon the physical environments that enable service delivery and facilitate learning. CML Goal, Implement the current plan for CML renovation, integrating identified patron needs for expanded study seating and additional space for collections with other features including a group study room, expanded technology resources, and adequate staff work areas. Plan for as minimal a disruption to patron service as possible with contingency plans in place for unexpected time delays.

- After several delays due to unexpected mold removal and necessary asbestos abatement, the 1600-ft CML expansion was completed in November 2004, and staff members were able to occupy the space at that time. The existing CML was closed and renovated for approximately six weeks over winter break and the beginning of the spring semester (December 13-January 26). During this time, the entire CML collection was stored in the completed expansion, and furniture and equipment was stored off site. Other major activities included painting, re-carpeting, and shelving replacement and reconfiguration.
- CML patrons were alerted to the closure, and alternate plans were made for acceptance of electronic reserve materials from faculty for the spring semester. Because we were not open the first two weeks of the spring semester, an "information station," utilizing the College of Education wireless network was set up outside of the CML for directional questions during that time.
- The CML quietly reopened on Thursday, January 27, with increased study space, ten additional computers, a relocated and expanded teacher prep room for the creation of educational materials, a room for the kit collection, a group meeting/media viewing room, a quiet study/seminar room that can be scheduled by instructors using CML collections with their students, and much-needed staff office space. The first half of 2005 was spent finding an optimum staff workflow, marketing new spaces and services to users, and following up on small facilities issues resulting from the renovation project.
- The CML Re-Opening Open House on April 13 brought over 150 students, library staff members, College of Education faculty members, teachers, librarians, and community members to the CML for remarks, self-guided tours, and refreshments.

Libraries Strategic Plan Goal 3, 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. CML Goals, Develop tools to optimize reference service, whether in-person or virtual. Focus on development of 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. Develop a research strategies worksheet for Education majors to use during one-on-one reference assistance in the CML.

- CML staff members designed a research strategies worksheet to be used during one-on-one reference opportunities and guided instruction sessions and began investigating the best way to implement the use of this tool. A tutorial on using EBSCO's Professional Development Collection was completed using Macromedia Captivate software. After minimal editing, this tutorial will be posted to the CML website.

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. CML Goals, 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. Assess the satisfaction of faculty who are current CML users by surveying those who use the electronic reserves service and encouraging feedback on instruction sessions via a web form. Administer an e-mail 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.

- During FY05, CML requested feedback on CML instruction sessions via our online form. From this feedback, we were able to glean constructive information on how we might tailor our services better to the needs of certain courses as a whole. Additionally, we utilized Survey Monkey, a web-based survey tool, to survey our patrons on several aspects of the library--the website, collections, hours, circulation policies, and new post-renovation services. We received approximately 60 responses to this survey.

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

- Continued call number changes, cataloging of collections, and database maintenance to improve the level of access to CML collections. Access to poetry and folklore collections was improved this year by beginning a project to convert formerly "customized" LC call numbers to standard LC to facilitate browsing, while enhancing catalog records and repairing physical items in need.
- Followed the changes in the Department of Education and ERIC system and have kept the Libraries and College of Education faculty and staff informed during the transition process via e-mail and newsletter communications.
- Collaborated with College of Education faculty on a grant project, the EVOLVE program, which allowed the CML to purchase $10,000 worth of bilingual and multicultural literature titles and professional materials in the area of teaching English as a second language.
- Requested and were given permission to spend approximately $10,000 of the Libraries biography endowment to update the CML's core biography collection. These materials arrived "shelf-ready" from Follett Library Resources and required minimal physical processing by CML staff. The time invested in this shelf-ready profile in 2003 has continued to pay off for the CML, as items are ready to be checked out by patrons shortly after they arrive for a cost of under $1 per item.
- Purchased/enhanced other unique collections including a puppet collection and additional science kits, which were purchased collaboratively with the science education faculty.
- Designed a project to digitize Clark County School District Grades 6-12 curriculum guides, which have now been burned to CD. This project included identifying and organizing the

current print versions of approximately 500 curriculum guides and also researching and implementing appropriate copyright procedures for their use.

- Conceived of and supervised a project undertaken by Jamie Holmes (Libraries intern via the University of North Texas School of Library and Information Science) to evaluate and propose items for de-selection from the CML "Kit" collection in the areas of reading and language arts. This project was in preparation for retrospective cataloging of this collection and utilized the subject area expertise that Jamie possesses while giving her collection development experience that she desired.
- Supervised the second and third complete inventories of the CML collection, utilizing the 3M Digital Library Assistant. Because all inventory-level data was lost from the Innopac during an upgrade in the fall, it was necessary to re-inventory the collection shortly after our summer inventory. The timing of the inventory was planned to coincide with the collection move in December, so that every item removed from the CML during renovation was inventoried. Further cleanup of the database and searching for uninventoried items followed.

A major CML activity this year supported the broad category of community engagement:

- The "Not Just Another 'Cute' Book" grant written by Jen Fabbi and funded by Nevada Humanities, a state program of the National Endowment for the Humanities. Matching funds for this grant were secured through collaboration with the Department of Curriculum & Instruction, the Southern Nevada Writing Project, and the Las Vegas-Clark County Library District. Grant activities included bringing three internationally recognized juvenile literature authors to campus (two during the fall semester and one in the spring) for keynote addresses, receptions and mini-conferences. Much effort was put into marketing these events, providing educational opportunities with the authors' books to CML patrons, and assessing outcomes of the author visits. These activities resulted in approximately 930 attendees at thirteen events spread throughout the UNLV campus and public libraries around Las Vegas and helped to facilitate a new tradition in the College of Education.

Additional items of note:

- During spring 2005, we began to offer a workshop series to patrons looking for extra information to help them with their classes or teaching.
- The CML permanently expanded Saturday hours to 9 a.m.-5 p.m. (formerly 3 p.m. closing) beginning May 21, 2005 and extended hours until 8 p.m. Monday through Thursday during the summer.

Music Library
Cheryl Taranto
Head Music Librarian

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

- With additional funding, the establishment of a score music approval plan with Harrassowitz began in July, 2004.   In addition, the amount of funds provided for the Theodore Front score approval plan was increased. While Front provides American imprints of new editions of major composers and publishers, Harrassowitz provides European imprints of new editions of music that would otherwise be difficult to acquire. As the Doctor of Musical Arts program within the Music Department continues to flourish, these approval plans are vital. The Music Library (Cheryl Taranto) worked with Collection Development, Acquisitions, and the Harrassowitz representative to ensure that the new approval program was in line with the curricular needs of the music program.
- With the addition of three new Music Department faculty members, several areas of the music collection (saxophone, clarinet, piano literature as well as piano pedagogy) were assessed closely.   The Music Librarian (Cheryl Taranto) worked closely with these new faculty members to establish a minimum core collection that the Music Library should own to support these areas of the music program.
- Music Theatre and Opera update. A core collection of opera had been compiled and analyzed against our collection several years ago to justify additional funds for the music collection in order to support a doctoral program in music. Opera had been targeted, as the vocal program is one of the strongest.   This core list has been updated, and a similar music theatre list has been put together through FY05. These lists are used for collection development purposes, and will continue to be used as an assessment tool for the collection.

