

COMMUNITY, CONNECTIONS, AND CONVERGENCE

University of Washington Libraries
All Staff Annual Meeting
September 12, 2007

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Good Morning! Welcome to the Libraries 2007 All Staff Meeting.

Fall is in the air. School is ramping up. A time for new beginnings. It is also the time of year we come together to reflect on our collective accomplishments and look to the future.

Like most everything we do in the Libraries, today is a team effort. My deepest thanks to everyone who helped with today's event:

- Linda Ambre
- Betty Jo Kane and the facilities crew
- Michael Milligan
- Amy Halligan
- Organization Development and Communication Advisory Committee
- Strategic Planning Team
- Vision 2010 Management and Assessment Team, and
- All of you who contributed hundreds of pages of thoughtful and compelling annual reports

I hope everyone had a chance to cast their vote for the name of the new staffweb.. The results are being tabulated, and will be announced later in the program. The anticipation builds...

Several years ago a new tradition was launched—the Library Movie. And it is back by popular demand. Sit back, relax, and enjoy the show.

<OPENING VIDEO>

Wow! That's was great! If there were an Academy Awards for achievement in library cinema, it would go to Amy Halligan, producer and director extraordinaire.

Last year, we gathered to celebrate "Vistas and Vision" as we launched *Vision 2010*. Today we celebrate Community, Connections, and Convergence.

In this period of continuous change and shifting sands, we are guided by our mission which is clear and unambiguous.

We enrich the quality of life and advancing intellectual discovery by connecting people with knowledge.

Our mission is critical to the attainment of the University's vision. We have a compelling vision, and made good progress this past year in achieving that vision.

We furthered our vision of being an international leader in imagining, creating, and realizing the promise of the 21st century academic research library. As the intellectual and physical commons of our great University, we advanced discovery and encourage the growth of knowledge. We worked to anticipate and meet the information needs of our diverse communities, at any time and in any place. We focused on preparing students for success in life as information smart global citizens.

As we have worked to achieve our vision, we retained a commitment to our core values.

- Service
- Scholarship
- Respect
- Resources
- Library as Place

But our work has just begun.

When I began preparing for today and read your unit and committee annual reports, I was humbled by the cumulative power of your contribution (and paper)! The annual reports get more impressive each year (and longer and heavier). And, it is not a case of padding your accomplishments or getting long-winded. It is a case of alignment and superb execution of doing what we said we would do.

So, please forgive me if I do not mention a particular accomplishment, but do honor your colleagues by taking the time to peruse the annual reports on shareddocs in the Admin folder. You will learn much about your colleagues.

Before I begin recounting the *community, connections, and convergence* of the past year, it is time for the tradition started by director emeritus Betty Bengtson.

Ours is a community that deepens with each year--a community that welcomes new members and cares for those who pass through. Would you please stand (and remain standing), if you have been with the Libraries:

- Over 40 years
- Over 30
- Over 20
- Over 10
- 5-10 years
- 1-5 years
- Over a month
- Less than a month (welcome to our newest colleagues)

Now, let community, connections and convergence begin. I am pleased to report on our progress in the four strategic directions that lead us to our vision.

- Position the Libraries at the intellectual crossroads of the University community
- Create a workplace of choice
- Enhance user services
- Build, maintain and support diverse resources

Six initiatives cut across our four strategic directions and are woven throughout my report:

- Communication and marketing
- Facilities and space
- Discovery to delivery
- Organizational effectiveness
- Undergraduate services
- Research infrastructure and multidisciplinary activities

POSITION THE LIBRARIES AT THE CROSSROADS

The Libraries is woven into the fabric of learning and discovery at the University of Washington, and contributes to the University's engagement with the local and global community. The Libraries will build on its strengths as a trusted, service-driven, interdisciplinary, and shared resource by engaging in the intellectual life of the university and, in turn, engaging the university community in the evolution of the Libraries. The Libraries will drive forward university involvement in information policy matters such as open access publishing, intellectual freedom, privacy, and access to information.

We said we would position the Libraries at the crossroads of the community by engaging in the intellectual life of the university and in turn by engaging the university community in the evolution of the Libraries. How well did we do?

Information Policy and Scholarly Communication

We engaged the community in issues of information policy and scholarly communication.

We sent a team of Tim Jewell, Mel Desart, and psychology professor Beth Kerr, to the first ARL/ACRL Scholarly Communication Institute held UCLA, and hosted a follow-up institute here in Seattle. The purpose of these institutes was to help university teams develop campus strategies for scholarly communication activity.

Tim Jewell led a group of campus leaders to craft a university statement on open access. Endorsed by various Faculty Councils, the Office of Research, and the Provost, this statement is guiding the university position on federal legislation.

We deepened the university's understanding of open access, copyright, and repositories through special presentations to the Intellectual Property Management Advisory Committee (IPMAC) and the Faculty Council on University Libraries.

And there was a marvelous case of individual triumph. Long an advocate inside the mathematic academy for publishing reform, Martha Tucker convinced the editors of *Acta*

Mathematica and *Arkiv für Mathematik* to persuade publisher Springer to reopen free access to their backfiles.

Connect and Communicate With Our Community

We made progress on connecting with our community and ensuring that they were informed about our services and programs. The Tacoma Library was particularly innovative in this arena.

Anna Salyer was awarded a *Statewide Library Marketing Initiative 2007 Planning Grant* from the Washington State Library to sponsor an all-day marketing workshop with a consulting firm, to develop a marketing plan design for the Tacoma Library.

The Tacoma Library partnered with UW Tacoma Advancement to create a marketing campaign promoting Library services. A campaign featuring Library staff and services will run as in *the Ledger*, posters around campus and in the Library, bookmarks, and will be supplemented by an *Inside Track* column entitled *Book Dirt*, which highlights Library services and collections in a friendly and accessible way.

Tacoma also hosted Comcast *Local Edition* on September 21 in the Snoqualmie Falls Power Company Transformer House. *Local Edition* features interviews with local community leaders on *CNN Headline News*. As host, Tony Ventrella interviewed Connie Ladenburg, Norm Maleng, Chancellor Pat Spakes, Eve Stern and others. Interviews opened with a view of the gorgeous Tacoma Library.

Blogs and Web Feeds

We took advantage of Web 2.0 to spread the library word. Sherry Dodson developed a Morning Report blog used by Chief Residents at the Medical Center and Harborview. Matt Parsons, Maureen Nolan and Stephanie Wright created a blog to inform Earth and Space Sciences, Atmospheric Sciences and Environment faculty and students about library resources and developments. The East Asian Library began publishing a web-based quarterly newsletter with news on projects, and acquisitions, especially electronic resources.

InForum

The InForum Crew brought university leaders to InForum as a way of engaging the university community in the evolution of the library.

