University of Arizona Libraries

INTRODUCTORY STATEMENT

This has been an extraordinary year. A considerable amount of time has been spent on budget cutting activities that were not part of our strategic plan. To get the support and understanding for the budget cuts that were required, we used an elaborate process that involved a team of staff and library faculty and the gathering of feedback from the entire staff at selected intervals. Our process was framed by the requirement that all cuts be made with the University's goals in mind and within the framework of "What do the Libraries and the Center for Creative Photography have to be doing in three to five years to successfully contribute to the University's goals and what does that mean we have to do now?" We also kept our values in mind: customer focus, continual improvement, diversity, flexibility, and integrity. Further, we kept our promise to staff that we would maintain the staff's ability to continually learn (travel, workshops), to have the necessary equipment and supplies to perform their work, and to receive rewards (merit) for their work. In spite of cutting over $800,000, reallocating $300,000, eliminating 22 positions, and holding many positions open to ensure no layoffs were necessary, the University Libraries did achieve a budget plan that met these requirements and allowed us to make significant progress on our goals.

This report spans two planning cycles, as the University Libraries have not changed to a calendar year cycle yet. Both plans use the same goals and outcome measures, which were determined using feedback from the Libraries' primary users: faculty, graduate and undergraduate students. Tools such as LibQUAL+ (described in Plan Outcomes) have allowed us to get an accurate picture of what our users want and how well they feel we are providing the services they need. For all goals and outcomes, we have strategic activities we are pursuing and these are described in the Plan Outcomes and the Planning Goals sections. For some outcomes, we have established performance standards and have begun to measure ourselves against these. For others, we are still trying to develop the standards and/or the measures that will tell us if we are achieving our standards. There are some projects that are still in process and as a result, their outcomes cannot yet be measured.

Many of the activities we have undertaken as part of our plan recognize the need to continue to create systems that allow users to be as self-sufficient as possible and that eliminate, or at least streamline, some staff work. Several of the projects—Arizona Atlas, Scholar's Portal, Virtual Reference Service, document delivery services—have been made possible through grants and/or gifts and when they are completed they will greatly improve service and make finding information much easier.

The Libraries' External Relations team was highly successful in its development and outreach activities, surpassing the Libraries' Campaign Arizona goal of six million dollars in support of our ability to further the University's goals. A large percentage

(85%) of the development totals in 2002, however, were non-cash donations; primarily photography collections given to the Center for Creative Photography. These collections will greatly enrich the archives at CCP and fortify our standing as an international repository for the masters of the art of photography. They do not, however, alleviate the current budget situation. Nevertheless, in the past year we were able to bring in over one million dollars in cash donations, establishing six new endowments in the process. These endowments, however, build toward the future and do not alleviate our short-term situation.

By any measure, the Information Commons (IC) has been a stunning success in enhancing student learning. Across the University Libraries, we trained staff and restructured priorities to support the IC and the Integrated Learning Center, in general. The learning partnerships between librarians and faculty have also increased the effectiveness of the educational programs of the University. This is an area where the Libraries and CCP are extremely active compared to peers.

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PLAN OUTCOMES

Listed below are the stated goals and areas of significant progress toward their achievement.

GOAL 1
To improve the Libraries' technological systems and processes that enable customers to identify and quickly obtain electronically customized information in a seamless, anytime, anywhere, unmediated transaction and to ensure the availability of resources that meet our customers' needs.

Information Commons
We opened the Information Commons (IC) on January 3, 2002 and customers quickly found their way to the new location of Reference Services and 200 multi-purpose computers. They had access to the Sabio Information Gateway, email and the internet and a large number of productivity and creativity software, scanners, and printers. When classes started for the Spring semester, the nearly 30,000 square feet of space was often full. Our customer sampling count from March to May averaged 229 and from September to December averaged 214, which included counts for the lower hours of early mornings (1:00 a.m.-6:00 a.m.).

Our goal of creating an environment conducive to collaboration was successful with groups of three to six students often clustered around a computer as project due dates approached. The group break out rooms were rarely empty and these spaces were sought after for group study sessions with students using laptops, network data connections and white boards.

Over the intersession, we added twenty more PCs and five more Macs, in response to the call for more computers. Additionally, as finals grew near in December, we staffed and opened the 50 computer IC Electronic Classroom to student access in the afternoons and evenings to ease the lines of students waiting to find a computer not in use.

The Systems team and other teams in the Library worked each semester to improve access to the software by creating a more stable and secure environment that required less intervention and problem resolution. This has allowed us to spend more time on helping students with their access and use of information and less time fixing computer problems.

Digital Library Initiatives

The Library delivers library services to distance users, including online access to course materials and some desktop delivery of journals.

The Libraries transferred 32 full length books to a web-format, documenting Arizona history and culture. Many of these books are historic books in their original format are fragile and only available through UA Libraries' Special Collections.

The *Arizona Electronic Atlas*, a project to create a dynamic web-based interactive state atlas, was started in 2002 with the support of a grant from the Institute of Museum and Library Services. This atlas will integrate environmental, economic and demographic data to create maps. Information that will be included in the atlas includes hydrologic and environmental data, economic and industrial data, demographic data and crime statistics. The Atlas will be available to everyone through the Internet and will be an invaluable teaching resource for the University, as well as for the community, at large.

In September 2002, the UA Libraries began a pilot project to develop an online depository library in partnership with the State Library, the School of Information Resources and Library Sciences, and the Government Printing Office. This project will make available Federal government information and publications in an online-only format. In this work, we are being held up as an example of how depository libraries will move into the future

The Libraries continue to support and expand the following digital initiatives, as well:

- *Journal of Insect Science.* (Initiated 2001)
  The *Journal of Insect Science* is a free, online journal published by the University of Arizona Library and edited by Professor Henry Hagedorn, Entomology. *JIS* publishes papers in all aspects of the biology of insects and other arthropods from the molecular to the ecological. Our guiding principle is that academic institutions should be involved in publishing scholarly work with as few impediments as possible to free access to information. Individual authors retain copyright in their articles. Articles are presented in HTML and PDF formats.
- *Books of the Southwest.* (Initiated 1996)
  In 1996, the Library began presenting on the Web full-length books and pamphlets documenting Arizona and southwest history and culture. Many of these items are fragile, and, prior to their online appearance, only available through an in-person visit to the Library's Special Collections department. The texts of these first titles were converted directly to HTML, and, together with their images, put on the web in a design that approximated the look and feel of the original book.
- *The Tree of Life Web Project.* (Initiated 2000)
  The Tree of Life Web Project is a collaborative project, produced by biologists from around the world, containing information about the diversity of organisms on Earth, their history, and characteristics. The information is linked together in the form of the evolutionary tree that connects all organisms to each other. Funding for this project comes from National Science Foundation Grant.
- *Arizona Sonora Documents.* (Initiated 2000)
  This project will digitize and make available on the Web fragile, endangered materials from Arizona and northern Mexico from the period of 1820-1910. Funding for the project comes from an Institute for Museum and Library Services grant. At present, all of the materials have been scanned and they have descriptive metadata. We are now in the process of loading them into the

CONTENTdm database structure. The final phase will involve creating web interfaces for the project and the individual collections within it.

- *Agriculture Network Information Center*
  In partnership with the College of Agriculture and Life Sciences, the UA Libraries hosted the Agricultural Network Information Center (AgNIC) Western Regional Rangelands Workshop in March 2002. This meeting brought together rangeland extension specialists and librarians from 13 land-grant universities to discuss concepts and models for cooperative development of a regional Western Rangelands initiative. In July 2002, the UA AgNIC Rangelands team was awarded a grant from the Agricultural Distance Education Consortium to support the creation an Arizona Rangelands website containing information on issues surrounding public lands, wildlife management, endangered species, wildfire management, forest ecology, water quality and conservation, mining, etc. The increased availability of rangelands information by means of this regional system will directly enhance the ability of people living, working, and interested in Arizona and western states to respond to environmental concerns and issues related to rangelands that are key to life and livelihoods in the western United States.

Scholar's Portal

The library is participating in a three-year project, Scholar's Portal, with six members of the prestigious Association for Research Libraries. Scholars Portal is a powerful, flexible, customizable gateway that will provide integrated access to diverse types of information. The goal of the project is to collaboratively develop a suite of scholarly productivity tools and services designed to facilitate an academic user's need to discover, access, integrate, manipulate, exploit and explore the academic content universe. We are currently in the first phase where the focus is on information discovery and access. The information discovery will be done by configuring a single-search interface to scholarly information. To accomplish this, we are in the process of collaboratively selecting and configuring information with our ARL partners. Each resource can take from days to weeks to configure in this system and our library alone has approximately 400 resources that should be included. Access to information requires that all of our information delivery systems work in an integrated manner. We are currently in the process of integrating our commercial content providers, the catalog, document delivery and Interlibrary loan so that the user can have seamless access to information regardless of its source. Scholars Portal is pushing us to use standards throughout all of our information access systems. When fully implemented it will allow users to personalize library access, customize online services and provide easier remote access. The *Scholar's Portal* Project was launched on May 1, 2002.

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<u>**GOAL 2**</u>
To improve the Libraries' ability to design and implement learning processes that enable our customers to obtain, evaluate and integrate needed information into their research and learning.

Information Literacy
An important component of this goal is the Libraries' Information Literacy programs. Information literacy, as defined by the Association of College and Research Libraries, is a set of abilities requiring individuals to "recognize when information is needed and have the ability to locate, evaluate, and use effectively the needed information."

Information literacy forms the basis for lifelong learning. It is common to all disciplines, to all learning environments, and to all levels of education. It enables learners to master content and extend their investigations, become more self-directed, and assume greater control over their own learning. An information literate student is able to:

- Identify the assignment and the scope of information needed;
- Choose a research topic and formulate a focus;
- Create and implement a search strategy;
- Select appropriate tools for the different information needs;
- Apply criteria for evaluating information and select information that supports the research.

In 2001-2002, 8,268 students were reached through the information literacy programs. Of those students, 7,355 were undergraduates.

Virtual/Chat Reference
In 2002, the Library purchased VRL (Virtual Reference Librarian) software from Docutek Information Systems, Inc. This program has enabled us to initiate a pilot program providing an instant messaging/chat reference service to enhance our existing on-site and email reference services. The service, called "Ask a Librarian," allows students to ask questions and receive research assistance in a real-time, instant messaging environment. In the fall, this service was offered 28 hours per week; it has since been expanded to 42 hours per week. We are monitoring the service closely to establish how and when our students use it. With the addition of this service, we hope to better serve not only the local campus, but also our distance students and students at the UA South Campus.

