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From the Dean...

I’m writing this as we have just celebrated the 40th anniversary of the first moon walk. Most of us who were in the audience as part of that event will always remember where we were that day as research dreams became reality. It seemed to be a time when we escaped the boundaries of what was, to enter into the territory of what could be. Anything seemed possible.

Back then I was a university science librarian in the first years of my career. As a MEDLARS analyst I had already experienced the wonderful day when they rolled in our first terminal with an acoustic coupler. Instead of mailing off keypunched cards of search terms to Washington and then w-a-i-t-i-n-g for the results, we could sit with physicians and researchers, develop a search strategy, and access the MEDLARS database for them live and online. It was also a time when the library had just begun promoting a very new tool, the Science Citation Index. We now know this wonderful service, which allows you to follow research threads forward in time, rather than backward as a traditional bibliography does, as the Web of Science.

The moon walk makes me a bit nostalgic. What we believed then- in the power of research and learning to change lives - is still true. At their core that’s what libraries were about then, and continue to be involved with today. Research and learning don’t have to result in something as exotic as a moon walk either. It is also wonderful when the library can help our Virginia Tech faculty and students find just the right information for a work on vegetated rooftops, solar housing, gypsy moth mating disruption, or fluorine dating in palaeoanthropology.

Library services are central to learning and discovery. With this annual report we are sharing some of our activities this year. As always I welcome your comments and thoughts about the Library.

Eileen Hitchingham, Dean of University Libraries, hitch@vt.edu
**Mission**
The University Libraries at Virginia Tech provide and promote access to information resources for the achievement of the University’s objectives in learning, discovery, and engagement.

We are dedicated to meeting the information, curricular and research needs of students, faculty, and staff of the Virginia Tech community, wherever located, in a manner that respects the diversity of community and ideas.

We provide selected services to a wider community of users.

**Values**
We are defined by our core commitment to the sharing of what humanity has discovered and thought. We value:

- *Information*, whose free flow throughout the university provides an accurate basis for its work
- *Ideas*, the university’s defining occupation
- *Knowledge*, which preserves the progress of past generations
- *Discovery*, which builds the future
- *Truth*, which guides our interactions with one another and with our public

**Vision**
We will be collaborative partners with members of the university community as we collectively work to position the university as a top-tier research institution. Wherever they are located, members of the Virginia Tech community will be supported by the library as they engage in research, as they share in quality learning experiences at the undergraduate and graduate levels, and as they work in transferring knowledge and expertise between the university and society.
New Places Provide Good Spaces for Students

The Graduate Student Study Center opened with little fanfare in January 2008, but students found it anyway. And since that time, this study area—tucked away on the fourth floor and restricted by card-access to graduate students—has seen a dramatic increase in use. A bare-bones facility when first opened it now has new wood flooring, rugs, comfortable chairs—and a superb view! These improvements were supported by a grant from the Parents Fund.

But this isn’t the only change the libraries have made to provide spaces for students to work, study, do research, and get help. The library entry from the Alumni Mall now leads to the new study commons which has wired tables, easy to see places to get help, and a flat-screen television that broadcasts the VT television station and other news programming. A fresh coat of paint adds new perspective. Visibility and accessibility to the third and fourth floors was improved by opening up the original marble stairwell. There are now two reference help desks in Newman, one at the entry level and one on the fourth floor, in the sci/tech study area.

Questions from our Users

<table>
<thead>
<tr>
<th>Library Location</th>
<th>Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newman-2nd floor desk</td>
<td>11,069</td>
</tr>
<tr>
<td>Newman-4th floor desk</td>
<td>7,792</td>
</tr>
<tr>
<td>Newman- Circulation</td>
<td>6,082</td>
</tr>
<tr>
<td>Newman - Torgersen entry</td>
<td>3,744</td>
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<tr>
<td>Newman- Special Collections</td>
<td>1,270</td>
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<tr>
<td>Branch libraries and Center</td>
<td>10,827</td>
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<tr>
<td>e-mail questions</td>
<td>1,429</td>
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<tr>
<td>Live chat questions</td>
<td>3,291</td>
</tr>
<tr>
<td>Other off desk questions</td>
<td>4,779</td>
</tr>
<tr>
<td>TOTAL</td>
<td>50,283</td>
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</table>
Opening a Professional Dialogue

In October 2008, the libraries’ Program Committee began a reading group for discussion of library-related articles, reports, and books. The group is open to all library faculty and staff, as a way to keep current with library literature and allow participants to gain better insight into the readings through discussion. The group meets monthly and choose readings via member suggestions. Selected readings have included:

- *Ambient Findability*, by Peter Morville
- *Online catalogs: what users and librarians want*, by OCLC
- *2009 Horizon Report*, The New Media Consortium
- *Google and the future of books*, by Robert Danton
- *Open access and libraries*, by Charles Bailey

Library Instruction Sessions

<table>
<thead>
<tr>
<th>Session Type</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st year classes</td>
<td>29</td>
</tr>
<tr>
<td>Northern Virginia Center</td>
<td>23</td>
</tr>
<tr>
<td>Other classes</td>
<td>532</td>
</tr>
<tr>
<td>Tours</td>
<td>58</td>
</tr>
<tr>
<td>Other presentations</td>
<td>49</td>
</tr>
<tr>
<td>Number of participants</td>
<td>11,003</td>
</tr>
</tbody>
</table>

Reaching Out

The Library Diversity Committee hosted a welcome table for International Students during International Education Week. Here, librarian Heather Moorefield-Lang shares information about library resources with a student.
Jon Stewart and Stephen Colbert get plenty of attention—that's why Newman Library picked them as a theme for a book display in the 2nd floor commons.

The display in the Commons changes each month, highlighting library collections that support timely events, such as Darwin's birthday or the presidential election. Other displays make connections to pop culture and other events using items from Newman's stacks.

Jennifer Nardine, the outreach librarian coordinates the monthly displays. She gathers ideas from a variety of sources, and collaborates with university groups to bring the displays together. In March, Nardine worked with the VT Women's Center on a display for women's history month; she also organized a display supporting Three Cups of Tea author Greg Mortenson's visit to campus, working with the group that sponsored his visit. Nardine has fun with the displays as well—one of her favorite displays was about Stephanie Meyer's bestselling Twilight series. "Whatever theme I start with, I start with items central to that theme and then work outward to include related books that may draw a larger audience," Nardine said. For example, the Twilight display included Meyer's books, as well as other vampire fiction, books on vampires in film and literature, as well as scientific investigations of vampire bats and hematology.
Lifelong Learning to Promote Better Teaching: Librarians Participate in the Faculty Development Institute

Library faculty have been participants in the Faculty Development Institute for the past two years. At the end of 2008/09, 17 librarians have completed the program (8 in 2008 and 9 in 2009). As part of their unique positions on campus, librarians appreciate the training provided by FDI. Technology is crucial to their ability to collect, organize, promote, and distribute information. Rapid changes in technology mean that the librarians are constantly challenged to stay at the top of their game. Armed with the right technologies, they can be a strong bridge between the information needs of the VT community and increasingly the user community.

Library faculty members' experiences with FDI have been overwhelmingly positive. "My experience with FDI was terrific," said Marc Brodsky, public services archivist in Special Collections. "I was able to reacquaint myself with software I hadn't used in some time, become familiar with programs I hadn't used at all, and get a chance to see what might be coming down the road in the next couple of years."

Electronic Theses and Dissertations: Increasing Access to Scholarship by Virginia Tech's Graduate Students

More than 2,500 older bound theses and dissertations were processed and prepared for digitizing this year by the Library's Digital Library and Archives (DLA) unit, with assistance from Circulation and Technical Services departments. So far, 1924 of these bound texts have been scanned by Digital Imaging and are now available electronically to the Virginia Tech community. Alumni were made aware of the project with an article in the VT Magazine last year, and since its publication, restrictions on 138 bound theses and dissertations have been removed by the authors so that these materials are accessible to the worldwide community.
Learning From our Users is Important for Us

The statement that the unexamined life is not worth living is attributed to Socrates but it works as a directional goal for the library too. In today’s fluid information delivery environment—one where the habits and needs of our user community are frequently changing—it is vital that we examine what our users do and say so that we can keep in touch with their needs.

Interlibrary Loan

One of the performance measures noted in the University Strategic Plan for the library is that it will “use annual surveys of customers to determine the quality of services delivered by the library”. The content of the surveys done each year varies with the particular programs that the library wishes to examine more closely.

A long-standing survey in the library’s customer contact toolbox is the annual survey that the Interlibrary Loan unit sends its customers. Use of the ILLiad system to deliver to our extended campus users is particularly important since these students and faculty are located around the Commonwealth, and sometimes, when on research locations, around the globe. For those on the Blacksburg campus ILLiad is the system they use to request books and electronically delivered articles from other libraries when the content they want is not held by the Virginia Tech Library.