We will long remember the InForum presentations this year:

- *The Arboretum*, David Mabberly, Director of the University Botanic Gardens
- *Ethical Cultural Center*, Maggie Fonseca
- *Libraries' Diversity Advisory Committee*, Laura Lillard and the DAC
- *I-School*, Harry Bruce, Dean, Information School
- *Applied Physics Laboratory Library*, Jane Doggett and Leslie Harding
- *The FRBR Catalog*, Allyson Carlyle, Associate Professor, Information School
- *Information and Contemplation*, David Levy, Professor, Information School and students

- *Emergency Management*, Steve Charvat, Director, Emergency Management Office
- *The Undergraduate Experience*, Ed Taylor, Vice Provost and Dean of Undergraduate Academic Affairs
- *UW Tower Project*, Marilyn Cox, Assistant Vice Provost for Capital Planning, Planning and Budgeting
- *Architecture and Libraries*, Daniel Friedman, Dean, College of Architecture and Urban Planning
- *Human Resources at UW*, Mindy Kornberg, Vice Provost for Human Resources

Exhibits Engage

We increased the number and impact of exhibits. Who can forget all these engaging exhibits across the three campuses? Remember these provocative and scintillating exhibits?

- The Missing Story of Ourselves: Poverty and the Promise of Higher Education
- Open Space Seattle 2100
- The September Project: Focus on Artists' Depictions of War
- Fragments of War (paintings and sculpture by Sabah Al-Dhaher)
- Spanish Civil War
- Fighting the Fires of Hatred
- Street Children of Calcutta
- Difficult Dialogues
- University of Washington Photographers' Group: At Random II
- Changing Face of the Academic Library Reflected in the Suzzallo Library
- Our Market Century 1907-2007; an Exhibit on the History of the Pike Place Market
- Tour the Place Market with Victor Steinbrueck
- Wieder Frei
- Capturing Color: The Don Guyot Decorated Paper Collection
- Before the Door of God: 600 years of Sacred Texts
- Endless Path, Beginningless Journey: Art and Artists' Books by Jim Koss
- A Passion for Word and Image: Books by Enid Mar
- Seeing Sound, Hearing Form
- September Project 2006
- Legacy of the Japanese-Americans
- The 9/11 Information Cycle
- Find the Terrorist
- Medal of Honor Awardees
- Headline Displays on Martin Luther King Jr., Queen of England, Seattle World's Fair, and World War II
- New Years in East Asia
- Japanese Comics
- Community Media.21: Local Media and Democracy in the 21st Century
- Academic Integrity: Preventing Plagiarism through Pedagogy
- Fun in the Sun
- 100th Anniversary of the Birth of Albert B. Savin MD
- Work Smart Save Time

- No Bones About It!
- The Stethoscope 1816-2006
- Heart to Heart
- The Beat Goes On
- Common Book Exhibits

And how about that multifaceted imaginative Focus On exhibits that highlighted our collections and Faculty Publications exhibits that celebrated our scholars and researchers?

Connect and Converge

We connected with thousands of people for special events as we built community and provided reasons to converge in the library, including:

- The Dean's Circle Dinner during which we honored Norman and Louise Rose as the Outstanding Volunteer Service Awardees.
- The Artist Images Series with UW alum and glass artist Dale Chihuly. The next time you are in the Petersen Room, take the opportunity to enjoy the glass piece he has donated to the Libraries.
- The First Maxine Cushing Gray Visiting Writers Fellowship Award and Reception with Pulitzer Prize winning playwright Robert Schenkkan, who is perhaps best known for the Kentucky Cycle.
- Kit Bakke, author of *Miss Alcott's Email*, delivered the Blom Lecture.
- *Literary Voices* with peppy and provocative Pepper Schwartz as the keynote speaker.
- Government Publications sponsored a reading of the U.S. Constitution in honor of Constitution Day.
- "Secret Cinema," a lunchtime program featured films from a wide range of genres.
- Parents of currently enrolled students converged in Suzzallo Espresso for a special breakfast during Washington Weekend, and others attended special librarian-lead seminars.

Dr. Belinda Louie and her husband Dr. Douglas Louis presented the Tacoma Library with a specially commissioned paper cutting by Aki Sogabe during the celebration of the Belinda Louis Children's Literature Endowment. *The Reading in Autumn* features a Husky theme and the Snoqualmie Falls Power Company Transformer House (otherwise known as the Tacoma Library)

We welcomed major donors to the "soul of the university" for the University Gala in the Suzzallo Reading Room. The gala would not happen without the amazingly fine contributions from Facilities staff (who are probably still recovering from this year's gala Friday night). So much goes on behind the scenes, like "hiding" the Reading Room tables throughout the library.

Convergence in the library, indeed!

Meet Me in the Library

Without a doubt, the library is recognized as a place where discovery and learning converge—an intellectual as well as a physical crossroads. Need a little proof?

OUGL set a new Odegaard entry gate record with 1,837,156 entries. OUGL's overnight usage continued to climb with some evenings recording as many as 1,600 people coming *into* the library between 10:00 p.m. and 8:00 a.m.

And, we worked to enhance the library as a place to connect with ideas and people.

The Provost awarded \$246,900 in classroom improvement funds to transform the analog delivery of media materials to digital with improvements to the Music Listening Center, University Libraries Media Center, and the preliminary design for the renovation of OUGL 220.

The Odegaard Videoconferencing Studio was completed and put to good use (reducing some I-5 wear and tear).

The East Asia Library got a facelift—new elevator, restoration of its ceiling damaged by the Nisqually earthquake, new window coverings, and ergonomic chairs.

As part of our branch refurbishment program, we are making improvements to the Drama Library. A security gate, paint, electrical/data upgrades, reconfiguring the open stacks to include the acting editions and unbounded periodicals, a new periodicals/open reserves area, and a new circulation desk! And, I am told, it will all be done by the first day of classes, thanks to Angela Weaver, Paula Walker, and Betty Jo Kane among others.

The concept of a consolidated Fine Arts Library gained new momentum and discussions began among Libraries and University staff and supporters on how we might move the project towards reality.

Yes, I would say we made good progress in positioning the Libraries at the crossroads of the community. But there is more to be done.

CREATE A WORKPLACE OF CHOICE

Meeting the needs of a world-class research and teaching institution requires that the Libraries attracts, develops, and retains its most important asset—a highly knowledgeable and capable staff. To accomplish this, the Libraries will create a workplace that provides competitive compensation, fosters diversity, operates transparently, provides the resources and infrastructure necessary for staff to perform at their best, and which inspires and rewards risk-taking, innovation and self-renewal.

We said we would create a workplace of choice that provides competitive compensation, fosters diversity, operates transparently, provides resources and infrastructure to allow us to do our best, and inspires and rewards. How well did we do?

Rewards and Recognition

We made special efforts to recognize contribution and excellence of all staff.

“Prime Numbers”, a January event to honor staff members who received service awards during the preceding year, was hosted by the Dean and Libraries Cabinet and managed by Organization Development and Training. This new annual event recognizes loyalty, longevity, and the ongoing contribution of a superb staff.

The first reception to honor librarians who receive promotions, reappointments and/or permanent status was held last November. The threat of the first storm of a weather wild winter did not dampen the celebratory event.

