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2005



2005



Annual Report

2004—2005

Virginia Tech, Blacksburg VA

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From the Dean

The phrase “all things old are new again”.... has been running through my mind lately as we wade through construction dust and dodge ladders and paint buckets. We have had wonderful opportunities this year to begin to make many old things new again in Newman Library. We have almost completed the perimeter additions to our lower level Newman space for Special Collections and our Digital Libraries and Archives. With funding from the VT Parents’ Organization we have built and equipped three group work areas for students, and are completing a fourth, larger space near the Torgersen bridge. Additional Parents’ funding has allowed us to update our public access computer equipment. We have also begun a project to “renew” our collections by acquiring materials that were identified as needed in our visits last year to the Colleges. The cover for this report reflects a major renewal as we have introduced an updated Addison library catalog system for our user community.

Our guide in making things new again is our strategic plan. This report outlines tasks and results from our strategic plan for 2004/05. As always I welcome your comments and thoughts as you review the accomplishments of the University Libraries.

Eileen E. Hitchingham
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Dean of University Libraries
Virginia Tech



A Research Library for a Major University
The Strategic Plan for the University Libraries of Virginia Tech
Accomplishments 2004/05

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.

Goal 1 Collections

Acquire, organize, and make available scholarly or scientific contributions originating at Virginia Tech

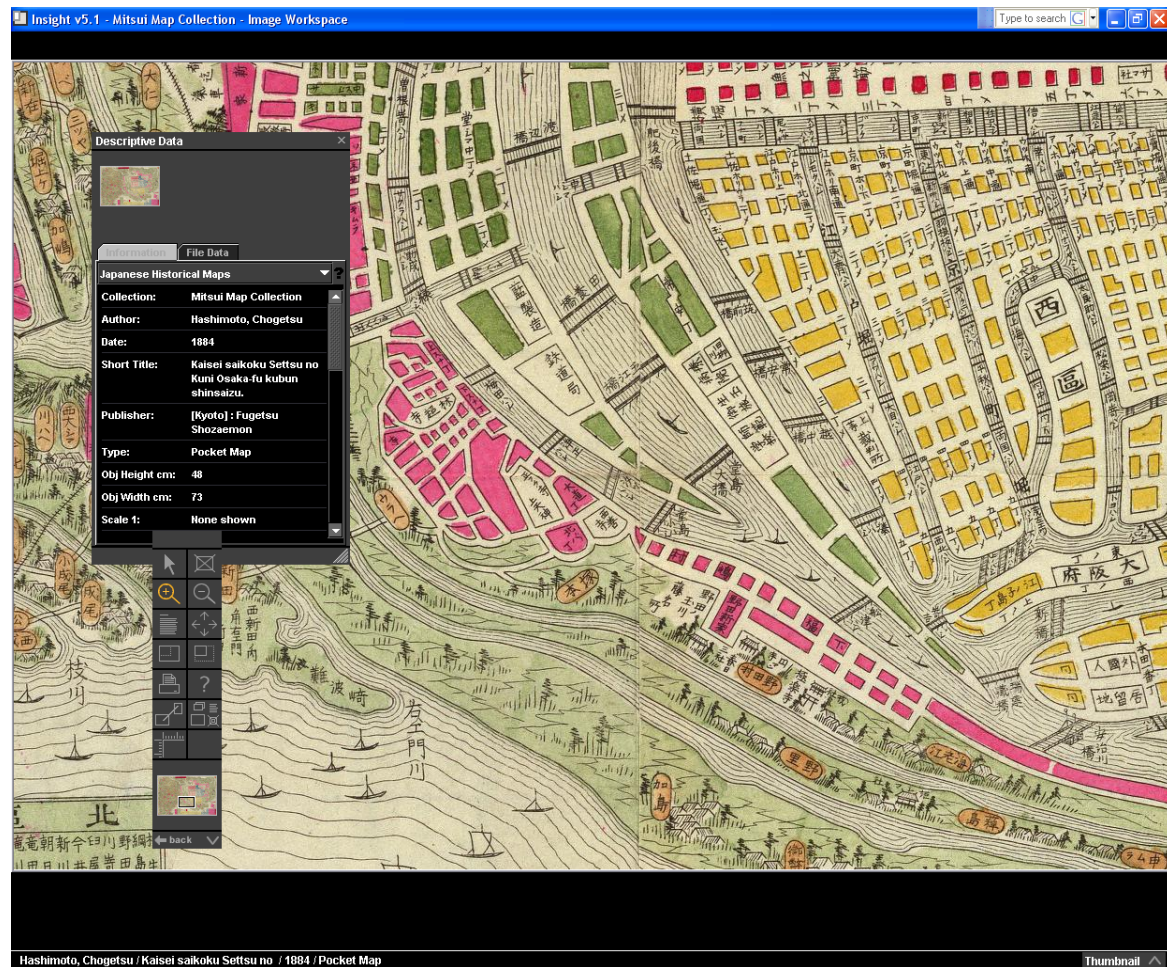
- *The library will partner with the College of Architecture and Urban Studies and the College of Veterinary Medicine to develop and implement a pilot program for digitizing, indexing, preserving and searching a selective archive of digital images from the university, using Insight from Luna Imaging Inc.*

Insight provides tools for accessing web-based digital image collections. The software allows you to search image collections and create image-based presentations that are ideal for classroom and professional use. Instructors can also annotate the images and add other web content. Individual images can be exported for use in other presentation software, such as PowerPoint, or on web pages.

