Library & Information Resources

Introduction

Andrew J. Golub

It is again my pleasure to present the Annual Report of the Library & Information Resources (L&IR) departments: the Libraries, Media Services, and Information Technology Services (ITS).

Our mission is to meet the academic and administrative information needs of students, faculty, and administrators. The level and quality of the library services, the media services, and the information technology services reflect the goal of UNE to become a pre-eminent institution of higher education.

UNE has been ahead of the curve on its 1990 decision to merge the Libraries, ITS, and Media Services into one administrative unit; it has been my privilege to coordinate the information resources and services at UNE through these years. The L&IR departments are all well positioned to continue to meet the challenges of information in academia into the future. Examples are the Libraries' commitment to electronic information, the robust network infrastructure of ITS, and the digital production capabilities of Media Services.

The L&IR staff is an exceptional group of individuals who are committed to fulfilling the departmental mission and to providing services in all areas of UNE's academic and institutional goals. We stress reliability and dependability in all of our services; we support all activities of the university; we foster creativity and efficiency within our user community.

Respectfully submitted,

Andrew J. Golub,
Vice President for Information Resources

L&IR Highlights and Accomplishments

The following are general libraries highlights and accomplishments for 2004 and 2005:

- Expanded UNE's electronic library collection development
- Acquired the Sarah Orne Jewett Papers
- Presented successful writers' workshop, "A Gathering of Writers"
- Began gathering data for acquisition budget allocation
- Implemented new library web page
- Began Cookies Shorts Film Festival
- Resolved a wide variety of network security issues
- Implemented Liquid Matrix/Active Admissions computer database program
- Expanded New England Osteopathic Heritage Center with collection growth and outreach

"The America I loved still exists in the front desks of public libraries."
Kurt Vonnegut
USA Today, 10/05/2005

L&IR Current and Future Goals and Challenges

The following represent important upcoming libraries goals and challenges:

- Meet the challenge of providing a wide variety of library services to an increasing, and increasingly spread out, population
- Continue to improve and refine assessment of services and collections
- Present Maine Women Writers Collection 2006 Conference: "Charlotte Perkins Gilman: Then and Now"
- Continue Cookies Shorts Film Festival
- Implement Internet Native Banner
- Implement campus-wide scheduling software
- Continue and improve proactive detection and elimination of network viruses
- Expand NEOHC fundraising

The new UNE Libraries web page
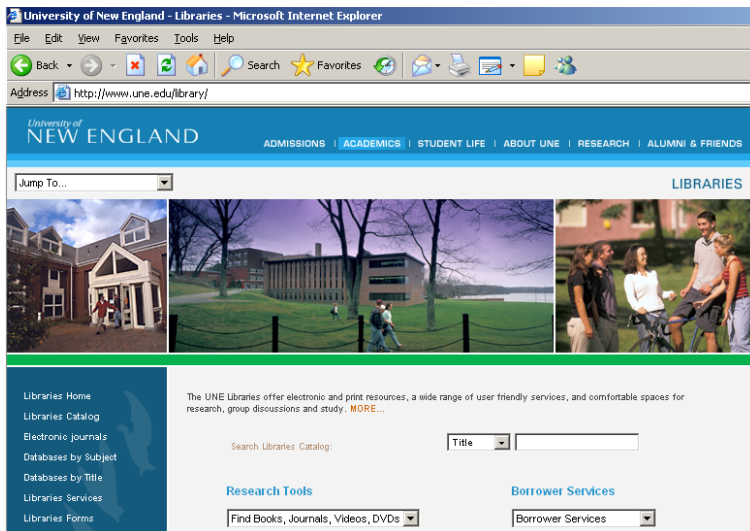
The following are brief departmental reports

"An important stage of research is searching, and a crucial part of that process is serendipity – the happy accidents of discovery that stem from intellectual and imaginative readiness . . . serendipity often occurs when you are surrounded by books in a library's stacks." -Chronicle of Higher Education, 30 Sept 2005