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<u>**GOAL 3**</u>
To improve the Libraries' infrastructure so that we have the ability to learn, change and communicate in order to be accountable to our external and internal customers

Information Systems
The following projects were either begun or were underway during 2002:
- III Millennium: The catalog has been upgraded to streamline workflows and integrate with our web access services.
- Authentication: We are transitioning the systems within the library including the catalog, proxy server, Virtual Reference, Interlibrary Loan and Scholars Portal to a common authentication method.
- Holdings: We are collaborating with AHSL to provide an integrated list of our holdings. This will provide customers with seamless access to information. This integrated list is in a format that is usable by Scholars Portal.
- Interlibrary Loan: We are in the process of upgrading the software used in Interlibrary Loan. The software will provide many benefits for workflow in interlibrary loan and it will be able to be integrated with Scholars Portal.
- Electronic Delivery Access: We are in the process of doing a complete analysis of the processes and systems that provide access to documents. The purpose of this project is to simplify processes, reduce overlap in processes and reduce the number of systems required to support the work. This analysis should result in the integration of Interlibrary Loan, Electronic Reserves and Document Delivery.
- We have developed a 5-year IT plan and a computer refresh plan.
- We have moved improved our management of public computers and reduced downtime. Several new processes are in place to improve management including a quarterly software upgrade for public computers and the installation that completely resets the computer with each reboot.

LibQUAL+™
For the third year in a row, the Main Library participated in the LibQUAL+™ service quality assessment project sponsored by Association of Research Libraries. This project uses a web-based evaluation tool that measures library users' perceptions of service quality based on gaps between desired, perceived, and minimum expectations of service. The survey protocol measures service quality in four areas: Affect of Service, Library as place, Personal control, and Access to information.

Five thousand members of the campus community were invited to take part: 2,000 undergraduates, 1,000 graduate students, 1,000 faculty, and 1,000 staff. From those invited, we received 776 completed responses. Although this 15.5% response rate may seem low, the respondents were distributed across the various colleges on campus in the same ratio that the campus population is distributed. Further, the demographics of the respondents match the demographics of the campus population. Thus the results reflected a representative sampling of the University community.

The survey questionnaire has evolved over the three years of its development. However, it is becoming a stable source for identifying trends. With the opening of the Information Commons in 2002, campus ratings of the "Library as a place" went up from an average of 5.48 in 2001 to 6.39 in 2002 on a 9 point scale. Smaller gains were seen in ratings for the quality of personal interactions with library staff and for the quality of access to information. As in previous years, the most important factor for campus library users continues to be their ability to identify and find information on their own. This factor was also the library's highest rated factor for customer satisfaction at an average of 6.95 on a 9 point scale.

Library Consortia
By engaging in consortial agreements with the libraries at ASU and NAU, the UA Library was able to provide access to an additional $2,343,000 worth of journal titles that would not have otherwise have been available to our users. We are working with the Greater Western Library Alliance to try to expand our leveraged buying.

We have saved $70,000 per year and decreased delivery time of interlibrary loan materials by working with a consortium of libraries. We are trying to expand this consortium to increase our access to materials. We will have to expend some funds on a one time basis to purchase new hardware and software and we are investigating this option.

Main Library, 5th floor renovation
This renovation added 23,000 feet of workspace housing the Library Information Systems Team, Technical Services Team, Digital Library Initiatives Group, and sections of the Financial and Administrative Support Team, with room for staff processing and digitizing of materials and management of the Library's technical systems.

Re-Shelving
Over the past year the Library has shifted book collections in 6 out of the 8 pods, or book stack areas, in the Main Library to alleviate crowded shelving conditions. This represents the physical relocation of approximately 23 miles of books, most within the same pod but some even between floors. On some of these pods, the shelves were so tightly packed with books that new books could not be shelved there. The resulting piles of books on top of other books or of books on the floor made it difficult for Library customers to find and user their information sources. After the shifting, the shelves should have approximately the same amount of empty space on them for incoming books.

Bookends Café
The Bookends Café was opened in April 2002, in cooperation with the Student Union. This facility provides a place for students and faculty to meet, socialize and exchange ideas. With seating for approximately 100, the Café offerings include deli sandwiches, bakery items, beverages and convenience store items including groceries and dry goods.

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A portion of all profits from the Café go into the Libraries' budget. This is a great example of cooperation, collaboration, and entrepreneurship.

University of Arizona Libraries

Diversity

Diversity is woven into the fabric of our structure. It is one of our core values, part of our strategic plan, and a part of our merit evaluation system. Diversity in our environment embraces the acceptance of a multiplicity of cultural heritages, lifestyles and worldviews. It acknowledges the elimination of discrimination and the acceptance of difference. All staff and customers are treated with respect and dignity, regardless of status. Within the Library, diversity is both an organizational and a service imperative.

This past year, the Libraries hired 29 new employees, of which nine were affirmative hires. As an organization, the Library is working to improve the representation of people of color in all job classifications. As a team based organization, diversity among the staff, brings new perspectives to our work, increases our creativity and causes us to question outmoded assumptions. Currently, one third of the professional and classified staff are members of a minority group. This staff is needed not just to diversify our workforce, although this in itself is a critical goal, but because our increasingly diverse clientele requires that a broad range of viewpoints be voiced in decisions affecting our programs and services. In today's university, diversity is not just a social good, but a practical, effective way to customize our service to our widening array of constituencies.

By its very nature, the Library embodies the concept of diversity. Intellectual freedom and access to information, the keystones of librarianship, combined with the Center for Creative Photography's commitment to the principles of artistic and intellectual freedom are the foundation for our acceptance of the full spectrum of ideas and perspectives. Our collections and services must reflect the breadth of human experience from many orientations. It follows that our staff and services must also reflect these principles if we are to create a quality, meaningful intellectual environment for students, faculty, staff and the people of Arizona.

The Library's team leaders meet on a regular basis to discuss topics that are beyond the day-to-day operational issues and policies. Over the last year this group has had significant discussions on diversity in our organization. These discussions addressed the Library's Diversity Statement and more recently, how we are going to implement the University's Diversity Action Plan within our organization.

Particular accomplishments in the area of diversity in the past year included:

Knowledge River
The UA Library is working with the School of Information Resources and Library Sciences to implement the Knowledge River program. Knowledge River is a center for the study of information resources and technology issues related to American Indians and Hispanics.

Peer Information Counseling

The Libraries continue to support the Peer Information Counseling (PIC) program. The program was initiated in 1993 in response to the discovery that many minority and international students found the library overwhelming and usually went, instead, to one of four student cultural centers on campus or the very crowded International Student Affairs Center to do research. In response, the Libraries now recruit undergraduate minority and international students and provide them with training in information literacy, basic library research skills and technology skills. The PIC program participants work at the Library reference desk, as well as with the cultural centers and International Student Affairs Center, assisting fellow students with their academic research and technology questions. This program has produced an increase in the number of minority students using the Libraries for their information needs.

SABIO

SABIO, a two-year residency program for minority librarians who are recent graduates of accredited library school programs, will end its second year in June. Five librarians participated and have contributed a variety of experience and cultural diversity to our staff. One of these residents applied for a position in the library on the Fine Arts/Humanities team and was offered the position which will take effect July 1, 2003. In evaluating the success of the program over the last two years, we found that residents' status (somewhere between regular librarians and temporary employees) caused confusion and a less than satisfactory experience for some. In order to continue to offer library learning experiences to minority professionals, we are converting the residency program into a student intern program. Using the same fund source, we will be able to offer up to six internships to library science students in one year.

The Arizona-Sonora Documents Online

An ongoing project of the Digitial Libraries Initiative Group is The Arizona-Sonora Documents Online, a project to digitize original materials concerning Spanish-speaking peoples of Northwest Mexico and Arizona from approximately 1820-1910. Partners in this project include the Arizona Historical Society, Tucson-Pima Public Library and Arizona State Library. Once online, this repository will provide research value for families, scholars, governmental agencies, and tribal entities. Mexican Americans, in particular, will be greatly assisted as they attempt to discover familial history, including business and political activities that greatly affected their ancestors. The Web sites will be easy to navigate and will allow a variety of audiences. K-12 students to scholars will find one of a kind information on the history and relationships of Mexico and the United States—relationships that continue to be intense and familial.

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Publications

UA Libraries' Special Collections publish the second title in its Monographs series, *Louis Carlos Bernal: Barrios*, featuring more than eighty photographs of barrio life and essays in both Spanish and English. Bernal is known internationally as a photographer who captured the essence of Mexican American life and this book presents an intimate look into the character and spirit of the Hispanic culture in this country.

Exhibitions

Americanos: Latino Life in the United States, a presentation of 120 photographs by thirty of the nation's top photojournalists, was on display at the Center for Creative Photography from December 3, 2002 through March 2, 2003. This exhibition offered an extraordinary view of the breadth and variety of the Latino experience. In conjunction with this exhibition, nine public programs ranging from artist's talks to a panel discussion, as well as a Community Day Celebration, were held.

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CURRENT PROFILE
January, 2003

Library Mission

To promote life-long learning skills and continuous educational achievement, the University of Arizona Library is dedicated to meeting the diverse education and research needs of students, faculty, staff and other customers in an environment of free and open inquiry and with a commitment to excellence.

Strengths

- Demonstrated ability to strategically expend information budget through consortia buying.
- Information Commons.
- Increased fundraising.
- Intelligent, innovative, hard-working, diverse staff.
- Commitment to fostering and supporting diversity.
- Commitment to access to information and providing users with the expertise to use the library and its resources.
- The information access budget has been held harmless from budget cuts.
- Unique digitized collections.
- National leaders in organizational development, scholarly communication advocacy, and service innovations.
- Center for Creative Photography is an internationally renowned archive, museum, and research institution.
- Strategic planning and budgeting processes.
- Competitive starting salaries for all librarian ranks.
- Learning Organization focus offers stimulating environment and learning opportunities.

Weaknesses

- Security for staff and physical spaces.
- Space for print materials.
- Lack of renewal of existing space (e.g., Science-Engineering Library).
- Lack of needed skills within current staff to support computer systems.
- Marketing of products and services needs to be expanded.
- Pay structures and compensation programs need to be examined to provide innovative ways to recruit and retain high level staff.
- 8% of total staff members are eligible for retirement within the next two years; 18% of total staff members are eligible for early retirement.