A joint purchase of the University Libraries, the College of Architecture and Urban Studies, and the College of Veterinary Medicine, Luna Insight was implemented in March 2005. We will be using Luna for a pilot program to bring together in one useful resource many digital images from several university departments. Virginia Tech's Insight database currently holds close to 30,000 digital images. In March, University Libraries provided three, 2.5 hour workshops to potential users. Thirty-three faculty and staff from the following departments and units received Insight training: Architecture, Art History, Art – Studio, Building Construction, Community Design Assistance Center, Content & Knowledge Management, DLA, Entomology, Foreign Languages, Industrial Design, Interior Design, Landscape Architecture, Urban Affairs and Planning, and VBI. This list illustrates the breadth of interest in digital image collections at Virginia Tech.

Several collections were included with the software. This is an example (much magnified) of a section of a map from the Mitsui Japanese map collection.

Figure 1. Mitsui Map Collection: screen example from Luna Insight



- Work with Virginia Tech's Office of Research to acquire faculty publications for the Libraries' collections and to develop and offer an event focusing on publications of Virginia Tech faculty in fall 2005.

Similar events provided in other universities have been identified to provide background information. Since both the Library and the Research Office lost staff who were to be associated with this project it will be delayed to spring 2006.

Obtain and maintain the fiscal resources necessary to acquire information resources in all formats sufficient to sustain a world-class research enterprise, especially in the university's areas of emphasis

- The Digital Library and Archives will seek funding through grants and other sources to support the organization, preservation, and long-term access to its collections.

The Digital Library and Archives (DLA) unit of the Libraries submitted six proposals (alone or in partnership with others) for funding to federal, corporate, and foundation agencies. Four of the proposals were funded.

Table 1. DLA Proposals 2004/05

<i>Agency</i>	<i>Title</i>	<i>With</i>	<i>Status</i>	<i>Amount</i>
Library of Congress: National Digital Information Infrastructure Preservation Project	Metaarchive of Southern Digital Culture	Emory, Auburn, Florida State, Georgia State, Louisville	Funded	\$129,576
Library of Congress: National Digital Information Infrastructure Preservation Project	Informed Creation Aids Preservation	University of Tennessee and Oak Ridge	Denied	
National Endowment for the Humanities	20th Century Women in Architecture: Access and Preservation of Nine Significant Collections	NA	Denied	
Virginia Foundation for the Humanities	Brush Mountain Oral History Project	VT Interdisciplinary Studies	Funded	\$6,014
Beverly Willis Architectural Foundation	Improve Access to IAWA Collections	NA	Funded	\$2,000
Consol Energy, Inc.	Support Preservation and Access to Pcahontas Mining Maps Collection	NA	Funded	\$35,000
			Total	<u>\$172,590</u>

-
- Identify by title continuing costs in the present materials budget system.

4600+ individual titles or packages of print and electronic serials were identified with 2003/04 costs of \$4.9 million. Packages can include many titles in one contract such as that for Elsevier where 1,800 titles will cost \$1.2 million in 2006. This project was important to identify approximate commitments for serials for the 2005/06 budget year. The \$500,000 added to the library budget for 2005/06 will cover the increased prices for serials that will be realized this year.

- Review existing continuation commitments for library materials to determine whether substitution of some of the recently identified needs is appropriate.

Active subscriptions were reviewed to determine titles which appeared to be less essential to Virginia Tech's current needs. More than 200 titles were identified to cancel so that other more needed items could be purchased. This project identified \$100,000 for new titles or products.

- Develop \$25, \$50, \$100, and \$150K brief proposals for materials that can be used as one-page handouts in donor visits.

With the assistance of the Library Development Officer this project scope was changed to concentrate on the development of information handouts about library needs and specific to each College. These would be used by College Development Officers in talking about the College-Library component of each College's goal. This is the program by which each College has a goal to raise a designated amount for the Library. The funds raised are attributed to the overall College goal, but will support College Library needs. Two statements have been reviewed and are being used in the designated College; six others are in preparation.

- Explore with the undergraduate and graduate student government organizations the concept of initiating a library support fee for acquiring additional online materials.

This was not initiated in 2004/05 because there was already considerable effort to work with various constituencies to get Charter University support. It did not appear to be a good time to raise the issue of fees. Preparatory work was done to identify universities with library fees, or those which get a share of technology fees assessed by the university. The following table is adapted from a recent compilation by Brinley Franklin, University of Connecticut, regarding Association or Research Libraries members benefiting from fees.

Table 2. Fees for library support at ARL libraries

Institution	Amount of Fee	Type of Fee	Yield Per Year for Library
Oklahoma State University (2005)	\$5.25/credit hour grad \$3 credit hour	Library resource fee and electronic resource fee	\$4.8 million
Texas A&M (2005)	\$8/credit hour	Library	\$7 million
Texas Tech (2005)	\$15/credit hour	Library	\$10 million
University of Alabama (2005)	\$7 student / semester	Library	\$280,000
University of Houston (2002)	\$40/semester	Library	\$3 million w/\$1.1 million university match
University of Kansas (2001)	\$1/credit hour	Library	\$600,000
University of Nebraska (2005)	\$2/credit hour	Library	\$1,075,000
University of New Mexico (1999)		Student fee	\$300,000 to library
University of Oklahoma (2002)	\$2.25/credit hour	Library	\$225,000
University of Texas (2003)	\$10.45/credit hour	Library	\$12.6 million
Georgia Tech (2005)	\$75/semester	Technology	Library has received allocations in 3 of last 4 years to replace info cluster workstations
Louisiana State (2005)	\$5/credit hour	Technology	\$4 million – student committee reviews proposals and sometimes funds library public workstation replacement
Ohio University (2005)	Library draws from Tech fee for Learning Commons, public workstation replacement cycle, and subsidized printing	Technology	\$500,000
Penn State (2002)	\$130/semester	Technology	\$1.5 million
Purdue University (2005)	\$130/year per student	Technology	
SUNY Buffalo (1999)	\$200/semester	Technology	\$500,000 (library share)
UCLA (2001)	\$3.50/credit hour	Technology	\$400,000 year to library for info commons & electronic
University of Colorado (2005)	\$62.50/semester	Technology	Students set library percentage (about 13% in 2005) or \$140,000 to library for public terminals
University of Kentucky (2002)	\$63/semester	Technology	Supports library computing labs
University of Missouri (2005)	\$10/credit hour	Technology	Library receives \$400,000/year
University of Oregon (2005)	\$90/student each of 3 terms	Technology	\$4.6 million
University of Pittsburgh (2005)	\$110/student each term	Technology	\$6 million – library gets 10%
University of Washington (2005)	\$40/quarter for full time students	Technology	Has assisted library with info commons, wireless, workstations
Wayne State (2002)	\$11.70/ UG credit hour \$17.50 Grad credit hr	Technology	
George Washington University (2005)	\$50/semester voluntary	Voluntary	\$500,000