UNE Libraries Public Services Department
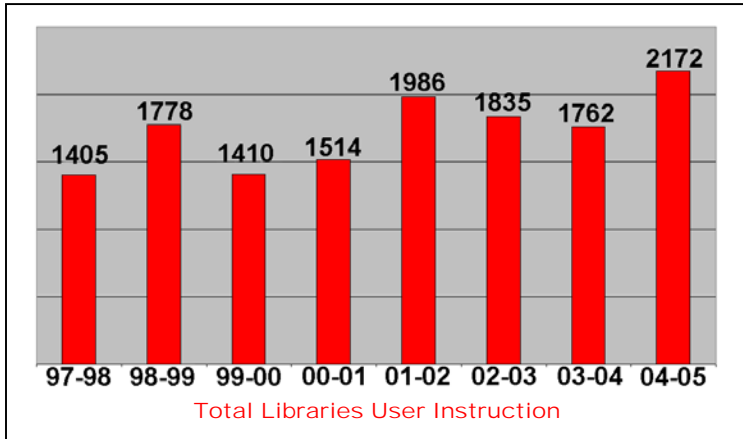
Barbara Swartzlander, Director

Public Services Staff, who are all knowledgeable, capable and friendly, always practice the philosophy "FIND IT, OR REFER IT!!!" In support of this motto, the UNE Libraries' User Instruction Program is user-centered and promotes and supports self-sufficiency for student and faculty researchers. A well-designed web page is mounted for use anytime. The url http://www.une.edu/library includes links to electronic books, journals, databases, and resources that are accessible from either on-campus or off-campus. The Libraries' collection development process ensures that there are multiple and reputable resources, in both print and electronic format, to support diverse, interesting, and multi-faceted curricula offered at UNE. In addition we:

- Continue to monitor the ever-changing reference-scape
- Adapt Libraries' products and services to user needs
- Review strategies for Library marketing and outreach, including user instruction assessment activities and senior survey results
- Continue to assess student library learning outcomes
- Continue involvement in a variety of UNE committees
- Continue to refine and assess the Libraries' user instruction program
- Continue to assess collection usage
- Are revising the Collection Development Policy

Library Outcomes Users Team (LOUTS)
Janice Beal, Chair

The UNE Libraries Public Services staff continues to expand user instruction offerings on both campuses, reaching 2172 users in 91 instructional sessions. For the first time, all incoming undergraduate freshmen were introduced to the UNE Libraries via their classes in the biology department. Library instruction is well integrated into the programs in the College of Health Professions, and faculty for upper level classes in the College of Arts and Sciences request specialized instruction sessions relevant to their class research. Last year's addition

Total Libraries User Instruction

(1405, 1778, 1410, 1514, 1986, 1835, 1762, 2172 for years 97-98 through 04-05)

Library instruction helps students understand that the UNE Libraries can improve their research.

(less over-whelming 36%, has a variety of sources 73%, can improve my research 76%, easier to use 43%, has helpful librarians 69%)

of a comfortable computer training area in the Ketchum Library has made it possible to extend library instruction services.

The LOUTs repeated the UNE Freshman Survey of Library Research Skills, and found that incoming students are writing fewer papers in high school, and rely on Web surfing instead of using libraries. Even though more students than ever have used an online catalog or had previous library instruction, more than half of them have never used an index, whether in paper form or online, to look up articles by subject. Fortunately, these students can be brought up to speed by timely library instruction—94 percent of the Biology 104 students who took part in library research instruction were able to successfully complete their library research assignments. Student feedback forms indicate that library instruction helps students gain confidence in their ability to use the scholarly research tools provided by the UNE Libraries.
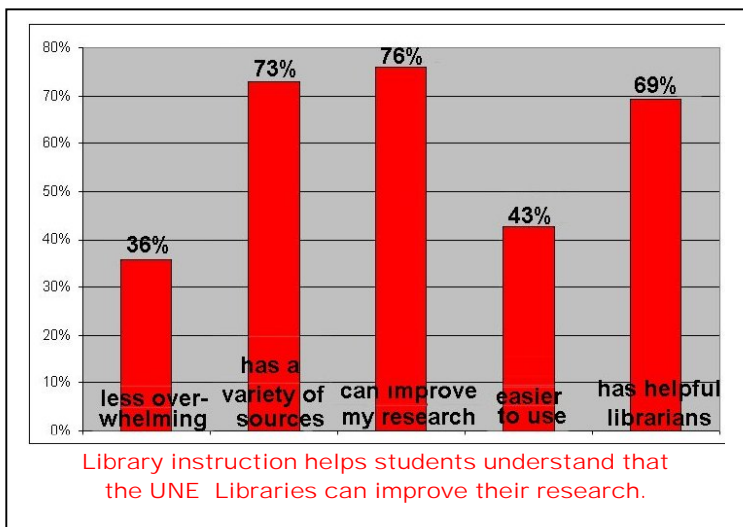
The Maine Women Writers Collection
Cally Gurley, Curator