Opportunities
- Focused Excellence will allow the library to concentrate on products and services that will help the university move forward.
- Development of seamless access through development of Scholars Portal.
- Expansion of document delivery services.
- Virtual reference services for remote users.
- Installation of compact shelving can increase collection storage capacities.
- Removal of print collections that are accessed electronically will help reduce collection densities.
- Growth of institutional repositories (DSpace) can enhance access to the intellectual assets of faculty scholarship.
- Development of a prototype Libratory, combining services of Music, Photography, and Architecture libraries.
- Recruitment of Associate Dean will provide focused attention on internal organizational and personnel issues.
- Funding opportunities through government and private sources.
- Revenue generation through document delivery, rights and reproductions, Bookend Café.

Threats
- Uncertainty of state financial support.
- Continued increase in information costs at two to three times the CPI.
- Fair use is being threatened by legislation, case law, technology protection measures, and common practice.
- Limited funds for training and staff development reduce opportunities for career staff to move into new work.
- Funds for retention raises/career progression may be scarce or may affect the salary/position base budget.
- Library's role in reference/research services is being usurped by commercial Web sites.
- Budget to refresh computer hardware is inadequate.
- Lack of campus-wide uniform technology standards.
- Closing of campus computer labs has placed more expectations on services from the Library.
- Proposed closure of SIRLS impacts potential source of librarians and actual source of graduate assistants.
- Educational trend towards collaboration causes demand for additional group-study areas in buildings where space is limited.

University of Arizona Libraries

Contributions to the general education program

Information Literacy
The following information was included in the Libraries' report to the Provost on Outcomes Assessment. It is an important key to the Libraries' work with general education, however, and is included again here:

	FY00-01 Actual	FY01-02 Actual	FY02-03 Projected
General Education courses that have information literacy components and include one or more learning outcome assessments:	90	126	110
All other non-General Education classes for UA students that have information literacy components and include one or more learning outcome assessments:	24	165	34[‡]
Partnerships* with faculty that impact course content to include information literacy components:	116	207	136

*Partnerships are defined as courses or other instructional opportunities that incorporate information literacy skills as a result of the collaboration of librarians and faculty in development of the curriculum. The UA Main Campus Strategic Plan sets a goal of 85 partnerships for both 2002 and 2003.

[‡]This past fiscal year, we exceeded our projections and expect that trend to continue. Projections are in the process of being revised.

Innovations in teaching and use of technology

Scholarly Communications
The Library offered programs to faculty on scholarly communication issues (copyright, publishing, and intellectual property). In March 2002 over 100 faculty members attended a session on "Managing Copyright in a Digital Environment" in collaboration with the UA Attorney's Office. Editors' Roundtables were established to engage faculty who are editors of journals in discussions on issues of common interest, such as peer review in the electronic environment.

University of Arizona Libraries

PLANNING GOALS
2002-2003

a) Unit's Strategic Plan

Following are some specific programs and plans that will be of particular focus in 2003.

Goal 1 (Improve Libraries' technological systems and processes)

Scholar's Portal
This project went live on the UA Libraries' Website on January 15, 2003. Still in development, the Libraries' plan to get feedback from user about features and services they find useful. Work is also being done to add more databases to the network so that information searches become even more extensive and effective. The second release of an updated version is planned for May/June 2003 to replace the current gateway.

Goal 2 (Improve Libraries' ability to design and implement learning processes)

Information Literacy
The information literacy team conducted a survey of the Gen Ed syllabi available on the Internet in Fall of 2002. The goal of the survey was to determine the state of information literacy integration into the Gen Ed curriculum and also to identify faculty who had well developed information literacy outcomes and assignments. The results of the survey will be used to develop a proposal to the General Education Committee for information literacy outcomes in the Gen Ed curriculum.

The University of Arizona Libraries will be participating in an assessment program in development at Kent State University titled Standardized Assessment of Information Literacy Skills (SAILS). This program intends to develop a compilation of questions that can be used randomly to measure students' information literacy skills upon both entering the university and at graduation. Development and utilization of this assessment tool will enable our libraries to not only measure our own effectiveness, but also to compare our success against national standards.

Goal 3 (Improve Libraries' infrastructure)

Libratory
The University Libraries have spent the last 18 months studying and improving the services, collections and spaces in the branch libraries: music, architecture, photography, CCP archives, Chinese, Japanese, Middle East, Special Collections, and Science-Engineering. With the exception of Special Collections, serious concerns were identified about services and space in all locations.

The long term solution for the Fine Arts Complex is, of course, the building of the Libratory which will bring the latest in information technology as applied to the information needs of the Fine Arts and Architecture. It will also herald the introduction of, and creation capabilities for, the technologies specific to the Fine Arts. The building will also relocate collections from the fine arts and Art Museum, as well as special collections, rare books, manuscripts, and art/art history from the Main Library. This building will also provide extra space for the CCP Archives with the removal of the Photography Library.

In 2003, the Libraries will begin to prototype the Libratory in the same manner that the Information Commons was prototyped for five years before it was built. To do so, we will:

- Consolidate services for Fine Arts, Architecture, and Photography within the facilities of the Music Library (bring all staff together in one location, as they would be in the Libratory, and begin to provide the same services as the Main Library) with expanded hours, if possible within the hours of the Music Building;
- Add new software based on what the faculty and courses are using;
- Remodel the Music Library to provide some spaces for group study (along the lines of the Information Commons);
- Add high end technology that will serve the needs of the programs in that area of the campus;
- Remove some materials to be housed in other locations, digitize music reserves and move some materials on reserve (CDs) to open stacks;
- Expand the skills of the librarians to serve a broader audience using increasingly sophisticated technology.

Express Check-out
We have eliminated staff positions in circulation and are expecting that faculty and students will use the express check out machines. In addition, we are looking at putting materials such as holds, CDs (music), interlibrary loan books, reserve materials, and audio tapes either out in the general stacks or online so that we do not have to check them out at a desk. We are also looking at limiting the number of books or faculty copies of materials including textbooks on reserve.

Fees
We have increased fees for community borrowers to partially cover the cost of serving this community.

We have increased the cost of processing dissertations and theses so that we are not subsidizing these activities.

We are looking at the cost of providing copies from CCP and Special Collections and will be instituting fees that more closely reflect our costs.

In some arenas in CCP and Special Collections, we have the right to sell reproductions for commercial and educational uses. We will be reviewing these costs and establish more market comparable fees.

Library Students
We are looking at using library school students/graduate assistants to do some work in the library/CCP eliminating staff and librarian positions. It will be an opportunity to increase the diversity pipeline as well.

Marketing
Work is currently underway to improve the Libraries' marketing of services to the members of the campus community. As a part of our mission to promote life-long learning skills, it is important that we ensure that users are aware of the full range of tools that are available for their information and research needs. To that end, we are developing standardized processes to "advertise" services and library tools to both the university and the community at large.

Purchasing/Processing
We are looking at improving our book ordering approval profiles so that we receive new books in specific areas automatically rather than having to order them one at a time. We are also implementing software that will allow librarians to identify new materials and order them directly without sending the information to our ordering department to re-key or to double check.

We have eliminated purchasing print copies of materials where we can purchase electronic copies instead.

We are not purchasing out of print books, second copies (which disadvantages undergraduates), and microfilm archival copies of journals where we have electronic copies.

We are going to look for ways to reduce the time we spend in processing foreign language materials. We may have to outsource this activity and/or move to developing resource sharing agreements with foreign libraries rather than purchasing and processing these materials ourselves. We are also looking at whether we can consolidate foreign language processing under one supervisor with students (library science and/or area study graduate students) to do processing.

Security

The Libraries and CCP have real security concerns. The Libraries are high use facilities with large numbers of campus and public users. Our Libraries maintain long schedules (24 hours/day in Main). Historically, we have had numerous incidents involving sexual misconduct, thefts of user items, vandalism, and disruptive individuals. The Main Library is a destination for a large number of homeless individuals who often create problems for staff and students. As a consequence, many Library customers and staff are uneasy about the level of security provided in the Libraries. This is especially true in the hours after normal campus business hours. We have received numerous customer comments expressing concerns about the level of security in the Libraries. The uneasy feelings have been increased due to the current terrorism incident in this country and the shooting at the College of Nursing. In an attempt to quell these concerns, we are seeking upgrades to our security measures for each Library. With the assistance of AMER-X, we have developed a plan that involves installation of duress systems for customer service points, and centrally located security camera. The duress systems will provide immediate notification of security personnel by on-duty staff if an incident occurs. The cameras should provide a deterrent to mischievous or illegal activities and greatly assist in investigation of incidents. Investigations that lead to a remedial action will also provide a deterrent affect. The result will be a higher level of security and more confidence among staff and customers.

 In the meantime, by eliminating classes in the CCP auditorium in the mornings, CCP can save $10,000-$15,000 and improve security.

Shelf Space

Space continues to be a major issue for the Libraries as we search for ways to house our growing collections within an increasingly overstocked facility. On the third floor of the Main Library, for example, where many of our social sciences materials are located, the shelves are 90% full and we have been forced to add an eighth shelf in some areas, turning some tall books on their sides to fit them in -- a practice that breaks the spines of the books and weakens their binding.

We are going to be removing print materials from the shelves that are available in electronic format. This will not only improve access time (24 x 7) and searching capability, but it will save shelve space (we have a 164,000 sq. ft. deficit which requires more staff for reshelving materials that circulate and fitting in new materials) and, long term, put off the need for additional storage capability.

Another avenue toward alleviating our space issue is compact shelving. With the Main Library Improvements Project completion, we added 22,669 linear feet of compact shelving to Special Collections. All Library spaces have been tested for ability to accept compact shelving. Each Library is able to accept significant amounts of compact shelving. We have explored the cost of compact shelving for several applications.

In the Fine Arts Branches, installing compact shelving would delay reaching maximum capacity until 2008. The approximate cost of doing so is as follows:

- Music $255,000 (compacting all existing shelving to gain 2500 linear feet);
- Architecture $56,000 (compacting all existing to gain 800 linear feet) and
- CCP $46,000 (compacting half of existing to gain 504 linear feet)

For the Main Library, the approximate cost of installing compact shelving in one pod of the Library would be more that $1.1 million. With compact shelving, however, the capacity on the 3rd floor, Pod A, would double the 15,500 linear foot current capacity.

Staff
We are reassigning staff to work on the Scholar's Portal (a gateway to the collection that allows searching across data bases without having to know what you are looking for other than the subject) to reduce staff time in reference. We want to make the libraries easy to use and find materials.

We are assigning staff to spend time on linking online full text materials to bibliographic records so that these materials are easy to find and do not require mediation from staff.

