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THE UNIVERSITY OF CONNECTICUT LIBRARIES
ANNUAL REPORT 2001-2002

The University Libraries were able to move forward on a number of fronts in 2001-2002 despite budget cuts and some unexpected senior staff retirements. A particularly significant accomplishment recorded this year was the progress made by the Libraries in increasing user satisfaction with library services. Overall satisfaction increased by 10%, from 3.68 to 4.04, on a five-point scale during the last three years. Complementing this achievement, the Libraries' self-assessment to measure how well the Libraries' organizational development efforts are evolving to best serve users reflected a 5% improvement during the last three years.

The following enhancements in the Libraries service programs are indicative of the work that was accomplished by the Libraries' exceptional staff in 2001-2002:

Information Literacy - Library staff undertook an ambitious strategic initiative to greatly increase instructional offerings to help orient freshman students in conducting research in an increasingly electronic environment. Staff prepared online instruction modules during the summer of 2001. These modules were used to teach students from 74 First Year Experience sections and 120 Freshman Writing sections in the Fall and Spring Semesters. A fifteen-week First Year Experience class devoted entirely to information literacy was offered for the first time during the Spring Semester. More than 10,000 individuals participated in library instruction sessions this year, an increase of 30% over last year.

Electronic Document Delivery - The Libraries' electronic document delivery pilot program was expanded to become a campus-wide offering, supplementing the Libraries ongoing traditional document delivery and interlibrary loan programs. More than 1,200 individuals registered for the new service and more than 6,000 documents were delivered in this first year of service by the Libraries' document delivery/interlibrary loan staff.

Extended Hours - Despite budget cuts, Babbbidge Library staff responded to concerns raised by the Undergraduate Student Senate and added eight additional weekend hours and extended library hours until 2 a.m. during final exams. A one-day attendance record, exceeding 9,000 library users, was set in December, 2001. The Dodd Research Center staff expanded inter-session hours and began to offer weekend service hours.


Digital Collections - Following the successful public unveilings of Connecticut Colonial Records and Connecticut History Online, the Libraries most ambitious digital collection to-date, the Libraries' staff continued work to complete three other digital collections. A team of Libraries' staff also developed a strategic plan that lays the groundwork for continuing to integrate the Libraries' digital resources with traditional library collection development in coming years.

Unmediated Library Security, Self Check-out and Collection Management Project - Library and project staff made significant progress this year, inserting more than 500,000 computer chips into the Babbbidge Library's most heavily used print collections. When the Library's new unmediated security system becomes operational in August, 2002, Babbbidge Library will become the largest academic library in North America to employ state-of-the-art radio frequency identification (RFID) self check-out, security and collection management technology.

UConn-African National Congress Partnership - Dodd Research Center staff played a critical role in securing a grant for $700,000 in additional funding from the Mellon Foundation to organize the ANC Archives, train library staff in South Africa, and seek additional anti-apartheid materials to supplement existing collections.

Special University Programs - The Dodd Center Director served as the Chairman of the University's Human Rights Semester, and the Thomas J. Dodd Research Center hosted many of the events held in conjunction with the University's Human Rights Semester. The Greenwich Capital Markets Lecture Series featured Governor John Rowland speaking on the effects of September 11 on the Connecticut economy. The Raymond and Beverly Sackler Distinguished Lecture Series offered two programs, Father Robert Drinan and Dr. Joshua Lederberg. A generous supplemental gift from Raymond and Beverly Sackler enabled the University to expand this lecture series to a semi-annual format, with one lecture each year held in Stamford.

User Feedback - The Libraries' USER Team conducted three significant web-based user surveys this year. A general user survey, completed by 1,177 faculty, graduate students, and undergraduates in the Fall, demonstrated that 92% of the respondents indicated strong overall satisfaction with the library. A second survey, conducted in the Spring in partnership with the Chancellor's Library Advisory Committee, was completed by 638 faculty, graduate students, and research staff. Respondents demonstrated a strong preference (85%) across all disciplines for the Libraries to provide full text electronic journals for more titles rather than print and electronic versions of the same journal for fewer titles. The survey also confirmed the increasing importance in all disciplines of electronic indexes, databases, and full-text journal articles in research and teaching. The Libraries' second organizational assessment survey, following up the original 1999 survey, showed considerable internal progress in structuring the Libraries to best address user needs.

