

# *University Libraries*

*at Virginia Tech*



*Annual Report 2001~2002*

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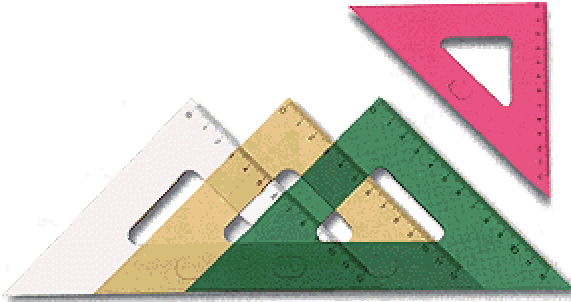
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## MEASURING UP

For several years now, I've enjoyed having the opportunity to respond to an invitation from the library faculty and staff to make a presentation focusing on the just completed year. Usually there is a good-natured groan from the audience when the lights click off and the *PowerPoint* clicks on. Experience has taught them to brace themselves for the copious charts, graphs and tables that will be coming their way.



Much of what we are able to accomplish in any year is qualitative in nature and not to be measured -- getting that just right book on the shelf so a student has an *Aha!* moment of finding a chapter that clarifies the class lecture heard earlier in the day, or the relief of connecting with a librarian who walks you through the maze of

online and print information resources so you can know that there *is* enough good information for you to complete your project at the end of the term.

But much of what a library is involved in does lend itself to assessment of some kind, whether it is counting, comparing, or seeking direct information from our user community. The ability to analyze, assess, and measure operations and outcomes is important. It helps us see trends in a rapidly changing world; assures local, government, or private funding sources that we are maximizing the resources they have given us; and contributes to our better understanding the needs of our users.

Because we believe that assessment is so important for you and for us, we have made it part of each staff member's assignment this year and will continue to do so. We always welcome your input in letting us know how we measure up to your expectations. Copious charts, graphs, and tables follow.

Eileen E. Hitchingham ~ Dean, University Libraries

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## COLLECTIONS

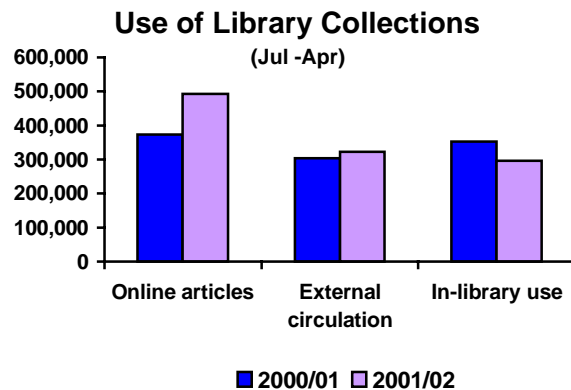
### *Libraries awarded \$17,000 to support College of Natural Resources*

The *Knapp Foundation* of St. Michaels, Maryland awarded the Libraries \$17,500 in funding to support the purchase of library resources for the Department of Fisheries and Wildlife in the College of Natural Resources. Irene Glennon, the College Librarian awarded the grant, will spend the money to update core collections in freshwater fisheries, wildlife and conservation. Joseph Palmer Knapp was a generous supporter of public education and wildlife conservation in the southeastern region of the United States.

### *New research resources*

Some major online research resources added to the Libraries this year include journals from the American Psychological Association, *Nature* and its seven associated monthly publications, the JSTOR business collection, 146 journals from Wiley Interscience, and 187 journals from Kluwer Academic Publishers. Researchers and reviewers will be more able

to determine the top journals to publish in and the impact factor for publications they are reviewing by using the *Journal Citation Reports* from the Institute for Scientific Information which have been added to the database collections this year.



### *Collection use*

The use of online library resources by the VT community continues to grow. Online articles or items accounted for 37% of known item uses last year, and 44% of use this year. External circulation grew moderately, from 28% of known use to 30%, while use of items in the Libraries (primarily non-circulating serials) declined, from 32% of all known uses to 26%.



### *Ingles Family Collection*

Special Collections has received a gift of the Ferry Hill Ledger (1797-1804) and 3 of 6 volumes of the Ingles Family Bible (1823). This gift is the first available documentation of Mary Draper Ingles and William Draper, operator of Ingles Ferry, Ingles Ferry Hill Tavern, and a blacksmith shop in the New River Valley. Mary Draper Ingles was kidnapped at the Draper Meadows massacre which took place at what is now the Virginia Tech Duck pond. Mary's escape from Shawnee Indian captivity and her heroic 800 mile walk back home have been described in a number of books and dramas.

