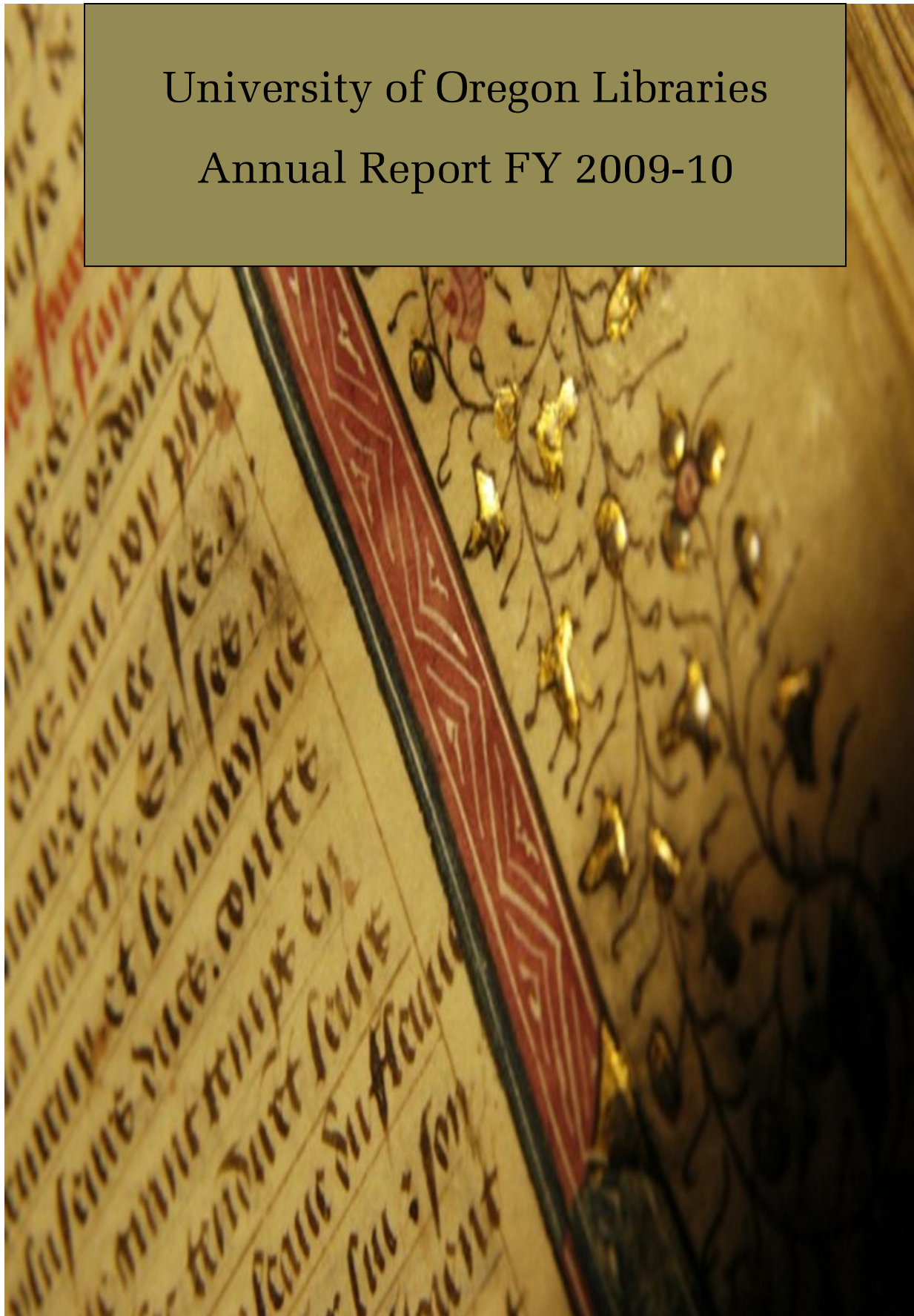


University of Oregon Libraries
Annual Report FY 2009-10



University of Oregon Libraries

Annual Report, FY 2009-10

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Instruction and Instructional Support section: Science Library classroom, courtesy of Dean Walton, Science Library.

Contents

Foreword from the Dean of Libraries.....	1
Quick Facts	3
UO Libraries Value Calculation – Return on Investment.....	6
Library Budget and Expenditures.....	9
Library Instruction.....	15
Instructional Support from the Center for Media and Educational Technologies.....	17
Blackboard	22
Reference and Research Support.....	23
Circulation and Collection Use.....	26
Resource Sharing	30
Use of Electronic Resources.....	33
Locally Developed Digital Collections	37
Initiatives, Projects, and Collaborations	42
Library Facilities.....	49
Gateway to Organizational Learning and Development.....	56
Assessment Projects.....	58
Appendix A: Library Organizational Chart.....	62
Appendix B: Midterm Report for the NWCCU Accreditation, March 30, 2010	63
Appendix C: Professional Activities and Accomplishments of UO Libraries Faculty and Staff	64
Appendix D: Diversity Strategic Action Plan Progress Report 2009-2010 Academic Year <i>and</i> Underrepresented Minorities Plan Executive Summary.....	82

Foreword from the Dean of Libraries

Fiscal year 2010 will be remembered as the beginning of the Great Recession (GR). Although the full impact of a struggling economy reached Oregon later than other parts of the US, its force was just as powerful. We watched and listened to stories from our peer institutions that were discouraging at best, devastating in some cases. Fortunately, the impact of the GR on the UO Libraries was manageable for two reasons. Firstly, cuts to our state allocations are relatively small in real dollars, because the state's contribution to the university is now just under eight percent. Secondly, the university made an administrative decision to hold our budget for scholarly resources harmless. Just as this state was late getting into the recession, we will be late getting out of it. As a consequence, significant improvements in the budget situation are not likely in the near future.

Traditional circulation of print resources continues to be replaced by significant increases in use of electronic resources, particularly full-text journal articles. Use of the library's collections today far exceeds what we have ever seen in our history. Traditional in-person reference activity remains fairly steady, but there were huge increases in the number of inquiries we receive electronically. Although both faculty and students have a strong preference for digital resources and services, use of the facilities remains high. During a typical week in fall term, the campus libraries experience nearly 49,000 visits—most of these from students. The Library as Place remains an important aspect of campus life, and this past year we have been able to make modest improvements in the facilities to respond to demand and user preferences.

One added component to this year's annual report is the return on investment calculation (ROI). The research library community is paying more attention to these kinds of calculations, and there are now a few models we can adopt to provide us with estimates on the value of our expenditures. Research into these methodologies is just beginning, so it is reasonable to assume that the results are imperfect. However, it is important to begin this kind of analysis, recognize the imprecisions, and participate in efforts to adopt more reliable tools for the future. Using one model that was created at Cornell University, the UO Libraries shows a return on investment of \$2.80 in value for every \$1.00 spent. Given the costs of scholarly resources and their highly specialized nature, this estimate appears to be very favorable.



Beyond the data, there are many impressive success stories that reflect positively on the staff and their commitment to the teaching and research mission of the university. It is a privilege to work with people who are dedicated to a noble purpose, and it is always a privilege to work with bright and talented students.

Deborah A. Carver

Philip H. Knight Dean of Libraries

Quick Facts

A snapshot of the UO Libraries as of June 30, 2010

Facilities:			
	Knight Library (main library)		
	Center for Media and Educational Technologies		
	Special Collections and University Archives		
	John E. Jaqua Law Library		
	Science Library		
	Mathematics Library		
	Rippey Library (Oregon Institute of Marine Biology in Charleston)		
	Architecture and Allied Arts Library		
	Visual Resources Collection		
	Portland Library and Learning Commons		
Fiscal Year 2010 Expenditures:		% change from previous year	
	Unclassified staff	\$ 4,204,820	1.1%
	Classified staff	\$ 3,002,489	-2.5%
	Students	\$ 872,757	-3.6%
	Other payroll expense	\$ 3,788,809	-6.3%
	Collection purchases	\$ 2,872,566	-9.5%
	Access to information content	\$ 3,554,592	8.3%
	Technology*	\$ 846,946	12.5%
	Other supplies and services*	\$ 760,434	19.3%
	Staff development, travel	\$ 139,020	-4.8%
	Total expenditure:	\$20,042,433	-0.7%
		<i>*Restored funding to previous level after previous year cut</i>	
Human Resources:		increase or decrease	
	Faculty (Officers of Administration)	74	2 FTE
	Classified staff	84	2 FTE
	Student staff (including Graduate Teaching Fellows)	58	-5 FTE
	Headcount of student employees	291	+ 6
Technology:		% change from	
	Public computers in the libraries (includes classrooms)	350	9.0%
	Laptops available for student checkout	20	-4.8%
	Library catalog, public interface: WorldCat Local (OCLC, Inc.)		
	Library catalog, technical platform: Millennium (Innovative Interfaces, Inc.)		

		% change from previous year	
Collections:			
Print volumes (books, serials, uncat gov docs)		3,138,936	1.8 %
Microform pieces		4,198,103	0.9%
Audio and video (also includes computer files)		110,882	-1.0%
Cartographic materials		783,154	0.2 %
Manuscripts and archives (linear feet)		74,265	-0.5%
Graphic materials (photos, slides, etc.)		1,327,009	0.0%
Electronic books		291,531	8.8 %
Current Acquisitions:			
New monographs purchased			
(July 1, 2009-June 30, 2010)		18,037	7.6%
Gross volumes added (includes gifts & print serials)		67,639	37.3 %
Electronic databases (<i>estimate</i>)		300	-3.2 %
Current serial titles**		74,487	58.9%
Print only=4%, Electronic=96%			
**Revised counting and de-duping methodology confirmed;			
includes 26,597 freely accessible e-journals			
		% change from previous year	
Usage:			
Initial circulation (excluding reserves)		195,681	-6.3 %
Reserve circulation (print and AV)		57,558	9.4%
Electronic reserves usage		52,479	-24.0%
Total circulation (including renewals & all reserves)		361,809	-10.1%
Virtual visits to the libraries' website (annual)		5,519,330	11.8 %
Full-text articles retrieved from licensed resources		2,468,633	11.6%
Number of items viewed in local digital collections***		335,185	n/a
Door count (all libraries)			
Typical week, Fall Term, 2009		48,758	-6.4%
Reference questions answered - total		55,078	8.5%
In person or by telephone		45,849	-3.3%
Virtual (e-mail, chat) - rapidly expanding service		9,229	173.8 %
Classroom instruction, presentations		622	-11.5%
Classroom instruction, participants		14,109	18.3 %
Items borrowed (from other libraries or commercial services)		57,588	-1.3%
Items loaned (to other libraries)		76,731	13.4%
*** Not all collections reported this year			

Endowments:		<i>% change from previous year</i>
	The libraries have 69 endowments (or quasi-endowments).	1%
	The market value of these was roughly \$19 million as of 06/30/10.	18%
Memberships:		
	Association of Research Libraries	
	Coalition for Networked Information	
	SPARC (Scholarly Publishing and Academic Resources Coalition)	
	Council on Library and Information Resources	
	Public Library of Science (PLOS)	
	Freedom to Read Foundation (of the American Library Association)	
	OCLC (Online Computer Library Center)	
	Center for Research Libraries	
	Pacific Rim Digital Library Alliance	
	Greater Western Library Alliance	
	Orbis Cascade Alliance	

UO Libraries Value Calculation – Return on Investment

Intuitively, we know that the value a library provides is not the same as the cost. Annual expenditures measure the cost, but what is the value? If one knew the value, one could calculate the Return on Investment (ROI).

ROI calculations have been common for public libraries for the past decade. Econometrics and contingent value theory have been employed to determine roughly a 4:1 return to communities for dollars invested in public libraries. (Depending upon the method used, and the community, the figure may be slightly higher or lower than 4:1, but the calculations cluster around this figure.)

On the academic library front a number of studies have been done to calculate the value of some portion of the library. For example a University of Illinois study looked at the research grant funding the institution received related to the investment in library subscriptions¹. Last January the Association of Research Libraries (ARL) announced their participation in a three-year IMLS grant funded project to study the value of libraries and the return on investment in academic library services and resources². This is in partnership with the University of Tennessee and the University of Illinois at Urbana-Champaign.

A year ago the Cornell University Library posted a library value calculation that was based on ARL statistics. This method has the advantage of using data we already collect, has a transparent methodology with assumptions clearly stated, and is quick and easy to do. The disadvantages to this method of calculation are noted on the Cornell website: <http://research.library.cornell.edu/value>. The fundamental key disadvantage is that this is really just a partial accounting of the value of library outputs. Nevertheless, it is a modest calculation, requires little time to perform, and can be seen as an interim solution as the ARL/Tennessee/Illinois research initiative progresses.

¹ Kaufman, P.T. 2008. "The Library as Strategic Investment: Results of the Illinois Return on Investment Study". *LIBR Quarterly*, 18(3-4): 424-436.

² ARL Partners in Grant to Study Value of Academic Libraries, last modified January 12, 2010, <http://www.arl.org/news/pr/ROI-grant-12jan10.shtml>

University of Oregon Libraries, Return on Investment ROI Calculation, FY 2010³

Resource		Cost of investment	Value
Book and Audio/Visual Checkouts	Total Checkouts = 340,249 Includes general collection, reserves, Summit and Interlibrary Loan checkouts and a calculated use of in-house items.	\$26.12 per use. Based on 50% of the average Amazon.com unit order cost for scholarly material. The assumption is that access to a volume through borrowing it from the library is worth a user 50% of what it would cost to purchase the book.	Total checkouts by cost of investment = 340,249 x \$26.12 \$8,887,304
Electronic resources	Total use of electronic resources = 2,531,221 Includes full-text article downloads from licensed resources; ILL articles borrowed; use of electronic reserves and E-book use.	\$15.75 per full text article retrieved online or borrowed. This is 50% of the cost of obtaining articles on a Pay-Per-View model from Science Direct.	Total use of electronic resources = 2,531,221 x \$15.75 \$39,866,730
Reference Service	Number of reference questions answered = 55,078	\$15 per reference transaction, from the Massachusetts Library Association library value calculator.	Reference service = 55,078 x \$15.00 \$826,170
Research consultations with faculty and students	Number of research consultations with faculty and students = 1,535	Average time of 90 minutes per consultation and a research service published fee rate of \$60/hour.	Research and consulting service = 1,535 x 1.5 x \$60.00 \$138,150
Distribution of UO-created and/or unique content to the world	The number of queries/items viewed in Scholars' Bank; Local Government Documents Archive; University Archives & Electronic Records; UO Channel; 25 other digital collections; and e-Asia. = 335,185	Assumes that half the commercial pay-per-view charge (\$15.75) describes the value of disseminating a UO-authored document.	Distribution of local content = 335,185 x \$15.75 \$5,279,164
Equipment borrowed or set up in campus classrooms	Number of deliveries to, and pickups from, classrooms = 7,221	\$50 per equipment loan and classroom setup. The rate for a common equipment loan (laptop and projector) is \$35.00 and the rate for delivery and setup of the equipment to a classroom is \$15.00.	Equipment loan, delivery, and setup in classrooms = 7,221 x \$50.00 \$361,050
Return on investment	UO Libraries' expenditures for FY 2010, from all sources: \$19,580,401	The total calculated value of the use of library collections = \$55,358,568. Divided by the expenditures equals the return on investment.	Return on investment: 2.8 : 1

³ Based on Cornell University Library model: <http://research.library.cornell.edu/value>

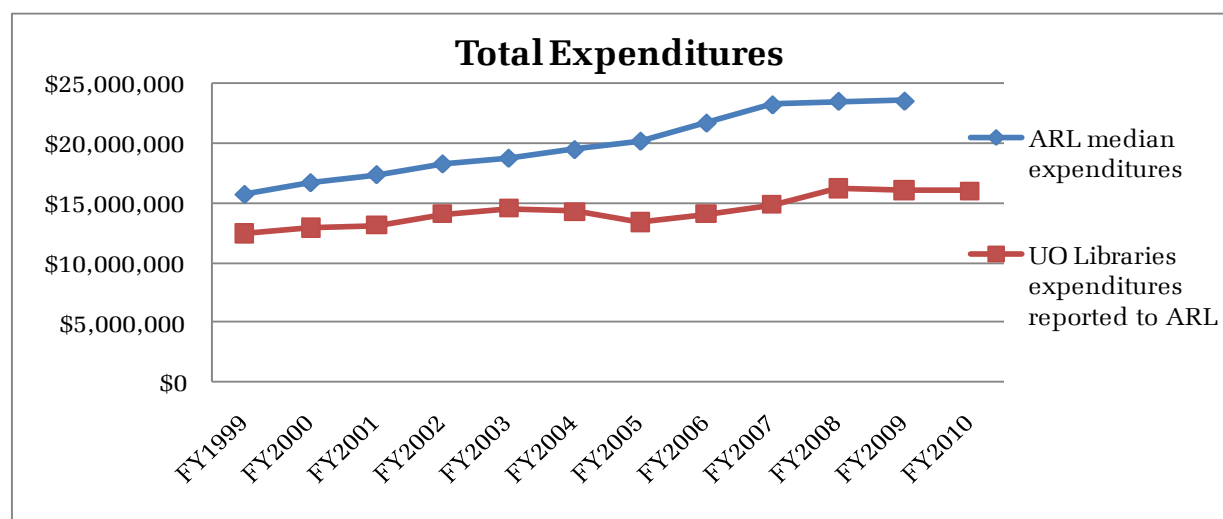
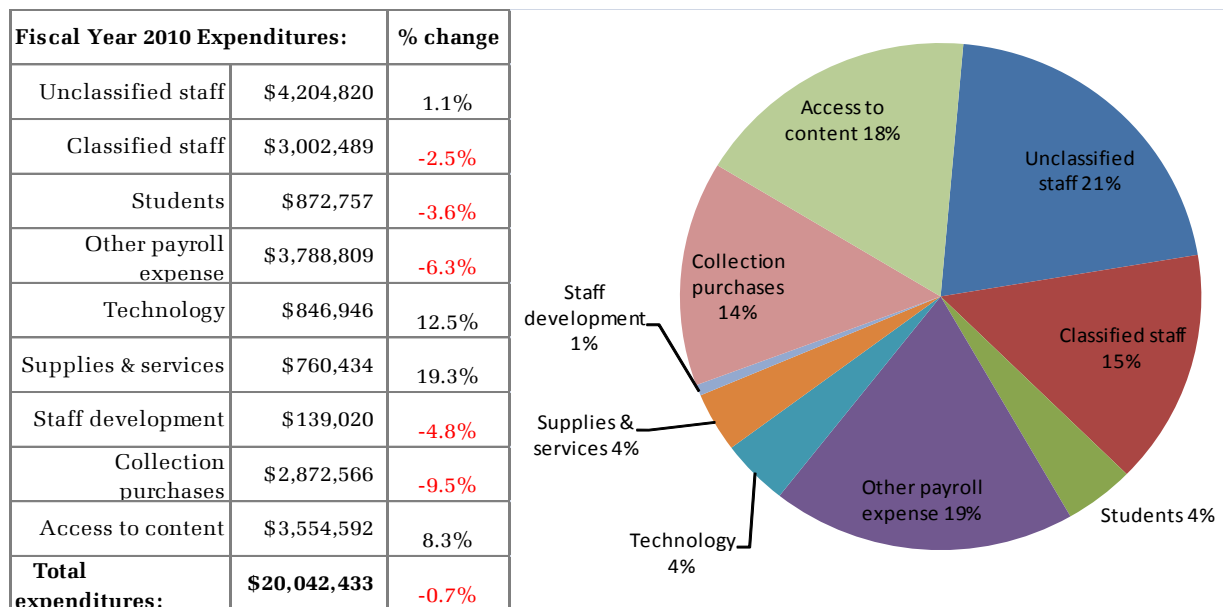
What's missing from this ROI calculation?

- Use figures are not available for some electronic databases, most e-books, and some locally produced and maintained digital collections;
- In-house use figures for print collections are estimated based on the amount of photocopies generated;
- Use figures for public computers, printers, carrels, classrooms, and study spaces are not included, nor is the value of the use of this equipment or library space calculated;
- The value of library instruction and what it contributes to student success;
- Any outcome or impact measure.

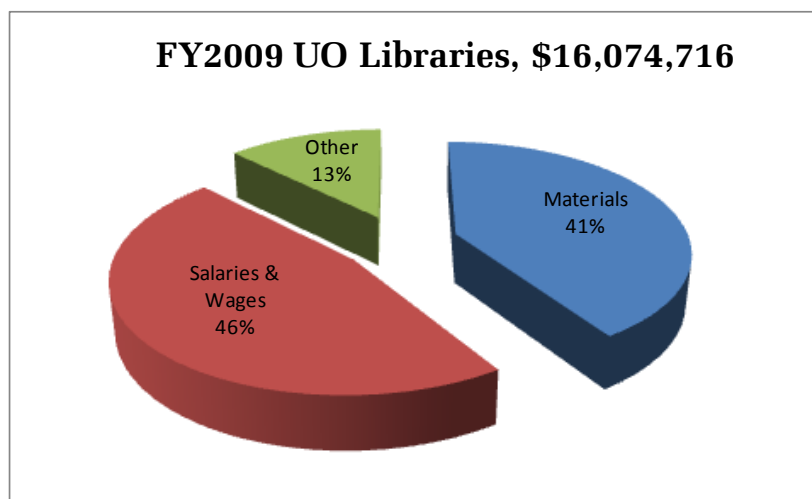
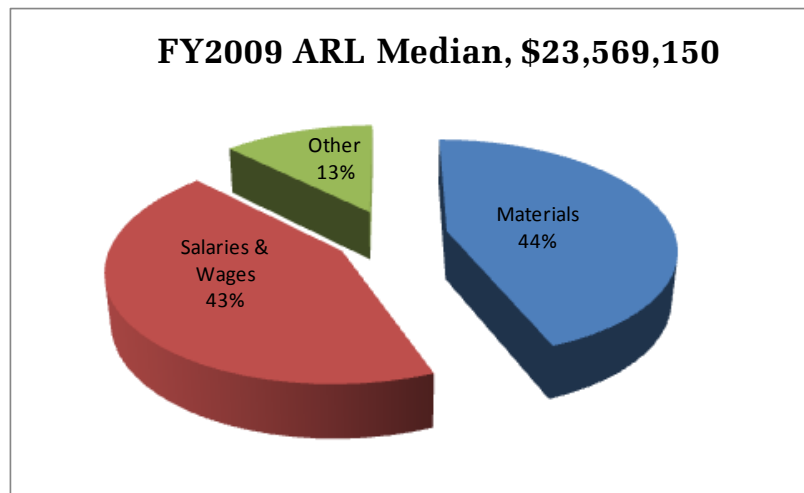


Library Budget and Expenditures

The UO Libraries' total expenditures were down just under one percent in FY 2010. The main struggle during the year was to accommodate a mid-year budget cut to operations, but not collections. Classified (unionized) staff were required to take unpaid furlough days, however the budget was able to support some overtime hours to mitigate the impact of the furloughs. Most new hiring was deferred and several positions permanently eliminated. Technology and supplies budgets were partially restored after taking big cuts the previous fiscal year.



Our major areas of expenditure are similar to other Association of Research Libraries (ARL) members. (Note: ARL-reported expenditures *exclude* OPE (Other Payroll Expenses) and campus classroom equipment and Blackboard support.)



UO ranking in ARL investment index	
FY 2002-03	84
FY 2003-04	90
FY 2004-05	101
FY 2005-06	103
FY 2006-07	96
FY 2007-08	93
FY 2008-09	95
FY 2009-10	<i>unavailable</i>

Our ranking in the ARL investment index is relatively stable after dropping in FY 2005 and FY 2006. Historically, our ranking was in the mid-80s until the last decade.

The index is comprised of four metrics:

- Total library expenditures
- Salaries and wages of professional staff
- Information resources expenditures
- FTE professional plus support staff

Library Development

With the generous support of more than 2,500 donors, Library Development raised three million dollars during FY 2010. The Libraries' current endowment totals \$18.8 million.