Reach out to our users to identify new information resources that would be valued by members of the university community

- With the \$100,000 added to the library operations base in 2004/05 identify for purchase the most important materials identified by the Colleges in the library needs survey conducted in 2003/04.

A significant number of items identified as needed in the previous year's survey were added to the collections. These included society journals in microbiology, ecology, phytopathology, automotive engineering, geosciences, and mathematics; retrospective journal content; an extension of the Web of Science backset; online *Value Line*; and a partnered purchase, with University Development and the Office for Research, of the *Foundation Center Online*.

Select and work with information providers to enable all citation-to-full text linkages possible at every point in the evolution of electronic publishing

- By the end of September 2004, ensure that Ingenta has the information needed to make connections from the Ingenta database to any electronic titles (single or aggregator) that the VT Libraries have access to.

Almost 40,000 serial titles and appropriate URL's were sent to Ingenta. Inclusion of these titles and links is important because it allows VT users to make direct links to electronic products when they are using the Ingenta Table of Contents Service.

- Identify users of the Ingenta TOC system as of the end of September 2004.

There were 543 faculty, staff, or graduate students registered to use Ingenta in September 2004. This number serves as a baseline for measuring Ingenta penetration with university community.

- Create a web team working group to assume continuing responsibility for understanding and implementing all openURL technologies.

OpenURL routes have been established from all openURL capable databases at VT, to the electronic journal citations present in the databases for which we are subscribers. This means that if a VT student looks up something in *America History and Life* and the citation she or he is interested in is to an electronic journal we subscribe to, she or he will be linked to the actual article.

.....

Support interlibrary loan and electronic document delivery as a transparent and cost-effective alternative to local collections

- Through a pilot program in fall 2004, determine how many items our users might be able to get more quickly if the interloan process for getting things for our users - here and at the extended campus - included searching VT's electronic journal dbase.

When we process requests from our users to get materials from other libraries through ILLiad interlibrary loan, the staff first search requested items against the records in Addison since a significant number of items requested turn out to be already owned by the library. In earlier years a number of electronic journals were not able to be listed in Addison, but were only available in a separate list of electronic journals. This study examined whether including searching this list – an additional step for staff – would have a pay-off in getting things to our users more quickly, i.e., were there some things in the list and not in the catalog.

Several months of ILLiad requests were examined. While a few items were identified as being in the special list but not the catalog, the number was small enough to make it more efficient to miss the few and get them through the interloan process, than to make an additional search step for each of the 13,000+ articles obtained for our users each year.

Goal 2 Services

Develop outreach programs to ensure that members of the Virginia Tech community are aware of resources and services to assist them in their research, learning, and outreach efforts

- Develop, offer, and provide continuing support for a program with the goal of registering 200 additional faculty for a Table of Contents (TOC) service from Ingenta by May 2005

This goal was modified to include graduate students since they are often the individuals associated with carrying out literature searches and current awareness projects for faculty. While the goal of 200 additional registrants was not achieved, a significant increase of 147 additional users has registered to use Ingenta's Table of Content Service and/or the article purchasing service for items not held at VT.

-
- By spring 2005 explain and promote the openURL logo and linking service to the university community.

As we narrowed down our choice for a new library system it became apparent that integrating openURL technology (transparent links from indexes to content) was a feature of the system that we would be using in the latter part of 2005/06. This public outreach regarding openURL services will be rolled into the system introduction of this feature.

- Identify how other Virginia libraries are acknowledging the VIVA (Virtual Library of Virginia) supported resources in the mix of those they offer, and choose a way for VT to provide this information.

A VIVA logo has been linked to all databases at VT that are supported through VIVA. It is important for our users to have a concept of what we get through VIVA as there are budget times when we need to ask for their support in letting the legislature know they value the VIVA products.



- Provide a program about library services for extended campus users

Visits for outreach and instruction were made by College Librarians and the Distance Education Librarian to VT's programs in Abingdon, Roanoke, and Northern Virginia.