This early documentation of the Ingles family's extraordinary history, its ferry, and related enterprises, provides scholars with unparalleled material for the study of Southwest Virginia.



*VT's online use patterns demonstrate interests in a broad range of scholarship*

**Library databases with 1,000 or more searches by VT users over a 10 month period (excludes searches in dbases that had articles)**

Funding support from:	File Name	Searches by VT users, Jul-Apr 01/02
VT	PsycInfo [all psy*]	63,034
VT	ERIC (Ovid&FS)	34,877
VT	SciFinder (Chem Abstracts)	30,745
VIVA	Mathscinet	30,398
VT	CAB Abstracts	29,914
VIVA	WorldCat	27,792
VIVA	CSA (all)	27,165
VT	Web of Science	25,538
VT	INSPEC69-	23,183
VT	Compendex70	20,229
VIVA	ArticleFirst	19,679
VT	Modern Language Association	18,582
VT	Agricola	16,776
VT	Soc Abstracts	13,465
VIVA	Columbia Int'L Affairs Online	12,626
VIVA	Dissertations Abs	10,810
VT	Westlaw	10,100
VT	RLG Union catalog Bibliography (BIB)	9,278
VT	Avery Indx Arch Pers Online sub	8,491
VIVA	Econlit	8,339
VT	BioAbs w/ Relational	7,273
VIVA	Ideal	6,962
VT	Springer-Verlag LINK	5,463
VT	Ulrich's	4,982
VT	NTIS	4,641
VT	AARP Ageline	4,066
VT	Beilstein/Crossfire	3,663
VT	Human Nutrition	3,522
VIVA	Social Sci Index	3,481
VIVA	Applied Sci Index	3,476
VT	BioAbs "on CD"	3,398
VT	netLibrary	3,068
VIVA	America: History & Life	2,701
VT	Food Science & Tech Abstracts (FSTA)	2,628
VT	Wharton Research Data Services	2,461
VIVA	Newspaper Abs	2,421
VIVA	Wilson Business	2,253
VT	Philosopher's Index	2,098

**Library online resources supplying VT users with 1,000 or more articles over a 10 month period**

Funding support from:	File Name	Electronic Articles for VT users, Jul-Apr 01/02
VIVA	Infotrac One Source (includes Ex Ac Index)	169,292
VT	LexisNexis Academic Universe	137,721
VT	ScienceDirect	64,639
VT	ABI -INFORM (UMI)	28,731
VT	IEEE Periodicals and Proceedings	22,055
VIVA	Health Reference Center	16,562
VIVA	Gen'l Busn ASAP+Bk	13,892
VIVA	ECO -Electronic Collection Online (OCLC)	11,353
VT	American Chem Soc Journals	11,228
VIVA	Books in Print Reviews	10,854
VT	JSTOR	8,005
VIVA	Gen'l Reference	7,773
VIVA	Science	7,689
VT	LexisNexis Congressional Universe	4,960
VT	Wiley journals online	4,429
VIVA	Hiwire: J. Biological Chemistry	4,338
VIVA	Computer D'base	3,417
VT	EDRS (Eric documents)	3,332
VT	L-N Statistical Universe	3,013
VT	MCB Emerald Library	2,737
VT	GenderWatch	2,538
VIVA	National Newspaper	2,375
VT	EthnicNewswatch	2,221
VIVA	Business & Company Resource Center	1,781
VT	Ingenta document delivery	1,640
VIVA	Hiwire: J. Applied Physiology	1,418
VT	Country Profiles + Reports + European Policy Analyst	1,371
VIVA	Health & Wellness Resource Center	1,313

An examination of the variety of databases VT users search, and the sources they use to get online articles, reveals that we are a community of scholars with a wide range of research and curricular interests.

We are also aware that a significant number of these resources that are supporting research interests come to the VT community through VIVA funded projects. VIVA (Virtual Library of Virginia) is a legislatively funded consortium of the Commonwealth's college and university libraries. With state cutbacks affecting VIVA's funding, we will be challenged to continue to offer the essential resources that may be eliminated by VIVA next year.