Each gift to the library represents an investment in students—and ultimately, our future. Support for critical library priorities—collections, technology, and student employees—helps us provide richer research collections, better services, and enhanced facilities for learning.

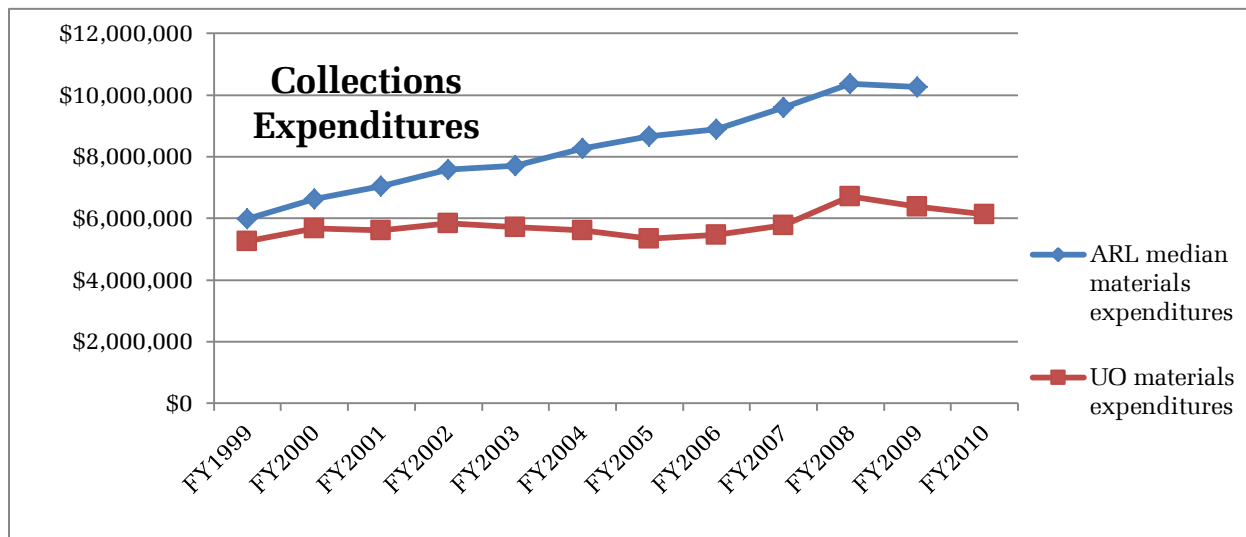
A few highlights:

- Bequest of \$1.75 million to set up an unrestricted endowment
- Gift of a home valued at \$280,000 for unrestricted use
- Technology (computers, equipment, and software): \$132,000
- Deferred gifts and bequests totaling \$140,000
- Gifts of appraised collections (books and manuscript materials): \$146,258



Information Resources Expenditures

The collections and access expenditures of the UO Libraries (Knight Library, branch libraries, and John E. Jaqua Law Library) dipped again in FY 2010 as most serial subscriptions identified for cancellation in 2009 were actually eliminated in calendar year 2010. Some titles were saved, at least temporarily, when the collections budgets were spared from campus-wide cuts and also received one-time funding to help offset serials inflation. The dip in expenditure is not reflective of a budget cut, but rather the result of cancelling subscriptions and then banking the savings to offset future inflationary increases. The recent trend of 6 to 8 percent serials inflation, although better than the inflation rates of the previous decade, is still not sustainable.

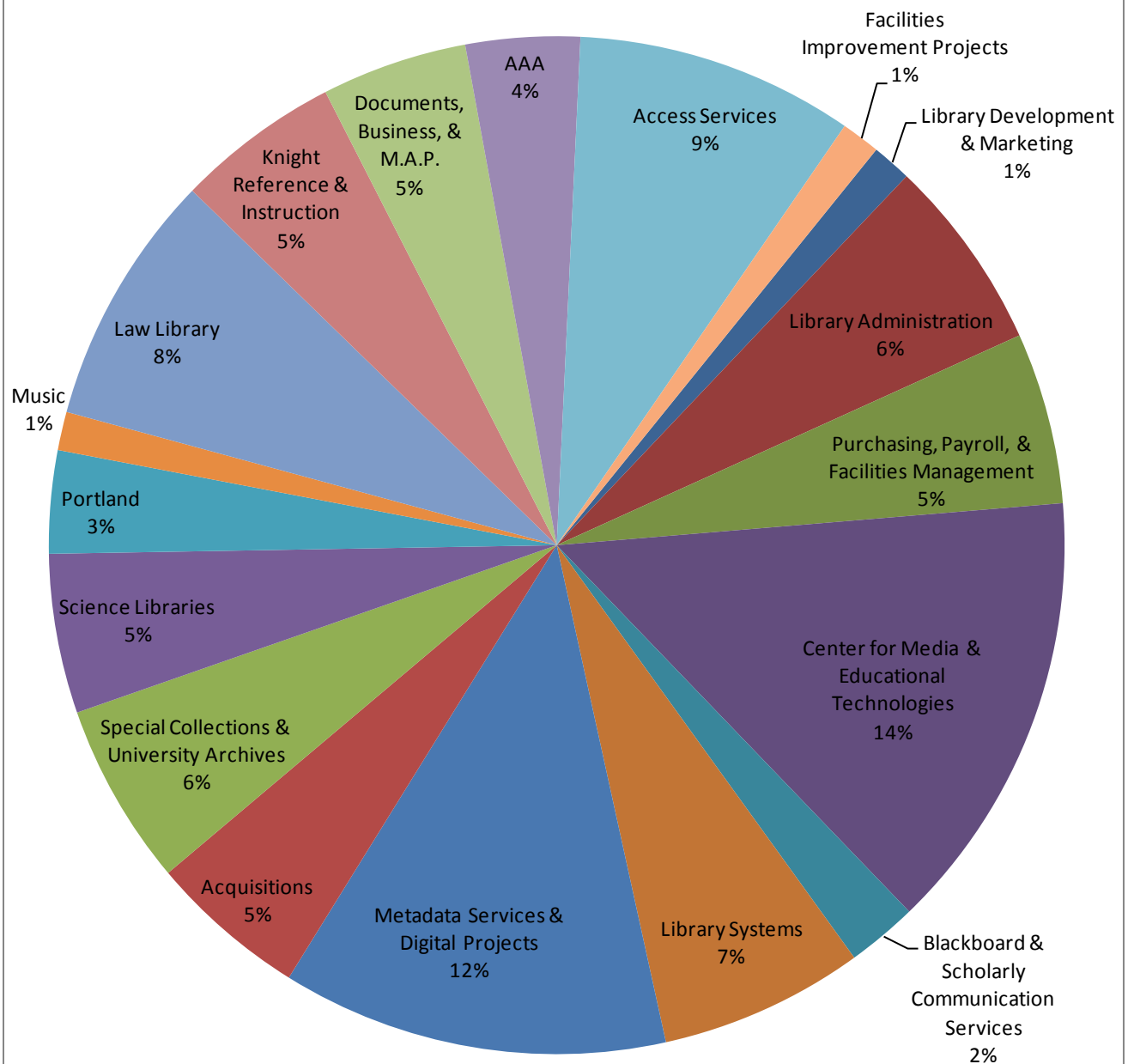


Peer group FY2009	Collections expenditure, excluding binding	Total full-time students	Expenditure per student
MICHIGAN	22,565,018	38,278	\$590
WASHINGTON	16,657,209	38,059	\$438
NORTH CAROLINA	16,167,925	23,788	\$680
INDIANA	14,794,891	35,742	\$414
IOWA	14,278,353	23,581	\$606
PITTSBURGH	14,206,270	29,496	\$482
VIRGINIA	13,107,062	20,701	\$633
ARIZONA	12,890,572	33,105	\$389
WISCONSIN (median in expend)	11,710,988	37,308	\$314
COLORADO	11,394,102	28,868	\$395
KANSAS (median in \$/student)	9,621,889	24,583	\$391
MARYLAND	9,499,472	37,195	\$255
MISSOURI	8,459,261	24,851	\$340
NEBRASKA	6,458,844	20,495	\$315
MASSACHUSETTS	6,417,445	21,055	\$305
OREGON	6,387,091	17,866	\$357
CALIFORNIA SANTA BARBARA	5,449,640	20,933	\$260

Operations Expenditures

Library operations expenditures are 88 percent labor related: salaries, wages, and benefits. This table reflects the distribution of non-collections expenses among library cost centers.

Library Operations Expenditures, FY2010



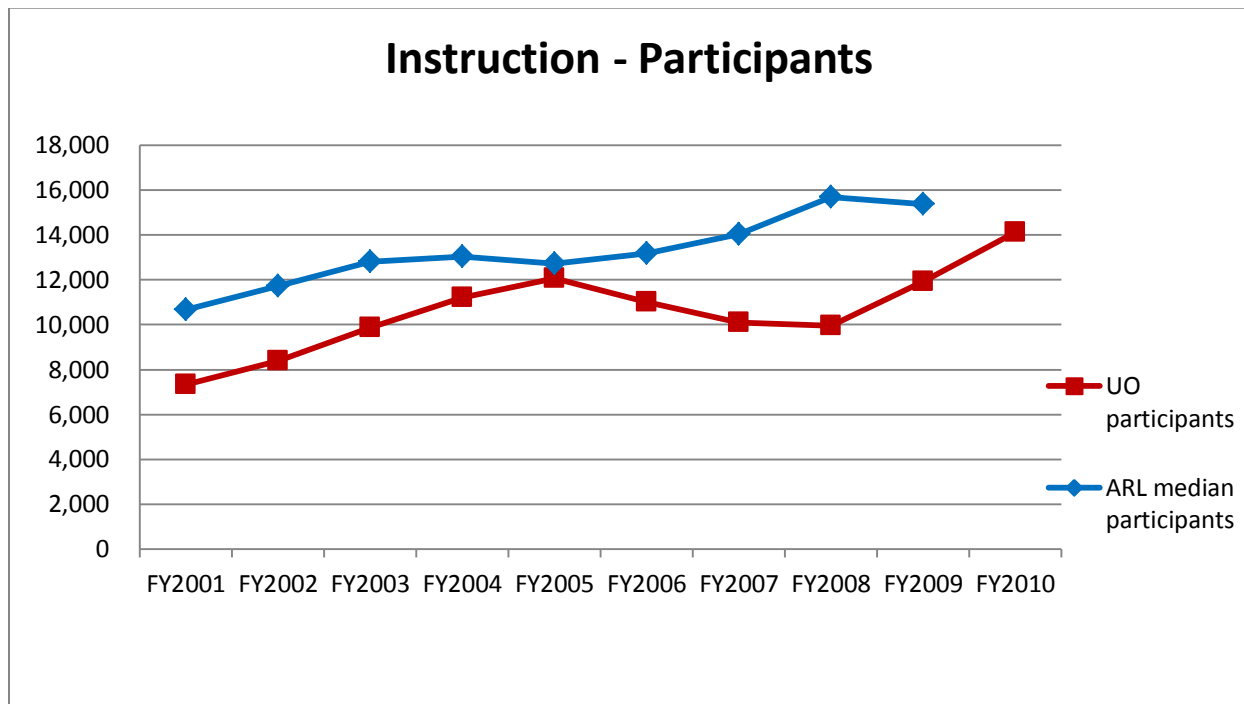
Library Budget and Expenditure Balance Sheet							
FY 09-10 Budget (<u>including</u> carry forward)	General Operations (incl. CMET)	Collections & Access	Law Library Operations	Law Library Collections & Access	Blackboard & Classroom Equipment	Portland Lib & Learning Commons	Total
General funds	\$10,224,351	\$5,302,510	\$1,161,043	\$1,143,487	\$356,501	\$643,134	\$18,831,026
ICC	\$25,000	\$426,060	\$0	\$0	\$0	\$0	\$451,060
Income (fees, fines, printing, etc)	\$586,083	\$181,395	\$1,871	\$0	\$0	\$34,501	\$803,850
Designated Operations, Service Centers, Auxil.	\$360,608	\$0	\$0	\$3,162	\$440,000	\$0	\$803,770
Grants	\$601,273	\$0	\$0	\$0	\$0	\$0	\$601,273
Gifts/Endowment income	\$1,044,096	\$569,628	\$3,875	\$11,295	\$0	\$0	\$1,628,894
Total	\$12,841,411	\$6,479,593	\$1,166,789	\$1,157,944	\$796,501	\$677,635	\$23,119,873
<i>Note: Budget differs from Banner roll-up report because:</i>							
<i>Excludes ORBIS; includes law school org code 228 48 2 (\$310,414), ASUO funds for law (\$3,162);</i>							
<i>includes amount of direct expenditures from UO Foundation (\$60,774).</i>							
FY 09-10 Expenditures	General Operations (incl. CMET)	Collections & Access	Law Library Operations	Law Library Collections & Access	Blackboard & Classroom Equipment	Portland Lib & Learning Commons	Total
Unclassified staff	\$3,616,088		\$469,577		\$0	\$119,155	\$4,204,820
Classified staff	\$2,641,656		\$201,492		\$55,010	\$104,331	\$3,002,489
Students (including GTFs)	\$779,598		\$42,358		\$0	\$50,801	\$872,757
OPE	\$3,312,265		\$328,704		\$26,492	\$121,348	\$3,788,809
Collection purchases	\$28,070	\$2,438,347	\$0	\$382,954	\$0	\$23,195	\$2,872,566
Access to information content (memberships/e- resources)	\$51,904	\$2,741,585	\$0	\$757,370	\$0	\$3,733	\$3,554,592
Technology (software, equipment, maintenance)	\$468,046		\$11,861		\$351,019	\$16,020	\$846,946
Other S&S (supplies, telecom, recycling)	\$682,496		\$20,013		\$26,727	\$31,198	\$760,434
Professional development, travel	\$111,756		\$22,413		\$2,784	\$2,067	\$139,020
Total	\$11,691,879	\$5,179,932	\$1,096,418	\$1,140,324	\$462,032	\$471,848	\$20,042,433
<i>Note: Expenditures differ from Banner roll-up report because:</i>							
<i>Excludes ORBIS; includes law school expenditures for law library, org code 228 48 2 (\$313,340) and ASUO fund (\$3,152); includes direct expenditures from UO Foundation (\$60,774).</i>							
<i>OPE, Blackboard FTE and expenditures, and classroom equipment expenditures are excluded from ARL stats.</i>							

Library Instruction

Student participation in library instruction sessions continues to show an increase, although some of this is due to more consistent and comprehensive reporting. We have active



partnerships with the Freshman Interest Group (FIGs) and Writing programs. We also have increased instruction to students in the American English Institute. We provided sessions in several large classes in Sociology, Geography, and Environmental Studies. Instruction to Sociology, Anthropology, and Ethnic Studies students has increased. Librarians were tightly integrated into several Honors College and Art History classes.



Some highlights:

- Special Collections taught the 3-credit Freshman Seminar called The Book in History.
- The UO Libraries offered the 1-credit LIB 101 in Fall and Winter Terms.
- Our education and history subject specialists each taught non-library 4-credit classes during FY 2010.

- A one-credit companion course was taught by the art history subject specialist.
- Our very strong relationship with the First Year Program resulted in 65 library instruction sessions this year.
- We have a strong relationship with the Writing Program class devoted to developing research writing skills. Each year the librarians teach 33 sessions in these classes.
- Librarians were highly-integrated into a record number of campus credit courses, including Anthropology, Art History, Biology, Business, English, Environmental Studies, Ethnic Studies, French, History, Honors History & Literature, Italian, Journalism, Law, Music, Sociology, and College Scholars.
- A Center for Media and Educational Technologies staff member taught a guest lecture on gaming for a Japanese class.
- The Center for Media and Educational Technologies staff taught several technology workshops.
- A few of our general orientations are quite large, for example, 200 students in the International Student Tours.

In FY 2009, the percentage of students we reached through our instruction programs was roughly at our peer group median according to metrics reported to the Association of Research Libraries. This is the latest year for which comparator data is available.

<u>Peer group</u>	<u>Instruction Participants, FY2009</u>	<u>FTE full-time students, FY2009</u>	<u>Participants as % of student FTE</u>
North Carolina	29,094	23,788	122%
Indiana	35,949	35,742	101%
Kansas	20,581	24,583	84%
Pittsburgh	23,894	29,496	81%
Arizona	26,473	33,105	80%
Iowa	17,527	23,581	74%
Wisconsin	27,444	37,308	74%
Michigan	26,880	38,278	70%
Washington *peer group median	25,613	38,059	67%
Oregon	11,925	17,866	67%
Virginia	13,414	20,701	65%
Maryland	21,512	37,195	58%
U Mass	9,811	21,055	47%
Missouri	11,425	24,851	46%
Colorado	13,054	28,868	45%
UCSB	9,594	21,392	45%
Nebraska	6,212	20,495	30%

Instructional Support from the Center for Media and Educational Technologies

Interactive Media

CMET:Interactive Media (IM) offers a wide range of services from dynamic web site design and development to online databases tutorials, interactive learning tools, virtual tours, print design, and CD-ROMs. Some of the FY 2010 projects include:

- University of Oregon Virtual Tour
- Teaching Effectiveness Program's "Exemplary Teachers" website
- American English Institute / University of Maryland Baltimore County E-Teacher website
- "Russia's Identity and Geography: Where Europe and Asia Meet" learning object for Russian 240
- "A Musket Simulation" learning object for History 240
- Website improvements for Euro 415
- Green Chemistry Education Network "Ning" website
- Architecture and Allied Arts Studio Shop video website and online quizzes
- CMET media production project intake form
- Usability consulting for UO Marketing and Communications Integrative Science website
- Usability consulting for Clark Honors College

One project which illustrates how Interactive Media supports teaching and learning at the UO is "Russia's Identity and Geography: Where Europe and Asia Meet."

This learning object is the first in a series developed for Russian 240 "Russian Culture" taught by UO Instructor Julia Nemirovskaya.



In this learning object, students are introduced to concepts which influence Russian culture such as how Russia's geographic location has shaped the idea of its Eurasian nature. Students learn about Russia's neighboring countries, the location and pronunciation of Russian cities, and important cultural symbols. Many of these concepts are supported by activities which allow students to interact with the content and help reinforce what they learn. The use of animation, audio, rich graphic design and targeted instructional activities creates a unique learning experience for students both inside and outside of class.

Image Services

Image Services manages areas of digital imaging, preservation, exhibition, and design work including digitization of photographic materials and documents, preservation and reformatting of physical and digital materials, exhibition program management, and original design. Image Services also oversees microfilm production for the Oregon Newspaper Project and the National Digital Newspaper Project. Image Services serves the mission of the Library and University by preserving unique and/or fragile collections, broadening access to library collections across a variety of mediums through the creation and dissemination of digital and analog surrogates, coordinating all facets of the UO Libraries exhibits program, and preserving Oregon newspaper heritage on microfilm.

Some of the FY 2010 projects include:

- Digitizing 500+ slides for the Oregon Folklife project.
- Digitizing UO Catalogs, Oregon yearbooks, Wilkenson bike transportation plans, Perelman Archives, and Dissociation Journals for UO Digital Collections.
- Digitizing faculty research materials for print publication for Alisa Freedman, Dan Rosenberg, G. Z. (Charlie) Brown, and Ted Fremd.
- Providing scanning support for several undergraduate classes including Dan Miller's Documentary TV Production course, Michael Aronson's English 490, and Alex Dracobly's History 199 FIG class.
- Special scanning projects for the Oregon Alumni Center, Matthew Knight Arena, Opal Whitely documentary on PBS, and a 100 year anniversary exhibition for the Pendleton Round Up at the Oregon Historical Society.
- Original graphic design and photography for the Library Annual Report, Building Knowledge calendar, undergraduate research award poster, Library X-day program, Honors College logo, and Cinema Studies website and print media guide.
- Original exhibit design for Honors College exhibit, Artists Books exhibit, Comic Book exhibit, and Camera Lucida exhibit (White Stag Building).
- The Oregon Newspaper Project (ONP) completed two major special orders: for the Wilsonville Public Library and for Hiromi Monobe, a researcher from Doshisha University.

- The ONP also completed a special project to re-microfilm 23 reels of the Astorian newspaper from 1900-1920. This was supported by grant funds from the National Endowment for the Humanities, through the National Digital Newspaper Project.
- In support of the National *Digital* Newspaper Project, ONP duplicated 50+ reels of original microfilm and provided technical support.

Consulting

In FY 2010, CMET Consulting:

- Successfully reorganized the CMET Consulting operation
- Revamped the website:
 - added video of services
 - created an expansive list of instructional technology tools
 - incorporated LibraryH3lp – IM as another means of support
- Assisted with the Blackboard 9.0 upgrade
 - Provided training through the Teaching Effectiveness Program
 - Updated the FAQ including visuals and screencasts
- Continued i-clicker support, thinking about mobile applications
- Diversifying support beyond Blackboard
- More involvement in campus wide professional development efforts
- Looking into future by adding:
 - Assistance to graduate students with formatting electronic theses and dissertations as a part of open access
 - Support for Multiuser Word Press for extended online publishing
- Assist faculty in formatting Interfolio via the Career Center
- Adopted RT – trouble ticketing system – which has campus wide referral queues for sharing IT support responsibilities

FY 2010 Consulting and Workshop Attendance	Undergrads	Grads	Faculty	Staff	TOTAL
	53	752	857	67	1,729

Classroom Technologies

In the last year, more than forty projectors with WXGA wide screen resolution were purchased and replaced old XGA projectors in classrooms. Nine WUXGA high definition projectors replaced old SXGA and XGA projectors in classrooms which are frequently used for art and architecture projection. This campus-wide upgrade in display resolution is necessary as laptop display resolution improves far beyond the old XGA (1024 pixel by 768 pixel) standard.

CMET has purchased and installed presentation and playback equipment in new and remodeled classrooms: 193 Esslinger, 106 Friendly (remodel), Knight Library Reed, Knight Library Edmiston, Knight Library Cinema Studies, Knight Library 267B instructional lab, and three classrooms in the Chiles Center remodel.



CMET staff have been involved in planning for the UO Alumni Center, Fenton Hall seismic upgrade and classroom remodel, Gilbert/Anstett Hall classrooms (six new rooms), and most recently the East Campus Residence Hall.

During classroom remodels or upgrade projects, equipment is often removed due to end-of-life status or more complex functional needs in the room. This leaves used equipment available to reintegrate for improvements to classrooms where no upgrade was planned but the need is apparent. In this manner, Crestron control systems have been installed in four classrooms in McKenzie Hall, two in Villard Hall, and the largest classroom in Gerlinger Hall. Other equipment such as VCRs and amplifiers have been recycled into these and other rooms, taking advantage of a campus standard control interface (Crestron Touchpanel) which can control a wide variety of equipment.