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 implemented in fall 2004, allowing students to access recorded materials on reserve from any computer, on or off campus, that had speakers and Real Media installed.   During the first semester alone, e-sound reserves were provided for five different classes within the Music Department.   There were over 2,200 hits on the e-sound reserves pages during FY05.
- Dubbing of LPs to provide easier access to recorded materials continued during FY05. In this project, the Music Library LP collection is being burned onto compact disc. The compact disc becomes the working copy, while the LP will be stored in LASR as the archival copy.   Six hundred thirty LPs were burned during FY05 as a part of this project.
- Cataloging of new and gift compact discs was taken over by Lamont Downs, Library Technician I, with the cataloging actually being done within the Music Library. With this new arrangement, new materials can be made available to patrons in a matter of weeks rather than months.
- Score labeling has been taken over from BMS. Music Library student workers have been trained to label scores coming from the Libraries' preservation that required pam-binding. This amounts to over 1,000 items per year. The new procedures in place cuts out an extra stop, and again makes new materials available to patrons much quicker.

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.

Libraries Strategic 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 has become an integral resource and partner with many of the Music Department Faculty.   The Music Librarian teaches MUS 341 and 342 (Music History), a required course for all music majors, and is able to program assignments with an eye to information literacy. In addition, the Music Librarian team teaches MUS 790 (Bibliography) and MUS 773 (Research Methods) and is able to tailor assignments for these courses with information literacy goals in mind.
- In addition, a new project is underway to target music students at the freshman level. A"Music Library Survival Guide," so to speak, was planned. An outline of its contents was begun and nearly completed. The focus of this "Survival Guide" will be to introduce students in MUS 131 (a required course for all freshmen music majors) to services and resources in the Music Library, targeting certain information literacy goals as outline in the "Information Literacy Goals for Music Students," a document put together by the Music Library Association based on Association of College and Research Libraries' (ACRL) document.
- The Music Librarian has undertaken outreach to the Dance Department in alerting them to the resources of the Libraries and how our services can enhance their teaching.   In collaboration with Dance faculty, one of our Music Library student workers, Megan Mathis, has assembled as a starting point two guides, "Dance Resources in the Music Library," and "Dance Resources in Lied Library," cross-referencing the two. Megan is a dance major and thus has a unique insight into the needs of dance students. Many of the dance assignments bring dance students into the Music Library searching for music.

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:
- Ethan Jennings, Las Vegas architect, drawings.
- Mandalay Bay/Circus Circus Enterprises. Files from office of Director of Public/ Community Relations.
- IGT-Royer Gaming Collection, transferred from Hotel College
- Lifestyles of the Rich and Famous etc. VHS complete series. Robin Leach, producer
- CSI The First Season – VHS final version from edited masters, Anthony Zuiker, creator, writer, producer, UNLV alum, honorary degree recipient
- Punch board collection
- Pre-production location photographs from the film "Casino" (1995) including location lists, crew lists, field notes and script, Maggie Mancuso
- MGM-Mirage, public/community relations material
- Harrah's, public relations material from Caesars palace

Access:
- There is web access to manuscript collections by collection and subject with content summary information. Special Collections is developing Encoded Archival Description (EAD) finding aids now. There is now web access to a complete alpha list of photo collections with individual image level inventories for most collections including the largest and most popular collections. More than half of our requests for images now originate directly from the web list. Most of the rest derive from digital projects and on-line exhibits. An inventory of all oral history interview tapes is almost completed.

Digital projects:
- Welcome Home Howard. Focusing on Howard Hughes's career in aviation and drawing from the files of Dick Hannah, his long-time public relations director.
- Las Vegas and Water in the West, a component of The Western Waters Digital Library (WWDL), a consortial regional project undertaken by the Greater Western Library Alliance and funded by the Institute of Museum and Library Services – photos, books, pamphlets about, exploration and irrigation of the arid west, Hoover Dam and water resource issues in Las Vegas. Approx. 900 images of Hoover Dam.

Media Productions and Publications
- Special Collections provided images for a number of commercial media productions most significantly for Insignia Films producers of the Las Vegas Centennial sponsored documentary broadcast by PBS as part of its American Experience Series. A number of centennial projects made extensive use of our collections. There have been two productions about Howard Hughes, a German production about Hoover Dam, productions about the African-American community, poker, and other productions, in addition to the regular stream of books, including two new biographies of Frank Sinatra, one of which is the Anthony Summers best-seller, the 'official' Centennial History of Las Vegas by Gene Moehring and Michael Green, Joan Whitely's Young Las Vegas (the R-J publication), The History of Las Vegas – Pictures and Tales by Tanioka Ichiro, published by the Institute of Amusement Industry Studies, Osaka University of Commerce, Osaka Japan, Gene Moehring's 'official' History of UNLV, entitled Rebels in the Desert: A History of the University of Nevada, Las Vegas magazines foreign (German, Japanese, and Taiwanese) and domestic, souvenir playing cards and other assorted cultural artifacts.

Oral History Research Center.
- Interviews conducted: Jackie Lee, Bruce Layne, Myoung-ja Lee Kwon, Bill Laub, Thelma Turner, Katherine Joseph, Floriana Halverson, Virginia James, Edna Mae Williams, Ruby Gordan, Barbara Kirkland, Walt Casey, Rev. Blakenship, Katie Duncan, Esther Langston, Milton Schwartz, Judge Lloyd George, and Barbara Cole.
- Community projects: Las Vegas POWs, Blue Diamond Historical Society,
- Las Vegas Centennial Projects:
  o Wall of Women, women's bios and photos for an exhibit mounted in several locations throughout the city.
  o Left of Center Art Gallery – Presented an overview of Las Vegas history for artists who had received a centennial grant to paint the history of Clark County. Provided people to be interviewed to capture the essence of each completed painting. These voices can be heard by those viewing this traveling exhibit.
  o Community Conversation – worked with the City of Las Vegas to present four evenings of conversations at the Old Post Office – The Post Modern. Each Wednesday night in the month of May, a panel presented a unique look at Las Vegas from the prospective of labor, blacks, the law, and women in business. Panel members, moderators, and themes were assembled with my input.
- Black History Month. Worked with Monica Jackson from Channel 5 to present short historical segments.
- Workshops: Lola Henio, American Indian Coordinator, Sloan Canyon; Nevada Library Association, Lake Las Vegas; Nevada Nurses Association; Ken Rex, Electricians Union.