As in earlier years the respondents consider the ILLiad system to be working for them—94% or more find the service to be good to very good. Both graduate students and faculty say things like:

- very satisfied... Being a NVC student, I rely heavily on these services for my studies and research
- the VT Interlibrary loan system works very well .... keep doing what you're doing!
There were good suggestions too. Some we can look into—like having a slightly longer period for extended campus users to have a Virginia Tech item before it can be recalled because some of their loan period is eaten up by the time in transit; or determining whether lower quality scanning mentioned by a few users is something that originates here or from the libraries we borrow from. For others, for example, loan periods that rely on operations at other libraries, we can contact the user with the comment and let her know why we can address some things but for others we need to rely on the good will—and rules—of the loaning site.

Research and Instructional Services

This year the Research and Instructional Services unit initiated several assessment programs. The activities at the reference/help desks at the entry level, 4th floor science study area, and at the Torgersen entry were examined in fall and spring to yield information such as trends, peak times, types of questions, busy locations, duration of events, and other descriptive statistics that could be useful for strategic planning. The captured information will be analyzed with content analysis software to look for things that could improve our signs, reference resources, and our services.

Research and Instructional Services was also successful in meeting its goal to elicit evaluative measures for at least 70% of the class sessions it delivered. In this program students were asked to give feedback at the time of instruction, and faculty were asked to comment later on the usefulness of the instruction to their teaching goals. The content software will also be used to work with the comments from these two groups.

Most students valued the instructional experience as being useful to them, giving the event a 4.2 score on usefulness.

Faculty respondents said things like:

- Not only did students increase their sources, but the sources were of better quality
- Number and variety of resources increased significantly...
More grant funding for LibX

LibX, the popular plug-in that lets users search library resources from their search browser, rather than having to switch to a specific site like the Addison catalog, has been supported again. Developed in 2005 by Annette Bailey, assistant professor and digital assets librarian, and Dr. Godmar Back, assistant professor of computer sciences, the project was awarded a $250,000 Institute of Museum and Library Services grant in 2006. Quickly adopted by more than 600 libraries worldwide, LibX was one of only six projects granted an extension in 2008. The extension grant for an additional $250,000 is managed under the leadership of Ms. Bailey, Dr. Back, and Kyrille Goldbeck, librarian for the College of Natural Resources.

....hands-on, archival research—the cultivation of traditional scholarly sensibilities—should be at the center of the undergraduate liberal-arts experience.


Special Collections:: Materials prepared by Special Collections to work with students in History of Photography course, Prof. Bailey Van Hook, Fall 2008
Alumna from the Archives

Davidson College basketball star Stephen Curry got a lot of attention last season, as did his biggest fan in the stands—his mother, Sonya Adams Curry (VT 92), who played volleyball for the Lady Hokies from 1986-88. Curry became such a viewer favorite that ESPN contacted the Libraries Special Collections /University Archives so they could provide an image from her own student-athlete days. The photo was used again by Kay Jewelers for a Mother’s Day ad featuring mother-child athletes.

Some New Resources in 2008-2009

Classical Music Online; 10,000 books in the Springer E-Book Collection; The Iter Bibliography of the Middle Ages and the Renaissance; Eighteenth Century Collections Online; Early American Newspapers, 1758-1900; African American Newspapers, 1827-1998; Rosetta Stone language software; Membership in the Center for Research Libraries

The 4th Annual Virginia Tech Faculty Authors Recognition Day was held in Newman Library on February 24, 2009, in collaboration with the offices of the provost and the vice president for research. Ninety-three faculty authors were honored this year.

A bibliography of honored authors, from 2005-to date, is available at

www.lib.vt.edu/find/vtauthors
Library Users

While we don't know exactly who walks through the library doors every day, we can get some sense of who is in our community of users by considering our circulation data. Everyone uses the library, with undergraduate students accounting for 38% of the overall circulations. Graduate students (30% of use) and faculty (15% of use) account for a significant part of the borrowing when the size of their overall populations is considered.

We also see that the Virginia Tech library continues to be a significant resource for an external community of users, either through direct walk-in borrowing or through getting resources via interlibrary loan.

GIS in the Library

The GIS unit of the library acts as a local distributor for cartographic data for Blacksburg, Arlington, Richmond, Fairfax county, Henrico county, and other locations around the Commonwealth. In 2008-2009 it responded to more than 200 requests for information.

With other campus partners the library is part of Ogis, the Virginia Tech Office of Geographic Information Systems and Remote Sensing.
Library Reduces Spending for Selected Journals and Serials after Spring Review

The University Libraries canceled more than $200,000 worth of journal and serial subscriptions after reviewing its title list with the university community in spring 2009.

