



**UNG** | UNIVERSITY of  
NORTH GEORGIA™  
LIBRARIES

Annual Report 2015

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# WELCOME



## About the cover

“A Rainy Day,” circa 1890, School of Sir Frank Brangwyn R.B.A., UNG Special Collections and Archives.



*“The library is the physical manifestation of the core values and activities of academic life.”*

*Kuh, G. D., & Gonyea, R. M.*

*(2003). The role of the academic library in promoting student engagement in learning. College & Research Libraries, 64(4), 256-282. doi:10.5860/crl.64.4.256*

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## STATE OF THE LIBRARIES



This Annual Report, covering fiscal year 2015, reinvents our practice of recording the contributions of library faculty and staff members across the four campuses of the University of North Georgia. The work and statistics chronicled here demonstrate the central place of the Libraries in the academic and cultural life of the university.

Libraries are repositories and access points; essentially collaborative organizations that touch all areas of university life. Library faculty and staff members are teachers and navigators to critical insight and information. Students and faculty look to the Libraries to meet a variety of needs

from foundational collections and services in support of assignments, curricula, and scholarship, to providing inviting places for group and individual work.

In the past year art exhibitions at all four libraries drew in faculty, students, and members of the community. Expanded electronic collections underpinned the 24/7 life of a multi-campus institution. Students were invited to chill out and learn about resources in the early days of the fall semester, and power down and relax by petting therapy dogs during spring finals. Notable areas of growth included targeted librarian support for graduate studies and the advent and nurturing of core collections in Asian Studies and Military Science. Our rapidly growing Special Collections welcome the future by preserving institutional histories and digitally supporting UNG and USG student and faculty research on NOIR, the Nighthawks Open Institutional Repository.

The days and nights of UNG Libraries faculty and staff members begin and end with service. I am immensely proud of their contributions toward student and faculty success and look forward to what will come next as they work to help support and define the UNG experience.

**Deborah Prosser, Ph.D.**

**Dean of Libraries**

**July 2015**



# STRATEGIC PLAN

## VISION

UNG libraries aspire to be creative and innovative learning environments that successfully promote and support discovery, collaboration, and academic excellence.

## VALUES

- Inquiry
- Teaching
- Stewardship
- Service
- Professionalism
- Innovation
- Collaboration

## GOALS

### Goal 1: Strengthen our learning environments:

- Objective 1.1: Collect and preserve physical and virtual resources central to learning and scholarship
- Objective 1.2: Provide varied and flexible spaces that successfully integrate technologies, collections, and services
- Objective 1.3: Offer general and targeted research assistance that utilizes proven and cutting edge methods, technologies, and pedagogical strategies
- Objective 1.4: Develop and maintain a web presence with straightforward access to information and services

### Goal 2: Partner with our diverse communities:

- Objective 2.1: Enrich and enhance library services and collections to meet the needs of campus departments and organizations
- Objective 2.2: Pursue creative collaborations with faculty that introduce, develop, and improve student information literacy skills
- Objective 2.3: Identify meaningful opportunities for community engagement and public programming

### Goal 3: Cultivate a positive and effective work environment within and across campuses:

- Objective 3.1: Nurture and retain knowledgeable and service-oriented library faculty and staff
- Objective 3.2: Lead, manage, and perform with consistency, fairness, respect, and clarity of expectations
- Objective 3.3: Ensure continuing and appropriate opportunities for professional development and training

## MISSION

*The University of North Georgia Libraries support and enhance the university's student-focused and global mission by fostering learning and academic excellence through diverse collections, services, and teaching, creating a culture of inquiry, research, and lifelong learning in the academic and regional communities.*

## TRANSFORMATIONS

### Organizational Structure

Since January of 2013 the UNG Libraries have transitioned from separate, individual organizations into a highly functioning system striving toward a parity of collections and services at all campus locations. The four libraries operate under a three year strategic plan and annual assessment plan that define organizational values and areas of focus in alignment with the UNG institutional strategic plan. While advancing the values of inquiry, teaching, stewardship, service, professionalism, innovation, collaboration, the Libraries further annual goals of supporting faculty teaching, building research and information literacy competencies among students, and acquiring and maintaining current collections in support of the curriculum. Institutional areas of need and focus to which the Libraries contribute include: retention, progression and graduation; faculty teaching; student faculty academic rapport; local engagement; and accreditation.

