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UNE Library Services

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**UNE LIBRARIES
ANNUAL REPORT
2007-2008**



Message from the Dean of Library Services

This has been another eventful year for the UNE Libraries. We have separated administratively from the ITS department and are busy working on our Strategic Plan for the next decade of service. We have identified four major goals as we progress, goals that address the needs of Users, the Library Facilities, our Collections, and the UNE Special Collections: Maine Women Writers Collection, New England Osteopathic Heritage Center, and the Westbrook College History Collection. We conducted a national academic library survey of our user community this year and will be utilizing that data as we develop our plans for future services and collections.

The academic year we are just beginning, AY 08/09, is also the year that Library Services undergoes institutional Program Review. We intend to use this as a time to collate all of our statistical data that we have been collecting and make solid plans for future library services.

The other very exciting event that is occurring now is the building addition to the Ketchum Library on the Biddeford campus, the George and Barbara Bush Center. We are anxiously awaiting the opening this fall particularly of the Windward Café as new state-of-the-art study and social space that will reflect the national trend in academic libraries toward the inclusion of a high-end bookstore/coffee shop model.

I thank the administration and the community for the support and concern they continue to demonstrate for library services. As in years past, I am grateful to the team of librarians and library staff that we continue to recruit and retain. I am honored to work with them to provide these services to the UNE community.

Respectfully submitted,



Andrew J. Golub
Dean of Library Services



Library Open Houses



Students with the open house sign in front of the Ketchum Library

This year the UNE Libraries started the year with Fall Open Houses to welcome in new students and the returning academic community. Events on both campuses were a great success! Some highlights:

On the Westbrook College Campus:

- held in conjunction with the Peer Mentor and Student Associations BBQ
- a self-guided tour
- 105 participants in the library's raffle
- a "Where are you from?" Map board with stickers for students to identify their hometown



A close-up of New England from the "Where are you from?" map board

On the University Campus:

- a self-guided tour
- a multimedia display on a large flat screen tv (borrowed from media).
- 190 participants in the library's raffle
- a "Meet The Staff" photo board
- a "Where Are You From?" Map board with stick pins for students to place in their hometown.



Students entered to win several prizes in different raffle drawings.



Technical Services Department

Sharon Eckert, Director of Technical Services

Highlights and Accomplishments

- Co-chaired planning and implementation of the UNE Libraries' LibQUAL Survey
- Planned/participated in UNE Libraries' Marketing Committee activities, including Fall Open Houses, finals week study break, and marketing the Libraries' LibQUAL Survey
- Collaborated with Public Services staff in selecting, ordering, and cataloging McNaughton Book collection of popular reading titles
- Facilitated the acquisition and development of a collection of medical humanities and medical anthropology materials
- Participated in UNE Libraries' Web Committee revision of the Libraries' web site
- Collaborated/participated in the draft of goals for the UNE Libraries' Strategic Plan
- Successfully completed the fourth year of the Department's Assessment Project, comparing the subject areas of the UNE Libraries' firm order acquisitions expenditures with the subject areas of the items most frequently borrowed by UNE community
- Represented UNE Libraries on University's Environmental Council; participated in the Council's recycling project and other environmental initiatives
- Professional development -Attended the following conferences:
 - NELA/NETSL conference, "Cohabiting and Colliding Print & Electronic Resources"
 - Dartmouth October 2007 conference, "Surveys and Focus Groups"
 - Maine Humanities Council conference: "Caring for the Caregivers: Perspectives on Literature and Medicine"
 - Medical Library Association annual conference
 - AACOM annual conference
 - Convened MLA's Osteopathic Libraries Special Interest Group annual meeting



McNaughton titles at the Ketchum Library



Goals and Challenges

- Complete LibQUAL Survey data analysis, benchmarking, and action plan
- Complete usage analysis of circulating standing order titles
- Expand the level/depth of Libraries' Student Assistants' training to strengthen library knowledge/skills and improve overall service to our users
- Collaborate with UNE Libraries' staff in completing the Libraries' Strategic Plan and program review
- Collaborate with UNE Libraries staff in identifying ways to collectively strengthen our efficiency and success in meeting the changing information needs of our users
- Continue to facilitate the efficient/creative use of the UC and WCC Libraries' physical spaces to accommodate the needs of students
- Increase communication and collaboration with other UNE departments such as Multicultural and Diversity Services, to strengthen students' academic experiences, sponsor events, and recruit international students to work in the Libraries
- Fulfill charge to complete the revision of UNE's Copyright Policy, in collaboration with UNE's Compliance Officer and CIO
- Identify professional development opportunities for expanding knowledge and skills of all Technical Services Department staff