We are looking at how to develop instructional modules that are online and therefore do not require one on one staff to teach students how to find information.

We are looking at whether or not our virtual reference service can allow us to replace on site staff in our branch libraries as well as the same time serve distance students i.e. staff at a central location answer questions from all remote sites rather than staffing each site.

We will eliminate telephone renewals of materials and only do renewals online or in person.

We will begin to move only to providing notices (overdue, recall) online. If faculty and students do not provide, they will not be notified, but will be responsible for fines, etc.

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b) Development

During 2002, the Libraries were the beneficiaries of nearly four million dollars in donations. The totals are as follows:

Cash donations: $1,021,522.75
Non-cash donations: $5,616,576.74
TOTAL $6,638,099.74

Cash donations of particular note are:
- A bequest from the estate of Louise L. Rucker to the Friends of the UA Libraries of nearly $300,000.
- A donation of more than $340,000 from the Friends of Photography to establish the Ansel and Virginia Adams Endowment.
- A $75,000 donation from Joseph and Jeanette Gerber's estate to the Kenneth E. Gerber Endowment.[1]
- A $25,000 from Norman Willock to the Richard Tomey Library Technology Enhancement Endowment. [1]
- A $65,000 donation from Drs. John and Helen Schaefer to the John & Helen Schaefer Endowment for Special Library Collections.
- A $24,200 donation to the Library Staff Development Endowment from the *Living the Future 4* Conference, co-sponsored by the University of Arizona Libraries, the Association of Research Libraries and the Association of College and Research Libraries.

In-kind donations of particular note include:
- A bequest from the estate of Ilse Bing Wolff of over 16,500 photographic prints, 64 albums and 70 collages by Ilse Bing valued at $2,730,000.
- A donation of computers for the Information Commons from Gateway totaling over $56,000.
- A donation of photographic negatives of Brett Weston for the Brett Weston Archive at the Center for Creative Photography valued at over $2,000,000.
- Three separate donations of prints by photographer Ralph Gibson valued at a combined total of $280,000.
- A donation of the books and papers of Mary Cuddihy for Special Collections valued at $30,000.
- A donation of pre-Colombian artifacts from Peru and Post-Colombian artifacts from Venezuela from the estate of Dr. Arnulfo Trejo valued at $20,200.

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[1] Note: Although these donations were made in 2002, they do not show up in UA Foundation reports until 2003, due to Campaign Arizona holding period of one year.

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The following library endowments established during 2002:

- Ansel and Virginia Adams Endowment
- Martin A. and Marjorie J. Grove Family and Children Library Endowment
- Jacquie and Jim McNulty Library Endowment
- Mary-Margaret Raymond Endowment
- W. David Laird and Helen Ingram Library Fund
- William J. Wolfe Music Library Fund

c) Diversity

The Library considers achieving diversity as an on-going process, with regular assessment to determine how we can improve services and the climate for all Library customers. In the coming year, we are committed to continuing our aggressive recruitment activities and hiring in all job classifications to maintain the gains we have made in diversifying the staff. To accomplish these goals, we are:

- Focusing on ways to improve our retention of minority professional staff through our professional development and continuing education opportunities.
- Providing training for staff as part of our continuing series of diversity training on the topic of tolerance.
- Continually reassessing library collections and services in view of the adjustments that might be necessary to support University diversity initiatives and the research interests of faculty of color, those studying gender or sexual orientation, and other related topics that increase scholarship from diverse perspectives.
- Improving staff's mentoring skills by providing a mentor training workshop and involving all interested librarians of color in a structured mentor program.
- Expanded our activities to recruit diverse pools of candidates, both for librarian and classified staff positions.
- Continuing our long-time Peer Information Counseling program, which does outreach to minority undergraduates, assisting them with orientation and training on the uses of libraries and high tech information resources.
- Maintaining our close partnership with the School of Information Resources and Library Science's Knowledge River initiative by identifying potential opportunities such as the newly funded Udall Associates (internships within the Library for Hispanic and Native American Knowledge River students to study archives and special collection librarianship), and the use of library staff to help develop some of the new Knowledge River courses.
- We have filled the position of Diversity Outreach Librarian and the new staff member will join the library undergraduate services team in March of 2003. This librarian will work with faculty of color in utilization of Library resources, develop activities and programs that support the community's access to Library resources, and coordinate outreach and collaboration with area schools and libraries.

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CONCLUSION

This year, like many others, has stretched our creativity and our ability to make hard decisions. Yet hard decisions we have made. I am very proud of the staff and the work they have done on behalf of the University and its goals. It is now imperative that the University find ways to add support for the Libraries.

One interesting snapshot of the current situation at the UA Libraries comes from the Association of Research Libraries (ARL). This organization compiles a national index of research libraries, ranking peer institutions according to the number of volumes owned, the number of volumes added annually, the number of current serials, total library expenditures and total number of professional plus support staff. For the fifteen years in which ARL has measured research libraries by these criteria, the University of Arizona has steadily fallen in the rankings, from 23rd in 1986 to 31st in 2001. Although, the UA Libraries' collections are comparable to other research institutions, other factors such as our dwindling staff and serial holdings put us on a lower rung of the ladder, nationally. Given the current financial situation in the state of Arizona, it can be expected that our standing among our peer institutions will continue to slip in the next few years. Closer to home, Arizona State University is expected to surpass the University of Arizona in these rankings in the near future.

Major issues for the next year include the space deficits in the library (167,000 square feet now; 223,000 in 2010), the need for better security in our library facilities, and the need for additional dollars for the materials budget. The University Libraries are removing print where duplicated from the shelves, buying digital copies when available instead of print, and restricting services in the Photography and Architecture libraries in order to deal with space and funding deficits. Arrangements are being made to pool staffing in the Music Library to serve the west end of campus and to begin the planning and service development necessary for the Fine Arts Library (Libratory). It is imperative that planning move ahead for the new library and that the campus establish this library as a campus priority.

Security, in light of the October 2002 events in the College of Nursing, and subsequently the Main Library, has been assessed in all the libraries and basic security cameras and duress buttons identified to meet the need. This will cost $112,000 in one-time money. This money must be found, especially since staffing has been so drastically reduced at public desks.

The Center for Creative Photography will take a prominent place in the focus of the Libraries in the year ahead. It is expected that a new Director will be in place by mid-year and staff time and resources will be spent integrating that person into the University community and establishment. CCP will need to develop a new strategic plan that

incorporates the new Director's goals and objectives and the work of the staff may need to change accordingly to support new directions.

Finally, the University Libraries have gone one year without a materials (information) budget increase. We stayed within this current budget only by cutting a few chemistry journals, reducing book purchases, reducing binding, eliminating the purchase of archival copies of microfilm for journals, eliminating the purchase of out of print books, eliminating print copies of journals in electronic format, and eliminating the purchase of microform sets of materials. These reductions have most heavily impacted the social sciences and humanities and with inflation at 6-8 % for next year, it is imperative that we avoid serials reductions that will impact the sciences most heavily. We must also restore some of the reductions made in purchases for the social sciences and humanities. Additionally, we need to continue our own conversion of our collections to digital format. Altogether, this means that the University Libraries need a minimum base budget addition of $700,000 for 2003/04.

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STAFF ACCOMPLISHMENTS

MIDHAT ABRAHAM
Presentations:
"Global Resources Sharing Is the Way of the Future," Middle East Librarians Assocation, Washington, DC, November 22, 2002.

Recognition:
Center for Middle Eastern Studies supported travel to the Middle East to purchase books. Met with academic librarians in Egypt, Lebanon and Syria to discuss the establishment of a Global Resources Sharing program for Middle East materials.

Service:
- Executive Board of the Middle East Microfilm Project.
- Library Faculty Assembly Representative to Library Staff Association.

BARBARA ALLEN
Publications:
(with Janet Fore and Carla Stoffle) "Advancing Learning Through Assessment: The Instructional Librarian, The Library and Instructional Spaces," *First impressions, lasting impact : introducing the first-year student to the academic library: papers presented at the 28th National LEOX Library Instruction Conference held in Ypsilanti, Michigan, 19-20 May 2000*, Ann Arbor: Pierian Press, 2002.

BOBBIE ATCHISON
Presentations:
see Presentations from *Living the Future 4* Conference.

PATRICIA BALLESTEROS
Presentations:
see Presentations from *Living the Future 4* Conference.

LAURA BENDER
Presentations:
(with Marda Johnson) "The Keystone Principles, Creation and Influence," LIBER Annual Conference, Graz, Austria, July 2002.

LIZ BEZANSON
Presentations:
see Presentations from *Living the Future 4* Conference.

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STEVE BOSCH
Presentations:

"Report of the Center For Research Libraries / Greater Western Library Alliance Working Group For Quantitative Evaluation Of Cooperative Collection Development Projects," The New Dynamics & Economics Of Cooperative Collection Development Conference hosted by the Center For Research Libraries and ARL, Atlanta. GA, November 2002.

"Measuring the New Measures: What are the Implications for Collection Management," American Library Association Annual Conference, Atlanta, Georgia, June 2002.

"No Longer an Orphan: Incorporating the Electronic Collection into the Whole - Developing Electronic and Print Resources in an Environment of Static Funding," American Library Association Annual Conference, Atlanta, Georgia, June 2002.

"Consortia Today - Sharing Resources and Beyond". Program presented at Arizona Library Association / Mountain Plains Library Association Annual Conference, Phoenix, AZ, December, 2001.

Service
- Member of American Library Association's (ALA) Association for Collections and Technical Services (ALCTS) Chief Collection Development Officers of Large Academic Libraries Discussion Group.
- Member of ALA ALCTS Acquisitions Organization and Management Committee.
- Member of ALA ALCTS CMDS Quantitative Measures for Collection Management Committee.
- Member of Marcel Dekker Publishers Advisory Board.
- Chair of The Center For Research Libraries Workgroup To Establish Quantitative Measures to Evaluate The Benefits Of Cooperative Collection Development Projects.
- Member of ALA ALCTS/American Association of Publishers Committee
- Member of Greater Western Library Alliance Collection Development Committee
- Consultant, ALA ALCTS Library Materials Price Index Committee.
- NewsBank Advisory Board.
- Member of Arizona University Library Council's Committee for the Cooperative Purchase of Electronic Information.
- Member of Association for Research Libraries Statistics Liaison Group.

MARIANNE BRACKE
Presentations:

see Presentations from *Living the Future 4* Conference.

(with Elena Berman and Louise Greenfield) "From Big Ideas to Concrete Steps to Big Ideas." Loex-of-the-West. Eugene, OR, June 27, 2002.