Center for Gaming Research
- Besides promoting the Center and soliciting collections (noted above) and going to Casino grand openings Dave Schwartz was on television and radio a lot. He keeps his website current and exciting and attracts many interesting reference questions. The Libraries Advisory Board awarded him a grant to further enhance the website, and two students are assisting him with this. He served on the Las Vegas Centennial Committee and was particularly excited about his involvement with the Walk of Stars, a project to implant stars

on the pavement of the Strip for prominent and famous Las Vegans. His book Cutting the Wire: Gaming prohibition and the Internet was published by the University of Nevada Press and he is finishing editing the manuscript of his next book Roll Them Bones: A History of Gambling. He acquired a significant private library of books and periodicals on the game of Bridge, as well as an historic peg-board collection. We acquired a number of historic out-of-print titles from Bernard Quaritch, Ltd., London, our primary rare book dealer for historical gaming material, as well as the usual large assortment of hard-to-find volumes from The Gamblers Bookstore in Las Vegas, where we get gambling systems books, local studies and books about the Mafia.

Arnold Shaw Popular Music Research Center
- Joyce Marshall transcribed 10 oral interviews conducted by Cork Proctor, and is transcribing 16 hours of Cork Proctor's own oral history. Collections processed include Arnold Shaw, Marlena Shaw, Johnny Ray, Hyman Gold, and Nancy Austin. The Bill Willard Collection is almost completed. These collections are processed by graduate students provided by Ken Hanlon. Sy Zentner music manuscript collection is boxed and ready to be labeled, bar-coded and placed in LASR.

Preservation / Conservation
- 2,939 items were repaired and treated.
- 1,552 on-campus and off-campus questions concerning the preservation and/or conservation of materials. 482 of these questions were in person, 556 were by U.S. and e-mail, and 514 were by telephone.
- The environment in Special Collections and Media stacks were regularly monitored. Additional monitors were acquired for LASR and each of the branch libraries. Monthly readings were reported to the Building Manager, Head of Special Collections, and the branch librarians.
- Bindery: 6,078 volumes were sent to the Bindery
- Toby chaired the monthly meetings of the Libraries' Disaster Preparedness, Planning, and Recovery/Safety Committee. The Libraries' Disaster Plan and Emergency and Safety Plan were sent to Cabinet for approval.
- Toby gave a preservation conservation workshop for the Western Round Up archival conference.

Conferences attended by Special Collections staff:
- Western Historical Association, Riviera Hotel, Las Vegas. Claytee White, Joyce Moore, and Peter Michel made presentations. Su Kim Chung and Peter Michel gave a tour of Special Collections in Lied Library. Claytee White conducted a city tour for conference attendees.
- Western Archivists Regional Conference (Conference of Intermountain Archivists, Northwest Archivists, Society of Rocky Mountain Archivists, Society of California Archivists). Alexis Hotel, Las Vegas. This is the largest regional meeting of archival organizations west of the Mississippi. Su Kim Chung managed all the planning and arrangements and served on the program committee. The rest of the Special Collections staff assisted. The conference reception was held in the Barrick Museum. Toby Murray presented a preservation workshop.

- Southwest Oral History Association, Santa Fe, New Mexico. Claytee White and Joyce Moore presented an all-day workshop; Peter Michel chaired a session.
- Oral History Association, Portland, Oregon. Joyce Moore and Claytee White gave presentations
- Theatre Library Association, Las Vegas. Su Kim Chung gave a presentation and conducted a tour of Special Collections.

Events:
- Deana Martin Book Signing. Book signing and reception for Deana Martin's *Memories are Made of This: Dean Martin Through his Daughter's Eyes*, which was illustrated with photos from our collections. We mounted a Dean Martin exhibit for this event which attracted a large and interesting crowd.
- Soroptimists: Reception and lecture by Nevada Supreme Court Justice, Nancy Becker, to recognize the Nevada Women's Archive's accomplishments in preserving the history of women in southern Nevada. The Soroptomists presented Su Kim Chung with a $1000.00 donation for Special Collections.

Grants:
- UNLV Libraries Advisory Board – Center for Gaming Research, and Oral History Research Center.
- Regents' Award Program (RAP) – Oral History Research Center, awarded 1 position

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 continued to strive to maintain the high quality of our reference service to accommodate our users. Our website is designed to provide more information about and easier access to our collections. Su Kim Chung continued to participate in the chat reference.

Goal 4, Initiate strategic collaboration efforts and programming to ensure that UNLV graduates information literate students. (Educational Role)
- We continued to offer workshops and internships for students which by their nature inevitably address issues of the nature of our information: its creation, organization, management, access and use. As historians, we also taught, as an essential skill of our profession and discipline, textual criticism and the evaluation of information.. Su Kim Chung, Dave Schwartz and Peter Michel regularly advised students and faculty on the content and use of our collections.

Goal 5, Establish a coherent, consistent library-wide external relations program that focuses on new and existing services and collections. (External Relations)
- Our community outreach activities included presentations to a large number of community and professional groups and organizations. Dave Schwartz was regularly interviewed about gaming issues and business trends in Las Vegas, in particular the corporate mergers. He also delivered radio commentaries on local Public Radio and wrote a regular column for *Casino Connection* an Atlantic City trade magazine. Su Kim Chung was interviewed on KNPR's State of Nevada program. Special Collections was featured in a *Las Vegas Sun* feature story

and Peter Michel was quoted in *Newsweek* about Robin Leach and the value of collecting "celebrity journalism" such the *Lifestyles of the Rich and Famous*. Special Collections has hosted a number of library and university functions and our collections were often highlighted in media productions. We were much involved in the city's centennial. We participated actively in the Libraries' development efforts.

- We continued to pursue partnerships within the gaming industry, notable successes being MGM-Mirage and Harrah's who deposited material for our collection and for whom we provided informational and curatorial service.
- Ongoing academic collaborations include the Gaming Resource Center, Oral History Research Center, Nevada Test Site Oral History Project, the Public History Program, the Greenspun School of Journalism and a statewide preservation program.

APPENDIX I

Goals and Objectives for FY06

NOTE: Goals and Objectives quoted are from the Libraries Strategic Plan dated June 2005.

