

Annual Report 2007-2008, VCU Libraries Executive Summary

The VCU Libraries concluded 2007-08 distinguished by strong progress on many fronts, with accomplishments in four areas deserving particular notice. Serious challenges remain for 2008-09 and future years, particular in providing library space for students and achieving overall funding benchmarks commensurate with libraries at U.S. research institutions.

First, the VCU Libraries marked a new milestone in its work to revitalize library space for VCU's growing community. In December 2007 the renovation of the 4th floor of Cabell Library was completed and the new space officially dedicated with an opening ceremony highlighted by strong attendance from donors, supporters, and the University community. Use of the renovation areas has been remarkably strong, especially the new John Mapp Graduate Study and Reading Room, with over 6,000 visits as of May 1, 2008. Overall, use of library facilities and services once again experienced a high-water mark, with a stunning total of 1,864,964 visitors to library buildings in academic year 2007-08, a 16% increase over 2006-07. Cabell Library set new records for monthly visitor counts, with 214,665 visitors in October 2007 and 205,578 visitors in April 2008 – the first time in its history that Cabell has exceeded 200,000 visitors in a single month. In this and many other ways, students, faculty, and staff continue to demonstrate the very high value they place on library facilities and services.

Second, education, service, and community outreach programs exceeded once again the records set the previous academic year. VCU Libraries' staff conducted 967 formal classroom instruction sessions reaching thousands of students and faculty on both campuses. Instruction at Cabell Library experienced a significant increase, reflecting new demand from University College instructional sessions, while liaison and research consultations at Tompkins-McCaw Library reached new highs during the year. Research consultations with individuals and small groups saw substantial expansion in response to strong and growing demand for research assistance from faculty and graduates students, and even among undergraduate students in certain programs. Interlibrary loan services implemented new user-friendly request services that resulted in nearly 10% growth in requests to other libraries. The new Student Laptop Loan project, initiated in partnership with VCU Technology Services, proved immensely popular with students, who saw the project as an effort to address their concerns, expressed in many settings, about constrained access to study space and computers. Community engagement and outreach programs – events like the annual Brown-Lyons Lecture, the Black History panel discussion, the Changing Face of Medicine exhibit programs, the annual Cabell Lecture, and the first annual VCU Libraries Research Day, among others -- drew over 2,600 attendees from VCU and the larger Central Virginia community. With such strong attendance, community outreach programs sponsored by the VCU Libraries are among the most popular and highest-drawing events of their kind at VCU.

Third, the VCU Libraries' collections of rare and unique materials expanded with the addition of some of the most valuable and scholarly significant materials ever acquired by VCU. Staff completed work on a 3-year grant from the National Historical Publications and Records Commission (NHPRC) to expand the Archives of the New Dominion, which documents the recent (20th century) history of Central Virginia's minority and activists communities. The project added over 50 notable collections of materials, including the records of St. Paul's Baptist Church, the personal papers of eminent local historian and VCU faculty member Dr. Francis Foster, the archives of the Fan Free Clinic, and the complete run of the El Sol Spanish-language newspaper. Also as part of this project, the VCU Libraries has now assembled the largest collections of materials in Virginia documenting the gay, lesbian, bisexual, and transsexual community, including the records of the Log Cabin Republicans of Virginia and the Virginia

Partisans Gay and Lesbian Democratic Club. The VCU Libraries continued to grow its nationally distinguished comic arts collection, adding over 30,000 comics and other items, including a remarkable donation of two tons of comics from one generous donor. The oral history archives added particularly valuable interviews during the year, such as the complete oral histories for former VCU president Dr. Warren Brandt, former VCU provost Dr. Grace Harris, and Dr. Francis Foster. Tompkins-McCaw Library continued innovative work to make its outstanding medical artifacts collection available through the web by creating and populating metadata records and developing appropriate images of many items in the collection. The collection will be available online next year.

Fourth, the VCU Libraries surpassed \$7 million in purchases of materials for the library collections in 2007-08. While still substantially below investment in library collections by peer institutions (VCU ranks last, by a large margin, among peer institutions in library collections expenditures), the increased expenditures allowed the VCU Libraries to acquire some journal titles required by new programs and, importantly, sustain current subscriptions without cancellations. One-time, non-recurring funding for collections added valuable and much-needed books and other materials to support arts, humanities programs, and undergraduate study (subscriptions cannot be purchased on non-recurring funds.) Faculty and graduate students registered great satisfaction at acquiring access to the final collection of JSTOR titles, long held by other Virginia institutions and finally acquired for the VCU community in 2007-08. The VCU Libraries added 45,523 titles and 51,700 volumes to the collections in 2007-08; volumes in the collection now stand very close to the 2 million mark. In 2007-08, the VCU Libraries provided subscriptions for 18,634 print, electronic, and microform journals, and electronic access to articles in over 12,200 additional titles. In addition, the VIVA initiative funded acquisition of a comprehensive collection of video programming from the Public Broadcasting Service. Mounted on streaming servers at VCU, the collection provides 311 individual titles in 498 program segments that vary from 30 minutes to 1 hour in length. The collection contains nearly all the exemplary educational and cultural programming that distinguishes the PBS video library, including Ken Burns's *The Civil War* and many other memorable titles.

Two significant challenges remain for VCU in strengthening its library system to a level appropriate to its size and ambitions. First, the relentless growth in demand on VCU's library facilities confronts the University with crowded facilities that are a constant reminder of the pressing need for library space. VCU provides less library space per student than any other State-supported institution of higher education in Virginia, and less space now than when construction on library buildings was completed 33 years ago. As a result, a new library building, designed specifically to provide for undergraduate and graduate student work and constructed to adjoin Cabell Library, is emerging as a top capital construction priority for VCU. This new facility must remain VCU's highest capital construction requirement in the coming years in order to meet the acute and escalating need for student study and work space. Second, profile and benchmark data on funding confirm the continued very low standing of the VCU Libraries compared to other research institutions and peers. VCU ranked 102 among North American academic research libraries in FY05-06 in total library materials expenditures; 106 in total library expenditures overall; and 4th in Virginia, behind UVa, Virginia Tech, and George Mason. Preliminary data indicate that when FY06-07 statistics are reported, the ranking of VCU's library system among other research libraries will remain unchanged or decline in all areas. VCU aspires to be recognized as a Carnegie Research University (Very High Research Activity) (RU/VH). Of the 96 institutions so recognized, 83 have library systems that rank in the top 100 in the country. Clearly, library strength correlates strongly with Carnegie institutional ranking: a strong library system is a distinctive marker of outstanding research universities of the kind VCU aspires to

become. To compete and collaborate at the level of a Carnegie RU/VH institution, VCU will need to continue to strengthen funding for its library system over the next several years.