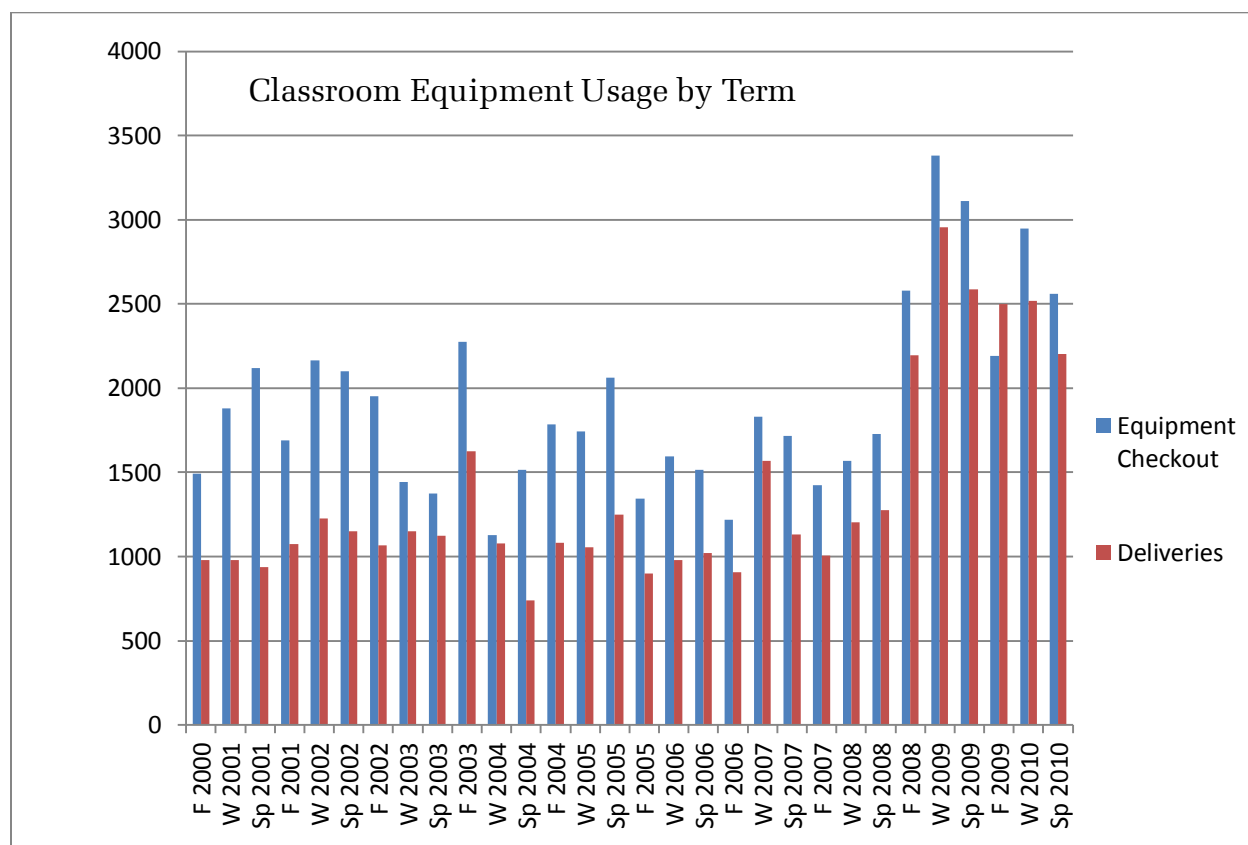
CMET has begun using the RT trouble ticket reporting system for our repair notices and tracking. Any of our students or staff can fill out a classroom problem report. We then are able to communicate with the initiator of the ticket about the problem and our resolution of the call. Of submitted problems in classrooms:

Fall Term 2009 - 173 tickets resolved

Winter Term 2010 - 140 tickets resolved

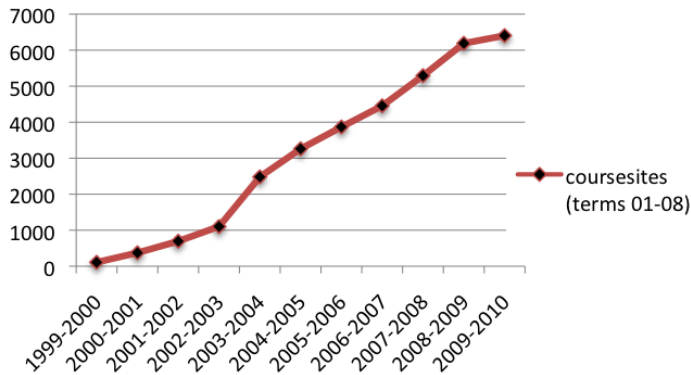
Spring Term 2010 - 115 tickets resolved

The chart below records equipment usage and deliveries to classrooms that do not have installed systems. This documents both the growth in educational technologies used in classrooms and the impact of having more equipment permanently installed.



Blackboard

**Blackboard Usage:
Number of active coursesites per year**



Blackboard usage grew slightly during the 2009-10 academic year, exhibiting a 3.4% growth in the number of course sites (courses using blackboard). Total student enrollments in Blackboard course sites grew by 7%, reflecting a slight increase in the average course size. At this point a very large percentage of UO courses already use Blackboard, so we expect only small further growth in usage in coming years, likely driven by overall increase in the size of the student population.

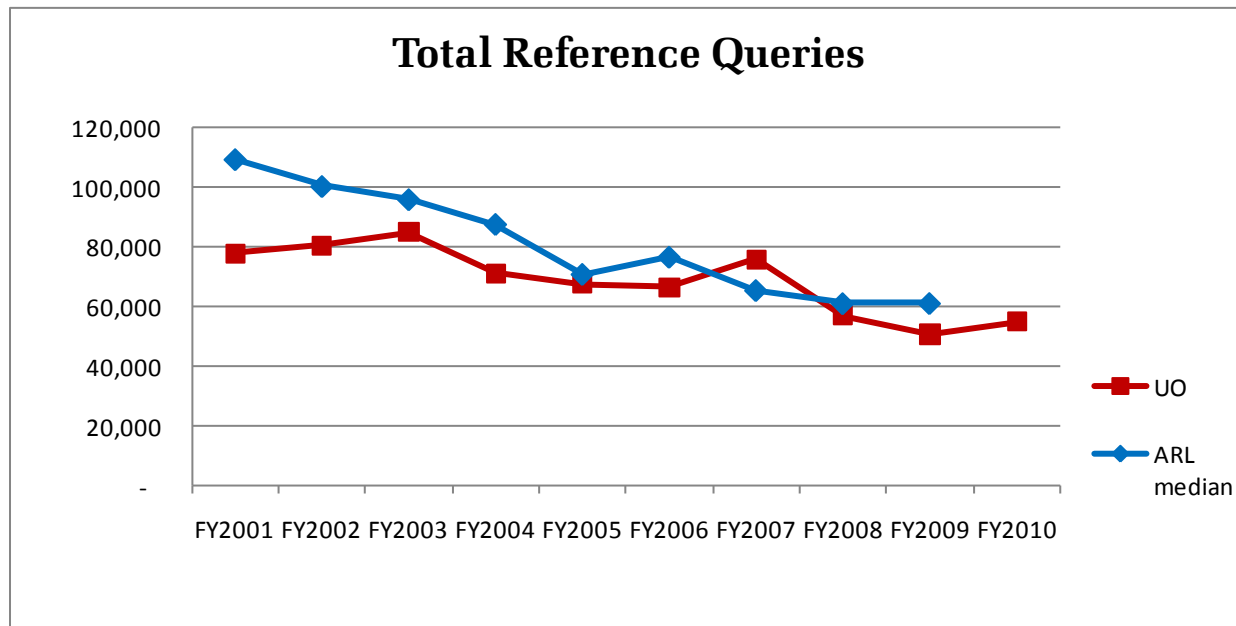
	2008-09	2009-10	Growth
Number of CRN course sites (terms 01 through 07)	6,189	6,405	3.4%
Number of student course site enrollments (total, terms 01-07)	221,656	237,263	7.0%
Web server total pages (millions) (Sept 1-Aug 31)	139.9	289.6	107%
Web server total hits (millions) (Sept 1-Aug 31)	604.2	1,032.7	70.9%
Web server total data (GB) (Sept 1-Aug 31)	12,729	22,594	77.5%
Total number of Blackboard logins (Sept 1-Aug 31)		3,586,419	

Usage Notes

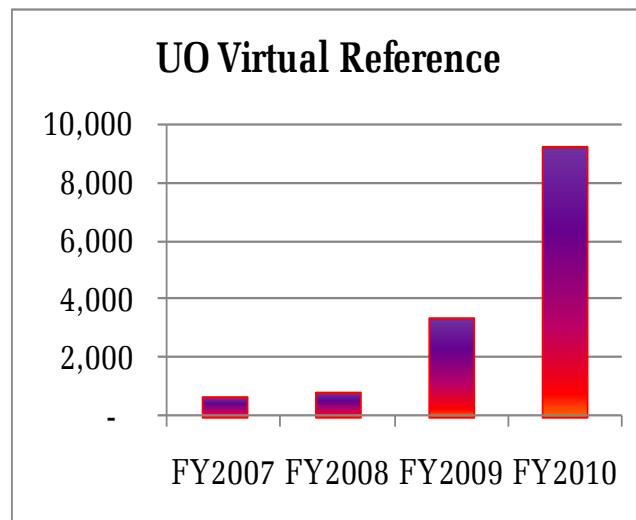
- During 2009-10, average number of logins per day was approximately 10,000. In busy periods of fall, winter, and spring terms the heaviest usage occurs Sunday through Thursday, often with 20,000 logins per day.
- We upgraded to Blackboard 9.0 in August 2009. This was a major user interface change, and one that was initially a challenge for some faculty users. It appears that as the new user interface has become more familiar we are seeing more widespread use of “advanced” Blackboard features. Some of the increase in web server usage between 2008 and 2009 was due to implementation changes that resulted in more data transferred for the same user activity.
- In March 2010 we overhauled the hardware infrastructure for the service, moving Blackboard hardware from Knight Library to Information Services.

Reference and Research Support

The number of reference questions that patrons brought to UO Libraries service desks totaled more than 55,000 in FY 2010, an increase of 8.5 percent from the previous year. This augment was largely due to the enormous growth in virtual reference that the Libraries experienced. (Virtual reference includes both email reference service and chat reference service, where patrons ask their questions of library staff in real time, using chat Internet software.)



While in-person and telephone reference support declined slightly (by 3.3 percent), virtual reference rose significantly from 3,371 queries in FY 2009 to 9,229 queries in FY 2010. This growth is even more significant given that two years ago, in FY 2008, we received only 847 virtual reference questions. This huge increase in virtual reference reflects a patron base that is increasingly computer-oriented, does its research from dorm room or office, and may not have the time or inclination to walk into a library and approach a service desk.



Undergraduate Research Awards

Four University of Oregon students were named winners of the 2010 Undergraduate Research Awards sponsored by the UO Libraries. The annual competitive program honors UO students who produced outstanding original research and scholarship in the previous calendar year. Each research project makes extensive, creative use of UO library services, resources, and collections. The awards are made possible by endowments established through the generous support of Milton C. and Barbara B. Sparks and Jon and Lisa Stine, as well as gifts from Walter and Gretchen Barger.



Kristen Donheffner

"The 1903-1904 Typhoid Fever Epidemic in Butler, Pennsylvania"

Faculty Sponsor: James Mohr, History

Course: History 407: Medicine and Public Health in the United States 1870-1930

"I was amazed at how much medical history information I could get from old State Congressional records held in Knight Library. For example, each State's Health Department gave annual reports. Documents librarian Tom Stave also suggested specific search terms within the WorldCat library system, which led me to important articles both in Knight Library, and in other libraries around the country, which I requested through the Interlibrary Loan (ILL) system."

Riley Peck

"Veto the Slave Bill: The Struggle Against Senate Bill 677 and the Formation of a Pro-Farm Worker Coalition in Oregon"

Faculty Sponsor: Glenn May, History

Course: History 407: Oregon History

"Knight Library's collection of Oregon newspapers was critical to my project: I reviewed the state's major daily papers, a number of alternative papers, and several non-daily papers from agricultural areas."





Karen Schwindt

“The Obligation for Patriotism: Why Congress Passed the Tonken Gulf Resolution”

Faculty Sponsor: Jane Cramer, Political Science

Course: Political Science 479: U.S. Interventions in Developing Nations

“Friends would ask me how I could spend so much time at the library, and I would always answer, ‘Because it’s addicting’. The more I read, the more useful information I found. I utilized countless books, online articles, and journals through Knight Library.”

Rachel Vora

“The History of the Recreation Residence Program on the Deschutes National Forest”

Faculty Sponsor: Kevin Hatfield, History

Course: History 407 Seminar: Pacific Northwest



“As a UO student in Bend, I was fortunate to have an opportunity to travel to Eugene to perform research in person at the Knight Library. I was able to examine a number of relevant documents there, it was rewarding to go there after so much distance research.”

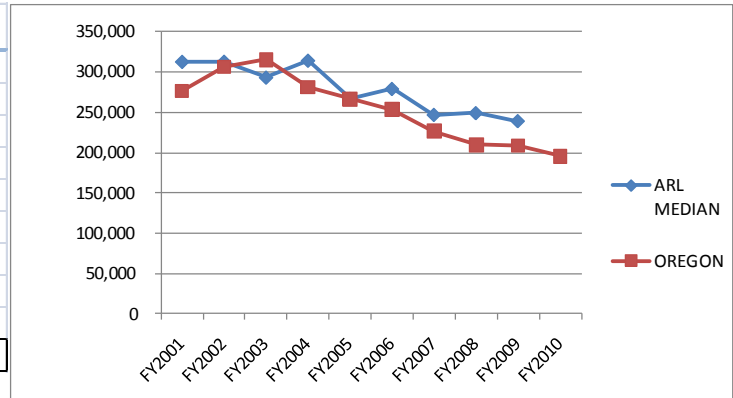
All entries were judged by the Undergraduate Research Award Review Committee, which this year included Andrew Bonamici (chair), Associate University Librarian, Instructional Services, UO Libraries; Barbara Jenkins, Director, Instructional Services and Campus Partnerships, UO Libraries; Alisa Freedman, Assistant Professor, East Asian Languages and Literature; Marilyn Linton, Associate Vice-Provost for Undergraduate Studies; and Michelle Holdway, Convener, Student Financial Aid and Scholarships.

Circulation and Collection Use

UO and ARL Trends

The UO has experienced exactly the same decline as our ARL peers in initial circulation of physical materials between FY01 and FY09. This 24% decrease is mirrored by an increase in use of on-line resources.

	ARL MEDIAN	OREGON
FY2001	313,056	276,698
FY2002	313,209	306,816
FY2003	293,380	315,429
FY2004	314,522	280,903
FY2005	266,766	266,442
FY2006	279,188	253,676
FY2007	246,783	226,527
FY2008	248,979	209,618
FY2009	238,989	208,918
FY2010		195,681



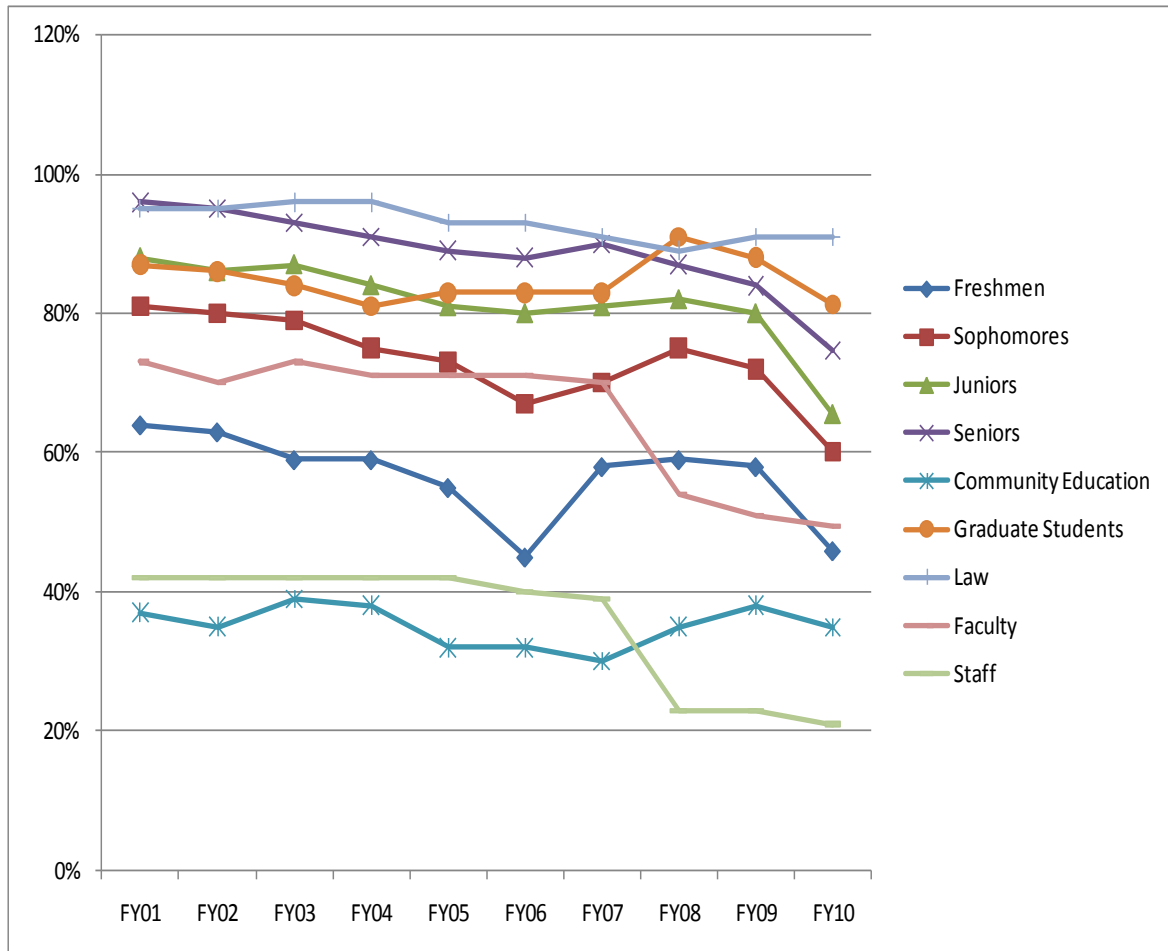
Comparison with Peers

The UO is very close to the median of our peer group for the amount of circulation activity per student after normalizing for the size of the full-time student population.

Peer Group FY09	Initial Circulation	Full-time Students	Circ per Student
MARYLAND	278,158	37,195	7.48
MISSOURI	196,433	24,851	7.90
MASSACHUSETTS	180,319	21,055	8.56
NEBRASKA	177,435	20,495	8.66
ARIZONA	300,050	33,105	9.06
CALIFORNIA, SANTA BARBARA	217,529	21,392	10.17
COLORADO	326,128	28,868	11.30
OREGON	208,918	17,866	11.69
PITTSBURGH (peer median)	349,666	29,496	11.85
IOWA	297,587	23,581	12.62
WISCONSIN	511,692	37,308	13.72
KANSAS	341,170	24,583	13.88
MICHIGAN	558,879	38,278	14.60
WASHINGTON	672,309	38,059	17.66
INDIANA	682,367	35,742	19.09
VIRGINIA	490,766	20,701	23.71
NORTH CAROLINA	721,078	23,788	30.31

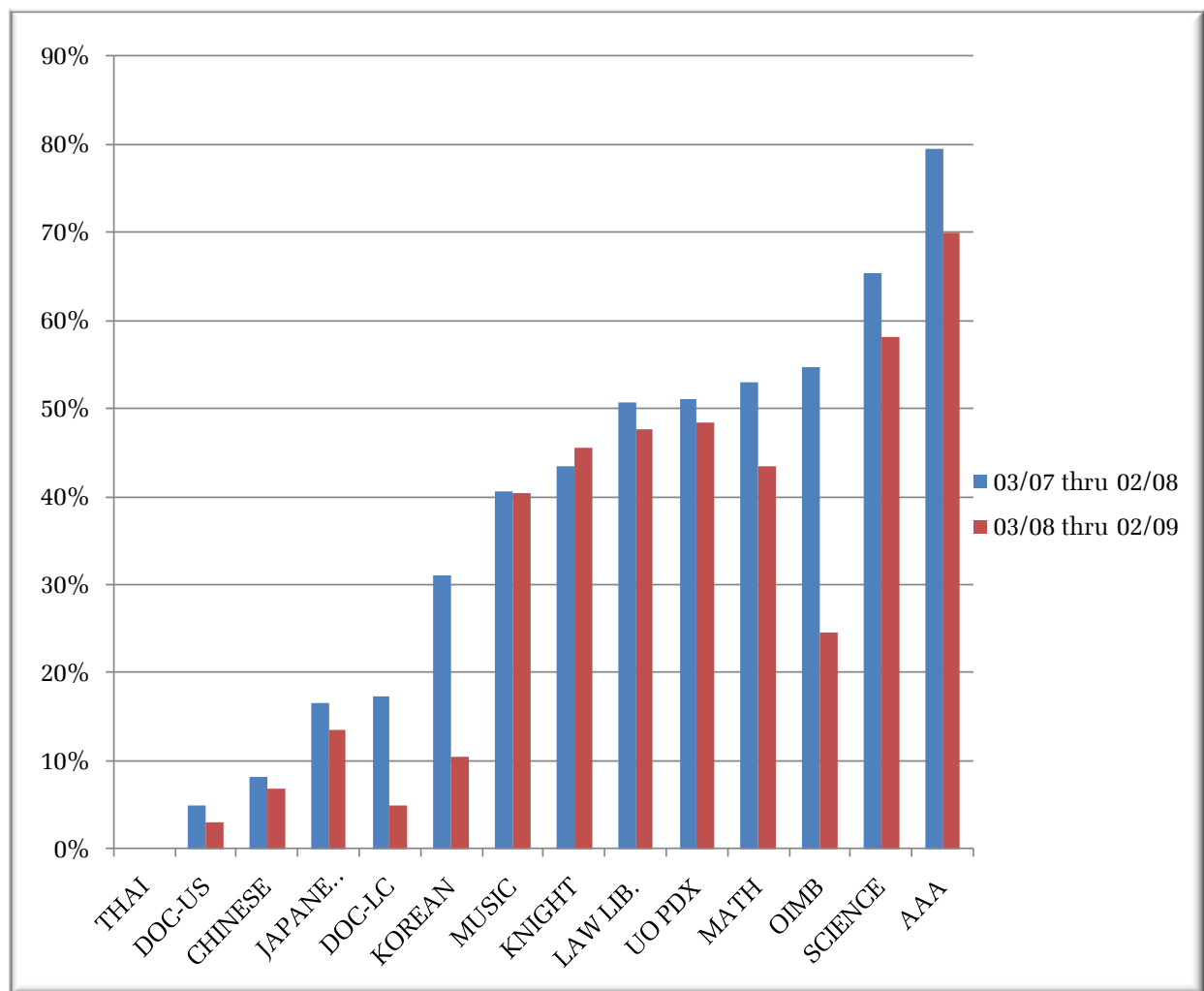
Patrons

All patron categories except Law students registered a decline in checkout activity this past year. However, it is important to note that the majority of collection use is now electronic and is not recorded as circulation activity.



Collection Use - Recent Acquisitions Checkout

Circulation activity continues to decline, but use of new print acquisitions is still relatively high. The chart below shows how many items circulated by September 1, 2010 that were added an average of three years ago (March 2007 through February 2008) or an average of two years ago (March 2008 through February 2009).

