

**UNLV Libraries
Annual Report
FY04
(July 1, 2003 – June 30, 2004)**

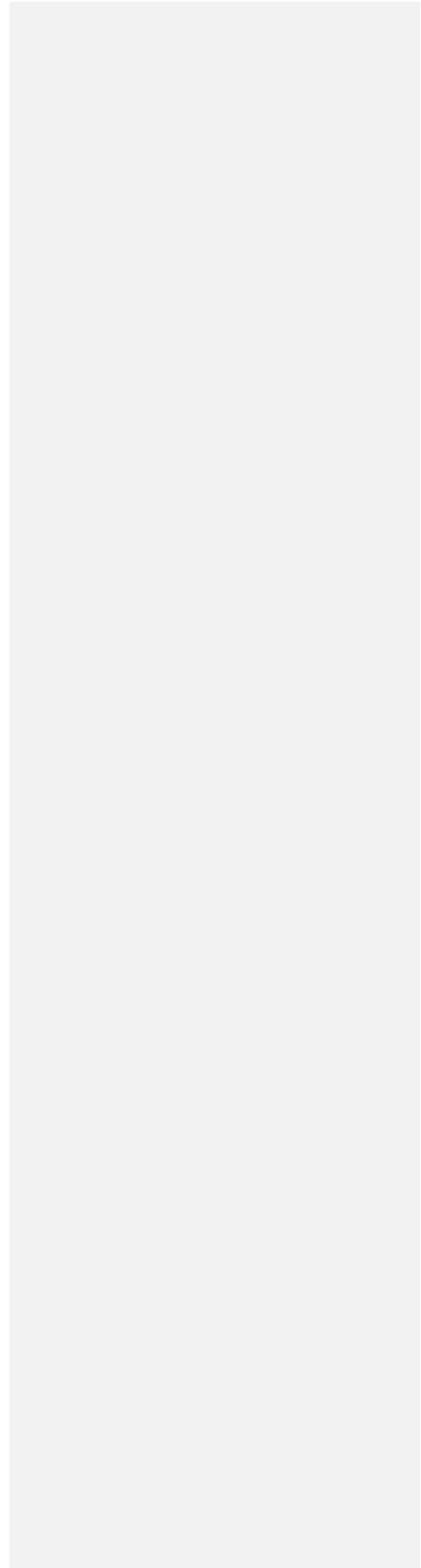


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Overview of Libraries for FY04

**Gail Munde
Interim Dean of Libraries**

The year was marked by continued rapid growth and expansion of Libraries staff, services, and collections, and by measurable advancement in support of the institution's goal of becoming a research/extensive university. The Libraries progress can be described along five dimensions: status and participation in the research library community, collections, access to collections and services, provision of direct user services, and offerings to improve student information literacy.

National Status and Visibility of UNLV Libraries

- Accomplishments to improve the status and participation of University Libraries in the research library community, and establish important organizational collaborations involved hosting visits and meetings, assuming a leadership role in institutional consortia, and serving as an international partner to test and refine *Scopus*, an all-science journal search tool.
- University Libraries hosted visitors from 53 library agencies, including Oxford University, the Quebec National Library, the State Library of Queensland, the University of Hong Kong, the University of Louisville, the University of Sidney, and the US Holocaust Memorial Museum. Libraries personnel consulted extensively with librarians and faculty from the University of Chicago who made multiple visits to discuss feasibility and merit of automated storage and retrieval systems versus off-site storage facilities for large research institutions.
- University Libraries personnel advanced to important leadership roles within groups such as the International Coalition of Library Consortia, the EPSCoR Science Information Group, the Conference of Inter-Mountain Archivists, the OCLC Board Directors, the Art Libraries Society of North America, and relevant divisions within the American Library Association. University Libraries continues to work closely with the Utah Academic Library Consortium and this year proposed and implemented a prototype for a Nevada/Utah Distributed Print Archive to assist members in regional preservation of print journals. Also during the year, the Libraries accepted an invitation from the publisher, Reed Elsevier, to become a development partner for its new product, *Scopus*. *Scopus* provides a search engine and linking capabilities to access over 13,600 international journals from over 4,000 scientific, technical and medical publishers. UNLV faculty in related disciplines participated in the beta phase of testing. As a result, UNLV became the second international subscriber to this powerful new search tool.
- Such involvements provided direct benefits to the Libraries and UNLV. Among them were access to inside information on national and international best practices and information trends, discounted subscription prices, and opportunities to influence important research library issues. As an indirect benefit, University Libraries gained increased visibility and status within the research library community that will support future applications for membership in important research library associations.

Collections

- The improvement of library collections was greatly advanced by increased funding for acquisitions allocated by the President and Provost. The Libraries added subscriptions to approximately 200 new electronic resources and journals, acquired over 7,000 e-books, added 37,700 print or physical items to collections, and received the gift of Harrah's

Corporate Archives. The Libraries celebrated the acquisition of UNLV's millionth volume with the purchase of Antonio de Herrea's 1601 *Historia General*.

- An early indicator of collection improvement is a slight shift in interlibrary loan activity. Borrowing from other libraries was down 11% and lending to other libraries was up 37%. In addition, journal articles requested by faculty for delivery from commercial sources were down 24%. The increase in lending may be accounted for by increased access extended to the Utah Academic Library Consortium, and/or increased lending through DOCLINE, a recently-adopted medical inter-library loan service. The decrease in borrowing and document delivery, however, would seem to indicate that faculty and students are finding more of what they need within the Libraries. The second indicator of improvement to collections was improved raw scores on the 2004 administration of the LibQual+ survey on two items dealing with collection adequacy. Although the collection question items were rephrased from the 2002 survey instrument, 2004 raw scores on these items increased significantly, indicating a higher level of faculty and graduate student satisfaction with journal access and the monographs collection. At present, the Libraries provide full-text access to approximately 12,000 journal titles (20% print subscriptions, 80% electronic subscriptions).

Access to Collections and Services

- Accomplishments to improve access to collections and services include efforts to decrease the time between order of materials and availability of materials to users, to facilitate electronic browsing by enhancing existing search tools, or implementing new ones, and to create unique digital collections.
- Libraries with large print collections are often plagued with flow and control problems, such as cataloging backlogs, delays in shelving new materials, and stacks retrieval success rates of 50% or less. To avoid these situations, the Libraries continued take preventative measures, such as enlarging the shelf-ready program to include all incoming volumes from our primary book jobber, Yankee Book Peddler, and to download provisional cataloging records for these items. These efficiencies speed the time between order and availability to users; i.e., the items arrive "shelf-ready" and the monographs backlog in cataloging is virtually nil. To ease shelf management, approximately 42,200 lesser-used volumes were relocated during the year; 26,000 moving to LASR and 16,200 being withdrawn. Equipment upgrades during the year enabled Lied Library stacks to be inventoried continuously in rolling six-week periods. Due to this process, we estimate the stacks retrieval success rate to be approximately 95%.
- Access to the Libraries network and electronic collections were improved during the year, and relevant activities included upgrades to transparent systems such as remote authorization, print management, database records backup, automated download of student information from SIS to library registration records, and improvements to internet connectivity and security, as well as upgrades to application software available to UNLV users. In collaboration with the Office of Information Technology, some 600 computer workstations were replaced throughout the Libraries. Public workstations were financed through student technology fees, and staff workstations were financed through the Libraries operating accounts.
- Access to collection content was improved through the implementation of SFX, a link-resolver product that facilitates access to full-text content by broadening searches to include multiple sources and reducing the number of links a user must click through to arrive at the

desired text. In collaboration with UNLV faculty, the Libraries participated in development and beta-testing of *Scopus*, a search engine with linking capability that allows users to browse some 13,600 international journals from over 4,000 science, technical and medical publishers.

- After two years of research and development, the Libraries redesigned Web site was launched in June 2004. Digitization of unique historical materials produced three new electronic research sites: The John Chatfield Page and Frank C. "Doc" Jensen Diaries, Historic Southern and Central Nevada: The Boom Years (1885-1922), and the Nevada Historical Society Papers, Volumes 1-3 (1913-1922).

Accomplishments to improve service

- A number of initiatives were undertaken to enhance direct services to users, including the expansion of electronic reserves to the branch libraries, digitization of recorded music for distribution to listening workstations in the Music Library, implementation of "roving" and "chat" reference services, redesign of departmental and subject Web pages as part of the general overhaul of the Libraries Web site, and the establishment of a new service point, a Multimedia Design studio. The Libraries also continued its service assessment program by participating in a second round of the LibQual+ survey of North American academic libraries.
- There is evidence indicating that academic library users generally prefer to do as much as they can, and maintain as much control as they can, of the information seeking process. This belief was supported by score results on LibQual+ items and follow-up focus group discussions. Initiatives in response to users' preferences included the expansion of electronic reserves, which allows permissible access to scanned reading materials required by faculty for specific courses; implementation of user-controlled listening reserves in the Music Library; designing an online hold function, which allows users to request items to be paged and held for pick-up; and provision of an online acquisition request for new materials, which allows any user to request a volume be purchased, and to be notified when the item is available for pick-up. Roving and chat reference services gave users more ubiquitous opportunities to interact with reference staff. "Roving" reference involves staff walking through study areas to inquire if assistance is needed, and "chat" reference offers online chat with a reference librarian from onsite or remote locations. An alternate way to provide users with announcement information was the installation and programming of a large plasma screen in Lied Library. Activity announcements, useful information about operating hours, study locations within the building, and special events are programmed daily. When appropriate, the CNN broadcast signal is directed to the plasma screen. The plasma screen was purchased with financial support from the Libraries Advisory Board.
- Also supported by the Board, a small Multimedia Design Studio was established in Lied Library. The Studio offers high-end digital video editing and manipulation capabilities to students. It is available during primary service hours and by appointment.

Accomplishments to improve information literacy of UNLV Students

- Along with students at 77 other universities, UNLV students participated in Project SAILS (Standardized Assessment of Information Literacy Skills). Project SAILS aims to develop and standardize a test instrument that will measure students' information literacy skills. If successful, Project SAILS would document information literacy skill levels of UNLV

students, establish internal and peer benchmarks of performance, pinpoint areas for improvement, identify and justify resource needs, assess and demonstrate effect of changes in instructional programs. This tool has the potential to enable librarians to clarify for themselves and their institutions what role, if any, information literacy plays in student success and retention. Early results from 225 UNLV test students suggest that they are very similar to students across the nation in their ability to score well on the current version of the instrument. It is unclear how the immediate results of our participation will be used by the Libraries, but nevertheless, the project has a worthy and important goal that would serve all colleges and universities.

- The Libraries continued to offer course-related instruction, new student orientation programming, scheduled drop-in sessions, and tours of Lied Library. Nearly 500 sessions were offered to an attendance of 10,000. Course-related instruction made up 65% of the total offerings.

In sum, the Libraries has increased its prior level of stature in the research library community, improved its journal collections, and provided direct and indirect services to users in an environment of rapid growth and expansion. Given the high level of library utilization at UNLV and the increase in student and faculty populations, the Libraries will continue to find innovative solutions to meet increased demands, particularly through providing virtual collections and services.

Libraries Administration

Human Resources

Suzanne Devlin

Libraries Human Resources Manager

Accomplishments, Activities and Highlights

Personnel Actions

- Personnel change was on-going at UNLV Libraries in FY04. We experienced approximately twice as many personnel transactions this year as last fiscal year (54 this year, 27 last year). Personnel changes include new hires, resignations, upgrades, and other changes in employment status.
- Turnover rate was six percent. With departures, transfers and eight newly created positions, UNLV Libraries filled 17 vacancies (4 faculty, 3 professional, 10 classified). The Libraries participated in a total of nine faculty/professional staff searches. One of the positions, Director, Organizational Partnerships, required two searches. Seven searches were completed, although some of the new hires will not start their positions until FY05. Searches for the positions of Head, Bibliographic and Metadata Services and Dean of Libraries were begun but not completed. To support these searches, the campus introduced HR Search software (November, 2003). The Libraries Human Resources Manager updated the search guidelines and provided kick-off training for each search committee. All new employees received orientation both from the Libraries Human Resources Manager and the campus Human Resources Department. The Libraries had seven remaining vacancies at the end of the fiscal year.
- To better align with our strategic goals, a newly created Web and Digitization Services Department was added to the Knowledge Access Management Division effective July 1, 2003. The Collection Development and Management Division reorganized effective September 22, 2003 including updated job descriptions for all faculty in the division. The functions and titles of three existing positions were changed to Medical/Health Sciences Librarian, Electronic Resources Librarian, and Director, Organizational Partnerships.

Training

- The Libraries spent \$21,400 on training in the following categories:
 - Web and Digitization Services: \$5,000
 - Systems: \$5,500
 - Library skills: \$4,500
 - Technology: \$4,700
 - Assessment: \$1,700
- Overall, Libraries employees spent approximately 1,000 hours at in-house training either provided at Lied Library or through campus organizations such as the Computer Resources Center.
- Libraries employees continue to stay in tune and up-to-date with changing computer, Web, and resource technologies. Twenty-six individuals took advantage of technology training offered through the campus Computer Resource Center (CRC) and Educational Outreach. Sixteen participants attended a total of 55 two-hour classes through CRC. Fourteen

employees took advantage of the UNLV employee discount and the Libraries reimbursement program to take 22 advanced/intensive technology-oriented courses offered through Educational Outreach.

- This year's training highlights include the purchase of on-line training on various software packages for 21 employees. We also hosted six days worth of library software training including training in Millennium and SFX. These products were essential for updating the Libraries collection development and management functions.

Awards:

- The 2004 James S. McPhee Librarian of the Years award was awarded to Kathy Rankin.
- The Spring Bookplate award for service between December and May was awarded to Marta Sorkin.
- The 2004 Innovative Solutions Award was awarded to Priscilla Finley.
- The 2003 Libraries Classified Employee of the Year was awarded to Tessie Constancio.
- The 2004 Libraries Classified Employee of the Year was awarded LaTisha Tuggle.

Facilities

Daryl Privott
Building Manager

Accomplishments, Activities and Highlights

University Libraries experienced several major facilities maintenance procedures, office and space reconfigurations, and construction renovations.

Lied Library:

- Installation of a specialized cooling system in the Systems Computer Room
- New computer installations
- Extended Study area construction and furniture installation
- Construction renovations for the Teaching and Learning Center
- Shelving removal and relocation on the second floor to support index relocations by the Government Documents department.

