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 preeminent institution of higher education.

UNE is about to embark on the next phase of academic and administrative technology. The departments represented by this annual report have pushed the equipment and services in some cases to their limits. As the University begins its next iteration of strategic planning, L&IR will also begin to plan for bringing higher and more sophisticated levels of technology to the community. The goal will be to anticipate and meet these rising technology expectations of students, faculty, and administration.

As always, it is my pleasure to work with such a dedicated, talented, and energetic group of individuals.

Respectfully submitted,

Andrew J. Golub,
Vice President for Information Resources
All questions that come to the Public Services Staff via e-mail, phone, or in-person interviews, continue to be fielded with our “FIND IT, OR REFER IT!!!” philosophy. In addition, user instruction, which is taught in the Library Instruction Labs on both campuses, promotes information literacy and empowers students to conduct their own research. An amazing 22,000 full-text journal title collection supports research in all the diverse and multi-faceted curricula offered at UNE. And, a new subscription to the cited-reference database Scopus is an exciting addition to our numerous database offerings this year. All of our electronic resources are accessible from on-campus or off-campus for 24/7/365 access. A revised Collection Development Policy guides our ongoing collection development and reflects the ever-changing materials formats and modes of access. We continue to:

- Adapt Libraries’ products and services to user needs
- Review and employ strategies for marketing and outreach
- Promote information literacy via the Libraries’ user instruction program
- Assess student learning outcomes
- Monitor collection usage
- Collect statistics and calculate cost-per-use for purchase/subscription decisions
- Address materials format changes
- Participate in a variety of UNE committees.

“…Information literacy forms the basis for lifelong learning. …it enables learners to master content and extend their investigations, become more self-directed, and assume greater control over their own learning…”

“UNE Authors and Notes” - a series of talks and readings by University of New England faculty highlighting their writing and books were held during the academic year. The lectures were free and open to the University community and the public. The authors read from their books and shared with the audience their experiences through questions and answers. Copies of each author’s books were for sale by the UNE Bookstore staff. The series was sponsored by the College of Arts and Sciences and the UNE Libraries. UNE Authors who spoke were:

- David Livingstone Smith, Ph.D., *Why We Lie: The Evolutionary Roots of Deception and the Unconscious Mind*
- Anouar Majid, Ph.D., *Si Yussef*
- Ali Abdullatif Ahmida, Ph.D., *Forgotten Voices: Power and Agency in Colonial and Post-colonial Libya*
- David Johnson, Ph.D. and David Sandmire, M.D., *Medical Tests that Can Save Your Life*

**Fabulous DVD Collection**

In addition to the UNE Libraries’ superb services and materials, we collect and maintain an icing-on-the-cake DVD collection that supports UNE’s curricular offerings and contributes to student retention. Entertaining and educational titles, among others, include: *Almost Famous, Billy Elliot, Chicago, Lord of the Rings, Sideways,* and *Triplets of Belleville.*
The UNE Libraries’ Public Services staff continues to expand their outstanding user instruction program for UNE students. Reaching a total of 2328 students in 93 sessions on both campuses!!! Library instruction was integrated into the College of Arts and Sciences (CAS) and the College of Health Professions (CHP) curricula. PubMed MEDLINE, MDConsult, FirstConsult, and Scopus sessions were conducted over noon brown-bag lunches for the College of Osteopathic Medicine (COM) students. Tailored instruction sessions were taught in the CHP lecture hall, Decary computer labs, Abplanalp Library Reference area, Ketchum Library Instruction Lab, as well as in classrooms and labs.

The CAS Bio104 Forest Ecology “Critter on a Card” assignment continues to be a hoot & a howl !!! Again this year, the Biology Department and the UNE Libraries worked together to coordinate this biology laboratory assignment. Each student received an index card with only the scientific name of a critter, such as “Lynx rufus,” written on it. With only that one piece of information, they began a treasure hunt for reputable websites, books, scholarly journal articles, and magazine articles relevant to their critters. This cumulates in a written lab assignment and poster sessions. It’s a wicked-good introduction to basic library research skills that serves students well throughout their careers at UNE.

