

*F. D. Bluford Library
Annual Report
2007-2008*



Executive Summary

By all accounts library has been termed many things; “Learning Center”; the “Intellectual Commons” and the “Intellectual heart of the University”, all of which appropriately reflect the role of the University Library. These connotations reflect the value of a library to an academic institution. Bluford Library’s vision and mission as noted below detail the library’s commitment to service and student learning.

Vision Statement:

F. D. Bluford Library is the intellectual heart of the campus that provides a place for interaction, collaboration, study and reflection. The library seeks to be a responsive, flexible, and effective organization, delivering learner-centered services to users anywhere, at anytime.

Mission Statement:

The mission of F. D. Bluford Library is to support discovery, engagement, and use of knowledge by providing timely access to quality information and learner-centered services that enhance the interdisciplinary mission of the University.

Broad Overview

The library continues to carry out its mission to support discovery and use of knowledge through its many programs and services. Enhancing the learning environment was the focus of academic year ‘07/08. Increased access to desktop computers, improved furniture layout, and expanded network access were the results of these efforts.

During FY07-08, learner-centered services and collaboration continued to dominate service activities of Bluford Library. The library partnered with University Studies to ensure that students are information literate. Partnerships with faculty helped strengthen the collection through the addition of approximately 20,000 monographs, 2,284 e-books, and 2,653 print federal and state documents.

Direct contact with users enables the library to fulfill the underlying mission of serving the information literacy needs of the user. During 2007/2008, e-mail reference transactions increased, and usage of electronic databases rose by 8.6% over last year. Library tours increased significantly due to a new freshman/transfer orientation schedule. The number of workshops presented increased by 8%, with 50% more student participation. Over 290 information literacy sessions were provided to more than 5,000 students.

In excess of \$3,000,000 was made available for library materials this fiscal year. From these funds, each academic department received an allocation for purchasing resources to build the collection in their respective areas.

The LibQUAL+™ survey was administered again this year via the library's website yielding a wide range of responses. Survey results will again be used to improve services. An Apple iPod was awarded to the lucky survey participant.

Research indicates that the millennium student requires a more flexible learning environment. To address current user needs, new seating, state-of-the-art collaboration rooms and upgraded workstations facilitated greater interaction and engagement.

We find that the majority of the goals set forth in 2007-2008 were achieved. Continuing to provide 24/5 service has afforded students extended physical as well as virtual access to the library. The goals outlined below will direct library programs and services for the upcoming 2008-2009 academic year.

Goals for the Upcoming Year: 2008-2009

- ⑥ Digitize the retrospective collection of campus newspapers
- ⑥ Train staff in applying new cataloging standards and interlibrary loan and inventory control applications
- ⑥ Launch WebFeat federated search engine to allow simultaneous searching of multiple databases
- ⑥ Collaborate with university departments, other institutions and agencies to strengthen collections and programs that support university curriculum and research initiatives
- ⑥ Continue to enhance Information Literacy Program by increasing opportunities to instruct graduate students and upper level undergraduates

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A. Overview of the Unit

The Ferdinand Douglass Bluford Library is located near the center of west campus. Current holdings include more than 600,000 volumes in books, bound periodicals and government documents. Current subscriptions include approximately 75,000 print and electronic serials.

The library is an officially designated selective depository for United States Government documents and North Carolina publications. Other holdings include a strong collection in microforms, video tapes and other audio visuals. Special collections are maintained in Archives and Black Studies. Through the website, users have immediate access to many electronic indexes and full-text databases, electronic books and journals and the many services offered by the library.

General stack access to the collection, a highly qualified staff, an online catalog and ample study facilities make it easy for students and faculty to use the library's extensive resources. Additionally, special services are provided through library orientation, a library use instructional program, alerting service, interlibrary loan, document delivery and 24 hour access.

The library staff is comprised of 50 full-time positions, (32 SPA support staff and 18 EPA Library Faculty). Staff that provides direct or remote assistance to patrons comprises approximately 57% of the total staff while those that process materials and prepare them for access comprise 43%. During 2007-2008, seven (7) vacancies were filled

in the library. (See Appendices for Organizational Chart)



B. Progress Toward Key Goals

The Library made progress in meeting its goals as outlined below:

Goal I: Learning/Teaching Library

The Library, in partnership with academic faculty, will empower clients to utilize information resources and services to achieve the highest standard of excellence in individual, collaborative, and interdisciplinary research.