Student Award Winners

The Staff Development Advisory Committee once again spearheaded the 10th annual Student Employee Appreciation Week with the theme, “The show couldn’t go on without our student employees”. A highlight of the week was the awarding of \$1,000 scholarships to 10 of our most outstanding student assistants.

Competitive Compensation

We supported university efforts to put its highest priority on salaries and other forms of compensation.

I would like to especially acknowledge Laura Davis, Adrienne Helinski, Mary Kalnin, Jake White, and Charles Chamberlin who worked long hours on successful contract negotiations. Likewise, I thank the Associated Librarians of the University of Washington (ALUW) task force that produced such a fine report on librarian compression and compensation. I am pleased we have been able to address some of the most severe compression problems, in addition to recognizing meritorious performance.

The University’s salary gaps did not happen overnight, and they will not be resolved in one year. It will require a multi-year effort, but we made some progress this year.

Culture of Open Communication

We also made systemic progress in creating a culture of open communication. The Organization Development and Advisory Committee updated us on our Communication Enhancement Initiative progress in the brochure we all received in February. Consider that we now have:

- Committee Communication Responsibility Guidelines
- Personal Communication Responsibility Guidelines with Job Description Statements
- A new listserv called “supervisors@lib”
- MeetingMaker, a shared calendaring system

New Staffweb

In response to the top recommendation in the Communication Enhancement Initiative Report, we began work on a new staffweb and intranet.

We rolled-out Plone. Plone represents a successful Open Source community which provides a vibrant developer support network. Plone is also an example of Karen Schneider's Open Source analogy--free as in kittens, not free as in beer--meaning the open source solution takes much time and effort on the backend to develop and maintain. The Libraries Intranet Operations Group (LIOG) was formed to oversee the Libraries new intranet, determine policy and ensure that training takes place. This entire effort was and continues to be a major undertaking—one that libraries around the country are watching with keen interest. As is often the case, the UW Libraries is doing something ahead of the pack, and others are hoping to learn from us.

Speaking of keen interest, the ballots have been counted for the name of the new staffweb. And the winner, by a landslide, is “StaffWeb.” The old staffweb will be renamed BOB (bucket of bits). Jennifer Ward submitted the winning entry and will receive a \$50 gift certificate to the University Bookstore. “StaffZone” and “StaffNet” were runner up entries. Cari Ahlstrom, Laura Tuck, Kathleen Forsythe, and Erin Sharwell will each receive a \$25 gift certificate for submitting entries that made it to the finals.

Individual Initiative

Back to communication. I also want to note that individuals took the initiative to improve communications within their units. For instance, OUGL Graduate Staff Assistants Sara Seely and Tim King set up a reference desk blog to communicate important information about recurring reference questions and class assignments and security concerns, as well as to discuss issues between reference meetings and to share interesting resources and ideas. OUGL Reference also introduced “Pho Fridays.” It is now regular practice for OUGL staff members to head off for a bowl of soup on Fridays when there is no reference meeting scheduled, to socialize and talk about work and life.

Diversity Strength

We reaped benefits of the first full year with Laura Lillard as our Diversity Officer. We now include a commitment to diversity statement in all recruitments as well as in position descriptions and interviews. Laura and her advisory committee also developed a diversity recruitment brochure that has been distributed at conference and meetings.

We welcomed iSchool student Jennifer Fairchild as the McKinstry Fellow. Jennifer was introduced to a wide range of academic librarianship practice in Suzzallo Reference, OUGL, and Special Collections.

Gloria Burgess regaled us with stories illustrating the theme of the January staff event “Multitalented, Multifaceted, Multicultural.” Despite the snow and ice that week, 864 pounds of food were collected for NW Harvest. Let’s shoot for half a ton this year!

Better and Better

We expanded our already superb training and development program. Over 100 staff members received special funds for classes, e-Learning subscriptions and other events. In addition, over 100 staff members attended ALA Midwinter in Seattle. Elaine Jennerich reports seeing *many* of them at the exhibits!

ODT continued myriad activities that supported our collective learning, including:

- Transformed Book 101 into a book club
- Provided the Monthly Awareness Service to 200 staff with this year's theme "Healthier People".
- Trained us on Meeting Maker
- Responded to ergonomics requests for evaluation of workstations from 10 staff members
- Provided Librarian Personnel Code documentation and Peer Committee training
- Helped us de-clutter our life and work
- Evaluation of Contract Classified Staff
- Gave us direction in tuition exemption information sessions
- And hooked us up with webcasts on diverse topics

As evidence that we do indeed have a culture of staff development, many units initiated learning programs. For instance, the Bothell Library launched a modified Learning 2.0 Program.

Connecting Research and Practice

The Libraries is in the unusual position of both contributing to the research of Library and Information Science and facilitating the research and scholarship of others. And discover we did.

The Research Steering Committee hosted the networking reception for librarians and iSchool faculty and doctoral students. Word of this collaboration is being spread by three members of the committee, led by doctoral student Phil Edwards. The trio has written a chapter about the iSchool-Libraries collaboration for an upcoming book.

Last year, you published over 150 books, chapters, and articles, and made over 200 conference presentations around the world. Here's a sampling of titles and the responsible parties, illustrating the range and scope of your contribution:

- Declaring Independence from the Classroom with Moodle (Kuoame and Ryce)
- What Can the Cataloger do with ERM? (Brooking)
- Sink or Swim is not an Orientation Program (Jennerich)
- Beyond the NextGen Library Catalog (Kiegel)
- Cooperative Preservation in the Pacific Northwest (Menges)
- Interdisciplinary Inquiry through Collaboration (Bussert, Parker, Szarko)
- Strengthening Cultural Exchange to Promote Understanding between American and Chinese People (Shen)
- F2F: Teachable Moments during the Reference Interview (Hall)
- Unfamiliar History Brought to Life (Pearson)
- Libraries Encourage Civic Engagement (Seattle PI editorial) (Wadland)
- Methodological Diversity and Assessment Sustainability (Hiller, Nolan, Ward)
- New, Thinking, Agile, and Patriotic: Hindu Students and the UW 1908-1915 (DiBiase)
- Using Wikipedia to Extend Digital Collections (Lally)
- Implementing an Image Database for Complex Russian Architecture Objects: William Brumfield Collection (Llona, Gerontakos, Biggins)

- SPEC Kit on Remote Shelving Services (Deardorff and Aamot)
- Beyond Facebook: Thinking of the Learning Commons as Social Networking (McKinstry)
- Voice of Cio Cio San: Tonalities and Submission in Madama Butterfly (Tsou)
- Effect of Library Instruction on Electrical Engineering Undergraduate Design Projects (Whang)
- Making Technology Work: DSpace and its Implementation (Bolcer)
- Post 1989 Publishing on Previously Suppressed Topics: Trends in Czech Contemporary History with Reference to Poland (Biggins)

Connecting with the Profession

You served on committees of over 60 professional organizations and were elected to offices across a range of associations. You collectively raised the profile of the University of Washington.

Everywhere I travel, every conference I attend, I hear people singing the praises of the UW Libraries because of you. Sometimes the attention is a little much for us folks from the overly modest Northwest.