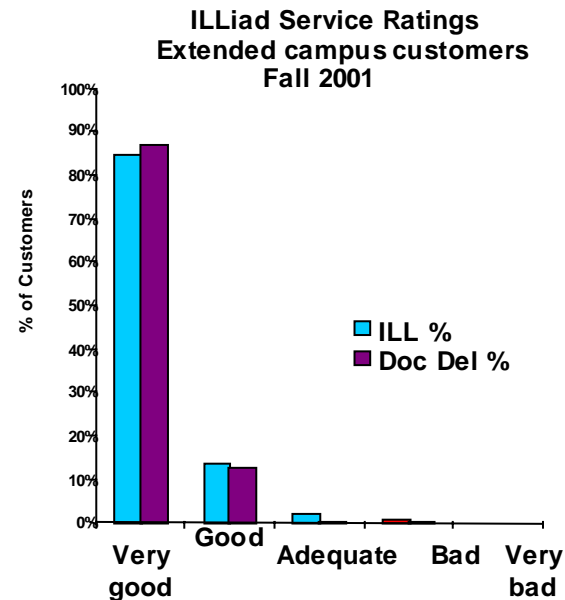
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## SERVICES

### *Interlibrary loan services praised*

The interlibrary loan unit's ILLiad service continues to receive customer kudos. The ILLiad service borrows or gets copies of materials from other libraries for the VT community, sends VT materials to other libraries, and sends both borrowed materials and items from the VT library to our own community of extended campus users.

ILLiad is the primary support activity for supplying information resources to our faculty and students who are not situated in Blacksburg. In the first ten months of this year 3,931 books and 9,885 article copies were shipped from the Blacksburg collections to our students, faculty, and staff located elsewhere. For the third year in a row, a survey of students, faculty and staff on the extended campus found overwhelming satisfaction with services provided through ILLiad. Fully 87% of those using the service rated it "Very good", with an additional 11% rating it "Good." Less than 2% of customers thought the service to be only adequate, or unsatisfactory.





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The ILLiad software originally developed in the interlibrary loan unit is licensed through VTIP, and is among its top three income-producing properties. Almost a third of the Association of Research Libraries members use ILLiad software

*14,000+ Net Library titles now in Addison*

Net Library is a fully searchable collection of electronic books that can be used without special hardware or readers. We have had access to this collection for several years, but were not able to maximize its use because the materials were not cataloged in Addison, the Libraries' catalog. Most users expect to find books listed in the catalog. This year 14,236 catalog records were added to Addison for these materials. Our users can now identify a netLibrary title along with other more traditional materials, and if interested in the item click to the book from the catalog record.

The netLibrary collection includes such titles as *The Global Information Society, Ceremony and Community from Herbert to Milton*, and *Philosophical Perspectives on Music*.

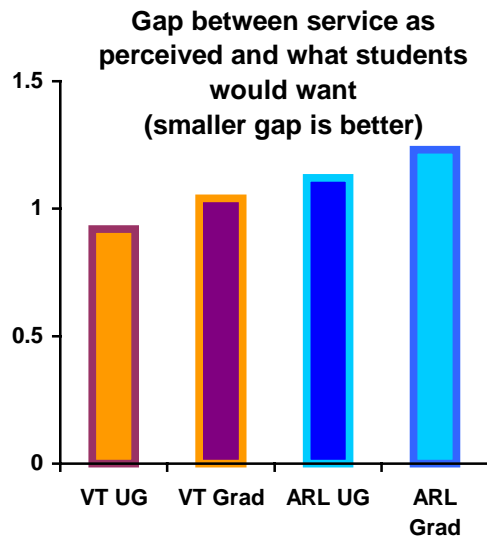
*Assistance where and when it is needed*

Like many other research libraries we are finding that students are increasingly less inclined to initiate a traditional reference transaction at a reference desk. They continue to ask for assistance in locating materials and in finding their way around, but we see fewer instances of students asking about how to find good, relevant information on a particular topic.



What students miss in bypassing the reference interaction is the chance to have a discussion that can help them focus their searching activity. Focused searches don't deliver too much information as is often true for a web search – an experience that has been characterized as like trying to drink from a fire hose.

We understand that it is easier to change our approach to service than to try to change the expectations of 25,000+ students. To do this we have translated the opportunity for traditional reference interactions to other, more student-focused venues.



We see increasing growth in the use of such services as LiveRef, which provides students with a real-time web connection to a librarian; ASKUS, which gives e-mail reference for more complex questions requiring lengthier responses; and *One2One* which provides student-to-student counseling on research topics. We have just initiated a process to review our subject pages to make them more useful to students looking for information on particular subjects. We will be assessing the effectiveness of the pages as we make changes.

Ultimately we are attempting to address an issue of delivering services that allow students personal control over the way that they access information. We appear to be having some success in doing this. In the LibQUAL+™ 2002 survey our students noted less of a gap between what they perceived as our delivery of services giving them control over information access and the level of service that they would truly want in that area, than did students at other ARL libraries in the study.