The MWWC continues to actively acquire significant rare materials and provide research access to a steady stream of researchers. With the assistance of the UNE University Relations Department and friends of the Libraries and the Collection, the MWWC raised $200,000 in 2004 to purchase a nationally important collection of manuscripts and books by and about Maine author Sarah Orne Jewett.

Sarah Orne Jewett ca 1885

Cathie Pelletier
author of *Running the Bulls* 2005

Photographs from the Maine Women Writers Collection, the New England Osteopathic Heritage Center, and the Westbrook College History Collection are actively sought by researchers and authors. This 1899 photo of the Westbrook Seminary girls basketball team was recently published in Will Anderson's *Here's to Hoops!: 100 Years of Maine High School Hoop Highlights* (2005).

On September 22, 2005, MWWC dedicated and opened the Cathie Pelletier Collection of contemporary literary papers to an enthusiastic audience, with remarks by Ms. Pelletier and noted poet Wesley McNair.

Other activities included the presentation of lectures, materials cataloging, identification of a new hi-tech security system; in addition, a new writing program has been introduced this fall: "A Gathering of Writers". Open to the public, this creative writing program is directed by author and historian David Kuchta, Ph.D.

Public Services Department Accomplishments:

- Monitored expenses of materials to get the best match for the Libraries' budget
- Assessed the cost-per-use of databases and electronic journals for renewal decisions
- Continued collaboration with faculty regarding collection development
- Continued to develop collection of current international films on DVD
- Continued outreach and promotion of UNE Libraries
- Revised Libraries' web page
- Staff attended conferences, product demos, and CE courses
- Libraries' Senator represented the Libraries at Faculty Assembly meetings; convened Faculty Assembly's Academic Affairs Committee's Library Sub-Committee
- Provided the UNE community with vendor training sessions, test databases, and demonstrations
- Wrote library sections for various accreditation reports
- Implemented Library Computer Training Area
- Mounted displays for programs and celebrations at UNE
- Conducted orientations for new faculty
- Provided Libraries orientation for visiting Chinese scholars

Public Services Department Goals:

- Adapt Libraries' products and services to user needs
- Review Library marketing and outreach strategies, including user instruction assessment activities and senior survey results
- Continue to assess student library learning outcomes
- Continue to refine and assess user instruction program

- Continue involvement in variety of UNE committees
- Continue professional development activities
- Expand the electronic resources collection for accessibility from on- or off-campus
- Revise Collection Development Policy
- Improve Library web page usability
- Continue to seek other sources of funding to support library services and materials
- Expand Maine Women Writers Collection Acquisitions Endowment through fundraising
- Expend libraries' budget to obtain the best possible collections in support of the UNE curricula

UNE Libraries Technical Services Department

Sharon Eckert, Director

The Technical Services Department staff's commitment to excellence is visible in the delivery of all of its services, whether ordering materials for the Libraries' collections, classifying and providing bibliographic description and access to the materials for the online catalog, facilitating circulation of the collections and reserve services, or expediting the borrowing of materials from the collections of other libraries worldwide. The Technical Services Department staff's expertise and first-class service contribute to the fulfillment of the UNE Libraries' mission and the overall success of the University.

The individual and collaborative efforts of the Technical Services staff are visible in many ongoing projects and accomplishments. In 2004/2005, 2,813 new titles (3,715 volumes) in print, audio, and visual formats were acquired, cataloged, and added to the UNE Libraries' collections. The Libraries' expanding DVD and video collections provide diverse formats in support of teaching and research, and accounted for 19% of the total circulation of the UNE Libraries' materials.