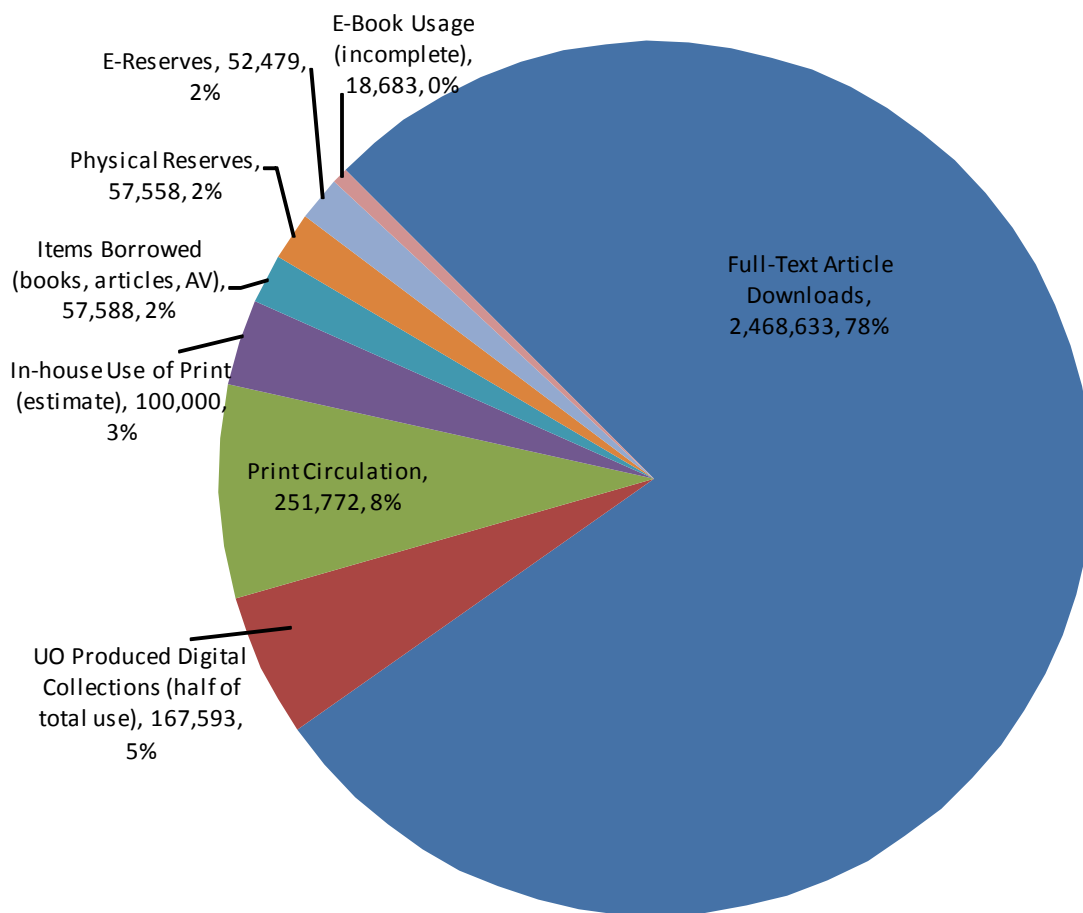


Collection Use – Print and Electronic

This chart depicts relative usage percentages of each facet of the library's collection by UO library patrons. It should be noted that usage statistics are not yet commonly available for electronic books, so this area is very under-reported. It is not possible to determine how much of our locally produced digital collections are used by the UO community vs. the outside world; the amount estimated in this chart is half of the total. The in-house usage number is extrapolated from the Knight Library re-shelving statistics.

Annually there are over three million uses of library provided content to the University of Oregon community; 85 percent of this is for content in electronic formats.

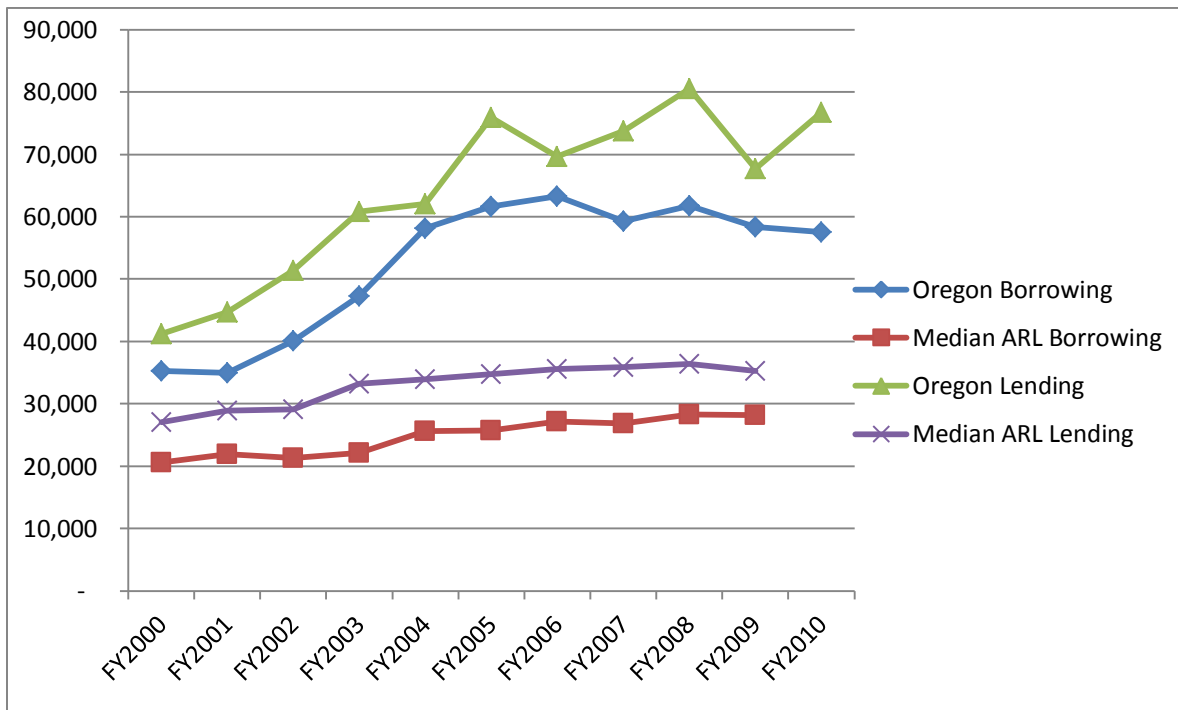
UO Patron Use of Information Resources



Resource Sharing

UO and ARL Trends

Resource sharing continues to be a signature service for the UO Libraries, with both borrowing and lending activity far outstripping averages for an institution our size. The charts below include both Summit borrowing and lending and the activity of our Interlibrary Loan (ILL) Unit.



	Oregon Borrowing	Median ARL Borrowing	Oregon Lending	Median ARL Lending
FY2000	35,313	20,620	41,198	27,065
FY2001	34,974	21,902	44,667	28,950
FY2002	40,140	21,323	51,348	29,108
FY2003	47,292	22,146	60,870	33,178
FY2004	58,190	25,606	62,096	33,934
FY2005	61,671	25,718	75,939	34,790
FY2006	63,238	27,186	69,623	35,568
FY2007	59,316	26,813	73,797	35,838
FY2008	61,746	28,342	80,560	36,383
FY2009	58,336	28,187	67,678	35,259
FY2010	57,588	n/a	76,731	n/a

Comparison with Selected Peers

The UO has the smallest enrollment of its defined peer group, but has more than double the median activity for borrowing and near that for lending. Note, for comparison purposes, this is FY 2009 data.

Peer Group FY09	Full-time Students	Items Loaned	Items Borrowed	Loaned/Student	Borrowed/Student
OREGON	17,866	67,678	58,336	3.79	3.27
NEBRASKA	20,495	32,166	31,139	1.57	1.52
VIRGINIA	20,701	37,176	32,075	1.80	1.55
MASSACHUSETTS	21,055	37,532	44,014	1.78	2.09
IOWA	23,581	59,427	33,684	2.52	1.43
NORTH CAROLINA	23,788	66,072	19,011	2.78	0.80
KANSAS	24,583	49,923	39,196	2.03	1.59
MISSOURI	24,851	59,060	43,809	2.38	1.76
COLORADO	28,868	55,834	32,948	1.93	1.14
PITTSBURGH	29,496	76,898	28,180	2.61	0.96
ARIZONA	33,105	58,338	45,608	1.76	1.38
INDIANA	35,742	45,546	46,885	1.27	1.31
MARYLAND	37,195	25,268	39,117	0.68	1.05
WISCONSIN	37,308	90,581	95,513	2.43	2.56
WASHINGTON	38,059	95,895	97,626	2.52	2.57
MICHIGAN	38,278	52,862	52,435	1.38	1.37
Note: Yellow highlight indicates the median of our peers in each category					

Summit

Summit borrowing and lending have increased 17% from the previous year. The Summit consortium software balances each member library's lending and borrowing ratios with the aim of each library lending nearly the same amount of material it borrows. At the UO, we lend 32,000 items per year and borrow roughly the same number of items from other libraries. It is still less expensive to fulfill requests through Summit than through Interlibrary Loan, but increased labor costs and delays in processing due to new software continue to impact student success and faculty productivity. We have seen some software improvements which help patrons find items more easily, and some improvement in the staff software for processing, so we anticipate a continued growth in Summit lending and borrowing. We are especially interested in increasing the use of Summit to borrow and lend items owned by Alliance libraries. Currently we use ILL for some of these requests when patrons are unable to borrow them through the Summit catalog.

Interlibrary Loan

In FY 2010 the UO Libraries Access Services Department's Interlibrary Loan Unit continued to seek ways to work in a more efficient and cost-effective manner, while experiencing record-breaking increases in borrowing requests from UO patrons for books, CDs and DVDs.

Our major accomplishment was the successful implementation of the OCLC/ILLiad Resource Sharing Management software program. This implementation places our ILL management processes on par with comparator institutions, and handles all ILL lending and borrowing activities within one system. Previously, ILL requests were dispersed among several "silos" including OCLC WCRS, Millennium ILL, Rapid,



ArticleReach, and paper ALA requests. ILLiad now handles the processes previously managed by WCRS, Millennium ILL, Rapid and ALA requests. Also, since Rapid article lending and borrowing functions have been integrated into ILLiad we were able to cancel our subscription to the ArticleReach article requesting service with no impact on patron service, and a \$20,000 annual savings from the software license. ILLiad improves patron service and request processing time, fostering student success and faculty productivity.

To ensure that our ILLiad installation was maximized and that we are processing interlibrary loan requests as efficiently as possible, the Interlibrary Loan Unit in FY 2010 commissioned an audit of our ILLiad installation and ILL workflow. The visit occurred in late FY 2010. In FY 2011 we will implement suggested changes and hire additional staff.

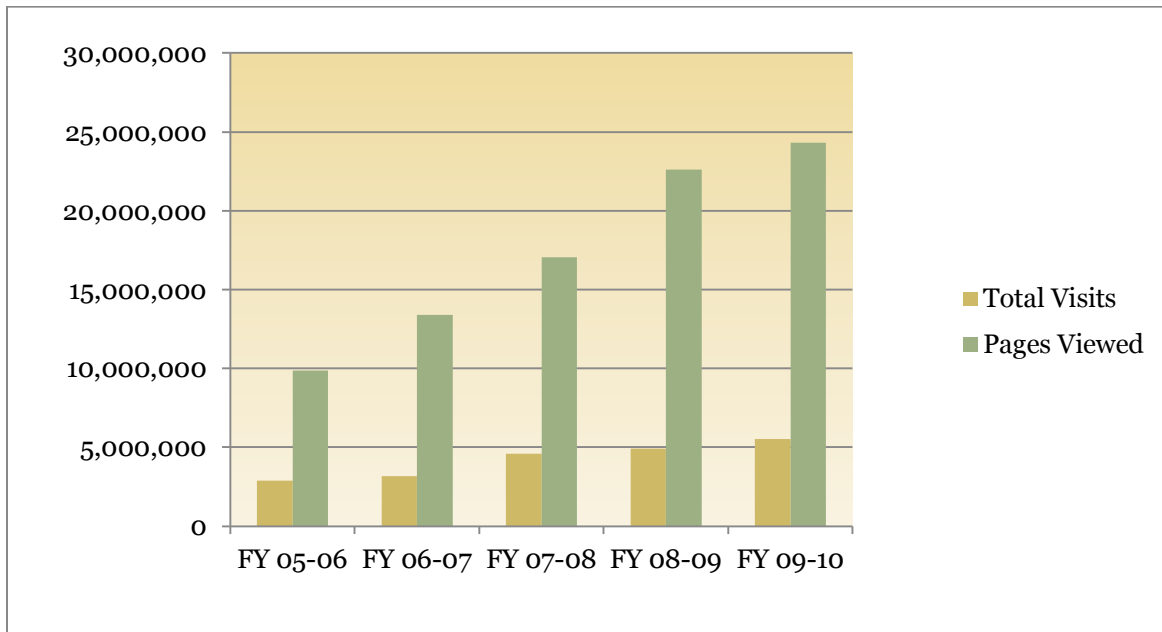
ARTICLES			
	Lending Articles 2009-2010	OCLC	12,453
		ArticleReach	12,345
		Rapid	8,145
		Total	32,943
	Borrowing Articles 2009-2010	OCLC	1,755
		ArticleReach	4,557
		Rapid	3,797
		Total	10,109
We are a net lender for copies:			3.26 : 1
RETURNABLES (<i>books, videos, etc.</i>)			
	Lending Returnables 2009-2010	Total	11,460
	Borrowing Returnables 2009-2010	Total*	15,778
	(*this is a 44% increase from the year before)		
We are a net borrower for returnables:			1 : 1.38
SUMMIT			
	Lending via Summit 2009-2010	Total	32,328
	Borrowing via Summit 2009-2010	Total	31,701
We are a slight net lender within Summit:			1.02 : 1

Use of Electronic Resources

Virtual visitors to the library website

Association of Research Libraries (ARL) supplementary statistics request the following data: “Virtual visits include a user's request of the library web site or catalog from outside the library building, excluding the number of pages or gratuitous elements (images, style sheets) viewed. Exclude, if possible, virtual visits from within the library, from robot or spider crawls and from page reloads.”⁴

	Total Visits	Pages Viewed	Pages Per Visit	Unique Visitors (Highest Month)
FY 05-06	2,870,556	9,852,841	3.43	105,908
FY 06-07	3,190,107	13,399,389	4.20	110,260
FY 07-08	4,592,453	17,067,745	3.72	113,879
FY 08-09	4,935,482	22,592,197	4.57	113,069
FY 09-10	5,519,330	24,316,547	4.41	110,486
Change: FY08 to FY09	7.5%	32.4%	22.8%	-0.7%
Change: FY09 to FY10	11.8%	7.6%	-3.6%	-2.3%



⁴ We are not able to exclude virtual visits from within the library.

Catalog Searches

The UO Libraries introduced a new discovery service, UO WorldCat, in August 2009. UO WorldCat allows researchers to identify books, journal articles, videos, music and more in a single search. UO Local remains a popular option to quickly locate the library's copy of a book.

Searches in both UO WorldCat and UO Local are counted during five sample weeks throughout the year. The combined total of UO WorldCat and UO Local searches represents a significant increase in usage. This increase stems from the method of data collection used this year. The data collection has been modified to allow the library to more accurately chart usage in the future.

Catalog Searches	UO Local FY 06-07	UO Local FY 07-08	UO Local FY 08-09	UO Local FY 09-10	UO Local percentage change	UO WorldCat FY 09-10
Intersession	139,848	153,352	175,696	188,448	7.26%	63,848
Fall	1,068,595	845,372	647,394	659,626	1.89%	230,087
Winter	688,534	675,994	655,996	672,474	2.51%	218,391
Spring	675,532	611,622	584,364	594,298	1.70%	210,221
Summer	242,528	307,197	369,204	483,120	30.85%	102,113
Total	2,815,037	2,593,537	2,432,654	2,597,966	6.80%	824,660

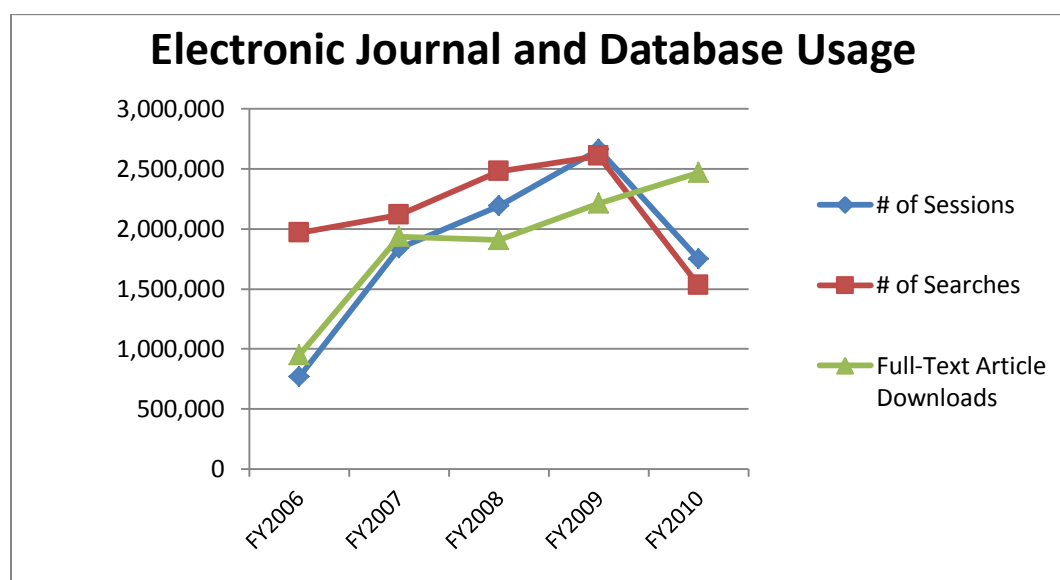


Licensed Electronic Journals and Databases

Electronic resources usage at the University of Oregon has continued to climb significantly, but in 2010 some interesting trends began to surface. These indicate a new and major diversification in how our patrons are accessing full-text content.

In FY 2010, our full-text article download rates (green line) climbed by almost 260,000 over those of FY 2009. This is a major increase by any measure, and one that has continued unabated (excepting a flat year in 2008) since 2006, when these statistics were first tracked:

	# of Sessions	# of Searches	Full-Text Article Downloads
FY2006	766,966	1,969,285	949,705
FY2007	1,838,361	2,115,588	1,937,244
FY2008	2,189,819	2,477,336	1,909,503
FY2009	2,661,357	2,606,429	2,211,115
FY2010	1,748,444	1,530,577	2,468,633

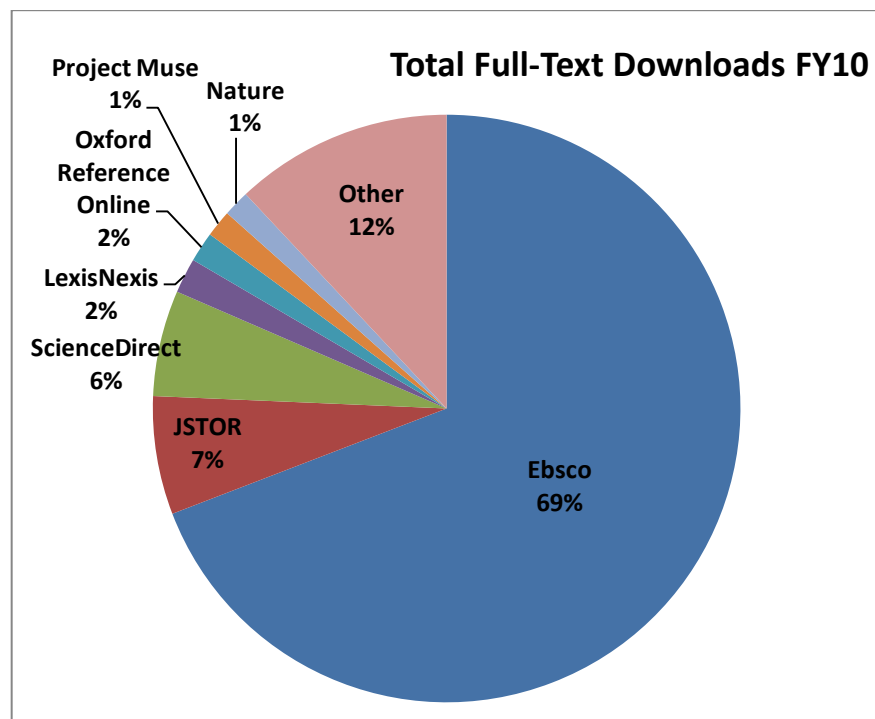
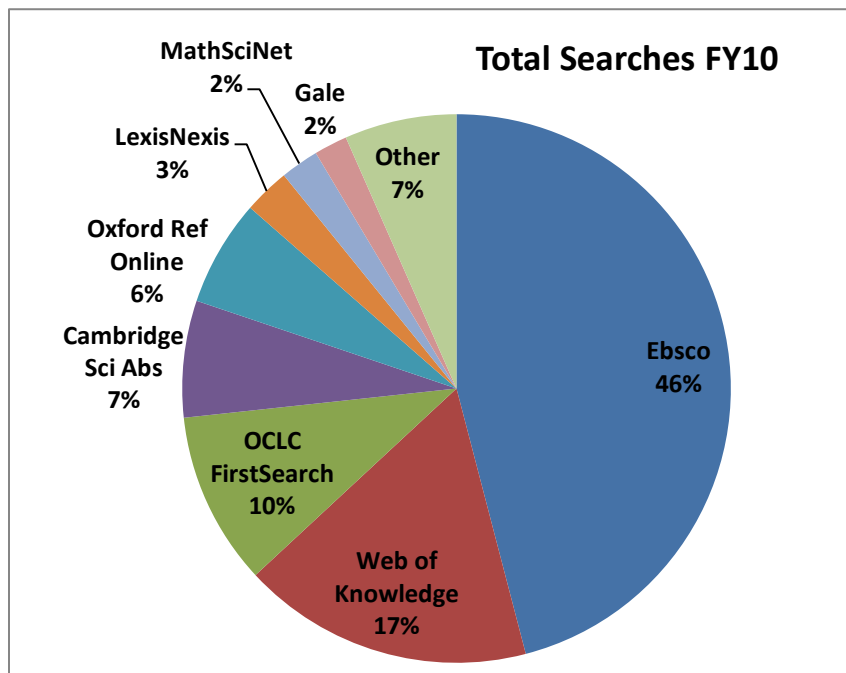


This increase in full-text article requests was expected, given the increasing reliance of the UO community on our ever-increasing stable of electronic resources. What has changed, however, is how our patrons are reaching those articles. In previous years most patrons reached these articles either via the library catalog, or from the FindText interface on the library website. In the chart above, however, we see that the number of patron sessions within our licensed databases (blue line) and the number of patron searches within those databases (red line) decreased greatly in the last year.

Two significant events occurred during FY 2010 that may have caused this, one internal and one external. The internal factor was the introduction of UO WorldCat mentioned above, which provides a powerful new discovery interface for patrons. This accounted for 14% of

FindText requests in the last year. The external factor is believed to be the increased use of Google Scholar as a discovery tool by patrons, who then essentially bypass the library and vendor websites (except for authentication) and directly access these articles from Google. Google Scholar article requests increased 20% in FY 2010.


The library will monitor this trend in the future, but it is likely we are seeing the beginning of a major change in how patrons reach the content in our licensed resources.



Locally Developed Digital Collections

The UO Libraries reports annually on its locally developed digital collections in the Association of Research Libraries (ARL) supplementary statistics. These collections contain materials supporting research, instruction, and unique local archives. Born-digital materials, items converted from different formats, and locally held digital materials are all part of the library's digital collections, which are stored on several different servers and platforms.

This spring the library's digital collections merged with Oregon State University (OSU) Libraries collections to form *Oregon Digital*, <http://oregondigital.org>. Through collaboration with OSU libraries, the *Oregon Digital* website presents many topically related and unique resources together. This site provides a short description of each collection, a slide show of images and documents, and tools for searching the various collections.



LIBRARIES
University of Oregon


Oregon State
UNIVERSITY

Libraries


Oregon Digital: Unique Digital Collections from OSU and UO Libraries

Digital HomeA-Z ListCopyright & UseOrderHelpContact


DIGITALCOLLECTIONS



A-Z List of Collections
View a [list](#) of Digital Collections with short descriptions.



Take a Tour
View a [slide show](#) of images and documents in our many varied digital collections.



Featured Collection
[The Mongolian Altai Inventory Image Collection](#) presents 1,500 images supporting the [Archaeology and Landscape in the Altai Mountains of Mongolia](#)

SEARCH DIGITAL COLLECTIONS

[A-Z LIST OF COLLECTIONS](#)

Search CONTENTdm Collections:
 [Go](#)

Search


- UO Scholars' Bank
- Local & Regional Documents
- Renaissance Editions
- UO University Archives

[Go](#)

Search OSU ScholarsArchive
 [Go](#)

The OSU and UO Libraries' Digital Collections are created to support the teaching and research mission of the Oregon University System. The collections are composed of unique digitized and born digital materials including photographs, journal articles, sheet music, manuscripts, ephemera, and more. The collections are managed by [UO Digital Library Initiatives](#) and [OSU Libraries Digital Access Services](#).