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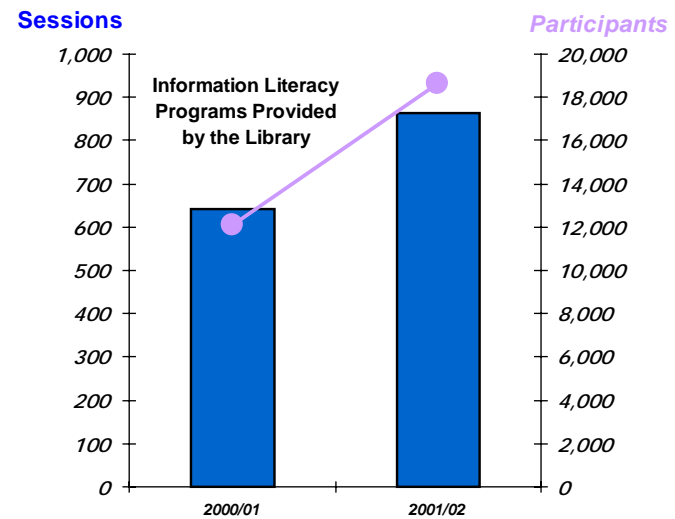
## INFORMATION LITERACY

### *Information Literacy at VT*

Information literacy is commonly defined as "the ability to locate, evaluate, and efficiently use information" and is comprised of several components: research skills, critical thinking skills, and computer literacy.

Students have to be able navigate the Libraries and our print and electronic information resources. They need to be able to evaluate, analyze, and synthesize information to come to conclusions. Finally, they need to be familiar with computers and computer applications, not only to find and retrieve information but also to communicate their findings.

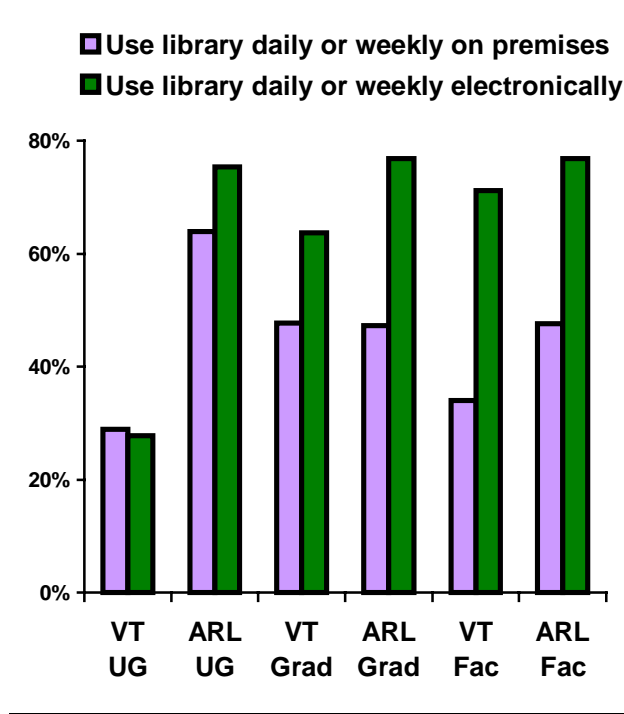
Lifelong learning is also encouraged through the promotion of information literacy. Students develop an appreciation of how these skills will assist them in their future coursework and careers, along with developing an understanding of the impact information has on society and their lives. Information literacy assures that our students can acquire the skills that allow them to become viable participants in a knowledge-based society.



The Libraries' current program in support of information literacy includes the provision of a growing number of classes, tours, and presentations for users.

*Frequency of library use from LibQUAL+™ 2002 results*

While online use at VT is growing and use of the library building continues to be high, the frequency of both physical and electronic use by the VT community appears to be somewhat lower than that indicated by library users at other research universities.



In examining early data from the LibQUAL+™ 2002 survey we find that VT undergraduates, graduate students, and faculty reported less frequent library use (daily, weekly) than did the same categories of users at other participating ARL (Association of Research Libraries) sites. This was true for both on-site use of the library and for electronic use.

VT undergraduates in particular reported significantly less daily or weekly use than did undergraduates at other research libraries. The need for undergraduates to use library resources is associated with

what is expected from them in their coursework. Library instructional faculty will work with the Core Curriculum Committee to explore the introduction of a required information literacy module into the core curriculum.

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### *First-Year students and information literacy outreach*

First-year students present a particular challenge for information literacy efforts. For many their contact with the Libraries may come as part of introductory English or Writing classes which they may not see as being specific to their major area of concentration. Teaching engineering or business students how to do research in an area of literary criticism may challenge the interests of a few, but most will not be able to make a link to how the pattern of searching that they use in this subject might transfer to another discipline.