Group study in the Abplanalp Library mezzanine



Public Services Department

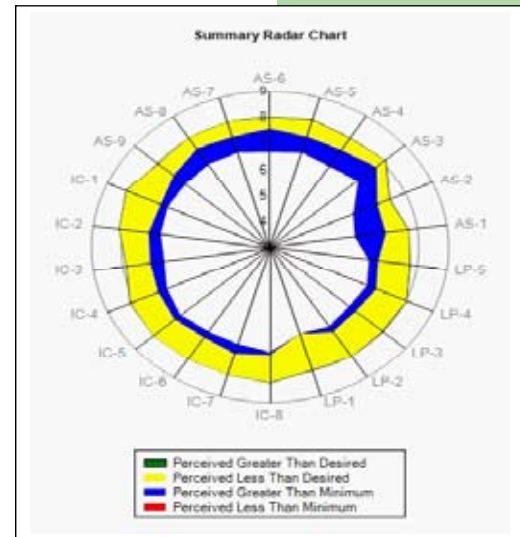
Barbara Swartzlander, Director of Public Services

Highlights and Accomplishments

“Information literacy forms the basis for lifelong learning.”

- Information Literacy Competency Standards for Higher Education ACRL, 2000.

- Marketing and outreach:
 - Fall Open Houses to welcome students, faculty and staff
 - New book displays
 - Interesting exhibits
 - Outstanding service
 - Reference, research, and literature search assistance
 - Improved Libraries home page. Including links to Major Guides for targeted subject use
 - Participate in UNE committees relevant to our services
 - UNE Authors
 - UNE Author talks
- User Services:
 - Individual and course-related library research instruction
 - Email, phone and in-person service, including email reference on weekends
 - Evening reference services Monday through Thursday
 - Library liaisons to academic departments
 - Public access computers, data jacks and wireless access for individual laptops
 - On and off-campus access to databases, ejournals, ebooks and eresources
 - 24/7/365 remote access to databases, full-text ejournals and catalog
 - Photocopiers and microfilm reader/printers
- Library Classes:
 - Taught on both campuses
 - Over 1,700 students attended sessions in both Libraries
 - Information literacy classes empower students to conduct their own research



The UNE Libraries' participated in the 2008 spring session of the LibQUAL survey.

- Collections:
 - ebooks, ejournals, newspapers
 - Over 150,000 volumes
 - Over 40,000 print and electronic full text journal titles
 - Over 6,000 ebooks
 - Over 150 databases covering all subject areas in the curriculum
 - DVDs and videos
- Special collections:
 - Maine Women Writers Collection (MWWC)
 - New England Osteopathic Heritage Collection (NEOHC)
 - Westbrook College History Collection (WCHC)
- Assessment:
 - Cost-per-use statistics guide collection development
 - LibQual Survey to help guide strategic planning



Goals and Challenges

- Continue to monitor and adapt to kinetic Libraries' public services:
 - User instruction
 - Reference
 - Collection development
 - Marketing
- Adapt Libraries' products and services to user needs
- Continue to offer quality services and collections to Libraries users
- Serve on the in-house Libraries committees
- Improve user instruction assessment activities
- Continue to refine and assess user instruction program
- Continue to assess student library learning outcomes
- Continue involvement in a variety of UNE committees
- Continue professional activities by attending conferences, either virtual or in person
- Continue to read professional literature
- Continue assessment of journal, ejournal, book, ebook, and database collections in terms of usefulness and access
- Continue to build DVD collection that supports curricula and enhances retention efforts
- Assess Library web page use and usability
- Participate in Strategic Planning for the Libraries
- Participate in the Program Review for the Libraries
- Continue to emphasize electronic collections
- Continue to support Special Collections
- Create better, more useful library space for users
- Continue to support changes and improvements to UNE as an institution

ONGOING REFERENCE
PHILOSOPHY:

“FIND IT, OR REFER IT!!!”