Music Library

- Music Distribution System installation
- Installation of new shelving
- Removal of existing bracing and installation of earthquake bolting on existing shelving
- Installation of custom end panels and range finders
- New computer installations
- Installation of a locking relay on the Marlok system on entrance door

Architecture Library

- New computer installations
- Re-lamping high ceiling areas

- Shelving installed in room 202
- Installation of a locking relay on the Marlok system

Curriculum Materials Library

- Renovations in Room 108
- Planning associated with upcoming renovations
- New computer installations

Security

Security started providing 20 hours of coverage for the Boyd School of Law Library this fiscal year.

The UNLV Department of Public Safety media log reported the following activities concerning the University Libraries:

- 24 reports of theft
- 9 trespasses
- 3 medical assists
- 3 trespasses of sexual offenders
- 0 burglaries
- 3 peace officer requests for assistance
- 1 battery
- 0 narcotics
- 1 fire alarm

The Library Security Officers' logs reported the following activities concerning the University Libraries:

- 182 incidents with disruptive or sleeping patrons
- 3 alarm responses
- 2 reported thefts of Libraries property
- 15 reported thefts of personal property
- 9 requests for assistance from UNLV Department of Public Safety
- 6 sick/injured patrons and staff assisted
- 34 people trespassed
- 8 incidents of reported vandalism
- 4 incidents requiring fire department/paramedics

Development

Dani Porter

Director of Development

Accomplishments, Activities and Highlights

University Libraries development advanced all areas of fundraising through cultivation, solicitation, and essential stewardship of former, current, and new donors.

In order to drive initial cultivation of donor prospects as well as manage stewardship activities for established donors, several 'meet and greets' were conducted off-campus along with in-house

tours of Lied Library. Development also hosted special events targeted to the comprehensive prospect list:

- Harrah's Major Gift Announcement (news conference and Harrah's-sponsored reception) (stewardship recognizing gift-in-kind of Harrah's Corporate Archives)
- University Library Society Group Study Room Ribbon-Cutting (stewardship recognizing over \$200,000 in cash donations spanning 18 years)
- Flo Mlynarczyk Gallery Unveiling (stewardship for \$25,000 cash donation)
- One Millionth Volume Unveiling (cultivation and solicitation event for collections)
- Annual Libraries' Dean's Associates Reception (Leo A Daly-sponsored event) (cultivation, solicitation and stewardship of unrestricted, annual cash giving)

Events averaged 80 attendees each, which included past donors requiring re-engagement for new giving, several members of the UNLV Foundation's Board of Trustees, Libraries Advisory Board members (who also attended four quarterly meetings), federal and state legislators, and second-generation family donor prospects.

For Libraries Advisory Board activity, three members serve as Oral History committee volunteers. In addition, two new Board members were recruited during FY04.

To enhance the Libraries' community visibility, 800 copies of the *2002 Libraries' Development Review* were distributed to select individuals, corporations, foundations and media. Select publicity resulted in library development event coverage in the *Las Vegas Sun*, *Las Vegas Review-Journal*, *Gaming Today*, KLAS-Channel 8 and KNBC-Channel 3.

Per the Foundation's fiscal allocation for University Libraries' fundraising, set at \$367,500 total (\$22,050 in cash with \$345,050 from in-kind giving), the goal was met with 180 gifts logged with \$47,490 in cash, \$364,124 in gifts-in-kind, and \$32,000 in outstanding cash pledges. All pledge fulfillments are anticipated during the second quarter of FY05. The Foundation's mandatory constituency prospect pool of 150 active donors per unit was achieved, with 161 viable prospects in the University Libraries' portfolio at fiscal year-end.

For the full spectrum of library development activity through events, publicity and direct marketing, and in-person donor contacts, FY04 giving resulted in \$411,614 in total donations booked.

Budget

Gail Munde

Associate Dean

University Libraries expended \$11,305,856 in FY04. The budget consists of three primary expense categories: Salaries and fringe benefits (47.6%), acquisitions (40.7%) and operations (11.7%). The most notable budget event of the year was the receipt of additional support for acquisitions. The appropriated base budget for acquisitions was permanently increased by \$548,782, the first such increase in six years. In addition, the President directed \$300,000 in

one-time funds toward acquisitions, and the Provost directed \$66,000 in one-time funds toward operations.

The operating budget, which consists of student wages, supplies, telephone and postage, facility and property maintenance, library materials processing, equipment, and travel, totaled \$1,084,367, down slightly from FY03. Expenditures from all sources for student wages totaled \$232,630. Expenditures for library materials processing totaled \$281,200. Expenditures for property and maintenance totaled \$241,156. Expenditures for supplies totaled \$121,758. Operating expenditures continued to decrease for the fourth year in a row.

Tours/Visitors

Lee Scroggins

Executive Assistant

University Libraries Administration hosted 53 tours and visits primarily from academic institutions, architectural firms, libraries, and other education-related organizations and enterprises. Included were representatives from:

Air Force ROTC
Architectural Lighting Conference participants
Atlanta University Center
Bertelsmann Foundation's Network of Public Libraries
Brisbane City Library Service, Australia)
California State University, Long Beach
California State University, Pomona
Chicago Public Library
Chicago State University
County of Fresno Department of Public Works and Planning
Devcon Construction (contractor for Santa Clara Orradre Library)
East Carolina University
ESIG (EPSCoR) meeting participants
Friends of the Clearwater, Florida Library
HK Systems.
House Call Doctors
Iowa State University
Johnson County Community College (suburban of Kansas City)
Kangnun National University, Korea
Las Vegas/Clark County Library District Technical Services Division
Legislative Fiscal Analyst, Salt Lake City, Utah
Mansfield University, Mansfield, Pennsylvania
McNeese State University Library, Lake Charles, Louisiana
Monterey, Mexico, private school
Montreal Research Center on Computer Sciences
Museum Computer Network Conference participants
National Defense University

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National Media Market Conference participants
OCLC Western Division meeting participants
Oxford University
Quebec National Library
Reference/Instruction Librarians from Clark County Library District conference participants
Seattle University
Shenzhen Public Library
State Library of Queensland, Australia.
The Taylor Group, Fresno, CA
Trustees of Charles & Lenke Tarr endowment
U.S. Holocaust Memorial Museum
University of Auckland Library
University of California, Los Angeles
University of Chicago
University of Hong Kong
University of Louisville
University of Malaysia, Sarawak
University of Sydney, Australia
University of Wisconsin, LaCrosse
UNR Librarians
Utah State University.
Utah Valley State
Utrecht Public Library, The Netherlands
Voelker-Winn Associates, Architects
Yarra Plenty Regional Library, Victoria, Australia
Yonsei University, Central Library, Seoul, South Korea.

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

I. Accomplishments, Activities and Highlights

- Supported the new Experimental Program to Stimulate Competitive Research (EPSCoR) Science Information Group (ESIG) by hosting the Las Vegas ESIG meeting in September, 2003 in coordination with the national EPSCoR meeting; contributing to a proposal to the National Science Foundation for start-up funding for a business office; and managing licensing negotiations for the ESIG consortium. Licensing covered access to Kluwer and Blackwell full-text journals, coordinating with the publishers, with 42 ESIG participating libraries from 22 states, and with the third-party commercial partner, Elton B. Stephens Company (EBSCO).
- Represented the Nevada Council of Academic Libraries and ESIG at the International Coalition of Library Consortia meeting in September, 2003.
- Worked closely with the Utah Academic Library Consortium (UALC) and took the lead in proposing and implementing a prototype for a Nevada/Utah distributed print archive, which will assist in the transition from print to electronic journals by assuring secure consortium archives and alleviating to some extent the need for storage space at individual campuses.
- Prepared a successful white paper in advance of the next Yucca Mountain Department of Energy cooperative agreement and assisted the Head of Collection Development in assuming the role of principal investigator and in the formal successful proposal phase.
- Coordinated with the Director, Knowledge Access Management Division Director a major by subject librarians review of the book stacks.
- Held preliminary discussions with the executive staff of the Greater Western Library Association (GWLA) and gathered background information in May-June 2004 in anticipation of a formal application for membership.
- Held preliminary discussions and gathered information related to the *Rapid* document delivery service licensed by Colorado State University. *Rapid* has enabled a group of some 25 Association of Research Libraries to cut journal article borrowing costs and increase delivery speed significantly. Possibilities under review include a *Rapid* pod licensed within the Mountain West Conference, joining the Colorado Prospector *Rapid* pod now in development, establishing a pod within the Utah/Nevada Academic Library Consortium, or joining a GWLA pod if UNLV becomes affiliated with GWLA.
- Pursued joining a resource sharing group based on using the INN-Reach Direct Consortial Borrowing System interlibrary lending software from Innovative Interfaces, Inc. for cost-effective and rapid sharing of books. Discussions proceeded with the California State University LINK+ system and Colorado Prospector. Before the end of June 2004 it was decided to target negotiations with the Colorado Alliance of Research Libraries to join Prospector.

Beginning in October 2003, the Division Director also served as acting subject librarian for math, physics and engineering.

Collection Development Department

Reeta Sinha

Head, Collection Development

Accomplishments, Activities and Highlights

The accomplishments of the Collection Development Department demonstrate continued progress toward achieving goals outlined in the University Libraries 2002-2005 strategic plan, particularly in the area of increased access to information resources.

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.

- With new funding of \$548,782, Collection Development and the serials review group reviewed and recommended for acquisition resources (print and electronic) that had been requested by subject librarians and users since 2002. Approximately 200 new e-resources and journals were added to the collections during FY04, primarily online. Currently, UNLV Libraries provides access to the content of over 12,000 journals of which only 20% is through a print-only subscription. Over 100 print plus online subscriptions were converted to online-only subscriptions. The Libraries now also provides access to approximately 7,000 electronic books through purchases made by UALC libraries (to which UNLV users have access), e-book collections and individual e-books purchased for UNLV. New collections include the Information Technology Center Core Collection of 800 recently published titles; the Online Computer Library Center (OCLC) Western Academic Shared Collection with 1,890 titles in business, information technology and science, technology, and medicine; and the shared medical collection with 800 biomedical titles. The Libraries also added access to online book series in business, life sciences and chemistry through Science Direct.
- After evaluating four products to facilitate access to full-text content in the fall of 2003, the Libraries' Link-Resolver Task Force recommended the link server from Ex Libris, SFX, to Libraries cabinet. Cabinet approved the recommendation in February 2004, and the task force members began implementing the software. By June 1, SFX-enabled linking became available publicly in resources such as EBSCO databases, America History & Life, Historical Abstracts, and Cambridge Scientific Abstracts-hosted databases. More indexes and document sources will be added to the list during the coming months as implementation continues.
- Collection Development accepted Elsevier's invitation to become a development partner for their product *Scopus* which is now in its pre-release (beta) phase. In November 2003, UNLV became one of a small group of international universities selected by the publisher to test *Scopus* and provide feedback on necessary product enhancements. The test phase will last through October 2004 when the product is slated for general release. The *Scopus* group at Lied Library includes Reeta Sinha, Michaelyn Haslam, Eva Stowers and Penny Whitten. *Scopus* provides a search engine and linking capabilities to access over 13,600 international journals from over 4,000 scientific-technical-medical publishers and five years of reference back years.

- Elsevier's Science Direct pay-per-view access was activated in January, allowing users to seamlessly download full-text content from journals not included in the Libraries' Science Direct collection. While demand was great, problems with Elsevier's billing process prevented access to pay-per-view for much of the spring semester. Ultimately, Elsevier agreed to provide UNLV users access through December 2004 to virtually all full-text content from 1995 onwards so that the Libraries may evaluate use.
- The collections budget received a large, one-time infusion of funds from President Harter in April 2004 totaling \$300,000. Collection Development worked with subject librarians and others to acquire approximately fifteen online databases, video sets and replacement microfilm with these funds.

Other Collection Development Accomplishments

- Culminating the 2003 Serials Assessment Project, a list of serials proposed for cancellation was posted to the library Web site in July. After reviewing and discussing some of the comments received from users and subject librarians, a final list of serials to be cancelled for 2004 was forwarded to the Materials Ordering and Receiving Department for processing, realizing a savings of \$24,000.
- Led by Chris Sugnet and Ken Bierman, subject librarians spent much of 2003 and 2004 reviewing books on the 3rd, 4th and 5th floors of Lied Library to determine which volumes could be transferred to Lied Automated Storage and Retrieval (LASR) or withdrawn completely from the collection, resulting in much needed shelf space in the open stacks. By June, nearly 30,000 volumes had been relocated from these three floors.
- Subject librarians began using Yankee Book Peddler's online title selection service GOBI-2.
- A Web-based user request form for library materials was enabled and made available for users and library faculty via the library Web site enabling users to more conveniently request items for the library to purchase.
- Reeta Sinha attended a vendor exhibition sponsored by the Statewide California Electronic Library Consortium in Los Angeles. This marked a first step towards the possibility of resource-sharing between UNLV and 50 small private colleges and universities in California. Collection Development continued its participation in the UALC Collection Development Committee, the International Coalition of Library Consortia and participated in purchases of information resources with UNR and the Nevada Council of Academic Libraries.
- Collection Development completed an assignment to develop a new fund structure for Millennium Acquisitions that reflects collections budget reporting needs, is more streamlined and more fully utilizes the many enhancements available in Millennium. A draft fund structure for ordering and tracking the budget more efficiently was prepared in April and approved in May in preparation for implementation in FY05.
- Approval plan changes made to some non-subject parameters resulted in savings of approximately \$275,000 in FY04, as fewer series volumes were received shelf-ready, permitting subject librarians the opportunity to review and order volumes selectively. Books published by non-discounted approval publishers and/or publishers for which an added service charge is required were also excluded from the shelf-ready profile enabling subject librarians to order selectively.
- Reeta Sinha became the principal investigator for the Yucca Mountain cooperative agreement providing interlibrary loan service to the Department of Energy.

Document Delivery Services Department

Vicky Hart

Library Technician III

I. Accomplishments, Activities and Highlights

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 2.2, Each department will evaluate and respond to identified user needs and expectations; Document Delivery Services Goal, Provide efficient and friendly customer service, maintaining quick turn-around time for requests.