In responding to Goal I, the library accomplished the following:

❖ Strengthened library instructional programs and educational services:

- Utilized wireless laptop computers in information literacy classes to implement a more interactive learning experience
- Increased participation in library workshops by graduate students and faculty
- Continued collaboration with the University Studies Program resulted in a slight increase in the number of classes taught

- Provided instruction to more than 5,000 students in 355 classes
- Developed monthly study guides and pathfinders detailing campus activities and services available in the library

Goal II: Access to Resources and Services

The library will organize, present, and deliver client-centered information services that are easily accessible and can be utilized independently.



Second Floor Reading Area

In responding to the Goal II, the library accomplished the following:

❖ **Strengthened Collections**

- Maximized the library budget by collecting usage statistics and negotiating pricing options for electronic resources with vendors and publishers in order to make informed collection development decisions
- Collaborated with faculty to add approximately 20,000 monographic titles and 2,284 electronic books to the collection

- Received contributions of more than 300 gift books and 109 recordings from 54 donors
- Processed over 12,000 government documents utilizing the Marcive Retrospective Database
- Cataloged more than 500 textbooks and placed on reserve for student usage

❖ **Improved Facilities**

- Monitored the success of the Quiet Floor to ensure a climate conducive to study
- Addressed current user needs by acquiring new computer furniture that allows for greater interaction and engagement / collaboration



Collaboration Room

- Established technology enhanced rooms to encourage collaboration and support group projects
- Added new shelving on lower level to accommodate the growing serials collection

❖ **Enhanced Access**

- Updated the Archives website by providing a link to the new *UNC General Record and Retention Schedule*
- Continued to increase visibility of the library through publication of the library's newsletter, presenting public programs, developing brochures of campus speakers, and featuring resources on the "Happenings @ Bluford" section of the library's website
- Extended open URL functionality to allow direct access from citation databases to full-text journal articles
- Increased e-mail and chat-based reference services
- Circulated over 7,000 electronic books, with *What Every Engineer Should Know About Ethics* and *Sam's Teach Yourself Visual C++6 in 24 hours* being the most frequently accessed titles
- Coordinated with DoIT the conversion of social security numbers to Banner IDs for secure access to Millennium

Goal III: Staffing

The library will provide a diverse staff appropriate in number and skills to ensure that the client is the center of library planning and service delivery.

In responding to Goal III, the library accomplished the following:

- Organized a variety of in-house training opportunities in database utilization and ILS functionality
- Provided opportunities for staff to attend various workshops and professional conferences
- Improved internal communication via the library's intranet, inclusive of library and campus news and news in the field of librarianship
- Emphasized customer service standards in staff recruitment, orientation, training, and performance evaluation to enhance interactions between staff and patrons
- Hosted a staff development retreat for supervisors at the North Campus
- Conducted a workshop to enhance the customer service skills of the staff

C. Significant Accomplishments

The strategic plan details the library's responsibility to achieve its stated goals in three (3) targeted areas:

1. Learning Teaching Library:

Bluford Library is committed to the Learning/ Teaching Library model in order to prepare North Carolina Agricultural and Technical State University students for life in the information society.

- Provided instruction to more than 5,000 students in 355 classes
- Promoted resources and services available in the library through monthly

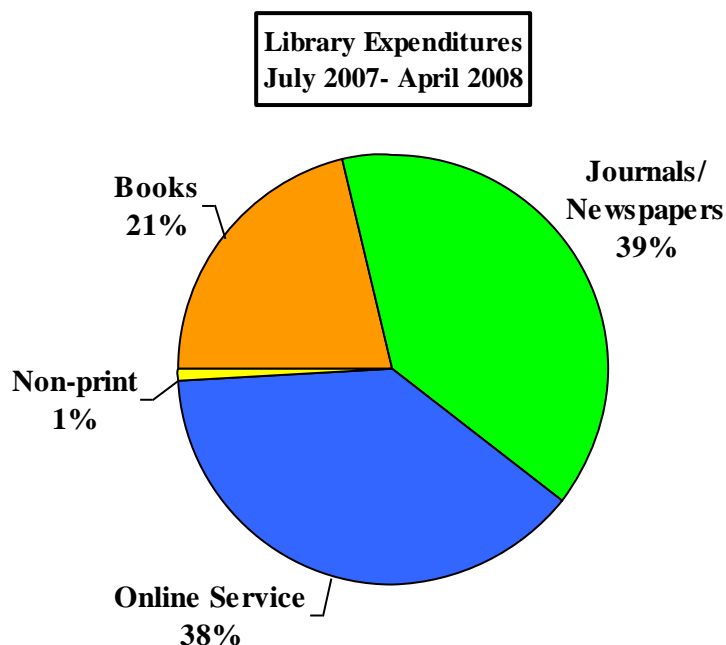
study guides and pathfinders detailing campus activities and events

2. Access to Resources and Services:

The library organizes, presents, and delivers visible, client-friendly information services that all patrons can access easily and utilize independently in traditional and non-traditional ways.

