

EXPLORE, ENGAGE, EXTEND

University of Washington Libraries
All Staff Annual Meeting
September 11, 2008

Betsy Wilson
Dean of University Libraries

Good Morning! Welcome to the Libraries 2008 All Staff Meeting.

Today marks the 7th anniversary of the 9/11 tragedy. We remember with unspeakable sorrow, yet go forward knowing the human spirit is ever resilient. Let us pause for a moment and reflect.

It's a magical time of the year. Autumn is in the air. The students are returning. And the Huskies almost won last Saturday. It is also the time when we come together as a staff to reflect on our collective accomplishments and look forward to a new year.

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
- Judy Schroeder
- Melissa Ibarra
- Paula Walker
- John Vallier
- Mara Fletcher
- Betty Jo Kane and the facilities crew
- Michael Milligan
- Amy Halligan
- Strategic Planning Team
- Vision 2010 Management and Assessment Team, and
- You!

COMMUNITY, CONNECTIONS, AND CONVERGENCE

Last year, we gathered to celebrate "Community, Connections, and Convergence" as we took stock of our progress in realizing *Vision 2010*. Today we come together to "Explore, Engage, and Extend."

Explore: To investigate, to seek, to ascertain, to search out.

Engage: To entangle, to involve, to commit, to employ oneself in an action.

Extend: To stretch, to reach, to carry to a further point of completeness.

In this period of accelerating change and seismic shifts, it is important to begin with our mission which is clear and unambiguous.

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

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.

Values

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

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

Inspired by your Dedication

When I began preparing for today and read the annual reports, I was inspired once again by the cumulative power of your individual contributions. 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. You will read firsthand how what you do day in and day out has made the UW one of the top research libraries in the world.

As Glenda Pearson wrote in the Microform and Newspaper Collection annual report:

The real work of the Libraries cannot be quantified; it can only be experienced and, to a lesser degree, described. Numbers do tell that hundreds of such activities occur, but they do not reveal the back stories.

Before I begin recounting the back stories of the past year, it is time for the tradition started by director emeritus Betty Bengtson.

Ours is a community that strengthens with each year. We welcome new members and care 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

You may now be seated. Now I ask all who have been with the Libraries for less than a year, to please stand. May you one day rise with those with over 40 years of service. Join me in welcoming our newest colleagues.

Normally, it would be time for our second tradition—the Library Movie. But, it is so good this year, that I am going to save it for the end.

Strategic Directions

Now, let's *explore, engage, and extend* as I review progress in the four strategic directions that lead us to Vision 2010.

- 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

- 2007-2008 Initiatives

Last year, I presented a set of priority initiatives cutting across our strategic directions. The status of work is in parentheses.

Pushing our resources/services into the users environment
 WorldCat Local (Completion, ongoing enhancement)
 CMS review of bibliographic databases (Underway)

Enhancing physical and digital delivery services
 Weekend library delivery (Completed)
 Harmonizing ILL (Report completed, implementation to begin)
 Scan and send pilot (Completed)

Transforming library spaces
 Facilities Master Plan update (Underway))
 Review of Suzzallo-Allen space/services (Report completed, implementation to begin)

Connecting to the research enterprise
 Subject/liaison librarian responsibilities (Underway)
 Scholarly communication plan (Underway)
 Research/cyber infrastructure (Underway)

Information literacy (Underway)
 Undergraduate services initiatives (Underway)

As I review our strategic directions, I will report on progress on the priority initiatives. We have completed several initiatives, but more work is needed on many.

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 deeply in information policy and scholarly communication.

The Scholarly Communication Steering Committee made steady progress on a range of activities:

- Talking Points Documents are now available through the staffweb
- Web Page redesign
- Planned a series of presentations and workshops
- Faculty Council on University Libraries discussions on open access
- Joint FCUL/Faculty Council on Research subcommittee on an open access resolution and possibly a “Harvard-like” mandate

Bonnie McTaggart led our response to the National Institutes of Health Mandatory Submission Requirement for publications funded with NIH funding. We worked with the Office of Sponsored Programs to provide local guidance for faculty. We are keeping our collective ears to the ground about the uptake

ResearchWorks

The Digital Repository Steering Committee completed a rebranding and redesign of the faculty e-print portion of the repository, which will be known as “ResearchWorks.”

ResearchWorks will be launched in the fall, using DSpace 1.5 and the new Manakin interface. We will separate faculty e-prints from other materials and this sharpened focus should lead to more faculty participation. We also will launch a mediated ingest service. Digital Initiatives will obtain and package the e-print, and Monographic Services will provide metadata. The faculty member will only have to sign a license agreement giving us permission to deposit on his/her behalf, thus easing deposit.