Annual Report 2007-2008, VCU Libraries Contributions to the Institution

- SP I-2, SP I-4

- Restructured VCU Libraries' senior administration: Following the retirement of the part-time Assistant University Librarian for Policy Development, created a redefined full-time AUL position. Conducted a successful search for the new position; the newly appointed AUL holds the MBA and brings extensive experience in research libraries to VCU. Developed and implemented plan to reallocate responsibilities among administrative positions to reflect increased capacity of the new full-time AUL position. The plan reassigns one position and eliminates one position. Implementation will take place at the beginning of the new fiscal year.
- Review of institutional culture: Initiated a dialog among managers regarding how the VCU Libraries' institutional culture can do more to open opportunities for creativity and entrepreneurial initiative for faculty and staff. This initiative is expected to continue into the next academic year, and possibly conduct a work-life survey of staff.
- Improved library-wide assessment benchmarks: Carried out the LibQUAL+ nationally-normed survey in spring 2008. The new survey gathers data on the same variables as the previous LibQUAL+ survey, conducted in spring 2006. A comparison of 2008 results for services, collections and facilities with the 2006 survey will provide valuable assessment data in key strategic areas of library space, journal collections, and service quality. Results from over 2,000 VCU survey participants will be fully analyzed in summer 2008 and posted to the VCU Libraries Web site. Free-form comments from 835 of the survey respondents also will be analyzed to produce lists of user concerns and develop strategic objectives for 2008-09. In addition to LibQUAL+ data, new and more accurate door counters acquired in the previous academic year provided a new, full-year baseline for counting use of library facilities.
- Addressed 2007-08 budget reduction and warnings of future reductions in ways that mitigated the impact on collections and services. Held open vacant positions, reduced travel, and conserved funding in other ways to apply against scheduled reductions for 2008-09 and possible additional reductions for that year and 2009-10.
- Created further improvements in processing and workflow over significant improvements realized in the previous year: Processing time from receipt of materials to availability on-shelf was reduced by a further 33%. Slashed delivery times for items destined for Tompkins-McCaw Library by outsourcing shelf preparation.
- Continued to refine and optimize staff workspaces: To preserve space for students, the VCU Libraries has housed all current and new staff within the same space footprint since 2002. Doing so has required creative and optimized use of existing space. In 2007-08, the VCU Libraries purchased furniture and reconfigured staff space to accommodate new staff without expanding space assigned to staff functions. The most extensive changes occurred in staff areas at Tompkins-McCaw Library and staff areas on the 1st floor of Cabell Library.

- Raised \$139,848 in private funds from 357 donors. Increased Friends of the Library Board to 15 and added 4 new Board members. Created 2 new endowments. Redesigned Friends of the Library Newsletter; new design received enthusiastic reviews from supporters and others. Worked closely with Central Advancement to correct and enhance online giving tools and capabilities.
- SP II-1, II-2, II-3, II-5, II-6, II-7, II-10
 - Revised and refined budget plan and vision for VCU2020 Theme II, Initiative 3: This element of the VCU2020 Strategic Plan states that VCU should “Accelerate the VCU Libraries’ expansion and support...” The 6-year budget plan, first developed in December 2007, was revised in January 2008 to reflect budget improvements and other changes in 2007-08. The revised budget plan remains focused on establishing a funding base for the VCU Libraries that places it among the top 100 academic research libraries in the U.S. and provides funding comparable with its peers. The budget plan targets significant investments in library collections; strengthening of staff and especially digital services; and establishes how VCU can alleviate crowded library facilities in the short term by creating off-site storage for lesser-used library materials. The revised plan also identifies a new, rapidly emerging need for funding to modernize operations and strengthen security in library facilities.
 - Invested budget improvements to meet greatest need: As in previous years, budget growth for 2007-08 was directed primarily to library collections. Investments targeted needs identified by the VCU community through advisory groups, LibQUAL+, and input from many faculty and students. The VCU Libraries invested over \$7 million in collections for the first time in its history; added over 45,000 new titles and 51,000 new volumes to the collections; loaded over 700 online video titles for web access by the VCU community, including valued and popular PBS titles; and acquired key journal collections in a wide array of disciplines, including much-requested JSTOR journals and archived journals from BIOSIS and Elsevier Scientific.
 - Sustained and expanded undergraduate outreach: Initiatives started in the previous two academic years to support University College continued in 2007-08. New initiatives:
 - › Partnered with University College to develop “Writing with Integrity,” a course which defines plagiarism and offers students strategies to avoid it. Worked with UC to develop information literacy competencies for 1st year students and integrate those competencies into UNIV 111 and 112. Expanded instruction for undergraduates to RefWorks, a web-base citation management tool.
 - › Acquired library materials for undergraduate curriculum and support, including core materials long held by other Virginia universities but previously unavailable to VCU students because of budget constraints.
 - › Produced 8 issues of *The Bottom Line*, a newsletter written by students on the Cabell Library Undergraduate Advisory Committee (CLUAC) specifically for students, and posted in restroom stalls.
 - › Provided extended 24-hour service during the exam periods in fall and spring. Over 9,000 students took advantage of the extended service during the year.

- › Student Laptop Loan program: The VCU Libraries and VCU Technology Services partnered to create a pilot laptop lending project, launched in March 2008. Because there were only a few machines in the pilot, the project startup utilized minimal publicity. Nevertheless news spread quickly and within a few weeks all laptops were continuously checked out: between March and June, the 10 machines in the pilot project had been borrowed 925 times by students. Students have greeted the project with great enthusiasm as a way to address shortages in computers and workspace in Cabell Library.
- Continued improvements to library facilities for students
 - › Added 32 new student seats: consolidated or relocated journal holdings on the 1st floor of Cabell to open space for new tables along the east-facing windows there.
 - › Created new collaboration spaces for students: Installed wall-mounted, large-screen monitors in 6 of the 1st floor group study rooms and augmented existing 2nd floor group study room computers with large-screen monitors. The new monitors facilitate group work and can be connected either to computers in the room or to laptop computers owned by students. Designed a new Practice Presentation Room for Cabell Library and purchased necessary equipment for the room. The room will feature a podium, microphone and wall-mounted speakers; a ceiling-mounted projector; a motorized viewing screen; a wall-mounted camera for recording presentations; wireless access; and a conference table with seating for ten. Students and faculty will use the space and technology to practice, record and develop presentations and to refine public speaking skills. The room will be available in summer 2008.
 - › Completed renovations of 4th floor, Cabell Library: Funded by private donors, the Office of the Provost, and the VCU Libraries, newly renovated facilities on the 4th floor of Cabell Library came online in fall 2007, with a grand opening in December. Renovations included new exhibit cases and upgraded finishes at the main entry area to the 4th floor; additional seating and improving furnishings; revitalized Cabell Room and new Mapp Graduate Study; and significantly improved and more secure space for Special Collections. The historic James Branch Cabell Room, a faithful reproduction of the study used by author James Branch Cabell, was transformed from a museum setting to a distinctive and dignified meeting and retreat space unique at VCU. The John Mapp Graduate Study and Reading Room is the first dedicated library space for graduate students and faculty at VCU. The room operates on key card access; by the end of the academic year, about 250 graduates and faculty registered their IDs for access, with others using a “daily pass” keycard. Use of the new room has been very strong, with over 6,000 visits as of May 1, 2008.
 - › Planned relocation of Visual Resource Center from Pollack to Cabell Library: A task force of faculty and staff from the VCU School of the Arts and the VCU Libraries planned the relocation of the Visual Resource Center, with one of the largest slide libraries in North America, from Pollack Building to Cabell Library. The task force identified the Media Resource Center on the 3rd floor of Cabell as the best home for the VRC and organized the physical relocation, but left many questions unanswered about future operation. The relocation will be complete by the beginning of fall 2008 classes; related matters will be resolved during the next year.