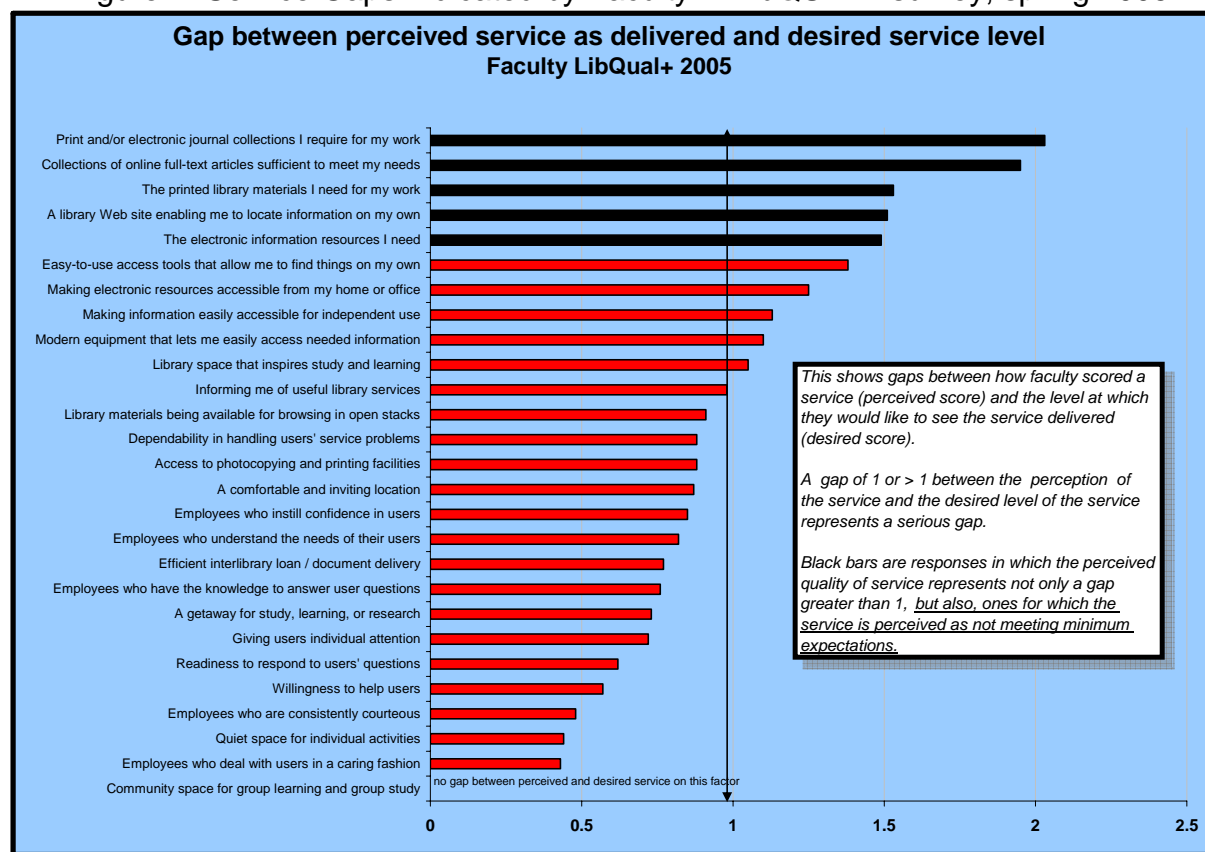
- Identify other campus programs in addition to CEUT and FDI with which the library can partner to promote library services supporting research, learning, and teaching.

The Library continues to partner with the Faculty Development Institute to provide training sessions for faculty on issues relevant to copyright, citation management software for research papers, and current awareness services such as the Ingenta Table of Content service. In addition, presentations regarding Ingenta have been provided for chairpersons in the College of Agriculture and Life Sciences, partnerships has been established with the Graduate School to offer a one-credit course on information management skills for graduate students and to offer relevant library services in the Graduate Student Life Center, and two orientation sessions on the library and its resources have been provided for staff who work with faculty researchers.

- Assess annually levels of satisfaction with available services by means of the LibQUAL+ survey and the ILLiad for extended campus survey

The internationally used LibQUAL+ survey was sent to Virginia Tech faculty in spring 2005. Responses were received from 278 faculty. Disciplines and departments represented in the survey appear to mirror the distribution of faculty at VT. The greatest areas of concern expressed by faculty relate to the need for adequate collections to support their research and teaching needs. The increased funding for next year (2005/06) will provide for continuation of our current resources, but will allow only a few additions to the title list to address these concerns.