- Continued to borrow information resources for the UNLV community as expeditiously as possible, using the national OCLC Inter-Library Lending (ILL) system and commercial sources.
- Continued e-mail delivery of articles in .pdf format. This project is on-going, as we continue to increase our database of users.
- Data entry for the serials holding project was completed. Currently, staff enter new electronic titles when the Materials Ordering and Receiving Department notifies us about new online serial packages. We also run reports to maintain the accuracy of our serial holdings. The LoansomeDoc service was introduced to dental and science faculty in January 2004.
- Maintained a high level of service to the Yucca Mountain Technical Information Center as part of the Yucca Mountain Project, even though the classified staff position has been vacant. Although the researchers of the Yucca Mountain Project are not our primary clientele, it was important to maintain the service because of the grant funding which also pays for student workers.

II. Statistical Data

Document Delivery Services handled 11,413 transactions for UNLV borrowers, a slight decrease over the 12,182 transactions in FY03. However, our lending to other institutions rose from 4,658 in FY03 to 6,383 in FY04. This can be traced to an increase in requests from UALC members and from the national DOCLINE medical ILL system, now that our holdings have completely been loaded. Unmediated document delivery of journal articles dropped from 822 last year to 620 this year.

Materials Ordering and Receiving Department

Xiaoyin Zhang

Head, Materials Ordering and Receiving

Accomplishments, Activities and Highlights

All accomplishments and activities this past year fit into UNLV Libraries Strategic Goal 1 and Goal 2. The following action items were accomplished: Implement the Innovative Millennium Acquisitions Module, Implement the Innovative Millennium Serials Module, Implement and

evaluate the Yankee Book Peddler GOBI online selection workflow, Review department operations to ensure that library users' needs are met, and Provide ongoing learning opportunities and training for staff.

- Strategic Goal 1, Materials Ordering and Receiving Department (MOR) Action Items 1 and 2: The Innovative Millennium Acquisitions Module and the Serials Modules were used for the purposes of ordering, receiving, invoice processing, checking-in, claiming, and creating lists.
- Strategic Goal 1, MOR Action Item 3: MOR acquisitions staff worked with the GOBI 2 Online Selection Subject Librarians Pilot Study Group on testing and evaluating the GOBI online selection workflow in preparation for FY05 implementation. The MOR acquisitions staff worked with Bibliographic and Metadata Services Department staff in March 2004 to transfer the Yankee Book Peddler shelf-ready process from Circulation and MOR to Bibliographic and Metadata Services.
- Strategic Goal 1: In December 2003, MOR acquisitions staff began use of UNLV Procurement Cards for ordering and invoicing, which dramatically improved the process of rush ordering and electronic resources ordering in terms of purchasing and making payments.
- Strategic Goal 1: MOR serials staff worked with the members of the Link Resolver Task Force in evaluating vendor products, selecting a product, and implementing SFX. The serials staff also continued to maintain Serials Solutions. The Electronic Serials Librarian served on both the Link Resolver Task Force and Serials Review Group and worked on the *Scopus* beta test. The effort made by the serials staff in this area helped improve access to the UNLV Libraries' electronic resources collection.
- Strategic Goal 1: Working with Collection Development Department staff and the Serials Review Group, MOR serials staff reviewed EBSCO and Harrassowitz subscriptions during July – August 2003. Subscription problems were noted, resulting in numerous subscriptions deletion, addition, re-activation, and format changes. All subscriptions were renewed on schedule for the 2004 subscription year to ensure uninterrupted journal service.
- Strategic Goal 1, MOR Action Item 4: The UNLV Libraries started doing business with a new bindery, Northwest Library Bindery on July 1, 2003. MOR's binding staff worked with the binder on new procedures and shipment schedules. In September, it was decided to transfer binding from MOR to Special Collections. MOR staff provided training Special Collections Division staff, and the transfer of the operation was completed in December 2003.
- Strategic Goal 1, MOR Action Items 4 and 5: MOR continued to review operations and existing staff resources. Working with the Collection Development and Management Division Director and the Libraries' administration office, MOR established two new positions to support the process of electronic resources management. With more staff and professional support available, management of electronic resources changed from being reactive to proactive. The department also continued to refine the procedures for serials processing. A number of policies were implemented to enhance the quality of access to serial collections.

Knowledge Access Management Division
Kenneth Bierman
Director, Knowledge Access Management

Accomplishments, Activities and Highlights

Significant activities toward achieving Strategic Goal 1, to 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 provide access to new informational resources, a total of 25,670 new titles and 37,700 volumes/items were added to the collections and the catalog database along with many links to electronic resources.
- To provide room in the open stacks in Lied Library for new materials, 42,200 volumes of lesser used material were relocated from open stacks to Lied Automated Storage and Retrieval (LASR) or were withdrawn.
- To provide access to a variety of locally created digital resources, the new Web and Digitization Services (WDS) Department launched a department Web page. Major digitization projects completed in FY004 include the John Chatfield Page and Frank C. "Doc" Jensen Diaries and the Nevada Historical Society Papers, v. 1-3 (1913-1922). Work on a Southern Nevada Digital Maps project/Web site was begun.

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

- A completely redesigned more user-focused public Web site culminating over two years of effort and collaboration within the Libraries was launched in June 2004.
- 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.
- Over 600 new cutting-edge public and staff workstations were installed to provide customers and staff with an enhanced technology platform giving them tools to maximize their productivity and their overall educational experience.
- Numerous enhancements were made to the technical infrastructure to improve customer service and staff productivity. These enhancements are discussed in the annual report of the Systems Department.

Bibliographic and Metadata Services Department
Kenneth Bierman
Acting Head, Cataloging Section

I. Accomplishments, Activities, and Highlights

Significant activities in FY03/04 toward achieving Strategic Goal 1 to 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:

- A total of 25,670 new titles and 37,700 volumes were added to the collections.
- In February 2004, the Bibliographic and Metadata Services Department (BMS) downloaded 350 NetLibrary e-book records for titles not owned by the UNLV Libraries but for which our users have access rights via our membership in the Utah Academic Libraries Consortium. These e-books are available to our users just as if we had purchased them. In June 2004 an additional 566 NetLibrary e-book records were added to the catalog.
- With the assistance of Xiaoyin Zhang, MOR Department Head, a special project to catalog 360 titles in the Chinese language representing 895 physical volumes was begun.
- To improve remote access to our licensed electronic resources, BMS staff temporarily assumed responsibility for maintaining entries in the EZProxy access table.
- To provide room in the open stacks in Lied Library for new materials, BMS staff assisted Collection Development staff in three special projects to relocate lesser used materials. As a result of these projects a total of 42,200 volumes were relocated; 26,000 volumes were moved to LASR and 16,200 volumes were withdrawn.
- To improve the speed with which new monographs are available to users, a number of changes were made in shelf-ready processing. Responsibility for unpacking shelf-ready books and all Radio Frequency Identification (RFID) tagging was transferred from Circulation to BMS in March 2004. Utilization of Yankee Book Peddler's (YBP) shelf-ready program was increased this fiscal year with the addition of their Prov+ (Provisional Plus) service in March 2004. With this additional service, UNLV receives brief cataloging records including a Library of Congress (LC) classification number prepared by YBP staff for those titles for which LC copy is not available. Thus all monographs arriving from YBP are shelf-ready. The brief Prov+ records are later overlaid with full records from OCLC by BMS staff.
- At the end of the fiscal year, two ranges (24 sections) of shelving were removed from the BMS area to make room for additional staff space for the new Web and Digitization Services Department. Planning is underway for additional changes of the departments physical space.

II. Statistical Data

A total of 25,670 new titles were added to the catalog database, representing 37,700 new volumes added to the collections. Fifty-two percent of the new monograph titles added to the UNLV Libraries arrived shelf-ready. In terms of numbers, 13,368 of the 25,670 new titles added to the collection were electronic bibliographic records downloaded from an external source (YBP or NetLibrary). A total of 29,470 volumes (13,115 unique titles) were withdrawn from the catalog database. Thus the net gain for the year was 12,555 titles and 8,230 volumes.

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. Notable highlights include:

- Upgraded our EZProxy proxy server software twice, providing continued efficient offsite access to our licensed resources. Systems trained other library personnel on the configuration and maintenance of the software. In addition, links located in our Innopac online catalog to offsite resources were configured to work with EZProxy. This enables offsite access to our resources from both the Libraries Web site and our online catalog.
- Coordinated with the campus Rebel Card office and software vendor to conduct a major upgrade of our Uniprint pay-for-print software, used by students within University Libraries and the Law Library.
- Performed multiple enhancements to our centralized Innopac system used by all southern UCCSN institutions. This included adding an additional inter-library loan module for the new Shadow Lane campus, upgrading the Innopac database to Oracle, and conducting a major systemwide software update.
- Conducted a major transition with our Novell software, upgrading multiple servers to the latest software release and implementing new network directory services.
- Installed a new version of our tape backup software which backs up critical information on our important Novell and Windows 2000 library servers, and implemented new hardware and software to manage backups of data on our Sun servers.
- Systems transitioned our Dynamic Host Configuration Protocol (DHCP) services, which provision basic Internet/LAN connectivity for students and staff, to a more efficient and useful Unix-based platform.
- Installed a new Sun server to assist in database development efforts.
- Assisted the Building Manager and UNLV Facilities Maintenance in the installation of a new air conditioning unit in the computer room, which houses hundreds of thousands of dollars worth of critical network equipment.
- Assisted with planning and installation efforts related to the QuestionPoint virtual reference software, and with refinements to the Serial Solutions implementation.
- Enhanced the Ariel document delivery software, providing patrons with a new method of accessing items they’ve requested through Document Delivery Service.
- Assisted in the backend work to assist the Web and Digitization Services (WDS) Department to successfully launch a redesigned library Web site. Systems worked closely with the Web Manager and Application Developer in the planning and development of Web-accessible backend databases, providing streamlined information retrieval for our patrons.
- Enhancements to the patron computing environment

A large Systems project for 2003 and 2004 was the planning, acquisition, and installation activities surrounding hundreds of new personal computers and new software for library patrons and staff members. New personal computers (PCs) and the associated modern software provide our patrons with the latest and most capable tools to conduct their research and coursework, and allow our library staff to provide the best service to our patrons. This project required careful planning and execution of detail, including:

- Acquisition, testing, and installation of modern software packages which provide the latest and best functionality for library patrons and staff. This included management software installed on patron PCs to help provide a stable and reliable computer system with high availability and minimal downtime.
- Delivery and installation of new computers in stages, to minimize disruptions to library patrons, and to ensure computing resources were always available. In addition, all major patron PC sets were installed prior to the beginning of the regular academic semester in late August 2003.
- Timely transfer of hundreds of replaced PCs to Campus Computing Services for redistribution elsewhere on the UNLV campus.
- A spring 2004 review of all existing PCs and monitors to account for all equipment.

Several other projects provided additional enhancements for our patrons. Highlights include:

- Continued enhancement of existing student use library PCs, addressing requested needs and/or desired functionality, such as installing additional plug-ins onto Web browsers, maintaining critical updates to the Windows operating system, provisioning more complete database access for the catalog-only workstations, etc. Systems reconfigured the Libraries' laptops with additional software to help maintain a pristine computing environment and to help ensure that only laptops in good working condition are circulated.
- Installed ten additional general workstations to help meet patron demand.
- Configured and installed two high-end Digital Design Studio workstations, containing various pieces of new software and hardware found nowhere else in the Libraries. These workstations provide faculty and students with the latest high-end tools to edit and convert various digital media for their academic projects.
- Activated multiple network drops in the newly opened Lied Library Extended Study Area, allowing students to use laptops in this area. Assisted in the installation of numerous additional data and telephone connections in space recently acquired in the Carlson Education Building for use by the Curriculum Materials Library.
- Developed an automated list-creation routine for our Innopac system, which allowed the stacks manager to maintain superbly organized book stacks, helping ensure that books are promptly reshelved and that all materials are found in their correct location on the shelves.
- Implemented Novell accounts for students, providing a "look and feel" similar to the campus labs in terms of logging into the PC. In addition, Systems developed a program for Circulation staff to easily activate or reset a student's Novell account, and a program for students to change their own password.
- Implemented an automated routine to create and maintain Innopac library card accounts for students. This system synchronizes data available in UCCSN's Student Information System and RebelCard database with the Innopac's patron database. This automates and streamlines

the process of patron record creation in the Innopac, freeing up valuable Circulation Department staff time. In addition, it helps keep the patron database clean and current.

- Assisted Campus Computing and Architecture Studies Library staff in planning for a pilot wireless network for student access.
- Systems staff were central participants in the successful specification, installation, testing, and unveiling of the Internet 2 Access Grid located in Lied Library. This grid was first officially used in April 2004. The Access Grid enables UNLV to conduct high-end interactive videoconferencing with universities around the world.

Web and Digitization Services Department

Bradford Eden

Head, Web and Digitization 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. In its first full year of operation, Web and Digitization Services (WDS) has accomplished a number of objectives related to the UNLV Libraries Strategic Goal 1. These include:

- Discussions throughout the Libraries regarding current and future Web, digital, and digitization projects, compiled by the Head, WDS, and presented to the Digital Projects Committee for prioritization. This prioritized list is currently in the process of various stages of completion by WDS and associated Libraries departments.
- An inventory of current databases, and current and future database needs, was compiled by WDS staff and is currently being considered for prioritization by the Web and Digitization Advisory Committee.
- A new departmental Web page was launched (<http://www.library.unlv.edu/wds/>) that lists various Web and digitization projects either completed or currently underway, as well as presentations and workshops presented by WDS staff in the last year.
- Members of WDS worked in collaboration with other Libraries staff to draft a Nevada Library Services and Technology Act (LSTA) grant to digitize selected Nevada newspapers. This grant was submitted to the State in August 2003, but was not funded.
- WDS completed a complete redesign of the Libraries Web site, which was launched in June 2004. This redesign was the culmination of over two years of effort and collaboration within the Libraries, specifically with the Web Administration Team and the Web Development Team.
- Near the end of the fiscal year, three new professional positions were added to the new department: Application Developer, Graphics/Multimedia Designer, and Web Content/Metadata Manager. These positions will assist the new department, as well as act as consultants for various projects throughout the Libraries.
- The Web Development Team went through an extensive reorganization, with specific job language and duties assigned to Work Performance Standards (WPS) documents and job descriptions.

- The Digital Projects Committee and Web Administration Team were reconstituted into the Web and Digitization Advisory Committee, in order to assist WDS in communicating and prioritizing Web and digitization projects.
- WDS hosted two librarians from Thailand in October 2003, who were interested in learning about Web and digitization.