❖ Collections and Resources

- Library materials expenditures totaled approximately \$3 million this fiscal year: \$2,134,933 from state funds, \$77,000 from the Title III Library grant and \$100,000 from the Title III Engineering grant
- As of April 2008, library expenditures included \$658,954 for books, \$1,195,717 for journals and newspapers, \$31,521 for non-print resources and \$1,177,689 for online services



❖ Technology

- Acquired more than 100 Dell Optiplex desktops and 20 laptops computers
- Increased Internet security software to all public workstations to prevent virus and spyware infection
- Updated and re-imaged all public workstations



Reference Area in Transition

❖ Collaborations/Partnerships

- Received a LSTA Partnership Grant, in collaboration with *NC African American Archives Group*, in the amount of \$895,000 to digitize collections from the archives of the HBCUs in North Carolina
- Partnered with the Office of Alumni Affairs to sponsor the third Archives Picture party resulting in the identification of numerous unidentified Aggies
- Completed successful accreditation reports for the Accreditation Board for Engineering and Technology (ABET)

- Continued to orient new faculty to the services and resources of the Library in conjunction with the Academy of Teaching and Learning
- Continued collaboration with the Carolina Consortium resulting in savings of \$3 million over four (4) years
- Continued to collaborate with the Department of Journalism and Mass Communication, completing video interviews with alumni and placing on the homepage of Archives

3. Staffing:

Staff Activities In Support Of Learning, Discovery and Engagement

Arneice Bowen serves on the Credentialing subcommittee of SACS

Ednita Bullock served as the Library representative to the Faculty Senate for 2006-2008 and was elected to serve as Secretary during this term

Doris Mitchell serves on the SACS Steering Committee and the SECC Executive Committee

Elsie Francene Moore serves as the library representative on the Graduate Council and the University Good News Committee and was elected one of the directors for NCLA/RTSS

Euthena Newman serves on the ULAC Institutional Repository Committee and is a member of the Advisory Board of the Leadership Studies Doctoral Program

Gloria Pitts serves on the Board of Directors of the North Carolina Preservation

Consortium and the University's Committee on Faculty Reappointments, Promotion and Tenure

Cassandra Plater serves on the Lyceum Committee and the Text-in-Community committee and was elected Library representative to the Faculty Senate for the 2008/2010 term

Iyanna Sims is a University Diplomat and serves on the SACS QEP subcommittee. She published an article in *Virginia Libraries*, volume 53, #4

Octavious Spruill presented during the poster session at NCLA

John Teleha is program chair for the Engineering Libraries Division of ASEE

Jean Williams serves on a sub-committee of the UNC Tomorrow Commission and the PACE Academic Administration Committee

Workshops Attended

Plagerism, Pitfalls & Prevention Strategies
April 2008, Greensboro, NC
Elsie Francene Moore
Cassandra Plater

Information Literacy Leadership Institute
November 2007, Charlotte, NC
John Teleha

Classroom Assessment Techniques
Workshop, November 2007,
Greensboro, NC
John Teleha

Basic and Advanced WebPac Workshop
August, 2007, California

System Administration and Statistical
Reporting Workshop, October 2007,
Emeryville, California

Iyanna Sims

*Practical Approaches to Information
Literacy*

April 2008, Winston- Salem, NC

Nina Exner

Redesigning Work in Libraries

Winston-Salem, NC

Waltrene Canada

Euthena Newman

Tenure density by age/gender/ethnicity

The total tenure-track library faculty consists of 13 African Americans and two (2) Caucasians. Of the 18 EPA tenure-track positions, ten (10) currently hold tenure with the University. This number comprises one) Caucasian female, one (1) Caucasian male and eight (8) African American females. Seventy-five percent have been tenured more than ten (10) years. Ten (10) are at the age of 45 or above.

