Virginia Tech University Libraries

Leaders and Partners in Learning and Research

Annual Report
2011

Table of Contents

From the Dean

How will you add value to the libraries' service in an increasingly digital age?

I asked the University Libraries' staff and faculty this question when I first arrived here in March. And it is an important question to consider. Those of us who work in libraries are passionate about what we do, and we want to ensure that the VT Libraries are able to meet, and anticipate, the needs of a rapidly changing Virginia Tech.

In response, the libraries are enacting a plan to raise the level of its campus engagement, centered on a two-pronged approach focusing on: 1) undergraduate learning and 2) VT's "research enterprise." The libraries are renewing their commitment to reaching out to students and campus units and map their activities to the university's activities. A by-product will be to invest more in outreach and marketing so the libraries can reach the faculty, staff, and students in new and more collaborative ways. More involved relationships and new partnerships with VT's research institutes and programs, learning support offices, student organizations, the colleges, and with the technology offices are sought and expected through this new investment and approach. The libraries' management, along with all the employees through open forums, are discussing these strategies and the challenging task of operationalizing new plans. We are also investing in areas such as staffing and technologies to support the stewardship of VT's digital scholarship as well as its production and dissemination, consulting on research data management and planning, devising new student engagement programs, integrating social media in teaching and learning, and shifting collections to bring about newly designed learning spaces. The libraries are gearing up and getting ready to raise the level of their engagement with the learning and research communities of Virginia Tech.

Looking at our strategy more closely, I believe there are four key ways to ensure the libraries remain vital and relevant as we face increasingly digital, collaborative and international work.

- Education and Research Support.

The libraries provides unique educational opportunities and can greatly enrich and enhance learning. We are instructional partners.

- Curation of Resources.

The Virginia Tech community produces an incredible amount of intellectual resources—the library knows how to keep this material safe and make it available for research.

- Learning spaces

Students aren't shy about voicing their need for study and collaborative space in the library. While the libraries have reallocated some space for student use, there is a demonstrated need for more serious renovations.

- Collections access

Library users must be able to get what they need, when they need it, regardless of form or format. This requires librarians to not just meet but anticipate user needs and demands. We must keep abreast of technological changes and work to implement new ideas and methods to enhance research at Virginia Tech.

My first three months at Virginia Tech were truly a meet-and-greet. I met with more than 45 people in and around campus and also had individual meetings with more than 30 library staff members. My goal was to listen intently about their work, goals, and aspirations. In turn, I began the process of communicating with as many people as I could about the libraries' upcoming strategies and directions, so that we can provide our expertise to enhance student learning and research endeavors at Virginia Tech. We welcome your ideas and expressions of partnership as we grow and develop the VT Libraries.

-Tyler Walters, Dean of University Libraries

Mission

The University Libraries at Virginia Tech provide and promote access to information resources for the achievement of the University's objectives in teaching, learning, research, creativity, and community service.

We are dedicated to meeting the information, curricular, and research needs of students, faculty and staff of the Virginia Tech community, wherever located, in a manner that respects the diversity of community and ideas.

We provide selected services to a wider community of users.

Values

We are defined by our core commitment to the sharing of what humanity has discovered and thought. We value:

- *Information,* whose free flow throughout the university provides an accurate basis for its work
- *Ideas*, the university's defining occupation
- *Knowledge,* which preserves the progress of past generations
- *Discovery,* which builds the future
- *Truth,* which guides our interactions with one another and with our public

Vision

We will be collaborative partners with members of the university community as we collectively work to position the university as a top-tier research institution. Wherever they are located, members of the Virginia Tech community will be supported by the library as they engage in research, as they share in quality learning experiences at the undergraduate and graduate levels, and as they work in transferring knowledge and expertise between the university and society.

LEARNING

We're here for you
The libraries continually assess, evaluate and update their services so as to better meet the needs of all students, regardless of major or interest. We are well poised to support undergraduate students with more research demands and provide resources that enrich learning, in class and out.

The university's Quality Enhancement Plan articulates a First Year Experience Program that emphasizes inquiry skills, and the libraries' Research and Instructional Services (RIS) department contributed to developing an assessment tool for developing and measuring first year students' inquiry skills.

While RIS taught thirty fewer classes, they gave twenty more presentations, reaching 3,164 more people, an increase of 80 percent. Overall, RIS reached about 3,000 more users in 2010-2011 than in 2009-2010.

Session	2009-2010		2010-2011	
	No. of Sessions	No. of Participants	No. of Sessions	No. of Participants
Classes	598	12,202	561	11,181
Presentations	148	796	169	3,960
Tours	145	1,617	167	2,401
Total	**891**	**14,615**	**897**	**17,542**

There was a modest increase in reference questions answered by librarians in 2010-2011, but one significant increase was especially noticeable. The use of LiveRef, a chat-based reference service, increased from 1,928 in 2009-10 to 3,275 in 2010-11, an increase of 58 percent. This marked increase reflects students' growing preferences for online access to services.

A new chat-based reference service, 'Library H3lp,' was made available to branch libraries and the circulation department. About 100 questions were answered over a ten month period using 'Library H3lp.'

Improving Spaces for Learning
Students gravitate to the libraries. We see this every day as they find nooks and crannies in our building to work in groups or find a solitary respite. Demand for learning spaces in Newman Library is growing, and branch libraries are also seeing an increase in demand for space that meets their intellectual and technological needs.

As student needs evolve, we must transform the space in the library to meet those needs and anticipate what's coming. Enhancements have been made to renovated spaces on the second and fourth floors to support learning and collaboration. Whiteboards and large screen monitors were added to group study rooms. So students can "plug in," we added more power to corners of the library that are becoming popular reading and study areas, such as the map and microforms area of the first floor, and installed more outlets and modified tables to add outlets.

While students are plugging in their own gear—laptops, smartphones, tablets, etc, they still rely on the equipment the libraries provides. There are over 90 public computers in the libraries, and usage statistics show that the heaviest use of public workstations occurs from Monday to Wednesday, between 10am and 6pm. The computers on the 2nd floor are most used.

A Book in the Hand
Physical collections—namely books, journals, and anything not solely online—are still highly valued by the Virginia Tech community. The libraries recognizes this, and constantly evaluates the collections so that their maximum value can be realized. This year, students and faculty are now able to borrow as many as 150 items, up from 100. A list of new resources purchased in FY 2011 is included in Appendix B.

DISCOVERY

Summon: a New Way to Discover
They say it is almost like Google—but perhaps a bit better. Summon is a new kind of database and library search engine that will provide more sources and options than other simple catalog searches. Records for books, articles, conference proceedings, theses and dissertations, videos, music, images, manuscripts, standards, maps and more.