WDS digital projects completed or ongoing this year include:

- The John Chatfield Page and Frank C. "Doc" Jensen Diaries
- Historic Southern and Central Nevada: The Boom Years (1885-1922); Nevada Historical Society Papers, v. 1-3 (1913-1922)

Digital projects in progress include:

- Southern Nevada Digital Maps project/website (set to launch in the next 2 months).
- Millionth Volume website.

Workshops/presentations by WDS staff this year, and available on the WDS Web page, include:

- Copyright and Digitization: Practical Considerations
- Introduction to Digital Maps: Charting a Course in Libraries
- Virtual Communication and Collaboration
- Audio and Video on the Web: A What and How Guide
- Introduction to XML: the eXtensible Markup Language
- TEI: Text Encoding Initiative Computing in the Humanities

Public Services Division
Wendy Starkweather
Director of Public Services

I. Accomplishments, Activities and Highlights

As in past fiscal years the Public Services Division focused its primary attention on accomplishing activities associated with the goals and implementation strategies in the Libraries' strategic plan. Activities in FY04 reflect the Division's ongoing efforts to identify the diverse needs of its users through a variety of assessment activities. Additionally, there was significant activity associated with Web site enhancement as well as improvements in access to and maintenance of the Libraries' resources, both print and electronic. Projects associated with information literacy and marketing were also developed and implemented. While the individual department and branch reports provide more thorough descriptions of their respective activities, the listing below will serve to highlight a few of them. Individual reports also provide examples of the many occasions when individuals and departments worked with colleagues in other divisions and departments to accomplish their respective goals. These collaborations illustrate the inter-related nature of the work being accomplished throughout the Libraries as well as the importance to the Libraries of having an explicit statement of our shared organizational 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. 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 to their respective resources, including Las Vegas architects and buildings files, driving tours, casino information, promotion of new books(Architecture Studies Library [ASL]); expansion of electronic reserves (ASL, Curriculum Materials Library [CML] Music Library); LP digitization and implementation of audio distribution system (Music Library); replacement and conversion of old formats, inventory of active dataports, planning for subject guide enhancements (Media and Computer Services Department [MCS]); extensive shelf-reading and inventory projects and collection shifts (Circulation Department., Music Library); weeding and relocation (Research and Information [R&I] subject librarians); adding bibliographic records for selected government publications and research collections, implementing roving reference, "floaters," and an online real-time reference service, "chat reference"; and newspaper digitization project planning (R&I).
- Web site enhancements and content development and revision was done on branch Web sites and included new Frequently Asked Questions (FAQ) pages (CML), online exhibits, maps (ASL), as well as the overall re-design of branch pages to conform to re-design protocols for main site re-design.

- Work continued on the retrospective conversion of CML call numbers so that the PZ 8 section could be re-integrated into the general nonfiction section. The Clark County School District curriculum guide collection was digitized (CML).

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.

- All departments and branches engaged in various forms of assessment efforts including Web usability studies (ASL); user surveys (ASL, CML, Instruction [Project SAILS], MCS, R&I [staff survey]); collection analysis (Music); patron contact statistics analysis (R&I).
- Responses to input from the assessments included the provision of online requests for new material, changes in links on the Web site, faculty-recommended reading lists, expanded hours, creation of a database of reference questions to help standardize staff/student responses, (ASL); Lied Automated Storage and Retrieval (LASR) staffing improvements, student card registration improvements, user-initiated online holds; continuous patron database maintenance (Circulation); initiation of a staff development effort designed to enhance effectiveness of classroom instruction (Instruction).
- Space planning and renovation occupied three units: Renovation planning began in earnest in CML; completion of the Music Library installations occurred (stack ends and earthquake floor-based stacks bracing); and R&I initiated an overall assessment and adjustment of user spaces, moved indexes into LASR, and significantly weeded the reference collection.

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.

- A few departments continued to address this goal on a regular basis through the normal routine of in-class presentations as well as tours and orientation sessions (ASL, CML, Instruction) and through full-credit course instruction (Music).
- There was an expansion of the 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 (Instruction).
- Special attention was given to enhancing online instruction modules, working with the evening lab sections of the architecture history course to enhance their research repertoire and preparing a position paper on information gathering and use (ASL).
- A new instructional area, a Multimedia Design Studio, was established and staffed to meet needs of students with respect to digital video manipulation; the Instruction Department developed a short promotional video utilizing the hardware and software for the studio and created a tutorial and several handouts to introduce staff to resources available in the studio.

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.

- The Division continued to highlight the services provided in the Libraries by means of signage in the lobby and on service desks and through the dynamic PowerPoint presentations on the plasma screen in the Lied Library lobby.
- The branch libraries engaged in several promotional efforts to meet their objectives for this goal, including the marketing of new videos at the building entrance and preparing newsletters each semester (ASL); the collaboration with education faculty on a project related to research in literacy education, the preparation of a grant proposal and the ultimate winning of a grant award to encourage pre-service and in-service teachers to expand their perspectives on juvenile literature and to share these perspectives with others, and the sponsoring of an "Enlightenment @ your library" event, which served to encourage the use of library resources while providing correct answers to common CML queries (CML).

The Division also engaged in several activities not directly related to the Libraries' strategic plan. Highlights of these activities are provided below.

- CML continued its work with the 3M Digital ID products, resulting in site visits from 3M Library Systems sales representatives and current and potential customers.
- Some units conducted staff and student training programs (CML, Instruction, MCS, R&I)
- There were collaborations with the Libraries Systems Department to provide automated extensions of expiration dates and continue to provide services to Distance Education students (Circulation), and to test new desktop and laptop images (MCS).
- ASL continued to serve as the venue for regular exhibits developed by architecture faculty, staff and students.
- The Division director and several staff provided tours, demonstrations and information for visiting librarians and architects.

II. Statistical Data

Division Highlights: This year's division statistics present a mix of intriguing figures. Visits to UNLV Libraries were up by nearly 59,000, a figure that represents an increase of 4% over last year (1,649,647 up from 1,590,800), but that also reflects a slower rate of growth than in past years. It is possible that the slowdown is related to the fact that students can now access many more of the libraries' resources, such as e-reserves, and full-text articles from the libraries' subscription databases. Additionally, more classes, particularly education classes, are being offered as distance courses. It is also important to recognize that given the continuing growth in the student body there will be times when the libraries will have absorbed all the visitors they can accommodate a given time, and some users may simply go elsewhere. Comments from the 2004 LibQual+ Survey provide evidence for this conclusion. This "full house" phenomenon has been true some days in Lied Library, and most days in CML given the space constraints of its current layout.

There are also figures that may, at first glance, appear to be unsettling numbers. Check-outs and renewals are down 3% and 2%, respectively, and internal use of materials is down 1% from last year's figures. Total use of physical resources is down 2% overall. Lied was the only library to maintain a 2% increase in the use of these items. On the other hand, the use of electronic

resources show remarkable increases: Web page hits are up 62% (6,318,815 up from 3,896,980) and online catalog searches are up 83% (2,293,550 up from 1,252,820); access to a selected set of heavily used electronic databases is up 27% (1,054,683 up from 829,392); and use of electronic reserves increased 52% (91,937 to 140,073).

The differences in the use between the physical and electronic formats are important factors to consider with regard to the resources devoted to services and collections as the Libraries engage in ongoing strategic planning. It seems clear that users are gathering necessary materials electronically in growing numbers and they are often choosing patron-initiated services; e.g., the use of self-check machines; 41% of the items borrowed are checked out by patrons using them (59,832 up from 54,576). Online renewals for the integrated Innopac library system (UNLV, UNLV-Law, DRI, NSC and CCSN) show an increase of 9% (40,108 up from 36,654). Even though these renewal figures include data from all the system libraries sharing the Innopac integrated library system, they still reveal a preference on the part of users to use online renewal.

Patrons are also making increased use of laptops and taking advantage of using any “hot port” designated space in the library. There was a 55% increase in the registration of personal laptops to be used in the Libraries to access the network connectivity in their choice of locations (1,055 up from 678). Checkout of the library’s laptops in Lied increased 19% (5,065 up from 4,240).

An overall 7% decrease in patron contacts at service desks is likely linked to the rise of the popular self-services and easy electronic access that the Libraries now offer. Only three service points increased these contacts: Media resources desk, up 40%, no doubt related to the increased laptop check outs and authentication; the computer help desk up 7%, perhaps related to increased guest pass use; and the Music Library, up 6%, possibly related to the installation of e-sound reserves.

Instruction counts continue to climb in Lied and CML, up 13% and 27%, respectively, and overall in the division the number of users receiving instruction was up 5% (12,783 up from 12,202) and presentations were up 7% (657 up from 613).

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.

- Participated in the development of a plan and procedures for weeding. Completed a shift of the fourth floor of Lied Library. Shifting on the fifth floor was begun.
- The entire main collection was shelf read during the period of July-September. Most of the third and fourth floors, and all of the fifth floor were shelf read during the fall semester. Parts of all three floors have been shelf read since then.

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.

- LASR retrieval process was improved by increased staff coverage of the area.
- Worked with Libraries Systems staff to facilitate the process for registering new students for library privileges.
- Implemented manual hold processing as a preliminary step to implementing automatic hold processing in the future. This function is not working as envisioned.

Other accomplishments

- Worked with Systems staff to develop a batch import process for extending the expiration dates of continuing students' library cards each semester. This eliminated the problem of all UNLV students' cards expiring on October 1. The next phase will automate the process to the maximum extent that the system will allow.
- Approximately 243 remote user accounts were set up using the online form provided for Distance Education students to apply for library barcodes.

II. Statistical Data

- The number of visits to Lied Library was up by 5% this past year. While the total number of books checked out remained about the same, the number checked out through the Self Checks increased again, this year by 10%. It appears that each year, more library users are becoming aware of the Self Checks, and using them.
- Total renewals rose only slightly (2%), but there was a 9% increase in the number of books renewed online.
- In-house use of the main stacks increased by 20%. However, the number of LASR requests decreased by 5%.
- There was a 29% decrease in the number of new books shelved, a reflection of fewer volumes purchased than in previous years.
- Physical reserve checkout dropped from 10,463 to 5,400 (48%), which was expected, since anything that can be scanned is now put on electronic reserve. The number of "hits" recorded for use of electronic reserves July 2003-June 2004 increased 39% over last year's count, which was begun in August of 2002 (August 2002-July 2003).
- Patron assistance at the circulation desk decreased 20%. Patron assistance for physical reserves decreased by 62%.
- Both the number of books paged from UNLV by CCSN, and from CCSN by UNLV decreased by about 20%.
- We received \$3,731.14 from our collection agency, which is a 5% increase from last year's \$3,559.57.

Instruction Department
Diane VanderPol
Head Instructional Services Librarian

I. Accomplishments, Activities and Highlights

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, orientation programming both in and out of the Library, and scheduled drop-in sessions, tours and more (see also Statistical Data section).
- Offered a faculty seminar series in both 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 2, Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations.

Department Goal Objective, In order to promote the development of teaching skills for Libraries faculty and staff so that they might better serve users in the classroom environment, the department will propose a plan for regular developmental evaluation and will provide a series of opportunities for professional development in the area of teaching skills.

- As this project took shape, it became clear that the developmental activities should not be evaluative in nature so that experimentation and improvement could be encouraged in a non-threatening environment. Members of the department developed and deployed the Enhancement Project, an opportunity for structured peer-support at the class planning stage. The project included an introductory workshop led by Leora Baron of the Teaching Learning Center, individual participation by volunteer instructors, assessment forms, and a follow-up meeting of participants.

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

Department Goal Objective, The department will participate in the Association of Research Libraries (ARL) sponsored Project SAILS (a project for the standardized assessment of information literacy skills) to help determine a baseline information literacy competency level and to subsequently determine appropriate instructional services.

- The department administered the on-line Project SAILS test to 225 students during the spring semester. The department prevailed upon regular users of the Libraries' instructional services in order to find sufficient students to participate. Results from the ARL organizers have only recently been returned. Overall results suggest that UNLV students are very similar to students across the nation in their abilities to score well on the standardized instrument. It remains unclear how the results of our participation will be used at an individual institution level. Project SAILS organizers are hopeful, however, that a standardized instrument to measure information literacy will be created from these efforts.

Libraries Strategic Goal 3, Initiate strategic collaboration efforts and programming to ensure that UNLV graduates information literate students. Department Goal Objective, The department will take advantage of the hardware and software in the new Multimedia Design Studio to create learning tools for library staff and subsequently for students and other members of the UNLV community.

- The department brought the Multimedia Design Studio into being and hired a student employee to help staff the studio for its first semester of operation. This student, in conjunction with Public Service Intern, Michael Yunkin, provided service to users with a variety of needs, primarily those connected to digital video manipulation. Additionally, Michael Yunkin and Diane VanderPol developed a short promotional video utilizing the hardware and software for the studio. Michael Yunkin also created a tutorial to introduce staff to one of the common processes available in the studio and the student employee created several handouts on a particular software featured in the studio.

II. Statistical Data

Combined totals for all types of programming offered by the Instruction Department including tours, both pre-scheduled and course-related class sessions, orientation sessions and sessions for faculty, students, staff, and members of the local community continue to grow steadily. In FY04 the department offered nearly 500 programs to over 10,000 people, approximately 20 more sessions with participation of more than 1,500 more people than FY03. Course-related sessions continue to make up 64-65 % of our total offerings. The most significant growth area was the number of participants in the pre-scheduled sessions. Attendance at pre-scheduled sessions nearly doubled from the previous year. The department's marketing of pre-scheduled classes to teaching faculty as a potential source for extra credit points for students may be the cause of the increase. Tours and brief sessions the department provides to non-affiliated groups such as CCSN students, Elderhostel participants, high school students, and others more than doubled in FY04. Increases in other services offered by the Instruction Department were generally steady.

Media and Computer Services Department (formerly Media Resources)

Jennifer Church

Head, Media and Computer Services

I. Accomplishments, Activities and Highlights

During FY04 fiscal year, the Media and Computer Services Department embarked on multiple projects.

- Began systematically replacing frequently used items in 3/4" format, due to a shortage of players across campus, with VHS or DVD and investigating the cost and copyright implications of transferring those items unavailable for purchase in a more usable format.
- Began preparations to move little used laser discs and albums to Lied Automated Storage and Retrieval (LASR) and to replace frequently used laser discs.
- Testing new images for desktop and laptop implementation.
- Initiated project to identify all hot ports within Lied Library.