To counter this lack of connection, the first-year instruction team for the Libraries has made several changes in program offerings.

First, the goals of the sessions are better articulated. Students know that whatever the topic, their learning goals are to develop the ability to:

- locate materials and service points;
- find their way around the library web site;
- use *Addison* to identify a book on a topic and then locate it in the library;
- find articles on a topic following a sequence from database searching through locating it on the shelf or online; and
- evaluate web sites and pages for validity and appropriateness to topic

Second, student contact in the general English and Writing program has been broken into two events. Tours are offered twice a week on a regular basis and an instructor can request that her/his students sign-up for a tour before an in-class session. Tours are about where things are, not content. Instructional sessions take place in the library classroom and provide hands-on exercises for the students. These sessions focus on

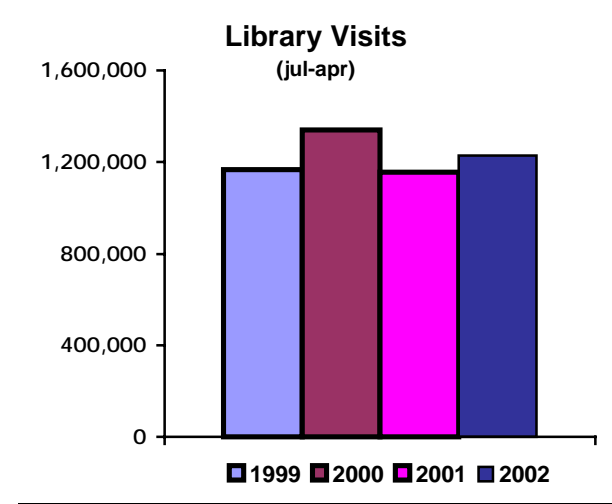
content but emphasize that there is a pattern in finding and using information that applies to satisfying many kinds of information needs. Finally, many College Librarians are collaborating with faculty in their Colleges to identify introductory courses that may provide an opportunity to introduce an information literacy component. For example, the College Librarians for the College of Human Resources and Education have worked with their College faculty to incorporate an information literacy component into HR2984, an introductory course required of all freshmen.

## PHYSICAL SPACE

### *Library as a place*

There is a lot of talk about virtual libraries. Continuing growth in the use of online resources may sometimes encourage people to think that the need for a physical library is less important. That does not seem to be true for Virginia Tech. The library as a place to visit and use continues to be important to the VT community.

More than a million library visits were noted for the Libraries through the first ten months of the year. This appears to reaffirm the continuing importance that library users attach to working in physical library spaces, even as their use of electronic resources continues to grow.



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This year, with collaborative support from the College of Architecture and Urban Studies, we are completing a small renovation project in the Art and Architecture Library in Cowgill Hall. Attractive and more functional shelving was obtained from Library of Virginia surplus. The project will provide for more organized collections, space for circulation activities, a slide collection room, and office space for the College Librarian in the Art and Architecture Library. We are also in the first stages of planning for an expansion of the Special Collections area to accommodate growing collections and to incorporate scholarly space for the Center for the Civil War.

## OTHER ISSUES

### *LibQUAL+™ 2002*

A few sections in this report mentioned results from the LibQUAL+™ 2002 study released shortly before completing this document.



LibQUAL+™ is a library survey tool for measuring total quality service as understood by library users. This is the third year in development of the tool. Development activity has been funded by a FIPSE grant to the Association of Research Libraries and Texas A&M. The Virginia Tech community participated in the pilot project in Spring 2000 when the library served as an invited member, and VT has continued as a participant in both 2001 and 2002.

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LibQUAL+™ includes 25 questions related to four dimensions of library service: access to information, quality of service, the library as place, and personal control for the user in accessing information. The survey also provides for three questions related to the overall quality of library service, satisfaction with treatment, and satisfaction with support. Respondents may also provide unstructured comments.

LibQUAL+™ gives the library a method to make longitudinal studies of its clientele and to benchmark against similar institutions. We will be able to report fuller results to the university community in the early part of 2002/03.

### *Strategic Plan*

The Libraries' strategic plan *A Research Library for a Major University The Strategic Plan for the University Libraries of Virginia Tech* was completed in December, 2001. The goals and objectives of the plan focus on seven areas considered crucial to creating and sustaining a library that can support the university initiatives in research and scholarship, graduate education, undergraduate education, and outreach.