The libraries are organized under the Dean of Libraries, who leads and supports all locations through advocacy, policy development, acquisitions oversight, and budget management. Head Librarians manage personnel and daily operations at each campus location, and also serve as part of the Library Leadership Team, which meets bi monthly. The tenure track library faculty members provide instruction in research skills, information literacy, and critical thinking via numerous pathways ranging from chat reference to credit bearing courses. Cross campus teams guide large processes such as collection development, access services policies and procedures, and technical services and acquisitions.

### Physical Space

The Libraries are changing to meet the growing needs of the UNG. A preliminary design is in place for a renovation and two-story expansion to Hosch Library in Gainesville, with redesign in the 2017-18 academic year and construction in 2018-2019. At the Oconee campus, the new building opening in the fall of 2015 has provided an opportunity to paint, carpet, and reconfigure the service desk in the existing library. In late 2014 the Technical Services department in the Library Technology Center in Dahlonega expanded with storage and work areas to accommodate print acquisitions for the four campuses. Library administration and faculty members use survey and annual collection use data to analyze and respond to changing needs, such as a reconfiguration of space to create a new quiet study room in Gainesville.

## SPECIAL COLLECTIONS AND DIGITAL INITIATIVES

In December 2013, UNG's Special Collection and Archives began the process of formalizing their collections. Since December 2013, collection development and acquisition policies have been written. Special Collections also has policies for researching in the collection – including using the collections, copying and publication policies.



**“The Bridge of Nations – Portland,” 1905, A.W. Brewerton Collection, UNG Special Collections and Archives**

Special Collections and Archives has received 37.3 linear feet of collection materials including the Oconee Historical Society Collection, the Bella Lynn Collection, and materials from the Office of the President of Gainesville State College. Recently, we've also received electronic copies of oral history interviews about Lake Lanier conducted by students at the Gainesville Campus. We've also purchased three collections: the A.W. Brewerton, Jr. collection, a collection of letters from a WWII pilot and a photograph collection from Air Force Nurse Corps. In addition to manuscripts, Special Collections and Archives has received approximately 862 books related to Southern, local and military history.

Collections are currently available for research on the Gainesville and Dahlonega campuses. We have seven collections open for research at the Library Technology Center in Dahlonega and six collections available for research at the Hosch Library in Gainesville. In addition to the 13 open collections, student publications and university publications are also available. To complement the open collections, we have a small number of digitized items from the collections available on the Nighthawks Open

Institutional Repository. These include photographs, newspapers (student newspapers as well as historical copies of the Dahlonega Nugget), literary magazines, and items of interest from our collections. The most popular of these items are copies of yearbooks from both Gainesville State College and North Georgia College and State University.

UNG's Digital Commons became the Nighthawks Open Institutional Repository (NOIR) this year. Currently we have 1510 items available for download on NOIR. Included in this number are two articles written by faculty members from the Math department and two open textbooks published by UNG Press. This year we added the Arts and Letters Conference to NOIR and the International Social Sciences Review published its first volume through NOIR. Over the past year, we've had 33,134 total hits with Papers and Publications receiving the most of these with 6,415 hits. We've also had 37,371 full text downloads. “To aspire or not to aspire? The latest evidence on intramuscular injection techniques” a poster session from the 2013 Annual Research Conference, is the most downloaded article with 1,502 downloads.