- Participated in providing computer training opportunities for Research and Information Department staff.

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.

- Work on the Safari/Classroom Building Complex project continues. Progress is slow.
- Explored options to make Media Subject Guides available on the Web and began provided content to the Web and Digitization Services Department for inclusion in a searchable database.

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. Implementation Strategy 2.2, Each department will evaluate and respond to identified user needs and expectations.

- Continued to conduct laptop checkout satisfaction surveys. These surveys showed an overall high level of satisfaction with the program. There were a few concerns about availability during peak times (all laptops checked out at once) and the check-in/check-out procedure was perceived by some as a bit cumbersome.
- Conducted several computer workshops for Research and Information staff, including basic help with WebCT and dealing with common computer problems.

II. Statistical Data

Computer Help Desk: Total patron contacts for the fiscal year increased approximately 3%. This represents a slower level of growth than in previous years. Personal laptop registration for FY04 showed an increase of approximately 55. During the FY03, approximately 4,400 guest passes were issued. For this year, over 6,200 passes were issued.

The Media Desk: The media service desk saw a marked increase in activity. Laptop checkout continues to be an area of expansion (4,240 in FY03; 5,065 in FY04). Overall media circulation levels increased from last year (33,126 transactions in FY03; 43,694 in FY 04). The rise was primarily with in-person transactions. Questions by phone remained consistent. The number of multimedia computer questions dropped over 60%. The close proximity of the computer help desk coupled with the availability of CD Burners in all workstations is thought to be the cause. For the first time in several years, there was a marked increase in check-outs to faculty. Levels of faculty use increased approximately 10% from last year. There was an overall decrease in the total number of manual from last year.

Research and Information Department
Victoria Nozero
Head, Research and Information

I. Accomplishments, Activities and Highlights

Libraries Strategic Goal 1. Implementation Strategy 1.1.

- Department Objective 1, In response to LibQual+ and the graduate student focus groups, the department will identify and implement potential outreach activities to bring reference services to the users' point of need and to improve the customer-focus, through a departmental strategic planning process.
 - The Research and Information Department undertook an ambitious strategic planning process during FY04. In FY03, a survey was distributed to all staff members seek their input on the services currently provided to library patrons, including how they could/should be changed, what new services could/should be added, and what services/procedures could/should be eliminated. The results of this survey were used as a starting point for strategic planning discussions held at staff meetings which continued in July, September and October 2003. Three main areas of emphasis were identified: Access to services/resources; assessment; and outreach/marketing. Several new services were added based on these areas of emphasis.
 - To get library staff to the library patrons at their point of need, a staff person was designated as a "floater" from 10 a.m. to 3 p.m. Monday through Friday during Fall 2003 and Spring 2004 semesters. This person's responsibility was to circulate on floors 3 through 5 of Lied Library and assist patrons who appeared to need help in using library computers or finding items on the shelves.
 - The department held a workshop to emphasize customer service, which was very well received and led to a renewed understanding on the part of departmental staff of the importance of responding to patron needs.
- Department Objective 2, Implement a virtual reference service for UNLV, including marketing the service to the UNLV community. In March 2004, the UNLV Libraries implemented the QuestionPoint virtual library service. Members of the UNLV community can access the service through an "Ask A Librarian" link on the Libraries' homepage. The department opted to provide service only for a manageable time, Monday through Friday from 1 p.m. to 5 p.m. so that staff could become more comfortable with the procedures involved. Therefore, only limited marketing was undertaken, with tabletop tents being distributed in Lied Library being the only mechanism employed. However, additional marketing has been done for the Dental School, and demonstrations of the service are a part of most library instruction sessions.

Library Implementation Strategy 1.2.

- Department Objective 3, Complete current projects to make unique collections more accessible through improved bibliographic control or digitization projects. Departmental staff added bibliographic records to the Libraries' catalog for 806 government titles during FY04. In addition, bibliographic records were added to the catalog for the individual pieces contained in one of our microform research collections, Utah and the Mormons. We are currently involved in efforts to digitize historical Nevada newspapers. An LSTA grant

proposal was submitted to the Nevada State Library and Archives in 2003, and although funding was denied, we are pursuing this project through our membership in the Utah Academic Library Consortium.

Libraries Strategic Goal 2. Libraries Implementation Strategy 2.1.

- Department Objective 4, Develop a long-term methodology for determining changing user needs, evaluating current performance, and planning future services and facilities in light of the identified needs. During our strategic planning efforts, the department recommitted itself to the need for better information about our users and their needs including information about the kinds of questions we answer, who are our patrons, and what services do they want/need. As a result, changes to the department's statistics form were made categorizing various types of contacts and enabling us to have more about reference questions asked off the desk, through e-mail and on chat.
- Department Objective 5, Work with other departments and divisions to evaluate the current use of physical space on the first and second floors of Lied Library in relation to user needs and expectations. In the Fall 2003 semester, the Media and Computer Services computer help desk with the Research and Information desk on the first floor. This proved to be beneficial not only to our patrons, providing them with one-stop shopping, but to the computer help student assistants and the Research and Information staff as well. We also undertook several projects to realign collections that are maintained by the Research and Information Department. Starting in December 2003, we began a project to review the Reference Collection and move many of our print Indexes/Abstracts into LASR. We moved the print Newspaper Indexes to the second floor, by the microfilm of the newspapers. In addition, we have moved most of the microfiche ERIC documents into LASR, keeping only the current year in the cabinets on the second floor, and continue to move federal and state documents into LASR.

II. Statistical Data

There were 62,770 patron contacts by the Research and Information Department in FY04. This is a decrease of almost 16% from FY03, when there were 74,717. In-house use of all the collections for which the department is responsible decreased from 60,666 in FY03 to 54,375 in FY04. In FY04, 7,930 items were added to the government publications collections and 1,260 were withdrawn. The government publications collection increased from 1,125,925 items in FY03 to 1,132,595 in FY04. In FY04, 14,994 new microforms were processed and filed, and 23,722 new periodicals and newspapers were shelved, compared to 15,613 microforms and 23,129 periodicals and newspapers in FY03.

Regarding several departmental special projects, 11,010 items were relocated from the Reference Collection. Of the total, 6,865 went to LASR, 3,015 were withdrawn and 1,130 went to the stacks. The federal government publications retrospective project continued in FY04. 11,424 bibliographic records were modified to resolve barcode and call number problems. And 8,664 bibliographic records were deleted from the catalog because we do not own the items. The department staff is also moving government publications into LASR. In FY04 2,513 items were moved from the federal and state government stacks into LASR.

Architecture Studies Library (ASL)

Jeanne Brown

Head, Architecture Studies Library

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.

- Enhancing access is a strong focus of the Architecture Studies Library (ASL). This effort is most notable in the area of Las Vegas resources. One focus is our *Las Vegas Architects and Buildings* file, now totaling 334 Word pages (164 additional this year) </arch/architectlist.html>.
- ASL added buildings on the Historic Register to our self-guided tours highlighting noteworthy architecture in the Las Vegas valley </arch/lasvegas/drivingtours.html>. ASL also added the designation of "ugliest building" to those on our tour so labeled by *Las Vegas Weekly*.
- ASL added bibliographic citations to the Las Vegas casinos indicating the source of the information, especially intriguing given the number of conflicting pieces of information we have. We also set up a separate casinos gallery, with photographs.
- ASL collaboration with the Las Vegas American Institute of Architects (LVAIA) continues to be productive. Concerning documentation for the 2003 annual design awards, the ASL added materials to the awards Web pages and mounted an exhibit of the awards. The LVAIA contributed \$2000 for map files. The ASL now offers alumni borrowing privileges to members of the AIA in recognition of the strong support.
- Web page expansion and revision is another major focus of the ASL. The Web logs continue to show the ASL pages to be the second highest used directory of the UNLV Libraries site. The ASL home page was revised to conform to the protocols established by the 2004 UNLV Libraries Web re-design, and 204 pages were added.
- Significant additions to the site include a revised guide to Codes </arch/rsrce/resguide/codes.html>, a new page listing guides to Las Vegas maps </arch/maps/index.html>, and a graphic guide to our map holdings by decade </arch/maps/aslspecialcollmap.html>.
- E-reserves for ASL materials continue to be a major access enhancement: 12,041 hits in fall and 1,759 in spring. We removed 693 items from the ASL reference collection.
- The branch environment of the ASL in itself fosters access. New books are prominently displayed. ASL enhances this advantage through special projects, such as identifying books with low circulation and adding the table of contents for those books into the online catalog. All this translates into high usage of library materials. 70% of materials received since 2002 had in-house use; 64% were checked out. Only 8% showed no signs of use, down from 11% the previous year.

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

- Web usability studies were conducted using student staff as the participants. Problem areas subsequently addressed include: renaming Las Vegas pages to “Las Vegas, Clark County and Southern Nevada,” linking directly to the Royal Institute of British Architects (RIBA) catalog, and improving access in the online catalog to branch e-reserves.
- Patrons can now submit online requests for materials to be added to the collection: the ASL Request Form </arch/aslrequestform.html>.
- In response to queries for reading suggestions, ASL encouraged faculty to submit lists of recommendations. We now have reading lists from four faculty posted on the ASL pages, as well as the list, *Titles for Beginning Architecture Students*, prepared by the librarian.
- The ASL conducted a student survey in the fall concerning library hours. We distributed surveys to architecture, interiors and landscape classes thanks to the cooperation of the faculty. Based on the results, hours were extended and new ALS hours were publicized. ASL was open 77 hours per week during spring semester, compared to 69 hours per week prior to the survey.
- Reference questions were entered into an access database and coded by topic, with a plan to use the file in student staff training and as a master file of answers in order to further standardize the level of reference service available from all staff.
- The ASL is being included in the experimental School of Architecture/campus computing wireless access project. Detailed planning is underway.
- Several exhibits were mounted during the year: “best of jury” each semester; AIA Design Awards; a sustainability exhibit of book and video covers; and displays of library materials on the speakers in the School of Architecture’s lecture series.
- “Quiet study area” designation was applied to the area behind the 2nd floor elevator.

Strategic Goal 3, Initiate strategic collaboration efforts and programming to ensure that UNLV graduates information literate students.

- Online instruction modules 1, 4, 5, and 14 were used with first-year and graduate classes for both in-person and electronic instruction. This method has proven effective in giving students assistance long after the specific in-class presentation. The number of in-class sessions declined from last year; the number of hits on the online tutorials was up 31%.
- Module 5 was revised in collaboration with the architecture history faculty. In addition, the librarian worked with the evening lab sections of the architecture history course to enhance their research repertoire.
- The position paper “Why/How Do Students Gather and Use Information?” prepared by the librarian was distributed to faculty, and posted on ASL’s faculty web pages. Faculty included a note in their syllabi referring to the existence of library assistance.

Strategic Goal 4, Establish a coherent consistent library-wide marketing program that focuses on new and existing services and collections.

- A new method for marketing videos was tested in the spring: playing videos near the entrance using our portable equipment. This generated interest.
- Our print comments forms were marketed by putting up a large sign and moving them to new locations. However, despite that we received only 12 responses. Eleven requests from public borrowers for use of computers during those periods in which they are limited to UNLV patrons only were logged.

- ASL prepared a newsletter for both fall and spring and made it available at the service desk and online. We provided a packet of material for faculty in the fall, and a more extensive packet for the part-time faculty.

II. Statistical Data

Fall 2003 School of Architecture FTE numbers compared to fall 2002 are virtually the same for graduate students, and down 4.8% for undergraduates. Headcount for graduate students is up 5%; undergraduates are up 3.6%. ASL overall statistics show a greater decline than would be expected given these statistics. The brightest spot is in the checkout for graduate students which is up more than would be expected. Use of ASL materials is down 15 % (primarily of internal-use items), and patron assists are down 9%, specifically in the reference and miscellaneous categories. The latter decline is attributable to several causes: the architectural history class, our heaviest user of reference services, was much smaller this year and composed of a high percentage of repeaters; the impact of the online modules lessens the need for desk assistance as did the history lab assistant hired this year; and electronic reserves allows students to access online without interacting with ASL staff. The smaller architecture history class may account to some extent for the decline in materials use, but not substantially.

The number of items checked out by undergraduates is down 6.7%; number of items checked out by graduate students is up 69%. Other patron categories with substantial increases in checkouts are public borrowers (up 57.5%) and CCSN students (up 852%, from 25 checkouts to 238). Decreases in the number of checkouts are seen for the categories of faculty (down 18.37%) and semester professionals (down 13%). ASL Web page hits are up 86 %; the gate count increased by 2%.

Curriculum Materials Library

Jennifer Fabbi

Head, Curriculum Materials Library

I. Accomplishments, Activities and Highlights

Libraries Strategic Plan Goal 2. Implementation Strategy 2.1. Curriculum Materials Library (CML) Goal, Continue plans to improve upon and/or renovate and expand the existing Curriculum Materials Library facility by taking into account elements of the proposed renovation plan while responding to opportunities in a timely manner. Administer a questionnaire during the Fall 2003 semester to identify CML patrons' prioritizations for additional space options and usage. From LibQual+: aim to provide spaces in the CML that are "a haven for quiet and solitude." From Graduate Student Focus Groups: aim to provide group and quiet study space in the CML.

- Much effort this year has revolved around renovation of the CML. It was formally determined in early January of 2004 that a full renovation involving any type of demolition will not be possible until a fire sprinkler system is installed in the Carlson Education Building. Therefore, an interim plan that allowed the CML to expand services within existing was formulated and approved. Implementation began in February 2004.

- During September 2003, CML staff administered a short survey that focused on "library as place" to get patron input on library space. There were 95 responses to this survey; 86 respondents were formally affiliated with the College of Education. Questions were designed to elicit what features or services our patrons consider to be most important, solicit suggestions for the use of space, and find out what they think is most/least useful about the CML. Overall responses focused on the need for more work and study space and more room for collection resources.
- The planning and implementation CML space renovation involved several meetings and communications; walk-throughs of space; research on the layout of other Curriculum Materials Centers; creation of explanatory documents and floor plans; requests for new furniture, shelving and equipment; and work with several offices on campus for price estimates and other issues. Data and phone work for technology expansion was completed in April 2004, and the new space was painted in May 2004. Construction delays were experienced and the renovation has not yet been completed.