- Expanded collections of rare and unique materials of scholarly value: The VCU Libraries made significant strides in growing its collections of rare and unique materials. Growth has focused on materials documenting the 20th century history of Central Virginia's minority and activists communities, comic arts, and oral histories.
 - › Added significant collections documenting Central Virginia's 20th century minority and activists communities. See SP V-1 below.
 - › Grew the nationally distinguished comic arts collection: Among many other new acquisitions and donations, received a remarkable donation of two tons of comics, over 29,000 volumes, from one generous donor. Noted comic artist and VCU alumni Charles Vess donated his collection of books, journals, and memorabilia.
 - › Added particularly valuable interviews to the oral history archives, including the complete oral histories for former VCU president Dr. Warren Brandt, former VCU provost Dr. Grace Harris, and Dr. Francis Foster.
 - › Continued innovative design and implementation work to make available through the web much of the medical artifacts collection held by Tompkins-McCaw Library. The collection will be available online next year.
- Technology innovations: Extended gains in previous years by engineering a new digital exhibit infrastructure, updating the online catalog and web site, and advancing the electronic theses and dissertations (ETD) initiative.
 - › Implemented web redesign developed in 2006-07, followed within months by a new design based on focus group feedback and formal usability studies. The new design improves access to library hours, news, and web site searching, and re-engineers the technology foundation to rely more on blog feeds and content management, simplifying content updates.
 - › Replaced ETD technology infrastructure: The aging and inflexible application program used to process and make available ETDs was replaced with an application built around DSpace, an open source database program from MIT. In close collaboration with the Graduate School, much progress was made during the year on policy and procedures for making ETDs mandatory. More than 250 students chose to submit an electronic thesis or dissertation in 2007-08.
 - › Improved online catalog: Numerous enhancements to the library system's catalog came online in 2007-08, including displays with non-Roman characters; the ability to search for new fiction, biographies, and feature films; and new "logical" divisions of the catalog, allowing users to search, for example, only journals or only digital resources, or only materials held at CBIL or Massey. Links to Google Book Search and WorldCat display an image of the book cover (if available) and show other sources for the material, such as local libraries and bookstores
- Significant new digital collections: Completed digitization of *Preventive Services Magazine*, a U.S. Army comic publication founded and edited by renowned comic artist Will Eisner. Negotiated an agreement with the U.S. Army Publications Office to borrow and scan the few Eisner issues not held by the VCU Libraries. As a result, the VCU Libraries now provides a complete run of the "Eisner years" for *PS Magazine*. In

addition, added oral history audio and video streams and completed digitization of the Wayne Commission Report and the VCU Board of Visitors minutes.

- › Added oral histories: Many of the oral histories and video interviews of Central Virginia leaders, primarily leaders from minority and activist communities, are now easily accessed online.
 - › Improved access to key image collections, include the Robertson Hospital Register and Rare Seen Richmond postcard collection, as well as documents such as the Wayne Commission Report.
 - Constitution Day events: As in previous years, the VCU Libraries offered a suite of programs and exhibits to recognize Constitution Day on September 12, 2007. In addition to a web site, libraries on both campuses distributed free pocket-size copies of the Constitution and ran a video montage about the Constitution as a continuous loop on large screen video monitors. Each library hosted video programs: “A Conversation on the Constitution: Judicial Independence” at Cabell Library, and “Our Constitution: A Conversation with Supreme Court Justices Sandra Day O’Connor and Stephen Breyer” at Tompkins-McCaw Library.
- SP V-1, III-13
- Expanded collections documenting Central Virginia’s minority and activist communities: Staff completed work on a 3-year grant from the National Historical Publications and Records Commission (NHPRC) to expand the Archives of the New Dominion, which documents the recent (20th century) history of Central Virginia’s minority and activist communities.
 - › Added over 50 notable collections of materials, including the personal papers of eminent local historian and VCU faculty member Dr. Francis Foster, the archives of the Fan Free Clinic, and a complete run of the El Sol Spanish-language newspaper.
 - › The Foster collections hold great value for the history of the African-American community. They include materials related to the Virginia Mutual Benefit Life Insurance Company, over 400-500 photographs of black community life and the Foster Family, and correspondence by and pertaining to Francis Foster, his family, and the black community.
 - › As part of the Archives project, the VCU Libraries has now assembled the largest collections of materials in Virginia documenting the gay, lesbian, bisexual, and transsexual community, including the records of the Log Cabin Republicans of Virginia and the Virginia Partisans Gay and Lesbian Democratic Club.
 - Implemented Guest Access Program for Cabell Library: Guest Access controls the impact on students and faculty from non-VCU community members (users without eID for authenticating their use of University computing resources) by allocating and monitoring their use of library computers. The program assigns 4 computers for guest users, limiting use to 1 hour per day. Visiting students and faculty with academic IDs may request a temporary 2-week eID via the Reference Desk for research purposes.

- New records for attendance at community events: Altogether, over 2,700 VCU faculty, staff, students, and Central Virginia community members attended events sponsored by the VCU Libraries in 2007-08, exceeding the previous year's record numbers. The February 2008 Black History Month program, "Richmond Women of the Civil Rights Movement", drew a crowd of over 300; the Brown-Lyons Lecture once again filled the Singled Center with more than 450 people to hear Dr. Jack Spiro lecture on "Jewish Humor: It's No Joke"; and the spring Cabell Lecture, "A Party of Poets", witnessed strong attendance for a panel of renown Virginia poets. This year, Tompkins-McCaw Library hosted several significant events. The NLM exhibit "The Changing Face of Medicine" enjoyed strong attendance at several events held in conjunction with the exhibit. Attendees expressed great satisfaction with the first annual Research Day (managed in partnership with the Office of the Vice President for Research) and the MCV Author's Tea, held together on March 27.

Annual Report 2007-2008, VCU Libraries Highlights

- New record for use of library facilities: Total visitor count for the year was 1,864,964. Cabell Library had 1,687,111 visitors, up 15% from 1,432,587 in FY06-07. October registered the highest use of library facilities ever, with 214,655 visitors to Cabell alone; April had the 2nd highest monthly visitor rate, with 205,578 coming to Cabell. Over 9,000 students took advantage of 24-hour operations at Cabell Library during the 3-week exam period in fall and spring.
- Continued growth in library materials: Added 45,523 new titles to the collections including 17,731 electronic books. Expanded journal subscriptions slightly; VCU now provides subscriptions for 18,634 print, electronic, and microform journals, and electronic access to articles in over 12,200 additional journal titles. Invested \$7,287,295 on collections among all of VCU's library operations, excluding independent library operations in Qatar, the Visual Resource Center in the School of the Arts, the Computer Based Instruction Lab, and elsewhere. This included \$300,000 of one-time, non-recurring funds provided by the University to the VCU Libraries to support strategic programs and improve collections across a wide range of University curricula and research interests.
 - › Significantly expanded video collections by adding over 760 online video items, all findable through the online catalog and instantly accessed via streaming servers at VCU. The collection includes 311 PBS video titles in 498 program segments, acquired with funds from the Virtual Library of Virginia (VIVA) initiative, discipline-specific videos, government issued videos, and VCU productions such as VCU Amped and VCU Theater.
 - › Significant additions to the collection include
 - CINAHL Plus Full-text, an expanded version of the Cumulative Index to Nursing and Allied Health Literature with complete articles for over 750 journals from 1937 to the present, plus evidence-based care sheets, legal cases, drug records, and over 200 e-books
 - BIOSIS Archive for Biological Abstracts and BIOSIS Previews, with access back to 1926, a resource critical for health sciences researchers
 - Final remaining JSTOR collections, expanding digital access to core research and society-published journals in many disciplines
 - Lippincott Williams & Wilkins Journal Legacy Archive, providing online access to journal backfiles for over 200 key titles in medicine, nursing, and healthcare
 - Expanded online access to 88 journals from Elsevier Science back to volume one in support of life sciences and environmental studies
 - ATLA Religion Database with ATLA Serials, a resource long requested by many humanities programs and others, with access to complete journal articles from over 100 journals and indexing of over 1,600 journals in all fields of religion and theology.
 - › Invested \$70,000 to enhance collections supporting the School of the Arts, including DVDs for the dance curriculum, artists' books by well-known VCU alumni and faculty, rare books in direct support of the M.A. and Ph.D. programs in Art History, scripts for the theatre curriculum, core series titles in art history, architecture, history and criticism of film, and theater arts, and journal backfiles across the curricula.
- Completed National Historical Publications and Records Commission (NHPRC) grant in support of the Archives of the New Dominion: The NHPRC grant expands the Archives of the New Dominion, which documents the recent (20th century) history of Central Virginia's minority and activists

communities. The project added over 50 notable collections of materials, including the records of St. Paul's Baptist Church, the personal papers of eminent local historian and VCU faculty member Dr. Francis Foster, the archives of the Fan Free Clinic, and the complete run of the El Sol Spanish-language newspaper. Through this project, the VCU Libraries has assembled the largest collections of materials in Virginia documenting the gay, lesbian, bisexual, and transsexual community, including the records of the Log Cabin Republicans of Virginia and the Virginia Partisans Gay and Lesbian Democratic Club.