While Summon information is integrated seamlessly on the libraries webpage, it required the hard work and collaborative efforts from the technical services, RIS, and library systems to get up and running. Technical services worked to ensure that catalog information was included correctly, and the web team reconfigured the website search page to include a Summon search tab. RIS team members will teach students and faculty about the new search capabilities in instruction sessions and presentations.

Improving Website Usability
The libraries also updated their website, making extensive changes and improving the site's usability. The design process began after analyzing user feedback, analytics data, and changing needs within the library. Some pages that underwent major reworking include the A-Z index, databases and Ebooks pages. Ebooks, movies, leisure reading books and textbooks pages had the most significant increase in page views.

Website analytics showed an increase of visits to the libraries' home page, which were attributed to links from the Virginia Tech home page. Users spent less time on the libraries' home page than in the past—a clue that the page is now easier to navigate, and users can spend less time reading and scrolling to find what they need.

New website content was also added to support collection management and access services, in preparation for a new courier service that will deliver library materials directly to faculty members' campus offices. The interlibrary loan webpages were also improved and are now better linked and displayed throughout the libraries' webpages for ease of use.

Yes, You Can Log On
Newman Library is a popular place for students to get online, so popular, in fact, that the network was not able to support the demand. Students complained about the slow network response from the wireless network as users increased.

Systems created a wireless support reporting webpage with floor maps, to help library staff identify where wireless access is lacking. This evaluation started inquiry into campus wireless network upgrades for Newman.

After the systems department did a walk-through analysis of every floor in Newman, it was determined that a new network was needed. Collaborating with campus Network Information Systems, the library was upgraded to the latest campus wireless

infrastructure in time for the fall semester. Also, all Ethernet portals are to be upgraded from 100mbps to 1gbps.

Geospatial and Data Services Expand to Support VT's Expertise
Virginia Tech is a leader in geographic information systems (GIS), and the libraries took great steps to provide additional support and resources in this area. The libraries' geospatial and data services offers help in discovering and using statistical and cartographic data in both Torgersen and Newman Library, and expanded their available service hours last year. Geospatial and data services also increased their web presence, upgraded several software packages available for general use, and answered requests from students, faculty, staff and the general public. The libraries continues to update the geospatial repository and acquire new data as needed.

Digital Libraries and Archives: Great Changes Ahead
The core of the Digital Libraries and Archives' (DLA) mission is to make the libraries' rare and unique collections available online. Today, it is expanding to curate all manner of digital intellectual output created by members of the Virginia Tech community, including reports, papers, audio/video, learning objects, research datasets, and various forms of digital scholarship. Since DLA began in 1989 it has embraced technological advancements and innovation to support user needs. The DLA is now poised to expand and enrich the university's online resources and library services.

The DLA is working hard to transition from merely a digital library and archives to a more comprehensive digital repository. This transformation has been several years in the making, and has required research, planning, hard work and dedication of the DLA staff. In anticipation of DLA's expanding role, searches are currently underway to fill three new digital repositories and technology development librarian positions. The systems department helped the DLA by implementing a 16TB storage server for the MetaArchive Cooperative's distributed preservation network, DLA's primary digital preservation infrastructure and service. These efforts will position the DLA so that Virginia Tech's digital collections can be harvested by semantic web services, other institutional repositories, and web discovery tools.

DLA's current collections continue to be useful and increasingly popular. Usage data shows a significant increase in EJournals access over the last two years:

Year	Hits	Pages	HTML files	PDF files	Distinct pages	Unique visitors
2010	4,373,538	2,709,748	2,195,296	470,417	16,070	932,694
2009	3,745,749	1,891,890	1,506,445	362,258	14,573	732,032
2008	3,145,268	1,574,919	1,322,831	234,347	11,812	593,128

There was also an increase in use of Electronic Theses and Dissertations:

Year	Distinct pages	Unique visitors
2010	57,066	2,122,991
2009	54,736	1,398,505
2008	48,893	1,168,524

A Part of Virginia's History

Special collections contributed to "Underpinnings of the American Civil War," a project sponsored by the Association of South Eastern Research Libraries. Virginia Tech scanned and created metatdata for over 100 items to include in this project.

Special Collections also submitted 249 finding aids—detailed information about various archives and manuscript collections at Virginia Tech—to Virginia Heritage, which is a consolidated database of finding aids to manuscript and archival collections, and provides information about historical materials that document Virginia history and culture from 1607 to the present. Last year, special collections submitted 164 finding aids.

ENGAGEMENT

Future Hokies, and Beyond
A large research library like Virginia Tech's can be intimidating to students who may not have visited libraries larger than those in their high school or local public libraries. In addition to reaching out to the Virginia Tech community, the libraries hosted many outside groups and taught them about our holdings.

- Twenty-one award-winning students from Macy McClaugherty Elementary and Middle School in Narrows toured Newman Library and special collections

- Thirty-five high school seniors from Liberty High School in Bedford got an introduction to special collections and a hands-on exercise.

- Two sessions of Carlee Bradbury's Radford University class on the history of the book and book arts were held at special collections.

Using iPads to Enhance Learning
Apple's iPad provides the libraries a great opportunity to engage students and experiment with information sharing.

- Five iPads can be used for students to take the libraries' self-guided tour. QR codes are posted throughout Newman Library so students can access audio and tour information at their own pace.

- Twenty iPads are available for students and faculty to borrow from the Art and Architecture Library. Students can borrow iPads for four days and faculty can borrow them for five days. These iPads are preloaded with design and productivity programs specifically geared for students studying architecture, art, landscape design and graphic design.

The iPads have proved to be extremely popular, circulating more than 500 times in the first sixth months. Faculty have also reserved them for studio competitions and included them in grant proposals.

Beyond the Paper
The libraries purchased two new scanners: a document feeder high speed scanner, to scan printed items, such as legacy theses and dissertations, and a large format table scanner, which can scan oversize materials like architectural drawings, blueprints, and maps. This professional-grade digitization equipment will help the libraries meet the digitization needs of researchers and keep the libraries' online presence updated and relevant.

Researchers can have items from special collections scanned for free.

The visual resources unit of the Art and Architecture Library continued a scanning project of architectural drawings in the collection to make them more accessible to patrons and reduce wear and tear on the originals. Visual resources also began scanning and cataloging the architectural slides of Leonard J. Currie, founder of the College of Architecture and Urban Studies.