The *Plan's* areas of concentration include:

- Collections
- Services
- Information Literacy
- Preservation
- Systems
- Physical Spaces
- Staff

In 2002/03 we will work with the university community to develop action strategies for moving the plan forward.



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### *Library Review*

In December 2001 the Provost initiated a library review process to provide him with input and recommendations relevant to enhancing the Libraries' ability to deliver collections and services appropriate to the needs of a major research institution.

An internal team of library faculty and staff documented current library practice and issues in a review document. This report was shared with the University Library Committee for input before it was sent to the Provost on March 15, 2002. The report and supplemental materials became the working papers for an external review team selected by the Provost.

The library report was developed in several sections. These included:

- Funding
- Organization
- Assessment
- Development
- Collections
- Services
- Information Literacy
- Preservation
- Systems
- Physical Spaces
- Staff

Members of the external review team included:

- Dr. Deanna Marcum, President of the Council on Library and Information Resources (Coordinator)
- Dr. Fred Heath, Director and Dean of Libraries Texas A&M
- James Williams, Dean of Libraries, University of Colorado, Boulder

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The review team visited Virginia Tech April 28-30, 2002. During this visit they met with the Provost, the Dean of Libraries, the library review team, other library staff, the University Library Committee, students and researchers, and College Deans and university administrators. The review team's report and recommendations will be presented to campus constituencies early in the fall term.

*Library restructuring and reallocation to support "top 30" goal*

Like other university units the library was asked to prepare a plan appropriate to targeted budget cutbacks but also consistent with moving forward with the goal of providing support for Virginia Tech's faculty and students as they participated in positioning Virginia Tech as a major research university within a decade.

At the end of this process we were extremely pleased to learn that the University will not only reduce the library budget, but it will also supplement it with reallocated funds to prevent serials cancellations in 2002/03. Library changes in operations and staffing that were proposed to generate funds for reversion will occur, but the funds will be reallocated internally to collections rather than being returned to a central pool. These changes include:

- Consolidation of Media services with Circulation/Reserve
- Consolidation of Reference and Information assistance at one service point in the Newman lobby
- Shorter hours of service for the Geosciences Library
- Reallocation of a staff member from the Art and Architecture library
- Reversion of library faculty positions
- Reallocation of wage and position funds associated with diminished library hours
- Reduction of operating and equipment funds in library units

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While carrying out these reallocations and still providing services will present a challenge, we are confident that sustaining our ability to grow our research collections is the best move that we can make at this time to support overall university goals.

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## Publications, Presentations, and Other Scholarly Activities

### Eric G. Ackermann

Review of Loet Leydesdorff's A Sociological Theory of Communication: The Self-Organization of Knowledge - Based Society. *Journal of the American Society for Information Science and Technology* 53 (1): 61-62.

Review of Denise Troll Covey's Usage and Usability Assessment: Library Practices and Concerns. *Portal: Libraries and the Academy* <http://muse.jhu.edu/journals/pla/>, to be published in October 2002 issue (v.2, n.4).

Review of Benardo A Huberman's The Laws of the Web: Patterns in the Ecology of Information. *Journal of the American Society for Information Science and Technology*, 53(11): in press.

### Susan A. Ariew

Review of The Writing and Revision Stylebook, by Gregory Heyworth and Rosette Liberman. *Choice* 39, no.5 (January 2002):845.

Review of UncleSam's K-12 Web: Government Internet Resources for Educators, Students and Parents, by Laurie Andriot, *Education Libraries* 25, no. 2 (Winter 2002), 4343.

"Making the Connection: Collaboration Between Faculty and Librarians," VLA Workshop, Library of Virginia, Richmond, March 22, 2002

CEUT Grant Study for Study Group on Diversity in Higher Education.

"A Learning Community to First Year Students, R 2984 Professional Perspectives," *Poster Session at ACRL President's Program*, June 17, 2002. (Caryl E. Gray and Susan A. Ariew)

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**E. Alan Armstrong**

"Want to Chat? - - Expanding Access to Reference Service," *Virginia Library Association*, October 18, 2001.

**Nicole Auer**

"In-Service Day: An Award-Winning Formula for the University Library," *Virginia Libraries*, 48-2, 14-19, 2002,  
(Ladd Brown, Ellen Krupar, Nicole Auer, and Brenda Hendricks)

**Ladd Brown**

"Managing Electronic Resources in Technical Services," *Virginia Libraries*, 47-4, 21-24, 2001.

"In-Service Day: An Award-Winning Formula for the University Library," *Virginia Libraries*, 48-2, 14-19, 2002,  
(Ladd Brown, Ellen Krupar, Nicole Auer, and Brenda Hendricks).

