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University of New England Library Services Annual Report 2006-2007

UNE Library Services

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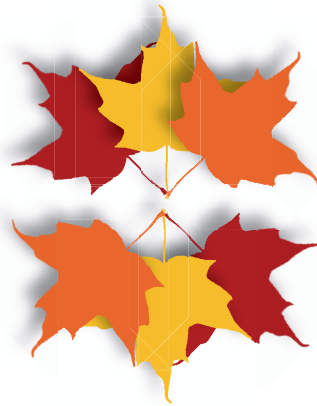
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University of New England



Library Services Annual Report 2006~2007



It is my pleasure once again to present the Annual Report of UNE Library Services. This year has been an especially eventful year as the Library & Information Resources units underwent not only the NEASC accreditation self-study report and site visit, but also hired a national external consultant firm, Edutech International, to bring an outside perspective to our own assessment of the UNE information services.



One of the key results of that external review is the de-coupling of Library Services from Information Technology Services and Media Services. This will allow UNE to focus more fully on all of these critical service areas and devote the attention and resources necessary to each of these growing and complex areas. The goal for all information resources areas is to anticipate and meet the rising library and technology expectations of students, faculty, and administration.

I have remained as the chief library officer and this report focuses on the accomplishments and challenges of the units within the Library Services departments.

As always, I am grateful for the fantastic team of librarians and library staff that UNE has assembled and maintained. These individuals are among the best, most dedicated, most talented, and creative anywhere.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "A. Golub", with a long horizontal flourish extending to the right.

Andrew J. Golub,
Dean of Library Services



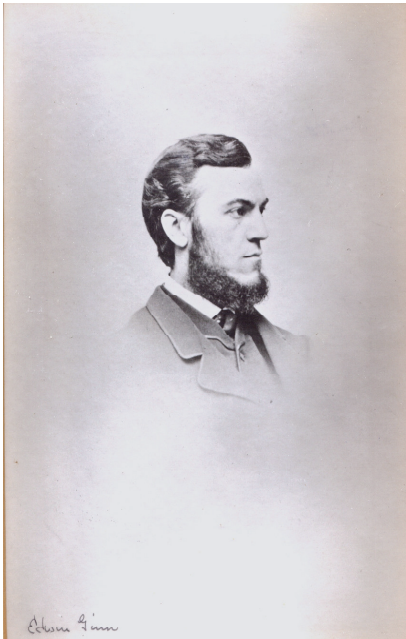
Westbrook College History Collection
Roberta (Bobby) Gray, Public Services Librarian

The Westbrook College History Collection documents and preserves the history of Westbrook Seminary (1831-1925), Westbrook Seminary & Junior College (1925-1933), Westbrook Junior College (1933-1970), Westbrook College (1970-1996), and the Westbrook College Campus. Published and non-published sources, records, documents, personal papers, scrapbooks, memorabilia, photographs, images and artifacts provide permanent and enduring commentary on the founding, development, organization and achievements of the institution.

Research inquiries and visits to the Westbrook College History Collection come from internal and external requestors, and the number of research requests doubles each year. The Collection serves a diverse clientele of UNE staff, alumni, faculty, students, scholars, historians and authors. Its web page at www.une.edu/wchc promotes institutional and historical research, and features a growing collection of histories, sketches, photographs, and finding aids.



Science Labs in Alumni Hall at the turn of the Century

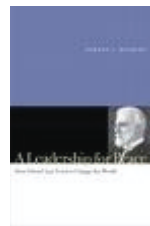


Edwin Ginn was an 1858 Westbrook Seminary graduate who rose to prominence as a well-known publisher, founder of the World Peace Foundation, and philanthropist. Ginn Hall honors this Westbrook College benefactor.

This past year the Westbrook College History Collection played a major supporting role in the internal research needs of development, alumni affairs, campus preservation, facilities master planning and architecture.

With archived institutional and historical materials dating back to 1842, and tintypes and photographs from the 1850s onward, the Collection was actively sought out by prominent historians and authors. Three recent scholarly publications contain research and photos from the Westbrook College History Collection:

Leadership for Peace: How Edwin Ginn Tried to Change the World, by Robert I. Rotberg. Stanford University Press.



“Comunidad Escondid: Latin American Influences in Nineteenth-and Twentieth-Century Portland,” by David Carey, Jr. IN Creating Portland: History and Place in Northern New England, edited by Joseph A. Conforti. University of New Hampshire Press.



