

Annual Report 2005 – 2006, VCU Libraries Executive Summary

The VCU Libraries reached a new high water mark in collections, services, and productivity during FY 2005-06, sustaining and extending the gains of the previous fiscal year. Substantial one-time funding in FY04-05 was made permanent in FY05-06, augmented by a modest increase of about 3%. With this budget foundation, the VCU Libraries was able to cover all unavoidable cost increases in journal subscriptions, eliminating reductions in journal subscriptions. In addition, the VCU Libraries strengthened library collections for research and new programs; adopted permanently new building hours and services established on a provisional basis in FY04-05; brought online significant new automated services; and addressed storage needs for library collections. As in FY04-05, stronger funding provided tangible benefit to the VCU community, but still leaves the VCU Libraries trailing most other research libraries in key metrics of library strength, especially in journal subscriptions and student support.

Visits to library facilities continued their year-over-year pattern of growth, up about 4% in FY05-06. Since FY00-01, visits have grown from 995,000 yearly to over 1,580,000, up nearly 60% in just six years. Instructional sessions and information requests also increased FY04-05, a consequence of enrollment growth and the central role of library facilities as the chief destination for conducting academic work at VCU. Cultural program attendance reached another high during FY05-06, especially for Black History Month programs.

Two milestone events marked the year. First, Jean Shipman, Director of Tompkins-McCaw Library, began her one-year term as President of the Medical Library Association in May 2006 after her election in 2005. Second, VCU Libraries staff authored and published *A Pictorial History of VCU*, with captivating photographs and descriptions documenting VCU's history from its founding in 1838 to the present.

Strategic Planning and Assessment

The new VCU Libraries Strategic Plan was completed in February 2006 and uses balanced scorecard methodology to integrate user input, assessment, and strategic visioning into a single planning instrument. The Plan was publicly released on the VCU Libraries' web site in April 2006. In addition, the VCU Libraries completed a University-required six-year Budget Plan in fall 2005 that, if fully implemented, will establish a top-100 ranking for the VCU Libraries among U.S. research libraries by 2012.

The VCU2020 Vision for Excellence Strategic Plan includes a specific commitment and goal related to the VCU Libraries:

“Theme II, initiative 3: Accelerate the VCU Libraries expansion and support in recognition that libraries are the foundational underpinning of the University's commitment to excellence and to its goals for growth and quality enhancement in its undergraduate and graduate programs, and in its research enterprise.”

Both the VCU Libraries' Strategic Plan and the six-year Budget Plan have been crafted to advance this and other elements of the VCU2020 Plan. If fully implemented, these two plans will realize the vision set forth in Theme II, Initiative 3 of the VCU2020 Plan.

One of the most important sources for management data for the VCU Libraries is the nationally-normed LibQUAL+ survey, first administered in spring 2004. The LibQUAL+ survey was conducted again in spring 2006, with full data analysis expected in August 2006. The 2006 survey achieved a response rate of 15.76%, with 1,602 surveys returned from students, faculty, and staff.

Budget developments

The FY05-06 budget provided a roughly steady-state year-over-year budget environment from FY04-05, but transitioning FY04-05 one-time allocations to permanent status created necessary confidence to commit funds to long-term journal subscriptions and other library materials. Stronger funding over the FY04-06 biennium was dramatically visible in library metrics reported to the Association of Southeastern Research Libraries (ASERL) for FY04-05. The VCU Libraries' standing rose from 31st to 23rd out of the 36 participating southeastern research libraries in total expenditures, placing it about in the middle of the third quartile of the rankings. A ranking of about 14 (roughly the middle of the second quartile) is an appropriate goal for VCU.

Collections

Surveys and focus groups have confirmed that many members of the VCU community, particularly faculty most involved in sponsored research, are frustrated by inadequate access to the scholarly record provided by library collections at VCU. Consequently, stronger allocations for library collections and especially for journal subscriptions have been a priority for the VCU Libraries. With budget improvements in the FY04-06 biennium, collections expenditures in FY04-05 reached \$5.5 million, climbing to \$5.6 in FY05-06. These are historic highs for the VCU Libraries and have supported acquisition of many basic and essential resources for science, technology, and medicine programs at VCU. Although progress is encouraging, there remain significant gaps in collections compared to other major research institutions. Collection highlights for FY05-06 include:

- No journal cancellations: Budget improvements allowed the VCU Libraries to cancel a planned reduction in journal subscriptions that would otherwise have been needed to cover unavoidable cost increases in subscription prices.
- Added Blackwell Full Journal Collection, Wiley Interscience journal collection, and Lecture Notes in Computer Science, all accessible through the web. These additions significantly expanded access to the scholarly record with nearly 900 new journals emphasizing the life sciences but providing some support to all disciplines.
- Added over 8,000 new electronic books in business, computer science, education, literature, history, reference, and other areas.
- Added the Eisner Award Archives to Special Collections and Archives: items honored by the Eisner Award, the "Oscar" of comic arts, were donated to VCU Libraries in recognition of its world-class collection of over 100,000 items related to comic arts.