A Permanent Link
The libraries' digital bookplating program places a permanent link to each bookplate in the online catalog record. A gift of $100 allows donors to honor a loved one or pay tribute to a faculty member or new or graduating student.

DIVERSITY INITIATIVES

A Commitment to Diversity

The Virginia Tech University Libraries are devoted to diversity as part of the libraries' mission and values. This is accomplished by providing collections that address a range of topics, issues and fields of study, making these collections accessible and meeting diverse researcher needs.

Language Resource Center
RIS oversees the Language Resource Center, which was established in 2010. The center is a collaborative effort of the libraries with the Department of Foreign Languages, the Cranwell International Center, and the Language and Culture Institute. The center received a $30,000 Parents Fund grant in its first year to get established. The center is extremely popular, and about 250-350 people use the center each month.

Systems updated Rosetta Stone software on the public workstations in the center and added three new machines, for a total of six workstations. The center began by offering only French and Spanish. Twelve languages were added this year, for a total of 19 different languages available in the center.

A Former Slave's Diary Describes a Changing Virginia
With a contribution from the history department, special collections purchased a 1911 diary written by Jeffrey Wilson, an African-American from Portsmouth, Virginia, who began life as a slave and became a newspaper columnist.

Wilson never attended school, but learned to read and write in secret as a child. His diaries record his memories and experiences as a slave as well as the Reconstruction era, following the Civil War. Later in life, Wilson wrote a column called "Colored Notes" for *The Portsmouth Star*, a newspaper in Portsmouth. The diary covers Wilson's opinions on race, race relations, politics, lynching, segregation, Jim Crow South, and religion.

An International Conversation from the Vet-Med Library
The Veterinary Medical Library hosts and moderates VETLIB-L, a listserv for veterinary medical libraries around the world. There are 290 subscribers from 27 countries, and listserv members can share news and ideas, be informed about cutting edge technology, share resources, and speed inter-library loan efforts.

Other Diversity Efforts
- Kira Dietz, John Jackson, Tamara Kennelly, Jennifer Mitchell and Aaron Purcell from Special Collections participated in training so that Virginia Tech can contribute to the Desegregation of Virginia Education (DOVE) project, an initiative from Old Dominion University that seeks to identify, locate, catalog and encourage the preservation of records that document Virginia's school desegregation process from the 1940s-1986.

- Jean Brickey presented at the 2011 Advancing Diversity Conference.

LIBRARIES AND ASSESSMENT

Progress Against Metrics in the University Scorecard

Goal III. Strengthen the ability of the library systems to acquire, preserve, and manage research-level collections and user services that advance Virginia Tech's research capabilities.

Strategies:

- Develop and preserve print and electronic collections within the university library system that support faculty and student research needs.
- Provide programs that develop information literacy skills.
- Re-purpose physical spaces to meet user needs through renovations.

Performance Measures:

- Adjust library funding to at least the 30th percentile level of the average funding associated with peers.
- Use annual surveys of customers to determine the quality of services delivered by the library.

Currently, there are no specific bullet points for the University Libraries in the university scorecard. However, the mission of the libraries is integral to supporting learning, discovery and engagement at Virginia Tech. The dean, along with members of the library's advisory committee, are working to develop goals that fit within the scope of the university's strategic plan and can accurately measure progress for the libraries on the scorecard.

The libraries created an assessment team with representatives from each department and completed an environmental scan of all statistics that have already been collected within the University Libraries. In addition to this information gathering, the libraries distributed the LibQual survey from March 28-April 17, which is a comprehensive survey of university faculty, students and staff that asks them about their library experiences and needs. The libraries has also purchased access to the Association of College and Research Libraries (ACRL) metrics, a tool that will help the library with strategic planning, budget presentations, grant applications, and trend identification.

WEAVE On-Line Reporting

The libraries has a long tradition of using assessment tools to help analyze user needs and modify services. However, the libraries has only recently begun contributing to WEAVE. The libraries' detailed assessment report is attached in Appendix A.

ASSESS
The libraries' ASSESS team liaison is Charla Lancaster, director of assessment and access services at the libraries. Under Charla's leadership, the libraries accomplished everything asked of the university libraries by the ASSESS committee.

APPENDIX A: University Libraries WEAVE Detailed Assessment Report

Virginia Polytechnic Institute and State University

Detailed Assessment Report
2010-2011 Dean of Libraries

Mission/Purpose

To provide and promote access to information resources for the achievement of the university's objectives in teaching, learning, research, creativity, and community service; to meet the information, curricular, and research needs of students, faculty and staff of the Virginia Tech community, wherever located, in a manner that respects the diversity of community and ideas; and to provide selected services to a wider community of users.

Goals

G 1: Increase the discovery of electronic resources provided by the, University Libraries.

The University Libraries would like to enhance the use of expensive electronic resources as well as unique local collections. By increasing discovery of library resources the University Libraries will assist all patrons in meeting their library needs.

G 2: Library Assessment

Actively pursue user feedback on library services and collections from the Virginia Tech Community so that the University Libraries can respond to the needs of faculty, staff, and students..

Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

O 1: Installation of Summon discovery platform - A tool that searches across multiple library collections and resources at one time.

In early spring 2011 we will offer the Summon discovery platform-a service that quickly searches across all of the library's resources at one time and returns results that can be easily sorted or filtered. Library users are expected to readily embrace the single search box concept, making Summon the starting point for many types of research. Academic research libraries who have implemented Summon have shown increases in the use of their expensive electronic resources as well as unique local collections. The success of the service will be assessed using user data and statistics accessible through the Summon administrative interface.

Associations:

General Education or Core Curriculum:
1 Writing and Discourse
9 Ideas, Cultural Traditions, and Values
19 Society and Human Behavior
26 Scientific Reasoning and Discovery
35 Quantitative and Symbolic Reasoning
39 Creativity and Aesthetic Experience
47 Critical Issues in a Global Context

Institutional Priorities:
1.0 Freedom of Inquiry
3.0 Life-long Learning
7.0 A Culture of Continuous Improvement

Strategic Plans:
Virginia Tech
1.1 Create research experiences, capstone courses, education abroad, and service learning opportunities
1.2 Increase and support a diverse student body
2.2 Integrate advanced learning technologies across the curriculum
2.3 Strengthen library systems appropriate for the 21st century
4.1 Expand and support the holistic and transformative educational experiences of students
4.2 Develop diverse and inclusive living and learning communities
10.1 Integrate service-learning in courses across the curriculum
12.3 Strengthen faculty international research, education, and outreach
14.3 Promote robust and integrated information technology strategies
14.5 Enhance customer-service orientation in all business services operations

Related Measures:

M 3: Follow quality checks in conjunction with Proquest on the implementation of Summon.
Follow rigorous steps in verifying quality checks of the implementation of Summon prior to going 'live' with the product.