Maine’s Visible Black History: The First Chronicle of Its People, by Harriet H. Price and Gerald E. Talbot. Tilbury House Publishers.

The Westbrook College History Collection is housed in the Abplanalp Library and the public services staff provides research support and access to this special collection.

Maine Women Writers Collection

Cally Gurley, Curator



The Maine Women Writers Collection, a UNE Libraries' unique special collection, established in 1959, thrives on the investments of time and wisdom by all who support the Collection. The state of the MWWC is good. We have set and maintained a strong pace, and found a good balance among all of our activities — and we are always tinkering with that balance. Roughly, the balance is between the necessary operations of record-keeping, materials processing, and acquisition-oriented activities (the “intake”) and the “outreach”: public activities, teaching activities, lectures, and more. These activities fuel the quantity and quality of the materials we collect and bring new opportunities for publicity. With the correct mix of exciting new materials and literary and scholarly contributions, the engine runs smoothly.

The focus of the curator is to maximize the safe exposure of Collection materials and to promote their study. The overview of the work of the curator is to produce a map – if you will – of the Maine, New England, and American literary culture as it relates to women of the 19th, 20th, and later centuries through papers, photographs, artwork, artifacts, and material culture. The contents of dressing tables, button and shell collections, and artwork illuminate the literary material. The MWWC is truly a cultural resource that is an integral part of the cultural landscape in Maine, New England, and beyond.

Administratively, all purchases are recorded, whether book, manuscript, or equipment; significant book purchases are documented in the acquisitions records of the library catalog as well as accessible to the world on the Internet via their records. Loans in and out are documented on loan forms; materials cataloged on the MWWC database program, ReDiscovery, then that data exported to the UNE-MWWC website.

2006 and 2007 have been two years of gifts: the Collection has continued to acquire unique manuscript material, and gifts have made up more than half the MWWC manuscript acquisitions.





Goals and challenges:

- To review and “clean up” the collections management database
- To process all the new material received and some longstanding backlog
- To partner with other literary venues for the best possible audiences for speakers
- To continue collecting actively
- To write and produce the MWWC Documentary The 50th anniversary of the MWWC is the perfect goal for the completion of a long contemplated MWWC documentary film. This resource will document the history of the Collection and its activities.
- To continue and strengthen the MWWC creative writing program ‘A Gathering of Writers’
- To continue and strengthen the MWWC Research Support Grant Program This program is designed to provide modest support to individuals pursuing research that requires or would benefit from access to our holdings. Grant recipients do primary research in the Collection facility, submit a brief report of that research, and provide a copy of all resulting publications to the MWWC.
- To complete roll-out of informative new MWWC website. The specialized integrated content of the new MWWC page design carefully blends directional and procedural information with links to the “Finding Aid” or the core of our information content, which then expands into individual web pages (linked from the Finding Aid listing) which highlight MWWC’s most significant authors. These pages are indexed by major search engines such as Google, bringing frequent inquiries to us that we would not otherwise receive.

Highlights and Accomplishments:

- Academic Conference Hosted by the MWWC in collaboration with the Charlotte Perkins Gilman Society, the conference was held June 15-18, 2006 with the theme “Charlotte Perkins Gilman: Then & Now.”
- A Gathering of Writers: Four times a year, the MWWC hosts a series of creative writing workshops inspired by the heritage of Maine Women Writers. Directed by David Kuchta, Ph.D., this is our most successful and popular program to date.
- Sandra M. Gilbert, “Modern Death, Millennial Mourning: The Challenge of Twentieth-Century Grief” (April 2, 2007; cosponsored with the Department of English and the Women’s Studies Program)
- In 2006 the MWWC received a major, five-year loan of the Chansonetta



Stanley Emmons (1858-1937) little known yet important photograph collection from the Stanley Museum in Kingfield, Maine. We continue to collaborate on programs for that collection.

- In 2006 the Manuscript Room was reconfigured with mechanically moveable compact shelving. The storage capacity has been expanded by 67%. We hope to utilize this strategy in the future for creating additional storage capacity in the processing area.