Class of 1952 Electronic Classroom - The Class of 1952 selected the University Libraries to receive its 50th anniversary class gift of approximately $78,000. The Libraries' staff used the gift to renovate Babbbidge Library's primary electronic classroom. Computer equipment, projection facilities, and multimedia capabilities were significantly enhanced this year using the Class gift.

Fritz Batchelor Information Technology Endowment - Library staff, retirees, and friends honored the Libraries' retiring Director of Information Technology Services by raising $20,000 to create the Libraries' first information technology endowment.
University of Connecticut Libraries
Selected Statistics 2001-2002

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<tr>
<td><strong>COLLECTIONS</strong></td>
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<tr>
<td>Total Volumes</td>
<td>2,468,125</td>
<td>2,488,738</td>
<td>2,539,774</td>
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<tr>
<td>Number of Current Serials</td>
<td>10,082</td>
<td>10,096</td>
<td>10,105</td>
</tr>
<tr>
<td>Number of Full-text Electronic Journals</td>
<td>10,222</td>
<td>11,232</td>
<td>22,128*</td>
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<td><strong>INFORMATIONAL SERVICES</strong></td>
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<tr>
<td>Reference/Information Questions</td>
<td>89,935</td>
<td>85,002</td>
<td>74,828</td>
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<tr>
<td>Instruction Sessions</td>
<td>549</td>
<td>530</td>
<td>687</td>
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<tr>
<td>Number of Participants</td>
<td>7,080</td>
<td>7,771</td>
<td>10,091</td>
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<td><strong>ACCESS SERVICES</strong></td>
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<tr>
<td>General Circulation Transactions</td>
<td>199,099</td>
<td>163,004</td>
<td>188,178</td>
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<td>Reserve Circulation Transactions</td>
<td>119,846</td>
<td>214,659</td>
<td>222,382</td>
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<tr>
<td>Interlibrary Loan Borrowed</td>
<td>30,195</td>
<td>38,294</td>
<td>35,128</td>
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<tr>
<td>Interlibrary Loan Renewed</td>
<td>19,461</td>
<td>20,821</td>
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<tr>
<td><strong>PERSONNEL (FTE)</strong></td>
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<tr>
<td>Permanent Staff</td>
<td>121</td>
<td>121</td>
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<tr>
<td>Student Staff</td>
<td>67</td>
<td>59</td>
<td>59</td>
</tr>
<tr>
<td>Total</td>
<td>188</td>
<td>180</td>
<td>180</td>
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<tr>
<td><strong>EXPENDITURES</strong></td>
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<tr>
<td>Total Library Expenditures</td>
<td>$16,672,389</td>
<td>$14,333,140</td>
<td>$15,182,911</td>
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**SELECTED ELECTRONIC SERVICES**

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<tr>
<td>ACADEMIC UNIVERSE (Searches)</td>
<td>30,684</td>
<td>33,102</td>
<td>86,891</td>
</tr>
<tr>
<td>WORLDCAT (OCLC Search)</td>
<td>23,737</td>
<td>33,514</td>
<td>35,762</td>
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<tr>
<td>JSTOR (Searches)</td>
<td>19,049</td>
<td>27,954</td>
<td>31,685</td>
</tr>
<tr>
<td>INFOTRAC EXPANDED ACADEMIC (Searches)</td>
<td>42,095</td>
<td>58,576</td>
<td>191,689**</td>
</tr>
<tr>
<td>FIRSTSEARCH (Per Search Databases Only)</td>
<td>21,610</td>
<td>22,598</td>
<td>14,736</td>
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<tr>
<td>ISI (Web of Science) (Searches)</td>
<td>52,325</td>
<td>50,772</td>
<td>72,040</td>
</tr>
<tr>
<td>HOMER (Searches)</td>
<td>996,590</td>
<td>1,311,280</td>
<td>1,205,820</td>
</tr>
</tbody>
</table>