Libraries Strategic Plan Goal 1. Implementation Strategy 1.1. CML Goal, Develop tools to optimize reference service, whether in-person or virtual. Focus on development of the CML Web site as the vehicle for these tools, with emphasis on further content development, such as Frequently Asked Questions (FAQs). Use these tools to train new CML student workers as well as educate new users of the Web site. From LibQual+: aim for "employees who have the knowledge to answer user questions." From Graduate Student Focus Groups: aim to provide discipline-specific resources and a variety of modes of instruction, including online help and FAQs.

- A high-priority item for the CML this year has been the total redesign of the CML Web site to correspond with the launch of the new UNLV Libraries' Web site. A more visually appealing Web template with the functions of providing better information organization and ease of user navigation was designed. New categories of content, including more in-depth collection descriptions, a research help section, a FAQ section, and comprehensive CML services pages were added. The new site was launched in June 2004; usability testing was undertaken with CML student employees, and some changes have been implemented based on their feedback. In addition, using software available in the Multimedia Design Studio, screen shots for a planned Education Research tutorial were taken.
- During spring 2004, CML held a two-hour group training session aimed at consistent communication and preparation of the new hires. All staff and students attended to review student expectations, CML Web site updates, and tips for helping patrons with WebCT and education research.
- The Clark County School District Curriculum Guide collection (450 documents) was transferred from print to .pdf format accessible via CD-ROM. Indexes to the CD were created to aid patrons in finding course numbers and titles.

Libraries Strategic Plan Goal 4. Implementation Strategy 4.2. CML Goal, Collaborate with College of Education faculty to further identify their needs and the needs of their students. For this fiscal year, concentrate on informal focus groups with children's literature instructors and members of the COE Multicultural & Diversity Committee, to raise awareness and create interest in the benefits of information literacy. From LibQual+: aim to raise awareness of collections and services that faculty may not know about, which may contribute to negative gap scores. From

Graduate Student Focus Groups: aim to promote library instruction, resources and services via faculty groups.

- As a result of a meeting with children's literature instructors in Fall 2003, Jennifer Fabbi committed to write a grant proposal in order to bring three juvenile literature author/illustrators to campus during 2004-05 academic year. The project, "Not Just Another 'Cute Book': Exploring the Scholarship of Juvenile Literature," was funded at \$6500 by the Nevada Humanities Committee. Three partners, the Southern Nevada Writing Project, the Department of Curriculum and Instruction, and the Las Vegas-Clark County Library District, committed 100% cash match to the project.
- Additional collaborations related to this goal include the creation of a pathfinder for Multicultural/Diversity resources, which was placed on the CML Web site and published in the College of Education Multicultural & Diversity Newsletter. Also, the CML librarian participated in a 2-part film series on research in literacy education, which was shared via WebCT and CD versions with over 200 education students.

Other Items of Note:

- All CML public computer workstations were upgraded in August 2003. Staff computers were replaced in November 2003.
- Due in part to a goal in the College of Education to reduce faculty copying, electronic reserve submissions to the CML greatly increased; by the second week of the fall semester, reserves for 35 classes, including 417 articles (5,310 pages) were input. CML acquired one of the two high-speed scanners housed in Lied Library.
- In September 2003, the CML held its own version of the Libraries' "Enlightenment @ your library" event, which served to encourage the use of library resources while providing correct answers to common CML queries.
- Work continued on the retrospective conversion of CML call numbers. This year's work has focused on the "PZ 8" section—call numbers are being corrected and items are being cleaned, mended, or weeded and integrated back into the general nonfiction section.
- Work with the 3M Digital ID products has continued, resulting in site visits from 3M Library Systems sales representatives and current and potential customers.

II. Statistical Data

- Circulation, Check-Outs: CML circulated 35,670 items, as compared to 47,810 items circulated during FY03, a 14.5% decrease. It seems that last year's 21% increase was an anomaly, since prior to FY02, circulation had decreased every year over the three previous fiscal years. This year's numbers are more comparable to the FY02 figure (37,687). Patrons using self checkout accounted for 53% of items checked out this year; this number has stayed constant within 1-2 percent over the last three years. In this first full year of utilization of electronic reserves, there have been 6,610 page views for Education courses. Last year, physical reserve check-outs accounted for 3,965 of the items circulated compared to 2,240 this year.
- Circulation, Internal Use: CML counted 6,120 internal uses this year in comparison to 6,739 during the FY03, a decrease of 9%.
- Facility Visits, Gate Count: Because CML security gates, which control the gate counter, were disconnected for a portion of November 2003, this year's gate count does not include

patron visits during that time. The number of patron visits counted this year was 71,444, compared to 80,693 last year, a decrease of 11.5%.

- Patron contacts during FY04 were 18,277, down from 20,503 during FY03, a 12.4% decrease. The CML fielded 39 electronic reference questions this year, compared to 20 last year. Several of these questions are RFID-related or those that have originated from the CML Web site.
- Library Instruction: CML Instruction sessions have increased to 66 visits (1,327 people) this year compared to 52 visits (898 people) last year. This number does not include instances when faculty members bring their classes to the CML for unscheduled visits in order to show them specific collection resources.

Music Library
Cheryl Taranto
Head Music Librarian

Accomplishments, Activities and Highlights

The FY04 Music Library goals and objectives were taken from the UNLV Libraries' Strategic Plan. They are as follows, with activities that fall under each goal.

Goal 1, Increasingly provide access to digital collections and services to support instruction, research, and outreach, while improving access to the University Libraries' print and media collections. Objective 1, Develop tools to optimize, promote, and improve access and connectivity to print, media, and electronic collections; and reference services. Objective 2, Promote and improve access to and retrieval of current collections and services at the UNLV Libraries through the use of traditional information organization methodologies and current metadata standards. Music Library Goals:

- Acquisition and possible implementation of e-sound reserves. Testing has been completed on the implementation of e-sound reserves.
- Conversion of LP collection to compact disc or audio files. After one last weeding of the LP collection, the project to convert LPs has begun. 247 titles were dubbed onto compact disc during FY04 and the LPs loaded into a secure bin in LASR.
- Fully implementing the A/V distribution system in the Music Library. The A/V system was installed in September, 2003 and all staff trained on its use. It has provided nearly flawless service since then, and has offered even greater listening and viewing capabilities than anticipated. Both staff and students have benefited from this system.
- In addition to the above, an inventory of the collection took place in December, 2003, and again in June, 2004 to ensure the accuracy of the catalog in representing what is actually in the stacks.

Goal 2, Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations. Objective 1, Library groups will develop assessment tools for determining user needs and expectations as they relate to services and facilities. Objective 2, Each department will evaluate and respond to identified user needs and expectations. Music Library Goals:

- Continued development of library services and collections based on expressed needs of faculty and students through one-on-one contact, surveys, and analysis of use statistics. This is an ongoing goal and is addressed through constant contact with faculty members and students.
- Facilitating fundraising and justification for Music Library expansion and for additional collection development funds. This is ongoing. An in-depth analysis of the collection was completed for the National Association of Schools of Music (NASM) accreditation. This information, as well as resulting reports provided by NASM, supported additional collection development needs.

Goal 3, Initiate strategic collaboration efforts and programming to ensure that UNLV graduates information literate students. Objective 1, Provide opportunities for staff development and training on effective information literacy programming and the role of information literacy in higher education. Objective 2, Identify and implement strategies for marketing and promoting library services, capabilities, and resources to raise awareness of library's role in fostering information literacy and inform and expand patron expectations.

- Both of these objectives are ongoing.

Special Collections Division

Peter Michel

Director of Special Collections

Accomplishments, Activities and Highlights

Goal 1, Promote, provide, and improve access to collections.

- Acquisition of Collections. Special Collections substantial additions to the Harrah's corporate archives, publicity and advertising materials from New York, New York Hotel (MGM –Mirage), and a collection from Harvey's Hotel at Lake Tahoe which includes extensive historical research material and directory of gaming establishments in Nevada. We also received the corporate archives of Hughes Electronics Corp. In addition we received more than twenty private collections from such individuals and organizations as musician Si Zentner, Jewell Brooks, Alice Key, Marie McMillan, Florence McClure, the Exchange Club of Las Vegas, the Las Vegas 51's, the Las Vegas Astronomical Society, entertainer Breck Wall, dancer/choreographer Rich Rizzo, producer Frederick Apcar, additions to the Sierra Club, Las Vegas Gay Archives, and Harley Harmon collections. The university archives received from the CSUN Senate, minutes and agendas, 1973-1996; tapes from the University Focus Radio program, 1991-1996; 18 interviews from the Legal Concepts program conducted by attorney Bradley Bittan for KUNV, UNLV's public radio station from December 1987 to August 1988; and from a former student, a collection of photographs he shot for CSUN in the 1960's. Special Collections purchased the Libraries millionth volume Antonio de Herrea's *Historia General*, (1601) and the alternative millionth volume, or one million and first volume, Girolamo Cardano's *De Propria Vita Liber*. (1643)
- Oral History Research Center. The Center collected 35 interviews of which a third have been transcribed. Claytee White, Director of the Center has provided on-going consulting and training with the following community/University groups: Blue Diamond Historical Society, UNLV Nursing School, Las Vegas Prisoners of War, Archaeo-Nevada Society, Left of Center Art Gallery, and Lola Henio - Sloan Canyon Environmental Education Specialist & American Indian Coordinator. She visited UCLA and UNR Oral History Centers and talked with their respective directors and staff. Claytee gave presentations about the Oral History Research Center and its oral interviews to the Nevada Women's History Project - Luncheon Speaker, National Library Association (NLA) – Workshop, Conference of Intermountain Archivists, Southwest Oral History Association, Fresno State University - African American Women in the West Symposium, Boyd Law School - Pursuing Equal Justice Conference, Nevada Historical Society Biennial Conference on Nevada History.
- Arnold Shaw Popular Music Research Center. Four new collections have been added from Si Zentner, Johnny Ray, Gus Mancuso, and Max DiJulio. Eleven new oral histories have been conducted, and partially transcribed. The Johnny Pate CD is finished. Joyce Marshall assisted Ken Hanlon, Department of Music, UNLV, with two LP sales, and has assisted with two radio programs from Washington D.C. and the BBC on the history of Blues, providing oral interviews and recorded music. Joyce made a number of presentations in association with Claytee White about the Arnold Shaw Center and its oral interview collection.
- Improving Access. Dave Schwartz did the re-design of Special Collections Web site as part of the overall redesign of Libraries' Web site. Significant additions were the addition of the manuscript database allowing access by collection and subject with content summary

information. In addition the photograph database was added, although still incomplete. The Web site now provides a complete alpha list of photo collections and item level inventories for a number of collections including the largest and most popular collections. We are approaching item-level access to photos via the Web. An inventory of all oral history interview tapes is almost completed, which can also be mounted on the Web.

- Digital collections. Approximately one hundred of our historical maps have been scanned as part of a new digital map project and Web site. The metadata is being entered into ContentDM and the design for the Web site being prepared. An online exhibit associated with the Libraries' millionth volume is being prepared. Items from the physical exhibit have been scanned and design is under way. This online exhibit will provide a virtual accompaniment for the Libraries Development Review which will highlight the Millionth Volume. A series of architectural drawings of the Landmark Hotel have been scanned, as a pilot project presenting the architectural design and project development and the history of one of Las Vegas' most notorious hotels. In addition this project allows Web and Digitization Services (WDS) staff to familiarize themselves with the technical issues of scanning large format architectural drawings. We have provided collections for a number of commercial media productions, most significantly for Insignia Films producers of the Las Vegas Centennial sponsored documentary which will be broadcast by PBS as part of its American Experience Series. A number of other centennial projects are also making 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 assorted and repetitive media hash, in addition to the regular stream of books, and magazines, souvenir playing cards and other assorted cultural artifacts.
- Preservation. 4,716 items were treated in the Preservation/Conservation Lab, a 20% increase over last year. In the eight months that Preservation/Conservation has had responsibility for bindery, 1,376 volumes were sent to the bindery. Michael Frazier implemented LARS software and approximately 2,000 have been input into this system. A number of meetings and conversations were held throughout the library concerning bindery issues and the future of bindery, and a number of new procedures have been developed and implemented and decisions made concerning titles we wish no longer to have bound.

Goal 2. Foster user-focused environments. Implementation Strategies 2.1, develop assessment tools and 2.2, evaluate and respond to user needs.

- Special Collections continues to strive to maintain the high quality of our reference service, accommodating our users as much as possible. Our Web site design provides more information about and easier access to our collections. We have participated in chat reference.
- We continue to rely on our own knowledge of curricular, research and business trends, the content of our collections and the close working relationship with our users that the small size of our user community allows, enabling us to respond to, and in some instances anticipate, the changing needs of our users.

Goal 3, Information Literacy: Special Collections offers 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 teach, as an essential skill of our profession and discipline, textual criticism and the evaluation of information. Courses were taught in the History Department and for the University of North Texas Library Science cohort

program in the fall. The division regularly advises students and faculty on the content and use of our collections.

Goal 4, Marketing/Development and Implementation Strategy 4.2 Collaborative Opportunities.

- Our community outreach activities included presentations to a large number of community and professional groups and organizations. Dave Schwartz is regularly interviewed about gaming issues and business trends in Las Vegas, in particular the corporate mergers. He also delivers radio commentaries on local Public Radio. Special Collections has hosted a number of library and university functions, and our collections are often highlighted in media productions. We have been much involved in plans for the city's centennial. We participate actively in the Libraries' development efforts and have assisted the Libraries' Director of Organizational Partnerships in identifying and developing potential partnerships.
- Special Collections continues to pursue partnerships within the gaming industry, notable successes being MGM-Mirage and Harrah's who continue to deposit material and for whom we continue to provide 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

Assessment

Jeanne Brown
Chair, Research and Analysis Committee
(formerly known as the Assessment Committee)

Accomplishments, Activities and Highlights

Assessment activities for this year fall in four major areas: Faculty focus groups, LibQual+ 2004, peer relationships, and data collection.