Instruction and service growth and improvements

The VCU Libraries continued expanded building hours for both James Branch Cabell Library and Tompkins-McCaw Library in 2005-06, offering more library hours than any public academic library in Virginia except UVA. The "Library Lite All Night" initiative to open Cabell Library around the clock during the May 2005 exam period was extended into FY05-06 and made permanent for both fall and spring semesters. Nearly 4,900 students took advantage of the 24x7 services in FY05-06.

Demand for library instruction classes grew significantly during FY05-06. Cabell Library held 594 classes for 20,367 attendees, an increase of 30% in classes and 59% in attendance. Tompkins-McCaw Library strengthened its extraordinarily popular NCBI instruction program, its Public Health miniseries, and its new LunchNLearn instructional sessions. The VCU Libraries expects to add instructional staff and expand web-based instruction in FY06-07 to handle steadily increasing instruction loads.

Facilities and physical plant enhancements

The condition of library facilities remained a chief concern in FY05-06. Compact shelving equipment continued to be an especially useful response to overcrowded stacks and growing collections. In December 2005 the University allocated \$300,000 in one-time funds to acquire compact shelving. This followed a University investment of \$150,000 in FY04-05 (matched by \$220,000 from the VCU Libraries.) The overall impact on VCU students and faculty of these two allocations cannot be overstated. As part of a sustained effort by the University leadership to address shelving space needs, compact shelving has reduced the encroachment of library shelving on scarce study space.

Compact shelving was installed in the Cabell Library Special Collections, relieving severe overcrowding of these unique collections. Compact shelving also was installed for the first time in Tompkins-McCaw Library. This shelving is part of a comprehensive plan to eventually replace the entire basement shelving stock at TML with compact shelving, alleviating severely overcrowded stack space without moving journals off-site.

Information systems

The VCU Libraries accelerated its deployment of new and upgraded systems in FY05-06, bringing new digital collections and service conveniences to the VCU community. Self-service features:

- A self-service checkout machine came online in Cabell Library in fall 2005, allowing library users to check out books themselves quickly and easily. Powerful new automated requesting tools allowed students and faculty to request books, place holds, make interlibrary loan requests, and do other functions that previously required interactions at service desks.
- New search and discovery features: Working in partnership with the Virginia Community College System, the VCU Libraries acquired new software that allows users to search multiple university library catalogs across the State simultaneously; search many citation databases in the same manner; and limit searches to specific parts of the library collection, such as materials in compact shelving or scholarly journals.

Grants and partnerships

Grant funding and partnership opportunities continued as a key strategic emphasis in FY05-06, especially at Tompkins-McCaw Library.

- Health disparities and health literacy: Tompkins-McCaw Library played an indispensable leadership role in health disparity and health literacy initiatives at VCU in FY05-06 through its Community Outreach Information Network (COIN) initiative and in work with the VCU Center for Health Disparities. COIN was recognized by the very competitive National Council for Library and Information Sciences (NCLIS) Health Award for Libraries in spring 2006 as a top-ten finalist, receiving a \$1,000 award for its innovative approach to health literacy and consumer health information.
- Community history: Under the leadership of Curtis Lyons of Special Collections and Archives, progress continued in the National Historic Preservation and Records Commission (NHPRC) funded project to collect materials documenting minority and activist communities in Central Virginia. These are enriched by the Oral Histories Project, which collects oral histories from local community leaders. Among those interviewed for the collection in 2005-06 were eminent African-American community leader Dr. Francis Foster and Richmond Symphony founder Edmund Rennolds.

Private funding and promotion

Working closely with the VCU University Advancement staff, the VCU Libraries' top fund-raising priority in FY05-06 targeted matching funds for a \$200,000 capital campaign award from a private foundation. As of June 2006, about \$155,000 had been raised; a 6-month extension on the grant match deadline was granted by the awarding foundation.

Cultural programs that raise the profile of the VCU Libraries among the donor community continued a record of outstanding success in FY05-06.