Leadership

Where would the Association of Research Libraries (ARL) without UW as a source for leaders? Diane Grover served as a ARL Visiting Program Officer with Trisha Davis (Ohio State University): to train librarians in “Mapping License Language to ERM Systems”. Neil Rambo served as a half-time Visiting Program Officer for eScience. Steve Hiller played his considerable leadership role in academic library assessment as ARL Visiting Program Officer, Co-Organizer and Co-Chair of the successful Library Assessment Conference, and planning the ARL Assessment Forum at each ALA Meeting. Stephanie Wright maintained the assessment blog for ARL and is working with Linda White (University of Virginia) on an ARL SPEC Kit on Library Assessment.

We also invested in leadership development and succession planning. Matthew Parsons and Justin Wadland were selected for the inaugural class of the ALA Emerging Leaders Program. Deepa Banerjee, Joanne Rich, and Angela Weaver were selected for the ARL Leadership and Career Development Program. The UW now has the largest number of program alumni of any academic library in North America. Nicole Bouche was selected to the second class of ARL’s Research Library Leadership Fellows, following in the footsteps of Cynthia Fugate and Neil Rambo.

Many of you participated actively in setting national standards—hard but critical work. Kris Lindlan and Steve Shadle worked on the new CONSER standard record for serials, and staff throughout the Serials Division and the Libraries helped to test the guidelines. Adam Schiff chaired the Joint Steering Committee for Revision of AACR RDA Examples Group 2. RDA is the successor standard to AACR2. Joe Kiegel served as a member of the Program for Cooperative Cataloging (PCC) Series Review Task Force.

Community of Accomplishment

We are a community of high achievement. Congratulations to those who received well-deserved staff promotions on the staff. Please stand as your name is read so that we may congratulate you.

Joy Araki
 Esther Benson
 Mary McDonald
 Timothy Cameron
 Martin Nolan
 Heather Spence
 Bryce Figuero
 Mary Jensen
 Patrick Scheible
 Katherine Savage
 Jewel Evenson
 Laura Tuck
 Ryan McCrory
 Amy Sun
 Armin Liedtke
 Tom Mahon

We also congratulate the librarians who were promoted or reappointed this year. Please stand so we may also congratulate you.

Promotions

Leslie Bussert
 Alyssa Deutschler
 Amanda Hornby
 Stephanie Wright
 Kathleen Collins
 Jennifer Ward
 Linda Whang

Reappointments

Suzan Parker
 Matthew Parsons
 Joanne Rich
 Anna Salyer

Retirement Community

We honored Kathleen Forsythe, Andy Wilks, and Bea Wikstrom on their retirements, and thanked them for their cumulative 54 years of service. We thank them, and will miss them.

We are so pleased to continue to benefit from Kathleen Forsythe's expertise, as she opted to come back on a 40% post retirement basis. And, we said a fond farewell to Marino Deseilligny completed her post-retirement 40%. It is a bit unsettling to not to see Marino at the Suzzallo Reference Desk when I pass by.

Community of Learners

We are indeed a community of learners. By my count, we added 7 new librarians to the profession as Serin Anderson, Karen Jaskar, Susan Marihugh, Erin Sharwell, Sarah Seely, Tim King, and Nia Lam all received their Master of Library and Information Science from the Information School.

Community of Award Winners

The awards keep rolling in, in recognition of your individual and collective achievement. Angela Lee won the School of Social Work Staff award. Sherry Dodson won the Outstanding Patient Educator award from the UW Medical Center. Jessica Albano's outstanding liaison contributions were recognized when she was named the first recipient of the Donald H. Wulff Award for Communication and Community from the Department of Communication.

Well, this one really isn't an award per se, but certainly a note of distinction. Al Fritz may be the only librarian with his own fan club--Library Hour with Alvin Fritz—on Facebook. And, I quote:

This group is dedicated to the genius that is Alvin Fritz. But who is Mr. Fritz you might inquire? If you don't know you must take the time to join a thought-provoking and extremely helpful session of library resource awareness. That way your poor TA's can get back to their graduate work while you actually utilize this fine university. God save Alvin E. Fritz!

The Bothell/Cascadia Community College Library earned two impressive citations this past year. The Northshore School District issued the library a Certificate of Appreciation, and the Northwest Commission on Colleges and Universities bestowed the highest accolades in the Cascadia Community College Report. And, I quote:

Cascadia Community College is to be commended for the excellence of its library, library staff, services and facilities. The library is a full and active partner with the faculty and programs that serve Cascadia students. The quality and range of library services available at Cascadia is likely unparalleled for a community college.

Connecting with Technology

Our technology colleagues worked to ensure that we had a technological infrastructure responsive to our changing needs.

David Pham and Mike Reynolds re-built the cluster file servers, e-res servers, and web servers on new hardware and operating system. Information Technology Services (ITS) also now provide a Helix server for streaming audio and video, used primarily by the Media Center and Music Listening Center for their online reserves.

ITS migrated a terabyte of data from our old storage processor to our newly expanded EMC CX300, which now has a capacity of over 12 terabytes. ITS re-engineered the process for building and deploying public workstations. This quarterly cycle includes solicitation of feature requests, a feasibility study, engineering/implementation, a testing period, and deployment. Aimee Hirahara is leading public services staff in this effort.

Digital Library eXtension Service (DLXS) software was installed, and will provide a more robust environment for search and display of our SGML/XML documents, including Special Collections' finding aids.

Convergence of Resources

We also hustled to find the financial resources needed to achieve our vision, and we increasingly successful in grant and private support.

We connected with the students and we received over \$250,000 in student technology fees for a variety of purposes.

1. Friday Harbor Library: 2 new computers and a printer
2. Tacoma: wireless network, computers, and technology in four collaborative study rooms.
3. HSLIC: 65 workstations and equipment in the three classrooms
4. Bothell: computer workstations; laptops; multimedia studio upgrades, workshops
5. Fisheries Oceanography: Access Plus workstations

You wrote a record number of successful grant proposals, and brought in new resources needed to further our work. Consider a few:

- EthnoMed (National Institute of Health)
- Planning for statewide health information network (Washington State Library)
- Mary Randlett photograph collection processing (Miller Foundation)
- Roland Terry architectural drawings (Graham Foundation)
- Documenting the Baltic Community (King County 4Culture)
- The William Brumfield Russian Architecture Collection (National Endowment for the Humanities and the Hedreen Family Foundation)
- Slavic and East European Program (I.F. Smith Family Foundation)
- Preserving the History of United States Agriculture and Rural Life: State and Local Literature, 1820-1945 (NEH)
- Preservation of photographic negatives (Washington State Library)
- Lassen Park Photographic Project (National Park Service)
- Korean Acquisitions (Korea Foundation)

And we used library funds to support special initiatives. Each year the 21st Century Fund supports innovation in service and programs. This year \$32,000 in awards funded the diverse range you see on the screen.