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## COLLECTION DEVELOPMENT

In addition to the annual cycle of acquisitions in support of curricula across colleges and programs, several specific collections are growing as a result of library collaborations for key UNG initiatives. The Special Collections are preserving and providing access to materials on institutional, military, Dahlonega, and Oconee County history through community and alumni outreach and engagement. Core electronic and print collections in Asian Studies began with a grant-funded project in 2013 and include the acquisition of the Maner L. Thorpe library, a world-class collection of scholarly monographs encompassing the diversity of Asian cultures. New resources in Military Science support teaching and research for strategic leadership and the Corp of Cadets. The digital commons, NOIR (Nighthawks Open Institutional Repository), hosts Papers and Publications to advance UNG undergraduate research, and also now serves as the repository for open access textbooks published by the university press as part of the state-wide initiative, Affordable Learning Georgia.

The UNG Libraries added 4,302 new print books, ebooks, media items, and periodical subscriptions this year. In addition to hundreds of existing databases purchased independently and through GALILEO, we added four new databases: BioDigital Human; America's Historical Newspapers: Caribbean Newspapers, Series 1 1718-1876; American Consumer Culture 1935-1965; and JSTOR Arts and Sciences XII.

## ACCESS AND SERVICES

The UNG Libraries' physical facilities, virtual resources, and personal services were heavily accessed in FY15. The four libraries combined offer nearly 1,500 seats in 125,430 square feet of space, as well as 258 hours of library service per week. More than 550,000 visitors entered the four library buildings, and there were more than 3,830,000 sessions on the library website. Overall, these numbers represent someone visiting the libraries' physical or virtual spaces approximately once every seven seconds, every day of the year!

Library visitors accessed hundreds of thousands of physical and electronic resources. Technology items like laptops, iPads, and calculators were loaned 7,308 times. Total circulation of physical items exceeded 28,500 throughout the year. Patrons performed nearly 1,460,000 database searches and accessed over 435,000 full-text articles. Services like GIL Express and ILLiad gave UNG patrons access to thousands of books and articles owned by other institutions. Additionally, UNG Libraries employees answered nearly 23,000 patron questions.



To improve library service in the future, the UNG Libraries undertook several service assessment projects. Each library conducted multiple faculty and student focus groups to identify opportunities for improvement. The LibQUAL+ survey gathered service-related feedback and comments from thousands of UNG students, faculty, and staff. Library sweeps analyzed space usage trends in the library buildings, which will inform future space use decisions.

## REFERENCE AND TEACHING

The UNG Libraries offer reference assistance and library instruction through a variety of methods. Librarians delivered 263 instruction sessions in other professors' classes, reaching 5660 students. Faculty and students attended drop-in workshops on citation styles, collection development, publishing opportunities, and research coaching, while research consultation appointments delivered one-on-one personalized research assistance. Librarians also provided on-demand reference assistance by answering 2,984 reference queries.

In addition to traditional library instruction, UNG librarians collaborate with other UNG faculty and departments to deliver library services outside the traditional boundaries. A librarian partnered with an English professor to integrate global literacy skills into a class on international detective novels, and their work has resulted in multiple contributions to the scholarship of teaching and learning. An archivist worked with a history professor to disseminate an oral history collection created by UNG students. Librarians advised faculty groups on conducting literature reviews, managing citations, and selecting publications for their scholarly research.



Library faculty maintain their excellent teaching and librarianship skills through extensive professional development. This year, UNG librarians accounted for 92 attendees at 59 different conferences, webinars, and professional events at the local, state, national, and international levels. UNG librarians delivered 12 presentations or panel appearances at 4 different conferences. Additionally, many UNG library faculty are active in the Georgia Library Association. Virginia Feher won the 2014 McJenkin-Rheay Award, which recognizes librarians early in their careers who have made outstanding contributions to the Georgia Library Association.

## EVENTS AND EXHIBITIONS

The UNG Libraries hosted numerous events, exhibitions, and outreach programs this year. These efforts engaged not only UNG students, but also faculty, staff, and the local North Georgia community.