Our public service librarians are friendly and accessible!



Systems, Journals and Electronic Resources Department

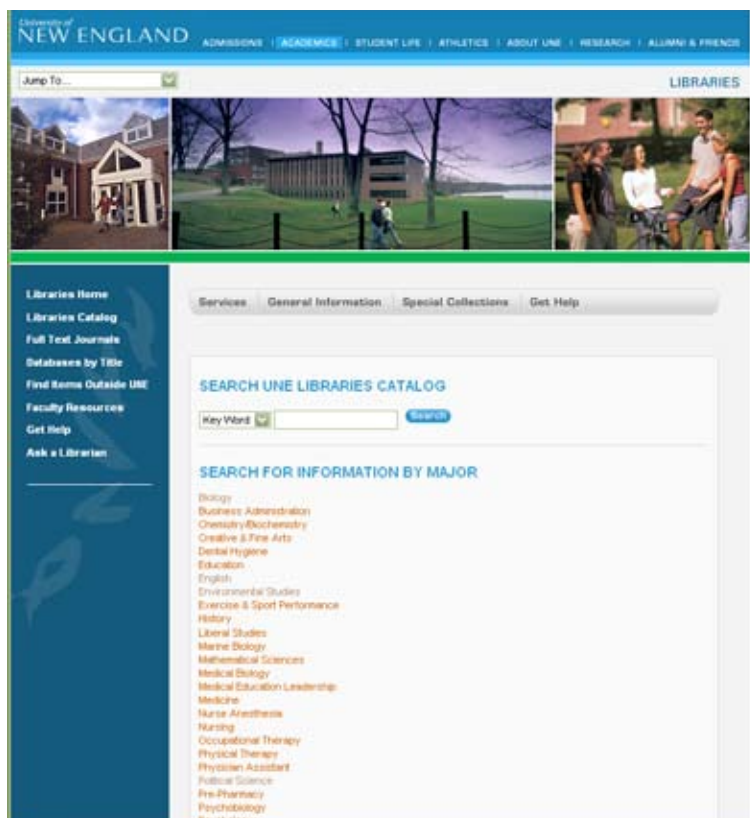
Stew MacLehose, Director of Library Systems, Journals and Electronic Resources

Highlights and Accomplishments

- Assessed database usage and reported findings to the assessment committee
- Implemented Research Pro for federated searching
- Implemented Serials Solutions 360 Counter product to gather ejournal usage statistics
- Collaborated with Web Designer to create a form for web page creation allowing Librarians to easily mount their own web pages for subject matter
- Maintained access to over 40,000 electronic journals



Students access journals at the Ketchum Library.



The UNE Libraries' home page serves as a gateway to electronic materials for both on and off campus students.

Goals and Challenges

- Install new Innovative server and software release
- Continue to explore new electronic books available
- Continue to move the journal collection towards mostly online with a core of browsable print titles
- Assess journal collections to alleviate space concerns in both facilities



Westbrook College History Collection

Roberta (Bobby) Gray, Public Services Librarian

The Westbrook College History Collection, a special collection housed within the Abplanalp Library, documents and preserves the history of the Westbrook College Campus since its inception in 1831 as Westbrook Seminary. With archived institutional and historical materials dating back to 1842; and engravings, tintypes and photographs from the 1850s onward, the collection has been used extensively this year by internal and external requestors, historians, and authors.