- Implemented transformative new information systems architecture, supporting innovations in services and content: A new technology infrastructure and web site came online early in late summer 2007. Since then, the new infrastructure has been used to create digital exhibits of unique and rare materials, an upgraded system for electronic theses and dissertations, improved web site navigation and content maintenance, an electronic catalog that can tell users where a sought-for item is located in the region or nationally, and support for other scholarly contributions from the VCU community.
- Expanded VCU Libraries' collections of rare and unique materials: Concluded the National Historic Preservation and Records Commission (NHPRC) grant to expand collections documenting 20th century history of Central Virginia's minority and activist communities; see "Contributions to the institution" for more detail. Also grew comic art collection, which now ranks in the top five among such collections in North America.
- Continued improvement for library facilities: See section "Contributions To The Institution" for additional information. In addition to accomplishments listed there, other changes include:
 - › As part of the renovation of the 4th floor of Cabell Library, the public spaces for Special Collections and Archives, where library visitors make use of rare and unique materials that cannot leave the building, were renovated to provide a more welcoming environment and more useable space, with new furnishings and lighting. Renovations also addressed staff and processing spaces: materials that require special and secure handling now have spaces with appropriate furnishings and security. Staff have made excellent use of new, large exhibit cases outside of the Special Collections to highlight specific collections, often in inspiring and entertaining ways.
 - › Identified new space for students by relocating less-used titles and compacting journal holdings to reflect their ready availability online. In addition, the University reassigned to the VCU Libraries some space freed by the relocation of other University units in both library facilities. Initiated planning to repurpose this space into student group study and collaboration space.
- Security improvements: The security arrangements for Cabell Library were strengthened by adding part-time security personnel in addition to the full-time positions created in 2006-07. The part-time security personnel are stationed on the 3rd and 4th floors of Cabell. Reports of noise and theft dropped significantly after adding the part-time guards in February 2008.
- Expanded education and outreach to students and faculty
 - › Conducted 921 formal classroom instruction sessions reaching thousands of students and faculty on both campuses. Instruction sessions were up 12% on the Monroe Park Campus, reflecting higher demand from University College and other undergraduate programs.
 - › Liaison and research consultations at Tompkins-McCaw Library experienced significant growth, reflecting expanded research enterprise on the MCV Campus. Research consultations at Cabell

Library also grew, reflecting expanding research emphasis across the curriculum, as well as some expansion of research funding on the Monroe Park Campus.

- › Partnered with University College to develop “Writing with Integrity,” a course which defines plagiarism and offers students strategies to avoid it. Worked with UC to develop information literacy competencies for 1st year students and integrate those competencies into UNIV 111 and 112.
- › Reorganized educational and support services for University College and undergraduate students: Adopted a new model that better supports the new core curriculum for undergraduates, University College, and the Honors College. The new model creates a separate unit to oversee instructional and undergraduate outreach, staffed by faculty and classified staff dedicated to that mission. Newly defined positions include a First Year Student Programs Librarian and an Undergraduate Student Programs Librarian.
- Supported continued strong service demand from VCU students and faculty.
 - › Responded to 51,249 inquiries from service desks throughout the library system, ranging from in-depth research questions to consultation on class papers to equipment issues.
 - › Improved interlibrary loan services by allowing delivery of journal copies directly from lending institutions to VCU users without processing or handling by the VCU Libraries.
 - › Introduced support for high-definition video materials: Added new Blu-ray DVDs to the collection and upgraded equipment in the 3rd floor media center in Cabell Library to provide high-definition monitors and players. Equipped two media viewing stations to use Blu-ray, high-definition sources.
 - › Addressed barriers to finding and borrowing library materials: Improved the hold request feature, which allows users to request items from another library that are owned by the VCU Libraries but which users could not find on the shelves. Raised fine thresholds so as not to inconvenience users who might be blocked by low fine balances; extended borrowing periods for supplemental material associated with books (audio CDs, DVDs, etc.); implemented automatic verification of a user’s status with VCU to speed up desk transaction turnaround time; created a way to automatically register part-time, hourly staff at VCU for library privileges, affecting over 2,000 staff members at VCU.
- Sustained and expanded improvements in workflow from 2006-07
 - › Further reduced the time for new materials to move from delivery to shelf by 33%.
 - › Slashed delivery time for books to Tompkins-McCaw Library by outsourcing book processing for all approval plan books, so that books arrive already prepared with labels and computerized inventory information and can be placed directly on the shelf without further processing.
 - › Added links to electronic formats for Virginia documents, making them much more accessible.
- Banner year for cultural programming and events experience
 - › The VCU Libraries and the Friends of the Library sponsored a broad range of free public events and lectures during the year. Programs ranging from the Brown-Lyons Lecture to Research Day

drew over 2,700 attendees from VCU and the Central Virginia community. Such strong attendance figures distinguish programs sponsored by the VCU Libraries as among the most popular and highest-drawing events of their kind at VCU.

- › First Novelist event: The VCU Libraries partnered with the department of English to help with the annual First Novelist event by sponsoring a reception for the honoree and supporters in the refurbished Cabell Room prior to the awards ceremony on November 16, 2007. The reception was very well received and helped to create stronger attendance at the main event.
- › Black History Month: “Richmond Women of the Civil Rights Movement”, February 12, 2008, attracted a large crowd of students and community members to hear civil rights pioneers Ora Lormax, Hilda Warden, Elizabeth Johnson Rice, and moderator Bonnie Wilson explore their experiences in Richmond during the civil rights struggles of the 1950s and 1960s.
- › “Jewish Humor: It’s No Joke”, the annual Brown-Lyons Lecture on March 20, 2008, filled the Singleton Center with over 450 attendees to hear Dr. Jack Spiro lecture on the history, significance, and meaning of Jewish humor.
- › The annual Cabell Lecture, “A Party of Poets”, April 9, 2008, brought together poets and literary figures from across Virginia for a presentation and panel discussion on the rich poetic tradition of Virginia.
- › “Forensic Pathology: ‘CSI’ Versus Reality in Virginia”, sponsored by Tompkins-McCaw Library and the Friends of the Library on September 13, 2007, drew a large crowd to hear Virginia’s renowned State medical examiner Dr. Marcella Fierro talk about the realities of forensic pathology.
- › Research Day and the MCV Authors’ Tea, held in conjunction at Tompkins-McCaw Library on March 27, 2008, enjoyed a strong turnout of faculty from the MCV Campus to learn more about research enterprise at VCU and to celebrate book authors from the MCV Campus.
- › Tompkins-McCaw Library hosted “Changing the Face of Medicine”, a national exhibit from the National Library of Medicine, from June 20 – August 3, 2007. The exhibit celebrated the contributions of women to the medical profession. VCU held a number of events centered around the exhibit, highlighted by an opening reception on June 29, 2007 with honored guests Dr. Yvonnecriis Smith Veal, the 5th African-American student to enroll in the MCV School of Medicine; Dr. Eleanor Sue Cantrell, Dean of the University of Appalachis College of Pharmacy and a Local Legend recognized by the exhibit; Dr. Marcella Fierro, Chief Medical Examiner for the State of Virginia; and Ms. Carolease Ballou Wallace, VCU School of Nursing Emeritus faculty member. Over 150 people attended the opening session.
- Constitution Day events: As in previous years, the VCU Libraries offered a suite of programs and exhibits to recognize Constitution Day on September 12, 2007. In addition to a web site, libraries on both campuses distributed free pocket-size copies of the Constitution and ran a video montage about the Constitution as a continuous loop on large screen video monitors. Each library hosted video programs: “A Conversation on the Constitution: Judicial Independence” at Cabell Library, and “Our Constitution: A Conversation with Supreme Court Justices Sandra Day O’Connor and Stephen Breyer” at Tompkins-McCaw Library.
- Raised \$139,848.66 (as of May 31, 2008) in private funds from 357 donors to benefit the VCU Libraries. This exceeded the \$75,000 University goal for the VCU Libraries for FY 2007-08.