* Includes duplicate coverage

**Increase reflects change in database content; this number includes both Expanded Academic and OneFile

University of Connecticut Libraries
Current Staff, June 30, 2002

Access Services
Janet Avery • Lana Bahij • Stephen Bustamante • Judy DeLottie • Lois Fletcher • Fran Horita • Robin Lubartkin • Erika McNiel • Barbara Mitchell • Joseph Natale • Nancy Orth • Jo Ann Reynolds • Lynn Sweet • Gail Yuschalk

Collections Services
Peter Allison • Lee Astin • Sandy Baker • Eva Bolkovac • Mary Briggs • Ellen Colburn* • Tamra Coleman • Lynn Cote • Kim Crockett • James Donahue* • Hilda Drabek • Carole Dyal • Sandra Gallup • Steve Grigorieas • C. Patrick Heidkamp* • Erin Heidkamp* • Robin Kincaid* • Aaron King• George King • Tom Koepig • Donna Levine • Fran Libby • Nancy Martin • Chris McNevis • Richard Moss* • Xiaolin Pei • Ellie Penn • Alice Permenter • Ivars Petersons* • Andy Pfriem* • Wendy Pfriem* • Jane Recchio • Fred Rick • Deborah Sanford • Debra Schulte • Susan Smith

Director’s Office and Administrative Services
Melinda Bentley • Ed Chang • Brian Coleman • Richard DeBrito • Peter Deuel • Bob Fall • Brinley Franklin • Ann Galonska • William Haack* • David Moroch • Merlita Murphy • Audra Porteous* • Deborah Stansbury Sunday • Li Sun • Michael Swetzes* • Dennis Thornton • Elizabeth Tonucci • Scott Walker

Dodd Research Center
Heidi Abbey • Kristin Eshelman • Terri Goldich • Jean Cardinale Nelson • Betsy Pittman • Fred Service Jr.* • Laura Smith • Thomas Wilsted • Rutherford Withus

Information & Technology Services
Patrick McGlamery (Interim) • David Brethauer • John Gwinnell • Amelia Hincliff • Chris McAlexander • Tony Molley* • Rick O'Toole • Shirley Quintero • Losa von Munkwit-Smith • George Waller* • Steve Wieda • Melissa Wisner

Regional Campus Libraries
Shelley Cadiner • Betty Dzurnak • Nancy Gillies • Jan Heckman • Norma Holmquist • Iris King • Sheila Lafferty • Jan Lambert • Claudia Lopes • Pat Lynch* • Beverly Manning • Nancy Romanello • Shelley Roseman • Radha Srikantan • Janet Swift • Karen Tartarka • Sue Thebarge • Ann Thomas • William Uricchio

Research & Information Services
David Avery • Kathleen Banas-Marri • Steve Batt • Richard Bleier • Colleen Callahan • Barbara Cervera • Francine DeFranco • Abigail Dreyer* • Ellen Embardo • Stephen Fairfield • Kate Fuller • Sharon Giovanella • Lisa Hendricks • Scott Kennedy • Kathy Labadorf • Jill Livingston • Dave McChesney • Patrick McGlamery • William Miller • Carolyn Mills • Jonathan Nabe • Meredith Petersen • Laura Raccagni* • Tracey Rudnick • Joe Scott • Paulette Traichel

* end date, special payroll or temporary
Library Staff Recruited:
Eva Bolkovac  Cataloging Team Leader
Kristin Estheman  Curator of Multimedia Collections and Coordinator of Reader Services
Jill Livingston  Reference Librarian/Liaison to the School of Nursing and School of Allied Health
Chris McAlexander  Help Desk Coordinator
Jonathan Nabe  Reference Librarian/Liaison to the College of Agriculture and Natural Resources
Deborah Sanford  Acquisitions Team Leader
Li Sun  Financial Assistant I
Michael Young  Art & Design Librarian

Regional Campus Library Staff Recruited:
Karen Tatarka  University Library Assistant