Source of Evidence: Service Quality

Achievement Target:
Outgoing files of Addison records were checked to make sure all updated records were captured. Each Addison update file was checked to ensure correct processing in Summon. A "click through" page was created to verify that deleted Addison records were deleted from Summon and that new records were added. Library staff perform searches in Summon to check the scope of coverage. We search for known articles that should be indexed in the database to see if search results are successful. This

ensures that we give accurate information to patrons about what is included in the Summon database.

Findings (2010-2011) - Achievement Target: Met
Quality checks assisted the testing phase of the implementation so at implementation, end users would have a more seamless experience moving into the new system.

Related Action Plans (by Established cycle, then alpha):

For full information, see the *Action Plan Details* section of this report.

Quality Checklist of Installation Issues
Established in Cycle: 2010-2011
Technical Services personnel will be checking problems and quality issues with the Summon product.

Summon Implementation Complete
Established in Cycle: 2010-2011
The final stages and implementation of Summon were completed in late spring of 2011.

O 2: Increase use of database products through installation of Summon discovery platform.
We anticipate an increase in the use of database products. We are equating increased use with increased value to the user.

Associations:

General Education or Core Curriculum:
1 Writing and Discourse
9 Ideas, Cultural Traditions, and Values
19 Society and Human Behavior
26 Scientific Reasoning and Discovery
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Related Measures:

M 1: Increased use of databases comparing pre/post statistics of database use by the number of downloads.

We will make month to month comparisons statistics on database download use for pre and post Summon introduction.

Source of Evidence: Activity volume

Achievement Target:

A 10% overall increase in electronic resources would be a target for increased use and value to the user.

Findings (2010-2011) - Achievement Target: Not Reported This Cycle

This achievement target will need to be carried into the next fiscal year. Due to the late installation of Summon, we are not able to produce any comparable records for this fiscal year.

M 2: Increase in use after implementation by the number of searches completed by looking at pre/post statistics of database use.

We will look at the number of searches completed using pre and post Summon introduction.

Source of Evidence: Activity volume

Achievement Target:

A 10% increase in use by searches of electronic resources would be a target for increased use and value to the user.

Findings (2010-2011) - Achievement Target: Not Reported This Cycle

This achievement target will need to be carried into the next fiscal year. Due to the late installation of Summon, we are not able to produce any comparable records for this fiscal year.

O 3: Librarians will develop and implement new online and in-class instruction mechanisms.

Librarians will implement instruction mechanisms with searching techniques in their classroom.

Associations:

General Education or Core Curriculum:
    1 Writing and Discourse
    9 Ideas, Cultural Traditions, and Values
    19 Society and Human Behavior
    26 Scientific Reasoning and Discovery
    35 Quantitative and Symbolic Reasoning
    39 Creativity and Aesthetic Experience
    47 Critical Issues in a Global Context

Institutional Priorities:
    1.0 Freedom of Inquiry
    3.0 Life-long Learning
    7.0 A Culture of Continuous Improvement

Strategic Plans:
    Virginia Tech
    1.1 Create research experiences, capstone courses, education abroad, and service learning opportunities
    1.2 Increase and support a diverse student body
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    4.2 Develop diverse and inclusive living and learning communities
    10.1 Integrate service-learning in courses across the curriculum
    12.3 Strengthen faculty international research, education, and outreach
    14.3 Promote robust and integrated information technology strategies
    14.5 Enhance customer-service orientation in all business services operations

Related Measures:

M 4: Count the number of times Summon is presented in the librarian's classroom environment.
Librarians will include Summon in their classroom presentations. By the end of the fall semester for FY2012, the library would target 50% of their classes exercising a Summon demonstration in the classroom environment.

Source of Evidence: Presentation, either individual or group

O 4: Demonstrate the use of and satisfaction with library services.
Distribute the LibQual survey every 3 years to the Virginia Tech Community.

Associations:

Standards:
    Diversity Strategic Plan

1.2 To increase the academic success of diverse and underrepresented and first-generation students.

1.3 To increase diversity and global inclusion within the graduate and professional student community at Virginia Tech.

2.1 Create a climate that is supportive and respectful and that values differing perspectives and experiences.

4.3 Assess the effectiveness of the current organizational structure for diversity-related compliance and programming and make adjustments as needed.

General Education or Core Curriculum:

19 Society and Human Behavior

23 Quantitative and qualitative study of persons

25 Study patterns of race, class, gender, community

Institutional Priorities:

1.0 Freedom of Inquiry

2.0 Mutual Respect

3.0 Life-long Learning

4.0 A Commitment to Diverse and Inclusive Communities

5.0 Ut Prosim (That I May Serve)

6.0 Personal and Institutional Integrity

7.0 A Culture of Continuous Improvement

Strategic Plans:

Virginia Tech

1.1 Create research experiences, capstone courses, education abroad, and service learning opportunities

1.2 Increase and support a diverse student body

2.3 Strengthen library systems appropriate for the 21st century

4.2 Develop diverse and inclusive living and learning communities

4.5 Promote quality of student life, health, and well-being

5.2 Materials: Establish research initiatives in synthetic, computational, and biological materials

7.1 Establishment of an institute aimed at researching global issues in science, policy, and society

7.2 Strengthen multidisciplinary efforts that explore social, political, ethical, and cultural thought

10.2 Increase experiential and service learning opportunities through community and business partners

13.3 Foster diverse, inclusive, and welcoming university community

13.6 Nurture management and leadership development

14.1 Promote effective management of space and land resources

14.4 Promote and reward innovative administrative processes

14.5 Enhance customer-service orientation in all business services operations

Related Measures:

M 5: Distribute Survey every three years.

Distribute LibQual survey March 28th to April 17, 2011. This will set a bar for comparison every three years and allow us to compare ourselves to other universities using LibQual of similar academic standing. We will be sending to all Virginia Tech faculty and staff as well as approximately 6,000 undergraduates and 5,500 graduate students.

Source of Evidence: Benchmarking

Achievement Target:
The LibQual survey was distributed from March 28th through April 18th, 2011. Totals are as follows: Survey Distribution Employees 6,837 Students 7,500 Total Virginia Tech Patrons Surveyed 14,337 All faculty and staff were surveyed. Of the 29,670 students enrolled at Virginia Tech in the spring of 2011, the sample was stratified by the student level (associate, freshman, sophomore, junior, senior, special undergraduate, master's doctorate, and first professional) and by college. We received 781 responses or approximately a 5% response rate. Undergraduates were last sampled in 2004. All other groups were last sampled in 2005. Survey Responses By Type of Survey Long Version 330 Lite Version 481 By Type of Patron Undergraduate 210 Graduate 164 Faculty 296 Library Staff 25 University Staff 86

M 6: Analyzing LibQual results
We are hoping that perceptions of satisfaction is at or higher than the minimum or desired perceptions of library service. Specific areas of interest include services, space, and collections.