<u>Administration</u>

External Relations
MJ Miller
Director, Organizational Partnerships

External Relations goals support objectives of Libraries Strategic Goal 5, Establish a coherent, consistent library-wide external relations program that focuses on new and existing services and collections.
- Strengthen the Libraries Advisory Board. Engage stakeholders who can serve as advocates for the Libraries in the Las Vegas cultural, business, and governmental communities. Cultivate new members who are capable of "campaign level" gifts to the Libraries
- Identify appropriate professional development activities to enhance abilities and work of External Relations staff. Encourage staff to learn from campus colleagues and to learn from trainers engaged by External Relations who offer training to Library colleagues.
- Host the Academic Library Advancement and Development Network (ALADN) conference, January 2006; consider presenting a program on creating an External Relations unit in an academic library.

Objective 1, Ensure the Libraries externally focused efforts are aligned with the university's, by strengthening relationships across campus with the offices of Communications, Public Affairs, Community Relations, Research Services, and the UNLV Foundation. Actions:
- Identify the appropriate library contact person in each office and communicate with them on a regular basis regarding ideas and plans.
- Provide library resources, expertise, and services for these offices, as appropriate.
- Request assistance from these offices in the form of expertise or resources, when appropriate.

Objective 2, Develop an External Relations Plan to address the Libraries' marketing, public relations, community relations, and advancement needs and opportunities. Actions:
- Hire a communications consultant, with the assistance of the Office of Communications, to work with the Libraries to develop a Communications Plan.
- Secure cooperation of library staff in providing the consultant with background and other information needed to create the plan.
- Develop a plan for the areas in external relations other than those covered by the Communications Plan.

Objective 3, Implement the External Relations Plan. Actions:
- Provide staff time to focus on implementing marketing, publications, and outreach.
- Act upon the recommendations of the Communications Plan: create collateral for the Libraries, develop library policy for areas within external relations, and design templates for print materials to be used by library staff.
- Increase awareness and general knowledge of external relations throughout the libraries.

Objective 4, Increase the level of private funding for the Libraries. Actions:
- Identify and cultivate potential individual donors and representatives of corporations, foundations, and government agencies.
- Strengthen existing options and increase the variety of options for giving to the Libraries: Gifts In-Kind Libraries' Policies and Procedures, Libraries' Memorial/Tribute Gift program, Libraries' Annual Appeal, and Campaign Giving.
- 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.
- Utilize expertise within UNLV's Office of Research Services to develop proposals.
- Enhance access to individual donors and prospects for the Libraries' capital campaign by working more closely with the UNLV Foundation and Alumni Association.
- Develop targeted skills of potential principal investigators.

Objective 5, Establish relationships throughout the community in order to become more aware of the needs and expectations of the UNLV Libraries in the greater Las Vegas community. Actions:
- 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 6, Develop policies regarding media relations and crisis management with the assistance of the Office of Public Affairs. Actions:
- Vet potential media contacts with Director of Public Affairs.
- Create and maintain a running list of all media contacts throughout University Libraries. (interviews, listings, etc).
- Develop Libraries media plan in coordination with UNLV Public Affairs Office, including a strategy for regular story placement both on campus and beyond and a plan for crisis communications management.

Collection Development and Management Division
Chris Sugnet
Director, Collection Development and Management

Strategic Goal 1, Provide access to digital collections and services to support instruction, research, and outreach while improving access to the UNLV Libraries' print and media collections.
- Continue to provide access to 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.
- Continue to identify and provide access to new electronic journals through migration from print to electronic and by adding new titles and aggregated databases.

Strategic 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.
- Get user input on potential new DDS services and then write a proposal for new services to be delivered in FY07. Examples include on-campus delivery of physical items, such as books, and scanning and electronic delivery of journal articles from UNLV print holdings.
- Identify improvements to the design and content of the Collection Development web page for internal and external audiences.
- Implement the ILLIAD inter-library lending and borrowing modules.

Strategic Goal 6, Plan and execute an evaluation plan for the Libraries, and use the findings to make strategic decisions.
- Identify an appropriate collection assessment model and work with the Libraries' subject liaisons group and the Collection Development Department to plan and initiate an assessment project to cover current programmatic and research information needs of the UNLV community.
- Working with the Libraries' subject liaisons group and the Collection Development Department, examine budgeting models in anticipation of using the results of the collection assessment in FY07 to articulate UNLV priorities with the collections budget for the next biennium.

Collection Development and Management Department
Reeta Sinha
Head, Collection Development

Under the direction of the Director of Collection Management, Collection Development Department activities in the coming year will continue to support the goals and objectives outlined for library collections in the 2005-2010 UNLV Libraries strategic plan: 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.

Collection Development Department Goal 1, Employ cost-effective strategies to acquire and market new information resources, print and online, required by UNLV faculty and students.

- Collaborate with library, campus, and consortium partners to identify and acquire new online information resources
  - o Communicate information about new resources and acquisition opportunities to subject liaisons
  - o Develop strategies to manage cost-sharing
  - o Remain active in ICOLC, UALC, SCELC CD-related activities
  - o Continue collaboration with UNR
- Effectively communicate information about new resources acquired to internal and external customers
  - o Provide content about the collections for distribution via channels established Administration
  - o Continue utilizing website to provide staff and the university information about new resources

Collection Development Department Goal 2, Support Division's collection assessment activities
- Develop strategies and processes to assess current collections' ability meet current and future program needs
  - o Collect and report data such as, use and cost/use, for recently acquired electronic
  - o Work with Division director and subject liaison to establish library assessment procedures for new programs
  - o Investigate tools to facilitate collection assessment of current collections and as compared with peers

Document Delivery Services Department
Christopher Sugnet
Acting Head, Document Delivery Services

Libraries 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.
- Establish contacts with other interlibrary loan (ILL) departments in the region and become an equal partner in the UALC Resource Sharing Group. Assess and implement other reciprocal lending possibilities with groups and individual libraries within OCLC and DOCLINE.
- Explore expansion of current avenues for interlibrary lending of books to include regional initiatives like the Colorado Alliance of Research Libraries' Prospector system.
- Assist the Division Director in evaluating and implementing a RAPID pod for 48 hour document delivery.

Libraries Strategic 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.
- Introduce a new emphasis on customer satisfaction for both our UNLV borrowing patrons and our institutional lending partners.
- Improve promotion of Document Delivery Services by expanding our web presence and making the request submission process more transparent.