- **Brown-Lyons Lecture and Cabell Lecture:** The VCU Libraries and the Center for Judaic Studies hosted the 21st Brown-Lyons Lecture on March 23, 2006. Dr. Jack Spiro's lecture "When Jews and Christians Meet: Barriers or Bridges?" attracted a large audience and was followed by spirited discussion. The 20th Annual Cabell Lecture featured author Dean King, who spoke about his award-winning book *Skeletons of the Sahara*.
- **Black History Month observance:** The VCU Libraries marked its third Black History Month observance in February 2006 with two speakers. Author Julian Houston captivated a sizeable audience with a lecture on his moving novel *New Boy*, based loosely on his early life in Richmond. Dynamic speaker, journalist, and activist Tony Brown energized a large audience with his spellbinding lecture "Empower the People", sponsored in partnership with the School of Mass Communication. The VCU Libraries continued and extended its Black History Month Blog for the VCU community. The blog was complemented by a video montage of significant black history events that ran continuously on large plasma monitors at the entrance to both libraries during the month. Finally, a web page of research and educational links related to Black History Month was featured prominently on the VCU Libraries' web site.

Annual Report 2005 – 2006, VCU Libraries Contributions to the Institution

- SP I-1, I-4; IP U-1, U-4, P-6
 - Created VCU Libraries Strategic Plan and VCU Libraries 6-year Budget Plan: The balanced scorecard methodology for the Strategic Plan integrates user input, assessment, and strategic visioning into a single planning instrument, enhancing both implementation and assessment of the Plan. The 6-year Budget Plan describes how VCU can develop its library system to a level commensurate with VCU's scope, size, and ambition, similar in collections and staffing to close peers such as Temple, Cincinnati, and Wayne State.
 - LibQUAL+ survey and FACR survey: Both these surveys are standardized, nationally-normed surveys to assess use of and satisfaction with collections and services from the VCU Libraries. They produce strong quantitative data sets indispensable for assessment.
 - Appointed first Director of Communications for the VCU Libraries, responsible for both internal and external communications with staff, VCU faculty and students, and the broader Central Virginia community.
 - Facilities upgrades: Added new compact shelving in Cabell Special Collections and Tompkins-McCaw. Installed security system in Cabell, with integrated door cameras and card-controlled access, and developed plans for similar installation at Tompkins-McCaw. Upgraded TML furniture and TML Quiet Study Room.
 - Private funding: Designed and carried out VCU Libraries' first capital campaign, raising 75% of goal; reformulated Friends program and most aspects of the VCU Libraries' online development presence, creating a new foundation for annual giving and donor stewardship.
- SP II-1, II-3, II-5, II-7, II-10; IP U-2, MP-1, MP-2, MP-4, MP-5, P-3, P-8
 - Improved budget: The FY05-06 budget provided a roughly steady-state year-over-year budget environment from FY04-05. Stronger funding overall during the FY04-06 biennium raised VCU from 31st to 23rd out of the 36 members of the Association of Southeastern Research Libraries in total expenditures. See Executive Summary.
 - Library hours: The VCU Libraries continues to offer more library hours than any public academic library in Virginia except UVa, and expanded its 24x7 service during exams in 2005-06. Longer library hours have been a consistent request from the undergraduate student body. See Executive Summary.
 - CLUAC: Created the Cabell Library Undergraduate Advisory Committee, giving undergraduate students a ready avenue to provide feedback and advice to the VCU Libraries. It joins three other library advisory committees at VCU.
 - Programs for students: VCU librarians expanded opportunities for student engagement and enrichment in 2005-06. Many undergraduates participated in the VCU Libraries' programs with Richmond area Go Read! in fall 2005, which read Alice McDermott's *Charming Billy*. VCU librarians crafted VCU's Constitution Day observance for September 17, 2005 by developing a comprehensive web site and distributing free copies of the U.S. Constitution. VCU librarians also created the new Book ReMARKS book review web site and a book swap program to support