As part of the ongoing Libraries’ outcomes assessment, the Freshman Survey of Library Research Skills was distributed to incoming students. Indications were that they were much more likely to have used the Internet for research than traditional reference sources while they were in high school. Many never used a database to search for journal articles. Surveys continue to consistently show that students who have had library user instruction are more experienced with library resources, more confident about library research at the college level, and have a more favorable view of librarians in general.
The Westbrook College History Collection, housed within the Abplanalp Library, played a prominent role in the events and programs celebrating the 175th anniversary of the Westbrook College Campus. With Westbrook Seminary archival materials dating back to 1842, the Collection contributed institutional documents, vintage photographs, student memoirs, artifacts, and memorabilia to displays, online exhibits, films, speeches, brochures, and press releases. Its new web page at www.une.edu/wchc promotes institutional and historical research; and features a growing collection of histories, sketches, photographs, and finding aids. Westbrook College History Collection research inquiries and visits come from internal and external requestors, and are consistently doubling each year.

Westbrook Seminary and Female Collegiate Institute.
STEVENS PLAINS, WESTBROOK, ME.
Paid to L. H. DOUGLAS, Rocklin, Me.

Westbrook Seminary, circa 1868
The Maine Women Writers Collection, a division of the Public Services Department, continues its constant search for rich manuscript collections to support in-depth literary and historical research.

- April of 2006 saw two presentations by Dava Sobel -- nationally known author of Longitude, Galileo’s Daughter, and Planets; as well as a presentation by award-winning poet Megan Grumbling.
- The MWWC continues to collect both contemporary and historical book and manuscript material.
- The MWWC-sponsored national conference in June 2006, “Charlotte Perkins Gilman: Then and Now” was deemed successful by attendees and staff alike.
- Literary and historical research projects and presentations continue.
- Compact shelving will be installed in the manuscript room in October, 2006 to accommodate collection growth!
- “A Gathering of Writers”, MWWC creative writing program, continues with full registrations, directed by David Kuchta, Ph.D.
- The MWWC has received an exceptional long-term loan from the Stanley Museum in Kingfield, Maine, of a major photograph collection of Kingfield Maine’s Chansonetta Stanley Emmons (1858-1937). We anticipate that this collection will particularly support the UNE Women’s Studies program among others. American master photographer Berenice Abbott said of Chansonetta “hers was a conservative upbringing, her eye saw the reality of other situations – the primitive strength of Maine farming families, the beauty and dignity of the southern blacks...”
- MWWC continues to sponsor the young women’s leadership award, the “Perdita Huston Purple Starfish Award”
- Many more activities continue!
Individually and through collaborative efforts, the foundation of the Technical Services Department staff’s goals and contributions toward fulfillment of the Libraries’ mission of meeting the informational and research needs of the University community. Successfully maximizing the cost-effectiveness of acquiring materials for the Libraries’ collections, providing bibliographic description and access to the materials through the Libraries’ online catalog, facilitating circulation of the Libraries’ collections, and expediting the borrowing of materials from the collections of libraries worldwide reflect the Department’s commitment to excellence in the delivery of all of its services.

Library Student Assistants are an integral part of the Libraries’ staff. During the academic year, 40-45 students work at the Libraries, staffing the Circulation Desk, processing and shelving materials, assisting with document delivery, and strengthening the Libraries’ role as a friendly, supportive, “how can we help you” environment. Library Student assistants are great ambassadors, communicating and demonstrating the value of the UNE Libraries’ services.

In 2005-2006, collaborative efforts were primarily directed toward the Department’s Assessment Project, which compared the Libraries’ firm order subject area expenditures with the subject areas of items most frequently borrowed by UNE students from the Libraries’ collections and from other libraries. The analysis of the 2005-2006 data will be compared to data collected over a period of years, to maximize the effectiveness of the Libraries’ acquisition budget allocations in support of the students’ curriculum subject areas. Discussions of the 2005-2006 findings generated a strong interest in brainstorming additional ideas and activities relevant to library services and advancing student success.