Faculty focus groups:

Three groups of faculty were convened in March 2004: humanities faculty, social sciences faculty, and sciences faculty. The Director of the Teaching Learning Center served as moderator. At least one faculty member from each department was invited to participate. Group attendance ranged from 5 to 9. The sessions proved valuable for exploring attitudes and issues in more depth than we could have done with a survey. Nonetheless, views expressed are highly dependent on who attends and what experiences they personally have had. With this caveat in mind, the major perspectives which emerged are:

- Faculty value our role in collections much more than any role in instruction
- Faculty do not think librarians are visible/accessible enough
- Communication emerges as a major issue
- Faculty have some major reservations both about our collections and how we go about adding to/subtracting from those collections

LibQual+ 2004:

This is the second time that the Libraries have participated in LibQual+. The first time was in 2002. Background on the nature of the survey and the questions asked are on the LibQual+ site: <http://www.libqual.org>. The number of students who responded in 2004 is about double that of 2002 LibQual+ undergraduate respondents, and about triple the graduate respondents. The number of faculty responses remained about the same. 622 UNLV faculty and students responded to the survey: 234 undergraduates, 273 graduate students, and 115 faculty. Comparing the demographics of the respondents with the demographics of the campus, the degree to which the respondents are representative of the campus population as a whole is quite good.

Comparison of 2002 and 2004 LibQual+ results:

- Undergraduate responses to the core questions are very similar to those received in 2002. Then, as now, they perceived service to be higher than their minimum expectation. The 2004 scores for the various dimensions are remarkably close to those in 2002. In 2002 and in 2004 they are our most satisfied user group. Daily onsite library use went from 26% in 2002 to 23% in 2004. Daily use of the electronic library went from 7% in 2002 to 15% in 2004.

- Graduate responses to the core questions are improved from 2002. In 2002 the scores for dimensions “personal control” and “access to information” both indicated that perceived level of service was below expectations. Those two dimensions have been combined in 2004 to an “information control” dimension. The 2004 scores for “information control” indicated perceived level of service to be higher than minimum expectations, a positive improvement. Satisfaction scores in the three areas of general satisfaction (treatment, support, and overall) were all higher as well. Daily onsite library use went from 21% in 2002 to 16% in 2004. Daily use of the electronic library was at 15% in 2002 and 2004.
- Faculty responses to core questions are somewhat improved. On the one hand, they continue to perceive the level of service in the area of “information control” to be below expectations, as they did in 2002. On the other hand, satisfaction scores in the three areas of general satisfaction (treatment, support, and overall) were all higher. Daily onsite library use went from 14% in 2002 to 11% in 2004. Daily use of the electronic library went from 40% in 2002 to 35% in 2004.
- Comments in 2004 had a more positive tenor than those in 2002, especially regarding staff. Many were enthusiastic in their praise of library services and staff. Issues voiced in the comments included access to LASR materials, noise and cell phone use in the library, slow or occupied computers, need for more group study rooms, desire for extended hours, multiple photocopier and copy payment concerns, poor lighting, and the need for stronger collections especially journals.

Peer Relationships

We started work in June with two peer institutions, University of Central Florida and University of South Florida, to engage in collaborative and in-depth comparisons. The initial stage consisted of a visit to the two institutions. Selection of University of Central Florida was based on several factors: it is included in UNLV’s PAIR list of peers; it participated in LibQual+ in 2002 and is doing so again in 2004; its first classes were offered in 1968 and it has grown rapidly to an enrollment in 2003 of 41,000; and it is in a similar tourist economy environment as UNLV. University of South Florida, too, is a young institution, graduating its first cohort in 1964. It has grown quickly into a large research institution. It is approximately one hour from the University of Central Florida and has the potential to offer examples of contrasting development. This in-depth comparison effort should yield critical insights, far beyond simply looking at statistics in isolation, into areas such as resources and their allocation, selection of services, interaction with the campus, and development of information literacy programs.

Data Collection. The following reports were prepared during the year:

- Data with potential implications for Libraries services to UNLV populations (Sources: Institutional Analysis Student Profiles, UNLV Freshman Survey 1997, Kuh Report 1998, College Student Experiences questionnaire 1998, Noel Levitz Survey 2002, UNLV Libraries survey 1999, Fact Book, Libqual+ 2002). Produced July 2003. Shared with cabinet. Incorporated into “data by population subgroup” report.
- Remote users report. Produced Sept. 2003. Shared with cabinet, search committee for remote services librarian.
- Data on UNLV population subgroups, including graduate students, graduate assistants, undergraduates, transfer students, faculty, and part-time students. Includes UNLV-specific and national data. Produced October 2003. Shared with heads of Instruction and R&I, co-

chairs of Marketing Committee. Excerpts provided for inclusion in Professional Development Committee's newsletter *ProD* (11/03).

- Report "UNLV Libraries Services and Collections: Access Points for Valid UNLV Users", a matrix identifying access points in the libraries, on campus, and remote sites. Produced October 2003. Shared with cabinet, search committee for remote services librarian.
- Peer statistics/ratios, as called for by the Association of College and Research Libraries (ACRL) Standards for Libraries in Higher Education (and as available with NCES statistics). Produced November 2003. Shared with cabinet.

APPENDIX II

Goals and Objectives for FY04

Collection Development and Management Division

Chris Sugnet

Director, Collection Development and Management

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.

- Focus on selecting and acquiring electronic resources and switching from print to electronic journals whenever possible.
- Maintain the commitment to develop the collection of print and other non-electronic formats.
- Continue to strengthen and expand collaborative resource sharing activities with consortia and individual partner institutions.
- Pursue enhanced document delivery and inter-library book lending agreements to leverage the growing UNLV collection in order to gain preferential and more expeditious access to other research collections.
- Continue to review the division's organization and job responsibilities to better support the transition to electronic information, and continue to identify and implement applications enhancements that enable division staff and others to better select, acquire and manage access to information resources.
- Ensure that additions to the base budget target needed electronic resources in the University's high priority areas through articulation with new program and new course requests and coordination with subject librarian liaisons to academic departments and faculty.
- Assess the prototype Distributed Print Archives with the Utah Academic Library Consortium and help implement an ongoing effort. Explore expansion to include collaborative archiving of electronic resources.

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

- Investigate methods to assess effectiveness of information resources, including usability and needs assessment.

Collection Development and Management Department

Reeta Sinha

Head, Collection Development

In line with Strategic Goal 1, to increasingly provide access to digital collections and services to support instruction, research, and outreach, Collection Development will continue to lead the Libraries' efforts to

- Increase access to electronic information resources using cost-effective acquisitions methods (consortial agreements, individual subscriptions and shifting print to e-only, for example).

- Develop strategies to assess use and the perceived user-benefit of currently available electronic information resources as resources acquired during the past two fiscal years. While Collection Development monitors use for all e-resources, it has been too early to use the data for newer e-resources to make retention decisions, given the variety of factors that may affect use. We now have reached a critical mass in terms of electronic resources making overlap and use assessment more critical as the electronic collections move forward.

In line with the Libraries' Strategic Goal 2, to actively foster user-focused environments committed to identifying and delivering information resources and service that meet or exceed user expectations, Collection Development will continue to

- Incorporate user feedback (internal and external) as it identifies new information resources and assesses the current serials and monographic collections (for example, delegate to subject librarians the evaluation of standing order subscriptions in their assigned areas for scope).
- Explore ways to cultivate communication channels between subject librarians and academic departments/graduate students to promote electronic resources and library services (for example, utilize forums such as orientation and marketing events to promote subject-specific resources)

Document Delivery Services Department
Vicky Hart
Library Technician III

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.

- Expand e-mail delivery by allowing e-mail addresses that do not accept attachments to receive a link to a Web page where the .pdf file can be retrieved. This will allow electronic desktop delivery to anyone who wants it.
- Make LoansomeDoc available to dental students (in addition to faculty).
- Include materials from UNLV collections, in addition to materials not owned, in the document delivery services for Shadow Lane campus faculty, staff and students.

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

Goals are taken from UNLV Libraries Strategic Plan 2002-2005 and Implementation Strategies.

Goal 1.1, Develop tools to optimize, promote, and improve access and connectivity to print, media, and electronic collections, and reference services. Unit Action Items:

- Continue to refine the procedures for the Millennium Acquisitions/Serials Modules. Test and implement the Millennium Acquisitions Silver version of the module.
- Implement Innovative's Electronic Resource Module to track electronic resources purchases.

- Continue to reduce print processing in support of the transition to a predominately electronic environment.
- Continue to increase P-Card use for ordering and invoicing.
- Assume responsibility for EZProxy maintenance.
- Continue to increase link capabilities to electronic resources by using SFX.

Goal 2, Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations. Unit Action Items:

- Continue to evaluate Materials Ordering and Receiving operations to ensure that library and library users' needs are met.
- Provide ongoing learning opportunities and training for staff.

Knowledge Access Management Division
Kenneth Bierman
Director, Knowledge Access Management

The goals below help the Libraries achieve 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.

- Catalog and process newly purchased materials as quickly as possible in order to provide prompt access and retrieval for customers of the UNLV Libraries.
- Recruit, hire and nurture a new Bibliographic and Metadata Services Department Head who is committed to improving customer access to digital, print and media collections in a timely and cost-effective fashion.
- Evaluate and implement workflow and job duty changes for members of the Bibliographic and Metadata Services Department to provide more efficient and cost-effective policies and procedures to provide customers with print and electronic resources in a timely manner.
- Assist and nurture the new Web and Digitization Services Department as it grows to meet the Web and digitization needs of the UNLV Libraries and the customers it serves.

The goals below help the Libraries achieve strategic Goal 2, actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectations.

- 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.
- Assist in implementing experimental and cutting-edge digital library services and collections as appropriate.

Bibliographic and Metadata Services Department
Kenneth Bierman
Acting Head, Bibliographic and Metadata Services

- 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.
- Assist the new Web and Digitization Services Department as it grows and attempts to meet the Web, digitization, and digital needs of the UNLV Libraries.
- Welcome a new Bibliographic and Metadata Services Department Head and work to achieve positive relationships within the Department and with other departments/units of the Libraries to provide the best services possible for our users.
- Implement the revised procedures for handling UNLV theses and dissertations that were approved by Cabinet in August 2003.

Move from OCLC Passport to the new OCLC Connexion Windows cataloging interface and move from Innopac text-based cataloging to Millennium-based cataloging to continue to provide efficient cataloging of all resources for the UNLV Libraries.

Systems Department
Jason Vaughan
Head, Systems Section

- Maintain close collaboration with the Web and Digitization Services Department. Such collaboration includes involvement in the prioritization and planning aspects of new digital projects, as well as backend system maintenance and technical support for the library website and web-based database development.
- Work with Campus Computing Services in the pilot wireless network project to be tested at various campus locations, including the Book N' Bean café in Lied Library and the Architecture Studies Library.
- Work with the Office of Information Technology in the implementation of library services associated with Phase I of the campus portal.
- Migrate the Libraries' intranet to a library-based server. Significantly enhance and update the Library Systems' set of Web pages associated with the intranet.
- Provide increased Systems' onsite coverage on weekends.
- Enhance network security and management. This may encompass installation of a library network firewall, drafting and approval of a general network security policy, and utilization of software-based network management tools.
- 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.

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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

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. 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.

- Extensive activity in this category is planned throughout the division. Work will include database enhancements (Architecture Studies Library and the Media and Computer Services Department), improving bibliographic access to selected OPAC resources (Architecture Studies Library and the Research and Information Department), enhancing electronic access to reserve collections (Music Libray and Remote Services Librarian), increasing online instructional guides/tutorials (Instruction and the Curriculum Materials Library), conducting collection shifts and LASR audits (Circulation), expanding access to chat reference service (Remote Services) among other efforts.
- Correlate responsibilities and clarify expectations of subject librarians (Research and Information and Instruction departments, and the Public Services Division and Collection Development and Management Division directors).
- Work with the Web and Digitization Services Department on the continuous improvement to the general accessibility and use of divisional pages (All Public Services Division departments and branch libraries).
- Review and revise policies to match current realities and expectations (All Public Services Division departments and branch libraries)

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. Implementation Strategy 2.2, Each department will evaluate and respond to identified user needs and expectations.

- Activity is planned in this area by all departments and branches. Highlights include web usability studies (Architecture Studies Library), user surveys (Media and Computer Services, Music Library, Research and Information, Remote Services), service pool staff survey (Media and Computer Services), analysis of database access and web access by remote users, staff training to enhance services (Architecture Studies Library, Research and Information), completion renovation with resulting improvements in space utilization and enhancements to service (Curriculum Materials Library), automation of selected patron database records and patron-initiated circulation services (Circulation), continued development and analysis of statistics gathering processes (Research and Information Department), and collaborative activities with other campus services to enhance overall service (All Public Services Division departments and branch libraries)
- Coordinate the service and assessment-focused projects of the Public Service Intern assigned to the division (division director).
- Engage in a division-wide effort to respond to the 2004 LibQual+ results (All Public Services Division departments and branch libraries).
- Engage in a division-wide effort to review and update policies affecting users in an effort to ensure that they meet current needs of staff and users in positive ways (Public Services Heads Round Table (PSHRT)).
- Articulate and promote a division-wide service philosophy (PSHRT)

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.

- The primary focus in this area will be on ongoing collaboration with faculty (Instruction Department and branch libraries). New opportunities will be explored; e.g., with the new University College, the Graduate and Professional Student Association and with new faculty. Online tutorials will also be revised and/or enhanced (branch libraries).

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. 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.

- Activity in this area will range from marketing selective video collections (Architecture Studies Library) to branding and popularizing the Libraries' reference assistance services, both in person and electronic (Research and Information) and from identifying needs expressed by faculty and promoting the Libraries' response to them (Curriculum Materials Library) to providing and marketing web-based services specifically tailored to distant education students (Remote Services).

Circulation Department

Maria White

Library Technician III

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.

- Complete the collection shift on the third and fifth floors.
- Shelf read the main collection at least once each semester.
- Complete a bin audit of LASR.

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.

- Work with Systems staff to automate the process for extending the expiration dates of continuing students' library cards each semester.
- Work with Systems staff to make adjustments in the computer system so that patrons will have the capability to place paging requests online.
- 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

Libraries Strategic Goal 3, Initiate strategic collaboration efforts and programming to ensure that UNLV graduates information literate students.

- Continue to provide the most appropriate and up to date instruction in research and information literacy skills.

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.

- 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 on-line resources such as viewlets, streaming media clips, and database driven pages on classroom activities, handouts, and assignment design.

Libraries Strategic Goals 3 and 4, Initiate strategic collaboration efforts and programming to ensure that UNLV graduates information literate students; Establish a coherent, consistent, library-wide marketing program that focuses on new and existing services and collections.

- Exploit relationships with individual faculty, UNLV's Teaching Learning Center, 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 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.