(with Paul Bracke) "Search Engine as Science Reference Tool." Poster Session. American Library Association Annual Conference, Atlanta, June 2002.

MARIANNE BRACKE (cont.)

Publications:

(with Diane Gwamanda) "Document Delivery by Individual Selectors," *The Journal of Interlibrary Loan, Document Delivery & Information Supply*. Vol. 12 (4) 2002

Recognition:

American Distance Education Consortium Agricultural Telecommunications Program Grant, Co-PI, $50,000; Project Name: "Advanced Web Delivery of Rangelands and Natural Resources Information"

Service:

- Association of College and Research Libraries, Instruction Section, Emerging Technologies in Instruction Committee
- Association of College and Research Libraries, Science and Technology Section, Oberly Award for Bibliography in the Agricultural Sciences

JOSEPH BREWER

Presentations:

see Presentations from *Living the Future 4* Conference.

Service:

Dean's Advisory Council for Extended University.

MICHAEL BREWER

Publications:

see Presentations from *Living the Future 4* Conference.

"Using JAKE: A Guide for the Slavic Specialist," *Slavic and East European Information Resources,* vol. 3, no. 4, 2002, pages 79-84.

LESLIE CALMES

Presentations:

"Through the Loupe: The Garry Winogrand Archive," Society for Photographic Education, Las Vegas, Nevada, March 2002.

LORI CRITZ

Presentations:

see Presentations from *Living the Future 4* Conference.

(with Laurie Eagleson) "The University of Arizona Integrated Learning Center: The "Hole" Story, Then and Now," Music Library Association Annual Conference, Mountain-Plains Chapter, Las Cruces, NM, May 17, 2002.

LORI CRITZ (cont.)

Recognition:

"Best of Chapter" papers (one of two), "The University of Arizona Integrated Learning Center: The "Hole" Story, Then and Now," Music Library Association Annual Conference, Mountain-Plains Chapter, Las Cruces, NM, May 2002.

JAN DAVIS

Presentations:

see Presentations from *Living the Future 4* Conference.

RUTH DICKSTEIN

Presentations:

see Presentations from *Living the Future 4* Conference.

(with Paul J. Bracke) "Web Tutorials And Scalable Instruction: Testing The Waters," Loex-of-the-West, Eugene, Oregon, June 28, 2002.

(with Robyn Huff-Eibl and Vicki Mills) "Scaling Tall Mountains and Crossing the Great Divide: Developing and Administering Staff Training for the University of Arizona Information Commons," Arizona Library Association Conference, Phoenix, Arizona, December 5, 2002.

"Working with Faculty." 2nd Annual Information Literacy in Academic Libraries Conference. Augustana College University, Camrose, Alberta, Canada, December 9, 2002.

Publications:

(with Paul J. Bracke) "Web Tutorials And Scalable Instruction: Testing The Waters," *Reference Services Review* 30 (4): 330-337, 2002.

"Electronic Resources for Global-Local Teaching and Research," *Encompassing Gender: Integrating International Studies and Women's Studies*. New York: Feminist Press, 2002

Service:

· External Reviewer for National Research Council, *Preparing for the Revolution: Information Technology and the Future of the Research University.* Washington, D.C.: National Academy Press, 2002
· College of Social and Behavioral Sciences ad hoc committee to write Promotion & Continuing Status Guidelines for the College.

CHRISTINE DYKGRAAF

Presentations:

"Middle East Librarianship: The State of the Art," evening lecture at SIRLS, February 21, 2002.

CHRISTINE DYKGRAAF (cont.)

Publications:

Book Review of "Palestine's Children: Returning to Haifa & Other Stories," *Middle East Studies Association Bulletin*. Vol. 35, no. 1. pp. 81-82. Summer 2001

"Metaphorical and Literal Depictions of the Desert in the Qur'an," *Arid Lands Newsletter*. Issue 50. Nov-Dec 2001.

Book Review of "The Adam of Two Edens: Poems," *MELA Notes*. No. 75-76. Fall 2002-Spring 2003.

"Middle East Librarianship: The State of the Art," *MELA Notes*. No. 75-76. Fall 2002-Spring 2003.

Internet Review of "HowStuffWorks.com," *College and Research Libraries News*. Vol. 63, No. 10. Nov. 2002.

Recognition:

Margaret Caffall Scholarship ($500) Fall 2001

M.L.S. from University of Arizona School of Information Resources and Library Science, Dec. 20, 2002

Outstanding Student Award for 2002 from UA School of Information Resources and Library Science

ADAM ENGELSGJERD

Presentations:

see Presentations from *Living the Future 4* Conference.

LAURIE EAGLESON

Presentations:

see Presentations from *Living the Future 4* Conference.

(with Lori Critz) "The University of Arizona Integrated Learning Center: The "Hole" Story, Then and Now," Music Library Association Annual Conference, Mountain-Plains Chapter, Las Cruces, NM, May 17, 2002.

Publications:

Contributing author (two articles), *Women and Music in America since 1900: An Encyclopedia*, ed. by Kristine H. Burns. Westport, Conn.: Greenwood Press, 2002.

Recognition:

"Best of Chapter" papers (one of two), "The University of Arizona Integrated Learning Center: The "Hole" Story, Then and Now," Music Library Association Annual Conference, Mountain-Plains Chapter, Las Cruces, NM, May 2002.

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MARY FEENEY
Presentations:

see Presentations from *Living the Future 4* Conference.

(with Lisa Hussey) "So You Want to Be a Librarian?: Getting the Most Out of Your Graduate Library Program Experience," Arizona Library Association, Phoenix, Arizona, December 2002.

CASS FEY
Presentations:

Panel Moderator, "The Garry Winogrand Game of Photography: A Project of the Center for Creative Photography," Society for Photographic Education National Conference, Las Vegas, 2002.

Publications:

"Judith Golden," *Original Sources: Art and Archives at the Center for Creative Photography*, Tucson: Center for Creative Photography, 2002, pp. 104-106.

"Examining Artistic Expression at the Center for Creative Photography," *A Student's Guide to First-Year Composition*, 23rd Edition, 2002-2003, University of Arizona, Needham Heights, MA: Pearson Custom Publishing, 2002.

Service:

Chair, Art Museum Image Consortium Organization (AMICO), Use and Users Committee, 2002.

JANET FORE
Publications:

(with Barbara Allen and Carla Stoffle) "Advancing Learning Through Assessment: The Instructional Librarian, The Library and Instructional Spaces," *First impressions, lasting impact : introducing the first-year student to the academic library: papers presented at the 28th National LEOX Library Instruction Conference held in Ypsilanti, Michigan, 19-20 May 2000*, Ann Arbor: Pierian Press, 2002.

JEREMY FRUMKIN
Presentations:

"Digital Library Architecture: Evolving Through Open Source," Invited presentation for the American Society for Information Science and Technology's Annual Conference's program, *Open Sourcing the Digital Library: Tools & Infrastructure*, Philadelphia, Pennsylvania, Nov. 2002.

Open Source Software Interest Group, pre-conference workshop, American Library Association Annual Conference, Atlanta, June 2002.

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JEREMY FRUMKIN (cont.)

Publications:

(with Wally Grotophorst) "OSCR: Open Source Software and Electronic Reserves," *Managing Electronic Reserves* (edited by Jeff Rosendale), American Library Association, 2002. (Book Chapter)

Guest Editor, Information Technology and Libraries, March 2002

Service:

- Chair (and Founding Member) for the Open Source Software Interest Group, American Library Association, Library and Information Technology Association (ALA/LITA), 1999-2002.
- Member, LITA LSSI/OCLC Scholarships Committee, American Library Association, Library and Information Technology Association (ALA/LITA), 2001 - 2002.
- Member, LITA National 2003 Program Planning Committee, American Library Association, Library and Information Technology Association (ALA/LITA), 2002 – 2003.
- Invited participant, Electronic Book Forum sponsored by the Office of Information Technology Policy of the American Library Association, Atlanta, GA, May 2002.
- Invited participant, Open Community Knowledge Hypermedia Administration and Metadata (OKHAM) meeting, sponsored by the Digital Library Federation, Atlanta, GA, May 2002.
- Invited participant, ALA/Internet2 workshop, "Internet2: Collaborative Opportunities for Libraries in Advanced Networking", sponsored by the National Science Foundation. Washington, DC, August 2002.
- Member, Technology Committee, National Science Digital Library Annual Meeting, 2002.

DENISE GOSE

Publications:

Copy Photographer, *Original Sources: Art and Archives at the Center for Creative Photography*, Tucson: Center for Creative Photography, 2002, pp. 209-211.

LOUISE GREENFIELD

Presentations:

see Presentations from *Living the Future 4* Conference.

(with Information Literacy team) "Information Literacy Competencies: Librarians and Faculty Working Together," By invitation, for the symposium "Measuring Success: Taking Responsibility for Learning at the University of Arizona," Tucson, Arizona, March 27, 2002.

(with Elena Berman and Marianne Bracke) "From Big Ideas, to Concrete Steps to Big Ideas," LOEX of the West 2002, Eugene, Oregon, June 27, 2002.

Service:

- Member, University-wide General Education Committee, May 2001- May 2002.
- Member, University-wide General Education Committee- Program Review Subcommittee, September 2001-May 2003.

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SARA HEITSU
Recognition:
(with Tom Marshall) Signed a book contract with Libraries Unlimited to write the second editions of *American Indian Studies: A Bibliographic Guide.*

Service:
Treasurer, campus chapter of Phi Beta Kappa, Alpha of Arizona, 1999-2003

SHERIL HOOK
Presentations:
see Presentations from *Living the Future 4* Conference.

SAMUEL HUANG
Presentations:
"Fundraising and Development Program for the University and College Libraries: New Challenges for Academic Librarians," American Library Association (ALA) Midwinter Conference, New Orleans, Louisiana, January 19, 2002.

"Sharing the Wealth: Success Stories in Collaborative Fundraising," Academic Library Advancement and Development Network (ALADN) Conference, San Antonio, Texas, March 20, 2002.

"Building Relationship among the Friends of the Library and Other Academic Constituents on Campus," LAMA, American Library Association (ALA) Annual Conference, Atlanta, Georgia, June 17, 2002.

"Library Development: the Ethical Implication of Library Fundraising," ALA Annual Conference, Atlanta, GA., June 19, 2002

ROBYN HUFF-EIBL
Presentations:
(with Shelley Phipps) "Using Libqual+ Results at the University of Arizona Library: Responding to Customer Input--Listening and Acting," ARL LibQual + Symposium, New Orleans, January, 2002

 (with Ruth Dickstein and Vicki Mills) "Scaling Tall Mountains and Crossing the Great Divide: Developing and Administering Staff Training for the University of Arizona Information Commons," Arizona Library Association Conference, Phoenix, Arizona, December 5, 2002.