- Khmer Cataloging Support
- Video Tutorials for the YouTube Generation
- 19th Century Bookbinding Exhibit
- Clickers in the HSL Classroom
- Pacific NW Regional Newspaper and Periodical Index Pilot Project
- Summer Institute for Chinese Studies Librarianship
- South Asian Oral History Project
- Community Information Screening Events

Eleven projects received support from the Friends of the Libraries. The total sum awarded for these projects was \$35,000:

- Architecture Archives Processing Project
- Robert Hitchman Pacific Northwest Library Project
- Banned Books and Award Books for the Children's and Young Adult Literature Collection
- Special Collections Archival Access Project
- Contemporary Africa through Graphic Novels
- Alaska Yukon Pacific Exposition (AYPE) Photograph Collection Project
- Audio Support for Library Events
- Wireless Librarian in the CSE/EE Building
- Black Panthers Photographic Exhibition
- Puget Sounds: Documenting Music Cultures Close to Home
- BioToolBar

The Libraries development team worked with many librarians, staff, and volunteers to exceed the \$9,000,000 campaign goal 15 months ahead of schedule. We have received donations from over 15,000 during the 7 years of the 8 year campaign

- \$6 million in current use or endowments
- \$2+ million in bequests
- \$475,000 in private foundation grants

Five new endowments were established last year, bringing our total to 46 (nearly double the number since the campaign began):

- Betty L. Wagner Architectural Drawings Student Support Fund
- Professor Belinda Y. Louie Children's and Young Adult Literature Library Endowed Collection
- Dorothy D. Smith Libraries Student Employee Endowed Scholarship
- Byron T. Broderick Libraries Student Employee Endowed Scholarship
- The David Bell Endowed Special Collections Preservation Fund

The Parents Endowment for Undergraduate Library materials, programs and services reached \$300,000 goal, generating at least \$15,000 annually into perpetuity.

I would be remiss if I did not note the amazing things we can do because of the Allen Endowment and 45 other endowments. We'd be sunk without them. They do indeed provide the margin of excellence.

Yes, I would say that we made good progress in creating a workplace of choice that provides competitive compensation, fosters diversity, operates transparently, provides resources and infrastructure to allow us to do our best, and inspires and rewards. But there is more work to be done.

ENHANCE USER SERVICES

Understanding and addressing user needs are central to the work of the Libraries. We support a diverse community with a variety of learning and

research styles in an information environment that is highly complex and constantly changing. We use our knowledge of best practices, emerging trends and technologies to design and provide services and infrastructures in a timely and responsive manner. We strive to be an “Anytime, Anyplace” library. We aim to enable users to function self-sufficiently on their own terms while also providing personalized expert guidance as needed. We are as nimble as possible in meeting new and emerging public service needs.

We said we would enhance user services as part of an anytime, any place library. How well did we do?

Where our Users Converge

We were out there with our users. Our virtual reference services increased by 43% from 2005-2006 to 2006-2007. We inserted WebBridge links into Google Scholar, to surface our authoritative content and link users back to the Libraries. We worked on the integration of Libraries' resources into campus sites and services such as MyUW and Catalyst, with the Libraries/MyUW Class linking interface.

We worked collaboratively to enhance services any time and any place. Foster's "old" Business Research FAQ, consisting of over 120 frequently asked questions, was replaced by a new collaboratively developed FAQ. The new FAQ, based on software developed at the Lippincott Library at the Wharton School, and the number of Foster questions and answers in the database has grown to over 900.

Connecting with Users at their Point of Need

We reduced data silos, made our data work harder, and placed our tools, collections, and services into our users' information environments. Kudos to the exemplary leadership in Resource Acquisition and Description/Information Technology Services (RAD/ITS) and Access Services in particular. Among the many activities and initiatives, we:

- Rolled out WorldCat Local
- Began adding ContentDM item data to OCLC Worldcat
- Integrated the Libraries' database of Environmental Impact Statements into the catalog, and begin a project to provide cataloging
- Loaded local government publications records into WorldCat
- Planned for the recon of 20,000 local serials records and their addition to WorldCat

Sion Romaine, Steve Shadle, and Linda Pitts continued work on the implementation of MARC holdings for serials, and involved over 70 staff in the work. And what did this all mean for our users? Increased effectiveness of WebBridge, greater efficiencies in the use of OCLC for interlibrary lending and borrowing, and more robust and complete holdings data in OCLC WorldCat and OCLC WorldCat local.

Perhaps RAD/ITS should really be called *It's Rad*, under Bill Jordan's leadership.

Connecting Health with Information

The Regional Medical Library continued to expand the scope and influence of its programs across the Pacific Northwest Region. A Regional Advisory Committee brought together advisors from throughout the region to focus on disaster response and management planning.

Fourteen HSL liaisons, with over 100 department/program assignments, extended the reach of the Health Sciences Libraries and resources. Major liaison accomplishments included:

- A pilot project with the Medicine Residency program in which we do bedside rounds with the post-call teams and their attending physicians, to find answers to patient care questions for their newly admitted patients and attach those articles to patients' charts;
- Co-teaching a weekly required Evidence-Based Medicine course for the Medicine Interns with GIM faculty members
- Transition of Harborview Library to a virtual information service.

I want to recognize a special achievement by Nanette Welton and Sherri Fuller that truly will enhance health care in the state. A whirlwind Legislative session, with many trips to Olympia by Nanette and Sherri, resulted in the passage of a bill which included a key provision to add a fee for health information access to the licensing costs for most classes of health professionals. Access to authoritative health information by care providers means better health care for the citizens of the state in my book.

The Bothell Convergence Zone

Bothell librarians were busy making technology work for users in the convergence zone at the top of Lake Washington:

- Instant Messaging reference pilot
- Reference Blog for the Information Commons staff
- Web-based tutorials for key business assignments
- Scan-on-Demand
- Batch-optimization procedure for scanning reserves
- File-size reduction procedure for reserves
- Streaming media for E-Reserves

Media Connections

John Vallier lead a transformation of the Media Center and its services. We started ripping MP3s from select Media Center CDs and uploading them to a streaming and shared iTunes play-list. We began exploring streaming video capabilities for Media Center users. We experimented with the UW Libraries in-house approach and also made contact with a potential third party service provider (Video Furnace). We streamed movies to three separate departments and schools: Comparative Literature, Art, and the iSchool.

UW NetID Took a Community

This was the year that UW NETID finally came to fruition. It seemed that this project touched about everyone in the Libraries—from ITS to the Cashiers Office to Access Services to every public service unit. This project is a classic case study of how a simple project can end up requiring major internal changes. But it didn't faze you. You just rolled up your sleeves and got to work. Finally, users don't have to remember those unmemorable barcodes. Talk about reducing barriers.

Interdisciplinary Convergence

We looked for ways to accelerate interdisciplinary research and teaching, particularly as it relates to e-science, biosciences, and cyberinfrastructure. Neil Rambo agreed to serve as the Director, Cyberinfrastructure Initiatives, and Special Assistant to the Dean, Biosciences and e-Science. He has already begun work on rolling out the 1) Bioscience Task Force report, 2) beginning to establish contacts around campus for Libraries involvement in UW e-science activities, and 3) assisting with drafting the ARL eScience Task Force report.