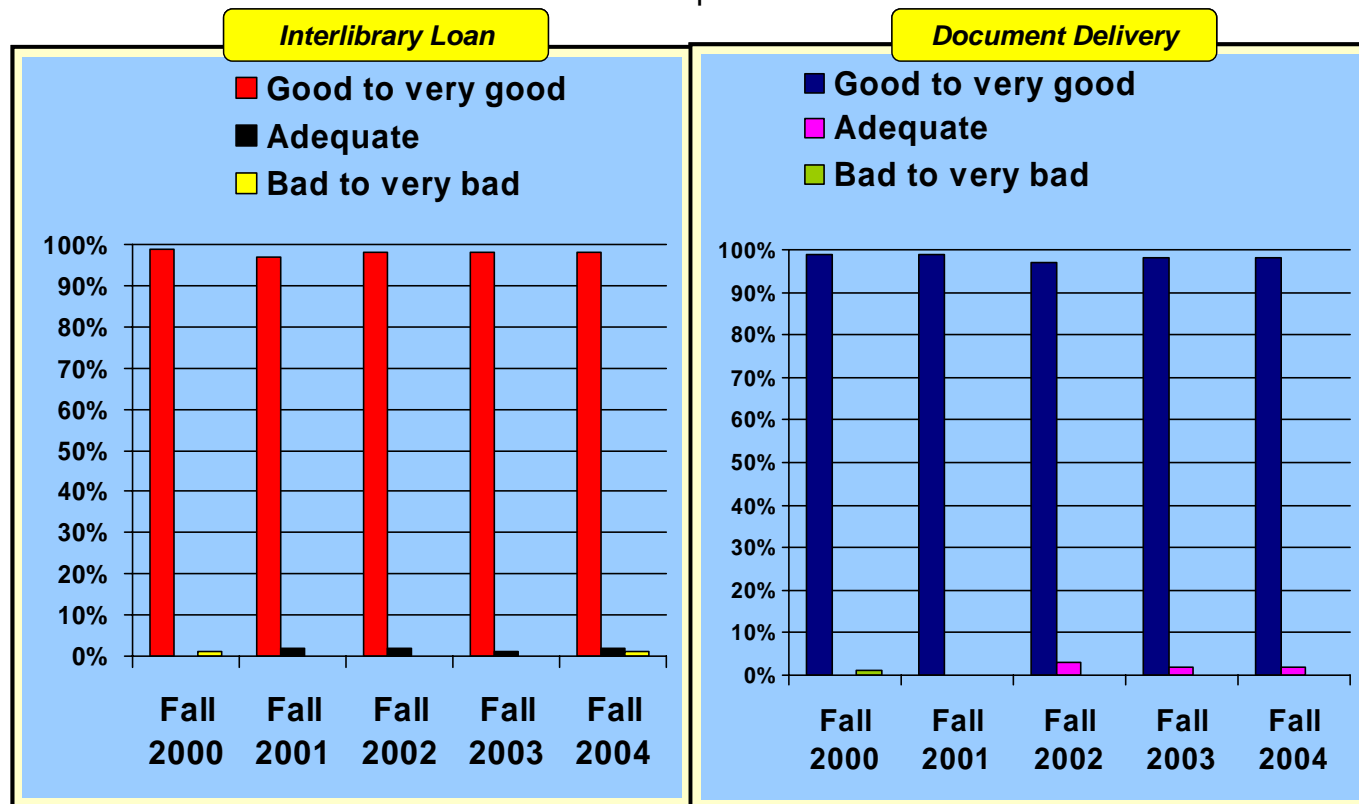
Figure 2: Service Gaps Indicated by Faculty in LibQUAL+ survey, spring 2005



The Interlibrary Loan unit conducted its annual survey of extended campus users. Extended campus users are considered to be those members of the VT community who do not reside in Montgomery, Giles, or Pulaski counties. Materials from the Newman libraries (document delivery) and borrowed from other libraries (interlibrary loan) are shipped directly to the homes of requestors. Users are not charged for this service and return mailing labels are included.

As in earlier years the 254 respondents (51% of those surveyed) expressed great satisfaction with both the interlibrary loan service and the document delivery service.

Figure 3. Service Assessment of ILLiad Interlibrary Loan and Document Delivery Service to Extended Campus Users 2000-2004



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- If Information Systems licenses a citation product like EndNote for the campus community, provide training sessions in how to use.

The Library collaborated with the Office of Research and the Graduate School to get a site license for faculty and graduate students to download EndNote, a citation management product which makes it easier to prepare manuscripts and dissertations. V. Kok has offered training sessions in the College of Veterinary Medicine for several years, and has expanded her training to a campus-wide constituency, with this agreement.

- Develop a self-guided tour handout for Newman library

A printed guide is available – and will again need to be updated to reflect recent changes. A general floor plan with maps showing service locations is also available on the web.

Provide convenient access to comprehensive reference services and collections in appropriate formats

- Ensure that all openURL database sources are linkable, and the linking logo is used in all possible locations

All databases which are capable of delivering openURL addresses have been linked and the temporary logo is available.

- In support of better understanding the delivery of reference services: identify the volume and type of questions presented at the reference desk and continue the examination of how print reference materials are used.

A survey of questions asked and the types of resources used to provide answers was conducted at all the service sites in Newman for 9 days in spring 2005. In this survey period staff responded to more than 1,700+ requests for assistance. The survey results will lead to consolidating service desks at Newman entries (currently lower level and Torgersen bridge) and will provide background information to determine appropriate times for single and double staffing. The survey also showed the considerable dependence on electronic resources to respond to user information needs. This provides support for the feasibility of moving a considerable number of the now separately shelved reference collection items into the main shelving sequence. This will allow us to free up space on the second floor for the ultimate consolidation of services there and the reopening of the second floor doors as a main entry.

Identify new services that would be valued by members of the university community

- Survey Virginia Tech students, faculty, and staff to identify desired library services that are not now available.

A survey of constituent groups was planned to carry out this task, but advice from the university assessment office suggested that timing might not be appropriate because so many other surveys were being done at the same time. For this reason major contacts with faculty will be delayed until fall 2005 when on-site visits to College- departmental chairperson meetings will be used as a way get feedback.

A small sample of walk-in students was surveyed for one day in spring 2005. The goal was to identify the intensity of their interest in a number of services we knew to be offered at other peer institutions but which are not offered at the VT Libraries. When presented with a list of choices of possible services:

- reference assistance outside the library (e.g. in residence halls or the student center);
- roving librarians in the library like the roving help at the Math Emporium;
- peer information counseling from other undergraduates trained to assist with finding information;
- laptop checkouts to use in the library;
- other equipment checkout such as DVD players;
- designated parking spaces for library users; or
- MS Word on library computers

more than $\frac{3}{4}$ of the students identified MS Word on library computers as being one of their major desired services. Other services deemed to be useful by more than half the students included roving librarians and designated parking.

We will work with Information Systems to determine whether Word can be made available on library computers, and if they will cover the costs since the library does not receive any of the technology assessment fees that students pay. The parking is interesting to know but probably not an immediate priority that we can foresee fixing; the idea of roving librarians can be considered as a possible pilot program for 2005/06.