- *Acquisitions:*

- o The Chansonetta Stanley Emmons photograph collection
- o Linda Tatelbaum Collection – living Maine writer and teacher
- o Elisabeth Ogilvie Collection – celebrated Maine novelist
- o Nancy Cushman Dibner Collection of materials on the Maine women’s movement and the Maine branch of the N.O.W.
- o Marie Donahue Collection – author and Jewett scholar
- o Records of the Brush and Thimble Club – Kennebunk
- o A. Carman Clark Collection – columnist, novelist, diarist, teacher
- o Kate Flora Collection – fiction writer and A. Carman Clark’s daughter
- o Celia Thaxter letters – extremely rare
- o WCC Art Gallery Collection – our histories intertwine
- o Peary family gift of voluminous collection of photocopies of unpublished love letters between Admiral Robert E. Peary and his fiancée, then wife, Josephine Peary during the early days of their relationship and marriage.
- o Many more new items, books, periodicals, artifacts



New England Osteopathic Heritage Society

Gay Marks, Archivist



In New England, as in other parts of the country, osteopathic medicine has been serving the public's wellness for over 100 years. The New England Osteopathic Heritage Center (NEOHC) exists to reconstruct that history, collecting the documents and artifacts of those men, women and institutions to make that history available for research and to serve as inspiration to future professionals. The Center strives to collect representative records that integrate osteopathic physicians and their medical training and delivery institutions with the medical success and advancements that have made and continue to make health care in New England of superior quality.

Highlights and Accomplishments:

- Creation of a new brochure reflecting NEOHC's achievements and growth
- "Meeting the Match" fund drive to finance NEOHC's annual operating budget
- Utilizing a UNE work-study intern to assist in the Center's day-to-day functions
- Exhibit at UNECOM-related and New England state osteopathic association events
- Assist expanding number of researchers

Challenges:

- Define NEOHC's identity in its relationship with UNE
- Stabilize and expand the Center's financial base to include an endowment
- Continue to work with the UNECOM to promote osteopathic history
- Update NEOHC's web site to conform to UNE template
- Increase NEOHC's collection material of osteopathic institutions outside Maine

"NEOHC is an excellent resource for students to explore the roots of the profession of Osteopathic Medicine.

We are lucky to live in a world where DO's receive equal practice rights. When you look into the history, you see that we clearly walk in the footsteps of giants."

Daniel Sheps, MSII



NEOHC opened its doors in June 2003 after more than a year of planning by many committed individuals. As the Center begins its fifth year, the need to stabilize its financial support is its most pressing challenge. In light of the increased interest in the Center's resources from researchers and the continuing expansion of the profession, NEOHC must secure its financial future so that it will be available to serve osteopathic medicine.

Ophthalmologist chair from the office of Harry Friberg, D.O. Portland, ME. NEOHC Collection, UNE.

Technical Services Department
Sharon Eckert, Director



The Technical Services Department staff, individually and collectively, completed a successful year in achieving its goal of providing expedient and excellent service in accommodating the informational and research needs of the University Community. The Department's "technical" role in acquiring, cataloging, circulating, and borrowing library resources facilitated access and provided a direct connection between library resources and library users. The Department's "public" role in expediting the ordering, borrowing, and delivery of library resources in our UNE Libraries' collections as well as from our resource-sharing partners from Maine and from libraries worldwide, demonstrated the Department's commitment to providing excellent service.

"Excellent service with a smile" was further evident in our staff of 40-45 Library Student Assistants who worked at our UC and WCC Circulation Desks, assisted with document delivery, processed and shelved library resources, and assisted our patrons in a million different ways. Our Library Student Assistants are great ambassadors, demonstrating the value of the UNE Libraries' services, and helping patrons navigate a successful library experience.

Highlights and Accomplishments

- Successfully completed the third year of the Department's Assessment Project, comparing the subject areas of the UNE Libraries' firm order acquisition expenditures with the subject areas of the items most frequently borrowed by UNE students. Analysis of the Project data continued to identify those subject areas most in demand by UNE students and subsequently provided the basis for recommending a distribution of acquisitions allocations that will maximize our support of students' needs.
- Implemented participation in OCLC's World Resource Sharing IFM (Interlibrary Loan Fee Management) program
- Completed cataloging of MWWC (Maine Women Writers Collection) Morgan Collection and MWWC journal collection
- Completed reclassification/subject analysis of 46% of retrospective conversion grant titles
- Expanded holdings and access to many award-winning series, including Pulitzer Prize, National Book Award, Newbery Medal Books, Newbery Honor Books, Caldecott Medal Books and Caldecott Honor Books
- Coordinated compilation of the UNE Libraries' data submitted to the NCES (National Council for Education Statistics) Academic Libraries Survey
- Participated in UNE Libraries' ad hoc Web Site Revision Committee, UNE Calendar Committee, UNE Environmental Council, UNE Health Wise Committee