The UNE Libraries have acquired access to an increasingly large number of electronic resources in recent years. Although students and faculty can access electronic resources from anywhere on campus as well as remotely, the number of patrons utilizing the UC and WCC Libraries has continually maintained a steady increase, as illustrated below by the total gate counts for the University Campus and Westbrook College Campus Libraries for the past ten years...further evidence of the need for “library as place.”
Highlights and Accomplishments:

• Completed migration of all ordering and receiving functions to Innovative Interfaces’ Millennium acquisitions
• Acquisitions and WCC Library’s circulation staff provided consultation to Portland Public Library staff on use of Innovative Interfaces’ Millennium
• Completed reclassification and subject analysis of 39% of retrospective conversion grant titles
• Completed cataloging of Maine Women Writers ‘Bicknell-Frost Collection and artist’s book collections
• Expanded Interlibrary Loan’s international transactions, including Brazil, Denmark, Mexico, Canada, South Korea, and Hong Kong
• Assessed/modified WCC Library’s physical space to increase study areas for students
• Assessed/reassigned UC Library’s lower level space to provide expanded collection and research space for the New England Osteopathic Heritage Center
• Participated in UNE’s Environmental Council
• AACOM (American Association of Colleges of Osteopathic Medicine) Council of Librarians representative for UNE
• Convened Medical Library Association’s national meeting of Osteopathic Librarians Group; attended state, regional and national conferences

Goals and Challenges:

• Continue to collect/assess acquisitions, circulation, cataloging, and borrowing data for the Department’s Assessment Project, in conjunction with the Libraries’ participation in the University’s overall institutional assessment
• Increase collaborative efforts in assessing/enhancing/marketing library services in support of advancing student success
• Continue to enhance online catalog bibliographic access for UNE authors, UNE presentations, specific formats, award-winning series
• Continue UNE Libraries’ retrospective conversion cataloging project
• Continue to assess Libraries’ physical spaces and signage to increase visibility and maximize accommodation of student needs
• Complete revision of the UNE Copyright Policy
• Identify opportunities for expanding knowledge and skills and fostering professional development of Technical Services Department staff
The Libraries Systems, Journals and Electronic Resources Department is responsible for maintaining the libraries online catalog and web pages as well as acquiring journals (print & electronic) and electronic resources. To this end, we
1) acquire 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.

Highlights:

• Realigned the department to include journals, incorporating the Library Technical Assistant/Electronic and Print Journals Coordinator position into the department
• Developed system to manage electronic resources
• Developed system to track journal subscriptions in a more efficient, organized fashion
• Assessed database usage and reported findings to the assessment committee
• Maintain access to over 20,000 electronic journals
• Attended Innovative User Group meeting in Denver

Goals and Challenges:

• Implement Metafind, which allows searching across different databases
• Form a committee to access web page functionality
• Continue to acquire journals in electronic rather than print format
The New England Osteopathic Heritage Center (NEOHC) is a regional resource center dedicated to preserving, promoting and providing access to the history of osteopathic medicine in New England. Through its growing collection of early documents and photographs, medical instrumentation and oral histories, NEOHC is securing the preservation and strengthening the recognition of the unique story of osteopathic medicine’s 100-year plus history in New England. As a result of support from the University of New England (UNE), the MaineHealth Osteopathic Heritage Fund (MHOHF), and osteopathic associations and doctors, NEOHC is able to provide access to that history and promote an awareness of the achievements of the profession.

“I feel so lucky to have been exposed to the rich historical resources available at NEOHC, and wish that all osteopathic students and physicians would take some time to experience first hand NEOHC’s growing collection. It truly is a “hidden treasure,” and is well worth discovering for yourself!”