Source of Evidence: Client satisfaction survey (student, faculty)

M 7: Compare results to previous VT LibQual distributions
By comparing the 2011 LibQual results from 2001 through 2006 we will be able to compare user satisfaction of our patrons. We are hoping for an increase in user satisfaction from previous survey results. Specific areas of interest include services, space, and collections.

Source of Evidence: Document Analysis

M 8: Measure LibQual results against other academic institutions
We hope to compare and achieve an equal or better perception of services against our peers. We will compare the current LibQual data and see where we stack up! Specific areas of interest include services, space, and collections.

Source of Evidence: Document Analysis

Action Plan Details for This Cycle (by Established cycle, then alpha)

Collection of Pre Summon statistics
A collection of pre Summon statistics is being gathered to help compare data use for before and after implementation of the Summon product.

Established in Cycle: 2010-2011
Implementation Status: Finished
Priority: High
Implementation Description: Implementation Description
Completion Date: 06/30/2011
Responsible Person/Group: Leslie O'Brien, Director of Technical Services
Additional Resources Requested: Additional Resources Needed?
Budget Amount Requested: $0.00

Count of Summon Presentations

Librarians will count the number of times in their instruction sessions, Summon is presented to the public as well as provide training opportunities.

Established in Cycle: 2010-2011
Implementation Status: In-Progress
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: Count the number of times Summon is presented in the librarian's classroom environment. | **Outcome/Objective:** Librarians will develop and implement new online and in-class instruction mechanisms.

Implementation Description: Each Librarian will provide training as applicable to the current instructions and library training they offer. This will begin immediately upon the installation of the 'Live' Summon product.
Responsible Person/Group: Lesley Moyo, Director of Research and Information Services.
Budget Amount Requested: $0.00

Quality Checklist of Installation Issues

Technical Services personnel will be checking problems and quality issues with the Summon product.

Established in Cycle: 2010-2011
Implementation Status: Finished
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: Follow quality checks in conjunction with Proquest on the implementation of Summon. | **Outcome/Objective:** Installation of Summon discovery platform - A tool that searches across multiple library collections and

resources at one time.

Implementation Description: Technical Services personnel will assist in the implementation of the Summon product. They will work through an exhaustive list of checks and balances to ensure the quality of the new product with it's searching capabilities as well as procedures and process for correct updates and cataloging issues.
Responsible Person/Group: Leslie O'Brien, Director of Technical Services
Budget Amount Requested: $0.00

Summon Implementation Complete
The final stages and implementation of Summon were completed in late spring of 2011.

Established in Cycle: 2010-2011
Implementation Status: Finished
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: Follow quality checks in conjunction with Proquest on the implementation of Summon. | **Outcome/Objective:** Installation of Summon discovery platform - A tool that searches across multiple library collections and resources at one time.

Implementation Description: Summon went live on the library website on May 23rd, 2011.
Completion Date: 05/23/2011
Responsible Person/Group: Leslie O'Brien/Technical Services - Newman Library

APPENDIX B: New Resources Purchased in FY 2011

Databases

Advertising Age Web Center
Art Index Retrospective
Audit Analytics
Baker and Taylor book rental program
Biography in Context
Book Review Digest Retrospective and Book Review Digest Plus
Chicago Manual of Style
Early American Imprints, Series I (Evans)
International Encyclopedia of the Social Sciences online
GREENR
Grzimek's Animal Life
Illustrated London News historical archive 1842-2003
Lexikon des Mittelalters
Linguistics Bibliography Online
Material ConneXion
Naxos Music Library
Oxford African American Studies Center
Proquest Dissertations and Theses Full Text

Journals

American Economic Association's online journal package
Architectural Theory Review
ARQ (Architectural Research Quarterly)
Chicago Defender
Cultural Studies/Critical Methodologies
Design and Culture
Girlhood Studies
Journal of Agriculture, Food Systems, and Community Development
Journal of Positive Behavior Interactions
JSTOR Life Sciences Collection
Nature Chemistry
Nature Geoscience
Nature Physics
National Research Council Canada Research Press Journal Backfiles
ScienceDirect Backfiles for Computer Science, Earth and Planetary Sciences, Energy and
Power, High Energy, Medicine and Dentistry, Organic Chemistry, Physical and
Analytical Chemistry, Psychology, Social Science
Science Translational Medicine
ScienceExpress
Scientific American Online Archive
Sexuality Research and Social Policy
Strategic Organization

Wallpaper
Wiley journal backfiles for Aquaculture and Fish Sciences, Biology, Cell and Developmental Biology, Education, Food Science, Technology and Agriculture, Materials Science, Polymer, Psychology

Other
America's Historical Newspapers, selected Virginia titles
Book of the states
Civil War diaries—Special Collections
Ebrary medical ebook collection
Europa regional handbooks
International Studies Encyclopedia online
Johns Hopkins Guide to Literary Theory and Criticism Online
Oxford Bibliographies Online selected titles
Oxford Digital Reference Shelf encyclopedias and dictionaries
Roanoke Tribune microfilm backset
Urban Land Institute development case studies

PRESENTATIONS AND PUBLICATIONS

BAILEY, Annette

Goldbeck, K., Vijay, S, & Bailey, A. (2011, February). *LibX 2.0: New Realities, Directions, and Possibilities*. Paper presented at Electronic Resources & Libraries, Austin, TX.

BRODSKY, Marc

Brodsky, Marc. 2011. "Oscar Micheaux," in *The Thirties in America*. Pasadena, CA: Salem Press, 624–26.

Brodsky, Marc. 2010. "The William J. Heron Speculative Fiction Collection," *Science Fiction Studies 111* (July): 178-79.

Brodsky, Marc. (May 2011). Co-presenter. "Special Collections Materials: Where Do They Come From; How Do They Get Where They're Going?" Virginia Library Association Paraprofessional Forum Annual Conference, Richmond, VA, May 2011.

DIETZ, Kira A.

Dietz, Kira. (February 2011). Presenter. "How to Cook a Husband: Household Management in the Culinary History Collection," Peacock-Harper Culinary Friends, Blacksburg, VA.