Media and Computer Services Department

Jennifer Church

Head, Media and Computer Services

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.

- Continue working with the Web and Digitization Services Department for the conversion of the Media Subject Guides to a new online database format.
- Continue working on collection projects and weeding to provide a more useful, well developed collection to our 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. Implementation Strategy 2.2, Each department will evaluate and respond to identified user needs and expectations.

- Conduct a faculty survey to better determine who is using our collection and their overall satisfaction. This will also help us target areas where we could better market our resources.
- Continue the implementation of laptop checkout satisfaction surveys at the end of each semester.
- Conduct a survey of service-pool staff concerning the merger of computer help and Research and Information Department services. This survey should be designed to help recognize areas of needed growth and improvement.
- Working with the Web and Digitization Services, conduct an online survey to help gauge overall user satisfaction with computer services and the workstation environment.

Remote Access Services

Sherri Vokey

Remote Access Services Librarian

Strategic Goal 1, Increasingly provide access to digital collections and services to support instruction, research, and outreach, while improving access to the UNLV Libraries' print and media collections. Implementation Strategy 1.1, Develop tools to optimize, promote, and improve access and connectivity to print, media, and electronic collections; and reference services.

- Investigate the possibility of moving electronic reserves to a slightly more open and decentralized model for faculty use. Move toward opening up access to course electronic

reserves to faculty to upload and manage their own documents. Discuss and resolve questions of copyright adherence.

- Continue to promote and expand the "Ask a Librarian" service (specifically chat reference). Working with UNLV's Teaching Learning Center and Distance Education office to look at ways of automating the task of adding "Ask a Librarian" to the WebCT environment, for example. Explore the possibility of forming partnerships with UNLV's Writing Center and Computer Help Desk.

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. Implementation Strategy 2.2, Each department will evaluate and respond to identified user needs and expectations.

- Implement a survey much like the one described by Franklin and Plum (2004) in their article "Library usage patterns in the electronic information environment." This type of survey aims to capture not only raw hits or counts, but the purpose of use and demographic information by those who utilize our resources at a distance and will increase understanding who our users are and what their needs are within a "digital library" framework. Much of this information may come from a study or survey like that mentioned above. However, I will continue to seek out opportunities to collaborate with people and groups on campus who are also involved in distance education and online teaching (namely Distance Education and UNLV's Teaching Learning Center).

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. 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.

- Develop a library Web page/portal for distance education users. The kind of information that this will contain (and which is currently absent from our Web site) includes information about services specifically for distance students, library registration information, document delivery options, etc. Integrate "current awareness" tools such as a collaborative web-based WIKI (a piece of software that allows users to freely create and edit Web page content using any Web browser, a group communication tool) environment or other social software into this distance education portal, as well.
- Work with the Instruction Department to develop instructional aids, such as online tutorials using Camtasia Studio, to guide students through using certain databases, demonstrate how SFX works, etc. and build a repository that we can use to store the tutorials.

Research and Information Department

Victoria Nozero

Head, Research and Information

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

Libraries Implementation Strategy 2.1, Library groups will develop assessment tools for determining user needs and expectations as they relate to services and facilities.

- 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.

Libraries Strategic Goal 2, Libraries Implementation Strategy 2.2, Each department will evaluate and respond to identified user needs and expectations.

- 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.
- 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.

Libraries 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. Libraries 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.

- Continue current projects to make unique collections more accessible through improved bibliographic control or digitization projects.

Libraries Strategic Goal 4, Establish a coherent consistent library-wide marketing program that focuses on new and existing services and collections. Libraries implementation Strategy 4.1, Each department will identify new or existing services and user environments that will benefit from a library marketing program.

- Engage in a unified marketing effort to brand and popularize Libraries' reference assistance services, both in person and electronic.

Architecture Studies Library

Jeanne Brown

Head, Architecture Studies Library

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.

- Work with the Web and Digitization Services Department on database structure for Las Vegas Architecture and Buildings file.
- Start populating the database once the structure is set up.
- Add to and provide access for digital collection of Las Vegas architecture materials.
- Begin to index the AIA Honor Awards film.
- Continue table of contents project, providing table of contents access in the catalog to titles with distinctive chapter headings that are not currently included in Innopac.

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

- Complete analysis of the Web usability study and implement changes based on the results.
- Work with School of Architecture and systems to effectively expand the use of room 203 for CAD classes.
- Determine the feasibility of doing analysis of the impact of wireless access.
- Use the Frequently Asked Reference Questions file for student training.
- Initiate a “no” book per the Curriculum Materials Library model.

Strategic Goal 3, Initiate strategic collaboration efforts and programming to ensure that UNLV graduates information literate students.

- Work with faculty to identify collaboration opportunities.
- Evaluate online instruction modules and revise or add to as necessary.

Strategic Goal 4, Establish a coherent consistent library-wide marketing program that focuses on new and existing services and collections.

- Market videos, and Las Vegas maps.

Curriculum Materials Library

Jennifer Fabbi

Head, Curriculum Materials Library

- Libraries Strategic Plan Goal 2, Implementation Strategy 2.1. 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. From LibQual+ (2002): aim to provide spaces in the CML that are “a haven for quiet and solitude.” From Graduate Student Focus Groups: aim to provide group and quiet study space in the CML.
- Libraries Strategic Plan Goal 1, Implementation Strategy 1.1. 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. From Graduate Student Focus Groups: aim to provide discipline-specific resources and a variety of modes of instruction, including online help and FAQs.
- Libraries Strategic Plan Goal 4, Implementation Strategy 4.2. 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 email 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. From Faculty Focus Groups: address a

perceived lack of tailored communication with teaching/research faculty; try to increase teaching faculty's understanding of the role of the library in information literacy education.

Music Library
Cheryl Taranto
Head Music Librarian

Strategic Goal 1, Increasingly provide access to digital collections and services to support instruction, research, and outreach, while improving access to the University Libraries' print and media collections. Implementation Strategy 1, Develop tools to optimize, promote, and improve access and connectivity to print, media, and electronic collections; and reference services. Implementation Strategy 2, Promote and improve access to and retrieval of current collections and services at the UNLV Libraries through the use of traditional information organization methodologies and current metadata standards.

- Continued development of e-sound reserves and exploration of e-video reserves.
- Continued work on projects such as the LP dubbing that will improve access to collections.
- Exploration of joint projects with Arnold Shaw Collection to showcase materials.
- Exploration of new technologies to provide better communication with faculty about collections housed in Music Library and access to print materials.

Strategic Goal 2, Actively foster user-focused environments committed to identifying and delivering information resources and services that meet or exceed user expectation. Objective 1, Library groups will develop assessment tools for determining user needs and expectations as they relate to services and facilities. Implementation Strategy 2, Each department will evaluate and respond to identified user needs and expectations as they relate to services and facilities.

- Continued development of library services and collections based on expressed needs of faculty and students through one-on-one contact, surveys, and analysis of use statistics.
- Continue supporting fundraising efforts for an expansion to the Music Library.

Special Collections Division
Peter Michel
Director of Special Collections

Goal 1, Provide access to digital and analog collections

- Identify, pursue and acquire collections that document the history and culture of Las Vegas.
- Organize, arrange collections and create more access tools.
- Digitize selected items, such as maps, and gaming rare book collection, architectural drawings, university archives and photograph collections.
- Work with cataloging staff in creating appropriate catalog records and metadata.
- Provide content for digital projects and exhibits like the Millionth Volume, and Landmark Hotel exhibits .

Goal 2, Foster user-focused environments

- Work with other groups assessing library users and services to identify issues relevant to Special Collections.
- Continue to provide high level of reference service.
- Improve access tools, create digital collections and enhance Web site.
- Promote collections and their use through teaching, presentations, media and publications.

Goal 3, Information Literacy. Educate students and librarians in information literacy and critical thinking as part of reference, access, teaching academic courses and workshops.

Goal 4, Marketing and Collaboration

- Use Las Vegas centennial and UNLV's 50th anniversary as opportunities for promoting the Library.
- 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.
- Work with the Libraries Director of Development and Director of Organizational Partnerships in the development of programs, publications, and initiatives.

Ongoing goals

Gaming Studies Research Center

- Develop and improve the Web site, 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 and bindery 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 creating a statewide preservation program.

Manuscripts

- Continue to identify and acquire new collections.
- Transfer current finding aids and inventories into electronic format.
- Enhance current finding aids and inventories and explore the creation of EAD finding aids
- Provide content for digital projects.
- Develop an internship program to work in the department and with outside organizations agencies and corporations.
- Develop database and make Web accessible.

University Archives

- Create a Web site with illustrated history of university.
- Avoid records management

Web Development

- Add and link more images.
- Digitize and add material from 1998 Annual Report.
- Digitize our publications and presentations.

Potential Digital Projects

- Gaming Rare Book Collection.
- 19th century government surveys of the west .
- History of UNLV.

Oral History

- Director establishes parameters of program, develops initial projects.
- Establishes working relationship with other campus programs.
- Develop training program.
- Develop database of all oral histories (audio and video) and make it Web accessible
- Conduct and transcribe interviews .
- Digitize selected interviews.
- Create Web site
- Make sure all UNLV oral history tapes are deposited in Special Collections.
- Make sure all local oral history tapes (or copies) are deposited in Special Collections.

Assessment

Jeanne Brown

Chair, Research and Analysis Committee

- Analyze LibQual+ results – 2004 survey. Prepare summary report. Prepare reports on comments, norms, change from 2002 to 2004.
- Convey results of 2004 LibQual+ survey to patrons and library staff.
- Encourage and participate in efforts to identify follow ups based on the results; e.g., possible follow-ups are areas needing further study, library service changes needed, responding to gaps in filling the needs of specific populations.
- Draft an Assessment Plan for 2005-2008 to replace the current plan which covers 2001-2006.
- Facilitate and consult on assessment efforts of individual departments.

APPENDIX III

Statistics

2000-2004 USE OF PHYSICAL RESOURCES

2000-2004 Check-Outs

	1999-2000	2000-2001	2001-2002	2002-2003	2003-2004
Dickinson/Lied Library	176,388	169,198	203,682	188,300	190,499
Architecture Studies Library	12,729	15,103	16,911	16,454	16,602
Curriculum Materials Library	37,972	34,420	37,687	47,810	65,638
Music Library			11,768	15,437	15,912
Total	227,089	218,721	270,048	268,001	288,651

2000-2004 Renewals

	1999-2000	2000-2001	2001-2002	2002-2003	2003-2004
Dickinson/Lied Library	29,208	35,284	35,886	41,520	41,468
Architecture Studies Library	1,720	2,557	3,568	4,233	4,034
Music Library			804	1,723	1,226
Total	30,928	37,841	40,258	47,476	46,728

2000-2004 Internal Use

	1999-2000	2000-2001	2001-2002	2002-2003	2003-2004
Dickinson/Lied Library	251,708	235,209	169,299	160,789	171,611
Architecture Studies Library	17,864	12,545	15,866	21,869	15,649
Curriculum Materials Library	10,660	8,437	6,559	6,837	6,185
Music Library				5,420	4,451
Total	280,232	256,191	191,724	194,915	197,896

2000-2004 Total Use of Physical Resources

	1999-2000	2000-2001	2001-2002	2002-2003	2003-2004
Dickinson/Lied Library	457,304	439,691	408,867	394,890	403,588
Architecture Studies Library	32,313	30,205	36,345	42,556	36,285
Curriculum Materials Library	48,632	42,857	44,246	54,647	41,823
Music Library			12,572	22,580	21,589
Total	538,249	512,753	502,030	514,673	503,285

2000-2004 DOCUMENT DELIVERY

	1999-2000	2000-2001	2001-2002	2002-2003	2003-2004
Loaned to others	4,527	3,793	4,530	4,658	6,383
Borrowed from others	12,446	13,334	13,901	12,182	10,793
Unmediated document delivery	630	595	961	822	620
Total	17,603	17,722	19,392	17,662	17,796

2000-2004 USE OF ELECTRONIC RESOURCES

2000-2004 Web Activity

	1999-2000	2000-2001	2001-2002	2002-2003	2003-2004
*Successful Page Requests on Libraries' Website	1,553,593	2,982,986	3,805,097	3,896,980	6,318,815
Total	1,553,593	2,982,986	3,805,097	3,896,980	6,318,815

*This category replaces prior category that counted the loading of each graphic element on each page as separate counts thereby inflating the web counts. Breakdown by semester is no longer provided. Data proved to be misleading due to the way data is made accessible in the logs.

2003-2004 Use of Electronic Reserves

	2002-2003	2003-2004
Lied Library	85,766	118,892
Architecture Studies Library	5,836	14,571
Curriculum Materials Library	335	6,610
Total	91,937	140,073

2000-2004 LIBRARY VISITS

	1999-2000	2000-2001	2001-2002	2002-2003	2003-2004
Dickinson/Lied Library	603,089	782,374	1,223,832	1,396,596	1,460,586
Architecture Studies Library	69,246	64,141	82,816	81,831	83,872
Curriculum Materials Center	68,980	73,812	80,264	80,693	71,444
Music Library			27,929	31,680	33,745
Total	741,315	920,327	1,414,841	1,590,800	1,649,647

2000-2004 PATRON CONTACTS

2000-2004 Patron Contacts at Service Points

	1999-2000	2000-2001	2001-2002	2002-2003	2003-2004
Dickinson/Lied Library	102,569	117,075	266,755	239,766	223,589
Architecture Studies Library	3,244	2,598	16,660	18,758	17,099
Curriculum Materials Center	8,010	12,665	20,650	20,523	18,297
Music Librarian/MusicLibrary	1,670	1,690	10,274	14,414	15,221
Total	115,493	134,028	314,339	293,461	274,206

2000-2004 Library Instruction Provided

	1999-2000	2000-2001	2001-2002	2002-2003	2003-2004
Dickinson/Lied Library	3,130	4,421	6,446	9,270	10,360
Architecture Studies Library	626	285	622	878	304
Curriculum Materials Center	797	1,325	1,650	898	1,327
Music Library	275	333	846	1,156	897
Total Participants	4,828	6,364	9,564	12,202	12,888

2000-2004 Total Patron Contacts

	1999-2000	2000-2001	2001-2002	2002-2003	2003-2004
Public Service Points	115,493	34,028	14,339	93,461	73,433
Library Instruction	,828	,364	,564	2,202	2,888
Total	120,321	140,392	323,903	305,663	286,321