Art and poetry were featured in several exhibits. Beautiful tapestries were displayed on all three floors of the Dahlonega library during the Woven Together: Tapestry Weavers South exhibition, with supplemental events including a live weaving demonstration, guest speaker, and group film viewing. The Inspirations from Literature exhibit included two- and three dimensional works created by UNG Libraries employees from all four campuses. Poetry readings and broad side art displays were combined in No Small Measure: Collaborations between Artists & Poets. Additionally, the Dahlonega library hosted four separate senior art exhibits to showcase art by UNG students.



During the busy first weeks of school, the UNG Libraries offered Weeks of Welcome activities to greet incoming students and highlight library

services. Events across the four libraries included a Murder in the Library game/tour, a Chill Out at the Library beach party, a Survival activity, and Tea Time at the Library. The UNG Libraries also organized stress relief activities during finals weeks. Students relaxed while petting therapy dogs and cats from CAREing Paws, and library staff gave out "finals survival packs" including Scantrons, pencils, water bottles, and snacks. Several lucky students won raffles for large "finals survival" gift baskets.

Throughout the year, the UNG Libraries created displays and events to engage students and draw attention to library resources. Displays included Staff Picks; Libraries: Then and Now; Blind Date with a Book; Banned and Challenged Books; and Managing Student Stress. In September, we marked the national Banned Books Week with employee "mug shots," raffles, games, censorship discussions, and displays. A book club met regularly, and students came together with employees to write letters to soldiers and create Valentines.



## CAMPUS NARRATIVES



### GAINESVILLE

2015 was an exciting and productive year for the Hosch Library on the Gainesville Campus. We kicked the year off with a “Chill Out at the Library” event for Weeks of Welcome, introducing new and returning students to the library’s facilities and services. After a busy fall semester, we helped our students, faculty, and staff survive the stress of final exams with a visit from the wonderful therapy dogs of CAREing Paws.

In the spring, the curriculum materials housed in our Education Resource Room were relocated to a similar dedicated space in the World Language Academy, a Hall County public PK-8 school. This move makes these valuable teaching materials more readily accessible



to UNG’s education majors and Hall County teachers alike. Using the space available from this relocation, the Gainesville library is now creating a Quiet Study Room, with individual study carrels, club chairs, and ottomans. This new space, slated to open in Fall 2015, will give our students a comfortable place for focused study and concentration.

*2015 was an exciting and productive year for the Hosch Library on the Gainesville Campus.*

This summer, we wrapped the year up with a Staff Picks display, highlighting the favorite books, movies, and authors of the Gainesville library’s faculty and staff.

The faculty and staff of the Hosch Library also had an active year attending and presenting at state, national, and international professional conferences. These opportunities for scholarship and professional development included the Georgia Council of Media Organizations Conference, the Georgia International Conference on Information Literacy, the USG Teaching and Learning Conference, the ALA Annual Conference, and Designing Libraries III.

Gainesville has been pleased to add new faculty and staff during 2015, as well. Virginia Feher came to Gainesville in July as an Assistant Professor and Reference Services Librarian, before moving to the Oconee Campus in January to become Head Librarian there. Joshua Yang joined the library’s staff in September, serving as a Library Associate in our Access Services department. Most recently, Christopher Andrews joined our faculty in May as an Assistant Professor and Reference Services Librarian. Each of these new team members has made valuable contributions to the Libraries’ operations.



### CUMMING

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With the continued growth of the Cumming Campus, the library enhanced their existing services with the addition of materials, workshops, and events throughout the year. The Cumming Campus expanded its small holdings of circulating books by adding popular book titles and popular DVDs. A new and attractive mobile book case displays the new materials immediately as students enter the library space.

In addition to books and DVDs, ten new iPads were added to the circulating technology collection. A Mac wipes the iPad hard drives clean so student information will not be compromised after they return the iPads. The library now offers students 17 computer workstations, with 4 new workstations added this year. A large digital display recently mounted in the study room easily connects to a laptop to assist working on group projects. Perhaps as a result of the added technology, the Cumming library’s computer lab placed within the top ten of busiest computer labs within the university.