- undergraduate independent reading. After the selection of *Freakonomics* for the University College Summer Reading Program, the VCU Libraries developed a web site with reviews, podcasts, reading groups, and related books.
- Expanded instruction: Cabell Library held 594 classes for 20,367 attendees, an increase of 30% in classes and 59% in attendance. Tompkins-McCaw Library expanded its extraordinarily popular NCBI instruction program, its Public Health miniseries, training for staff of the VCU Health System, and its new LunchNLearn instructional sessions.
 - The VCU Libraries extended circulation loan periods for most library materials in FY05-06.
 - SP III-1, III-2, III-4, III-5, III-7, III-8, III-9; IP U-1, U-2, MP-2, MP-3, MP-6
 - Diversity initiatives: The VCU Libraries Diversity Task Force was formed in late 2005 and delivered its final report in spring 2006. Its recommendations will be implemented in 2006-07. The University Librarian continued to participate on the University's Equity and Diversity Committee. Position postings for library faculty were modified to include language that encourages application from under-represented groups. Three of the six faculty appointments (50%) in 2005-06 were minority female candidates and four were female.
 - Developed staffing plan: As part of the Strategic Plan and the six-year Budget Plan, the VCU Libraries created a staffing plan that addresses projected increases in demand from enrollment growth and research expansion through 2012.
 - Blogs, email lists, podcasts, online instruction: VCU librarians stepped up their use of web-based digital community tools to communicate with students, and continue to lead the profession in using these technologies. Most of the efforts target undergraduate students, for whom these technologies are second nature.
 - eID transition: To improve security, VCU Libraries transitioned all of its public systems to eID authentication in spring 2006. The move was necessary but introduced many complications in managing access for persons legitimately affiliated with VCU but not in the normal student, faculty, or staff capacity (preceptors, for example.)
 - Jean Shipman takes office: Jean Shipman, Director of Tompkins-McCaw Library, began her one-year term as President of the Medical Library Association in May 2006 after her election in 2005. Her presidency raises the profile of the VCU Libraries among research libraries nationally.
 - Library collections: With budget improvements in the FY04-06 biennium, collections expenditures in FY04-05 reached \$5.5 million, climbing to \$5.6 in FY05-06. Support for research enterprise has been the chief focus of collection enhancements. See Executive Summary for a summary of new purchases.
 - SP IV-1, IV-2, IV-4, IV-7, IV-8, IV-10; IP U-5, M-, M-2, M-4
 - Health disparities and health literacy: Tompkins-McCaw Library played an indispensable leadership role in health literacy and health disparity initiatives at VCU in FY05-06 through its Community Outreach Information Network (COIN) and in work with the VCU Center for Health Disparities. See Executive Summary.

- Information Rx Evaluation Project: In follow-up to the ACPF/NLM pilot Information Rx project in FY03-04, the National Network of Libraries of Medicine (NN/LM) awarded \$35,000 for FY05-06 to evaluate the project by identifying barriers perceived by physicians to filling information prescriptions and exploring patient's actual ability and desire to fill such prescriptions. The evaluation was completed in December 2005.
 - Mobile Technology Fair: In creating this initiative, Tompkins-McCaw led the MCV Campus in supporting and educating students and faculty about the use of mobile devices in clinical and research settings.
 - Library collections: The support of research enterprise on the MCV Campus is a major influence on decisions regarding purchases of journals and books. The VCU Libraries continued to give high priority to journals related to expanding research areas and new programs on the MCV Campus, such as the School of Public Health.
- SP V-1, V-2; IP P-7
 - COIN and CHEC: The Community Outreach Information Network (COIN) and the Community Health Education Center (CHEC) continued to provide a vital connection between health information resources at VCU and the broader Central Virginia community.
 - Brown-Lyons Lecture and Cabell Lecture: Both these lecture series drew large attendance from the Central Virginia community. See Executive Summary.
 - Black History Month observance: The VCU Libraries' very successful Black History Month programs in February 2006 continued to expand an already-substantial participation from the local community. See Executive Summary.
 - Community history: Progress continued in the National Historic Preservation and Records Commission (NHPRC) funded project to collect materials documenting minority and activist communities in Central Virginia. See Executive Summary.
 - Pictorial history: With the publication of *A Pictorial History of VCU*, containing intriguing photographs and descriptions documenting VCU's history from its founding in 1838 to the present, the VCU Libraries and its staff have made a very significant and profoundly important contribution to VCU's developing sense of pride and history.

Annual Report 2005 – 2006, VCU Libraries Highlights

- Sustained budget gains: Although the FY05-06 budget represented a roughly steady-state year-over-year budget from FY04-05, the modest 3% increase was important to maintaining the journal subscription base. Stronger funding overall during the FY04-06 biennium was dramatically visible in library metrics reported to the Association of Southeastern Research Libraries (ASERL) for FY04-05. The VCU Libraries' standing rose from 31st to 23rd out of the 36 participating southeastern research libraries, placing it about in the middle of the third quartile of the rankings. A ranking of about 14 (roughly the middle of the second quartile) is an appropriate goal for VCU.
- Strategic Plan and 6-year Budget Plan: The VCU Libraries completed both a new Strategic Plan and a 6-year Budget Plan in 2005-06. See Executive Summary. In addition, the VCU2020 Plan includes a specific commitment and goal related to the VCU Libraries:

“Theme II, initiative 3: Accelerate the VCU Libraries expansion and support in recognition that libraries are the foundational underpinning of the University’s commitment to excellence and to its goals for growth and quality enhancement in its undergraduate and graduate programs, and in its research enterprise.”