Global Reach

We are also supporting the growing global reach of the university.

The Rome Center Committee chaired by Alan Michelson facilitated an internship program with the UW School of Information and the Rome Center Library. Alan, Cathy Gearhart and Rome Center Associate Director selected two students to travel to Rome to assist in various cataloguing tasks. Nice work if you can get it!

We hosted visiting scholars and librarians from around the world—from Korea, Japan, China, Taiwan to name a few—and they helped extend our global reach. In support of the University's China strategy, Zhijia Shen worked with the President's Office to deepen our relationships with universities in China and Taiwan. Zhijia personally visited 10 libraries and met with their directors, as well as a major Taiwanese Foundation.

Over five decades, International Studies has created one of America's great research windows onto the intellectual and cultural life of a vast continuum that stretches from Eastern Europe and North Africa, through the Arabian Islamic heartland, to India, Inner Asia, and the countries of Southeast Asia. This year, our acquisitions of materials have burgeoned and diversified—both geographically and by format. Librarians traveled to some of the most remote regions to acquire materials and establish new, sustainable supply lines. Our international studies staff engaged in digital projects that will provide widespread access to unique visual and text resources. It has been a good year for connecting with the global community on many counts.

Information Smart Global Citizens

We also worked hard and with focus to enhance library services for undergraduates. A cornerstone of our vision is preparing students to be information smart global citizens. You collaborated with countless campus educators to do just that. OUGL reached over 4,000 student through the Freshman Interest Group "Research and Discovery" (RAD) project. The Online Instruction Core Working Group (OICWG) created several short instruction videos in support of FIG assignments as well as for other instructional purposes. September "Dawg Daze" Orientation Week brought new workshops,

information fair tables, "OUGL Games Night," and the ever-popular "Directions Booth" (which helped hundreds of disoriented students). Foster added six new Research Guides to their library of over 100. *Research 101*, a web resource created by John Holmes was chosen for ACRL Instruction Section's PRIMO Database.

Library Research Awards

We celebrated the achievements of our information smart students with the fourth annual Library Research Award for Undergraduates. The competition was stiff, and the entries impressive. We should be rightfully proud of our UW students.

The Common Book

Many of you helped make the University's first Common Book effort, *Mountains Beyond Mountains*, a smashing success. Truly the Libraries was the crossroads for the Common Book with exhibits, lectures, panels, displays, and skilled discussion leaders.

Freshman Convergence

It was a historic year for Bothell and Tacoma as they welcomed their first freshman class. Everyone helped prepare for their arrival during an intense year of planning. And, it paid off. By all reports, the freshmen hit the ground running and they haven't stopped yet.

Library Space and Place

Facilities play an important role in enhancing our user services. And, as always seems the case, lots of energy went into space related projects.

Finally, the evidence of the Nisqually earthquake of 2001 is a shadowy memory as the shelving in the Engineering Library was replaced. The projected 6-8 week shelving replacement was completed in only five short months (hey, why rush a good thing?)

Tacoma staff moved over 11,000 volumes into auxiliary stacks located in the Snoqualmie basement to preserve space for users. Minor renovations in the Health Sciences administrative area were completed, and a major critical cooling upgrade was installed in the server room.

Sand Point kept us busy. The Sand Point Implementation Group developed services and costs for moving material to the facility. The Suzzallo Circulation staff worked on a Dewey reclass project in preparation for shift of materials to Sand Point. As space became available at Sand Point, some 17,000 items were transferred from crowded branches to the facility.

Community of Assessors

And we listened to our users as we enhanced our services, collections, and programs. Assessment and Planning managed the 2007 Libraries Triennial Survey, which was the most complex with 7 different surveys since the first survey in 1992. We made progress on a management information infrastructure that will make it easier to locate and use

statistical information and other data useful to library management and the campus community.

Bothell staff made great strides in assessing information literacy and educational programs, including the Interdisciplinary Research Assessment Project; Cascadia English 102 Curriculum Development; and Academic Services User Needs.

We just didn't assess user needs, we assessed collections and systems. We implemented two new initiatives in support of usage statistics for electronic resources. ScholarlyStats collects our usage data monthly from multiple sources, compiles it, and creates numerous reports. SUSHI, or Standardized Usage Statistics Harvesting Initiative, automates the process of collecting and downloading usage statistics directly to our Innovative ERM module. Corey Murata began work in CMS, with a focus on collection assessment, and developed a database with departmental demographic data and undertook some analysis of OCLC WorldCat Collection Analysis product.

In our usability efforts, we focused on the new intranet, conducted a wayfinding study of the Suzzallo-Allen Libraries, and collaborated with OCLC staff in usability testing of the WorldCat Local interface.

The data census pilot project was completed. The interviews turned up interesting information about collection, dissemination and sharing of research data at the University. Themes ranged from Institutional Research Board worries to sharing and dissemination of information by email and snail mail. Further efforts in this area will be led out of Cyberinfrastructure Initiatives.

Organizational Structure and Efficiency

We looked for ways to strengthen our organizational structure and efficiency. Libraries Space Planning was formed with Paula Walker as director, pulling together capital project planning and coordination, emergency planning, first aid response, and hazard mitigation, and public art. The Government Publications "Futures" project resulted in changes in the organizational structure and in desk staffing. Suzzallo Reference modified desk staffing patterns to better reflect usage patterns. This change allows librarians to devote more of their time to consultation and instruction services for their departments. In Tacoma, the Teaching and Learning Center began reporting to Charles Lord, and his title was changed to Director, Tacoma Library and Learning Resources. Library and TLC staff are collaboratively supporting the strategic directions of the campus. Special Collections merged all of their services into one desk, greatly improving service.

Monographic Services was its usual superbly efficient self. Here are a few of their achievements:

- Successfully completed the biennial fiscal close without backlogs in receiving or cataloging.
- Added three additional vendor websites for selector use.
- Made substantial improvements to receipt and cataloging procedures in acquisitions, which reduced staff effort and improved turnaround time.

- Cataloged a significant number of media titles, including International Studies videos. Made use of language informants to do team cataloging when necessary.
- Loaded authority records for genre headings into Innovative for the first time.
- Completed the transition to ISBN-13.

Yes, I would say that we enhanced user services in our anytime, any place library. But, there is more to be done.

BUILD, MAINTAIN AND SUPPORT DIVERSE RESOURCES

Access to resources is central to learning and discovery. The Libraries will pursue its evolution into a digital library, providing seamless and stable access to digital resources and making its own unique resources available to scholars worldwide for research and learning. At the same time, the Libraries recognizes that it is responsible for building and preserving both analog and digital collections – not just for the current generation of scholars, but also for generations of scholars to come.

Finally, we said we would build, maintain and support diverse resources as we pursue our evolution into a digital library. How well did we do?

Convergence of Digital Collections

As part of our ongoing efforts to surface our materials electronically, digitization/metadata projects continue. Over 2,800 items were digitized, researched, cataloged and added to the CONTENTdm databases.