The library sponsored numerous events throughout the year, including fall 2015’s Weeks of Welcome with a Survival theme. Library staff handed out survival bracelet kits, trail mix bags, water bottles, candy, and Capri

Sun drinks over the two-day stretch. Veterans from Afghanistan and Iraq related stories about making bracelets while overseas and in Basic Training.

For Banned Books Week, the library staff gathered challenged books to display. We raffled bookstore donations of T-shirts, lanyards, and UNG decals. Entries appeared as BINGO cards illustrating banned books. The library presented a question and answer session talking about censorship and other related issues. Close to 50 people stopped by to chat about the Banned Books Exhibit.

Other events included the Writing to Warriors Project, the Broadside Portfolios Poetry Reading, Create a Valentine, and Pet Therapy Dogs. These types of events help students establish relationships with the library staff and with other students, and assist with creating bonds with the school. These events teach students about library services and assist in making them comfortable in approaching the library for assistance with their information needs.



The library hosted workshops, with citation workshops being very popular with students. The MLA and APA workshops were carefully scheduled with input from the instructors to fit with assignment due dates. Workshops for faculty included Identifying Potential Publishers for Your Scholarly Work informing them about

helpful strategies and library tools available.

The library supported campus events such as New Student Orientations by providing library computers and space for Learning Support students to register for classes within a smaller group. Additionally, the library hosted an information booth in the library for the Cumming Open House.

This year two student and two faculty Library focus groups gathered feedback about Library Services. The activity was productive for starting conversations and finding out what students and faculty have to say about the library and library services. The library staff also participated in conducting library sweeps which tabulated the use of library space for future planning.



## DAHLONEGA

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The Dahlongega Campus Library made progress in many areas of our campus community such as professional development, facilities and outreach. Professional Development this past year included reference training for Access Services staff. This daylong event was conducted by two Reference and Instruction Librarians for the Dahlongega and Gainesville Access Services staff to give the staff a better understanding of how to handle the various types of questions with which they may be presented. For Library Faculty several sessions on Reference Resource Reviews were held. These video conferences were conducted by UNG librarians for other UNG librarians and topics ranged from Education, Nursing, Digital Collections and Conducting Literature Reviews.

From a facilities standpoint the biggest event was the installation of a large cube space for the Technical Services Department. Planning began in July and the install, on the second floor outside of the existing Technical Services offices, was complete in November. This added approximately 350 square feet of floor space and 300' of shelving. This allowed many items that had been stored in compact shelving on the floor

below to be moved adjacent to the department for ease of use. Three multi-computer stand-up kiosks were also taken down in order to move existing furniture into the space to make it more conducive for student use.

Several efforts for the year were towards outreach. We opened the academic year before classes officially started by hosting FROG check-in. The library serves as the host area for onboarding of new cadets (FROGS.) For Weeks of Welcome, the Dahlongega Campus repeated the popular Murder in the Library event and had over 400 students attempting to solve a mystery while learning about library resources and services. In order to help students with their research, events were held in both fall and spring semester. Fall semester was a coaching event for writing research papers and had a sports theme. Spring semester student support consisted of two citation workshops, assisting students in working with MLA format. Finals stress relief was a popular event in the spring. For finals, two large gift baskets containing finals supplies were raffled off and students were also given UNG Libraries water bottles filled with pencils, Scantrons and granola bars.

The highlight of stress relief was the annual visit from CAREing Paws pet therapy group. Several dogs (and a cat) visited with students throughout the day. The library also hosted several exhibits throughout the year, which are not only engaging to students but also faculty, staff and the local community. Four separate senior art exhibits were held, two in fall and two in spring. A major tapestry exhibit, Woven Together: Tapestry Weavers South, provided the library with beautiful tapestries on all three floors plus a live weaving demo and guest speaker, Joan Baxter, noted Scottish weaver. Not to be outdone, the Library Faculty and Staff also mounted their own exhibit, Inspirations from Literature, with two- and three-dimensional pieces created by library employees across the four campuses.