Both the VCU Libraries’ Strategic Plan and the six-year Budget Plan have been crafted to advance this and other elements of the VCU2020 Plan. If fully implemented, these two plans will realize the vision set forth in Theme II, Initiative 3 of the VCU2020 Plan

- Collections highlights: Collections expenditures in FY04-05 reached \$5.5 million, climbing to \$5.6 in FY05-06. These are historic highs for the VCU Libraries and have supported acquisition of many basic and essential resources for science, technology, and medicine programs at VCU. See Executive Summary.
- Library facilities: Compact shelving equipment continued to be an especially useful response to overcrowded stacks and growing collections. Compact shelving was installed both in Cabell Library Special Collections and Tompkins-McCaw Library. See Executive Summary.
- New information systems capabilities: The VCU Libraries implemented an array of new search, discovery, and requesting services that significantly improved the ability of students and faculty to find and use library materials in a self-service environment. See Executive Summary.
- Library hours: VCU continues to offer more library hours than any public academic library in Virginia except UVa. The “Library Lite All Night” initiative to open Cabell Library around the clock during the May 2005 exam period was extended into FY05-06 and made permanent for both fall and spring semesters. Nearly 4,900 students took advantage of the 24x7 services in FY05-06. Longer library hours have been a consistent request from the undergraduate student body.
- Health disparities and consumer health: Tompkins-McCaw Library played an indispensable leadership role in health literacy and health disparity initiatives at VCU in FY05-06 through its Community Outreach Information Network (COIN) initiative and in work with the VCU Center for Health Disparities. See Executive Summary. Both COIN and the Community Health Education Center (CHEC) continued to provide the a prominent connection between health information resources at VCU and the broader Central Virginia community.

- Recruitment of library faculty: The VCU Libraries continued to attract exceptionally strong applicant pools for faculty positions and successfully recruited six new librarians with exemplary credentials and strong records of success, including four female and three minority female (50%) applicants. New faculty joining the VCU Libraries in 2005-06:
 - Sam Byrd, Digital Repository Librarian
 - Susan Teague-Rector, Web Applications Manager
These two faculty positions will be instrumental in accelerating the use of web-based technologies for the use of digital materials in classrooms and research, particularly materials that are generated locally by VCU faculty.
 - Irene Lubker, User Services, TML
 - Robert Johnson, Education Services Librarian, TML
These positions have strengthened outreach and support on the MCV Campus for new programs, particularly the School of Public Health and research expansion in the School of Medicine.
 - Yuki Dixon, Collection Librarian for the Arts
 - Cristina Ramirez, Collection Librarian for the Social and Behavioral Sciences
Prior to 2005-06, the VCU Libraries did not have a dedicated librarian to acquire materials and manage investment for the School of the Arts, one of VCU's most prestigious programs.
 - Donna Coghill, Director, Marketing and Public Relations: A classified staff appointment, this position is fundamental to improving communications to internal and external constituents. It is the first such position for the VCU Libraries.
- LibQUAL+ and FACR survey: The nationally-normed LibQUAL+ survey, first administered in spring 2004, is a key source of assessment data for the VCU Libraries. See Executive Summary. To assist the University in negotiating its federal research overhead rate, the VCU Libraries began a monthly survey in December 2005 to determine the number of users who make use of library resources for sponsored research purposes. The survey will conclude in December 2006 and will help determine the VCU Libraries' contribution to the overhead rate.
- Eisner Award Archive: Eisner Award Archives, donated to Special Collections and Archives in spring 2006, are items honored by the Eisner Award, the "Oscar" of comic arts. The Archives, a very prestigious collection of ground-breaking comic arts masterpieces, were donated to VCU Libraries in recognition of its world-class collection of over 100,000 items related to comic arts.
- Programs for undergraduate students: The VCU Libraries expanded outreach and service to undergraduates in 2005-06 with the Richmond area Go Read! program, VCU's Constitution Day initiative, special resources for the University College Summer Reading Program selection *Freakonomics*, and the Book ReMARKS and book swap services. See Contributions to the University.
- Community history: Progress continued in the National Historic Preservation and Records Commission (NHPRC) funded project to collect materials documenting minority and activist communities in Central Virginia. See Executive Summary. VCU history: With the publication of *A Pictorial History of VCU*, containing intriguing photographs and descriptions documenting VCU's history from its founding in 1838 to the present, the VCU Libraries and its staff have made a very significant and profoundly important contribution to VCU's developing sense of pride and history.

- Jean Shipman assumes presidency of Medical Library Association (MLA): Shipman, Director of Tompkins-McCaw Library and Associate University Librarian, was elected in February 2005 as president-elect of MLA. VCU is part of an elite group of academic medical centers whose library directors have been chosen to lead MLA, the largest and most important organization of health sciences information professionals in the world.

Annual Report 2005 – 2006, VCU Libraries Research and Scholarly Activities

The faculty and staff of the VCU Libraries continued a very high level of activity in publication, presentations, and professional service in 2005-06.