Collections of unique material went live including: Architecture of the Pacific Northwest, Civil War Letters, Napoleonic Period Collection, and Decorated and Decorative Paper.

The Olympic Peninsula Virtual Community Museum launched with great fanfare with launch parties at the UW and in Forks. The communities on the peninsula were delighted with the results and the Libraries learned a great deal by working on this project as well.

Digital Initiatives and Hyokyoung Yi digitized 105 volumes of rare Korean literature from 1945 - 1950. These materials are already being used by faculty at Harvard who would otherwise not have access to them without a trip to Seattle.

Major work was completed on the William Brumfield Russian Architecture Collection Project (digitizing and cataloging 30,000 of the more than 110,000 images created and owned by America's foremost expert on Russian architecture).

Our Image Bank now provides our three campuses quality digital images of art, architecture and cultural artifacts.

Connecting Users with Collections

We worked to develop, acquire and provide access to resources in support of teaching and learning. CMS retrospectively analyzed, summarized, digitized and created III

license records. This project had a positive impact on staff in units such as ILL and the University's CoursePak operation, as well as improving our ability to inform users of their rights and responsibilities for electronic resources.

The use of our digital collections increased 45% over last year to 1,127,813. How did users find our digital collections? The top five sites which refer people to our collections are:

1. Google
2. Google Images
3. Libraries Gateway
4. Wikipedia
5. Library of Congress

Book Donations

Our collections also grew through the kindness of strangers and friends. The Gifts Program hit a milestone when it received its 1,000,000th item since it was established in 1986. This past year, 31,000 items were added to the collection.

Forty-three current and former Libraries staff donated books this past year, and I thank them for their generosity.

Carolyn H. Aamot
 Gordon J. Aamot
 Laura C. Barrett
 Thomas E. Bolling
 Patricia L. Carey,
 Charles E. Chamberlin
 Faye Christenberry
 Kathleen F. Collins
 Melvin G. DeSart
 Jon D. Dolacky
 Alvin E. Fritz
 Catherine Gerhart
 Linda J. Gould (retired)
 Karen C. Hedelund
 Janet P. Heineck
 John W. Holmes
 Elaine Z. Jennerich
 Carol Lynne Johnson,
 Fawzi Khoury (retired)
 Charles R. Lord
 Anne M. Lally
 Jill M. McKinstry
 Theresa A. Mudrock
 Harry R. Murphy
 Kim Murphy
 Shigeko E. Podgorny (retired)
 Jennifer L. Rossie
 Heija B. Ryoo

Andrea Ryce
 Anna C. Salyer
 Adam L. Schiff
 Dorothy D. Smith
 Thomas C. Smith
 Mary S. St. Germain
 Jennifer J. Sundheim
 Judy Tsou
 Justin M. Wadland
 Jennifer L. Ward
 Nanette J. Welton
 Elizabeth A. Wilson
 Katharine A. Whitson
 Keiko Yokota-Carter
 Mark S. Young

Expanding Collections through Consortia

Cooperative collection development started to be more than just talk through our work in the Orbis Cascade Alliance. Linda Di Biase helped advance the Distributed Print Repository (DPR) for JSTOR and American Chemical Society titles and the selection of a preferred consortial approval vendor. Diane Grover served on the Alliance Electronic Resources Committee and our point person for evaluation of a range of renewals and new product/service offers, and communication between the Libraries and the Alliance.

Discovery to Delivery

We certainly enhanced DtoD—discovery to delivery. The implementation of Worldcat Local brought a surge of interlibrary loan and Summit requests, and helped our users find things never before found. Digital Initiatives inserted links to our digital collections in Wikipedia, and we experienced a 45% increase in traffic.

ILLiad went live at Health Sciences. Now user requests can move over the electronic "fence" which divided our ILL operations. Users can put in a request from any location, from databases or from WorldCat Local, and be routed to the appropriate service relatively seamlessly. This is a first step in making ILL/Document Services more transparent and less confusing for our users. Implementing ILLiad paves the way for developing unified policies, procedures, and fee structure (or maybe no fees at all).

Now and in the Future

We worked to preserve all forms of information for current and future generations. Digital Initiatives transferred digital material accompanying UW theses and dissertations to DSpace. Priscilla Caplan from the Florida Center for Library Automation visited the Libraries as a digital preservation consultant. We joined Mellon-sponsored Portico, an e-journal archive that preserves publisher's source files. We also joined the LOCKSS Alliance (Lots of Copies Keeps Stuff Safe), and maintained a LOCKSS server. The Music Library launched two digital preservation projects for sound materials. We made major progress was made on the NEH USAIN microfilming project. Mendenhall staff treated nearly 8,500 items system-wide. We cleaned, repaired, housed, and developed a finding aid for the 1000 student drawings transferred from the Department of

Architecture to Special Collections. Work was completed on the collaborative grant, the Washington Film Preservation Project (WFPP).

Convergence of Support

We provided organizational support for information resource development. Faye Christenberry led the IRC Communication and Training Committee in the creation of the "Selectors' Portal." A "New Selector/Liaison Training Checklist" and a "First Steps for New Selectors" outline were made available via the Portal. Linda Di Biase led a team to deliver training for Millennium Acquisitions Overview, a precursor to ERM training. CMS led a committee to create and present a training program to introduce 72 staff to the ERM module of III.

Connecting the Financial Dots

The Budget Office advanced Vision 2010 by balancing the biennial operating budgets within the allowed 1% flexibility level on a budget of \$56.8 million. The budget office processed payments for \$26.7 million in library materials (that's a lot of orders to reconcile). The office managed over 270 budgets and established new budgets, purchased goods and services, transferred funds, reconciliation and audits.

Yes, I would say we made good progress in building, maintaining, and supporting diverse resources as we pursued our evolution into a digital library. But there is more to be done.

Connecting with the Future

We accomplished much in the four strategic areas, across six initiatives. We are well on our way to realizing Vision 2010. But, we aren't done yet.

What lies ahead?

Our work will be informed by what our users tell us, especially through the Triennial Surveys. The early results are in. You will be hearing more details of the surveys in the near future, but I do want to share some summary findings:

- Library satisfaction exceptionally high
- There are long-term changes in mode of use
 - Sharp increase in off-campus remote use by faculty and graduate students
 - Library as place still very important to undergraduates
- Open Internet gains as primary discovery medium
 - Library provided bibliographic databases decline in importance
- Users want content delivered to them in their space and desired format
- Faculty see information literacy as important to student success
 - Student performance in information literacy is rated low
 - Student evaluation of effectiveness of instruction is mixed
- Libraries is major contributor to faculty research productivity and graduate student academic success

Overall Satisfaction

We are a great library and our users know it. Faculty and student satisfaction with the Libraries is exceptionally high and keeps rising. Our challenge is to maintain and increase satisfaction with the Libraries by providing services and resources that add value to their work and keep them successful. We can do that by continuing to listen to our users, understand their needs, and provide services that address them. Or as a professor of Forest Resources said,

You guys and gals rock!!!!!! We need to invest in our library system to keep it the best system in America. The tops! My reputation is in large part due to you.