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 Last revision: 08/27/2010

Number and Scope of Digital Collections

FY 2010 saw the release of five new collections: Artists' Books at the University of Oregon Libraries; Jordan Schnitzer Museum of Art (UO access only); Lesbian Intentional Communities: Ruth Mountaingrove Photographs; Mongolian Altai Inventory Image Collection; and Northwest Folklife Digital Collection. Substantial construction on the soon to be released collections of Bicycle and Pedestrian Transportation Plans, Chaim Perelman Works, and the Oregon Digital Newspaper Program also took place during FY2010.

The other digital collections at UO are: African Political Ephemera and Realia; Building Oregon; Digital Audio Reserves; Dissociation and Trauma Archives; Dissociation: Progress in the Dissociative Disorders (journal archives); Doris Ulmann Photographs; e-Asia Digital Library; Historic Sheet Music; Historical Photographs; Japanese American Student Relocation; Leadership and Legacy: Athletics and the University of Oregon; Local & Regional Government Documents Archive; Manuscripts and Rare Books; Master Video Repository for Educational Television; *Oregon Daily Emerald* Archives; Oregon Maps (collaboration with OSU Libraries); Percent for Art; Picturing the Cayuse, Walla Walla, and Umatilla Tribes; Renaissance Editions; Scholars' Bank (institutional repository); Streaming Media Repository (UO Channel); Tandberg Content Server; University Archives and Electronic Records; UO Archives Photographs; UO Office of the President; UO Stock Photos; Visual Resources Collection of Art & Architecture Images (UO access only); and Western Waters Digital Library.

Number of Collections	
FY 2004	8
FY 2005*	
FY 2006	13
FY 2007	16
FY 2008	22
FY 2009	29
FY 2010	34

* *Data not available*

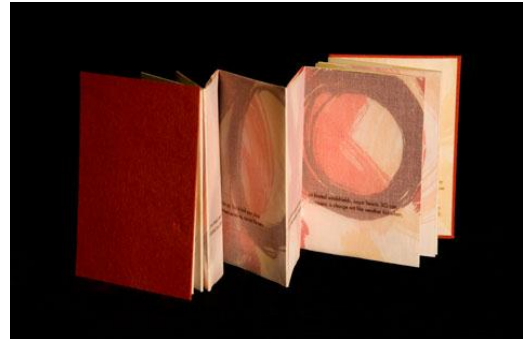
At the close of FY 2010, the UO Libraries had thirty-four locally developed digital collections, up from twenty-nine the year before.

Highlighting New Digital Collections

Artists' Books at the University of Oregon Libraries

A dynamic collection of artists' books held in the UO's Architecture and Allied Arts Library and Knight Library's Special Collections and University Archives is one of the library's most visually stunning collections. This collection of art works spans the history of the artist book genre, from books created in 1957 to books by contemporary artists, with special emphasis on artists working in the Pacific Northwest. These objects have great value for research and as cultural objects, but were difficult to find using traditional information

stored in the library's catalog. UO Libraries created a digital collection including specialized fields such as binding, printing, and production methods along with images of each book. Rather than producing derivatives of each work, the images in this digital collection provide access points that allow patrons to find the items of interest and relevance and then seek out the physical work. The artists' books digital collection highlights this unique selection of artworks, making this previously invisible collection a collection that now can be easily browsed and searched by library patrons.



Lowdermilk, Susan. *XO: On what might have been our anniversary*. Eugene, OR: Susan Lowdermilk, 2007.

Northwest Folklife Digital Collection

The Northwest Folklife Digital Collection represents a new collaboration between the Randall V. Mills Archives of Northwest Folklore, the UO Folklore Program and the UO Libraries. Initiated in order to facilitate access to the more than 7,000 unique visual folkloric materials held in the Archives, the collection now holds 3,000 items from *Webfoots and Bunchgrassers: Folk Art of the Oregon Country*, the first major exhibition on Oregon folk art, organized by the Oregon Arts Commission in 1979. Arts and crafts such as basketry, violin making, leatherwork, woodcarving, blacksmithing, and textile arts are only a few of the skills represented by objects in the collection. The Mills Archives has grown to become the largest folklife collection in the Northwest, and is an important resource for scholars, students, and the general public. The Northwest Folkways Digital Collection represents a gateway through which individuals can access materials otherwise restricted to the UO campus.

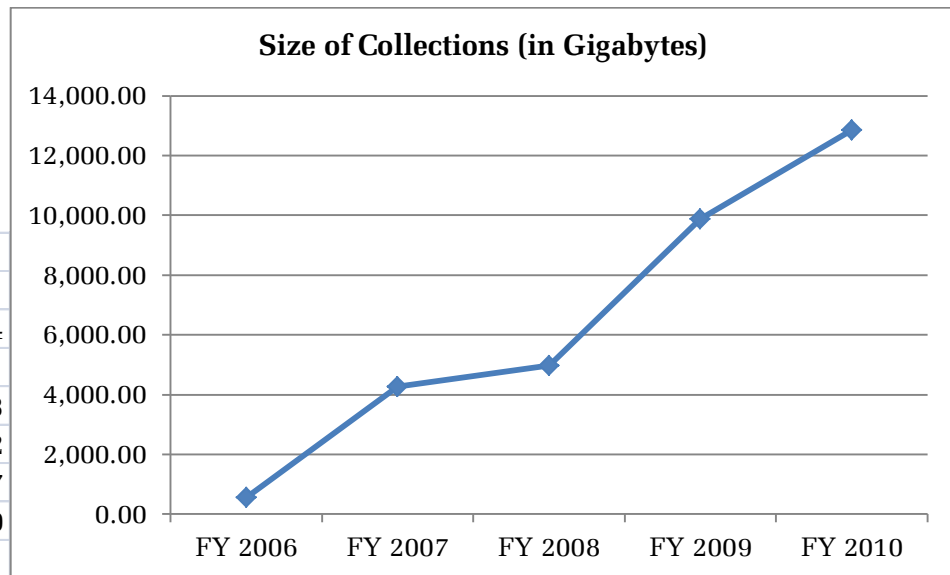


Baby Quilt by Dolores Hyatt, 1975

Growth of Digital Collections

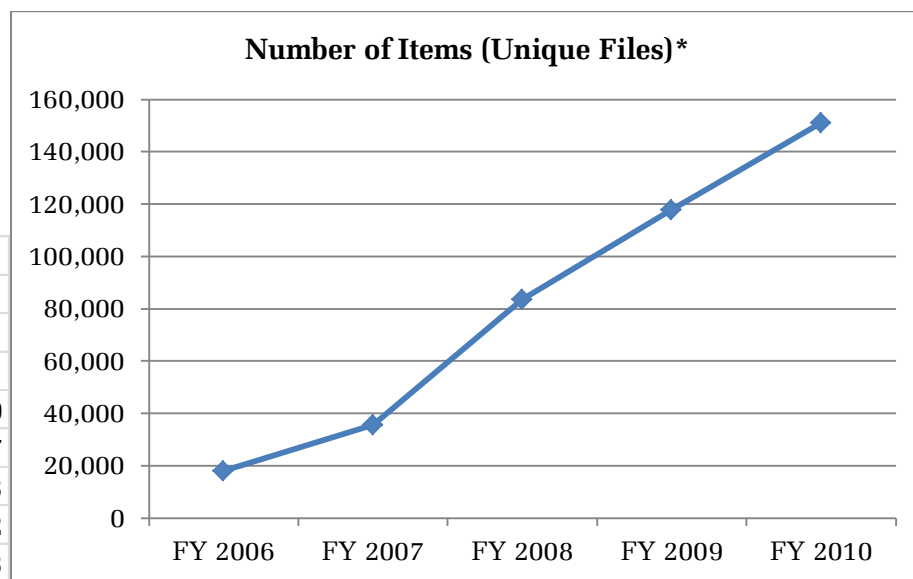
Total collection size (as measured in gigabytes) shows a dramatic increase over time.

Size of Collections (in Gigabytes)	
FY 2004	1.74
FY 2005*	
FY 2006	570.83
FY 2007	4,258.02
FY 2008	4,973.07
FY 2009	9,875.20
FY 2010	12,848.5



* Data not available

Number of Items (Unique Files)*	
FY 2004	6,628
FY 2005**	
FY 2006	18,059
FY 2007	35,587
FY 2008	83,533
FY 2009	117,772
FY 2010	151,163

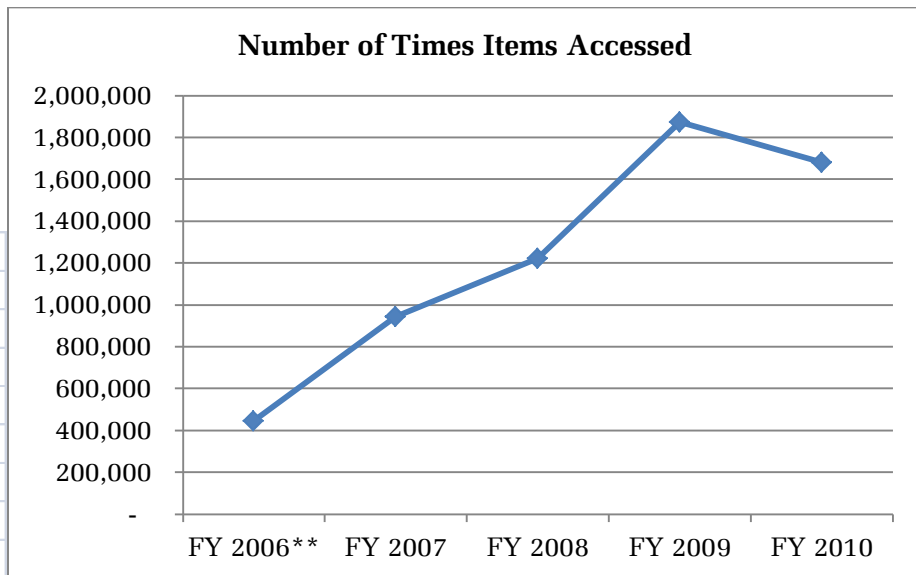


* Number of items excludes backup copies or mirror sites

** Data not available

Use of Digital Collections

Number of Times Items Accessed	
FY 2004	780,294
FY 2005*	
FY 2006**	445,712
FY 2007	944,561
FY 2008	1,221,605
FY 2009	1,873,546
FY 2010	1,681,187



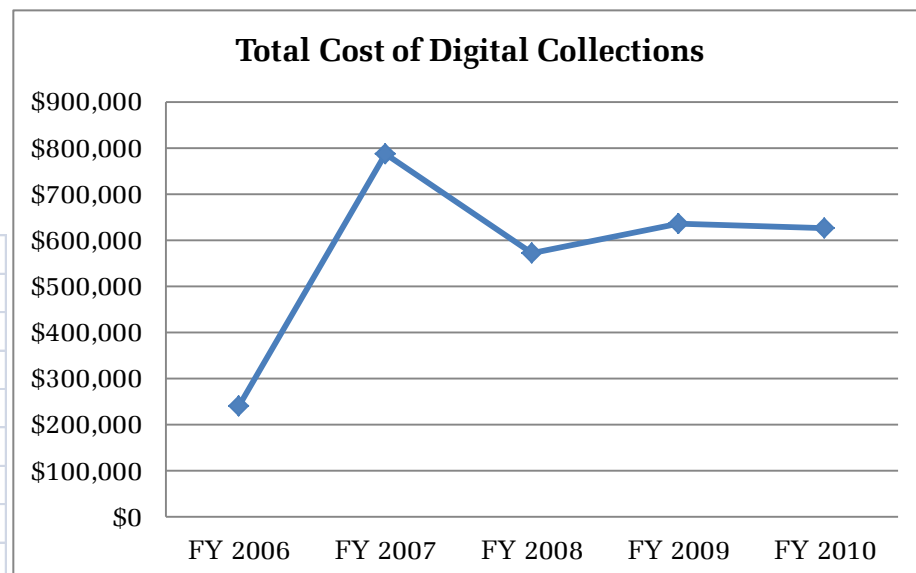
* Data not available

** FY 2006 figure does not include UO Channel data (server crashed)

Digital Collections Expenditures

The library's expenditures for digital collections personnel and equipment have varied quite a bit over the past few years, largely depending upon the availability of grant funding.

Total Expenditure for Digital Collections	
FY 2004	\$225,170
FY 2005*	
FY 2006	\$241,010
FY 2007	\$787,679
FY 2008	\$571,703
FY 2009	\$636,411
FY 2010	\$626,443



* Data not available

Initiatives, Projects, and Collaborations

Science Data Services Needs Assessment

Brian Westra (lead), Victoria Mitchell, Mark Watson, Deb Carver.

Purpose

To conduct a pilot data audit (needs assessment) of the UO natural sciences departments in order to find out where in the data life-cycle assistance is most needed, and in what form that assistance might take.

Summary

The initiative was approved in early 2009 and the timeline was coordinated with the hiring of the Lorry I. Lokey Science Data Services Librarian (Brian Westra). The assessment gathered information on the types of data assets created and used by our researchers. This project involved an upfront investment in planning and creating relationships with various stakeholders within and outside of the library.

The objectives of the assessment were to:

- To establish an initial inventory of datasets being generated by UO researchers.
- To identify departments or research groups that may be good subjects for pilot data curation projects.

The assessment was a success in identifying common service needs, barriers, and gaps in the curation of scientific research data for the natural sciences. A cross-section of research faculty and their associates agreed to interviews, and provided insight into their basic research methods and data management practices.

Faculty Publications Database

JQ Johnson (lead), Barbara Jenkins, Miriam Rigby, Dean Walton, Brian Westra.

Purpose/Goals

The goals of this project were to assess opportunities to build a central citation database for UO faculty publications and research interests. Such a database was seen as potentially useful to a wide variety of university academic departments, the Office of Research Services and Administration (ORSA), and the libraries (for collection development decisions). Specific goals included:

- a. Assess the feasibility of using Books in Print and/or data maintained by the UO Bookstore to provide a maintainable system for producing an annual list of recent faculty monographs.
- b. Survey (in collaboration with ORSA) current usage of Community of Science (COS) data service, analyze impediments to use as a primary UO faculty publications database, and explore tactics for introducing an alternative system.
- c. Evaluate and report on alternative tools for managing a campus database of faculty publications, including the Cornell VIVO faculty research gateway, the Bibapp system and UO's current COS system.
- d. Implement a pilot installation of a Bibapp server.
- e. Compare and assess opportunities (time permitting) for systematically extracting standardized publication data (citations) from CVs, citation databases such as Worldcat and Web of Science, self-submitted faculty data, etc.
- f. Develop a process (time permitting) that allows faculty to verify/update the publication data that the library maintains about them, potentially through an email interface in which they receive a form containing draft data, which they would review and provide corrections. Compare this with other approaches to ongoing maintenance of a Bibapp database.

Summary

Sub goals a. through d. were completed.

In 2009, the group looked at several existing systems, including UO's existing collections of faculty CVs and the Community of Science (COS) database which is used by ORSA to track UO faculty grants. In addition we evaluated two open source software projects then in development, the "Bibapp" system from the University of Illinois, and the VIVO system from Cornell University.

It was concluded that there were numerous impediments to making significant progress at that time. Conversations with ORSA indicated that COS was meeting their needs for grant management, but that it wouldn't scale well to a full-fledged faculty database. The open source tools that were evaluated all had significant limitations: Bibapp was in early pre-release and although we installed and tested a pilot implementation, it was concluded it would likely have required the library to hire a programmer with Ruby and Ruby on Rails experience to maintain it; it is currently being used successfully by Dean Walton, a science librarian, to maintain a faculty publications database for Biology faculty, but we don't know if it would be scalable to a university-wide solution, now that it has been officially released. Cornell's VIVO appeared in 2009 to be overly complex and Cornell-specific. Recently, however, Cornell received a large grant to develop it and make it more generally useful. VIVO access is currently restricted to a set of seven test universities, but will eventually be available to UO when it is publicly released.

The sources for data are difficult to tap. Original project goals included assessment of mining existing databases such as Books in Print, but that data proved insufficiently current and unsatisfactory to faculty – many faculty want to present their publication production on their own terms. However, the COS experience indicated that it was unlikely that UO faculty would be willing to manually re-enter CV information into a new system, and we found that although most departments collect faculty CVs they are often treated as private documents and are not available to the library generally. We do not currently have a model for data acquisition and maintenance that seems scalable.

We are presently (November 2010) evaluating whether changes in the software environment – in particular the production releases of Bibapp or VIVO – will justify further work on this project.

Gift Book Process Redesign

Dave Fowler (lead), Pam DeLaittre, Lori Robare, John Russell, Bruce Tabb.

Purpose

The Library's gift acceptance policy was fairly old and not comprehensive in terms of covering many common examples of gifts offered and gifts accepted. At the same time, some basic rules and workflows were needed to inject standardization of gift acceptance and clarification of staff roles and work procedures, as gifts make their way through technical processing to public availability.

Summary

This group was charged to address these issues and create new and comprehensive gift processes and policies. The group reviewed the gift policies and workflows of several other academic research libraries, found that documents created by the University of Illinois-Urbana Champaign to be the most useful to our set of circumstances, and used portions of it as a model. The group created several final documents, including: a general policy statement for the library, including Special Collections and University Archives (SCUA); an instruction worksheet for librarians; an informational sheet for donors; a preservation policy; a staff workflow and several document templates. Some of the highlights included: as a matter of policy we will still take small walk-in donations; we established a formal process for the review of gifts that emphasizes potential conservation issues, and costs related to that; we developed resources for donors on how to seek outside appraisals. It is hoped these new documents make a potentially confusing and frustrating issue easier to understand and work with, for both donors and library staff.

Improved Video Capture and YouTube Enhanced Channel

Andrew Bonamici (lead), with CMET Video Group and campus partners.

Purpose

This initiative was approved for Fall 2009 - Winter 2010, with the goal of inventorying current campus systems for capturing, managing, and distributing streaming and/or downloadable media, especially lectures, course materials, and campus events. Scope of the inventory includes services offered by the UO Libraries (CMET) and those offered by other campus units or individuals. Analysis will include the strengths and weaknesses of current approaches, perspectives of users as well as technical staff, and identification of unmet and emerging needs and strategic opportunities.

Summary

This needs assessment and technology planning project requires extensive buy-in and collaboration with content providers and end-users (students, faculty, communications staff) and service partners (schools and colleges; Oregon Humanities Center, Information Services, Media Relations). It was deferred during 2009-10 due to limited capacity. We anticipate re-starting the project in 2010-2011 in response to increasing interest in lecture capture by several schools and colleges.

Archivists Toolkit

Nathan Georgitis (lead), Cassie Schmitt (UO), Elizabeth Nielsen (OSU), Larry Landis (OSU).

Purpose

Implementation and development of the Archivists' Toolkit collections database system for Special Collections and University Archives in collaboration with Oregon State University Libraries' University Archives.

Summary

The project team has installed a shared instance of the Archivists' Toolkit database system and initiated the development of collections databases for both repositories. The project team has worked to align the collections management procedures of both repositories with respect to Archivists' Toolkit functionality. The project team has contributed to the Northwest Digital Archives Archivists' Toolkit Interest Group, which comprises representatives of more than a dozen archives in the Pacific Northwest, by facilitating Archivists' Toolkit discussions, webinars, and virtual tours.

The project team has scheduled a January 2011 launch of the Archivists' Toolkit database at the University of Oregon. The database will greatly improve management, reference service,

and description of collections as measured through increased online publication of finding aids, faster accessioning of collections, and efficiencies in reference service.

Library Course Guides: Automated Production and Integration into Blackboard

Andrew Bonamici (lead), Barbara Jenkins (UO); Jennifer Nutefall (OSU), Margaret Mellinger (OSU), Kim Griggs (OSU).

Purpose

The initiative started as an exploration of strategies for dynamic integration of library subject guides in Blackboard course sites.

Summary

The UO conducted an initial survey of alternative solutions (springshare.com's LibGuides, North Carolina State University's open source Course Views, and Oregon State University's open source Library à la Carte). Given other collaborations with OSU, we agreed to focus the effort on the Library à la Carte product. Library à la Carte development was focusing on cloud services and other features, but not on the UO's functional requirement for dynamic back end integration with Blackboard, so the UO and OSU libraries agreed that this would no longer an active OSUO collaboration.

This is an example of a project that wasn't totally within our control. It is of prime importance to the UO Libraries that any solution for this issue integrates with Blackboard. It is believed that course-related guides can be used more than subject guides.

African American Cultural History in Eugene Oral History Project Collection

Linda Long (lead), Nathan Georgitis.

Purpose

Create a collection of oral history interviews of African-Americans in Eugene, recorded by students in John Fenn's Arts and Administration course. The collection includes the typed transcriptions, and the audio recordings.

Summary

A course taught in the fall of 2008 ended up with eleven oral history interviews. The interviews were transcribed by a GTF. The audio recordings have now been prepared for inclusion in the finding aid. As of this writing, the collection still needs final cataloging and processing.

Open Journal System

JQ Johnson (lead), Karen Estlund, other members of the Scholarly Communication Group.

Purpose/Goals

1) Test the possibility of a new library service to support faculty scholarly publishing, especially open access; 2) Increase the visibility of institutionally hosted open access journals; 3) Set the stage for a possible new digital project collaborations between UO and OSU.

Timeline

The project was officially initiated in March 2010, and is expected to continue through the 2010-2011 academic year.

Summary

Goal 3 has been completed. Goal 1 is in progress, and is likely to be completed by spring 2011. Goal 2 is more long-term, though we should be able to report progress by spring 2011.

During spring and summer 2010, the project focused on establishing infrastructure (the OJS publishing system), on working with one UO faculty editor on a pilot project to use OJS for a new open access journal, and on developing a scope statement for a possible production service based on the pilot project.

We implemented a test instance of the Open Journal System at the University of Oregon, but also reached an agreement with Oregon State University to establish a collaborative project. OSU is currently hosting an OJS instance which is branded as part of the “oregondigital.org” collaboration on digital library materials and that is expected to include open access journals from both of our institutions.

We have been working closely with our pilot project editor, Massimo Lollini, in the Romance Languages department. Lollini expects to publish the first issue of his new open access journal, *Humanist Studies & the Digital Age*, in January 2011. In addition to the server, services the library has provided have included graphic design for the journal home page, advice on journal management, marketing, and editorial standards, and some assistance with copy editing.

We have also explored other possible publishing collaborations. We concluded that the OJS software was not appropriate for Carol Stabile’s *Fembot* journal, since her concept was of a journal that explored alternatives to traditional peer review; we hope to be able to assist her (depending on the success of a pending grant application) with production of her publication using the Drupal content management system. The UO is considering creation of an *Oregon Undergraduate Research Journal* for first publication in fall 2011, and we expect that that journal would be hosted on our OJS system. Several other journal projects are also under negotiation.

Based on the initial results from the Lollini project, the library announced the publishing service as an official library service in October 2010. That service offering is described as being available to any UO department that wishes to establish an open access journal, and may serve both UO faculty-edited scholarly journals and other OA publications such as student journals. It is described in more detail at <http://libweb.uoregon.edu/scis/sc/journal-hosting.html>. We expect the detailed set of services provided to evolve as we gain more experience with the Lollini project and more data on costs of providing the service.



Library Facilities

Use of the Libraries

Door counts are taken each fall term to report to the *National Center for Educational Statistics*. The fall 2009 “typical week” door counts were down slightly, one tenth of one percent, from the year before.