Awards & Recognitions



Appendices

Donors 2007-2008

Statistical Summary 2003-2008

New Databases

Professional Development

Organizational Chart

Donors

2007-2008

Individuals

Dr. Mufeed Basti
Mrs. Ruby R. Bell
Mrs. Ednita Bullock
Ms. Stephanie Curbeam
Dr. Mary M. Dalton
Mr. Sherold D. Hollingsworth
Mr. James Jarrell
Mr. Curtis F. Jones
Mrs. Tamika McCollough
Dr. Peter Meyers
Ms. Valerie Nieman
Ms. Evelyn Parks
Mrs. Cassandra Plater

Businesses

Abyss Books
American Swiss Foundation
Appalachian State University
Blue Book
Blue Note Records
BlueCross BlueShield of North Carolina
Bridge Publications, Inc.
Brooklyn Botanic Garden
Center for Energetic Concepts
Development
Center for German & European Studies
Chinese Historical Society of
Christians United for Israel
Creative PR
Delaware State University
Diocese of Charlotte, North Carolina
Florida Agricultural Experiment Station
Florida Baptist Historical Society
Ford Foundation
Freedom From Fear
History Associates Inc.
Landeskirchliches Archiv Stuttgart
NASCIO (National Assoc. of St. Chief
Information Officers)
NC Area Health Education Centers
NC State University/Dept. of Sociology
& Anthropology
Neeley House
Pilgrim Press
Population Reference Bureau
Public Affairs
Rutgers Law Library
Saudi Arabian Oil Company
Shamrock Environmental Corporation
Southern California
Southern Illinois University
Thurgood Marshall College Fund
World Earth Human Alliance

Statistical Summary
(Statistics through April 30, 2008)

	2003/2004	2004/2005	2005/2006	2006/2007	2007/2008
Collections					
Total Volumes	592,261	614,025	637,391	663,077	683,032
Total Government Documents	277,509	279,879	287,788	290,393	293,046
Volumes Added (Gross)	28,245	21,764	23,366	25,686	19,955
Current Print Serials Subscriptions	4,637	4,655	4,669	4,669	4,674
Audiovisuals	37,521	37,985	38,482	39,308	40,312
Microform Units	1,059,517	1,065,584	1,072,741	1,082,337	1,091,649
Electronic Journals	49,577	45,546	50,216	53,195	75,116
Services					
Building Hours/Week	135	135	135	135	135
Total Circulations	116,467	74,952	90,334	99,059	65,961
Instructional Sessions/Participants	470/4,735	381/5,616	353/5498	375/5492	355/5342
Reference Transactions/Weekly	519	566	602	587	466
ILL - Items Loaned	902	708	1075	1093	1083
ILL - Items Borrowed	1601	842	813	396	451
Expenditures					
Library Materials	2,362,272	2,409,288	2,574,861	2,628,719	3,064,176
Total Library Expenditures	4,151,298	4,578,181	4,376,068	5,209,497	5,656,794

New Databases

The following new databases were added during fiscal year 2007-2008:

- **ASTM (American Society for Testing and Materials)**
Testing standards and codes
- **Synthesis Digital Library of Engineering and Computer Science**
Syntheses and analysis of research and development in engineering and computer science
- **netLibrary Shared Collection VII**
A collection of up to 3,000 multidisciplinary titles
- **EngineeringPro**
A collection of engineering e-books as well as summaries
- **Bowker's Book Collection Analysis**
A collection analysis database that analyzes the library's collection by subject area to identify its strengths and weaknesses

Professional Development

**American Society for Engineering Educator's Annual
Conference, - June 13-23 2008–Pittsburgh, PA**

John Teleha

**North Carolina Libray Association Biennial Conference
October 16-19, 2007 Hickory, NC**

Nina Exner

Inez Lyons

Jackie McGirt

Cassandra Plater

Octavious Spruill

**Innovative Users Group Conference-April 28-30, 2008
Washington, DC**

Iyanna Sims

**LOEX 2008 Annual Conference – May 1-3, 2008
Oakbrook, IL**

Cassandra Plater

**6th National Conference of African American Librarians
August 2-5, 2007, Fort Worth, Texas**

Elsie Francene Moore

Cassandra Plater

**SACS Annual Conference – December 7-11, 2007
New Orleans, LA**

Doris Mitchell

**NC SOLINET Users Group – September 7, 2007
Chapel Hill, NC**

Ednita Bullock,

Monica Morgan

Donna Royster

**F. D. Bluford Library
Organizational Chart**