- Represented UNE as officer of AACOM's (American Association of Colleges of Osteopathic Medicine) Council of Osteopathic Librarians; Convened the Medical Library Association's national meeting of Osteopathic Librarians

Goals and Challenges

- Continue to collect/assess data for the Department's Assessment Project; include an analysis of the UNE Libraries' community of patrons
- Continue to assess the Libraries' physical spaces to maximize accommodation of student needs and enhance library services
- Continue to assess/enhance the Department's role in the provision of excellent service to all of our users
- Continue to explore collaborative opportunities for increasing the Libraries' visibility and value within the University Community



Systems, Journals and Electronic Resources

Stew MacLehose, Systems, Journals and Electronic Resources Librarian



The Libraries Systems, Journals and Electronic Resources Department is responsible for maintaining the libraries online catalog and web pages as well as acquiring journals (print & electronic) and electronic resources. To this end, we

- 1) acquire resources, continually assessing the resources to find the most cost efficient and usable means of access
- 2) provide on and off campus access to all of our electronic resources
- 3) provide technical assistance to patrons using these materials
- 4) continually search for more efficient means of access to these resources
- 5) maintain the libraries web pages which are our primary means of access to these resources.

The UNE Libraries' new home page is organized by subject area.



Students using the Ketchum Library's 16-seat Computer Lab to access library resources.



Highlights:

- Switched journal subscription agents from Ebsco to Swets
- Developed new library web design based on subject matter not material type
- Worked with the UNE Web Developer to streamline the creation and editing of web pages
- Assessed database usage and reported findings to the assessment committee
- Implemented Metafind, which allows searching across different databases
- Maintained access to over 27,000 electronic journals
- Attended Innovative User Group meeting in San Jose

Goals and Challenges:

- Implement Research Pro, an enhancement to Metafind, which allows searching across different databases
- Continue to acquire journals in electronic rather than print format

The screenshot shows a library website interface with the following elements:

- Navigation tabs: CAS Resources, COM Resources, CHP Resources, Pharmacy Resources
- Search header: SEARCH ALL RESOURCES USING RESEARCH PRO
- Search input: Keyword [dropdown arrow] [text box] All Sources [dropdown arrow] [Search button]
- Links: [Advanced Search](#), [What is Research Pro?](#)
- MAJOR GUIDES list:
 - Biology/Marine Biology
 - Business Administration
 - Chemistry/Biochemistry
 - Creative & Fine Arts
 - Education
 - English
 - Environmental Studies
 - Exercise & Sport Performance
 - History
 - Liberal Studies
 - Mathematical Sciences
 - Medical Biology
 - Political Science
 - Psychobiology
 - Psychology
 - Sociology
- RESEARCH HELP list:
 - Writing the Paper & Style Manuals
 - First time using the library?
 - Search Engines
 - Course Guides

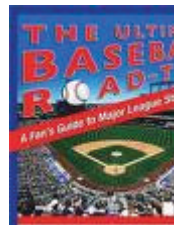
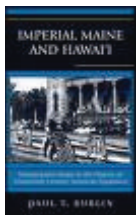
The Metafind search tool, Major guides list and list of other Research Help tools on the libraries College of Arts and Sciences home page.

Public Services Department
Barbara Swartzlander, Director



“FIND IT, OR REFER IT!!!” is the Public Service Department staffs’ ongoing motto and philosophy. In addition to email, phone and in-person service, we spend a great deal of our time conducting Library User Instruction. These sessions are taught on both campuses either in classrooms that are outfitted with media equipment or in the Library Instructions Labs. These tailored classes promote information literacy and empower students to conduct their own research. An incredible 27,000 full-text journal title collection supports research in all the diverse and multi-faceted curricula offered at UNE. All of our electronic databases, ejournals, ebooks and eresources are accessible from on-campus or off-campus for 24/7/365 access. The Collection Development Policy guides our ongoing acquisitions and reflects the ever-changing materials formats and modes of access. Using the data from performance outcomes assessment and student learning outcomes assessment, we continue to:

- Adapt Libraries’ products and services to user needs
- Tailor the collection to user requests and needs
- Review and employ strategies for marketing and outreach
- Promote information literacy via the Libraries’ User Instruction program
- Improve students’ library and research skills
- Determine purchase/subscription decisions based upon cost-per-use statistics
- Participate in a variety of UNE committees relevant to our services



“UNE Authors and Notes” is a series of talks and readings by University of New England faculty highlighting their writing and books were held during the academic year. The lectures were free and open to the University community and the public.