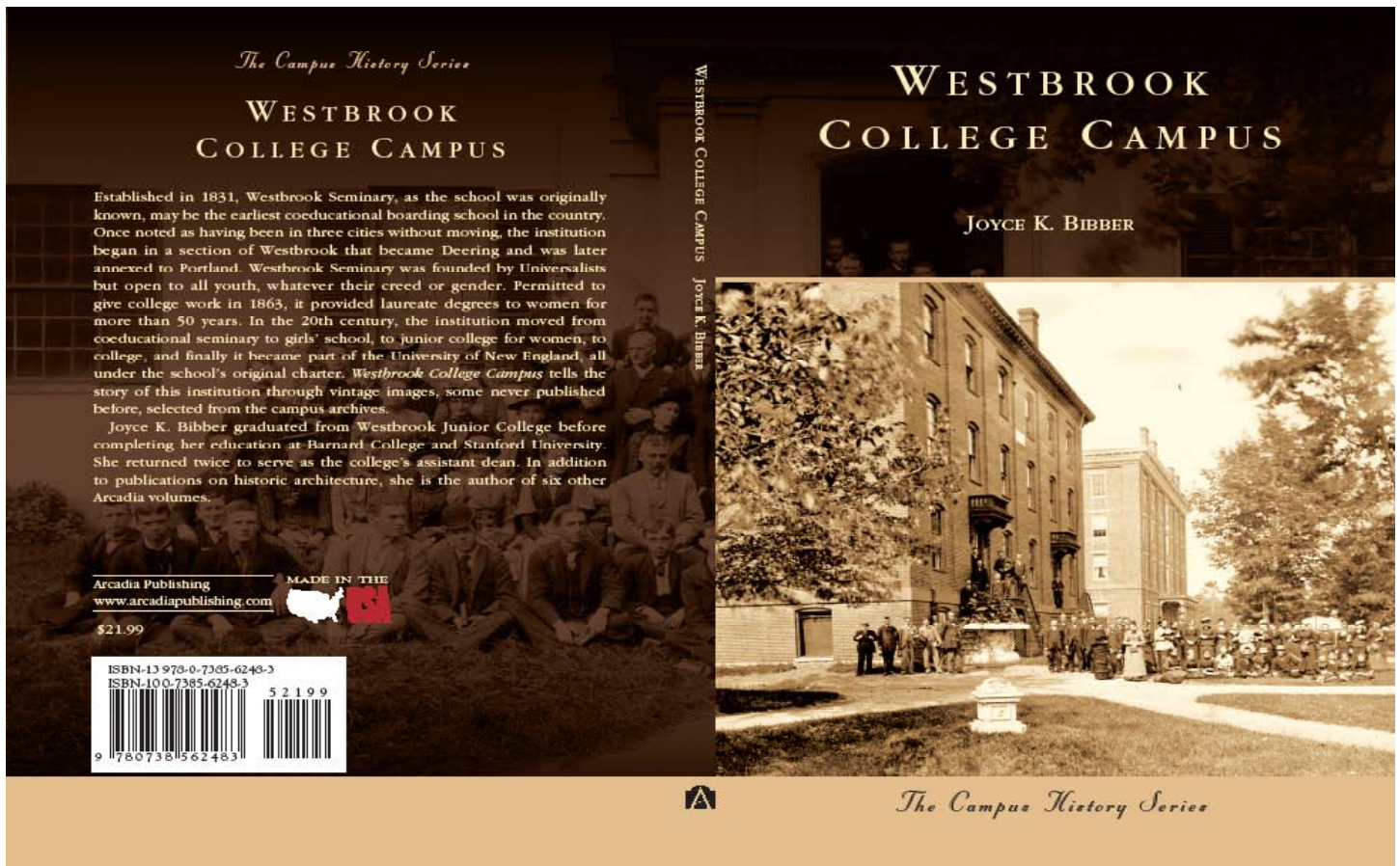
Research inquiries and visits in 2007-2008 numbered 294, almost four times the 77 recorded for 2006-2007. Requests for research assistance came from as far away as a British academic at the University of Sheffield, and as near as our own founding dean at the College of Pharmacy.



Westbrook Seminary Class of 1901 photograph

At the College of Pharmacy groundbreaking ceremony, guests were introduced to the life and times of Frank Bailey, a 1901 Westbrook Seminary graduate and Pharmaceutical Chemist. [Bailey is far right, first row.]





A book proposal for the publication of a Westbrook College Campus 128-page pictorial history, to be a part of Arcadia Publishing's Campus History Series, was submitted and accepted in February (*see cover mock-up, above*). With over 200 images and photographs, *Westbrook College Campus* will be available in the Spring of 2009 to celebrate Reunion; the 175th anniversary of Alumni Hall and the first Westbrook Seminary class held on June 9th, 1834; the 50th anniversary of the Maine Women Writers Collection; and the opening of the College of Pharmacy on the Westbrook College Campus. Financial support for the publication is being provided by the Office of the Provost, Institutional Advancement, the Maine Women Writers Collection, the College of Pharmacy, and the College of Health Professions.