Dietz, Kira A. (February 2011). Presenter. "Preserving the Culinary History of Virginia: An Archivist's Perspective," Southern Humanities Council Conference, Jacksonville, FL.

Dietz, Kira A. (May 2011). Presenter. "Picked, Prepared, Canned and Eaten: Culinary History at Virginia Tech." Mid-Atlantic Regional Archives Conference (MARAC), Spring Meeting, Alexandria, VA.

Dietz, Kira A. (May 2011). Co-presenter. "Special Collections Materials: Where Do They Come From; How Do They Get Where They're Going?" Virginia Library Association Paraprofessional Forum Annual Conference, Richmond, VA

GOLDBECK, Kyrille

Copenheaver, C.A., Goldbeck, K, & Cherubini, P. (2010). Lack of gender bias in citation rates of publications by dendrochronologists: What is unique about this discipline? *Tree-Ring Research, 66,* 127-133.

Goldbeck, K., Vijay, S, & Bailey, A. (2011, February). *LibX 2.0: New Realities, Directions, and Possibilities.* Paper presented at Electronic Resources & Libraries, Austin, TX.

Goldbeck, K. (2011, April). [Review of the book *Some We Love, Some We Hate, Some We Eat: Why it's so Hard to Think About Animals*]. *Choice: Current Reviews for Academic Libraries, 48, 1*512.

Goldbeck, K. (2011, February). [Review of the book *Nature Crime: How We're Getting Conservation Wrong*]. *Choice: Current Reviews for Academic Libraries*, *48*, 1106.

Goldbeck, K. (2011, January 1). [Review of the book *City Farmer: Adventures in Urban Food Growing*] *Library Journal*, *136*, 118.

Goldbeck, K. (2010, December). [Review of the website *Worldwatch Institute*]. *Choice: Current Reviews for Academic Libraries*, *48*, 707.

Goldbeck, K. (2010, October). [Review of the book *Conservation: A Beginner's Guide*]. *Choice: Current Reviews for Academic Libraries*, *48*, 319.

Goldbeck, K. (2010, September 15). [Review of the book *Almost Chimpanzee: Searching for What Makes Us Human, in Rainforests, Labs, Sanctuaries, and Zoos*] *Library Journal*, *135*, 97-98.

Goldbeck, K. (2010, August). [Review of the book *Tigers of the World: The Science, Politics, and Conservation of Panthera tigris*]. *Choice: Current Reviews for Academic Libraries*, *47*, 2355-2356.

Goldbeck, K. (2010, May). [Review of the book *The Wauchula Woods Accord: Toward a New Understanding of Animals*]. *Choice: Current Reviews for Academic Libraries*, *47*, 1718.

KENNELLY, Tamara

Kennelly, Tamara. (2010, July). Presenter. "Memories of Trauma and Healing: Documenting the April 16, 2007 Shootings at Virginia Tech." International Oral History Conference, Prague, Czech Republic.

Kennelly, Tamara. (2010, November). Workshop moderator. International Summit on

Transdisciplinary Approaches to Violence Prevention, Virginia Tech.

KRUPAR, Ellen

Krupar, E. & Marion E. (2010, May) The Customer You Know vs. The Customers You Don't. Presentation at annual meeting of VLA-PF, Charlotte, NC.

LENER, Ed

Lener, E. & Shrode, F. (2010). Earth sciences. In C. Laguardia (Ed.), *Magazines for Libraries*, 19th edition, New Providence, NJ: ProQuest. All reviews are part of the *Ulrichs Web Global Serials Directory* available online at https://ulrichsweb-serialssolutions-com

Lener, Edward F. (2010 August) E-books: A Brief Review. Research and Instructional Services Department Workshop, Blacksburg, VA.

MEIER, Carolyn

Meier, C., Miller, R. K., Merrill, M., Moorefield-Lang, H., & Moyo, L. (2011, May). *QEP, FYE, and ENGL: The changing landscape of instruction and first year students at VT.* Presentation at the Virginia Tech University Libraries Research and Instructional Services Summer Workshops, Blacksburg, VA.

Meier, C., Miller, R. K., Merrill, M., Moorefield-Lang, H., & Moyo, L. (2011, May). *Inquiry and Why it is Important*. Presentation at Camp QEP, a Virginia Tech Pathways to Success program, Blacksburg, VA.

Meier, C., Miller, R. K., Merrill, M., Moorefield-Lang, H., and Moyo, L. (2011, February 3). *Integrating Inquiry: Student-Centered Approaches for Inspiring Lifelong Learning.* Presentation at the 3rd Annual Conference on Higher Education Pedagogy, Blacksburg, VA.

Meier, Carolyn (2010). Creating an Online, Discipline Specific Credit IL Course for Graduate Students. In C. Hollister (Ed.) *Best Practices for Credit-Bearing Information Literacy Courses.* Chicago, ACRL.

Nardine, J. & Meier, C. (2010). Assessing the One-Shot Instruction Session: Leveraging Technology for Optimum Results. *Virginia Libraries.*

MERRILL, Margaret

Meier, C., Miller, R. K., Merrill, M., Moorefield-Lang, H., & Moyo, L. (2011, May). *QEP, FYE, and ENGL: The changing landscape of instruction and first year students at VT.* Presentation at the Virginia Tech University Libraries Research and Instructional Services Summer Workshops, Blacksburg, VA.

Meier, C., Miller, R. K., Merrill, M., Moorefield-Lang, H., & Moyo, L. (2011, May). *Inquiry and Why it is Important.* Presentation at Camp QEP, a Virginia Tech Pathways to Success program, Blacksburg, VA.

Meier, C., Miller, R. K., Merrill, M., Moorefield-Lang, H., & Moyo, L. (2011, February). *Integrating inquiry: Student-centered approaches for inspiring lifelong learning.* Presentation at the 3rd Annual Conference on Higher Education Pedagogy, Blacksburg, Va.

MILLER, Rebecca

Miller, R. K. (2011). Contributing to a healthy curriculum: Librarians & information literacy in human nutrition programs. Chapter manuscript accepted for publication in K. O'Clair and J. Davidson (Eds.), *The busy librarian's guide to sci/tech information literacy: Tried and true approaches from the front lines.* Chicago: Association of College & Research Libraries.

Miller, R. K. (2011). VLA NMRT: Supporting the next generation of Virginia's library leaders. Article manuscript accepted for publication in *Virginia Libraries*.

Miller, R. K. (2011). Intellectual property and the corporate library: Understanding best practices in information sharing in U.S. organizations. In Sigrid Kelsey and Marjorie Porter (Eds.), *Best practices for corporate libraries* (pp. 47-64). Englewood, CO: Libraries Unlimited.