UNE Authors read from their books and shared with the audience their experiences through questions and answers in three separate book talks. Copies of each author’s books were for sale by the UNE Bookstore staff. The series was sponsored by the College of Arts and Sciences and the UNE Libraries:

Wednesday, April 4, 2007

Josh Pahigian, adjunct faculty, Department of English

Josh, today’s leading baseball travel writer, is the author of five books: *The Ultimate Baseball Road-Trip*, *The Ultimate Minor League Baseball Road-Trip*, *Spring Training Handbook*, *Why I Hate the Yankees*, and *The Red Sox in the Playoffs*.

Wednesday, Nov. 15, 2006

Michael Beaudoin, Ed.D., Professor of Education

Perspectives on Higher Education in the Digital Age, published in April 2006 by NOVA Science Publishers, Inc.

“Information literacy is a key component of, and contributor to, lifelong learning.”
Information Literacy Competency Standards for Higher Education, Association of College and Research Libraries, 2000.

Tuesday, Oct. 3, 2006

Paul Burlin, Professor of history and Interim Dean of the College of Arts and Sciences
Imperial Maine and Hawai'i, Interpretative Essays in the History of Nineteenth-Century
American Expansion



WICKED COOL DVD COLLECTION

In addition to the UNE Libraries' outstanding services and resources, a DVD collection supporting the UNE curricular offerings is collected and maintained. Students, especially those living on-campus, faculty and staff enjoy these video recordings. This collection contributes to a campus-wide effort to support student retention. Entertaining and educational DVD titles, among the 115 added this year, include: A Little History Worth Knowing, An Inconvenient Truth, Beloved, Brokeback Mountain, Change and Motion: Calculus Made Clear, Daughters of the Canopy, The Human Body: Systems at Work, Journey to the Sun, Miracle Planet, Murderball, Sideways, The Singing Detective, 12 Monkeys, Turtles Can Fly, Who Killed the Electric Car?, and World in the Balance.

UNE LIBRARIES' USER INSTRUCTION PROGRAM

Barbara Swartzlander, Bobby Gray, John Hutchinson, Cadence Atchinson

The UNE Libraries' Public Services staff offers an outstanding user instruction program for all UNE students. Reaching a total of 1546 students in 74 sessions on both campuses! Library instruction was integrated into the College of Arts and Sciences (CAS) and the College of Health Professions (CHP) curricula. Tailored instruction sessions were conducted, among other majors, for Biology, English, Environmental Sciences, Occupational Therapy, Nursing, Nurse Anesthesia, and Dental Hygiene students.

The CAS Bio104 Forest Ecology "Critter on a Card" assignment, once again, continues to be a wicked-good assignment for freshmen. The Biology Department and the UNE Libraries worked together to coordinate this biology laboratory assignment. Each student received an index card with only the scientific name of a critter, such as "Bubo virginianus," written on it. With only that one piece of information, they began a treasure hunt for reputable websites, books, scholarly journal articles, and magazine articles relevant to their critters.



*Great
Horned Owl
"Bubo virginianus"
Pennsylvania Game
Commission,
State Wildlife
Management
Agency*



All of the CAS Bio 100 Lab students also come to the Libraries for user instruction. These assignments result in a written lab assignment. It's an excellent introduction to basic library research skills that serves students well throughout their careers at UNE. These two Biology sections insure that virtually all of the incoming Freshmen receive an introduction to the UNE Libraries. Students are all shown how to locate:

- Books in the UNE Libraries catalog, MaineCat and WorldCat
- Scholarly journal articles
- Magazine articles
- Websites and use criteria for evaluation
- Style Manuals for citing references
- Information to recognize and avoid plagiarism.

Student Evaluations of Instruction forms, newly revised this year to obtain more detailed information, indicate that students gain confidence in their abilities to use the research tools and resources provided by the UNE Libraries. However, less than 30 percent of those students, mostly freshmen, feel confident that they can use the resources without help. It is a good thing that the Public Services Staff offer reference services and help for students via email, phone, "Ask a Librarian" from the webpage, and in-person because repetition and reinforcement is necessary to develop Information Literacy skills.

In class assignments with Information Literacy components, 100% of the students in the following classes completed their class assignments following their library instruction: Business Management 301, Business Management 498, Senior Dental Hygiene, and Nurse Anesthetist Professional Aspects.