Publications:
(with Shelley Phipps) "Using LibQUAL+ results at the University of Arizona: Responding to customer input - Listening and Acting," *ARL Bimonthly Newsletter*, Issue 221, April 2002.

SPENCER HUNTER
  Presentations:
    see Presentations from *Living the Future 4* Conference.

MARDA JOHNSON
  Presentations:
    see Presentations from *Living the Future 4* Conference.

    (with Laura Bender) "The Keystone Principles, Creation and Influence," LIBER Annual Conference, Graz, Austria, July 2002.

MIGUEL JUAREZ
  Presentations:
    see Presentations from *Living the Future 4* Conference.

    "El Paso Chicano Murals." Pima Community College, Downtown Campus, Desert Vista Campus, Tucson, AZ, March 2002.

  Publications:
    Advanced book review: *The 21st Century Art Librarian*, Edited by Terrie L. Wilson, for the Haworth Press, Binghamton, NY, December 18, 2002.

  Service:
- Member, organizing committee, "Love and /or Terror" An Exhibition and Symposium of Contemporary Book Arts, September 12-13, 2003, University of Arizona Museum of Art, 2002-
- Panelist: "Harmony in Diversity," panel, Pima Community College, Downtown Campus, December 3, 2002.
- Project Consultant and Humanities Scholar for *Americanos:* Latino Life in the United States, December 14, 2002-February 5, 2003, Center for Creative Photography.
- Coordinator, "Jose Galvez, the Vatos Series" Exhibit, Center for Creative Photography Library, December 14, 2002-March 2, 2003.
- External Reviewer, National Endowment for the Humanities (NEH).
- Moderator for ARLIS/North America-VRA Joint Conference, St. Louis, MO, Academic Library Division and Moderator for Women and Art Roundtable (Wom-Art).
- Co-organizer (with Kim Collins, Emory University) for ARLIS/NA-VRA Plenary Session II:The Three V's: Visual Technology, Visual Culture, and Visual Literacy, moderated by Katharine Martinez, Herman and Joan Suit Librarian, Fine Arts Library, Harvard University.
- Co-organized meeting of Photography Librarians, March 24, 2002. This was the first time in the history of ARLIS/NA that a group of librarians interested in photography convened at the annual meeting.
- Organized a meeting of Multicultural Art Librarians, March 23, 2002. Our group seeks to increase the attendance of underrepresented librarians and library school students at the annual meeting.
- Mentor, REFORMA 2002-Mentoring Program.   Mentoring a student in MLIS program at UCLA.

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HITOSHI KAMADA
  Presentations:
    (with Gail King & Erminia Chao) "Effective Library Instruction for Japanese Studies Courses," Western Conference of the Association for Asian Studies, Provo, UT, September 27, 2002.

  Publications:
    "East Asian collections and organizational transformation in academic libraries," *College & Research Libraries,* v. 63 no2. March 2002.

SUSAN KAPLAN
  Presentations:
    see Presentations from *Living the Future 4* Conference.

SHARON KNOWLTON
  Presentations:
    see Presentations from *Living the Future 4* Conference.

CHRIS KOLLEN
  Presentations:
    see Presentations from *Living the Future 4* Conference.

    (with Cathy Larson) "Creating the Arizona Electronic Atlas: A Dynamic Resource for the State," Arizona GIS Conference, Phoenix, Arizona, August 7, 2002.

    (with Atifa Rawan) "Arizona Electronic Atlas Project," 5th Biennial Arizona-New Mexico Joint Depository Library Meeting, Flagstaff, Arizona, August 9, 2002.

CATHY LARSON
  Presentations:
    see Presentations from *Living the Future 4* Conference.

    (with Chris Kollen) "Creating the Arizona Electronic Atlas: A Dynamic Resource for the State," Arizona GIS Conference, August 7, 2002.

KRIS MALONEY
  Presentations:
    see Presentations from *Living the Future 4* Conference.

BETSI MEISSNER
  Publications:
   "Marion Palfi," *Original Sources: Art and Archives at the Center for Creative Photography*, Tucson: Center for Creative Photography, 2002, pp. 153-157.

   "Photo League," *Original Sources: Art and Archives at the Center for Creative Photography*, Tucson: Center for Creative Photography, 2002, pp. 160-163.

VICKI MILLS
  Presentations:
   see Presentations from *Living the Future 4* Conference.

   (with Ruth Dickstein and Robyn Huff-Eibl) "Scaling Tall Mountains and Crossing the Great Divide: Developing and Administering Staff Training for the University of Arizona Information Commons," Arizona Library Association Conference, Phoenix, Arizona, December 5, 2002.

  Service:
   Co-chair, MARS (Machine-Assisted Reference Section) Local Systems and Services Committee, Reference and User Services Association, American Library Association.

ROBERT MITCHELL
  Presentations:
   see Presentations from *Living the Future 4* Conference.

  Service:
   Member, Faculty Senate,
        Shared Governance Review Committee
        Committee on UHAP
        Constitution & Bylaws Changes (Chair)
        Honorary Degrees Committee (Chair)
        AIC Transition Committee
   Office held: Secretary of the Faculty

PATRICIA MORRIS
  Presentations:
   see Presentations from *Living the Future 4* Conference.

JOHN MURPHY
  Presentations:
   see Presentations from *Living the Future 4* Conference.

ROGER MYERS
Publications:
"Chronology of Louis Carlos Bernal" and "Bibliographic Notes," *Louis Carlos Bernal: Barrios,* University of Arizona Special Collections Monographs, published in association with Pima Community College, 2002. Also Associate Editor.

Service:
Member, working group to secure the naming of the Art Gallery at Pima Community College West Campus for Louis Carlos Bernal.

DIANNE NILSEN
Publications:
"Brett Weston," *Original Sources: Art and Archives at the Center for Creative Photography*, Tucson: Center for Creative Photography, 2002, pp. 238-241.

Copy Photographer, *Original Sources: Art and Archives at the Center for Creative Photography*, Tucson: Center for Creative Photography, 2002, pp. 209-211.

ELAINE NORLIN
Presentations:
see Presentations from *Living the Future 4* Conference.

"Usability Testing for Dummies," Hawaii Library Association Conference, September 25-28, 2002, Honolulu, Hawaii.

(with Tiffini Travis) "WOW! That's Flashy and Other Technology Traps, Evaluation of Virtual Reference," Hawaii Library Association Conference, September 25-28, 2002, Honolulu, Hawaii.

(with Tiffini Travis) "Web Portals for E-learning," Internet Librarian International Conference, Olympia, London, March 15-17, 2002.

(with C.M. Winters) "Usability Testing for Library Websites," Tennessee Library Association Conference, Nashville, TN, March 25-28, 2002.

(with Olivia Olivares, Shelle Witten, Domenico Bonnani, Jennifer Duvernay and Mary Grace Oaks) "Virtually Reference," Arizona Library Association Conference, Phoenix, Arizona, December 2002.
"Gateway to Life-Long Learning: Best Practices, Strengths and Accomplishments of Undergraduate Libraries," *Encyclopedia of Library and Information Science* (by invitation of the editor, Miriam Drake), peer reviewed.

(with Tiffini Travis) "Testing Out the Competition: Taking a Closer Look at Questia" College and Research Libraries, 63:5, September 2002.

ELAINE NORLIN (cont.)

Recognition:
Awarded $1800 from the SOAR grant (internal library research grant) to take a closer look at whether professional and career development activities helps better prepare librarians for a career in academic librarianship.

Selected as *Library Journal*'s Movers and Shakers, March 15, 2002 (Mentoring)

Service:
- American Library Association, Spectrum Scholarship Jury Award Selection Committee, 2002-2004
- Leadership Administration and Management Association, 2002-
    LOMS (Planning and Administration of Library Services), 2002-2004
    LOMS (Public Relations and Marketing), 2002-2004

OLIVIA OLIVARES

Presentations:
see Presentations from *Living the Future 4* Conference.

(with Marianne Bracke) "Creating and Implementing a Virtual Reference Service at the University of Arizona," 7th Annual Learning Technology Showcase, Tucson, Arizona, May 2, 2002.

(with Elaina Norlin, Shelle Witten, Domenico Bonnani, Jennifer Duvernay and Mary Grace Oaks) "Virtually Reference," Arizona Library Association Conference, Phoenix, Arizona, December 2002.

MALIACA OXNAM

Presentations:
see Presentations from *Living the Future 4* Conference.

(with Bill Rasmussen) "Using Collections of Web-based Science Materials to Support and Structure Science Courses." Eleventh Annual Teaching & Technology Conference for Arizona Educators, Tucson High School, Tucson, Arizona, February 1, 2003.

"Examining Needs and Expectations: A Systems Analysis & Design Approach to Portals," Computers in Libraries 2002, Washington Hilton & Towers, Washington, DC. March 14-16, 2002.

Publications:
Co-Guest Editor, *Journal of Digital Information*, special issue on Interactivity in Digital Libraries, June 2002.

Service:
Forum for Science & Technology Library Research (ACRL Science & Technology Section Committee), appointed member 6/2001-6/2003.

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NORMA PEREZ
Presentations:
see Presentations from *Living the Future 4* Conference.

JEANNE PFANDER
Presentations:
see Presentations from *Living the Future 4* Conference.

Publications:
"Meeting Rangeland Information Needs Through a Web-Based Reference Service: The Arizona AgNIC Experience," *Journal of Agricultural & Food Information,* 4:2, pp. 33-41.

SHELLEY PHIPPS
Presentations:
see Presentations from *Living the Future 4* Conference.

"Creating the Agile Library Staff," LAMA Middle Management Discussion, ALA Annual Meeting, Group, June 17, 2002

(with Robyn Huff-Eibl) "Using Libqual+ Results at the University of Arizona Library: Responding to Customer Input--Listening and Acting," ARL LibQual + Symposium, New Orleans, January, 2002

Publications:
(with Robyn Huff-Eibl) "Using LibQUAL+ results at the University of Arizona: Responding to customer input - Listening and Acting," *ARL Bimonthly Newsletter*, Issue 221, April 2002.

Recognition:
Association of College and Research Libraries "Academic Research Librarian of the Year." 2002.