Papers and presentations

Yu, Shaw and John Duke. "Automated Thesis and Dissertation Processing". 8th International Symposium on Electronic Theses & Dissertations, September 2005. Sydney, Australia,

Ghaphery, James and An Liu. "Are You Secure: Security in Aleph." Ex Libris Users of North America Meeting, June 6, 2006. Knoxville, Tennessee.

Ghaphery, James. "Too Quick?: Log Analysis of Quick Links from an Academic Library Website". OCLC Systems & Services: International Digital Library Perspectives 21 (3) 2005, 148-155.

Canevari, Catherine S., Johnson, Robert E., Lubker, Irene.M., Nunemaker, M.S., Scott, M.J., and Barbara A. Wright. "An Examination of Joint E-Reference Service: Has the Time Come for a Health Sciences Virtual Reference Service Consortium?", poster presentation, MLA Annual Meeting, May 2006. Phoenix, AZ.

Jones, Shannon. Panelist for "Charting New Territory Together: Brainstorming Innovative Solutions in Support of New Librarians". MAC/MLA. October 6, 2005.

Jones, Shannon. Panel moderator for "The Job Market: How to find the jobs, what do managers look for?" MLA Annual Meeting. May 22, 2006.

Bonis, Ray, Koste, Jodi, and Curtis Lyons. Virginia Commonwealth University. Charleston, SC: Arcadia Publishing, 2006.

Ulmschneider, John, "New technologies at research universities: the effect on libraries," Association of Southeastern Research Libraries (ASERL), May 2006.

Koste, Jodi. "The Virginia Nursing Hall of Fame". Presentation for Virginia Nurses Association Conference, October 14, 2005. Fairview Park Marriott Hotel, Falls Church, VA.

Leisey, Monica and Jean P. Shipman. "Information Rxs: Real and Perceived Barriers to Fulfillment". Poster for the 2006 Medical Library Association meeting, May 21, 2006. Phoenix, AZ.

Hammond, Patricia A., Catharine S. Canevari, and Jean P. Shipman. "Consumer Health Information Patient Bedside Rounds: New Roles for Librarians". Poster for the 2006 Medical Library Association meeting, May 21, 2006. Phoenix, AZ.

Shipman, Jean P., Catharine S. Canevari, Jill S. Stover, and Rachel A. Gyore. "Librarians as Key Partners in Campus-wide University-Community Initiatives". Poster for the 2006 Medical Library Association meeting, May 21, 2006. Phoenix, AZ.

Canevari, Catharine S., Shannon D. Jones, Susan J. Phipps, Jean P. Shipman, Alan T. Williams, Barbara Allen Wright. "Career Trailblazing: Mentoring Staff to Become Future Librarians". Poster for the 2005 Mid-Atlantic Chapter/Medical Library Association meeting, October 5, 2005. Charlottesville, VA.

Shipman, Jean P., Susan J. Phipps, and Cynthia J. Simonson. "COIN: VCU's Compass in the Quest for Healthy Communities". Poster for the 2005 Mid-Atlantic Chapter/Medical Library Association meeting October 5, 2005. Charlottesville, VA.

Jones, Shannon D., Barbara A. Wright, Jodi Koste, Virginia Stone, Catharine Canevari, and Jean P. Shipman. "Library in a Box: Re-engaging with Users via a Scholarly Circuit Librarian Program". Poster for the 2005 Mid-Atlantic Chapter/Medical Library Association meeting, October 5, 2005. Charlottesville, VA.

Hammond, Patricia A., Jean P. Shipman, and Catherine S. Canevari. "A New Role for Hospital-Based Librarians in Academic Medical Centers: Providing Consumer Health Information Curricular-Based Practica.". Poster for the 2005 Mid-Atlantic Chapter/Medical Library Association meeting, October 5, 2005. Charlottesville, VA.

Shipman, Jean. "Getting high on MLA". MLA Presidential Inaugural Address, 2006 Medical Library Association annual meeting, May 23, 2006, Phoenix, AZ.

Shipman, Jean. "Tea and Leadership". New Leader's Orientation, 2006 Medical Library Association annual meeting, May 20, 2006. Phoenix, AZ.

Jones, Shannon D., Lynne U. Turman, M. Norton, and C. Burke. "Recruiting and Mentoring the Next Generation of Health Sciences Librarians", Poster presentation for MAC Annual Meeting, October 4, 2005. Charlottesville, VA.

Bosman, Renée, "What's Up with Government Documents?" presented at the Virginia Library Association Paraprofessional Forum Conference "Bridging the Information Gap: Preserving Yesterday's Lessons, Anticipating Tomorrow's Needs," Richmond, Virginia, May 2006.