Continued extensive research use of the Westbrook College History Collection will result from the publication of a campus pictorial history and additionally, from a new course being taught by the Ludcke Chair of Liberal Arts and Sciences. In the Fall of 2008, Elizabeth De Wolfe, Ph.D., will teach a course on the Westbrook College Campus that will focus on women in college from 1830 to 1930. Using materials from the Westbrook College History Collection as a source of information and readings, the class will look at American women's history through the lens of change in women's education.

As the Westbrook College History Collection receives more inquiries and requests for research from administrators, faculty, authors and historians; and as it serves as a "laboratory" for hands-on, primary document research for its own students, sound archival principles and practices will need to be adhered to; collections will need to be processed and made easily accessible; finding aids will need to be created; and timely and knowledgeable research assistance provided in a welcoming, though secure, environment.



New England Osteopathic Heritage Center

Gay Marks, Curator

Highlights and Accomplishments

- Analog-to-digital film project
- Exhibit collaboration with Saco Museum
- Development of a collection database
- Expanded research support for UNECOM students and regional and national inquiries
- Creation of a newsletter highlighting the Center's activities and goals
- Successful completion of the second funding-raising campaign



A NEOHC display in the Ketchum Library

Goals and Challenges



A closer look at display materials

- Establishment of exhibit spaces for NEOHC collection material in Alford and/or Stella Maris
- Expand NEOHC web site resources
- Provide osteopathic film segments for UNE iTunes site
- Stabilize NEOHC financial base
- Increase collection material through outreach at national level

“[NEOHC’s exhibits at osteopathic events are] one step to maintaining the osteopathic identity and educating attendees on the rich osteopathic history.”

-Interim Executive Director, Massachusetts Osteopathic Society.



Maine Women Writers Collection

Cally Gurley, Curator

The business of literary history is exciting! What, some ask, is the future of archival collections, ... of books? To me, a curator who does daily hands-on work with historic documents in many different media, their future is becoming more crystal clear: the future of these precious resources is guaranteed by our support of archival facilities. One very important way that our culture engages in necessary self-study is through the collection and analysis of precious primary documentary evidence of our history and culture. The role of local institutions is crucial in maintaining and providing public access to historic and cultural resources that broader public national resources cannot possibly document. The Maine Womens Writers Collection (MWWC) was established to document a very special and underrepresented aspect of our culture, the literary work of Maine women. By staying focused on this important aspect of our history we provide a clear window to the past, and into the future.

Highlights and Accomplishments

- Professor Jennifer Tuttle co-edits *Legacy* journal: Professor Tuttle's work co-editing *Legacy*, the foremost journal in the field of American women writers, dramatically increases the visibility of the Maine Women Writers Collection and UNE among scholars in that field and more broadly in the fields of U.S. Literatures, American Studies, and Women's Studies. Beyond this, the editors of journals do a great deal to shape their fields of study; thus, Professor Tuttle is well positioned to ensure that Maine women writers receive due attention in their own right and as contributors to broader cultural trends.
- Acting Healy Chair Carol Farley Kessler contributes expertise: During the 2007-8 academic year, Carol Farley Kessler, Emerita Professor from Penn State - Brandywine, filled in as the Acting Dorothy M. Healy Chair, replacing Prof. Jennifer S. Tuttle, on sabbatical leave for that year. Carol has continued to co-edit with Jennifer the selection of essays from the 2006 Charlotte Perkins Gilman Conference co-sponsored by MWWC here at UNE WCC. They are excited about the quality and coverage of this collection. She also assembled files for a 50th anniversary history of the MWWC. She served on the evaluation committee for the MWWC research support grant applications, which selected applicants who worked this past summer with the collections of Sarah Sayward Barrell Keating Wood (1759-1854) and Blanche Willis Howard (1847-1898). During the year she provided students from the course on "Maine



Photo from *The Gathering of Writers* class at MWWC



Women Writers” offered by Dr. Lori Power, with MWWC tours and an interview. This fall, Carol is serving on the planning committee for the 2009 50th MWWC anniversary conference and in reviewing the MWWC mission statement.