UNE students and faculty are increasingly taking advantage of self-initiated online requests for library materials. Requests for intercampus delivery of materials between the UC and WCC Libraries increased 19% over the previous year. Maine Info Net borrowing requests increased 29%, and the integration of the Maine state courier service for the

3,715 volumes were cataloged for the UNE Libraries.
Robin Sanford
Catalog Librarian

delivery of Maine Info Net materials shortened the delivery time in a cost-effective manner. Ninety (90) percent of the journal articles requested by students and faculty through Interlibrary Loan, were transmitted over the Internet, via Ariel, expediting delivery time.

Technical Services Department staff created and implemented a plan to gather data to assess how the Libraries' acquisitions budget allocation for specific curriculum subject areas compares to the borrowing statistics of materials in those same specific curriculum subject areas. This includes materials borrowed from UNE Libraries' collections as well as from the collections of other Libraries. Findings will provide the data to support decision-making in maximizing the effectiveness of the Libraries' budget allocations in support of curriculum subject areas.

Reference area on the Westbrook College Campus

Technical Services Department accomplishments:
- Migrated cataloging functions to OCLC (Online Computer Library Center) Connexion software
- Completed cataloging of the Maine Women Writers Collection Jewett Collection
- Submitted UNE Libraries' data for the National Center for Education Statistics' Academic Libraries Survey

Technical Services Department goals and challenges:
- Streamline Borrower Services and update pages on the UNE Libraries' web site
- Continue UNE Libraries' retrospective conversion cataloging project
- Continue LC/MESH authorities clean-up/consolidation in catalog
- Complete revision of the UNE Copyright Policy
- Analyze data collected from the Technical Services Department's assessment project, to assess the effectiveness of the Libraries' acquisitions allocations in specific curriculum subject areas

Library Systems
Stew MacLehose

The Libraries Systems and Electronic Resources Department is responsible for maintaining the libraries online catalog and web pages as well as acquiring electronic resources. To this end, we 1) acquire electronic resources, continually assessing the resources to find the

most cost efficient and usable means of access; 2) provide on- and off-campus access to all of our electronic resources; 3) provide technical assistance to patrons using these materials; 4) continually search for more efficient means of access to these resources; 5) maintain the libraries web pages which are our primary means of access to these resources.

New England Osteopathic Heritage Center

Gay Marks, Curator

The New England Osteopathic Heritage Center (NEOHC) is a regional and educational resource center created to preserve documents, photographs and items of historical significance representative of the unique contribution osteopathic medicine has made to health care in New England. The Center is located in the Weeks Room, Lower Level of the Ketchum Library on the University Campus. The presence of the NEOHC collection actively promotes an increased awareness of these achievements to the profession and the public through exhibits, electronic media, lectures and the support of historical research. This is the only institution in New England solely dedicated to this purpose. NEOHC owes its existence to the support of the Maine Health Osteopathic Heritage Fund, the University of New England, numerous osteopathic associations, individual osteopathic doctors, and friends of the Collection.

After an initial year focused on formulating NEOHC's mission and goals and building its operational tools and personnel, NEOHC is well into its third year and is experiencing a surge in collection growth. Osteopathic historical materials representing individual physicians, organizations, hospitals, and legislative initiatives now provide a sound base on which to build. Exhibits, displayed both on the University campus and at osteopathic functions in all of the New England states, grow from these materials, serving as catalysts for further donations. The Center's visibility has brought donations of professional and institutional papers, medical artifacts, superb vintage photographs, and oral histories, in addition to an increasing number of research inquiries.

NEOHC started from a shared idea among a few osteopathic professionals who were and continue to be concerned about the

"We're at a real turning point in our [osteopathic] history, where osteopathic medicine has basically been accepted by the mainstream. I think the osteopaths who are standing on the shoulders of these [past osteopathic physicians] need to know about these giants." Gretchen Sibley, D.O. demonstrating the rationale for NEOHC.

**NEOHC Display in
the Ketchum Library, 2005**

irreparable loss of their profession's unique history. Their dedication to the creation of a repository for that history has been rewarded by the establishment of NEOHC.