Kirlew, Peter W., "Integration of RSS, video tutorials and course management software with instruction and outreach initiatives for university students and faculty", presented at the Special Libraries Association Annual Conference, Baltimore, Maryland, June 2006. Contributed paper available online at: <http://www.sla.org/content/Events/conference/ac2006/conference/papers.cfm>

Osterbur, D.L., K. Alpi, C. Canevari, P.M. Corley, M. Devare, N. Gaedeke, D. Jacobs, P. Kirlew, J.A. Ohles, K.T.L. Vaughan, L. Wang, Y. Wu and R.C. Geer, "Vignettes: Diverse Library Staff Offering Diverse Bioinformatics Services". Journal of the Medical Library Association, July 2006. In press.

Lorch, Alex. Entries for "Robert Thomas Carter" and "Reuben Turner Coleman". Dictionary of Virginia Biography, Vol. 3/, Berris, Sara, chief editor. June 2006.

Lorch, Alex. "The Role of the Proactive Archivist", presented at Virginia Archives Week. The Library of Virginia, Richmond, Virginia, October 2005.

Ream, Dan. "Whose Web Site Can You Trust? Evaluating Web Site Quality", Virginia Association of Independent Schools Technology Retreat, Ashland, Virginia, April 3, 2006.

Ream, Dan. "Free Scholarly Web Resources: A RALC Workshop", Richmond Academic Library Consortium program, Richmond, Virginia, May 5, 2006.

Ream, Dan. "Googling at the Reference Desk: A RAISL Workshop", Richmond Area Independent School Librarians program, Richmond, Virginia, May 11, 2006.

Scott, Marilyn J., Panelist. "Librarians without borders: virtual reference in a regional consortium", South Atlantic Regional Conference, Special Libraries Association, Williamsburg, Virginia, September 29, 2005.

Spencer, Mary Ellen, "Evolving a new model: the information commons", Reference Services Review, 34 (2), pp. 242-247.

Spencer, Mary Ellen, "The State of the Art: NCSU Libraries Learning Commons", Reference Services Review, v. 35, No. 1, 2006. In press.

Stover, Jill S., "Library Marketing with Meaning: Keeping up with the Future", presented at the SOLINET Annual Meeting, Atlanta, Georgia, May 2006.

Stover, Jill S., "Making marketing work for your library blog", Internet Reference Services Quarterly, 11 (4). In press.

Stover, Jill S., "Marketing the Weblog", presented at the Internet Librarian Annual Conference, Monterey, California, October 2005.

Stover, Jill S., "Marketing Library Weblogs", presented at BlogUniversity, Arlington, Virginia, September 2005.

Stover, Jill S., "Podcasting: where museums and libraries meet", MuseumPods: A Museum Podcast Newsletter, 1 (3), April 2006. Available online at: <http://www.museumpods.com/id39.html>

**Annual Report 2005 – 2006, VCU Libraries
Public/Community Service**

- **COIN: Community Health Information Network**

Purpose: The mission of COIN is to increase access to high quality health information for the greater Richmond metropolitan area's high-risk populations. COIN does this by strengthening the relationships among the four VCU consumer health information centers and linking them with appropriate community agencies and the general public.

COIN Partners and VCU Affiliates

[Cancer Information Service \(CIS\)](#)(Becky Hartt-Minor), Partner [Chesterfield Public Libraries](#)

[Community Health Education Center](#) (CHEC) (Barbara Wright), Partner [Henrico Public Libraries](#)

[Massey Consumer Health Libraries](#) (Cyndy Simonson, Polly Cole), Partner [Pamunkey Public Libraries](#)

[Tompkins-McCaw Library for the Health Sciences](#) (Jean Shipman, Cate Canevari) , Partner [Richmond Public Libraries](#)

[VCU Community Solutions](#) (Dr. Cathy Howard), Partner [Williamsburg Public Libraries](#)

[VCU School of Pharmacy](#) (Dr. Andrew Frasco, Amy Whitaker), Partner [Senior Navigator Center](#)

[Women's Health Resource Center at Stony Point](#) (WHRC) (Janett Forte), Partners [Richmond Enhancing Access to Community Healthcare \(REACH\)](#)(Denise Daly) and [Urban League of Greater Richmond](#)

- In addition, at least five VCU students participate in COIN, two with COIN proper and three community service and elective students rotating through CHEC.
 - Funding Source: National Library of Medicine through Regional Medical Library -- New York Academy of Medicine.
 - Community Impact: Provided lectures and information services to over 24,290 individuals from 2002-May 2006.
 - Services Provided to Community: Lectures on health topics, personal information services at four sites plus virtual help as well as email and phone help; health fairs, and public access to four physical COIN locations at VCU.
- **VCU Staff Senate and Staff Senate Walkathon:** VCU Libraries staff have remained active in the VCU Staff Senate. The VCU Libraries had one of the largest contingent of walkers at the annual Walkathon.
 - **Richmond Vietnamese community outreach:** Ngoc-My Guidarelli served as adviser of the Richmond Vietnamese Association. She also taught Vietnamese at the Vietnamese Language

Center/Hue Quang Buddhist Temple, and served as Vietnamese Board member of the Asian American Society of Central Virginia.