- Strengthened support for cultural programming and fund-raising: Created a new position, supported by private funds, to manage special events, serve as executive secretary for the boards of the Friends and Cabell Associates, and to take on some administrative tasks. The current position of assistant director of development was reclassified to bring sharper focus on annual giving and the Friends. With these changes, the office of development and community relations had grown to three full-time staff as of June 2008. Recruitment for new position will begin in July 2008.
 - › Increased the size of the Friends of the Library Board to 15. New Board members are Dr. Philip Schwarz, Ms. Cricket G. White, and Ms. Bonnie V. Winston, who will serve a three-year term on the Friends Board.
 - › The Friends of the Library Board initiated 2 new endowments to benefit the collections and programs of the VCU Libraries. The Francis M. Foster Black History Fund was begun by anonymous donors in support of the Black History Month programming and collections at the VCU Libraries. The Medicine, Science and Technology Fund was begun by the Friends of the Library Board and the kick-off gift to the fund was made by Jean and Mark Shipman.
 - › The Friends of the Library Annual Book Sale took place October 22-26, 2007 and generated a record \$10,574 to benefit the VCU Libraries.
 - › A redesigned Friends of the Library Newsletter was distributed to over 3,500 Friends in spring 2008. The dynamic new full-color design featured many photographs and generated many accolades for its invigorating presentation of developments in the VCU Libraries.
 - › Staff worked closely with Central Advancement at VCU to develop targeted online giving forms that highlight donor opportunities for library endowments, general operating support, tribute gifts, and VCU staff payroll deduction gifts.
 - › Updated and expanded Development pages on the VCU Libraries' web site to include secure online giving forms. Created a Friends of the Library special event page, and expanded the endowment information page to include information on all library endowments.
 - › Began working with university staff and Friends Board volunteers to develop a vision for a new library building adjacent to Cabell Library, and to develop a long-term fundraising plan. The new library will be a primary fund-raising focus for the VCU Libraries through 2013.

Annual Report 2007-2008, VCU Libraries
Teaching Activities

1. Number of students graduated: not applicable
2. Number of students in each major: not applicable
3. Grants awarded related to teaching: not applicable
4. Major curricula changes: not applicable
5. New programs/certificates: not applicable
6. Technology changes in classrooms: not applicable
7. Textbook publications/contributions: None
8. Teaching and program collaborations
 - 967 classes and workshops on library resources
 - VCU Libraries Research Day (3/27/08): conducted in partnership with the VCU Office of Research. Offered 11 sessions at TML with 92 attendees.
 - VCU Technology Days (4/8-9/08): conducted in partnership with VCU Technology Services. MCV Campus programs at Tompkins-McCaw held 7 sessions with 400+ attendees.
 - University College collaborations
9. Retention efforts and documented successes
 - Student service expansion
10. Service-learning courses (courses designated as service-learning on the schedule of classes and approved by UUCC) or community-based learning courses (both undergraduate and graduate courses that have community-based learning activities (e.g., community-based learning activities (e.g., community-based research, court study, patient/doctor observation, etc.): Not applicable
11. Student engagement initiatives
 - CLUAC
 - Book swap
 - Black History Month programs
 - Cabell Lecture and Brown-Lyons Lecture
 - CHEC hosted MIV student for an elective in March
12. Faculty development activities
 - April 9, 2008 Technology Day, Tompkins-McCaw Library
 - Health Literacy Special Interest Group (created Blackboard page, held three meetings)

13. Other Teaching Activities:

- Byrd, Sam. Guest lecturer for Professor John Kneebone graduate history class in oral history (December, 2007)
- Ghaphery, James. Guest Lecturer for Catholic University CLSC 555 "Information Systems in Libraries and Information Centers." VCU, Richmond, VA (April, 2008)
- Guidarelli, Ngoc-My. Taught French 201 for the VCU School of World Studies (Fall 2007 and Spring 2008)
- Guidarelli, Ngoc-My. Presented a guest lecture on Vietnamese culture for VCU School of World Studies Course "Intercultural Communications" for Professor Patricia Cummins (May, 2008)
- Hibben, Yuki (with Kristina Keogh). ARTstor workshops (Fall 2007)
- Phifer, Bettina J. Adjunct Assistant Professor, taught an online 1-hour undergraduate credit course LIBS 150: Information Literacy and Research Methods for the University of Maryland University College, School of Undergraduate Studies, Adelphi, Maryland. [Fall 2007 and Spring 2008]
- Ream, Dan, Richmond Community High School-Faculty Training Session August 28, 2007
- Selinger, Patricia. Guest lecturer for ENG 530-901 "Introduction to Scholarship in English" on the impact of preservation programs on research collections (Fall 2007)
- Teague-Rector, Susan. Supervise Catholic University CLSC 906 Practicum. 120 hours. School of Information & Library Science (Fall 2007 and Spring 2008 semesters)
- Teague-Rector, Susan. Guest Lecturer for Catholic University CLSC 555 "Information Systems in Libraries and Information Centers" at Tuckahoe Public Library. Richmond, VA (March, 2008)
- TML Staff contributed to the success of the MCV Alumni Association Weekend by offering Consumer Health Classes; the SON Heritage Room and Garden were dedicated; SC&A helped to prepare exhibits for these dedications.

Annual Report 2007-2008, 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 2007-08.

Conference and other presentations

- Bosman, Renée, "Everyday Einsteins: The Patent Process", presented to the James River Chapter Lunch and Learn Interchange, Federally Employed Women, at the Defense Supply Center Richmond, Richmond, Virginia, June 2008.
- Bosman, Renée, and Serena Haroian, "Searching for Literature", presented to the L. Douglas Wilder School of Government Affairs Brown Bag Lecture Series, sponsored by the Public Administration Student Association, Virginia Commonwealth University, Richmond, Virginia, October 2007.
- Dyer, Mary Anne. Presentation to the RALC Technical Services Roundtable "Cataloging and Special Collections at VCU." March 2008.
- Doherty, Teresa. Planned co-presenter at Virginia Library Association, Paraprofessional Forum Conference (canceled due to car accident the morning of the event); nominated as co-chair 2009-2010.
- Chenault, Nell. "Mediated Identities: New Films Screening from VCU Libraries' Collection", for the VCU World Studies' Student Research Conference 2007, Nov. 1, 2007. Richmond, VA.
- Hibben, Yuki, and Kristina Keogh. "A Place for Us: Art Students in the Centralized Academic Library", Virtual Poster for the 36th Annual Conference of the Art Libraries Society of North America, Denver, Colorado, May 2008. (Poster available at: <http://arlisnamw.files.wordpress.com/2008/05/a-place-for-us3.pdf>) (may be cross-listed with John Duke)
- Hopson, Ken. "Video Format and Conversion", VCU Technology Services, sessions: Dec. 05, 2007, Feb. 8, 2008, and Apr. 17, 2008.
- Jones, Shannon, Canevari, Catherine, Mack, Thelma. "On the Menu: Technology Fair." Poster presented during Technology Symposium at the Mid-Atlantic Chapter of the Medical Library Association Annual Meeting, October 11, 2007 in Baltimore, MD
- Jones, Shannon, and Canevari, Catherine S. "Home Field Advantage: Connecting with users on their turf." Poster for the 2008 MLA meeting, Chicago, IL, May 18, 2008.
- Jones, Shannon, and Canevari, Catharine S. "Library Liaisons: Outreach, Training, Research Support, & Other Services." Co-authored contributed paper presented at the 108th Annual Meeting of the Medical Library Association, May 19, 2008, Chicago, IL
- Leisey, Monica, and Jean P. Shipman. "The Journey Project." Poster for the 2007 Mid-Atlantic Chapter, Medical Library Association meeting, Baltimore, MD., October 10, 2007.
- Leisey, Monica, and Jean P. Shipman. "The Journey Project." Poster for the 2007 Southern Chapter, Medical Library Association meeting, Charleston, SC, November 14, 2007.