Fall Term '09	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Average for weeks 4-7
Knight	6,420	6,290	6,214	5,670	4,217	2,357	3,534	34,701
Science	817	924	887	794	542	118	351	4,433
Math	67	47	61	54	51	2	1	283
OIMB	36	32	40	33	37	3	6	187
AAA	580	630	619	562	355	157	256	3,157
VRC	18	14	19	12	11	0	-	74
Law	1,070	1,052	1,011	876	545	266	569	5,388
Portland	97	88	124	88	77	23	40	537
TOTAL	9,104	9,076	8,974	8,087	5,835	2,926	4,757	48,758

Public Programs and Exhibits

The Libraries have an active outreach component, providing engaging exhibits and making space available for public programming.

The exhibits program of the University of Oregon Libraries is a valuable means of promoting the educational mission of the libraries and its relationship with the academic community. Exhibits during the past year included:

- Summer 2009: Sing the Story Oregon: A Century of the Oregon Marching Band
- Fall 2009-Winter 2010 : ZAP! WHAM! KA-PAW! The Gardner Fox Comics Collection at Special Collections and University Archives
- Spring 2010: Letters, Laurels and Keys: Honors Tradition at the UO

The Knight Library Browsing Room Public Events

October 2009

1. Insight Seminars sponsored by the UO Libraries (Mondays in October): *The Book of Genesis*, taught by Deborah Green, Religious Studies
2. "What is the Role of the Senate on a Unionized Campus? The SUNY Buffalo Experience," sponsored by AAUP and United Academics of UO
3. US/Mexico Borders: Gender, Race, and Sexuality, sponsored by Center for Latino/a and Latin American Studies
4. Jeremiah Lecture by Yomi Braester, sponsored by Center for Asian and Pacific Studies
5. Super Hero Roundtable, sponsored by Center for the Study of Women in Society and the Associate Students of the UO, Women's Center
6. Creative Writing Reading Series: Cai Emmons

November 2009

1. Insight Seminars sponsored by the UO Libraries (Mondays in November): Film Noir, taught by Cheyney Ryan, Philosophy
2. Dr. Joe White: "Community and Social Justice," sponsored by College of Education
3. Computer Science Distinguished Lecture Series
4. John Prados: "Tilting Toward Quagmire: Afghanistan and Vietnam," sponsored by Center for Asian and Pacific Studies
5. Jeremiah Lecture: Denise Kohr, sponsored by Center for Asian and Pacific Studies
6. GIS Day, sponsored by UO Libraries

December 2009

1. US/Mexico Borders: Gender, Race, and Sexuality - Part 2, sponsored by Center for Latino/a and Latin American Studies
2. Futura Reading and Author Conversation, sponsored by Theater Arts
3. A Little Knight Music, saxophone quartet, sponsored by UO Libraries
4. John Willinsky: "Open Access to Knowledge and the Intellectual Properties of Learning," sponsored by UO Libraries, Oregon State University Libraries, and Oregon Humanities Center

January 2010

1. Insight Seminars sponsored by the UO Libraries (Mondays in January): The Fine Art of Haiku, taught by Ce Rosenow, English
2. Insight Seminars sponsored by the UO Libraries (Saturdays in January): Augustine's *Confessions*, taught by Jim Earl, English
3. Lecture: Modern Girls on the Go, sponsored by Center for Asian and Pacific Studies
4. Year of the Book speaker: Paul Courant, sponsored by UO Libraries
5. Lecture: Professor Peng, sponsored by Center for Asian and Pacific Studies
6. Thomas Schestag speaker, sponsored by German Studies

February 2010

1. Insight Seminars sponsored by the UO Libraries (Mondays in February): Death and Dying, taught by Steve Durrant, East Asian Languages
2. Insight Seminars sponsored by the UO Libraries (Saturdays in February): How to Read a Poem, taught by Karen Ford, English

3. Esther Jacobson-Tepfer, James Meacham, Gary Tepfer: Archaeology and Landscape in the Mongolian Altai: An Atlas, sponsored by UO Bookstore
4. Lecture: Gina Dent, sponsored by Center for the Study of Women in Society
5. Welfare Book Presentation, sponsored by Center for the Study of Women in Society
6. Jeremiah Lecture: Wayne Vitole, sponsored by Center for Asian and Pacific Studies
7. A Little Knight Music, featuring flutist Molly Barth, sponsored by UO Libraries
8. Lecture: Klaus Muehlhahn, sponsored by Center for Asian and Pacific Studies
9. Author Elizabeth Eslami "Bone Worship," sponsored by UO Bookstore
10. Joanne Greenberg: "Jewish Themes in My Novel," sponsored by Judaic Studies
11. Palestinian Human Rights, sponsored by Arab Student Union
12. Teaching by Dzogchen Khenpo Choga Rinpoche, sponsored by Dzogchen Shri Singha Foundation USA

March 2010

1. Author Naseem Rakha, "The Crying Tree," sponsored by UO Bookstore
2. Creative Writing Series: Miriam Gershow
3. Graham Murdock Lecture, sponsored by School of Journalism and Communication

April 2010

1. Insight Seminars sponsored by the UO Libraries (Mondays in April): Medieval Dragon-Slayers, taught by Jim Earl, English
2. Insight Seminars sponsored by the UO Libraries (Saturdays in April): Ballad and Folksong, taught by Diane Dugaw, English
3. Symposium, sponsored by Center for Latino/a and Latin American Studies
4. Oregon Bach Festival-David Yearsly (Cornell University), sponsored by German Studies
5. A Little Knight Music, flute quartet, sponsored by UO Libraries
6. Don Etherington: A Sixty-Year Odyssey in Bookbinding and Conservation, sponsored by UO Libraries
7. Letters, Laurels and Keys: A Tradition of Honors at the UO, sponsored by Clark Honors College/Phi Beta Kappa
8. Roma Against Racism: An Evening with Morgan Ahern, sponsored by Associate Students of the UO, Women's Center
9. Lecture: Thomas Hahn, sponsored by English Department
10. Thomas Schestag speaker, sponsored by German Studies
11. Lecture: Magdalena Zaborowska, sponsored by English Department
12. A Little Knight Music, Bruce Tabb (flute/piano), sponsored by UO Libraries
13. Creative Writing Series: J.T. Bushnell and Keetje Kuipers
14. Pierson Lecture: Jonathan Beecher, sponsored by History

May 2010

1. Insight Seminars sponsored by the UO Libraries (Mondays in May): Bob Dylan, taught by Jeff Harrison, English
2. Insight Seminars sponsored by the UO Libraries (Saturdays in May): Tolkien's World, taught by Martha Bayless, Medieval Studies
3. Symposium, sponsored by the Center for Latino/a and Latin American Studies
4. Author Megan Prelinger: "Another Science Fiction" sponsored by UO Libraries and Oregon Humanities Center

5. John Jordon, sponsored by English Department
6. Author Steven Shankman, "Other Others: Levinas, Literature, Transcultural Studies," sponsored by UO Bookstore

June 2010

1. Pacific Northwest Essay Reading, sponsored by Oregon Quarterly
2. *Unbound Magazine* author reading, sponsored by Unbound
3. Olga Aynzarg Recital, sponsored by Continuing Education

Safety and Security

Knight Library student safety staff conduct walk-throughs twenty-seven hours per week. Safety staff leave printed warnings if they see unattended backpacks, laptops and other belongings. They will have a conversation with the patron if they can.

Safety staff stats (fall, winter, spring):

	06/07:	07/08:	08/09:	09/10:
Total conversations:	502	161	380	108
Total warnings:	2,043	1,210	1,639	1,064

Unusual Incident Reports are recorded for security as well as building maintenance issues for all libraries. The number of security-related reports declined in FY 2010.

July, 2008 - June, 2009:	111
July, 2009 - June, 2010:	88

A theft of two videogame consoles and thirty videogames occurred in the Science Library in December 2009. Additional security measures were added to protect that collection.

Facilities Upgrades

Knight Library - lobby flooring



From late August through September 2009, the carpeting in the Knight Library lobby was replaced with marmoleum, a surface more easily maintained. Due to the discovery of asbestos under the old carpeting, the project took longer and was more expensive than expected. Campus Operations absorbed the cost of the asbestos abatement. The alcoves at the east and west ends of the lobby were completed during winter break.

Knight Library – painting

After the lobby flooring was completed a new color scheme was developed based on the tones used in the historic part of the building. The switch from primarily pink to primarily yellow has been completed in the Learning Commons and is progressing throughout the first floor.



Knight Library – additional seating

Thanks to a generous donation, we were able to purchase 15 new tablet-arm chairs for the South Reading Room and 10 new study tables placed near electrical outlets throughout the Knight Library. Student input was solicited for the type and style of seating purchased.

Cinema Studies Lab

The project to transform the Knight Library second floor IT lab into a space to support the new Cinema Studies program was completed for Fall Term 2009. Funding for the remodel came from numerous donors through the UO Foundation Annual Giving program.



Architecture & Allied Arts Library

The AAA Library received new furniture and a wiring upgrade. This complements the new carpeting installed the previous year on the first floor of the library.



Math Library – Fenton Hall Renovation

At the end of Spring Term 2010, the Math Library was closed to patrons due to major Fenton Hall renovation. Math Library materials will be paged daily. The current periodicals and roughly 2,500 books are temporarily housed in the Science Library for the duration of the renovation, expected to last one year.

Facilities Master Plan

Dean Carver and Nancy Slight-Gibney met with each department of the UO Libraries during Winter and Spring Terms 2010. The discussion centered on physical space needs: current and future. The timing for this was mainly due to receiving a substantial estate endowment to support facilities improvements. Participants in the discussions were encouraged to identify under-utilized spaces as well as deferred maintenance issues. Another category identified early in the process was labeled Just Do It, and these actions were immediately begun in spring 2010. This included:

- purchasing movable white boards for the Knight and Science Libraries;
- upgrading the equipment and furniture in three classrooms in the Knight Library;
- enhancing AAA Library space by renovating the Secure Collection room, moving architectural drawings to the Visual Resources Collection, and completing electrical wiring in the library's reading room
- converting the photocopy room to a group study in the Science Library;
- purchasing a few new book trucks;
- clearing out clutter in various spaces including the South Reading Room;
- planning “Library Day” to be held during summer/fall intersession, a time for staff from the libraries and campus facilities to spend a day sprucing up the libraries.

The master plan was scored by departments, library facilities managers, and library administration, to create a prioritized list that was shared with Campus Operations. It is anticipated that the endowment funds will be leveraged with other campus funds to make significant progress on deferred maintenance as well as capitalizing on opportunities to enhance the utility of library space for teaching and learning.



Gateway to Organizational Learning and Development

GOLD, or Gateway to Organizational Learning and Development, was established in October 2007, superseding the former Staff Development Committee. Continuing members of the GOLD Team include: Laine Stambaugh, Tom Stave, Betsy Kelly, and Karen Bankole. In May of 2010, Karen Bankole resigned, and was replaced by Lisa Levitt.

The following are highlights covering GOLD's activities for the period of July 1, 2009 through June 30, 2010, its third year as a team.

Administrative Activities

In fall 2009, GOLD was presented with a \$3,000 donation by an anonymous donor, to spend towards any type of programming or programming support within a given year. To date, none of that has been expended. However, it is anticipated much of it will go towards the next staff in-service day in December 2010.

To better understand the role of organizational development and how that might best be applied to the Library, GOLD and Library Administration met with Pam Farmer, Director of Organizational Training and Development for the UO Campus. That meeting culminated in asking members of Library Council to help identify values to provide direction in future planning. For the coming year, "innovation and creativity" was selected by GOLD for particular focus.

Programming Activities

GOLD sponsored seven events during this time period that covered a wide variety of topics:

- Drop-In sessions to learn new Drupal procedures for Iris
- X-Day: In-Service Day
- Webinar: "Millennials in the Library"
- "Password Management"
- "Student Veterans at the UO"
- "Latino Students in Oregon"
- Overview of CERT, Eugene's Emergency Response Training Program

Most notable was the Library's first all-staff in-service day, "X-Day: Excite, Explore, Expand," held on September 16, 2009.

Attendance and Participation

In the seven events sponsored by GOLD, there were approximately 248 participants. Since 145 (about 90% of our staff members) of those participants were present for X-Day, this indicates 103 participants for the other six events. We had 133 participants last year, so this is a considerable increase (46%). We had fewer events, but greater participation, overall.

Assessment

Individual evaluations and feedback continue to be in the “excellent” and “good” categories. A post-“X-Day” survey was also conducted, which provided much useful feedback for planning the next in-service day. In general, most staff members were pleased with the day and the variety of programs, sessions and speakers offered throughout the day. This was the first time the Library had closed its doors to the public for an in-service day, so that aspect was also evaluated for impact. An unanticipated building project put a slight damper on the environmental conditions, but that was dealt with in a positive way, for the most part. Sixty-nine percent of our employees indicated they had “learned something new”, while forty-three percent indicated they had developed a new relationship [with a coworker they had not known before]. X-Day budget expenditures came to about \$1,700, which helps guide us in deciding on how much we wish to spend on the next X-Day, and/or allocate for other speakers or events during the year.

Future Plans

Several smaller programs are in the works for FY 2011. The major event, the second all-staff in-service day, is scheduled for December 16, 2010. Since the concept of “X-Day” went over so well, and is still referred to, that has become our brand for planning and marketing this exciting event.



Assessment Projects

Four-year plan

A four-year assessment plan was created to facilitate the work of the Assessment Team and help plan for future assessment projects. This past year's plan included:

Summer/Fall (2009)

- ARL stats gathering
- Annual report
- Analysis of observational study

Winter/Spring (2010)

- Libqual+ Lite user satisfaction survey
- Observational study (small, targeted)
- Return on investment calculation
- Data mining (NCES, NSSE)
- Unit cost/benefit analysis planning (ILL)
- Collection assessment (new books)
- Collection assessment (foreign language materials)

Summer/Fall (2010)

- ARL stats gathering
- Annual report
- Unit cost/benefit analysis execution (ILL)
- Observational study (comprehensive) planning
- In-house use survey planning

Student Advisory Council

The Dean of the Libraries and the Director of Instruction and Campus Partnerships began working with a new student advisory group. Several meetings were held and the group's main focus was on the library as place. Use of group studies and better study space was a main concern.

Classified Advisory Council

An advisory council of classified staff was formed and began work this past year. Their mission:

- To solicit concerns and suggestions from classified staff and pass them on to library administration;
- To provide an avenue for classified staff to offer meaningful input into library planning, policies and programs;
- To advocate for classified staff regarding issues of organizational morale; and
- To recommend mechanisms for improving communication between library administration and classified staff.

The Classified Staff Advisory Committee (CSAC) will work to improve communication in the library by offering another avenue for library administration to share information regarding library planning, policies and programs with classified staff while also providing a reciprocal avenue for classified staff to submit meaningful input, concerns and suggestions. While CSAC will not engage in relaying individual personnel issues from classified staff to library administration, it will advocate on behalf of classified staff regarding issues of organizational climate.

Lib-Qual+

Every 4-5 years the University of Oregon Libraries participates in LibQual+, a national service quality survey sponsored by the Association of Research Libraries. The survey measures user satisfaction along three dimensions: library as place, affect of service, and information control.

We last administered the survey in spring 2010. We are continuing to analyze the results. That analysis will include comparison with our peer institutions and comparison with our own results from 2005.

Summary of preliminary findings:

- The spring 2010 administration of LibQual+ at the University of Oregon yielded 951 completed surveys; 446 of them included comments.
- 70% of UO undergraduate students use the libraries at least weekly, up from 62% in 2005.
- 82% of UO graduate students and faculty access information via the libraries' web site at least weekly. This is slightly down from 85% in 2005.
- Out of a 9 point scale (9 being the highest), our library patrons rated us as follows on each of the three major satisfaction dimensions:

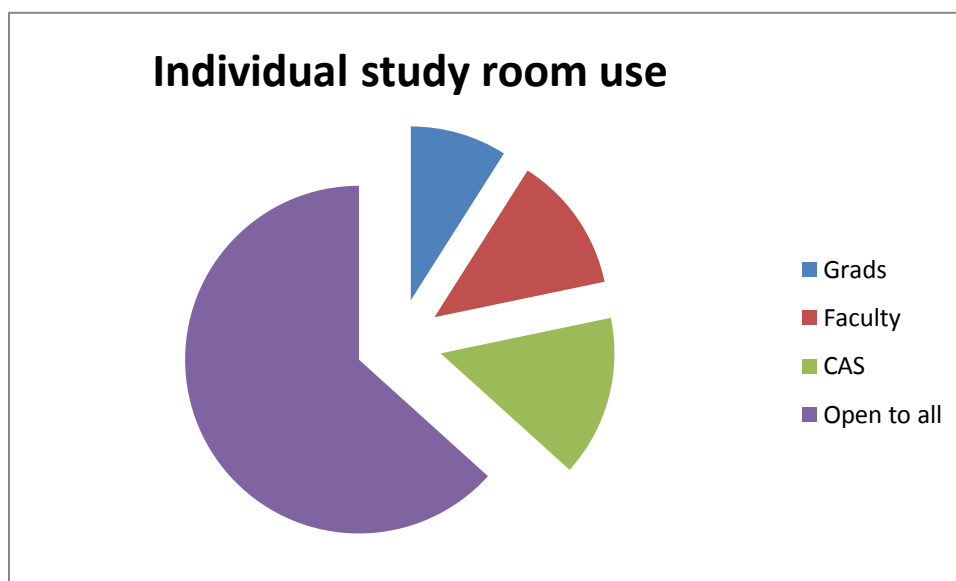
	<u>2010</u>	<u>2005</u>
Affect of service (quality of interactions with library employees):	7.01	7.01
Information control (quality of our website, discovery tools, and collections):	6.64	7.06
Library as place (quality of our physical libraries for research and learning):	6.33	6.96

- What does this tell us? We are doing a pretty good job of customer service. Our ability to easily connect users to the information they need, when they need it, is less satisfactory. And our facilities could use some work. More detailed analysis will follow in the coming months.

Spring 2010 Knight Individual Study Room Observations

Knight Library Safety Staff conducted an observational study during spring term 2010. This was a follow up to two similar observational studies in previous years. Safety Staff recorded the use of individual study rooms. Individual study rooms are those rooms meant for one person at a time. In spring term, there were 23 rooms assigned to faculty; some additional rooms specifically made available to new faculty in the College of Arts and Sciences; 20 rooms assigned to graduate students and four rooms without locks that were first come first serve.

- The rooms assigned to graduate students were found occupied during 6% of the observations.
- The rooms assigned to faculty were occupied 8.6% of the time.
- The unassigned and unlocked rooms were occupied 42.7% of the time.



As a result of this study and the two earlier observation studies combined with feedback from the student advisory council, revisions were made to room use policies. These changes were approved in FY 2010 and will be effective Fall Term 2010.

- Forty seven individual rooms formerly assigned for faculty have been turned over to students.
- All the rooms on the third floor have had the locks removed and are first come first serve rooms.
- All the rooms on the second floor are for graduate students. Each of the 25 rooms can be assigned to two students who check out keys for one term from the Checkout/Information Desk.
- There were six group study rooms which had locks on the doors and required advance booking and key checkout. Those locks have also been removed.

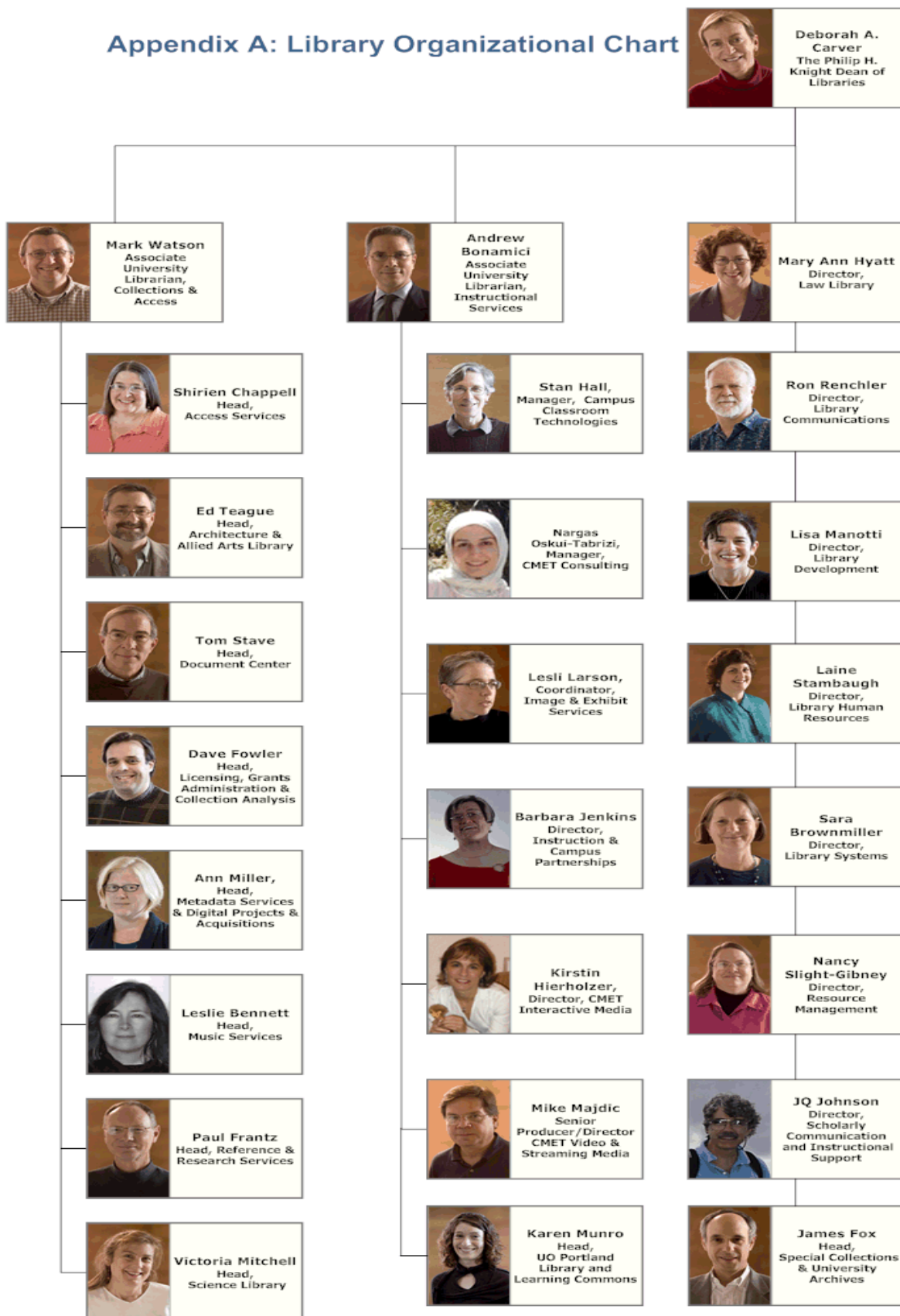
Collection Assessment/Program Reviews

In FY 2010, the UO libraries continued its efforts to provide support to the Graduate School and academic departments by creating a library component to the program reviews that are periodically required for accreditation and other purposes. In the past year, the UO Libraries provided these reports for both the Theater and Dance program reviews. These reviews examine trends in monographic, serials and other expenditures over the previous five-year period, title counts and usage in affected call number areas, growth in digital resources, utilization of library instructional resources, CMET consulting, and Blackboard.

The Library Assessment team documented the process for conducting these reviews and standardized the procedures. As a result of this work future program review documentation will be completed more consistently and we will have the opportunity to compare resource expenditures and use across programs.



Appendix A: Library Organizational Chart



Appendix B:

Midterm Report for the NWCCU Accreditation, March 30, 2010

Deborah A. Carver, Philip H. Knight Dean of Libraries

The NWCCU's full report stated the following:

Despite the extensive use of interlibrary loan, Standard 5 requires a core collection adequate in quality, depth, diversity and currency to support graduate curricula and research in a number of programs. The Committee recommends that the University take steps to address the sufficiency of core library holdings needed to support the institution's instructional and research missions (Standard 5.A.1; 5.A.2).