- Improve access to article desktop delivery by making it easier for UNLV patrons to sign up for the service.
- Work with the Circulation Department head to alter the decade-old wording of messages generated by III to be more user-friendly.
- Improve our average turn-around time for book and article borrowing.
- Promote and expand document delivery services to distance education students.
- Implement efficient hardware and software to support all Document Delivery services.
  - Purchase and install ILLiad 7.0. Migrate financial tracking activity from CLIO 5.0 to ILLiad 7.0. Convert borrowing and lending procedures to ILLiad 7.0. Review, balance and streamline DDS workflow as part of conversion to ILLiad 7.0
  - Integrate Ariel 4.1 with the new Minolta 7000 scanner
- Evaluate what resources would be needed to offer e-mail delivery of journal articles UNLV owns to UNLV customers.

Materials Ordering and Receiving Department
Xiaoyin Zhang
Head, Materials Ordering and Receiving

Libraries 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.
- Acquire and process digital and print resources to support programs of the university.
- Update existing policies and procedures to ensure that they are in accordance with library strategic goals.
- Continue to review and refine existing workflow to ensure that the library and the library users' needs are met efficiently.
- Continue to reduce print processing and tighten up the workflow. Expand use of the Electronic Resource Module to other departments in the library.
- Train staff in comparing data from vendors, Innovative, Serials Solutions, and SFX to ensure access to all purchased materials.

Libraries Strategic Goal, Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations, regardless of user location.
- Contribute to user-focused environments by providing connectivity to digital information resources and maintaining EZProxy to ensure remote access.

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

Knowledge Access Management Division
Kenneth Bierman
Director, Knowledge Access Management

The goals below help the Libraries achieve 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.

- Catalog and process newly-purchased materials quickly to provide prompt access and retrieval for customers of the UNLV Libraries. Add access for electronic materials when notified of their acquisition. Catalog, process and provide access to recent and newly received Rand Corporation materials.
- Provide technical maintenance and support for the UNLV Libraries website and catalog, and provide redesign and experimental assistance related to content generation and maintenance in both of these areas.
- Work toward developing new access tools to enhance use of current bibliographic and metadata utilities (i.e., web pages in Spanish, dynamically-generated web pages and databases, experimentation with 2D and 3D information visualization, etc.).

The goals below help the Libraries achieve Strategic 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.

- Produce two major web/digitization projects that relate to Las Vegas as a unique urban and cultural phenomenon.
- Experiment with multimedia digital transmission and preservation in anticipation of future projects related to Las Vegas and Southern Nevada (i.e. oral histories, etc.).

The goals below help the Libraries achieve Strategic 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.

- Maintain a stable and secure telecommunications and technical infrastructure to ensure that customers have uninterrupted access to the increasing array of digital library services and collections.
- Provide enhancements to the telecommunications and technical infrastructure as appropriate to maximize staff productivity and student learning. Plan and implement a wireless network.
- Provide technical assistance in implementing experimental and cutting-edge digital library services and collections as appropriate.

Bibliographic and Metadata Services Department
Judith Carter
Head, Bibliographic and Metadata Services

The Libraries Strategic Plan goals and objectives supported by BMS's FY06 goals are listed below.

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.
- Catalog, process and provide access to recent and newly received Rand Corp. materials. Explore strategies to prioritize retrospective cataloging of these materials.
- Implement revised procedures for handling UNLV Theses and Dissertations.
- Implement new label printing system.

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

- Explore Union List options to add our 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. 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.
- Review the role of BMS in WDS projects.

Systems Department
Jason Vaughan
Head, Systems Section

The items below 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; and Objective 3, Establish an environment that fosters knowledgeable, service-oriented and user-focused staff.

Library Systems Goals:
- Maintain close collaboration with the Web and Digitization Services Department. Such collaboration includes involvement in the planning aspects of new digital projects, as well as backend system maintenance and technical support for the library website and web-based database development.
- Plan and implement a wireless network in Lied Library, the Curriculum Materials Library, and the Music Library.
- Maintain the multitude of major systems we support to a high level; examples include upgrading the software associated with systems such as the Innopac, Electronic Reserves (including the introduction of E-music reserves with this system), CONTENTdm, EZProxy, Novell services, etc.
- Replace our network server infrastructure with the installation of major new Sun and Dell based servers.
- Pending approval, implement records retention schedules for Systems-related network resources.
- Collaborate with the Office of Information Technology in the implementation of library services associated with Phase I of the campus portal.
- Collaborate with the Office of Information Technology in the planning to migrate our network hardware from an Enterasys to Cisco platform.

Web and Digitization Services Department
Bradford Eden
Head, Web and Digitization Services

- Identify and prioritize UNLV Libraries projects that relate to web, digitization, and digital needs (including database needs), with the assistance of the Web and Digitization Advisory Committee.
- Assist the UNLV Libraries faculty and staff to identify and procure internal and external grant monies as appropriate for short- and long-term web, digitization, and digital projects, with the assistance of the Web and Digitization Advisory Committee.
- Maintain a visible web presence for the WDS department, which lists all current web and digitization projects in the UNLV Libraries, with appropriate links and resources, interspersed with regular status reports.
- Actively work toward producing two major internal web/digitization projects this year.

Public Services Division
Wendy Starkweather
Director of Public Services

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)
- Circulation: Work with the head of Media and Computer Services to coordinate archiving some of the media collection into LASR. Using information from the HK system and the projected storage needs of various department heads, determine the approximate length of

time that storage needs will continue to be met by LASR. Shelf read the main collection at least once each semester. Complete a second bin audit of LASR.

- MCS: Explore options for developing online media reserves and video on demand options, including copyright and license concerns and technical considerations. Pursue resource sharing opportunities with other local agencies and schools, such as Clark County School District and KLVX Television.
- ASL: Explore additional digital resources needed to support programs, per NAAB suggestion. Create separate web page highlighting digital resources.
- CML: 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. (Also supports Libraries Strategic Plan Goal 2. Community Engagement)
- Music Library: Deep and ongoing assessment, complete with the development of core collections to support all aspects of the music and dance programs. Continued collaboration with faculty to develop specialized collections in music and dance. Work collaboratively with Special Collections and the current director of the Arnold Shaw Popular Music Research Center to provide access to material in that collection, as well as digitization of both print and audio resources. Explore various means to collaborate with Dance faculty to digitize important works in public domain that will enhance the dance and music programs. Exploration of Video Furnace and other products to provide video streaming for media reserve items from the Music Library.
- Division: Support and promote the collection development efforts of the library liaison program.

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).

- MCS: Make local collections more accessible by arranging for conversion of 3/4" umatics in Special Collections to DVD format.
- ASL: Add images on Las Vegas buildings. Create building-of-the-week highlight feature on the web. Explore posting video clips of Nevada lectures on the web. Add 2005 Las Vegas AIA Design Awards materials to physical and online collections.

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).