- Lubker, Irene M., Alan T. Williams, Barbara A. Wright, Catharine S. Canevari, Patricia Flanagan, Jean P. Shipman. "Cooking Up Customer Service: A Recipe for Success." Poster for the 2007 Mid-Atlantic Chapter, Medical Library Association meeting, Baltimore, MD., October 10, 2007.
- Lubker, Irene M., Alan T. Williams, Kristine M. Hughes, Barbara A. Wright, Jean P. Shipman, Catharine S. Canevari. "Connecting with Customers: Customer Service Training for Library Staff." Poster for the 2008 Medical Library Association meeting, Chicago, IL, May 18, 2008.
- Lorch, Alex. "Outreach to the Queer Community in the Old Dominion." Presentation at the Society of American Archivists annual meeting in Chicago in August 2007.
- Pathak, Susanna. "Living the Balanced Scorecard—The VCU Libraries Experience", preconference presentation at ALA annual conference, Anaheim, CA, June 27, 2008.
- Ream, Dan. "Wikis for Libraries" presented at Virginia Educational Media Association Conference, Williamsburg, Virginia, October 12, 2008. <http://www.people.vcu.edu/~dream/vemawikis.html>
- Ream, Dan. Wikipedia presentation, Virginia Community College System Libraries & Distance Education Conference, Ashland, Virginia, October 19, 2007.
- Ream, Dan. "Who Do You Trust?: Wikipedia and the Authority of Anonymous Strangers," presentation at the PALINET Annual Conference Baltimore, Maryland, October 29, 2007.
- Ream, Dan. "What Freshmen Should Know About the Library and Internet" presented at the Virginia Association of Independent Schools Annual Conference, Richmond, Virginia, November 5, 2007. <http://www.people.vcu.edu/~dream/vais1107.html>
- Selinger, Patricia. "Emergency Planning for Archivists." Mid-Atlantic Regional Archives Conference, May 1-3, 2008.
- Selinger, Patricia. "Preservation: A Role for Everyone" and "Bookmaking 101." Virginia Library Association Paraprofessional Forum, May 2008.
- Shipman, Jean P., Shannon D. Jones, Sarah E. Amick. "Connecting University Initiatives in Health Literacy: Virginia Commonwealth University Librarians Help to Bridge Gaps." Poster for the 2008 Medical Library Association meeting, Chicago, IL, May 18, 2008.
- Jones, Dixie A., Michael J. Ackerman, Joan Ash, Patti Corbett-Bregman, Taneya Koonce, Daphne Plaut, Catherine R. Selden, David Sweet, Carla J. Funk, Jean P. Shipman. "Getting Personal: Librarians Connecting with Patients and Providers through Personal Health Records." Poster for the 2008 Medical Library Association meeting, Chicago, IL, May 19, 2008.
- Spencer, Mary Ellen, "Creating an Undergraduate Library Advisory Committee at Virginia Commonwealth University," presented at "Studying Students: Inviting a Fresh Perspective on Your Library", hosted by the Virginia Library Association College and Research Libraries Section, Amherst, Virginia, May 2008.
- Stone, Virginia, Canevari, Cate, Jones, Shannon. "Online Information Literacy Training: Recipe for Success." Co-authored contributed paper presented at the Mid-Atlantic Chapter of the Medical Library Association Annual Meeting, October 10, 2007 in Baltimore, MD.

- Stover, Jill S. “Off the Wall But On the Mark: Using Creativity to Make Libraries Better,” presented at “From Guerilla Innovation to Institutional Transformation: Information Professionals as Change Agents”, hosted by the New England Chapter of the American Society for Information Science and Technology, Providence, Rhode Island, November 2007.
- Stover, Jill S. “Taking the Non out of Non-User: Increase Your Library’s Reach with Creative Marketing Strategies,” presented at the Wisconsin Library Association Conference, Green Bay, Wisconsin, October 2007.
- Stover, Jill S. “Unleash Your Inner Marketer”, presented at the Ontario Library Association Super Conference, Toronto, Canada, January 2008.
- Teague-Rector, Susan and Jill Stover. “Web 2.0 In a Nutshell - A Librarian’s Guide to the World of Web 2.0.” Virginia Association of Special Libraries, Richmond, VA. September 28, 2007
- Thomas, Shirley R, and Larry Ohree. "Common Best Practices Made Easy With ILLiad". Poster for the OCLC ILLiad International Conference, Virginia Beach, VA, March 2008.
- Thomas, Shirley R. "Scanning Best Practices for Interlibrary Loan". ALA RUSA/STARS Interlibrary Loan Committee, Shareill (Blog) at http://wikis.ala.org/stars_illoan/index.php/Main_Page) and STARS Wiki.
- Turman, Lynne, and Jean P. Shipman. “Dine-In or Take-Out? Journal Circulation Policies in Academic Health Sciences Libraries.” Poster for the 2007 Mid-Atlantic Chapter, Medical Library Association meeting, Baltimore, MD., October 10, 2007.
- Williams, Alan T., Kristine M. Hughes, Virginia L. Stone, Catharine S. Canevari. “Wimba Live Classroom: Virtual Connections.” Presentation for the 2008 Medical Library Association meeting, Chicago, IL, May 20, 2008.

Publications

- Bosman, Renée, J. Glover, M. Prince, "Growing Adult Readers: Promoting Leisure Reading in Academic Libraries", *Urban Library Journal*, special issue: “The Creative Library”, Stephen Bell, guest editor. In Press.
- Farley, Kevin: Four reviews for *Choice*.
- Ghaphery, James, Susan Teague Rector and Sam Byrd. “Kinda Just Like Google: Presence and variety of search options on library homepages.”(June 2008). *Against the Grain*. <http://www.against-the-grain.com/d/>, 20(3).
- Glover, John (as J. T. Glover). “Alabama Ghost Pool”, *Goblin Fruit Autumn* (2007a). [Available online at: <http://www.goblinfruit.net/autumn07/alabamaghostpool.html>]
- Glover, John (as J. T. Glover). “The Mathematician's Desire”, *City Slab*, 11, 66-72.
- Glover, John (as J. T. Glover). “Her Sweet Solace”, *Beneath the Surface: 13 Shocking Tales of Terror* (pp. 57-66). San Francisco: Shroud Publishing. Deal, Timothy, editor. 2008.