- **Richmond Public Library:** John Ulmschneider served on the Richmond Public Library Board of Directors as Finance Committee Chair and as Vice-Chair of the Board. He will serve as Board Chair during 2006-08.
- **Historical records:** Curtis Lyons is serving a three-year term as a member of the Virginia State Historic Records Advisory Board. He was appointed by Governor Mark Warner.
- **Civil rights history:** Curtis Lyons served as treasurer of the Virginia Civil Rights Movement Video Initiative.

Annual Report 2005 – 2006, VCU Libraries International Activities

- **VCU Qatar**

Delivery of library materials: The VCU Libraries began to send VCU-owned materials to Qatar via ground shipping (books) or electronic desktop delivery (journal articles.) In response to needs articulated by VCU Qatar library staff during the visit of the University Librarian in April 2006, policies governing interlibrary loan will be reviewed with an eye to expanding services to VCU Qatar.

Consultation visit: John Ulmschneider, University Librarian, visited Qatar in April 2006 to evaluate with staff the planned expansion of the VCU Qatar library, explore possibilities for expanded service, and review management and administrative issues, including personnel and strategic planning.

Library services: The VCU Libraries began managing the VCU Qatar library catalog in fall 2005, and provided training to VCU Qatar staff in use of the system. The VCU Libraries cataloging staff cataloged a 200-volume art book collection for VCU Qatar.

- **Other International Endeavors**

Shaw Yu and John Duke presented “Automated thesis and dissertation processing,” for the 8th International Symposium on Electronic Theses & Dissertations”. Sydney, Australia, September 2005.

Sam Byrd participated in the 9th International Symposium on Electronic Theses and Dissertations Quebec City, Quebec, Canada, June 7 - 10, 2006

Ngoc-My Guidarelli served as a member of the VCU Subcommittee on the Community/Hispanic/ Asian Student First Generation/Immigrant Initiative, which seeks to recruit and retain Asian and Hispanic students.

Ngoc-My Guidarelli presented “Role of women in Vietnamese society” and served as a panelist in a discussion on the role of women in immigrant communities. The panel was part of a workshop on domestic violence held at the University of Richmond and sponsored by the Southern Poverty Law Center.

Dan Ream taught two sessions on research methods to visiting group of students from Fudan University in Shanghai, China on library research tools and Internet searching using Google.

Dan Ream hosted a distance education library services introduction session for Helwan University faculty from Cairo, Egypt in preparation for the joint VCU/Helwan EMBA program to begin in January, 2007.

Annual Report 2005 – 2006, VCU Libraries Major Challenges

The VCU Libraries faces two major challenges in the coming years. How those challenges are met will influence the overall reputation of VCU and its ability to attract students and faculty, particularly top-notch research faculty and the best student applicants.

- **Funding profile commensurate with VCU's stature, growth, and ambitions.** It is essential that the University continue the momentum of improvements from the FY04-06 biennium into the FY06-08 biennium. Even with the significant budget improvement over the past two years, the VCU Libraries trails the top 100 U.S. academic research libraries in most library metrics, especially in journal subscriptions and student support. As the VCU2020 Strategic Plan explicitly recognizes, VCU needs to strengthen its libraries to ensure the success of its strategic plan and programs. A top 100 ranking will create a library system characteristic of leading research universities and provide access to the scholarly record needed for research and education. It also will ensure building hours and services that fully support VCU's current, planned, and envisioned enrollment and academic and research programs. Implementing both the 6-year Budget Plan and the VCU Libraries Strategic Plan will accomplish that goal.

- **Adequate library space.** VCU last added library space in 1975, over 30 years ago. Since then, the growth of collections and the allocation of library space to university priorities has reduced library space for students by over 30% while enrollment has grown 80%. Consequently, seating and computers in Cabell Library typically are fully occupied from late morning to late evening, leading to overcrowded conditions during much of the day. Only a substantial addition to Cabell Library will provide sufficient space to meet minimum student study needs for the existing and projected enrollment. The VCU Libraries will focus its capital campaign through 2008 on funding for an addition to Cabell Library. Those funds will leverage capital funding that may be requested by the University as part of the 2008-2010 Master Site Plan implementation schedule.