Jessica House, MSII
Highlights and Accomplishments:

• Collaboration with Maine Public Broadcasting Network in the creation of a television broadcast production “The Doctors of Osteopathy,” focusing on the history of osteopathic medicine in Maine.
• Review and catalogue Anne Wales instructional videotapes in osteopathic manipulative medicine.
• Attended and exhibited Maine Osteopathic Association, New Hampshire Osteopathic Association, Massachusetts Osteopathic Society, Rhode Island Society of Osteopathic Physicians and Surgeons, Vermont State Association of Osteopathic Physicians and Surgeons
• UNECOM functions: SOMA/Osteoblast, Founder’s and Alumni Weekend
• Listing in National Library of Medicine/History of Medicine Library’s Oral History Directory
• Establishment of a work-study position in collaboration with UNE’s History Department for the 2006-2007 academic year.
• Expanded collection material and ongoing oral history project
• Significantly expanded research use by students
• Relocation of NEOHC collection and research room to expanded space
• Increased financial support through grassroots fund raising

Goals and Challenges:

• Increase and secure financial support
• Advise and encourage other osteopathic institutions in archival collection of osteopathic history
• Expand NEOHC’s web site to include collections list and additional osteopathic resources: www.une.edu/neohc
• Plan and promote educational forums in osteopathic medicine and its history
• Increase NEOHC’s profile at UNE through additional exhibit space
We still aim to please! Customer service and accessible technology are the keys. Response to our customer service survey was a resounding plea for current technology. To this end, we have made the leap to the digital world. We are phasing out obsolete technology, and replacing it with the new. Anticipating the continued decline and availability of video cassette recorders, VHS tapes, audio tapes, it is our goal to provide consistency in all classrooms. Our focus is to provide training to faculty and students to promote confidence in all users.

We have been busy; eight new media installations to classrooms and labs, as well as upgrades to 2 large lecture halls on the Portland campus.

We created a video presentation using 3-D graphics for University Relations to supplement their $11 million fund-raising campaign for the PEEC.

*Different Lives*, a documentary in progress, explores the relationship and history of the communities of the University of New England, the City of Biddeford and the residents of Biddeford Pool through the oral narratives of its members. We are working in collaboration with university and community groups.

“**Media Services created a stellar DVD to help me market the new PEEC. The future center comes to life in their piece and the feedback has been phenomenal. Additionally, working with the staff was an absolute delight. Because of their hard work, my job of telling the story of PEEC is much easier. Now I have this great DVD that really gets the message across to potential donors.**”

Nicole Connelly
Development Officer, University Relations
**Highlights and Accomplishments:**

- Installed 4 new state-of-the-art centrally managed media systems in classrooms and conference space on WCC
- Brought three new media-equipped classrooms on line and retrofitted another with full install on UC
- Worked with the College of Health Professions to integrate SmartBoard technology in 5 classrooms on WCC
- Worked with CHP and Facilities Management to acquire and install state-of-the-art High Definition video conference system
- Worked with PEEC development office and architects to create and animate a 3D walkthrough of the proposed Performance Enhancement and Evaluation Center
- WCC staff attended InfoComm International AV conference in Orlando, tested for and achieved Certified Technology Specialist designation
- Served on Academic Space Planning Committee
- Served on Environmental Council
- Media’s Cookies Shorts film festival merged with Mill Dance to become Cookies in the Mill international film & video festival fostering stronger relations with our host community
- Received Maine Humanities Grant for the Different Lives documentary film project
- Archival reproduction photography for Maine Womens Writers Collection and Art Gallery
- Post production of the Bush Cultural Center fund-raising video
- Pre-production on the documentary The Murder of Mary Bean in collaboration with Elizabeth DeWolfe, Chair of the History Department
- Served on the Inaugural Committee
- Participants in Milling About
- Transferred the Anne Wales COM collection from analog to digital format

**Goals and Challenges:**

- Capital improvements to classroom equipment and move toward all digital equipment
- Continue migration to High Definition video format
- Continue move toward centrally managed IP-based AV controls
- Professional development for self and staff
- Continue “Cookies” Film Festival
- Reassess Media Services positions for possible upgrade
- Get more public exposure for Media Services video projects
- Upgrade Alfond media equipment
- Complete “Different Lives” video and photography project
- Continue ongoing effort to migrate faculty slides to digital media format
- Continue advisory role in building and classroom planning
- Continue working to bridge the gap between campuses with the aid of new and existing AV technologies
- Work with ITS to integrate streaming media and video-on-demand technologies
- As demand for services continues to increase, seek technologies and practices that streamline productivity and improve reliability
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.