New Assignments for Existing Staff:
Peter Allison  Collection Development Team Leader
Steve Bustamante  Digital and Print Reserves Coordinator
Steve Grigoreas  Stacks Management Team Leader
Erika McNel  Document Delivery/Interlibrary Loan Ordering Assistant

Library Staff Retired/Resigned/Appointments Ended:
Frederica Batchelor  Jennifer Kryzak  Joanne Palko
Patrick Dillon*  Barbara Lott  Constance Roberts
Richard D. Fairfield*  Susan Martin  Isabel Toro*
Fang Gu  Scott McEachron  Dipa Roy
Mary Heckman  Lavonne Nemmers  Stephen Showers
Thomas Jacoby  Joy O’Connor*

* End date, special payroll, or temporary

Librarians Promoted:
Richard Bleiler to University Associate Librarian
Stephen Fairfield to University Librarian II
Kathleen Labadore to University Librarian II
Tracey Rudnick to University Librarian III
Rutherford Withus to University Assistant Librarian

Library Staff Reclassified:
Barbara Mitchell to University Library Assistant IV

PUBLICATIONS


Bleiler, Richard. Supernatural Fiction Writers: Contemporary Fantasy and Horror. New York: Charles Scribner’s Sons. Senior editor and contributor: wrote introduction and articles on Stephen King and Kathryn Pracek, and conclusion of article on R. A. Lafferty; co-wrote article on Robert McCammon with Hunter Goatley; rewrote and ghosted several additional articles; publication scheduled for late 2002 or early 2003.


Bleiler, Richard. Miscellaneous book reviews for ARBA.


McChesney, David, Sharon Giovenale and Fran Libbey. "Tech and Tacos: Integrating Technology into Teaching, Research, and Extension," *College of Agriculture and Natural Resources Faculty and Program Staff Workshop* (Stoerts, CT: January 18, 2002).


Sunday, Deborah Stansbury. "Career Paths for Paraprofessionals: Your Ladder to Success," accepted for publication in *Library Administration and Management*.

Swift, Janet. "New Waterbury Campus to Open Fall 2003," *UConn Libraries* 8, 2 (April/May 2002).


Uricchio, William. Editorial Cartoons, *New England Libraries* 33, 4 (July/August, 2001); 33, 5 (September/October, 2001); 34, 1 January/February, 2002; 34, 2, March/April 2002; 34, 3 (May/June, 2002).


PRESENTATIONS


Abbey, Heidi N. "Introduction to Digital Collections," *IPANE Digital Collection Advisory Committee Meeting* (February 25, 2002).


Goldich, Terri. "From George and Martha to Tomie and Trina," *CLA* (June 2002).


Heckman, Jan and Joseph Natale. "Implementing Electronic Document Delivery Using Prosporo: Case Study at the University of Connecticut," *International Association of Aquatic and Marine Science Libraries and Information Centers (IAMSLIC) 27th Annual Conference* held in conjunction with European Aquatic Science Libraries and Information Centres' (EURASLC) 9th conference (Brest, France: October 14-18, 2001).


Labadorf, Kathleen and Scott Kennedy. "Information Literacy at the University of Connecticut," *CLA College and University Section Annual Meeting* (New Britain, CT: June 5, 2002).

McChesney, David, Sharon Giovenale and Fran Libbey. "Tech and Tacos: Integrating Technology into Teaching, Research, and Extension," *College of Agriculture and Natural Resources Faculty and Program Staff Workshop* (Storrs, CT: January 18, 2002).


McGlamery, Patrick and Shirley Quintero. "Using MAGIC to Access Spatial Imagery: Putting ER Mapper Image Web Server, ArchInfo Internet Map Server (ArcIMS) and Multi-resolution Seamless Image Database (MrSID) to work in your Library," *ALA Annual Conference* (Atlanta, GA: 2002).


Mills, Carolyn and Jonathan Nabe. Panels members for the *Special Libraries Association (SLA) Chapter and Division Bulletin Editor Forum at the SLA Annual Conference* (Los Angeles, CA: June 9, 2002).