Service:
- Association of College and Research Libraries Personnel and Staff Development Discussion Group, Co-Moderator, 2002-2003
- Association of College and Research Libraries Academic/Research Librarian of the Year Award Committee, 2002-2004

CHESTALENE PINTOZZI
Service:
- University of Arizona Faculty Senate
  Faculty Senate Executive Committee Member
- University Research Policy Committee Chair
- American Library Association, Association of College and Research Libraries. Science Technology Section 2003 Program Planning Committee Chair – 2002-2003
- Center for Research Libraries Sci-Tech Working Group Member – 2000-2002

PATRICIA PROMIS
  Presentations:
  see Presentations from *Living the Future 4* Conference.

DEBORAH QUINTANA
  Presentations:
  see Presentations from *Living the Future 4* Conference.

ROXANE RAMOS
  Publications:
  "Charles Harbutt," *Original Sources: Art and Archives at the Center for Creative Photography*, Tucson: Center for Creative Photography, 2002, pp. 111-113.

  "Peter Stackpole," *Original Sources: Art and Archives at the Center for Creative Photography*, Tucson: Center for Creative Photography, 2002, pp. 192-194.

  "Jerry N. Uelsmann," *Original Sources: Art and Archives at the Center for Creative Photography*, Tucson: Center for Creative Photography, 2002, pp. 214-217.

ATIFA RAWAN
  Presentations:
  see Presentations from *Living the Future 4* Conference.

  (with Chris Kollen) "Arizona Electronic Atlas Project," 5th Biennial Arizona-New Mexico Joint Depository Library Meeting, Flagstaff, Arizona, August 9, 2002.

   "Higher Education in Afghanistan," (panel discussion), Tucson, Arizona, September 5, 2002.

  "Women's status in Afghanistan," Southern Arizona AIDS Foundation, Tucson, Arizona, September 26, 2002.

  "An Overview of Afghanistan," presentation to Journalism and high school students, Tucson, Arizona, October 3, 2002.

  "Libraries in Afghanistan Higher Education," Conference on strategic planning of higher education in Afghanistan, Indiana University, October 6, 2002.
  "Libraries in Afghanistan and the USA Patriot Act," Special Library Association, Arizona Chapter, Tucson, Arizona, November 15, 2002.

  Service:
  Travelled to Kabul, Afghanistan under the auspices of the Asia Foundation, and with the support of the University of Arizona, to assess the library needs of Afghanistan.

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MICHAEL RAY
  Presentations:
   see Presentations from *Living the Future 4* Conference.

   (with Joel Sadowski) "Constructive Dialogue," Living the Future 4, Tucson, Arizona, April 24, 2002.

   "Staff Agility and the Learning Curve," American Library Association, LAMA Middle Management Discussion Group, Atlanta, Georgia, June 17, 2002.

VERONICA REYES
  Presentations:
   see Presentations from *Living the Future 4* Conference.

AMY RULE
  Publications:
   [book review] "A Curious & Ingenious Art: Reflections on Daguerreotypes at Harvard by Melissa Banta," *Visual Resources: An International Journal of Documentation,* 18:1, March 2002, pp. 94-98.

   Editor, *Original Sources: Art and Archives at the Center for Creative Photography*, Tucson: Center for Creative Photography, 2002, 445 pages.

   "Ansel Adams," *Original Sources: Art and Archives at the Center for Creative Photography*, Tucson: Center for Creative Photography, 2002, pp. 36-41.

   "Arthur Tress," *Original Sources: Art and Archives at the Center for Creative Photography*, Tucson: Center for Creative Photography, 2002, pp. 209-211.

PING SITU
  Recognition:
   Accepted and participated in the 'Hong Kong Book Fair/U.S. Librarian Invitation Program', sponsored by American Library Association, in Hong Kong, China, July 17-22, 2002.

  Service:
   International Relations Committee, Association of College & Research Libraries.

CARLA STOFFLE
  Presentations:
   "Successful Libraries: There are Many Paths," Iowa Library Association, Des Moines, Iowa, October 11, 2002.

   "Measuring the New Measures: What are the Implications for Collection Management?" Library Collections & Technical Services, American Library Association, Atlanta, Georgia, June 17, 2002.

CARLA STOFFLE (cont.)
Presentations (cont.):

"The Ripple Effect: Major Influences on the Future of Libraries and Library Services," Rare Books Museums and Special Collections Pre-Conference, American Library Association, Atlanta, Georgia, June 12, 2002.

"Reframing Leadership: the Four-Frame Model," Association of Research Libraries Leadership and Career Development Program, Tucson, AZ, February 11, 2002.

"Digital Library Services for the Future," Ontario Library Association, Toronto Ontario, February 1, 2002.

Publications:

(with Barbara Allen and Janet Fore) "Advancing Learning Through Assessment: The Instructional Librarian, The Library and Instructional Spaces," *First impressions, lasting impact : introducing the first-year student to the academic library: papers presented at the 28th National LEOX Library Instruction Conference held in Ypsilanti, Michigan, 19-20 May 2000*, Ann Arbor: Pierian Press, 2002.

Recognition:

2002 Elizabeth Futas Catalyst for Change Award from the American Library Association.

Service:
- Chair, Association of Research Libraries Statistics and Measurements Committee, 1994-2003
- Vice Chair, Association of College Research Libraries Board of Directors, 2001-
- Member, American Library Association Endowment Board of Trustees, 2001-
- Chair, American Library Association Committee on Accreditation, 2002-
- Member, Indiana University-Purdue University at Indianapolis, Evaluation Site Visitation Team, The Higher Learning Commission of NCA. Indianapolis, IN. November 18-20, 2002.

SHAN SUTTON
Presentations:

(with Steve Hussman) "Encodes Well with Others: The Essentials of <EAD> Collaboration," Society of Southwest Archivists Annual Conference/Conference of Inter-Mountain Archivists, Flagstaff, Arizona, May 17, 2002.

RAE SWEDENBURG
Presentations:

see Presentations from *Living the Future 4* Conference.

KAREN TALLMAN
Service:

Editorial Board, Internet Reference Services Quarterly (IRSQ).

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CLAIRE TAPIA
  Presentations:
  see Presentations from *Living the Future 4* Conference.

TRAVIS TEETOR
  Presentations:
  see Presentations from *Living the Future 4* Conference.

JENNALYN TELLMAN
  Publications:
  "A Comparison of the Usefulness of IBZ and Francis for Historical Research*," Reference Services Quarterly,* September/October 2002 v.19 no8 pg. 27. vol. 41, no. 1 (Fall 2001) and it has been selected by Dr. Eugene Garfield and put in SIG-Metrics [http://www.metsig.org].

MARCIA TIEDE
  Publications:
  "Josef Breitenbach," *Original Sources: Art and Archives at the Center for Creative Photography*, Tucson: Center for Creative Photography, 2002, pp. 56-62.

  "French Photography," *Original Sources: Art and Archives at the Center for Creative Photography*, Tucson: Center for Creative Photography, 2002, pp. 89-91.

  "German Photography," *Original Sources: Art and Archives at the Center for Creative Photography*, Tucson: Center for Creative Photography, 2002, pp. 92-93.

  "Laura Volkerding," *Original Sources: Art and Archives at the Center for Creative Photography*, Tucson: Center for Creative Photography, 2002, pp. 222-225.

CLAUDIA TIMMANN
  Presentations:
  (with Sheril Hook) "Academic Libraries and Writing Centers: Practical Approaches to Collaboration," American Library Association Annual Conference, Atlanta, Georgia, June 2002.

  Publications:
  "The Reference Interview*," Library High Tech News,* September/October 2002, 19:8 pg. 27.

  "Extra writing, online-research aid for students in Library Info Commons*," Computing & Communications News,* November 2002 v.13 no3 pg. 3. (Barbara Atchison, editor)

  Recognition:
  (with Elaina Norlin) University of Arizona internal grant: SOAR—Support for Outstanding Academic Research; amount received: $1800

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CLAUDIA TIMMANN (cont.)
Service:
- ACRL Copyright Committee 2002-
- LITA Legislation Regulation Committee 2002-
- RUSA Evaluation of Reference and User Services Committee 2002-
- Grant Reviewer for Native American Library Services, IMLS 2002-
- School of Information Resources and Library Services (SIRLS) Collaboration Project, University of Arizona Knowledge River Website http://knowledgeriver.arizona.edu/ .

NINFA TREJO
Presentations:
"Collection Development for Spanish Materials" CEMA Conference, Cromwell, Connecticut, November 2002.

POLLY TRUMP
Presentations:
see Presentations from *Living the Future 4* Conference.

"Reference Services in the Architecture Library at the University of Arizona" Association of Architecture School Librarians, New Orleans, LA, April 2002.

"Reference Services in the Architecture Library at the University of Arizona" ARLIS/Mountain West annual meeting, Cody, WY, October 2002.

Recognition:
Lois Swan Jones Travel Award from ARLIS/Texas-Mexico to attend the ARLIS/NA conference in March.

Service:
- Research Committee, ARLIS/NA, 2002
- Tour Monitor at ARLIS/NA annual conference, St. Louis, MO, March 2002
- Founding Editor, ARLIS/MW chapter newsletter, The Mountain Ledger, 2002-ongoing
- Membership Committee, ARLIS/MW, 2002
- Past President, ARLIS/Texas-Mexico, 2002

JEANNE VOYLES
Presentations:
see Presentations from *Living the Future 4* Conference.

BARBARA WILLIAMS
Presentations:
see Presentations from *Living the Future 4* Conference.

"Technology-Mediated Instruction (TMI): The Basics," Presentation at Internet Librarian International 2002 Conference & Satellite Workshops, Olympia 2, London, March 17-20 2002.

BARBARA WILLIAMS (cont.)

Presentations (cont.):

"Using Technology-Mediated Instruction to Incorporate Culturally Based Training Materials," Presentation at Women in Engineering Programs & Advocates Network (WEPAN) Annual Conference Meeting, San Juan, Puerto Rico, June 8 - 11, 2002.

"Creating a Marketing Mindset," Presentation at Culture Keepers V: Access 5th National Conference of African American Librarians, Fort Lauderdale, Florida, August 13-16, 2002.

Publications:

"Using Technology-Mediated Instruction to Incorporate Culturally Based Training Materials," *Electronic Proceedings for the WEPAN 2002 Annual Conference, Engineering for ALL Women: Exploring Perspectives*. [Peer Reviewed] June 2002

Service:

- University of Arizona Instructional and Curriculum Policy Committee, 01- present
- University of Arizona Undergraduate Council, 01- present
- University of Arizona University Hearing Board, 5/02-present (Elected)
- ACRL Science & Technology Conference Program Planning Committee, 02-present (Appointed)
- ACRL Effective Practices Committee, 02-present
- Reviewer for the Gender and Science Digital Library, 9/02 -present

KAREN WILLIAMS

Presentations:

Faculty, American Library Association (ALA), Association of College & Research Libraries (ACRL), Institute for Information Literacy (IIL), Immersion Program for information literacy, Colorado Springs, Colorado, August, 2002.