Since the commission's response was issued, the university has provided several one-time allocations to the library specifically for collections. The last allocation was made earlier this fiscal year for an amount of \$250,000. The total of \$750,000 in one-time allocations has been made over the last three years. These cash infusions have allowed us to adjust the timing of the serials cancellation project and restore a portion of funding to the monograph lines. Nevertheless, due to the cumulative impact of inflation, the library had to move forward and cancel \$770,904 in journal expenditures that took effect this fiscal year, along with a \$73,012 cut in database licenses. The second phase of the cancellation project has been delayed, but in FY 2012 we will need to cancel another \$67,000 in journal expenditures. The law library cancelled \$150,000 in journal expenditures that took effect this fiscal year, and \$200,000 that took effect last fiscal year. The pattern of cuts will continue as long as the current inflation rate on scholarly content is coupled with budget augments that are not indexed to inflation.

The Library (along with all the academic units) received a 2% permanent cut in FY 2010 due to the recession and a drop in state support. However, the cut was calculated on the beginning budget *excluding collections*. Compared to other public academic libraries across the country, the UO Libraries has fared reasonably well through these difficult economic times.

We continue to look for the most cost-effective purchasing plans, including multi-institutional licenses. For example, we have worked collaboratively with Oregon State University and Portland State University on acquiring Elsevier titles. The negotiated deal enabled all three schools to meet their budget targets and provide subscribed or shared access to hundreds of titles worth millions of dollars while simultaneously shedding titles with little use. The end result is that users at the UO, OSU and PSU should notice little or no adverse impact when consulting titles from this major publisher. In addition to this regional deal, we continue to make collaborative purchases through the Greater Western Library Alliance (GWLA). For FY 2009, we realized a 69% discount on products purchased through the GWLA.

Appendix C: Professional Activities and Accomplishments of UO Libraries Faculty and Staff

Publications, Presentations and Exhibits

Baker, David L (with Annie Zeidman-Karpinski, Carol Stabile, Allison Carruth), panelist, "Should the Pedagogy Match the Technology? Interactivity and Critical Pedagogy," panel discussion, HASTAC 2010: Grand Challenges and Global Innovations conference, Virtual, April 15, 2010.

http://www.ichass.illinois.edu/hastac2010/HASTAC_2010/Schedule.html

Baker, David L (with Annie Zeidman-Karpinski, Carol Stabile), panelist, "Thinking Video Games: Finding a Niche in Academia," panel discussion, UO Community Conversation, Living Learning Center, UO, February 3, 2010.

Bean, Margaret H., speaker, "Interlibrary Loan at the University of Oregon", presentation, Summit Borrowing Day, Vancouver, Washington, July 21, 2009.

Bean, Margaret H. (with Kerri Goergen-Doll), presenter, "Exceptional Navigator," presentation, Greater Western Library Association (GWLA) Resource Sharing and Document Delivery (RSDD) Committee Meeting, Albuquerque, NM, April 7, 2010.

Bean, Margaret H. (with Shirien Chappell, Cheryl Middleton, Kerri Goergen-Doll), presenter, "Exceptional Sharing," presentation, Joint OSUO Collection Development Day, Eugene, OR, August 6, 2009.

Bean, Margaret H., presenter, "ILLiad for Subject Specialists," presentation, Reference Staff Meeting, Eugene, OR, May 26, 2010.

Bean, Margaret H., presenter, "ILLiad Statistics for Subject Specialists," presentation, UO Libraries Subject Specialist Meeting, Eugene, OR, April 15, 2010.

Bean, Margaret H., presenter, "Purchase on Demand (POD) of Dissertations at the University of Oregon," presentation, Association of College and Research Libraries, Oregon/Washington Chapter Conference, Eatonville, WA, October 29, 2009.

Bean, Margaret H., speaker, "The Effect of Navigator on Interlibrary Loan at the University of Oregon," presentation, Northwest Interlibrary Loan and Resource Sharing Conference, Portland, Oregon, September 18, 2009.

Bennett, Leslie K. (with Cristian Boboia, Kappa Kappa Psi honorary band fraternity), curator and organizer, "100 Years of the Oregon Marching Band," exhibit, 100th Year of the Oregon Marching Band, Knight Library Display Cases, 2009.

<http://libweb.uoregon.edu/index/news-app/story.2013/title.knight-library-exhibit-celebrates-100-years-of-the-uo-marching-band/menu./sec./home>

Bennett, Leslie K. (with Bruce Tabb), coordinator, "Bruce Tabb, flutist, Music for Flute by German Composers," concert, Little Knight Music Series, Knight Browsing Room, April 20, 2010.

<http://libweb.uoregon.edu/index/news-app/story.2097/title.little-knight-music-series-offers-free-flute-recital-tues-apr-20/menu./sec./home>

Bennett, Leslie K. (with Infinity Saxophone Quartet), coordinator, "Concert of Saxophone Quartet Music," concert, Little Knight Music Series, Knight Library Browsing Room, December 3, 2009.

<http://libweb.uoregon.edu/index/news-app/story.2060/title.a-little-knight-music-series-offers-free-saxophone-quartet-concert-thur-dec-3/menu./sec./home>

Bennett, Leslie K. (with Molly Barth's graduate student flute quartet), coordinator, "Flute Quartet Music," concert, Little Knight Music Series, Knight Library Browsing Room, April 9, 2010.

<http://libweb.uoregon.edu/index/news-app/story.2098/title.a-little-knight-music-series-offers-free-concert-fri-apr-9-/menu./sec./home>

Bennett, Leslie K. (with Molly Barth; Steve Vacchi; School of Music students), coordinator, "Recital of Music for Flute and Bassoon," concert, Little Knight Music Series, Knight Library Browsing Room, February 19, 2010.

<http://libweb.uoregon.edu/index/news-app/story.2080/title.a-little-knight-music-series-offers-free-flute-bassoon-concert-fri-feb-19/menu./sec./home>

Bonamici, Andrew R (with Steven Huter, Dale Smith), co-author, "Cultivating Global Cyberinfrastructure for Sharing Digital Resources," *EDUCAUSE Review* 45, March 2010, 10-11.

<http://www.educause.edu/EDUCAUSE+Review/EDUCAUSEReviewMagazineVolume45/CultivatingGlobalCyberinfrastr/202353>.

Bonamici, Andrew R. (with Heather Briston, Kevin Hatfield, Matthew Villeneuve), "Rebooting the Past, Uploading the Future: Web 2.0 and the Study of History Through a Living Learning Community," team presentation, EDUCAUSE Learning Initiative Annual Meeting, Austin, TX, January 19, 2010.

http://net.educause.edu/ELI10/Program/1022371?PRODUCT_CODE=ELI10/SESS07.

Bonamici, Andrew R., speaker, "Social Networking and Social Media in Government," presentation, City of Salem Managers, Salem, Oregon, October 29, 2009.

http://www.uoregon.edu/~bonamici/socialmedia_Salem/

Bonamici, Andrew R., speaker, "Social Networking and Social Media in Government," presentation, Annual Conference of the Oregon Association of Government Information Technology Managers (OAGITM), Bend, Oregon, August 19, 2009.

<http://uoregon.edu/~bonamici/OAGITM/>

Bonamici, Andrew R. (with Ron Bramhall, Nancy Yen-wen Cheng), "Using E-Portfolios in a Web 2.0 Community to Develop Professional Skills," team presentation, EDUCAUSE Learning Initiative Annual Meeting, Austin, TX, January 20, 2010.

http://net.educause.edu/ELI10/Program/1022371?PRODUCT_CODE=ELI10/SESS24.

Briston, Heather, curator, "Those were the days. . .", exhibit, Reunion of Department of English Graduate Students 1965-1975, UO Libraries, August 2009.

Butler, Barbara A. (with Janet Webster), co-presenter, "All the water in the ocean- all the books on the sea," presentation, UO-OSU Joint Library Meeting, Eugene, OR, August 6, 2009.

Butler, Barbara A., reviewer, "Antarctic Mission/ Mission Antarctique," review, Educational Media Reviews Online, June 4, 2010.

Butler, Barbara A. (with Janet Webster), presenter, "Shared Collections: Lessons Learned in Kindergarten Resurface at the University," presentation, CYAMUS (West Coast Regional Group of IAMSLIC), International Association of Aquatic and Marine Science Libraries and Information, Bamfield Marine Station, Vancouver Island, B.C., March 29, 2010.

Butler, Barbara A., reviewer, "The End Of The Line: Where Have All The Fish Gone?," review, Educational Media Reviews Online, May 26, 2010.

<http://emro.lib.buffalo.edu/emro/emroDetail.asp?Number=4051>.

Butler, Barbara A., reviewer, "The Water Front," review, Educational Media Reviews Online, July 15, 2009.

Chappell, Shirien, presenter, "Change: It Really is all about you," presentation, UO Library Staff In-Service Training Day, Eugene, September 14, 2009.

<http://nwill.org/2009.shtml>.

Chappell, Shirien, presenter, "Change: It Really is All About You," presentation, NWILL, Portland OR, September 19, 2009.
<http://nwill.org/2009.shtml>

Chappell, Shirien (with Margaret Bean, Cheryl Middleton, Kerri Goergen-Doll), panelist, "Exceptional Sharing," panel discussion, OSUO Joint Subject Specialists Meeting, Eugene OR, August 6, 2009.

Chappell, Shirien, panelist, "Summit Implementation Team," panel discussion, Summit Day, Portland, OR, July 21, 2009.

Coffman, Andrea G. (with Nancy Slight-Gibney, Laura Willey, Michael Thompson, and David C. Fowler), *University of Oregon Libraries Annual Report, FY 2008-09* (Eugene, OR: University of Oregon Libraries, January 2010).
<https://scholarsbank.uoregon.edu/xmlui/handle/1794/10178>

Fowler, David C., presenter, "The University of Oregon Serials Cancellation Project 2008-10", presentation, American Library Association meeting 2010, Washington, DC, June 27, 2010.

Frantz, Paul (with Cheryl Middleton), presenter, "What to do with Reference Collections?", presentation, Acquisitions Institute, Timberline Lodge, Oregon, May 2010.

Hierholzer, Kirstin (with Karen Estlund, Julia Simic), co-author, "Supporting Faculty Research through Collaborative Digital Projects: The Mongolian Altai Inventory, " *Collaborative Librarianship* 2, no. 3, 2010, 14.
<http://collaborativelibrarianship.org/>

Long, Linda J., session participant, "Arts and Crafts and the Lesbian Land Communities in Oregon", presentation, Communal Humanities Conference, Aurora, Oregon, July 5, 2009.

Malinao-Alvarez, Azle M, instructor, "CS3 InDesign Workshop," workshop, Edminston Classroom, Knight Library, September 2009.

Midkiff, Stephanie (with Wendy Schroeder Hitchcock), compiler, *State Documents Bibliography: Oregon, A Survey of Oregon State Legal and Law-Related Documents*, 2nd ed. (Buffalo, NY: William S. Hein & Co., in partnership with the Government Documents Special Interest Section of the American Association of Law, September 2009).

Munro, Karen (with Caleb Tucker-Raymond), presenter, "How Far Would You Go? Reflecting on Theories and Practice of Reference," presentation, Oregon Virtual Reference Summit 2010, Troutdale, OR, January 2010.

Munro, Karen, presenter, "Whither the Book? Electronic Publishing, Print-On-Demand, and Where the Heck We're Going with Them," lightning talk, Online Northwest 2010, Corvallis, OR, January 2010.

Munro, Karen, "Going Green," *College & Research Libraries News* 70, no. 6, 2009, 331.

Munro, Karen, author, "Land of Oz, " in *The Pacific Northwest Reader*, edited by Carl Lennertz (Harrison, NY: Delphinium Books, 2010).
<http://www.indiebound.org/book/9781883285418>.

Munro, Karen (with Rachel Bridgewater, Anne-Marie Deitering), "Library Instruction 2.0," *Public Services Quarterly* 5, 2009, 114-124.

Munro, Karen (with Charles Forrest, Kate Zoellner), author, "Toward Sustainable Conferences: Going Green at the 2009 ACRL National Conference in Seattle," in *Greening Libraries*, edited by Monika Antonelli, Mark McCullough (Duluth, MN: Library Juice Press, 2011).

Oskui, Nargas, presenter, "Unique approaches to creating thematic images to enhance a Professional Development site," five minute lightening round presentation, Online Northwest, Corvallis, OR, May 2, 2010.

Rigby, Miriam, representative, "ACRL-Anthropology & Sociology Section presentation," New Members Round Table Student Awards Event, ALA 2010, Washington, DC, June 27, 2010.

Rigby, Miriam, emerging leader, "ALA Emerging Leaders, Team B: ACRL 101," poster, ALA 2010, Washington, DC, June 25, 2010.

Rigby, Miriam (with panelists John Russell, and Michael Boock, OSU), moderator, "Paths for Open Access," panel discussion, ACRL OR/WA 2009, Pack Forest, WA, October 29, 2009.

Rigby, Miriam, panelist, "So You Want to be a Librarian," panel discussion, Reed College, Paideia, Reed College, Portland, OR, January 22, 2010.

Rigby, Miriam, presenter, "Social Outreach for Faculty Networking," mini-poster, ACRL OR/WA 2009, October 29, 2009.

Rigby, Miriam, guest blogger, "Reflections on Blogging," *ACRLLog*, June 14, 2010
<http://acrlog.org/2010/06/14/reflections-on-blogging/>

Rigby, Miriam, author, "Social Networking 0.0," *College & Research Libraries News* 71, no. 1, January 2010, 14-15.

<http://crln.acrl.org/content/71/1/14.full>.

Robare, Lori (with Adam Schiff), presenter, "Basic Subject Cataloging Using LCSH," 2-day workshop, Multnomah County Library, Portland, OR, November 2009.

Robare, Lori, presenter, "Library of Congress Classification Basics," 1-day workshop, Missouri Library Network Corporation, St. Louis, October 28, 2009.

Robare, Lori, presenter "RDA Update for Public Libraries," presentation, Public Library Association Annual Conference, Portland, OR, March 26, 2010.

Schmitt, Cassandra A, panelist, "Gender Shifts within the Archivist Profession and the Impact on Users," paper presentation, Changes and History Makers: Women in Pacific Northwest History Conference, Spokane, WA, November 5, 2010.

Schmitt, Cassandra A (with Marilyn Reaves), curator, "ZAP! WHAM! KA-PAW! The Gardner Fox Comics Collection at Special Collection and University Archives. An Exhibit at Knight Library," exhibit, Eugene, OR, January 2010. October 2009 - March 2010.

Slight-Gibney, Nancy (with Laura Willey, Michael Thompson, and David C. Fowler), *University of Oregon Libraries Annual Report, FY 2008-09* (Eugene, OR: University of Oregon Libraries, January 2010).

<https://scholarsbank.uoregon.edu/xmlui/handle/1794/10178>

Teague, Edward H., organizer, "AAA Library Resource Poster Series," exhibit, AAA Library, 2009.

Teague, Edward H., moderator, "Global Visions: Expanding Visual Resources in a Participatory Culture," speakers and panel discussion, Art Libraries Society of North America Annual Conference, Boston, Massachusetts, April 24, 2010.

Teague, Edward H., presenter, "Vanished: A Closer Look at the Campus Past," presentation, X-Day, UO Libraries, Knight Library, September 14, 2009.

Teague, Edward H., project director, editor, and compiler, *Building Oregon: Architecture of Oregon & the Pacific Northwest*, 2010 ed. (Eugene, Oregon: University of Oregon Libraries, 2010).

<http://boundless.uoregon.edu/digcol/archpnw/>.

Teague, Edward H, reviewer, "Building to Endure: Design Lessons of Arid Lands. " New Mexico, 2009. *Choice*, June 2010

Teague, Edward H., reviewer, "The Artist's Guide: How to Make a Living Doing What You Love." review, Da Capo, 2009. *Choice*, January 2010

Teague, Edward H., reviewer, "The Garden Visitor's Companion." review, Thames & Hudson, 2009. *Choice*, no. October 2009, October 2009

Tsutsui, Ilona, presenter "Cancellations: Stories from the Chopping Block," presentation, Western Pacific Chapter of AALL Annual Meeting, Victoria, BC, Canada, October 9, 2009.

Tsutsui, Ilona, "Collection Inventory and Analysis: A Case Study," presentation, Innovative Law Users Group Annual Meeting, Washington, DC, July 25, 2009.

Walton, Dean P, speaker, "Envisioning the Ecological Data Portal," presentation, Pacific Northwest Aquatic Monitoring Program, Portland, Oregon, October 28, 2009.
<http://www.pnamp.org/>

Walton, Dean P, speaker, "Evidence Based Decision Making: Data Mining for Serials Cancellations," presentation, Acquisition Institute at Timberline, Timberline Lodge, May 16, 2010.
<http://libweb.uoregon.edu/ec/aitl/>

Walton, Dean P, speaker, "Freshwater Tidal Forest Communities of the Mid-Atlantic Region," presentation, Eugene Natural History Society Meeting, University of Oregon, April 16, 2010.
<http://biology.uoregon.edu/enhs/>

Walton, Dean P, speaker, "Hi-tec Tools for Data Analysis," presentation, Annual Natural Resources Information Council Meeting, Library of Congress, Washington D.C., June 19, 2009.
<http://www.nric.info>

Walton, Dean P (with Ron Renschler), photographer, "Cinematic Transformation A New Cinema Studies Lab," *Building Knowledge* Spring 2010, March 1, 2010, 16-17.
<http://libweb.uoregon.edu/index/cms-filesystem-action/news/librarypubspdf/bk%20spring%202010.pdf>.

Walton, Dean P, photographer, "The Great Debate: Pacifica Forum," *Oregon Quarterly* 89, no. 4, June 2010, 14.
<http://www.oregonquarterly.com/summer2010/upfront.php>.

Walton, Dean P, photographer, "University Opens John E. Jaqua Academic Center for Student Athletes," *Inside Oregon*, January 12, 2010
<http://insideoregon.uoregon.edu/university-opens-john-e-jaqua-academic-center-for-student-athletes/>.

Walton, Dean P, speaker, "Images of the Deepwater Horizon Disaster at Grand Isle, LA," presentation, Annual Meeting of the Special Libraries Association, New Orleans, LA, June 16, 2010.

Westra, Brian, "Leveraging and Repurposing RSS," *FUMSI*, January 2010
<http://web.fumsi.com/go/article/manage/4437>

Wiley, Laura L. (with Nancy Slight-Gibney, Andrea Coffman, Michael Thompson, and David C. Fowler), *University of Oregon Libraries Annual Report, FY 2008-09* (Eugene, OR: University of Oregon Libraries, January 2010).
<https://scholarsbank.uoregon.edu/xmlui/handle/1794/10178>

Service to the University of Oregon Libraries

Bean, Margaret H.

- Grants and Awards Committee, member, July 1, 2009-June 30, 2011.
- ILLiad Implementation Committee, chair, August 15, 2009-present.

Bennett, Leslie K.

- Grants & Awards Committee, member, September 1, 2009-present.

Butler, Barbara A.

- Science Library and Research Commons Working Group, member, June 15, 2009-present.

Chappell, Shirien

- Orbis Cascade Alliance Implementation Team, member, December 1, 2008-August 1, 2009.
- Served as interim chair of the Circ/ILL Work Group while chair was in India for a month.
- UO libraries' contact with SPOT, June 1, 2009-present.

Clark, Eric

- Law Library Manager Search Committee, member, December 10, 2009-March 15, 2010.

Coffman, Andrea G.

- UO Libraries Assessment Team, July 1, 2005-December 31, 2009.

Estlund, Karen

- Digital Collection Development Board, chair, January 1, 2008-present.
- Oregon Digital Newspaper Program. Institute of Museum and Library Services, Library Services & Technology Act., project director, February 1, 2009-present.
- Oregon Digital Newspaper Program. Oregon State Parks Cultural Trust Award, project director, May 1, 2009-present.

Georgitis, Nathan

- UO/OSU Archivists' Toolkit Implementation Project, committee chair, January 1, 2009-present.

Herbst, Joni

- Library Faculty Personnel Committee, chair, July 1, 2008-June 30, 2010. Elected for 2008-2010.

Hyatt, Mary Ann

- Search Committee for Law Administrative Assistant, chair, January 7, 2010-April 7, 2010.
- Search Committee for Law Reference Librarian, chair, November 2, 2009-March 31, 2010.

List, Cara A

- Collection Management, Hayworth Press, peer reviewer, January 1, 2008-present.
- Digital Collections Group, member, January 1, 2008-present.
- Fund Group Leaders, University of Oregon Libraries, fund group leader, humanities, January 1, 2007-present.
- Signs Committee, A&AA Library representative, January 1, 2005-present.

Miller, Ann E.

- Collaborative Tech. Services Task Force, Orbis Cascade Alliance, member, June 1, 2009-October 31, 2009.
- Digital Collection Development Board, ex officio as Head, MSDP, January 1, 2009-present.
- Diversity Committee, member, January 1, 2010-present.
- Library Faculty, vice presiding officer, then presiding officer, July 1, 2009-June 30, 2010.

- OSU/UO Collaboration, member, March 1, 2009-present.
- Scholarly Communications Initiative Group, member, January 1, 2009-present.

Munro, Karen

- Professional Development Fellowship, award, The Workshop for Instruction in Library Use, May 4, 2009-present.
- Professional Development Fellowship, award, American Library Association, May 4, 2009-present.
- Supervisor Training Series, graduate, January 9, 2009-January 5, 2010.

Rigby, Miriam

- Grants & Awards Committee, member, May 6, 2010-present (elected position).
- Library Faculty, secretary, May 7, 2009-May 6, 2010 (elected position).
- Troika: Student Supervisors, facilitator, June 2, 2010-present.

Robare, Lori

- Gift Redesign Task Force, member, March 1, 2009-present.
- Next Generation Catalog Initiative, member, April 1, 2008-present.
- Search committee, Metadata Management Librarian, member, January 7, 2010-July 13, 2010.

Schmitt, Cassandra A

- Grants and Awards Committee, member, May 6, 2010-present.
- UO/OSU Archivists' Toolkit Working Group, member, January 3, 2008-present.

Simic, Julia

- Diversity Committee, member, July 1, 2008-December 31, 2009.

Slight-Gibney, Nancy

- UO Libraries Assessment Team, team leader, July 1, 2005-present.

Teague, Edward H.

- Library Faculty Personnel Committee, member, July 1, 2009-June 30, 2011.
- Library Technician II Search Committee, AAA Library, chair, April 15, 2010-July 30, 2010.

Thompson, Michael

- Grants and Awards Committee, member, May 1, 2009-May 1, 2011. Two year appointment.
- UO Libraries Assessment Team, member, August 28th 2009-present.

Tsutsui, Ilona

- Law Library Collection Analysis Initiative, head, July 1, 2007-August 31, 2009.

Walton, Dean P

- Faculty Citation Database Ad Hoc Committee - Library Initiative, supporting member, May 1, 2009-present.
- Fund Group Manager for the Sciences, science fund group liaison, July 1, 2009-present.
- Scholarly Communications Committee, member, July 1, 2009-present.
- Week of Welcome “Wild Duck Electromagnetic Carbonic Acid Test Extravaganza”, organizer, September 25, 2009.

Willey, Laura L

- UO Libraries Assessment Team, member, July 1, 2005-present.
- Illiad Implementation Team, member, July 20, 2009-present.

Service to the University of Oregon

Accountability Metrics Task Force (Mary Ann Hyatt, Member, January 21, 2010-present). UO Senate motion US09/10-9 passed December 2, 2009, concerns this committee: The UO Senate directs the UO Senate President to appoint members of the University Community to a joint administration/faculty committee concerning state accountability metric.

Allen Hall Building Project (Leslie K. Bennett, committee member, January 1, 2010-present). Represent the Campus Planning Committee on the Allen Hall (School of Journalism) building project.

Blackboard Advisory Committee (Mary Ann Hyatt, July 1, 2006-present).