As the table indicates, for several years the costs for journals and serials in every discipline have increased at an annual rate significantly greater than the Consumer Price Index. While library support funds have also increased over the same period, the funding increments are not sufficient to sustain the library’s present list of publications. Many libraries review serials annually to make sure that the mix of titles continues to reflect the best use of the funds available, a practice that the University Libraries have adopted.

More than 500 individual title subscriptions were affected in this year’s review. Some will continue to be accessible in online databases like ABI/Inform or Ebscohost, as long as those host databases do not remove the title. Some book or annual formats which were previously ordered comprehensively and on a continuing basis – e.g., Advances in Parasitology or Advances in Health Economics and Health Services, may be ordered when a specific volume is requested.

Other titles will be available through the ILLiad system for interlibrary loan. Interlibrary loan works well for those less frequently used titles which we can obtain from our network partners. Interloan isn’t an overall fix-it though. When fair use guidelines are exceeded for a particular title in a year, the library pays a sometimes pricey fee to the Copyright Clearance Center for each subsequent item. If loans are not from one of our network partners, we get the material from other libraries, many of whom charge us a transaction fee.

Funding the learning and research materials needed to support our programs continues to be a challenge.
Top 20 Content Resources

More than 1.9 million documents were downloaded from the library’s electronic content resources, and 1.2 million searches were conducted in bibliographic databases.

VIVA, the Virtual Library of Virginia, is funded by the state to support part of the information needs of public academic libraries in Virginia. VIVA resources are important to Virginia Tech users and supply a significant part of the full-text content.

Many of the most highly used resources are technical, but it is interesting to observe the high use of the Classical Music Library database too.

<table>
<thead>
<tr>
<th>Top 20 Online Resources for Content: 2008-2009</th>
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<tbody>
<tr>
<td>Elsevier Science Direct</td>
</tr>
<tr>
<td>JSTOR</td>
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<tr>
<td>Safari Books Online</td>
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<tr>
<td>Academic Search Complete</td>
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<tr>
<td>Wiley journals online</td>
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<tr>
<td>Synergy journals</td>
</tr>
<tr>
<td>American Chem Soc Journals</td>
</tr>
<tr>
<td>Springer -Journals</td>
</tr>
<tr>
<td>ABI -INFORM (UMI)</td>
</tr>
<tr>
<td>IEEE journals</td>
</tr>
<tr>
<td>Nature</td>
</tr>
<tr>
<td>American Institute of Aeronautics and</td>
</tr>
<tr>
<td>Astronautics</td>
</tr>
<tr>
<td>Classical Music Library</td>
</tr>
<tr>
<td>PsycARTICLES</td>
</tr>
<tr>
<td>Oxford UP Journals</td>
</tr>
<tr>
<td>Association of Computing Machinery</td>
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<tr>
<td>Business Source Complete</td>
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<tr>
<td>Springer books</td>
</tr>
<tr>
<td>Science</td>
</tr>
<tr>
<td>Education Research Complete</td>
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</table>

Grants for the International Archive of Women in Architecture

In 2008-2009 Special Collections received a $5,000 grant from the Peck-Stacpoole foundation to support processing and acquisitions for the International Archive of Women in Architecture (IAWA) collections.

Peck-Stacpoole is a foundation that specifically supports efforts for historical preservation, and has also funded projects at Harvard, the Metropolitan Museum of Art, and Columbia University. The grant is being used to process the collection of Oregon architect Pamela Webb, received by the library in 08/09.

An earlier matching funds grant from the Beverly Willis Architecture Foundation allowed significant additions and updates to the IAWA Biographical Database which supplements the manuscript and artifact content of the IAWA.
Dick and Jean Quible Endow Technical Services Department

An avid knitter, Jean Quible was pleased to see the latest issue of Workbasket magazine arrive in her mailbox. As she flipped through the pages, she noticed a frequency change in the publication schedule—a habit she picked up from her time as a serials cataloger at the Virginia Tech University Libraries. “They were always changing ... it’s like tracking a mystery,” said Jean of the serials. As a cataloger, she found it interesting to see the wide variety of journals and periodicals that came across her desk.

When Jean's husband, Dick, a Virginia Tech alumni and longtime donor to the university, wanted to do something to honor Jean, making a donation to Virginia Tech's library, and specifically technical services, made the most sense. Thanks to the Quibles' generous gift, the department Jean worked in for thirty years is now endowed and will bear her name. People don't think about it," because technical services is behind the scenes, Jean says. "All library materials have to pass through technical services. It is the foundation of what we experience (in a library) every day."