- Collection Assistants Gay Marks and Jamie Thompson, with volunteer assistance from Sue Walker, catalog new collections and update existing collections with new and interesting items: Collections of authors such as Elizabeth Coatsworth, Kate Douglas Wiggin, and Elizabeth Ogilvie, and the extensive MWWC Administrative Collection, which is a gold mine of documents, ephemera, and records, telling the stories of MWWC’s inspired beginning, the individuals who shaped its mission and its ever-expanding collection material.
- Intern Ann C. Morrissey processes major literary collection: The Marie Donahue Collection. Donahue, from South Berwick, was a valued teacher, Jewett scholar, Berwick Academy supporter, and literary correspondent throughout her life. Letters in this collection number in the hundreds!
- Student project creates book proposal for MWWC anthology under the tutelage of Professor Lori Power: Using UNE’s Maine Women Writers Collection as a resource, Power’s class set about using inquiry-oriented and social constructivist approaches to carry out a group project for the course: to create an anthology of Maine women writers. The response to this project by the students was remarkable. Power said:

“I have never had a group of people more engaged in a course. Each student selected an author and became an expert on her work, using the Maine Women Writers Collection to obtain original documents and artifacts from each author (most of which are not available anywhere else in the world). They then shared their expertise with one another to make decisions about which authors should represent Maine in the anthology, and why. As you can imagine, this led to some thoughtful discussion. In addition, each student interviewed an editor of an anthology to learn what the process was like and to seek advice. A number of our UNE faculty shared their expertise and experiences, as did many other well-known anthology editors.”

- Curator attends Transatlantic Women Writers conference in Oxford, England and finds colleagues! Sessions such as “New Englanders in Great Britain in the 1890s,” fascinated with papers by international scholars:
 - F. Jane H. Silvey, Independent Scholar, Worcester, UK, “*The Sympathy of Another Writer: The Correspondence between Sarah Orne Jewett and Mrs. Humphrey Ward*”
 - Alison Easton, Lancaster University, “*How much closer Old England and New England have come together: Sarah Orne Jewett, Mary (Mrs. Humphrey) Ward, and Liberalism*”
 - Libby MacDonald Bischof, University of Southern Maine, “A Summer in England: The Women’s Rest Tour Association of Boston”
- A New Endowment Fund initiated by Dr. Alice Savage supports the work of the Collection: Recently, Westbrook College Alumna Alice M. Savage, MD, PhD, FACP, ‘55 established the Friends of the Maine Women Writers Collection Endowment Fund, recognizing the significance of this unique collection to students, scholars, and the University. The fund helps ensure the growth, development, and longevity of this inspirational collection and its continued importance to scholarly endeavors on the lives and influence of Maine women writers. The university has honored Dr. Savage with the Tower Award, membership in the Morton Society, and election to the UNE Board of Trustees. With this gift, Savage sets a high standard for support of archival and humanistic endeavors at the University of New England.



Goals and Challenges

- Planning for the 50th Anniversary Celebration and Conference and MWWC Documentary Film is in progress. The Conference, called “Women in the Archives” will take place here at the Westbrook College Campus from June 11-14, 2009; the documentary film now being created on the 50-year history of the MWWC will be screened for the first time during the conference and be available thereafter. These will be the primary projects for this fall and coming winter and spring.
- The Maine Women Writers Collection solicits applications for its ongoing Research Support Grant Program. These grants are intended for faculty members, independent researchers, and graduate students at the dissertation stage who are actively pursuing research that requires or would benefit from access to the holdings of the Maine Women Writers Collection.
- The Gathering of Writers creative writing program grows under direction of David Kuchta, Ph.D. The Fall, 2008 session is now fully registered. This popular and valued program ‘grows’ writers- here, in the Abplanalp Library at MWWC.
- 2009 MWWC Author Series is in the planning stages, anticipating talks from Patricia Pierce Erikson on Josephine Peary; Lael Morgan on her life and journalistic work in Alaska and with native people there; and Karin Woodruff Jackson on Sarah Orne Jewett’s Nature Imagery.



A student working with archival materials at the Abplanalp Library