## OCONEE

*...the Oconee Campus Library has undergone significant change over the past year and continues to transform to meet the needs of its student population.*

Supporting a UNG campus that offers a variety of associate degrees as well as a broad range of core curriculum courses, the Oconee Campus Library has undergone significant change over the past year and continues to transform to meet the needs of its student population. Changes in staffing include Virginia Feher joining the Oconee Campus Library on January 2, 2015 as the head librarian. Asia Hall and Mary Brown continued as library associates, with Mary as the evening desk supervisor. Sean Boyle, resource management librarian, earned a promotion to associate professor as of July 1, 2014. In addition, a new library associate position was approved for FY16, which will greatly assist in covering desk hours. A major reconfiguration project for the Oconee Campus Library is scheduled for summer 2015, including network/VOIP updates, painting, re-carpeting, and new staff workstations. To improve customer service, the information desk will be modified to create a staff station at the front counter in a centralized location, creating a more welcoming environment. To improve technology checkout services for students, the Oconee Campus Library received ten new replacement laptops and a laptop charging cart to house laptops as well as iPads.

The Oconee Campus Library hosted numerous events and displays in FY15. As part of UNG Weeks of Welcome, the library held a tea party on August 26, 2015, with mini-cakes, finger sandwiches, and hot and cold teas, all while promoting library resources and services with a display that featured various ways to find scholarly information about tea. For banned books week



(September 27–October 3, 2015), Oconee Campus Library employees asked Oconee Campus faculty and staff to have their “mug” shots taken while holding a banned book and then displayed the photos near the library’s entrance, along with a poster about banned books. Asia Hall coordinated the Oconee Campus book club, which is sponsored by Oconee Campus Student Involvement. She held four events, each centered on a different book. Participating students earned co-curricular credit. The Oconee Campus Library provided extended hours for fall and spring finals week and hosted therapy dogs to help students de-stress. Also during spring finals, the Oconee Campus Library handed out survival kits, which included snacks, pencils, erasers, and a Scantron, all in a UNG water bottle.

To supplement library instruction classes, reference services, and research consultations, the Oconee Campus Library offered three workshops in March and April—an MLA and an APA citation style workshop for students and a collection development workshop for faculty. In addition, Sean Boyle presented on research techniques for literature reviews at a Center for Teaching, Learning and Leadership (CTLL) summer writing series workshop on June 5, 2015. He also co-facilitated a CTLL VTC roundtable discussion for faculty across campuses on March 27, 2015 in which he discussed citation management with Zotero, a bibliographic data management tool, and talked about how to use library databases to research publishing opportunities.

# IN SUM

## RESOURCES

Items added this year: **4,302**

Journals available: more than  
**115,000**

Special collections open  
for research: **13**

NOIR downloads: **37,371**

## COMBINED LIBRARY SPACES

Library space: **125,430 square ft**

Seating available: **1,473 seats**

Open hours per week in  
academic session: **263**

Gate count for all  
libraries: **553,856**

Sessions on library  
website: **3,830,582**

## ACCESS AND SERVICES

Items circulated: **28,561**

Technology items  
circulated: **7,308**

Items borrowed through  
GIL Express and ILLiad: **3,384**

Items loaned through GIL  
Express and ILLiad: **1,707**

Full-text articles accessed: **435,119**

Database searches: **1,457,080**

Patron interactions with  
UNG Libraries employees: **22,767**

## FINANCIAL HIGHLIGHTS

Total library budget: **\$3,243,796**

Personnel expenditures: **\$1,879,754**

Operating and travel  
expenditures: **\$321,949**

Collection/materials  
expenditures: **\$675,074**

Collection/materials/  
subscriptions expenditure  
per student FTE: **\$80.35**