- Glover, John (as J. T. Glover). "Savage Hearts", *Doorways Magazine*. In press.
- Hibben, Yuki: Three reviews for *Choice*.
- Keogh, Kristina. "Striving Towards Specialization", *Info Career Trends* 8 (4), July 2007. [Available online at: <http://www.lisjobs.com/newsletter/archives/july07kkeogh.htm>]
- Ladd, Dana: eleven consumer health/medical book reviews for *Library Journal*. Six reviews have been published in *Library Journal*; four reviews have been published in *Library Journal* online *Xpress Reviews*; one has been recently submitted for consideration for publication.
- Lawal, Ronke. Review of *Scholarship in the Digital Age: Information Infrastructure, and the Internet* by Christine L. Borgman. *Issues in Science and Technology Librarianship*, 53 (Winter/Spring), 2008.
- Leisey, Monica, and Jean P. Shipman. "Information prescriptions: a barrier to fulfillment." *Journal of the Medical Library Association*. Vol. 95(4), October 2007: 435–438.
- Lubker, Irene M., Barbara A. Wright, Margaret E. Henderson, Kristine M. Hughes, Shannon D. Jones, Virginia L. Stone, Jean P. Shipman, AHIP, Mary Jane Green, Catharine S. Canevari. "Reconstructing Reference to Become Strategic Partners in Research Initiatives." Co-authored contributed paper presented at the 108th Annual Meeting of the Medical Library Association, May 19, 2008, Chicago, IL.
- Lorch, Alex and Beth Marschak. *Lesbian and Gay Richmond*. Arcadia Publishing, Charleston, 2008.
- Lorch, Alex. "Accessioning," chapter in *Information for Community Archives*. LAGAR Roundtable of the Society of American Archivists. 2008.
<http://www.archivists.org/saagroups/lagar/communityarchives/index.html>
- Lorch, Alex. "Moving Images," chapter in *Information for Community Archives*. LAGAR Roundtable of the Society of American Archivists. 2008.
<http://www.archivists.org/saagroups/lagar/communityarchives/index.html>
- Phifer, Bettina. Appendix "Helpful web sites and resources", *Fashion Economics*. New York: Fairchild Books & Visuals. Reamy, Donna W., author. 2008.
- Shipman, Jean P. "'Informationists or Information Specialists in Context (ISIC): six years after conception." *IFLA Journal*, Vol. 33(4), December 2007: 335-339.
- Leach, Evan, Diana Post, Jean P. Shipman, Carla J. Funk, Sabrina Kurtz-Rossi. *The Medical Library Association Health Information Literacy Research Project: Consumer Health Information Survey Summary Report*. Philadelphia, PA: TAP Consulting, February 11, 2008.
- Kennedy, May G, Laura Kiken, Jean P. Shipman. "Addressing underutilization of consumer health information resource centers: a formative study." *Journal of the Medical Library Association*. Vol. 96(1), January 2008: 42-9.
- Stover, Jill S. Chapter "Be You, Be Unique: How to Create Competitive Reference Services by Being Strategically Different." *The Desk and Beyond: Next Generation Reference Services*. Chicago: Association of College and Research Libraries. Steiner, Sarah K., Madden, Leslie M., chief editors. 2008.

- Teague Rector, Susan and James Ghaphery. "Designing Search: Effective Search Interfaces for Academic Library Websites." *Journal of Web Librarianship* (in press forthcoming December 2008).
- Teague-Rector, Susan. Principal Investigator for "Evaluation of the VCU Libraries public Web site (<http://www.library.vcu.edu>)" Usability Test, IRB# HM11467 March - April, 2008.
- Yu, Shaw. Updated "Internet and World Wide Web" section of *Magazines for Libraries* (17th edition). Accepted for publication.

Professional education and credentialing

- Jones, Shannon: completed requirements for the prestigious and competitive Leadership and Career Development program operated by the Association of Research Libraries. Ms. Jones presented a research poster at American Library Association 2008 annual meeting on her work in the program.
- Ladd, Dana: completed Master of Science degree in Library and Information Science from the University of South Carolina. The degree develops a specialty expertise in consumer health outreach.
- Flanagan, Patricia: completed the 2007 Grace E Harris Leadership Institute. Her team envisioned a community wide service-learning event on behalf of the Council for Community Engagement.
- Ramirez, Cristina: completed the competitive and highly respected Leadership Metro Richmond Leadership Quest Program.

Professional service

- Jones, Shannon: activities in the Medical Library Association including: Co-Convener, African American Medical Librarians Alliance; Co-Convener MLA New Members SIG; Co-editor, New Members Column, MLA News; Chair, Membership and Recruitment, Mid-Atlantic Chapter of MLA.
- Pathak, Susanna: Vice-Chair/Chair Elect of the Measurement, Assessment and Evaluation Section, Library Administration and Management Division, American Library Association; member of the MAES Data Collection for Library Managers Committee.
- Ream, Dan: President of the VCU Faculty Senate; re-elected for the upcoming 2008-09 year. Also selected Faculty representative to the VCU Board of Visitors, May 2008.
- Dan Ream served as Chair of RALC (Richmond Academic Libraries Consortium) Public Services Committee July, 2007-June, 2008 organizing and conducting two meetings and professional development programs.
- Dan Ream was appointed to the University Task Force on Corporate-Sponsored Research, June, 2008.
- Jean Shipman served as the Immediate Past-President of the Medical Library Association. Within MLA she served as Chair, Nominating Committee; Board Liaison, MLA/NLM Joint Electronic Personal Health Record Task Force; Board Liaison, Awards Committee; Board Liaison, Grants and Scholarships Committee; Board Liaison, Donald A. B. Lindberg Research Fellowship Jury; Board

Liaison, Task Force on the Health Sciences Librarian in Medical Education; and Board Liaison, Hospital Libraries Vital Pathways Steering Committee

- Jean Shipman served on the Advisory Board of the *New England Journal of Medicine Library* (Member) and on the *Journal of Electronic Resources in Medical Libraries* as a Member of the Editorial Board
- Jean Shipman was active in the Association of Academic Health Sciences Libraries as a member of the Joint AAHSL/Publisher Liaison Task Force and a member of the Scholarly Communication Committee.
- Shirley Thomas's activities in the American Library Association include Member, Reference and User Services (RUSA) Sharing and Transforming Access to Resources Section (STARS), Interlibrary Loan Committee; Member, Reference and User Services (RUSA), Sharing and Transforming Access to Resources Section (STARS), Research and Statistics Committee.
- IACUC membership by TML librarian Barbara Wright included training at the National Agricultural Library and a test. Wright created a website for the review team's use.
- Barbara Wright was part of an AHRQ Task Order team that prepared a study for AHRQ.
- TML SC&A helped to select historical images for inclusion in the new VCUHS Critical Care Tower.
- Barbara Wright served on the VCU Institutional Animal Care and Use Committee (IACUC) [full voting member since May 2008 after completing required training, but attended meetings as observer January-March 2008]
- John Ulmschneider served as Chair of the SCHEV Library Advisory Committee; Chair of the VIVA Outreach Committee; and SOLINET delegate to OCLC Members' Council.

Annual Report 2007 - 2008, VCU Libraries
Public and community service

- Blease, Ed. Mr. Blease continued his work with community service volunteers, which has been recognized and celebrated many times by surrounding communities.
- Byrd, Sam. Consultation with PBS Community Idea Stations on digitization, digital storage, preservation, metadata. January 2008
- Chenault, Nell: contributed to the efforts of the James River Film Festival, March 23 – April 6, 2008 through the Festival program committee and as a volunteer. Festival program committee participation included assisting with suggesting films, providing prints of films, and finding presenters. Volunteer activity included photography, ticket sales, and venue set-up.
- Guidarelli, Ngoc-My: Served as adviser to the Richmond Vietnamese Association, taught Vietnamese at the Vietnamese Language Center/Hue Quang Buddhist Temple, served as a Vietnamese interpreter for the Richmond Behavioral Health Authority, and as Vietnamese Board member of the Asian American Society of Central Virginia. Ms. Guidarelli also served on the Renovation Foundation Board of the Maggie L. Walker Governor's School for Government and International Studies.
- Lorch, Alex: completed the National Historic Publications and Records Commission grant supporting the expansion of the Archives of the New Dominion. The grant provided for ground-breaking growth in collections contained in the Archives, which document the recent (20th century) history of Central Virginia's minority and activist communities.
- Flanagan, Patricia and Shipman, Jean: served as members of the VCU Council for Community Engagement and its committee on VCU Data.
- Ream, Dan: worked with high school librarians and administrators, throughout the year promoting and managing VCU Libraries privileges for students from thirteen Richmond area high schools.
- Roach, Jennifer: served as Chair of the Newsletter Committee for the Richmond Area Reading Council.
- Thomas, Shirley: interviewed 2 Virginia residents for the Library of Congress, Voices of Civil Rights Project.
- Teague-Rector, Susan: Volunteer Reference Librarian at Lewis Ginter Botanical Gardens Library.
- Ulmschneider, John: served as Chair of the Richmond Public Library Board of Trustees.
- TML Staff worked extensively with preparing VCU's CTSA proposal, especially the section on community engagement.
- VCU Libraries staff: second highest participation in the VCU Staff Senate Walk-A-Thon scholarship drive.