Conference Planning Committee, North American Serials Interest Group Annual Meeting, Williamsburg, VA,  
June 20-23, 2002.

Pre-Conference Coordinator, North American Serials Interest Group Annual Meeting, San Antonio, Texas, May  
23, 2001

Chair, North American Serials Interest Group Publications Committee, 1998-2001.

**Caryl E. Gray**

Virginia Culinary Thymes <http://spec.lib.edu/culinary/>, Spring 2001:01, Winter 2001:02.

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*Caryl E. Gray continued*

Culinary History Collection Advisory Committee, (2001 - )

"A Learning Community to First Year Students, R 2984 Professional Perspectives," *Poster Session at ACRL President's Program*, June 17, 2002. (Caryl E. Gray and Susan A. Ariew)

**Brenda Hendricks**

"In-Service Day: An Award-Winning Formula for the University Library," *Virginia Libraries*, 48-2, 14-19, 2002, (Ladd Brown, Ellen Krupar, Nicole Auer, and Brenda Hendricks).

**Eileen E. Hitchingham**

"Measurement and Assessment of Library Programs and Services," SOLINET Annual Meeting, *The Changing Face of Libraries*, Atlanta, GA, May 2-3, 2002.

"LibQUAL+™ AT Virginia Tech," New England Regional Computing Program (NERCOMP), Statistics and Measurement for Library Services, Middleton, CT, April 25, 2002.

"Using LibQUAL+™ to Know, Show, and Grow Your Library," Association of Research Libraries Workshop, LibQUAL+™: a Total Market Survey, ALA Midwinter Meeting, New Orleans, LA, January 21-22, 2002.

"LibQUAL+™: The Virginia Tech Experience," Triangle Research Libraries Network Symposium, Measuring Service Quality, Durham, NC, November 13, 2001.

"Down for the Count, But Not Out: Using Our Library Numbers to Guide Change," Pre-Conference – The Realities of Acquiring Electronic Collections, October 31, 2001, for the 21<sup>st</sup> Annual Charleston Conference, *Issues in Book and Serial Acquisition*, November 1-3, 2001.

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**Tamara J. Kennelly**

Panelist, "Civil Rights at Virginia Tech; Past, Present, & Future," Civil Rights Weekend, Virginia Tech, September 21, 2001.

"Building Digital Bridges: Special Collections in Cyberspace," Virginia Library Association Paraprofessional Forum, University of Richmond, Richmond, Virginia, May 21, 2002.

"Oral History on the Internet: Narratives from Pioneering Black Students at Virginia Tech," 12th International Oral History Conference, Pietermaritzburg, KwaZulu-Natal, South Africa, June 25, 2002.

**Harry M. Kriz**

"Managing with Number, Not Anecdotes," Keynote address presented at WiLS [Wisconsin Library Service] ILL Annual, Madison, Wisconsin, October 2, 2001, (Presented via video conference).

"Managing with Number, Not Anecdotes," Keynote address presented at NELINET'S [New England Library Network] 21<sup>st</sup> Annual ILL Spring Meeting, Bristol, RI, May 30-31, 2001.

**Ellen Krupar**

"In-Service Day: An Award-Winning Formula for the University Library," *Virginia Libraries*, 48-2, 14-19, 2002, (Ladd Brown, Ellen Krupar, Nicole Auer, and Brenda Hendricks).

**Edward F. Lener and F.G. Shrode**

"Earth Sciences," *Magazines for Libraries*, 11<sup>th</sup> Edition, C. LaGuardia, Editor R. R. Bowker, New York 2002.

*Virginia Libraries*, Editorial Board Member (January 2002 - )



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**Paul Metz**

"Virginia Tech's Innovative College Librarian Program," Paul Metz and Nan Seamans, *College & Research Libraries* (July 2002).

Review of "Developing an Outstanding Core Collection: A Guide for Libraries," C. Alabaster, *The Serials Librarian* (in press).

**Gail McMillan**

Guide to Electronic Theses & Dissertations, UNESCO, 2001, <http://etdguide.org/etdguide.pdf> (Contributed to twelve chapters including: The Role of Libraries and Archives, Intellectual Property Rights, Publishers, Human

Resources and Expertise Needed, Costs, Assessment and Measurement, Statistics and Usage, Typical Workflow, Metadata, and Cataloging: MARC.) <http://etdguide.org/>

"The Networked Digital Library of Theses and Dissertations: Changes in the University Community," Edward A. Fox, Marcos André Gonçalves, Gail McMillan, et al., *Journal of Computing in Higher Education*, 13:2 (Spring 2002): 102-124.