Goal 3 Information Literacy

Collaborate with appropriate university programs and agencies to develop and implement a comprehensive information skills program for all incoming students

- Continue work with the Commission on Graduate Studies and Policies on the proposal on information skills for graduate students.

| The Library is collaborating with the Graduate School to initiate a 1-credit course on information retrieval and management skills in 2005/06.

- Provide support for students or faculty researching the work, the author, or themes of the work of the *Life of Pi*, the Common Book program choice.

| We did not do any outreach on this task, i.e., ask if faculty were working with the book. We had no direct inquiries in the instructional sessions that we did provide to include assistance relevant to the *Life of Pi*.

Collaborate with faculty to develop the information literacy skills relevant to the disciplinary needs of upper-level undergraduate and graduate students

- Implement the information literacy grant program with the College of Liberal Arts and Human Sciences for awarding up to five stipends in 2004/05 for faculty to revamp their syllabi to incorporate information literacy concepts and skills.

| The Library collaborated with the College of Liberal Arts and Human Sciences to initiate a grant program to CLAHS faculty in support of course revision to include information literacy concepts, for classes that reach a significant number of students. Each grant provides the participating CLAHS faculty team with \$5,000. A College Librarian works with each team. Funding support for the pilot program is 75% Library and 25% CLAHS. The awards were made in December 2004. The revised classes are to be offered in 2005/06.

Table 3. Library/CLAHS Information Literacy Grants

	Political Science	History (capstone)	English (children's literature)	Human Development (intro)	Technical Writing
CLAHS	Raquel Becerra, Senior Project Associate, Institute for Policy Outreach Craig L Brians, Assoc. Prof Richard Shingles, Assoc Prof	Kathleen Jones, Assoc. Prof	JD Stahl, Assoc Prof Kathryn Graham, Instructor	Kee Jeong Kim, Asst Prof	Mark Armstrong, Instructor Jim Dubinsky, Assoc Prof
Library	Bruce Pencek, Asst Prof	Bruce Pencek, Asst Prof	Anita Haney, Asst Prof	Michelle Young, Asst Prof	Caryl Gray, Asst Prof

- Examine the effectiveness of the library's two tutorials, Information Skills Module (ISM) <http://www.lib.vt.edu/help/instruct/ism-info.html> and Tech's Information Literacy Tutorial (TILT) <http://www.lib.vt.edu/help/instruct/tilt-info.html> in regard to how widely they have been adopted in the library's overall teaching strategy, their independent use by users connecting to them through our web page, input from users regarding their value, the up-to-dateness of their content, and how they stack up in regard to attractiveness and content when compared to other library online tutorials, to determine whether we need to abandon them, keep them as they are, or invest time in updating them, replacing them with something else we adapt from others or build here, and/or promoting them.

Preliminary work has been done on examining how the tutorials are used. The one tutorial is locally developed, the other (TILT) is an adaptation from the Texas system. The number of hits noted for the local product has doubled since last year to 32,000 but some better definitions of what is counted may be appropriate. The content that appears to have been most used is the module for developing a search strategy. Several faculty have links to this module from their Blackboard sites, and several faculty in the undergraduate English classes direct their student to the site. Each year respondents in LibQUAL+ surveys note that they want better information for self-sufficiency. Tutorial assessment and improvement in support of this goal will continue to be addressed in 2005/06.

Goal 4 Preservation

Collaborate with other research libraries to promote and preserve commonly held research assets and selected resources unique to the university or to the region in a manner that assures continuity of content and global access.

- Collaborate with OCLC and several other libraries in the Association of Southeastern Research Libraries (ASERL) to implement a pilot program to identify and agree to preserve items held in common in storage facilities in the pilot group for the purpose of determining whether this plan can be expanded to additional libraries with existing materials in storage.

A cohort planning to use the OCLC Collection Analysis software is being formed and will be ready to begin in August 2005. The project is widening to include general collection comparisons as well as identifying storage components. Libraries included in the group include:

- * Duke University (including main lib, medical, law, + business libs)
- * Georgia Tech
- * Louisiana State
- * North Carolina State
- * U-Kentucky
- * U-Louisville
- * U-Memphis
- * UNC Chapel Hill (including law + medical)
- * UNC Greensboro
- * U-South Florida
- * U-Tennessee
- * Vanderbilt
- * Virginia Commonwealth University
- * Virginia Tech
- * Wake Forest University

Goal 5 Systems

Acquire an online library system that meets the university's research needs and can be efficiently managed with modest staff resources

- Review responses to the library RFP (<http://www.ita.vt.edu/LMS-RFP.html>) and make recommendations for a library system.

In Fall 2004 after a rigorous process of proposal review the Library system search team recommended that a contract with Innovative Interface, Inc. be initiated. Contract negotiations continued and a contract was signed in February 2005.

- If the vendor schedule can accommodate it, bring up the online public catalog (OPAC), Circulation, Acquisitions, Cataloging, and remote storage modules by July 2005.

Immediately after the contract was signed the search team was given the task of morphing into the Implementation Team for the new system. Several individuals were added to the working team, and sub-groups for specific task were created. While other colleagues have taken a year or more to implement new systems, the hard work of the Implementation Team and the unit specific teams, have made it possible to offer the system to the Virginia Tech community within record time—5 months from signing to going public.

Goal 6

Physical Spaces

Give students, faculty, and staff library settings that meet their expressed needs for convenient access to collections, places for inquiry and reflection, and inviting environments

- Install 65 public computers with support from Parents' Fund gift

At the beginning of the year the old and slow computers in our public spaces were replaced by 65 computers supported by a gift in 2004/05 from the Parents' Fund. Verbal input from our users has been very appreciative.