NEOHC Accomplishments:

- Development and launch of a web site www.une.edu/neohc
- Inclusion of NEOHC collections into the National Library of Medicine/History of Medicine Division's *Directory of History of Medicine Collections*
- Attendance and/or exhibiting at Maine, New Hampshire, Rhode Island and Vermont osteopathic association meetings
- Presentations and/or exhibits at the University of New England's College of Osteopathic Medicine's (UNECOM) functions and facilities
- Inventory, archival housing and finding aid development for over 25 osteopathic collections
- Facilitated a written and oral history of UNECOM, including a series of faculty interviews
- Recommendation of preservation goals for osteopathic audio and visual collection material: lectures, interviews, demonstrations
- Contacts with individual osteopathic physicians to demonstrate NEOHC's commitment to its mission and to solicit donations

NEOHC Goals and Challenges:

- Self-sustaining funding and creation of a research endowment
- Establishment of educational forums in osteopathic medicine and its history
- Increase access to preservation tools, i.e. scanning, microfilming
- Create an electronic collections catalog within the NEOHC web site
- Inclusion in COM's records management system
- Creation of additional promotional literature
- Increase research and collection space

Filming at the College of Osteopathic Medicine

Media Services staff filming

Poster from Media Services' Film Festival: *Cookies Shorts*

Media Services Department

Holly Haywood, Director

"We like to make it easy; we're here to help."

Media Services helps students, faculty and staff make videos, record sounds, and present a snazzy, creative project. We tax their brains a bit to consider a different way to inspire, introduce, honor, or record. Daily, we don our capes to rescue folks from the death grip that technology imposes.

Our goals are ongoing. To move from an analog world to the digital workspace requires a different mindset. The challenge is to think ahead, think wisely, and stay full of ideas and creative responses. Another challenge is to advocate for expanded resources on a yearly basis. The Media Services Department sees itself as a viable, ever-growing service to the University. We are a talented and professional group; we bring our individual expertise to the job and we make the institution look and sound better. Our role is evolving: merging practical, creative and energetic solutions on a daily basis. We are committed to excellence, each one taking great pride in her or his work. This idea underlies whatever we do, from the most mundane to the most complex. Our objective is to hang onto that philosophy, and provide creativity and successful experiences.

Media Services Department highlights and accomplishments:

- An ever-broadening relationship with University Relations has us producing fundraising and advertising videos.
- We create and maintain a digital master library of all university-sponsored speakers.

"I don't know how much I mentioned before about the quality of the program [May Sarton film] but now that I'm dealing with the material more closely, I appreciate even more that it's a very well-done piece. Well-selected quotes that I imagine speak directly to issues of aging and wonderful use of footage and music to highlight the emotional impact -- very well paced. Thanks again for letting us piggyback on your team's great work."

Anita Clearfield of Maine Public Broadcasting Network

- Submission and acceptance for screenings, awards, publication, and exhibition for both university and independently produced documentary film and photography.
- The establishment of Cookies Shorts, a UNE media services film festival.
- Successful implementation of International Student Research Forum simultaneously broadcast via video conferencing to four domestic & international sites.

Information Technology Services

Susan Mellady, Director

The mission of the Information Technology Services Department is to anticipate and support the increasing technology and telecommunication needs of the University of New England community by offering a full-service academic and administrative support and operations center. We also provide students, faculty and staff with the most advanced version of our administrative software, Banner. We are in the process of implementing "Internet Native Banner" also known as Banner 6i. This is a pre-requisite for the next major release of Banner 7, scheduled to be online in March 2006. Network growth and security have presented us with *new challenges*. The Internet, spyware, spam, and government have presented us with *major challenges*. We hired a new Firewall and Network Security Technician to help us deploy firewalls and secure VPN solutions with spyware, spam, and virus filtering at the gateway.

Information Technology Services computer server equipment David Dadiego, ITS technician

Information Technology Services accomplishments:

- The Banner Team worked very closely with HR and Payroll Offices to make the complex transition to Open Enrollment On-Line. The Banner Team has also developed electronic interfaces with iPark (web based parking software), eFollett (automatic textbook selection), and Electronic Door Access (security).
- Facility CMIS scheduling software has been purchased, installed, and configured. Training is ongoing and the Summer 2006 term will be the first to fully utilize this new software.
- The Liquid Matrix/Active Admissions Project and interface with Banner was completed for Admissions and University Relations.
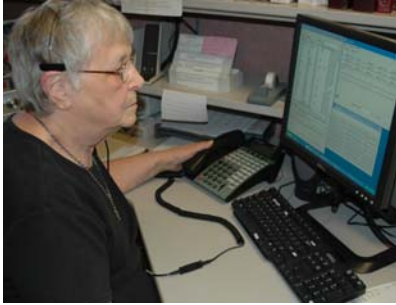
UNE Switchboard
Georgette Sutton
Switchboard Operator

UNE Computer Store
Rita Marie Lore
Purchasing Support

Banner Database:
administrative software
Param Dasana
Banner Technician

- To support above initiatives, a new server was installed and configured; and other web servers and sites were updated and maintained during the deployment of the new UNE site.