- Cultural programming and events
 - › The VCU Libraries and the Friends of the Library sponsored a broad range of free public events and lectures during the year. Programs ranging from the Brown-Lyons Lecture to Research Day drew over 2,700 attendees from VCU and the Central Virginia community. Such strong attendance figures distinguish programs sponsored by the VCU Libraries as among the most popular and highest-drawing events of their kind at VCU.
 - › Tompkins-McCaw Library hosted “Changing the Face of Medicine”, a national exhibit from the National Library of Medicine, from June 20 – August 3, 2007. The exhibit celebrated the contributions of women to the medical profession. VCU held a number of events centered around the exhibit, highlighted by an opening reception on June 29, 2007 with honored guests Dr. Yvonnecris Smith Veal, the 5th African-American student to enroll in the MCV School of Medicine; Dr. Eleanor Sue Cantrell, Dean of the University of Appalachis College of Pharmacy and a Local Legend recognized by the exhibit; Dr. Marcella Fierro, Chief Medical Examiner for the State of Virginia; and Ms. Carolease Ballou Wallace, VCU School of Nursing Emeritus faculty member. Over 150 people attended the opening session.
 - › Black History Month: “Richmond Women of the Civil Rights Movement”, February 12, 2008, attracted a large crowd of students and community members to hear civil rights pioneers Ora Lormax, Hilda Warden, Elizabeth Johnson Rice, and moderator Bonnie Wilson explore their experiences in Richmond during the civil rights struggles of the 1950s and 1960s.
 - › “Jewish Humor: It’s No Joke”, the annual Brown-Lyons Lecture on March 20, 2008, filled the Singleton Center with over 450 attendees to hear Dr. Jack Spiro lecture on the history, significance, and meaning of Jewish humor.
 - › The annual Cabell Lecture, “A Party of Poets”, April 9, 2008, brought together poets and literary figures from across Virginia for a presentation and panel discussion on the rich poetic tradition of Virginia.

Annual Report 2007 - 2008, VCU Libraries
International Activities

- Ngoc-My Guidarelli served on the Board of Directors for the Library Education Assistance Foundation for Vietnam (LEAF-Vietnam).
- Cristina Ramirez was Designated a "Hispanic Hero" by the Hispanic College Fund for her work with Colaborando Juntos and the Hispanic College Fund.
- Technical services and systems staff met with Qatar librarians regarding workflow, use of the integrated library system, and binding/repair services for collections.

VCU Libraries, Challenges 2007-08

The VCU Libraries faces four 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. The issues of library space and overall funding profile have direct and immediate challenge for student recruitment, retention, and performance, and on research enterprise.

- **Funding profile commensurate with VCU's stature, growth, and ambition.** It is important that the University continue the momentum of budget improvements from 2007-08 into future years. The University improved the library system's budget in 2007-08 and contemplates significant improvements in 2008-09. But VCU's library system is so far from appropriate funding benchmarks that even these improvements likely will not place its libraries among the top 100 in North America. Even with the significant budget improvement over the past three years, VCU ranked 102 among North American academic research libraries in FY05-06 in total library materials expenditures; 106 in total library expenditures overall; and 4th in Virginia, behind UVa, Virginia Tech, and George Mason. Preliminary data indicate that when FY06-07 data is reported, the ranking of VCU's library system among other research libraries will remain unchanged or decline in all areas. These data reinforce survey findings from the VCU community that reveal dissatisfaction with access to scholarly literature, especially journals, provided by the VCU Libraries, since funding to buy journals is less than that of most research universities. It also underscores survey findings and other data which indicate that demand for student services and outreach, and direct support for research investigators, cannot be adequately met with current staffing. As the VCU2020 Strategic Plan recognizes, VCU needs to strengthen its libraries to ensure the success of its strategic plan and programs. A top 100 ranking in total expenditures will create a library system characteristic of leading research universities and provide access to scholarly literature 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.
- **Adequate library space.** VCU last added library space 33 years ago, in 1975. Since then, the growth of collections and the allocation of library space to university priorities has reduced library space for students by about 25% while enrollment has grown 80%. VCU provides less library space per student than any other State-supported institution of higher education in Virginia, and less space now than when construction on library buildings was completed 33 years ago. Demand on this limited space has burgeoned over the past decade. Visitor counts for Cabell Library have grown 85% since 2000-01, reaching an all-time high of 214,655 visitors to in October 2007.

With reduced space and a relentless growth in use, seating and computers in Cabell Library typically are fully occupied from late morning to late evening, leading to very crowded conditions during much of the day. The situation confronts the University with a daily reminder of the pressing need for library space. As a result, a new library building, designed for undergraduate and graduate student work and constructed to adjoin Cabell Library, is emerging as a top capital construction priority for VCU. This new facility must remain VCU's highest capital construction requirement in the coming years in order to meet the acute and escalating need for student study and work space.

- **Maintaining security for library facilities.** The VCU Libraries funds security coverage for its buildings and also has funded building upgrades for security. The current budget footprint for security is increasingly difficult to sustain, since it absorbs funding needed for library materials and support for instruction and research. Furthermore, current security services do not cover all building hours and provide only the most minimal security presence throughout library buildings even during

hours of coverage. The need for around-the-clock coverage is particularly strong for Cabell Library, which is very crowded during the normal school year. Stronger security is essential to manage crowded conditions and monitor the enormous number of visitors in the buildings.

- **Faculty awareness of open access and scholarly publishing issues.** It is well documented that the costs for scholarly journals and other scholarly materials continue to increase at a pace substantially higher than the Consumer Price Index. Annual cost increases of 10-14% over the past two decades in science, technology, and medical publications limit the access of scholars to an ever-smaller portion of scholarly publishing that academic libraries can acquire on limited budgets. Although the rate of increase is slowing, it is still significant at 7-8% per year. The challenge is particularly acute at VCU, since its budget for library materials is among the very smallest for research institutions, ranking 102 among research libraries in North America in FY05-06. It is important for VCU to begin a sustained initiative that engages the VCU community in matters related to scholarly publishing, ownership of scholarly production, open access publishing, and copyright. The NIH requirement for deposition of manuscripts from federally-funded research adds urgency to this need. Such an initiative will allow VCU to join with research libraries throughout the U.S. who are encouraging faculty to consider new publishing outlets and new ways to evaluate publications, and who are educating their institutions on new ways to assess faculty publishing for promotion and tenure. These efforts are a long-term endeavor to expand how the academy disseminates scholarly findings and evaluates faculty publishing in order to change the unsustainable cost increases commanded by prestige journals and their commercial publishers. The VCU Libraries continues to request funding for educational and outreach initiatives related to scholarly publishing and open access journals in its budget plans. A stronger funding base appropriate to research university library systems should include support for these initiatives.

**VCU Libraries, Outcomes/Objectives for Next Year
2008-2009**

1. Exemplary user centered services
2. Invigorate research and scholarship
3. Success through education and advocacy
4. Exemplary library spaces
5. Strengthen financial resources
6. Exemplary staff