- Circulation: Explore the feasibility of utilizing Innovative's Ecommerce product, which integrates standard ecommerce services with the management of records of donations, fines, fees, and payments in the Innovative system. Its implementation would allow patrons to pay their fines/fees online. Work with Human Resources to implement a process that would facilitate granting library privileges to part-time faculty. Implement the automatic version of hold processing. Continue to identify old delinquent patron accounts and delete the long "billed" books associated with them out of the database.

- MCS: Develop a strong web presence for the multimedia design studio, including handouts and guides. Work with Systems to help create a successful wireless environment and support services within Lied Library. Continue training in multimedia software applications for staff and student workers. Arrange for additional customer service training for all staff and student employees. Using Survey Monkey, develop an online survey tool to measure user satisfaction with technology in the library (Spring 2006).

- R&I: 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. 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. Expand the department's staff professional development efforts through an increased emphasis on providing training on library resources and customer service expectations. 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. Develop and implement a robust, continuous evaluation/assessment plan for the department's services and staff.

- ASL: Consider combining ASL's "finding resources" modules and "guides and handouts." Explore using Captivate software to convey information on the library, perhaps in conjunction with other library departments. Solicit student input on select topics.

- CML: 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.

- Music Library: Video streaming. Develop a web version of a "Survival guide" to the Music Library and other information literacy based materials for both music and dance students, in addition to continued development of other Music Library web resources. Continue to seek and support in every way possible a future expansion of the Music Library. Explore all training opportunities for Music Library staff, and support training efforts.

- Division: Lead the establishment of a broad-based web management structure that ensures the effective delivery of and access to the web-based services provided by UNLV Libraries. Foster the service-focused efforts of the library liaison group.

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

- Instruction: Work with Director of General Education, Faculty Senate, and other academic and support personnel on campus to identify foundation skills that include information literacy. Identify key foundation courses that serve as gateways for majors to target for partnerships. Create a "Libraries Award for Undergraduate Research" that brings together librarians, faculty, and others on campus to evaluate and reward students' research process. Work with Teaching and Learning Center and others engaged in culture of teaching to develop resources and workshops to support faculty and to foster rich collaboration between librarians and other teaching faculty. Invite others to work with us to organize campus events that focus on the relationships between research-based learning, undergraduate research, and information literacy. Continue to monitor and experiment with both

performance-based and skills-based measures such as Education Testing Services Information, Communication, and Technology Literacy performance-based, web-delivered test that measures higher order cognitive abilities, as well as instruments such as the Standardized Assessment of Information Literacy Skills (SAILS) that measure lower order cognitive skills. Create web-based mini-tutorials that can be adopted by classroom instructors and integrated into course design to provide performance-based instruction. Maintain collection of activities and assignments that support student development of information literacy. Articulate 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. Develop UNLV workshops for library faculty that focus on pedagogical issues such instructional design, writing learning outcomes, assignment design, and assessment of student learning as well as on collaborating with faculty and other academic partners.

- ASL: Pursue model collaboration with instructor of 5th year students, to demonstrate potential impact of incorporating information literacy objectives and learning outcomes into class project. Revise online instruction modules as necessary and explore using captivate. Consult with students on the draft of core competencies for architecture students. Participate in two-day School of Architecture retreat, with goal of focusing attention on information literacy learning objectives and outcomes.
- CML: 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.
- Music Library: Seek further collaboration in all aspects of the curricula in both the Music Library and the Dance Departments, introducing faculty to information literacy outcomes and standards that are in place. In conjunction with "survival guide" that will be developed for lower-level undergraduates in music, develop guides for faculty in the Music and Dance Departments that will help assess information literacy efforts. Collaboration with faculty will be a key component of this effort.
- Division: Foster the development of faculty and administrative partnerships that promote the Libraries instructional agenda.

Circulation Department
Maria White
Library Technician III

Libraries Strategic Plan 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.
- Work with the head of Media and Computer Services to coordinate archiving some of the media collection into LASR.
- Using information from the HK system and the projected storage needs of various department heads, determine the approximate length of time that storage needs will continue to be met by LASR.

- Shelf read the main collection at least once each semester.
- Complete a second bin audit of LASR.

Libraries Strategic Plan Goal 3, Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations.
- Explore the feasibility of utilizing Innovative's Ecommerce product, which integrates standard e-commerce services with the management of records of donations, fines, fees, and payments in the Innovative system. Its implementation would allow patrons to pay their fines/fees online.
- Work with Human Resources to implement a process that would facilitate granting library privileges to part-time faculty.
- Implement the automatic version of hold processing.
- Continue to identify old delinquent patron accounts and delete the long "billed" books associated with them out of the 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. Actions:
- Work with Director of General Education, Faculty Senate, and other academic and support personnel on campus to identify foundation skills that include information literacy.
- Identify key foundation courses that serve as gateways for majors to target for partnerships.
- Create a "Libraries Award for Undergraduate Research" that brings together librarians, faculty, and others on campus to evaluate and reward students' research process.

Objective 2, Cultivate individual faculty, faculty cohorts, and academic departments committed to integration of information literacy learning outcomes in their courses and their curriculum. Actions:
- Work with Teaching and Learning Center and others engaged in culture of teaching to develop resources and workshops to support faculty and to foster rich collaboration between librarians and other teaching faculty.
- Invite others to work with us to organize campus events that focus on the relationships between research-based learning, undergraduate research, and information literacy.

Objective 3, Develop toolkit for Libraries, academic programs, and the institution to assess information literacy student learning outcomes. Actions:
- Continue to monitor and experiment with both performance-based and skills-based measures such as Education Testing Services Information, Communication, and Technology Literacy performance-based, web-delivered test that measures higher order cognitive abilities, as well

as instruments such as the Standardized Assessment of Information Literacy Skills (SAILS) that measure lower order cognitive skills.
- Create web-based mini-tutorials that can be adopted by classroom instructors and integrated into course design to provide performance-based instruction
- Maintain collection of activities and assignments that support student development of information literacy.

Objective 4. Clarify performance expectations and develop an ongoing professional development plan for library faculty in their role as educational partners. Actions:
- Articulate 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.
- Develop UNLV workshops for library faculty that focus on pedagogical issues such instructional design, writing learning outcomes, assignment design, and assessment of student learning as well as on collaborating with faculty and other academic partners.

Media and Computer Services Department
Jennifer Church
Head, Media and Computer 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. (Collections).
- 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
- 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

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)
- 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.