Eileen Hitchingham, dean of libraries, is not aware of any other academic library with a technical services department that is endowed and named for a donor. "Jean and Dick Quibles' endowment for the department was a way for Jean to recognize the excellent work of her colleagues and to give a more public face to their efforts," Eileen said. "The people that work there need to feel important, because they are important,” said Jean.

Although retired, Jean is still actively involved with libraries. She volunteers with the para-professionals forum of the Virginia Library Association and helps organize their annual conference in Richmond. The conference provides networking and education to library staff
members, and is so popular that it is often attended by library employees who live outside the state.

In addition to this volunteer work, Dick and Jean are co-chairs for the University Library's committee in Virginia Tech's Invent the Future development campaign, a $1 billion fundraising initiative. The Quibles enjoy raising awareness for the libraries and its needs, because when donors are considering making a gift, the library can be overlooked. "People often first think of their own curriculum," Jean says. But Dick thinks of the library as the heart of the university. "Students are the body we're trying to nourish," says Dick. "Without a strong heart, the body fails, as will the university."

A Flair for the Arts

The Art and Architecture Library moved into its new home in the renovated Cowgill Hall at the beginning of the year, and has already hosted several housewarmings. The library had an open house during the School of Architecture and Design’s Ferrari Symposium III. The March 20, 2009 event hosted friends and alumni of the school for the first time since 1999.

The Art and Architecture library also hosted Vamp and Tramp Booksellers of Birmingham, Alabama on June 1. Vamp and Tramp specialize in artist's books, and faculty from the School of Visual Arts joined library faculty and staff for the one-day exhibit and sale.
Put on Your White Gloves

The library hosted a catered dinner and white-glove event during the Ut Prosim weekend in April 2009. Library friends got a behind-the-scenes tour of some of the most interesting and rare treasures of the libraries’ Special Collections.

Library staff were on hand to answer questions and to provide background information about items from the Peacock-Harper Culinary Archives, the International Archive of Women in Architecture, the Civil War Collections and materials from the University Archives.
Connecting with Students

Library staff participated in the inaugural Gobblerfest celebration—a fun event for all! Two historic images from the Virginia Tech ImageBase were printed as life-size posters to create cut-outs where students could pose and take photographs with their friends. During the event, library staff also passed out information highlighting the libraries’ DVD collection.

The libraries took advantage of many university events to reach out to students. During the year the library distributed more than 3,700 calendars and library guides during new student orientation; provided lemonade and information packets during move-in weekend; and provided support for the Graduate Research Symposium. The library continued to foster good will with stressed-out students by giving out coffee, tea, and refreshments during exam week evenings.

The University Library Committee provides a more formal route for the library to connect with students and other members of the VT community. This committee of the university governance system reports to the Commission on Graduate Studies and Policies, the Commission on Undergraduate Studies and Policies and the University Research Committee. The undergraduate and graduate representatives of the ULC took strong roles in voicing the need for continued library support, even in difficult financial times.
Publications and Presentations of Faculty and Staff

BAILEY, Annette

Bailey, A. (2008 October). Enhancing user access to library resources. Presentation given at LITA National Forum 2008 (Library and Information Technology Association), Cincinnati, OH.


BRODSKY, Marc

CULPEPPER, Daniel
http://www.metaarchive.org/events/200810_workshop_atl/presentations/OctoberMeet-PluginsatVT-Culpepper.pdf

DUBNJAKOVIC, Ana


Dubnjakovic, A. & Sebek R. (2008 MONTH?). Using mashups: Adding utility to your OPAC. Presented at the annual meeting of the Music Library Association Atlantic Chapter, Charlottesville, VA.

**FABIAN, Andrew**


**GOLDBECK, Kyrille**


HOVER, Paul L.


KENNELLY, Tamara

Kennelly, Tamara. (2008 October). 4/16 Collection, Presentation at the Annual Southeast Region Soil Judging Contest of the American Society of Agronomy, Floyd county, VA.

KRUPAR, Ellen


LENER, Edward


McMillan, Gail


MERRILL, Margaret


MOOREFIELD-LANG, Heather

MOYO, Lesley


OBENHAUS, Bruce

PENCEK, Bruce


PURCELL, Aaron


SCRIPA, Allison


SEBEK, Robert


SIMPKINS, Deborah


STOVALL, Connie


TATUM, Steve

THOMPSON, Larry

TOMLIN, Patrick

YOUNG, Philip
Special thanks to Laura Purcell for writing and editorial assistance.

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