Mode of Use

This chart shows dramatically the difference in how students and faculty use libraries. Students use libraries in person, faculty do so remotely. Nearly 2/3 of undergraduates visit the library in person at least weekly . . . a percentage that hasn't changed since 1998, compared to about 20% of faculty down from 50% in 1998. Bottom line: Our physical libraries are student places and the overwhelming majority of faculty rely on remote access. Or as an associate professor of psychology said:

I only wish I could reproduce the graduate reading room in my home because I do so much of my reading/research online now. Oh well, at least I can be in my slippers.

Sources Consulted

The open Internet is now used more often by all groups (regardless of academic area) than UW Libraries provided bibliographic databases to find information on research topics. Undergraduates also rely heavily on open Internet sources such as Wikipedia for basic information. Or as an associate professor of English put it:

If it's not on the Internet, it doesn't exist. My students at all levels behave this way. They also all rely on Wikipedia almost exclusively for basic information.

Usefulness of New Services

Faculty and graduate students want information and services delivered in the space and format of their choice. Graduate students, especially in the biosciences and health sciences also see a need for the library to help them in managing their information and data. Consider what a post-doc in oceanography exclaimed:

You're considering a free scanning service for journal articles? That would change my life! Wow! I didn't even know I could want that. Now I want that!

Library as Space

For undergraduates it's all about library as place. Quieter/work study spaces, increased weekend hours, more computers and group/presentation spaces would be the most useful for them. One undergraduate noted:

OUGL's hours are nice, and the study rooms/breakout/computer areas are excellent, but the individual study areas are terrible. The chairs hurt your back, there aren't enough spots to plug in laptops, the carrels are too small to even bring a computer, and the lighting is poor. Seriously, it's that important for undergrads to have a good place to go when they need to study late.

I couldn't agree more with this student. OUGL is our busiest library, brimming with energy. Our students deserve better chair, better lights, better connections. We will work to see that it happens.

Information Literacy

While faculty view information literacy as very important to student success, student performance (outside of finding information on the Web) is rated low. However, student ratings of the usefulness of library instruction are mixed and their satisfaction is down from 2004. An assistant professor of art noted:

It is difficult to help students understand how to use sources, what the libraries can provide them, and help them appreciate the resources available to them beyond Google. Do you have any suggestions?

Contribution to Research and Discovery

The Libraries makes a major contribution to the success of faculty and students – especially in research – as well as saving lives! We plan to use focus groups and interviews to achieve a better understanding of the specific ways that the Libraries and library staff add high value to the work of faculty and students. Here's what an associate professor in medicine had to say:

The UW libraries and librarians are the BEST. Our ability to access the system from the road (or home) and to review/download current articles is absolutely super. The resources on HealthLinks have helped train many young doctors and saved COUNTLESS lives.

See, it really is brain surgery.

Focus on the Coming Year

I am pleased to say, that we have many actions already underway or beginning soon that will directly address our users needs and feedback.

- Pushing our resources/services into the users environment
 - WorldCat Local
 - CMS review of bibliographic databases
- Enhancing physical and digital delivery services
 - Weekend library delivery
 - Harmonizing ILL
 - Scan and send pilot
- Transforming library spaces
 - Facilities Master Plan update

- Review of Suzzallo-Allen space/services
- Libraries connection to the research enterprise
 - Subject/liaison librarian responsibilities
 - Scholarly communication plan
 - Research/cyber infrastructure
- Information literacy
 - Undergraduate services initiatives

I am excited about the work before us as we imagine, design, and realize the research library of the 21st century.

ZACH'S STORY

I'd like to conclude with a story about how the connection you make with our community can change lives through the convergence of ideas and actions.

This story begins with a computer science project, winds its way through the library, and ends up in Peru. The year is 2003. The place is the University of Washington. The student is Zach Lattin.

Zach is, in many ways, a typical freshman. He's a double major in math and Spanish; interested in dating, movies and music; downs coffee by the mug; and parties regularly with his friends. He loves the outdoors. He lists cross-country skiing, mountain biking, and hiking as his favorite hobbies. Oh, and by the way, Zach has been blind since birth.

Zach says, "I don't think many people fully understand the implication of not being able to 'see' a mathematical figure on the understanding of the discipline." So as a sophomore, Zach joined computer science Professor Richard Ladner and a multidisciplinary team on the Tactile Graphics Project funded by the National Science Foundation. The team crafted software for the rapid translation of graphical images to a form similar to Braille.

This project made many things possible for Zach. It used to take five hours to translate a single mathematical graphic from a textbook into tactile form. Now it takes two. Of course, Zach would like to make it even faster. He says that the Tactile Graphics Project saved his life—at least in math. Zach believes he couldn't have majored in math anywhere but the UW.

I mentioned earlier that Zach also majored in Spanish, and this is where his story takes a turn through the library stacks. Two years ago, Zach was researching a paper on Quechua for a Spanish linguistics class. Quechua is the language of the ancient Inca Empire and is spoken today in various dialects by 10 million indigenous people throughout South America.

Zach found a footnote on the Internet concerning a linguist who did ground breaking work in the 1960's. But he couldn't find much of substance—certainly not enough to write a decent paper. However, he was determined to learn more about the language and this man named Alfredo Torero, the father of Andean linguistics.

He headed over to the Odegaard Undergraduate Library and found librarian Laura Barrett. Well, Laura worked her magic. She led Zach through a multilingual and

multinational labyrinth of scholarly indexes and citations, until they picked up some promising leads. Because of our partnership with libraries around the world, Zach was able to physically put his hands on the rare and elusive books and articles. One book came from Utah, another from Michigan, and several from Peru.

Zach scanned as many as he could and continued to devour them in Braille even after he finished the paper. Each time he read Torero, he felt like he was discovering something completely new. He knew he was, in some instances, the first person in North America to read Torero's books, and definitely the first person to read them in Braille. He became enchanted with the Quechua language and Torero. It was all he could think about.

This June, Zach graduated from the UW, and promptly boarded a plane for Peru—to live, to teach, and study Quechua. He is there now, as I speak, living with a scholar who once studied with the late Alfredo Torero.

He plans to help a team of University of San Marcos computer scientists and linguists design a Braille system for Quechua. Quechuans who are blind will be able to do something they have never done before—read their own language.

In the library, Zach found his passion and his path was altered forever. The Quechuans with whom Zach is working will probably never have the opportunity to visit the Undergraduate Library and ask a question of Laura Barrett. However their lives have been changed forever by a student named Zach and a library half a world away.

The University has many stories to tell. Stories that inspire. Stories that reach around the globe. Many of these stories begin or end in one of our 21 libraries.

Each of you played a part in Zach's story. Without your contributions to building a 21st century research library that connects people with knowledge, there would be no story.

I am proud of the role that you play in the lives of our students, faculty, staff, and community—here and around the world. It is my privilege to work with such a extraordinary staff as we “image, design, and realize the promise of the 21st century library” together.

Thank you for all you have done and continue to do! Congratulations on a great year and onward to good things in 2007-2008.