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. Unit Goal: Develop a strong web presence for multimedia design studio, including handouts and guides.
- Objective 2, Maintain and continue to improve upon the physical environments that enable service delivery and facilitate learning. Unit Goal: Work with library Systems Department to help create a successful wireless environment and support services within Lied Library
- Objective 3, Establish an environment that fosters knowledgeable, service-oriented and user-focused staff. Unit Goals:
    o   Continue training in multimedia software applications for staff and student workers.
    o   Arrange for additional customer service training for all staff and student employees
- Objective 5, Establish a culture of assessment associated with the provision of library services in person and remotely. Unit Goal: Using SurveyMonkey, develop on online survey tool to measure user satisfaction with technology in the library (Spring 2006).

Research and Information Department
Victoria Nozero
Head, Research and Information

- UNLV Libraries 2005 Strategic Plan Goal 3, Objective 3.
    o   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.
- UNV Libraries 2005 Strategic Plan Goal 3, Objective 3 and Objective 5.
    o   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.
    o   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.
- UNLV Libraries 2005 Strategic Plan Goal 3, Objective 1:
    o   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.
- UNLV Libraries 2005 Strategic Plan Goal 3, Objective 5:
    o   R& I Goal 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).
- Explore additional digital resources needed to support programs, per NAAB suggestion.
- Create separate web page highlighting digital resources.

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).

- Populate the Architects and Buildings database from our existing file.
- Add images on Las Vegas buildings.
- Create building of the week highlight feature on the web.
- Explore posting video clips of Nevada lectures on the web.
- Add 2005 Las Vegas AIA Design Awards materials to physical and online collections.

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).

- Consider combining ASL's "finding resources" modules and "guides and handouts"
- Explore using captivate to convey information on the library, perhaps in conjunction with other library departments.
- Solicit student input on select topics.

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

- Pursue model collaboration with instructor of 5th year students, to demonstrate potential impact of incorporating information literacy objectives and learning outcomes into class project.
- Revise online instruction modules as necessary and explore using captivate.
- Consult with students on the draft of core competencies for architecture students.
- Participate in two-day School of Architecture retreat, with goal of focusing attention on information literacy learning objectives and outcomes

Listed goals do not include ongoing projects such as the table of contents projects, the local planning collection project, etc.

Curriculum Materials Library
Jennifer Fabbi
Head, Curriculum Materials Library

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, Libraries Strategic Plan 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. Unit Goal:

- 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.

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.

- 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.

Libraries Strategic Plan Goal 3, 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 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.

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.

- Objective 2, Initiate a comprehensive, systematic collection development process that accommodates both current and future information resource needs. Music Library Actions:
  o Deep and ongoing assessment, complete with the development of core collections to support all aspects of the music and dance programs
  o Continued collaboration with faculty to develop specialized collections in music and dance
- Objective 3, Digitize collections. Music Library Actions:
  o Work collaboratively with Special Collections and the current director of the Arnold Shaw Popular Music Research Center to provide access to material in that collection, as well as digitization of both print and audio resources.
  o Explore various means to collaborate with Dance faculty to digitize important works in public domain that will enhance the dance and music programs.
  o Exploration of Video Furnace and other products to provide video streaming for media reserve items from the Music Library.

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. Music Library actions:

- o Video streaming: see above.
- o Develop a web version of a "Survival guide" to the Music Library and other information literacy based materials for both music and dance students, in addition to continued development of other Music Library web resources.
- Objective 2, Maintain and continue to improve upon the physical environments that enable service delivery and facilitate learning. Music Library action:
  - o Continue to seek and support in every way possible a future expansion of the Music Library.
- Objective 3, Establish an environment that fosters knowledgeable, service-oriented and user-focused staff. Music Library action:
  - o Explore all training opportunities for Music Library staff, and support training efforts.

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. Music Library action:
  - o Seek further collaboration in all aspects of the curricula in both the Music Library and the Dance Departments, introducing faculty to information literacy outcomes and standards that are in place.
- Objective 3, Develop toolkit for Libraries, academic programs, and the institution to assess information literacy student learning outcomes. Music Library action:
  - o In conjunction with "survival guide" that will be developed for lower level undergraduates in music, develop guides for faculty in the Music and Dance Departments that will help assess information literacy efforts. Collaboration with faculty will be a key component of this effort.

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. (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)
- Identify, pursue and acquire collections that document the history and culture of Las Vegas: Boyd Gaming.
- Organize, arrange, describe and catalog collections and create better web access tools: Create EAD finding aids, link on-line access to digital projects.
- Digitize selected collections: photographs, menus, gaming rare book collection, architectural drawings and put into ContentDM.
- Work with cataloging staff in creating appropriate catalog records and metadata: manuscript collections, government documents and publications, serials, rare books.

- Provide content for digital projects and exhibits

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).
- Continue to provide high level of reference service.
- Improve access tools, create digital collections and enhance website.
- Promote collections and their use through teaching, presentations, media and publications.

Goal 4, Initiate strategic collaboration efforts and programming to ensure that UNLV graduates information literate students. (Educational Role).
- Educate students and librarians in information literacy and critical thinking as part of reference, access, teaching academic courses and workshops.

Goal 5, Establish a coherent, consistent library-wide external relations program that focuses on new and existing services and collections. (External Relations).
- Work with development and external affairs directors to establish and design strategies, proposals, collateral and publications for individual and corporate donors.
- Continue engaging in outreach and promotional activities as opportunities arise.
- Pursue collaborative opportunities both within the university and in the community in the Gaming Studies Research and Oral History Center.
- Continue developing relationships and partnerships with community, government and corporate groups through collecting, information management and interpretation.

Ongoing goals
- Gaming Studies Research Center
  - Develop and improve the website, work collaboratively with other UNLV departments, colleges and individual faculty to develop a collaborative research agenda, with the Gaming Resource Collection providing a primary informational resource.
  - Identify and acquire collections including oral histories.
  - Establish UNLV Libraries as the center for the documentation of the gaming industry worldwide.
  - Increase visibility, establish relationships with industry leaders.
- Preservation/Conservation
  - Continue to provide cost-effective preservation services for UNLV Libraries collections.
  - Provide training and services to UNLV departments and programs.
  - Provide training and services to other area cultural institutions.
  - Continue to work with the State Library and Archives in developing a statewide preservation program.
- Manuscripts
  - Continue to identify and acquire new collections.
  - Process collections.
  - Create new and transfer current finding aids and inventories into electronic format.
  - Create EAD finding aids.
  - Create MARC records for all manuscript collections.
  - Link finding aids and catalog records to digital projects.