Ryan, J., Porter, M., and Miller, R. K. (2010, December). Academic library services in virtual worlds: An examination of the potential for library services in immersive environments. *Journal of Information Technology Education*, 9, 253-275.

Miller, R. K. (2010, Summer). LLA 2010 conference wrap up: Showing some heart for Louisiana libraries. *Louisiana Libraries*, 72(4), 24-27.

Meier, C., Miller, R. K., Merrill, M., Moorefield-Lang, H., and Moyo, L. (2011, May). *QEP, FYE, and ENGL: The changing landscape of instruction and first year students at VT.* Presentation at the Virginia Tech University Libraries Research and Instructional Services Summer Workshops, Blacksburg, VA.

Miller, R. K. (2011, May). *Say what? An analysis of virtual reference at the University Libraries.* Presentation at the Virginia Tech University Libraries Research and Instructional Services Summer Workshops, Blacksburg, VA.

Meier, C., Miller, R. K., Merrill, M., Moorefield-Lang, H., and Moyo, L. (2011, May). *Inquiry and Why it is Important.* Presentation at Camp QEP, a Virginia Tech Pathways to Success program, Blacksburg, VA.

Miller, R. K. (2011, April). *Achieving subject blog success.* Presentation during the IdeaPower Unconference at the Association of College & Research Libraries 2011 National Conference, Philadelphia, PA.

Miller, R. K**.** and Hall, T. (2011, April). *Life, librarianship, and the pursuit of happiness: Early career librarians speak out.* Roundtable discussion at the Association of College & Research Libraries 2011 National Conference, Philadelphia, PA.

Meier, C., Miller, R. K., Merrill, M., Moorefield-Lang, H., and Moyo, L. (2011, February). *Integrating inquiry: Student-centered approaches for inspiring lifelong learning.* Presentation at the 3rd Annual Conference on Higher Education Pedagogy, Blacksburg, Va.

Miller, R. K. (2010, October). *Professional development in challenging times: Tools and techniques for keeping current with limited resources.* Presentation at the 2010 Virginia Library Association Conference, Portsmouth, VA.

Miller, R. K**.** and Scripa, A. J. (2010, October). *Discovery of technology: Tools for research management and interdisciplinary collaboration.* Presentation at the ACC Interdisciplinary Forum for Discovery in the Life Sciences, Blacksburg, VA.

Miller, R. K**.**, Porter, M., Ryan, J., and Colyar, N. (2010, October). *Beyond Second Life: An exploration of real libraries in virtual worlds.* Poster presentation at the 2010 Library and Information Technology Association (LITA) National Forum, Atlanta, GA.

MOOREFIELD-LANG, Heather

Moorefield-Lang, H.M. (2011). Bringing the arts to the school library. *Library Media Connection.* (Submission Accepted, Publication Pending).

Moorefield-Lang, H.M**.** (2011)**.** A long way from Chicago. [Review of the book *A long way from Chicago* By R. Peck]. *Journal of Intergenerational Relationships, 9*(3).

Moorefield-Lang, H.M & LeCrone, N. (2011). Libraries in 2d or libraries on the qr. *Information Searcher.* (Submission Accepted, Publication Pending).

Moorefield-Lang, H.M. (2011). The view from Saturday. [Review of the book *The view from Saturday* by E.L.Kongisburg]. *Journal of Intergenerational Relationships*, *9*(2), doi: 10.1080/15350770.2011.567922

Moorefield-Lang, H.M. (2011)**.** Junebug and the reverend*.* [Review of the book *Junebug and the reverend* by A. Mead]. *Journal of Intergenerational Relationships*, *9*(4).

Welfare, L.E., Sackett, C.R., & Moorefield-Lang, H.M. (2011). Student-collaborative research: A qualitative study of experiences with authorship determination process. *Mentoring and Tutoring: Partnership in Learning*. 19(2). 179-198. doi:10.1080/13611267.2011.564350

Moorefield-Lang, H.M. & Evans, M.A. (2011). Rhythmatical: A game to combine music and mathematics for mobile devices. *Music Reference Services Quarterly*, 14(1-2), 1-6. doi: 10.1080/10588167.2011.57117*1*

Moorefield-Lang, H.M**.** (2011). Ruby Holler. [Review of the book *Ruby Holler* by S. Creech]. *Journal of Intergenerational Relationships*, *9*(1). doi: 10.1080/15350770.2011.544222

Moorefield-Lang, H.M., Anaya, G., & Shirk, D. (2010). La computadora in el aula: The computer in the classroom. *Information Searcher, 19*(1). 6-10.

Moorefield-Lang, H.M., & Day, B. (2010). Arts education and creativity. *Chara: E-journal for Creativity, Spontaneity and Learning, 1*(3). Retrieved from http://www.chara.dk/manchet.php?id=36

Moorefield-Lang, H.M., Anaya, G., & Shirk, D. (2010). ELL students and the library or ELL estudiantes en la biblioteca. *Library Media Connection*, *29*(3), 22-23.

Meier, C., Miller, R., Merrill, M., Moorefield-Lang, H., & Moyo, L. (2011, May). *QEP, FYE, and ENGL: The changing landscape of instruction and first year students at VT.* Presentation at the Virginia Tech Libraries Reference and Instruction Summer Workshops, Virginia Tech, Blacksburg, VA.

Stovall, C., Goldbeck, K., Miller, R. K., Henshaw, N., Moorefield-Lang, H., Tomlin, P., (2011, May). *Lightning Round: New technology for libraries*. Presentation at the Virginia Tech Libraries Reference and Instruction Summer Workshops, Virginia Tech, Blacksburg, VA.

Moorefield-Lang, H.M. (2011, April). *Top websites for teaching and learning.* Workshop presented at the University of South Carolina, Columbia, SC.

Moorefield-Lang, H.M. (2011, April). *Top websites for teaching and learning.* Workshop presented at the University of NC at Greensboro, Greensboro, NC.

Meier, C., Miller, R.K., Merrill, M., Moorefield-Lang, H.M., & Moyo, L. (2011, February). *Integrating inquiry: Student-centered approaches for inspiring lifelong learning.* Presentation at the Conference on Higher Education Pedagogy, Virginia Tech, Blacksburg, VA.

Moorefield-Lang, H.M. (2010, November). *Top websites for teaching and learning*. Presentation at the North Carolina State Library Media Association Conference.

Moorefield-Lang, H.M. (2010, October). *Top websites for teaching and learning*. Presentation at the Virginia Educational Media Association Conference.