Smith, Laura Katz. Presentation about the railroad history collections in Archives & Special Collections, *Cape Cod Chapter of the National Railway Historical Society* (South Yarmouth, MA: April 17, 2002).


PROFESSIONAL POSITIONS HELD

Abbey, Heidi N. Co-Chair, Advisory Council on Evaluation and Promotion of Professional Librarians (ACEP); Chair, ACRL/New England ITIG Spring 2002 program. "Managing Statistics for Electronic Resources" (May 17, 2002); Moderator and Membership Database Manager, ACRL/New England ITIG-L Listserv, Member, ALA, LITA, ACRL, National Association of Photoshop Professionals (NAPP).

Avery, David F. President, Web Master, and Listserv Moderator, Connecticut Government Documents Round Table.

Brethauer, David. Chair, LITA Open Source Systems Interest Group (OSSIG) Program Planning Committee; Vice-Chair, LITA OSGIS; Member and Academic Libraries Representative, Connecticut Digital Library Advisory Board (January 2002-December 2003).

Dyal, Carole. Advisory Committee, Northeast Document Conservation Center; Grant Reviewer, New York State Discretionary Preservation Program.

Embardo, Ellen. Member, ALA Reference and User Services Association Wilson Indexes Committee.

Franklin, Brinley. Board of Directors, NELINET; ARL Statistics and Measurement Committee.

Gillies, Nancy. Vice-Chair, Executive Board, CLA College and University Section.

Giovenale, Sharon. Chair, Medical Library Association Section Council (SC) Website Committee; SC Web Master and Liaison to MLA/Net Editorial Board; Web Developer, Medical Library Association Pharmacy and Drug Information Section.
Heckman, Jan. Member, IAMSLIC Resource Sharing Committee (1998 to present), IAMSLIC Subject Directory Taskforce (2001 to present), and IAMSLIC Web Interface Ad-Hoc Committee (2001 to present); Member and Host, IAMSLIC 2003 Conference Planning Committee.

Holmquist, Norma. Member, CLA Economic Vitality Task Force.

Kennedy, Scott. Senator, University of Connecticut Senate; Member, State of Connecticut Educational Technology Content Committee and University of Connecticut Senate Executive Committee.

Livingston, Jill. Past President, Connecticut Association of Health Sciences Librarians (CAHSL); Marketing Chair, NAHSL; Exhibits Chair, NAHSL Conference (October 2001).


Pimentel, Alice. Chair, ALA LITA/GEAC Committee and LITA/Christian Larew Scholarship Committees; Member, LITA Regional Institutes Committee.

Pittman, Betsy. Member, Society of American Archivists - College and University Archives Section, Congressional Records Roundtable, and Electronic Records Section; Member, NEA Education Committee.

Rudnick, Tracey. Chair, Music OCLC Users Group (MOUG) Reference Services Committee; Co-chair, NEMLA Local Arrangements and Program Committees (Storrs, CT: Fall 2001); Co-chair, NEMLA Bibliographic Instruction Committee; Member, Music Library Association Reference Performance Subcommittee; Member, MOUG Program Committee (2002 and 2003).

Smith, Laura Katz. Co-Chair, ACEP; Member, NEA Program Committee (Fall 2002).

Sunday, Deborah Stansbury. Co-Chair, Library Administration and Management Association Union Relations for Managers Discussion Group; Member, Council of Connecticut Academic Library Directors (CCALD) Nominations Committee.

Uricchio, William. Member, ACEP.


Wilkes, Tom. Gubernatorial Appointment, Connecticut State Historical Records Advisory Board; Chair, Human Rights Semester Committee; Editorial Board, University of Connecticut 125th Anniversary Committee; Board Member, Connecticut Coordinator Committee for the Promotion of History; Board Member, Roper Center for Public Polling.

Withers, Rutherford. Vice President/Present-Elect, NEA; Member, ALA Society of American Archivists Archives Relations Committee.

Young, Michael. Organizer and Leader, Charleston Conference Preconference (Charleston, SC: October 30, 2001); Member, ALA Association for Library Collections & Technical Services Library, Publisher and Vendor Relations Committee (2001-2003).