- Create four group support rooms with Parents' Fund gift

Three group study rooms have been created by the elevator on the 4th floor. It's clear that they are something that the students wanted. Throughout the construction process they have dragged in tables and chairs to use the room and we had to drag them out each day to keep the project going.

The fourth group room will be a study and reading area on the fourth floor near the Torgersen bridge. We anticipate completion of this area in fall 2005.

Implement the concepts outlined in the Modernization Master Plan for Newman Library

- Initiate the first phase of the Newman renovation by enlarging the Digital Library and Archives space of special collections on the lower level of Newman

The area that will house Special Collections and the Digital Library and Archives has been expanded to add additional collections space and to bring staff for the units together in one location. The project was conceived of as one which would just create the perimeter walls for the first phase of the expansion. That part of the project is completed. Since the project began we have received additional gifts which will make it possible to continue with improving the area, with good reading tables for the new reading room, and new flooring and furniture for the conference room. Those projects will continue during fall 2005.

Goal 7 Staff

Establish new learning opportunities for library faculty and staff relevant to personal professional growth in the context of library objectives and operations

- Provide programs that are directed to creating learning opportunities for all library faculty, and all other staff interacting with the public for reference services, to become expert users of the table of contents service (currently Ingenta) promoted this year by the Libraries as a service for faculty researchers.

We focused on promoting the use of Ingenta – a research awareness service – to the VT community this year. Making sure that faculty and staff felt comfortable in using the service was an important first step. The Instruction/Reference/Outreach unit conducted sessions so that all staff would have a good understanding of the service and be able to trouble-shoot questions that might come from users.

Recognize and reward performance of library faculty and staff commensurate with a major research institution

- Continue the recognition program initiated in 2003/04 for library faculty and staff.

Five staff members were recognized by their peers for their special work in the Libraries:

Table 4. Staff Recognition Awards

Award		Award Summary	
Debbie Cash	University Libraries Service Award	To recognize faculty and staff for service	"[Debbie's] high-quality work and commitment to meeting user needs, all with a minimum of input or guidance from Blacksburg, demonstrates her capacity for independent leadership. There are no problems too large or too small for Debbie to handle."
Arron Hudson	Staff Award for Excellence	To recognize staff for distinguished contributions through their dedication, initiative, enthusiasm, and attitude in their work	"Arron is one of the quiet, low-key, behind-the-scenes individuals whose commitment and dedication ensure the smooth operation of the daily activities of the library. [He] is invaluable in assisting students, faculty, and other [patrons] in finding materials ... [which] has left the library with many satisfied patrons."
Mike Linkous	Staff Award for Outstanding Service or Support	To recognize outstanding service and/or support contributions	"I know [Mike] to give outstanding service and support, in addition to excelling at the practical application of his skills. [He] seems to have a huge knowledge base, along with being full of humor and good will ... he has a friendly and level personality which makes him outstanding at his job."
Bruce Obenhaus	Faculty Award for Excellence	To recognize professional excellence and outstanding contribution	"From a library standpoint - and without minimizing what he had done as the government documents librarian - Bruce's efforts are focused on providing the highest level of reference services possible."
Joyce Nester	University Libraries Service Award	To recognize faculty and staff for service	"This past year Joyce has made an extraordinary contribution to the library through her work in outreach. Because of her diplomacy, graciousness, and subject knowledge, she has become the principle liaison between DLA and the Center for Civil War Studies."

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- Work to bring library faculty salaries to the 60th percentile of SCHEV peers.

More than 2/3 of faculty salaries received a small adjustment for compression and peer comparability for 2004/05. We will continue to look for additional adjustments in 2005/06.

- Work with the Office of Personnel Services to determine how salaries of library staff positions compare to positions in similar pay bands across the university.

We have reviewed salaries for classified staff with the Office of Personnel Services. We adjusted 20% of those that were identified as most appropriate for considering a salary increment to bring them in line with other similar positions at the university. We will continue to look for opportunities for additional adjustments in 2005/06.

Support the University's Diversity Strategic Plan by developing and implementing activities and programs designed to increase and enhance student, faculty, and staff diversity in the Library and its programs

- Continue to support programs and activities sponsored by the Library Diversity Committee and support VT sponsored diversity events external to the Library.

The Library Diversity Committee had an active year. One member served on the Commission on Equal Opportunity and Diversity, a reception was sponsored for international students, members attended the annual Diversity summit, and members participated in the Mid-Atlantic Conference on the Scholarship of Diversity at the Hotel Roanoke.

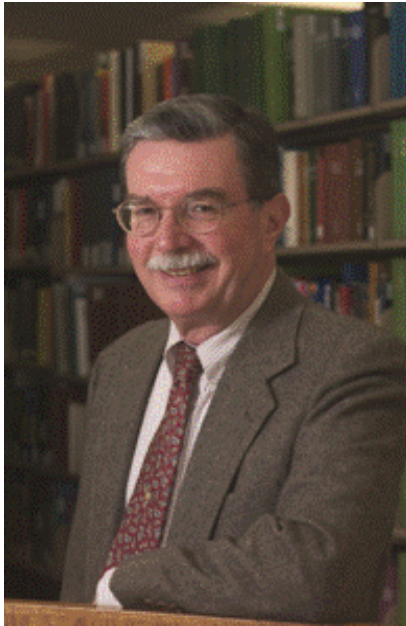
- Promote library resources relevant to the University's Diversity Strategic Plan.

The Diversity Committee created a library display for Native American Heritage month, November 2004.