MOYO, Lesley

Meier, C., Miller, R. K., Merrill, M., Moorefield-Lang, H., & Moyo, L. (2011, February). *Integrating inquiry: Student-centered approaches for inspiring lifelong learning.* Presentation at the 3rd Annual Conference on Higher Education Pedagogy, Blacksburg, Va.

NARDINE, Jennifer

Nardine, J. and Meier, C. (2010). Assessing the One-Shot Instruction Session: Leveraging Technology for Optimum Results. *Virginia Libraries(56)*3, 25-28.

OBENHAUS, Bruce

Kirwan, J.L., McGee, J.A., Obenhaus, B., & McKee, J. (2010). Mapping the cultural landscape of Montgomery and Pulaski Counties. In: Karen E. Till (Ed.) & Deborah A. Sim (Curator), *Mapping Spectral Traces Symposium.* Blacksburg VA: College of Architecture and Urban Studies, Virginia Tech.

OGIER, Andrea

Ogier, A. (2011, May) *All about ERM: Managing Electronic Resources.* Presented at the Virginia Library Association Paraprofessional Forum.

Ogier, A. and Hover, P. (2011, March) *SCCTP Serials Holdings*. Workshop presented to the Jean Russell Quible Department of Technical Services.

PENCEK, Bruce

Pencek. B. (2011, April). A "short course" in outreach to disciplinary societies; or, LPSS goes to APSA. Poster session presented at the 2011 biennial conference of the Association of College and Research Libraries, Philadelphia.

Watson, C. E., Brians, C. L., and Pencek, B. (2011, February). Student Research Performance and Curricular Placement of Research Instruction. Paper presented at annual conference of the Eastern Educational Research Association, Sarasota, FL.

PURCELL, Aaron D.

Purcell, Aaron D. 2011. "National Youth Administration," and "Tennessee Valley Authority," in *The Thirties In America*. Pasadena, CA: Salem Press, 682-83, 947-49.

Purcell, Aaron D. 2010. "Truman's Loyalty Program," "Office of War Mobilization," and "War Production Board," in *The Forties In America*. Pasadena, CA: Salem Press, 609-611, 720-21, 1027-28.

Purcell, Aaron. (April 2011). Commentator. "Comparative Archives: Interrogating the Official Story." Southern Labor Studies Association, Bi-Annual Conference, Atlanta, GA.

Purcell, Aaron D. (2010 October). Presenter. "White Collar Radicals: TVA's Knoxville Fifteen, the New Deal, and the McCarthy Era." Southern Festival of Books, Nashville, TN.

Purcell, Aaron D. (2010 August). Session Chair and Commentator. "On the Case with the 'History Detectives': Public Television and Archival Advocacy," Society of American Archivists, Annual Meeting, Washington, D.C. Over three-hundred people in attendance.

SCRIPA, Allison

Scripa, A. (2010, May) Finding Reliable Health Information Online. Presented at Virginia Library Association Paraprofessional Forum, Richmond, VA.

Goldbeck, K., Miller, R., Scripa, A., and Tomlin, P. (2010, August) New Technologies Showcase. Presented at Virginia Tech University Libraries RIS Workshops, Blacksburg, VA.

Miller, R., and Scripa, A. (2010, October) Discovery of Technology: Tools for Research Management and Interdisciplinary Collaboration. Presented at the ACC Interdisciplinary Forum for Discovery in Life Sciences, Blacksburg, VA.

SEBEK, Robert

Sebek, R.M. (2011, April). Google Analytics: Beyond the Code. Presented at the meeting of the Innovative Users Group, San Francisco, CA.

STOVALL, Connie

Stovall C., Shores, M., Beestrum, M., Cowan, S., Hardenbrook, J., Johnson, W.G., et al. (2011). LIRT Top 20. *Library Instruction Roundtable News,* 33.4, 5-8.

Stovall, C. (2011, March)*. Positive Change for Toxic Libraries: Rebuilding Trust, Increasing Social Capital, and the Role of Transparency*, Roundtable Discussion at ACRL Conference, Philadelphia, PA.

THOMPSON, Larry

Thompson, L. A. (2011). The Hybrid Reference Desk: Changing Strategies for Changing Times. In *Proceedings of the 2011 ASEE Annual Conference and Exposition*.

TOMLIN, Patrick

Tomlin, P. (2010). Making men [Review of the book *Manhood factories: YMCA architecture and the making of modern urban culture*, by Paula Lupkin]. ARLIS/NA Reviews. Retrieved from http://www.arlisna.org/pubs/reviews/index.html.

Tomlin, P. (2010). Beyond the monograph? Transformations in scholarly communication and their impact on art librarianship. In P. Glassman & A. Gluibizzi (Eds.), *The handbook of art and design librarianship* (pp. 91-112)*.* London: Facet.

Dubnjakovic, A., & Tomlin, P. (2010). *A practical guide to electronic resources in the humanities*. London: Chandos.

Tomlin, P. (2011). Every man his book? An introduction to open access in the arts. *Art Documentation,* 30(1), 4-12.

Tomlin, P. (2010, December). A matter of discipline: open access and the arts [Webinar]. Art Libraries Society of North America (ARLIS/NA). Retrieved on June 3, 2011, from http://www.arlisna.org/webinars/index.html.

Tomlin, P. (2011, March). Transforming publishing practices in the arts. Session organizer and moderator, Visual Resources Association and Art Libraries Society of North America 2011 Conference, Minneapolis, Minnesota.

WALTERS, Tyler

Walters, T. and Skinner, K. (2011, March). *New Roles for New Times: Digital Curation for Preservation*. Report for the Association of Research Libraries. Washington, D.C.: Association of Research Libraries http://www.arl.org/rtl/plan/nrnt/

YOUNG, Philip

Young, P. and Vilelle, L. "The Prevalence and Practices of Academic Library Journal Clubs", Journal of Academic Librarianship, 37:2, p. 130-136.

Young, P. (2010, June) "Communication and Collaboration for Batch Records." Presented at the Catalog Management Interest Group, American Library Association Annual Conference

Thank You, Dean Hitchingham

Dr. Eileen Hitchingham retired as dean of the university libraries in February 2011. As dean for 16 years, Dr. Hitchingham led the libraries through tremendous change, as technological advancements presented new challenges and redefined library services, and aging buildings required major renovations. Above all, Dr. Hitchingham deeply believed in *Ut Prosim*, and worked hard to ensure that the university libraries served the evolving and increasing scholarly needs of the Virginia Tech community.

In April 2011, Dr. Hitchingham was honored with the title "dean emerita."