Service:

- American Library Association (ALA), Association of College & Research Libraries (ACRL), Instruction Section (IS). Served as Chair and Past-Chair, 1999-2002.
- ALA, ACRL, IS, Miriam Dudley Award Committee, Chair, 2001-2002.
- ALA, ACRL, Institute for Information Literacy (IIL), Steering Committee, Member and Facilitator, 1998-2002.
- ACRL, Task Force on Funding and Organizational Models for Association-Wide Initiatives, member, 2001-2002.
- ACRL, Excellence in Academic Libraries Award, Nominating Committee, member, 2001-2002.

PAULA WOLFE

Presentations:

see Presentations from *Living the Future 4* Conference.

Presentations from the Living the Future 4 Conference
April 24 – 27, 2002

The Information Commons

A great deal of time and energy went into planning, then opening, the new Information Commons. These presentations addressed planning, training and staffing issues.

InfoCommons Training: Designing Training Modules: The Process (Ruth Dickstein)

InfoCommons Training: Staffing, Training and Testing for the Information Commons - What Really Happened: The Joys, The Pains, The Reality! (Lori Critz and Vicki Mills)

Technology in the Information Commons (Kris Maloney)

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Teams' Strategic Frameworks

In this part of the program, the Library's nine standing functional teams reported on the performance measures they use for their work, and how work is structured

Digital Library Initiatives Group (Cathy Larson and Adam Engelsgjerd)

Financial and Administrative Support Team (Deborah Quintana)

Fine Arts / Humanities Team (Michael Brewer and Miguel Juarez)

Library Information Systems Team (Sharon Knowlton)

Materials Access Team (Claire Tapia and Travis Teetor)

Science-Engineering Team (Lori Critz)

Social Sciences Team (Mary Feeney and Olivia Olivares)

Special Collections (Presented by John Murphy)

Technical Services Team Report (Liz Bezanson and Mard Johnson)

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Teams' Reorganizational Changes

Teams that have undergone significant reorganization address why they reorganized, how and the results.

Access Services: Restructuring for Efficiency (Jeanne F. Voyles, Norma J. Perez)

Customer Oriented Library Alignment (COLA) (Robert Mitchell and Paula Wolfe)

FASTCats Restructuring (Susan Kaplan)

Technical Services Restructuring (Bobbie Atchison and Liz Bezanson)

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Project Teams and Ongoing Cross-Functional Work Groups

The Library has a number of ongoing cross-functional teams, strategic project teams, and other initiatives. These presentations represent work accomplished in the past year.

Information Literacy Team: Librarians As Partners: Helping Faculty and Departments Develop and Assess Information Literacy Skills (By the Information Literacy Team: Marianne Stowell Bracke, Louise Greenfield, Sheril Hook (team leader), Victoria Mills, and Patricia Morris; with Elena Berman)

Information Resources Council (Lori Critz and Laurie Eagleson)

Needs Assessment and Data Management Team (Cathy Larson and Adam Engelsgjerd)

New Compensation Strategies: Career Progression/Merit at the UA (Michael Ray)

Peer Information Counseling (PIC) Program -- Challenges and Opportunities (Elaina Norlin)

Performance Effectiveness Management System (Joe Brewer, Mary Feeney, Shelley Phipps, and Rae Swedenburg)

Reference Availability Project (Patricia Ballesteros (MAT), Jan Davis (Spec Coll); Spencer Hunter (MAT); Miguel Juarez (FAH); Patricia Promis, Co-TL (FAH); Polly Trump, Co-TL (FAH)

Scholarly Communication Project Team (Jeanne Pfander and Atifa Rawan)

Strategic Long Range Planning Team (Travis Teetor)

Technical Planning Project Team (Maliaca Oxnam and Joe Brewer)

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Virtual Reference Project Team (Presented by Marianne Stowell Bracke, Olivia Olivares, and Verónica Reyes)

Wadda Ya Know ... About Teams? (Lunchtime presentation by Shelley Phipps, with assistance from Barbara Williams and Cathy Larson)

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OUTREACH AND SERVICE

Center for Creative Photography Exhibits
- Prison Terms
- The Ansel Adams Centennial: Classic Images/A Portrait of Ansel Adams
- Dream Street: W. Eugene Smith's Pittsburgh Photographs
- Girl Culture/Lauren Greenfield
- Americanos: Latino Life in the United States

In terms of outreach, the Center for Creative Photography (CCP) shared its work with over 90,000 people in 2002. Four exhibitions were presented in the main exhibition hall with a total attendance of 49,803. Twenty-five public programs were offered in conjunction with these exhibits, attended by a total of 3,766 members of the community. 455 tours were conducted through the four exhibits for 8,483 participants. 789 printviewing sessions were offered at CCP during 2002 for 7,112 patrons and the CCP library logged 20,895 visitors during the course of the year. Added altogether, it can said that CCP reached over 250 per day within the last twelve months. This is in addition to the people outside of Tucson who experienced the art in CCP's collections through publications and media articles.

CCP contributed 50 oversize photographs to *Richard Avedon: Portraits*, a retrospective exhibition at The Metropolitan Museum of Art, New York City.

Photographs from CCP collections appeared in a variety of venues, including the Vice President's residence, San Francisco Museum of Modern Art, The Art Institute of Chicago, The Hayward Gallery, Los Angeles County Museum of Art, and the International Center of Photography.

Center for Creative Photography Publications
- *Winogrand 1964*
  Garry Winogrand's photographs of public life epitomized the indigenous pulse and social complexity of the urban scene after World War II. In 1964, with the support of the first of three Guggenheim Fellowships, he traveled for five months to seventeen states, recording an America in transition, while expanding his dominance of street photography to include a brilliant on-the-road aesthetic. Winogrand: 1964 gives cohesive form to Garry Winogrand's America, in over 200 photographs made in a single year, the majority previously unpublished. With an incisive introductory essay by former curator of exhibitions and collections at the Center for Creative Photography, University of Arizona and Winogrand scholar, Trudy Wilner Stack, *Winogrand: 1964* depicts the country at a cultural crossroads, still a frontier nation—naïve and quirky—but increasingly linked by information and entertainment media.

- ***Original Sources: Art and Archives at the Center for Creative Photography***
  A guided tour of one of the most extensive and eclectic photography collections in the world, covering the careers of such luminaries as Ansel Adams, Louise Dahl-Wolfe, Lee Friedlander, Aaron Suskind, W. Eugene Smith, Paul Strand, Edward Weston and Garry Winogrand among others. With more than 300 reproductions and essays by 32 authors.

Special Collections, 2002 Exhibits
- This is Women's Hour: Mary Baker Eddy
- LCP in the Old Pueblo: Lawrence Clark Powell's Arizona Years
- Words and Images from the Early Americas: An Exhibition
- Paper, Paint and Ink: Selections from the Archives of Western Writers
- Assignment Afghanistan: A Visual Journey
- Honoring the Career of James F. McNulty

During 2002, Special Collections hosted (or participated in) thirteen special events in conjunction with these exhibits. Total attendance for these events was 2,422. Special Collections also loaned materials to three events held off-campus which were attended by a total of 800 participants.

Special Collection Publications
- ***Louis Carlos Bernal: Barrios***
  Louis Carlos Bernal (1941-1993) gained international recognition as a photographer who captured the essence of Mexican American life, and his work is included in such collections as the Oakland Art Museum, the University of Arizona Center for Creative Photography, and the Palacio de Bellas Artes in Mexico. This volume collects 81 of his most evocative images—many in color—reflecting the lives of Mexican Americans and their culture throughout the Southwest. Including images ranging from Lubbock to San Diego, Phoenix to Mexico City, the collection focuses on photographs that Bernal had himself selected and printed, many of which had limited public exposure during his lifetime. The book features essays by Ann Simmons-Myers, James Enyeart, Luis Jimenez, Patricia Preciado Martin, and Leslie Marmon Silko, with text in both English and Spanish.
- ***John C. Van Dyke: An Essay and a Bibliography***
  A landmark essay and bibliography by Professor Peter Wild of the University of Arizona's English Department, the foremost authority on John C. Van Dyke. This bibliography is a literary Rosetta stone of sorts, a tool with which one can begin peeling away the encrypted layers of Van Dyke's career.
  In 1901, Van Dyke assured himself a lofty position in the canon of Southwest literature by publishing *The Desert: Further Studies in Natural Appearances*. Van Dyke consulted with faculty members of the University of Arizona while writing *The Desert*, and his words on the land's aesthetic beauty ring especially true to

those of us living here in the Sonoran Desert. We are also publishing a digital version of this book on the Internet to insure it reaches a global audience.

Friends of the University of Arizona Libraries
- Nicholas Basbanes, March 4, 2002
- UA Library Day at the Ballpark, March 23, 2002
- Annual Meeting, J. Douglas Canfield, "Cormac McCarthy, the Well Kept Secret," May 6, 2002
- An Evening with J.A. Jance, October 24, 2002
- Richard Threlkeld, "9/11 to 11/5: From Terror to Today," November 25, 2002

The Friends of the University of Arizona Libraries was the recipient of the *2002 Baker and Taylor/Friends of the Libraries-USA Award* in the category of Academic Libraries.

Information Literacy to PCC Students
The UA Library is providing information literacy instruction sessions to Pima Community College students as part of its ongoing partnership with the UA Transfer Center.

Government Printing Office
The UA Library is working with the Government Printing Office (GPO) to assess moving from a combined print and electronic government depository collection to a Web-based collection. The UA Library is the only federal depository of 1,400 to participate in this pilot project.

Afghanistan
In April 2002, at the request of the Afghanistan government UA librarian Atifa Rawan spent two weeks in Kabul, Afghanistan. She assessed the war damage of and wrote a collection development policy for the Kabul University Library. She provided brief training to staff at Kabul University on cataloging and collection organization and development. Later this year she will provide further training.

Living the Future 4
The Libraries' hosted *Living the Future 4: Collaboratively Speaking, A Library Conference on Organizational Renewal* in April, 2002. This conference was devoted to discovery and dialogue on 21st-century initiatives in library organizational renewal and was attended by professionals from all library types (public, academic, state and multi-type libraries). It was attended by 162 participants.