OTHER:

At the summer 2005 meeting of the American Library Association, Dr. Harry M. Kriz, the VT Libraries Director for Interlibrary Document Delivery, was named the Virginia Boucher-OCLC Distinguished ILL Librarian for 2005. Awarded by the Reference and User Services Association of the American Library Association, the Boucher Award recognizes and honors a librarian for outstanding professional achievement, leadership, and contributions to Interlibrary Loan and document delivery.

“Harry Kriz is being recognized for his significant and sustained contributions to the interlibrary loan community; not only for his key role in the development of ILLiad, which revolutionized ILL processes and procedures, but also for his continuing commitment to the field, exemplified by his continuing writing and speaking engagements,” said Jennifer Block, chair of the award committee. “In addition, his contributions to data analysis in ILL, which he shares regularly and generously via listservs and publications, inspires other practitioners.”



ILLiad, now used by libraries in every state in the union, serves the Virginia Tech community of users too. In annual user surveys respondents say such things as:

- The staff are very helpful and the resources I have been able to obtain through ILLiad have been essential to my research.— an Education student.
- When I go into the ILLiad office, I’m always greeted promptly and with a smile. – an Engineering student.
- I am remote campus user of VT libraries. Their ILLiad support has been superb, including delivery of materials.— a Psychology student.

Kriz is the sixth winner of the Boucher Award, sponsored by the Online Computer Library Center, since its establishment in 1999. He received \$2,000 and a citation at the award ceremony.

PUBLICATIONS, PRESENTATIONS, AND OTHER SCHOLARLY ACTIVITIES

HITCHINGHAM, Eileen E.

Libraries: Still Relevant in the Age of Google? Women in Philanthropy. Circle of Excellence Retreat. Hot Springs, VA June 7, 2005

Virginia Tech and LibQual+ 2004 for Association of Research Libraries, LibQual+: A Total Market Survey with 22 Items and a Box at Midwinter Meeting, American Library Association. Boston, MA. January 17, 2005.

Digital Repositories and ASERL (Association of Southeastern Research Libraries) Institutions- A Survey. at SPARC (Scholarly Publishing and Academic Resources Coalition), Institutional Repositories: The Next Stage, SPARC and SPARC Europe Joint Program, Washington, DC. November 18, 2004.

KRIZ, Harry

"ILLiad History and Principles" Opening presentation at the first ILLiad International Meeting [coinciding with ILLiad's 8th anniversary], Dublin, OH, March 17, 2005.

"VIVA's First 10 Years of Interlibrary Loan." Invited talk presented at "Viva VIVA! 1994-2004" [Virtual Library of Virginia's tenth anniversary celebration], Williamsburg, VA, September 30, 2004.

"Interlibrary Loan - a Vital Strategic Service"

Invited talk presented at the VIVA [Virtual Library of Virginia] Interlibrary Loan Community Forum, Sweet Briar College, Sweet Briar, VA, July 16, 2004.

Virginia Boucher - OCLC Distinguished Interlibrary Loan Librarian Award for 2005.

McMILLAN, Gail

"Digital Preservation of Theses and Dissertations through Collaboration," in Resource Sharing and Information Networks, vol. 17, no. 1/2: 159-174.

"A Regional Perspective on Women with T-Squares." *IAWA Newsletter*. Fall 1004/No. 16: 4.

"Implementing ETDs: Turning Ideas into Reality," Joint Systems Information Committee/Coalition for Networked Information (JISC/CNI) Biennial Conference: The Future of Scholarship in the Digital Age, Brighton, England, July 8.

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"Women with T-Squares: Developing a Regional Perspective," South Atlantic Humanities Center (SAHC) Seminar, Virginia Tech, February 13, 2005.

"Implementing ETDs," moderated discussion for 18 invited library administrators at Adobe-sponsored breakfast, with Joan Lippincott, CNI, Susan Metros, Ohio St. U., Denver, CO, October 20, 2005.

"Forgotten Architects and Design Professionals," Virginia Humanities Conference, Ferrum University, March 18, 2005.

"Electronic Theses and Dissertations: from International to Local Activities," SCONUL (Society of College, National and University Libraries) Spring Conference: The Shape of Things to Come, Brighton, England, April 8, 2005

"National and International Trends in Electronic Theses and Dissertations," Cornell Conference on Open Access Scholarship, Ithaca, NY, May 9, 2005.

"Eleanore Pettersen Architectural Archive," Virginia State Historical Records Advisory Board, College of William and Mary, Richmond, VA, May 20, 2005.

"LOCKSS: Cooperative Digital Preservation," VIVA Steering Committee and the Virginia State Council for Higher Education Library Advisory Committee, Virginia State University, Petersburg, June 10, 2005.

Educause Quarterly Editorial Board, 2003/04 - 2005/06.

Digital Library Federation, Technical Advisory Committee Open Archives Initiative DLF/IMLS Grant.

South Atlantic Humanities Center, Associate VT Faculty Director.

University of Richmond Digital Initiatives: Civil War-Era Newspaper Repository.

\$1.4m National Digital Information and Initiative Preservation Program (NDIIPP) award from the Library of Congress to the MetaArchive of Southern Digital Culture (\$129,000 grant to Virginia Tech in partnership with university libraries at Emory, Auburn, Florida State, Georgia Tech, and Louisville), November 2004 - October 2007.

PAUL Metz

With Caryl Gray, "Public Relations and Library Weeding," *Journal of Academic Librarianship* 57 (May 2005): 273-279

P. Johnson, Fundamentals of Collection Development and Management. In *The Serials Librarian* v. 47, nos. 1/2 (2004): 253-54