- o Provide content for digital projects.
- o Develop an internship program to work in the department and with outside organizations agencies and corporations.
- University Archives
  - o Develop database and make web accessible.
  - o Create a website with illustrated history of university.
  - o Avoid records management.
- Web Development
  - o Add and link more images.
  - o Digitize our publications and presentations.
  - o Potential Digital Projects.
    - Gaming Rare Book Collection.
    - Additions to Western Waters: documentation of Las Vegas water resource issues.
    - Menus.
    - History of UNLV
- Oral History
  - o Create website.
  - o Continue community projects.
  - o Continue training programs.
  - o Develop database of all oral histories (audio and video) and make it web accessible.
  - o Conduct and transcribe interviews.
  - o Digitize selected interviews.
  - o Make sure all UNLV oral history tapes are deposited in Special Collections.
  - o Make sure all local oral history tapes (or copies) are deposited in Special Collections.

UNLV Libraries
Annual Report, FY05
www.library.unlv.edu

APPENDIX II

Statistics

UNLV LIBRARIES - USE OF PHYSICAL RESOURCES - 2005					

2005 Check-Outs					

Library/Department	Books & Scores	Periodicals	Media	Reserves	Gov't Pubs	Total
Circulation	139,085	131		4,997	769	144,982
LASR	363	522				885
MCS through INNOPAC			40,798	4,364		45,162
MCS - manual checkout			550	200		750
Special Collections						-
Lied Total	**139,448**	**653**	**41,348**	**9,561**	**769**	**191,779**
Architecture Studies Library	13,164	177	374	1,959		15,674
Curriculum Materials Library	24,422		2,667	1,895		28,984
Music Library	6,040		7,294	1,856		15,190
Total	**183,074**	**830**	**51,683**	**15,271**	**769**	**251,627**

2005 Renewals

Library	Books & Scores	Periodicals	Media	Reserves	Gov't Pubs	Total
Lied Library	42,148		1,068	82	259	43,557
Circulation	42,050			7	259	42,316
LASR	98					
MCS through INNOPAC			1,068	75		
MCS - manual checkout						
Architecture Studies Library	6,060		7	3		6,070
Curriculum Materials Library	614					614
Music Library	1,118		385	3		1,506
Total	**49,940**	**0**	**1,460**	**88**	**259**	**51,747**

2005 Internal Use

Department/Branch/Collection	Books & Scores	Periodicals	Media	Reserves	Gov't Pubs	Microforms	Maps	Total
Lied								
Circulation	85,028							85,028
LASR		11,990						11,990
Gov't Publications					5,250			5,250
Maps					298			298
Microforms						6,886		6,886
Newspapers		2,448						2,448
Periodicals		15,706						15,706
Reference	3,809							3,809
Special Collections	7,102							7,102
Lied Total	**95,939**	**30,144**	**0**	**0**	**5,548**	**6,886**	**0**	**138,517**
Architecture Studies Library	11,703	3,677						15,380
Curriculum Materials Library	5,821	21	121	22				5,985
Music Library	5,625							5,625
Total	**119,088**	**33,842**	**121**	**22**	**5,548**	**6,886**	**0**	**165,507**

2005 Total Use of Physical Resources

	Books & Scores	Periodicals	Media	Reserves	Gov't Pubs	Microforms	Maps	Total
Checkout	183,074	830	51,683	15,271	769	0	0	**251,627**
Renewal	49,940	0	1,460	88	259	0	0	**51,747**
Internal Use	119,088	33,842	121	22	5,548	6,886		**165,507**
Total	**352,102**	**34,672**	**53,264**	**15,381**	**6,576**	**6,886**	**0**	**468,881**

2005 Total Use of Physical Resources by Library

	Books & Scores	Periodicals	Media	Reserves	Gov't Pubs	Microforms	Maps	Total
Lied	277,535	30,797	42,416	9,643	6,576	6,886	0	373,853
ASL	30,927	3,854	381	1,962	0	0	0	37,124
CML	30,857	21	2,788	1,917	0	0	0	35,583
Music	12,783	0	7,679	1,859	0	0	0	22,321
TOTAL	**352,102**	**34,672**	**53,264**	**15,381**	**6,576**	**6,886**	**0**	**468,881**

UNLV LIBRARIES - DOCUMENT DELIVERY - 2005

	Books	Periodicals	Total
Loaned to others	2,290	3,048	5,338
Borrowed from others	2,382	7,022	9,404
Provided through unmediated document delivery		359	359
Total	**4,672**	**10,429**	**15,101**

UNLV LIBRARIES - USE OF ELECTRONIC RESOURCES - 2005

2005 Web and Online Catalog Use

Web page hits	7,128,626
Online catalog searches	2,207,056
Total	**9,335,682**

2005 Use of Selected Electronic Resources

Resource	Searches	
ABI-Inform	62,584	Cancelled for FY04
Academic Search Elite	324,412	
Accounting & Tax	49,293	
Business & Company Resource Center	51,979	
CINAHL	23,730	
ERIC (all versions)	49,477	
FirstSearch Nevada	50,354	
History Resource Center	17,702	
JSTOR Databases	61,945	
Las Vegas Review-Journal	32,523	
MLA	8,451	
National Newspapers	75,449	
PsychINFO	65,120	
Web of Knowledge	36,394	
Other	752,957	
Total	**1,662,370**	

2005 Use of Electronic Reserves

Lied Library	102,386	
Architecture Studies Library	8,861	
Curriculum Materials Library	8,174	
Music Library (Esound Reserves)	2,236	
Total	**121,657**	

UNLV LIBRARIES - VISITS - 2005

Library	Facility Visits	Weekly Operating Hrs
Lied Library	1,492,997	99.5
Architecture Studies Library	85,274	
Curriculum Materials Library	81,514	
Music Library	35,944	
Total Visits	**1,695,729**	

UNLV LIBRARIES - PATRON CONTACTS - 2005			
Location	**FTF & Telephone**	**Electronic**	**Total**
Lied Library			
Circulation	62,383	671	63,054
Document Delivery Services	3,572		3,572
Media and Computer Resources	89,052		89,052
Media Desk		47,024	47,024
Media Computers		357	357
Computer Help Desk		41,671	41,671
Research and Information	55,024	936	55,960
Special Collections	3,365	1,431	4,796
Lied Total	**213,396**	**3,038**	**216,434**
Architecture Studies Library	16,308	412	16,720
Curriculum Materials Library	20,148	164	20,312
Music Library	13,731	275	14,006
Total	**263,583**	**3,889**	**267,472**

2005 Library Instruction

Presenter/Venue	# of Persons	# of Presentations
Lied Library		
Instruction Department	13,694	554
Online tutorials completed		
Microforms	0	-
Special Collections	89	6
Lied Total	**13,783**	**560**
Architecture Studies Library	**291**	22
Online tutorials completed	120+	
Curriculum Materials Library	**1,180**	50
Music Library	**2,400**	120
Total	**17,654**	**752**

2005 Total Direct Patron Contacts

Public Service Points	263,900
Library Instruction	17,654
Total	**281,554**