"Do ETDs Deter Publishers? Coverage from the 4<sup>th</sup> International Symposium on ETDs." *College and Research Libraries News*, v. 62, no. 6 (June 2001): 620-621. <http://scholar.lib.vt.edu/staff/gailmac/publications/pubrsETD2001.html>

"Virginia Database for African-American History and Culture." *Virginia Libraries*, vol. 47, no. 2 (Summer 2001): 5-7. [http://scholar.lib.vt.edu/ejournals/VALib/v47\\_n2/mcmillan.html](http://scholar.lib.vt.edu/ejournals/VALib/v47_n2/mcmillan.html)

"ETD 2001: Conference: Highlights and Commentary" John Eaton, et al. Council of Graduate Schools Communicator, vol. 24, no. 5 (June 2001):7  
<http://www.cgsnet.org/PublicationsPolicyRes/Communicatorpdfs/2001/June2001.pdf>

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*Gail McMillan continued*

"Copyright: Practical Applications for the Future Professorate," Graduate School, Virginia Polytechnic Institute and State University, April 3, 2002. scholar.lib.vt.edu/copyright/Cright4FutureProfs.pptb

"Legal Issues in Developing Digital Libraries: Is it Funambulism?" ALICE (Appalachian Library Information Cooperative Endeavors) Library Directors' Retreat, East Tennessee State University, November 9, 2001. scholar.lib.vt.edu/presentations/ALICEcright.pdf

"Electronic Theses and Dissertations: Libraries and Publishers," with John Hagen (WVU) and Nan Seamans (VT). 21st Annual Charleston Conference: Issues in Book and Serial Acquisitions, November 1, 2001. scholar.lib.vt.edu/theses/presentations/CharlestonETD/gails.pdf

"Access to Electronic Resources: Archives and Theses Come out of the Attic" Virginia Library Association, Richmond, VA, October 19, 2001.

Co-Editor, "Scholarly Communications," *College & Research Libraries News*, Association of College and Research Libraries. <http://www.ala.org/acrl/c&rlnew2.html>

Chair, Program Planning Committee, 5th International Conference on ETDs, BYU, May 29 - June 2, 2002  
IMLS 2002 National Leadership Grant Review Panel for Preservation and Digitization Grants, invited April 2002.

Association of College and Research Libraries, Poster Sessions Review Committee, 2002/03; invited May 2002.

Committee on Science, Engineering, and Public Policy (COSEPUP) Study for NASC on Electronic Journal Publishing (recommended by Paul Torgersen, not yet confirmed)

"ETDs and Libraries" OCLC, completed December 2001.

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*Gail McMillan continued*

"Birds of a Feather: A Library-Museum Collaboration to Develop a Replicable Model for Dissemination of 3-D Objects," grant proposal to IMLS: Institute for Museum and Library Services, April 15, 2002

**Bruce Obenhaus**

Cartographic Users Advisory Council, Chair 2002-2002.

Advisory panel for Virginia State Plan for Federal Government Documents Depositories. Drafted one of three original sections of the State Plan.

**Christopher Peters**

"In-Service Day: An Award-Winning Formula for the University Library," *Virginia Libraries*, 48-2, 14-19, 2002, (Ladd Brown, Ellen Krupar, Nicole Auer, and Brenda Hendricks).

Recipient 2001 President's Award for Exemplary Service to the University.

**Nancy H. Seamans**

"Student Perceptions of Information Literacy: Insights for Librarians," *Reference Services Review*, 30, 113-123 (2002)

"Access to the Goodies, Designing and Departmental Website," Virginia Library Association 2001 Conference, Richmond, VA 2001.

"Electronic Theses and Dissertations, Charleston Conference: Issues in Book and Serial Acquisition," Charleston, SC, November 2001, Nan Seamans, Gail McMillan, and J. Hagan.

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*Nancy H. Seamans continued*

"Designing and Implementing Technology and Information Literacy Programs, Association for Educational Communications and Technology (SECT) 2001 International Conference," Atlanta, GA, November 2001. Nan Seamans and Kevin Oliver (Presentation by Kevin Oliver)

"Virginia Tech's Innovative College Librarian Program," Nan Seamans and Paul Metz, *College & Research Libraries* (July 2002).

**Larry Thompson**

"Grey Literature in Engineering," *Science & Technology Libraries*, 19 (3/4), 57-73 (2002)

"Electronic Theses and Dissertations at Virginia Tech," *Science & technology Libraries*, 20 (1), 87-101 (2001)

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