Campus Planning Committee (Leslie K. Bennett, committee member, September 16, 2009-present).

Campus Planning Committee (Donald F Swain, classified staff representative, October 1, 2007-October 1, 2009).

Clark Honors College Website Redesign (Kirstin Hierholzer, usability consultant, August 1, 2009-December 17, 2010). Conducted usability tests and consulted on recommended changes for the Clark Honors College website redesign.

Electronic Theses & Dissertation Committee (Ann E. Miller, member, August 1, 2009-present).

Human Resources (David McCallum, instructor, August 19, 2009). Taught a Web Publishing I "workshop-on-demand" offered through CMET-Consulting

Law Faculty Admissions Committee (Mary Ann Hyatt, Member, August 1, 2009-May 31, 2010).

Law Faculty Curriculum Committee (Mary Ann Hyatt, July 1, 2005-present).

Law Faculty Library Committee (Mary Ann Hyatt, Chair, September 1, 2004-present).

Museum of Natural and Cultural History, Museum Advisory Council (Nancy Slight-Gibney, July 1, 2007-present).

ODT (Organizational Development and Training) within HR (Nargas Oskui, IT consultant, September 16, 2008-present). Provided consultation on the following sites: <http://odt.uoregon.edu/neo/> <http://odt.uoregon.edu/>.

Scholastic Review Committee (Barbara B. Jenkins, committee member, September 1, 2008-August 31, 2009). Facilitated a new early grade warning system for students called "Academic Jeopardy".

Teaching Effectiveness Program Website Usability (Kirstin Hierholzer, usability consultant, September 14, 2009-September 25, 2009). Conducted one-on-one usability tests for the TEP "Exemplary Learning" website. Consulted on website improvements based on results from usability testing.

University of Oregon Virtual Tour (Kirstin Hierholzer, interactive media project manager, December 2009). Collaborated with UO Admissions, Web Communications and Student Orientation to design and develop new, interactive UO Virtual Tour.

UO Community Conversations (Miriam Rigby, librarian contributor, December 1, 2008-present). Library presentations and suggested readings bibliographies.

UO Financial Stewardship Institute (Nancy Slight-Gibney, participant, March 3, 2009-July 28, 2009). Received Certificate of Completion of 40 hours of formal training/instruction plus capstone project.

UO Folklore Studies Program (Nathan Georgitis, Archivist, Mills Archives, May 1, 2010-present). Appointed Archivist of Randall V. Mills Archives of Northwest Folklore.

UO Senate (Mary Ann Hyatt, Law Faculty Representative, September 1, 2009-present).

UO Senate Nominating Committee (Mary Ann Hyatt, co-chair, September 1, 2009-May 31, 2010).

UO White Stag Art & Interior Design Committee (Karen Munro, chair, -present).

Wayne Morse Center for Law and Politics, Selection Committee for Project Grants (Andrea G. Coffman, February 1, 2010-February 28, 2010).

Other Professional Activities and Accomplishments

Bean, Margaret H.

- American Library Association Reference User Services Group, Sharing and Transforming Access to Resources Section, Education and Training Committee, chair, July 1, 2009-June 30, 2011.
- Greater Western Library Alliance, Resource Sharing and Document Delivery Committee, member, November 1, 2007-present.
- Northwest Interlibrary Loan and Resource Sharing Conference, chair, September 19, 2009-September 17, 2010.
- Northwest Interlibrary Loan and Resource Sharing Conference, program chair, September 18, 2008-September 18, 2009.

Belford, Rebecca

- Reference Services Committee, Music OCLC Users Group, March 31, 2009-present.

Bennett, Leslie K.

- Music Library Association Committee, member, Oral History, February 20, 2009-present.

- Search Committee, Music Library Association, Assistant Convention Manager, member, December 1, 2009-March 28, 2010.

Boshart, Timothy

- BbWorld 09 Program Committee, January 5, 2009-July 10, 2009.
- Northwest eLearning Community, past president, October 17, 2008-present.
- SysBUG (System Administrator Blackboard Users Group), co-chair, July 16, 2008-present.

Briston, Heather

- Society of American Archivists Council Exemplary Service Award, chair of the Intellectual Property Working Group, August 14, 2009. Award was given to the Intellectual Property Working Group.

Butler, Barbara A.

- Coos Bay Public Library Foundation Board, member, January 1, 2003-present; president, 2006-2008.
- Coos County Library Board, member, January 1, 2005-present.
- International Association of Aquatic and Marine Science Libraries and Information Centers (IAMSLIC), past president, September 16, 2008-September 30, 2009.
- SMART (Start Making A Reader Today), volunteer at Madison Elementary, January 9, 2001-present.

Coffman, Andrea G.

- Ocean Development & International Law, editorial board, January 1, 2000-June 30, 2010.

Estlund, Karen

- Greater Western Library Association. Cooperative Access Task Force, January 1, 2006-present.
- Greater Western Library Association. Digital Collections Committee, chair, January 1, 2006-present. (Took over as chair Jan '09.)
- Online Northwest Conference Planning Committee, February 1, 2008-present.
- Orbis Cascade Alliance, Northwest Digital Archives. Digital Program Working Group, October 1, 2007-present.
- Planning for Northwest-Wide Access to Digitized Primary Sources. Institute for Museum Library Services Collaborative Planning Grant, contributor to grant application, October 1, 2008-present.

Fowler, David C

- East Carolina University Tenure and Promotion Committee, tenure and promotion reviewer, July 17, 2009-September 2, 2009.
- Editorial Board, *The Serials Librarian*, member, November 1, 2006-present.
- NetLibrary Advisory Council, January 1, 2010-present. Provide feedback to EBSCO and make suggestions for the presentation and selection criteria of NetLibrary eBooks.
- *The Serials Librarian*, associate editor, special projects, January 1, 2008-present. Edit special issues, evaluate editorial submissions, etc.

Georgitis, Nathan

- Association for Recorded Sound Collections, annual conference registrar, January 1, 2010-July 1, 2010.
- Graduate studies in Arts and Administration Program, graduate student, September 1, 2009-May 1, 2010.
- Northwest Digital Archives, chair, Standards Working Group, September 1, 2009-present.

Herbst, Joni

- American Association of Law Libraries, Legal History and Rare Books Special Interest Section, Publications Committee, chair, July 1, 2008-present.

Jenkins, Barbara B

- Association of College Research Libraries, Academic/Research Librarian of the Year Award Committee, chair, January 15, 2009-present.
- Association of College Research Libraries, University Libraries Section, chair, July 15, 2008-July 14, 2009.
- Association of College Research Libraries, University Libraries Section, Nominations Committee, chair, January 15, 2009-present
- Lane Library District Board of Directors (elected), board member, July 1, 2008-present.

List, Cara A –

- Education Sub-committee, Professional Development Committee, Art Library Society of North America, member, January 1, 2007-present.
- High Jump Award, fund group leader, humanities, October 1, 2008-January 1, 2009.
- Professional Development Committee, Art Library Society of North America, member, January 1, 2009-present.

Long, Linda J. –

- Society of American Archivists Privacy and Confidentiality Roundtable, chair, August 13, 2008-August 19, 2009.

Miller, Ann –

- Vision 2020 Committee, Oregon Library Association, member, October 1, 2008-April 1, 2010.

Munro, Karen –

- Association of College Research Libraries, Literatures in English Section, past chair, July 1, 2009-July 1, 2010.

Rigby, Miriam –

- Association of College Research Libraries, Anthropology & Sociology Section, Membership Committee, member, February 11, 2009-present (2009-2011).
- Association of College Research Libraries, Oregon Board, member-at-large, June 2, 2009-present. Elected Position 2009-2011; Menucha Conference Planning Subcommittee (2010), Elections Subcommittee (2010), Award for Excellence Subcommittee (2009).
- American Library Association, Emerging Leaders, emerging leader, January 15, 2010-June 25, 2010.
- ANSS Conference Program Planning Committee 2010, committee member, February 11, 2009-June 27, 2010. Created a panel for ALA 2010, "Standing up and Sitting In: Libraries and Social Change".
- Clark Honors College Course: Cultures of Quantity, embedded librarian, January 25, 2010-March 10, 2010, with John Russell.
- Miriam Braverman Award Committee, co-chair, September 1, 2009-June 26, 2010.
- Miriam Braverman Award Selection Committee, committee member, January 13, 2009-July 15, 2009.

Robare, Lori –

- ALA Task Force on the Review of Functional Requirements for Subject Authority Data (FRSAD), chair, July 1, 2009-August 3, 2009.
- American Library Association, Association for Library Collections & Technical Services, Cataloging and Classification Section, Committee on Cataloging: Description and Access, member, July 1, 2008-June 30, 2010.

- American Library Association, Association for Library Collections & Technical Services, Cataloging and Classification Section, Continuing Education Training Materials Committee, chair, July 1, 2007-June 30, 2010.
- Directed Fieldwork, MLIS student, UW Information School, supervisor/mentor, June 14, 2010-August 20, 2010.
- Oregon Library Association Vision 2020 Delphi Study, participant, May 1, 2009-July 31, 2009.

Schmitt, Cassandra A –

- 2011 Annual Meeting Program Committee, Northwest Archivists, member, May 12, 2010-present.
- Board member, Northwest Archivists, Oregon State representative, May 1, 2010-May 1, 2012.
- Women's Collection Roundtable, Society of American Archivists, co-vice chair, August 12, 2009-August 11, 2010.

Slight-Gibney, Nancy –

- Acquisitions Institute at Timberline Lodge, officer, July 1, 1999-present.
- American Library Association, Library Leadership and Management Association (LLAMA), member, Board of Directors, July 1, 2009-June 30, 2011.
- American Library Association, Library Leadership and Management Association (LLAMA), Library Organization and Management Section (LOMS), section chair-elect, July 1, 2009-June 20, 2010.
- Association of Research Libraries, Library Assessment Conference, invited peer reviewer for conference, March 1, 2010-March 30, 2010.
- UO Libraries' Richard and Mary Corrigan Solari Library Faculty Fellowship, Spring 2010 awardee, May 6, 2010.

Teague, Edward H –

- Art Libraries Society of North America Nominating Committee, member, January 1, 2010-December 31, 2010.
- Association of Architecture School Librarians, past president, March 25, 2010-April 25, 2011.
- Association of Architecture School Librarians, president, March 20, 2009-March 25, 2010.
- Society of Architectural Historians Marion Dean Ross Chapter, conference chair, April 1, 2009-October 12, 2009. Annual Conference, Society of Architectural Historians Marion Dean Ross/Pacific Northwest Chapter, Portland, Oregon, Oct. 9-11, 2009.

- Society of Architectural Historians Marion Dean Ross Chapter, president, October 1, 2007-October 10, 2009.
- Society of Architectural Historians Marion Dean Ross Chapter, webmaster, January 1, 2007-present.

Thornton, Tiffany E. –

- Bibliographic Center for Research, trainee/participant, September 22, 2009-September 24, 2009, "Introduction to Metadata for the Digital Environment".

Walton, Dean P –

- Environment and Resource Management Division of the Special Libraries Association, division chair elect/planning team member, October 30, 2008-present.
- Environment and Resource Management Division of the Special Libraries Association, division chair, January 1, 2010-present.
- Natural Resources Information Council, treasurer, August 12, 2008-present.
- Oregon Chapter of the Special Libraries Association, valley liaison, August 4, 2009-present.

Westra, Brian –

- Contributed Papers Session Committee for SLA Biomedical and Life Sciences Division, junior co-chair, July 1, 2008-present.

Diversity Strategic Action Plan Progress Report 2009-2010 Academic Year

A. Summary of Activities

The 2009-2010 academic year proved to be very busy and productive for the Library Diversity Committee [LDC] despite some unanticipated staffing challenges. In last year's SAP progress report, the committee identified three important goals to focus on: completion of a library faculty hiring plan, increasing diversity-related training opportunities for library staff, and establishing a student advisory committee to assist with library planning and outreach. While these goals were not necessarily accomplished exactly as anticipated, we were able to complete each of them, and as a result, have laid important groundwork for future improvement of our Diversity Strategic Action Plan.

Important accomplishments this year included:

- Library Administration completed work on the Underrepresented Minorities Faculty Recruitment Plan
- Organized seven Gateway to Organizational Learning & Development [GOLD] professional development sessions for library staff that featured a focus on diversity
- Increased outreach efforts by establishing regular meetings between the Dean of Libraries and Freshman Interest Group [FIG] Advisors, who will serve as a student advisory group
- Collaborated with the School of Music to create the African American Cultural History in Eugene Oral History Project Collection
- Special Collections began a major processing project to provide access to the Ruth Mountaingrove Papers, a collection that documents the lesbian land movement in Oregon from the early 1970's through the mid 1980's
- Library Acquisitions is working in conjunction with the department of Women's and Gender Studies to provide library support for the newly created Queer Studies program
- Increased UO Libraries diversity related holdings by reallocating funds specifically for this purpose
- Inclusion of diversity related content in the Oregon Digital Newspaper Program

B. Progress and Results

As stated in part A of this report, the Library Diversity Committee had three main goals for 2009-2010. Creation of a hiring plan was identified as *Goal 1* under the *Recruitment and Retention* section of our SAP: "The UO Library Diversity Committee will coordinate a three to five year hiring plan for the Library. The plan will articulate

what the Library should look like in five years and describe specific steps to be taken in order to achieve the Library's goals". The completion of the Underrepresented Minorities Faculty Recruitment Plan [UMFRP] represents an important first step in a concentrated and organized effort to increase the ethnic diversity of the professional staff at UO Libraries. Please see Appendix A for an executive summary of this plan.

The UMFRP identifies the current demographics of our professional workforce, and analyzes professional recruitment data from the last ten years in order to better understand hiring trends, and provide a framework for proactive recruitment of minority candidates. The UMFRP includes a three-point Action Plan for 2010-2013, and details specific steps the UO Libraries will need to take over the course of the next four years. This is an important achievement, and represents significant progress towards a major component of our SAP.

On September 14, 2009 the UO Libraries held its first ever annual GOLD sponsored in-service professional development event for library staff, "X-Day: eXcite, eXpand, eXplore!" Twenty-two sessions were held throughout the day, and included four sessions with a diversity theme. The following table shows the title of each of these sessions, and the number of staff in attendance:

Title of Session	Staff in Attendance
Latino Families in Oregon: Challenges and Promise, with Charles Martinez	25
Big Ideas: Americas in a Globalized World, with Lynn Stephen and Michael Hames-Garcia	25
The Restoration of Vanishing Indigenous Languages, with Scott DeLancey	25
Not Your Grandfather's Digital Library: the Evolution of e-Asia, with Robert Felsing	10

In addition to these X-Day offerings, GOLD also sponsored three other events: a webinar entitled "Millennials in the Library" on November 13, 2009, "Student Veterans at the University of Oregon" on January 26, 2010, and an additional session with Charles

Martinez of his X-Day talk, “Latino Families in Oregon: Challenges and Promise” on February 23, 2010.

These GOLD sponsored events represent our efforts at working towards *Goal 2* under the *Employee Training and Development* section of our SAP: “The library will review current programming, training events, and staff publications to ensure diversity is integrated into all regular employee activities”. By including diversity topics in a format that is both informative and fun for staff members, we are attempting to further cultural understanding and diversity awareness as outlined in our SAP. The next step in this process will be to identify ways of quantifying our progress, and assessing the results of these efforts.

Under the *Outreach and Instruction* section of UO Libraries SAP, *Goal 3* states: “The library will develop outreach programs for university student populations, keeping in mind historically underserved populations”. One of the LDC’s stated goals for 2009 was the creation of a student advisory committee to assist in library planning and outreach. After investigating the possibilities for creating a separate student advisory group with compensation, it was decided that we would instead work with an existing group of students who were already very familiar with the library, and who were interested in serving in this capacity. As a result, the UO Libraries is working with the Residential FIG advisors, a group that includes students from diverse backgrounds and majors. Most of these students are seniors, and all of them have a high degree of responsibility as FIG advisors.

The Dean of Libraries has met with the student advisory group twice to discuss issues related to library services, facilities and collections. The students have been open and eager to share their opinions, concerns and ideas, and several improvements have already been implemented. The Dean will continue to meet with these students twice a term in order to further student outreach efforts, and help shape library services to better meet the needs of a diverse student community.

In addition to the three main goals the LDC identified for 2009-2010, the UO Libraries was also able to accomplish a number of smaller, but equally important objectives that further our progress towards fully implementing the ideas outlined in our SAP. By working in collaboration with other units on campus, the Library has helped

create an oral history project, and a photographic exhibit that both highlight the history of cultural diversity at the University and in Eugene.

The Library has also committed funds to improving and expanding our collection of diversity related holdings and non-English language materials. We are also working in conjunction with the Women's and Gender Studies Department to purchase materials in support of the new Queer Studies program. All across the UO Libraries subject specialists are making concerted efforts to improve the campus climate for diversity by expanding Library holdings, and broadening our collection of library materials.

C. Impact

With the creation of the Underrepresented Minorities Faculty Recruitment Plan [UMFRP], the UO Libraries has created a road map for arriving at a more culturally diverse workforce. Although there is much work to be done before the true impact of this plan can be quantified, we now know where we are going, and have a plan for getting there. Having clearly defined action items allows Library Administration and the LDC to take the necessary steps towards achieving the goals and ambitions we have set for ourselves.

Another important area where the impact of our efforts can be measured is in collection development. *Goal 1* in the *Collection and Access* section of our SAP states, "The Library will improve the campus climate for diversity by diversifying its holdings and broadening access to library materials". Over the last year, UO Libraries has spent approximately \$8,988 on the purchase of Asian language films, expanding our audio visual collection by more than 100 titles.

We have allocated money into a fund specifically designated for the purchase of diversity related materials. So far, we have made over \$5,700 worth of purchases on this fund, collecting material in a variety of formats including books, DVDs, CDs, and electronic resources. In the coming year, we will be purchasing the Hispanic American Newspapers 1808-1980 Database, an electronic resource that will provide the University community with access to a large and impressive collection of Spanish-language newspapers printed in the U.S. during the 19th and 20th centuries.

Collection development provides the Library with a unique opportunity to help further the University's mission of "creating a campus climate for diversity" by doing one of the things we do best--acquiring and providing access to a wide range of intellectual resources that support scholarly research and learning.

D. Future Plans

What has becoming increasingly clear over the course of the academic year, and as a result of feedback received from the OIED's review of our progress, is that the UO Libraries Diversity Committee needs to review and revise its 2007 Strategic Action Plan. While the goals and ambitions of the plan are admirable, and in line with the OIED's overall objectives, the organization of the document and some of the stated goals make it difficult for the committee to effectively quantify and assess the impact of our efforts. As a result, our number one goal for the 2010-2011 academic year is to revise the plan so that the structure is closer in form to the SAP template outlined on OIED's website. We would like to restructure some of our stated goals into a more manageable format that will make quantification and evaluation easier to carry out on an annual basis.

In addition to revising our SAP, the UO Libraries plans to provide directed travel funding for at least one member of the Library Diversity Committee to attend the National Diversity in Libraries Conference being held in Princeton, New Jersey from July 14th through the 16th, 2010. Attendance at this biannual national conference will provide one of our committee members with the opportunity to meet other library professionals to discuss diversity issues in the context of academic library environments, and is a first step in implementing the UO Libraries faculty recruitment plan.

Underrepresented Minorities Faculty Recruitment Plan Executive Summary

UO Libraries, April 2010

Purpose

UO library users – faculty, students, staff members, members of the greater community – need to see themselves when they walk into the library. They need to see themselves in the displays, collections, websites, and staff. (-- adapted from the American Librarian Association, Office for Diversity).

The creation of a *Three to Five-year Minority Recruitment Plan* was Goal #1 in the “Recruitment and Retention” section of the UO Libraries’ Strategic Action Plan (SAP), which was distributed to campus on September 7, 2007. This document addresses that goal, and the continuing challenge to fulfill it.

Current Demographics

The UO Libraries lags behind its peers in ethnic diversity of professional staff. The numbers of individuals that are members of under-represented groups are so small that there is no critical mass that signifies a truly inclusive work environment.

	Caucasian/Other	African American/Black	Hispanic/Latino	Asian/Pacific Islander	American Indian/Alaskan Native
UO Libraries, unclassified staff [2010]	94.9% [74]	1.3% [1]	1.3% [1]	3.9% [3]	2.6% [2]
Association of Research Libraries – U.S. data for professional staff [2009]	85.9%	4.7%	2.8%	6.3%	0.3%

Recruitment

An analysis of our professional recruitments over the last ten years may help us focus our recruitment efforts.

(*Note: applicants are not required to self-identify as minority; these percentages are based on only those who chose to self-identify.*)

- Applicant pools – 14% minority
- Telephone interview – 16% minority
- On-site interview – 17% minority
- Offers extended – 18% minority
- Offers accepted – 12% minority

The data suggests that the UO Libraries is giving careful consideration to minority candidates during the search process. Unfortunately, four offers to minority candidates were declined, dropping our percentage of completed hires. This may reflect the rather sharp competition to hire minority professionals in Association of Research Libraries (ARL). Salaries may not be an issue. Although UO salaries are lower than the mean for ARL, they do not vary to the extent that they do in other disciplines.

Retention

The primary reason unclassified staff leave their position, regardless of minority status, is for another job. The data suggests that there is not a significant retention problem. The average turnover rate is 6.5 percent.

Reason For Leaving (1999-2009):	Other Job Opp.	Other Job Opp. At UO	Spouse/ Partner's Job	Retired	Relocated (other than for new job)	Died	Personal Reasons	Medical Reasons	Terminated	Position Eliminated	Totals
All Unclassified	22	2	8	9	2	2	3	3	1	1	53
Minority Unclassified	2	1	1	0	0	0	0	0	0	0	4

Action Plan: 2010-2013

1. Increase the number of minorities in our applicant pools.

- Library Administration will provide direct travel funding to at least one member of the Library Diversity Committee (LDC) to attend the National Diversity in Libraries Conference to be held in Princeton, NJ, July 14-16, 2010: <https://qed.princeton.edu/main/NDLC2010>.
- Library Administration will provide direct travel funding to at least one member of the LDC to attend the Joint Conference on Librarians of Color (JCLC), to be held in Kansas City, MO, September 19-23, 2012.
- Director of Library Human Resources (DLHR) will develop and maintain connections with American Library Association's Spectrum Scholars Program.
- The library's Gateway to Organizational Learning and Development Team (GOLD) and LDC will sponsor a workshop on how all employees can do successful "networking" and build productive relationships at conferences with prospective recruits.
- GOLD and LDC will sponsor a workshop similar to the one held on January 21, 2010 for Facilities Services, in which Terry Leary, Affirmative Action, and Shelly Kerr, Counseling and Testing Center, gave a presentation, "*Hiring with Diversity in Mind*."
- DLHR will keep minority applications on file; invite them to reapply for subsequent openings (depending upon their background and the nature of the position).

2. Provide short-term internships and fellowships to help create a critical mass.

- DLHR will investigate resources, opportunities and options for funding a paid internship for a Spectrum Scholar.
- DLHR will investigate resources, opportunities and funding options to host an ARL Diversity Scholar at the UO (see: <http://www.arl.org/news/pr/diversityscholars09.shtml>).
- DLHR will investigate resources, opportunities and funding options to the UO Libraries to hosting an ARL Career Enhancement Program Fellow (see: <http://www.arl.org/news/pr/cep-2010.shtml>). This is a paid internship at an ARL member library, funded by Institute of Museum and Library Services (IMLS) and member libraries.
- DLHR will investigate resources, opportunities and funding options for possible participation in ARL's Initiative to Recruit a Diverse Workforce. The result may be the development of a proposal to create a (minority) Resident Librarian position – the first located west of New Mexico.

3. Collect and review qualitative data from declined job offers and exit interviews.

- DLHR will create a more detailed list of reasons for resignations.
- Dean of Libraries will send summary information to DLHR from declined job offers and exit interviews.