- The WAN from WCC to UC was monitored for slow-downs, and an out-of-band WAN monitoring system implemented. A new WAN point-to-point system is in progress and will alleviate downtime, slow Banner response, and network files transfers.

- A network attached storage system for the Campus Pipeline email system was deployed; and South Residence Hall was brought online with new data switches and connected to RESNet. The network was built to connect 360 PCs or laptops to the student network, and 24 devices to the University. In addition, data switches were installed in the 750 Stevens Avenue residence on the WCC, and it was connected to the RESNet.

- HelpDesk and Telecom work orders continue to increase: more than ever, students are bringing laptops to ITS with spyware, virus, and intricate problems that require complicated repairs. ITS HelpDesk calls average 3,400 a month. Although employee moves, adds and changes affect everyone in IT and tax our small staff, computerized switchboard consoles have helped operators to become computer literate and cope with the fast pace of calls and directory changes.

- To maintain network health and recovery, a new and updated UNENet backup system was installed; and a secure file, print and backup server for the University Health Care sites was put in place. New data switches to increase data throughput and reliability were installed in Admissions House, Marcil Hall, the Marine Science Center, and Decary 4th Floor; and new data switches were replaced in the federal residence halls that connect to the Synergistics WaPAC key entry system.

- Security issues addressed include: New network protections for the WCC were deployed; spam filtering rules were refined by creating and advertising Spam Cop at spamcop@une.edu; instrusion protection systems were deployed on the UC, WCC, and UHC networks; a 24/7 network monitoring and notification system was installed; ResNet firewall software was enhanced; wireless access points were updated in the Marine Science Center; and the UNE Libraries Ariel workstation was secured behind the UNE firewall.

"The UNE Libraries recommend that all incoming undergraduate students acquire these [information literacy] competencies as soon as possible within the first year on campus:
First year undergraduate students will:

- **Understand how materials are organized in the UNE Libraries**
- **Be familiar with the UNE Libraries' Home Page**
- **Be able to develop and implement a search strategy**
- **Be familiar with the UNE Libraries online catalog**
- **Be able to search the UNE Libraries' catalog by keyword and subject heading**
- **Be able to use a general academic database, such as ProQuest**
- **Know how to read the most common forms of citations**
- **Be able to distinguish between scholarly and popular information sources**
- **Be able to distinguish between free Web sources and fee-based Web sources"**

"Information Literacy," Standards & Outcomes for Students

Information Technology Services challenges and goals:

- Purchase, install and implement Bradford Campus Manager, proactive registration and audit system for student Residential network
- Upgrade WCC servers and storage capabilities
- Purchase, install and implement LDI for eLearning
- Upgrade WebCT to Campus Edition 6
- Install, and implement BANNER 7
- Go Live with CMIS scheduling software
- Continue proactive detection and elimination of virus and worm infiltration, and intrusion detection.
- Continue upgrades of all servers and labs
- Purchase, install and implement a new student portal
- Provide web-based secure EMR and PMS solution for doctors and patients
- UC to WCC WAN redesign and implementation using fiber from Time Warner.
- Secure the LibNet behind the firewall.
- Design and implement a disaster recovery web site.
- Upgrade the University's E-Mail system from GroupWise 6.5 to GroupWise 7. This will add new and improved features to the already feature rich e-mail system.
- Implement internal network protection on RESNet. This includes protection, isolation, and remediation of PC's with worms, viruses, and spyware.
- Liquid Matrix/Active Admissions – electronic payments accepted
- COM Admissions: OsteoAdmit Web Interface Planning/Deployment
- Develop Employee Training Maintenance in Banner/Integration with WebCT
- Plan and budget for fire suppression systems for computer rooms