**Highlights and Accomplishments:**

- The Banner Team has worked with those in the HR and Payroll offices to make open enrollment work on-line.
- The Banner Team has worked to develop electronic interfaces for:
  - U-Online integration with eFollett
  - Maine State Unemployment Report
  - Emergency Broadcast (Call) System
  - Electronic Door Access (Security)
- Assisted with the purchase and implementation of MediEase database product to Health Centers and COM.
- Develop Employee Training Maintenance in Banner/Integration with WebCT
- UNE purchased Facilities CMIS scheduling software to optimize utilization of limited resources.
- The DELL computer and Mac lab were merged. A Mac lab outfitted with 10 state of the art laptops was installed in a Department of Life Sciences lab.
- A teaching lab in Chemistry was created.
- Flat panel monitors were installed in the classrooms, libraries, and many faculty and staff stations replacing outdated monitors.

“Having the laptops in class has allowed me to have students research and solve applied problems during lecture class time, which has been great. The laptops are proving to be invaluable for the lab portion of the class, as students use them for everything from spreadsheets for data, to image manipulation, to creating maps and large reports.”

Pam Morgan
Innovative web community calendaring technology, Timecruiser’s Campus Cruiser, a portal solution for educational institutions was introduced summer 2006. ITS created a unique design and renaming campaign to create the new myUNE portal system. MyUNE’s interactive platform enriches campus life by bringing together all members of the college community: students, faculty, staff, alumni and administrators.

• An improved Wide-Area Network (WAN) from WCC to UC was installed to alleviate slow downs and data bottlenecks due to network size.

• New large Uninterruptible Power Supplies (UPS) units were installed at UC and WCC to meet the increased power needs as well as our battery power to allow for emergency shutdown of all servers.

• Network storage growth needs were met this year with the installation of a Storage Area Network (SAN).

• GroupWise was upgraded to version 7

• An additional Personal Information Manager (PIM) to be installed to our current Private Branch Exchange (PBX). The newly reconfigured system was on-board by Fall 2006 and will enhance our telecommunications functions.

• Support calls coming into ITS averaging 5000 calls per month.

• Bradford Campus Manager software was purchased to help with the student network setup. This is a labor intensive endeavor for our IT staff.

• There were over 350 moves, adds, or changes this year which created the need to add over 230 voice and data drops, adding more fiber and re-terminating voice feeds and fiber drops to a high density patch panel.

“I wanted to send you a note to let you know how much help Sally and Gary were in helping us fix a payroll problem. I appreciate their prompt attention, effort and willingness to help solve the problem. Thanks ITS”

Tim Kinne
Goals and Challenges:

Goals and Challenges for the Information Technology Department are continuous; this is the list we are planning for 2006/07.

- Brand new PBX for WCC in October of 06
- Upgrade the UC PBX room and PBX for the WCC major installation and move of the PBX location.
- Liquid Matrix/Active Admissions – electronic payments accepted
- Research web electronic payments for many different departments
- COM Admissions: OsteoAdmit Web Interface Planning/Deployment
- CMIS ePortal – Continue to work with Registrar
- Luminus Data Integration (third party database integration software from SunGard SCT) will integrate course and student
- Secure resources for server replacements and upgrades (Post offices, Banner, and database servers).
- Automate the update of myUNE information in the absence of a working Sungard eLDI system. Improve Banner integration with myUNE
- Configure myUNE to WebCT 6.0 integration.
- Place our streaming media server into full production.
- Deploy a new centralized authentication system.
- Produce online audio and video training material for WebCT, myUNE and other technologies.
- Protection of Personally Identifiable Information (PII) - Phase 2
- Campus Center Security Database Interface with Banner
- Access 2007 Upgrade
- Major upgrade for whole campus to MS Office 2007
- Oracle 10g Upgrade