Our institutional repository experienced nearly 1 million hits up from 895,000 the previous year. The most visited item was “The Crucified Woman: A Paradox of Prurience and Piety” by Rachel Lynne Anderson, with over 4,000 views. Anderson’s paper won a Library Research Award for Undergraduates in 2007.

Scholarly Publishing Collaborations

We reengaged with the Graduate School on policy issues, software choice, and processes involved in launching electronic theses and dissertations at the UW.

We worked with the University of Washington Press on a collaborative exhibit strategy, possible backlist digitization, open access, and a joint faculty survey on publishing.

We installed the Open Journal System software and a pilot project targeting the backfile of *Slovene Studies* is under way.

Hana Levay has led our “collaborative/advisory” relationship with Carl Bergstrom and Jevin West and their revolutionary Eigenfactor initiative

GRADD

The Libraries led a collaborative submission to the National Science Foundation in response to the DataNet program focused on creating sustainable scientific data repositories. The proposal envisions a federated data repository – a *Global Research Alliance for Digital Data* (GRADD). GRADD brings together four universities, the Incorporated Research Institutions for Seismology Consortium (IRIS), OCLC, and Microsoft Research to create a curatorial platform for data resources.

The UW proposal was one of three finalists, and though it will not receive funding in round one, we have been strongly encouraged to resubmit in round 2 this fall. And, we will.

InForum

The InForum Crew engaged the university community in the evolution of the library and we enjoyed presentations from university leaders noted on the screen:

- Susan Jeffords, Vice Provost, Global Affairs
- Neil Rambo, Director, Cyberinfrastructure & Special Assistant to the Dean for BioSciences & e-Science
- Phyllis Wise, Provost & Executive Vice President
- Sheila Lange, Vice President for Minority Affairs and Vice Provost for Diversity Libraries Diversity Committee
- Tom Ackerman, Director, JISAO (Joint Institute for the Study of the Atmosphere and Ocean)
- Jim Barker, Seattle Cancer Care Alliance
- Cheryl Nations, UW Marketing
- Eric Godfrey, Vice Provost, Student Life

Exhibits

We engaged the community with an amazingly array of exhibits across the three campuses and throughout many libraries. Remember these wonderful exhibits?

- African Immigration
- Altarpiece - Student art work display
- Filipino Student photos
- Jackson School Student Posters
- Images in Children's Picture Books
- Develop: The Production of a Photo Essay
- Books on Taiwan Studies
- The Evolution of Japanese Kanji Characters
- Korean Traditional Percussion Music
- Japanese Tea Ceremony
- Cutting Ribbons for the Olympics: Chinese Folk Sport Paper-Cuts
- The Discovery of Penicillin: Marking the 80th Anniversary"
- From 'Our Japanese' to 'Enemy Aliens,' Incarceration and the Role of the Local Press
- The Atomic Bomb and the End of World War II
- Influential Women and related Research Collections in the Microforms Collection
- Major Historical Events in January
- Famous Birthdays in February
- April Fools News Articles
- Black Panthers in Seattle
- "Anatolian Scenes", oil paintings by Turkish artist Yalcin Gokcebag
- "September Project" and sculptures by Sabah Ad-Dhamer
- Islamic Art
- Develop Photo Essays
- Black Panthers: Making Sense of History
- Sexual Assault and Relationship Violence Awareness
- Environmental Impact of Drinking Materials
- Yesterday's Tomorrow, an exhibition of alternative photography
- South Asian Oral History Project
- Interrupted Lives
- Grand Challenges for Engineering
- Writing Lessons/Reading Sessions, 13 bookwork paintings by Dennis Evans

- Looking Glass for the Mind: 350 Years of Books For Children
- Companionable Books: A Century of Publishers' Bindings, 1820-1920
- Our Market Century 1907-2007
- September Project
- Censorship
- Japanese American Internment
- Faculty and Staff Publications
- Children's Literature

And how about the multifaceted Focus On exhibits that highlighted our collections and Faculty Publications that celebrated our scholars and researchers? I have to admit that my personal favorite was Cowboys and Cowgirls

- Cowboys & Cowgirls
- Japanese American Incarceration during World War II, January 2008
- Women's History
- African Immigration to the United States
- The U.S. Constitution and Immigration
- Climate Change

Extend through events

We extended our reach to thousands of people through special events:

- The Dean's Circle Dinner during which we honored Joe McKinstry as the Outstanding Volunteer Service Awardees.
- The Artist Images Series with Trimpin.
- The Second Maxine Cushing Gray Visiting Writers Fellowship Award and Reception with author David Laskin.
- Lyanda Haupt, naturalist and author, delivered the Blom Lecture
- *Literary Voices* Fund raiser with the ever entertaining Sherman Alexis
- South Asia Oral History event
- A community reading of the US Constitution
- Many exhibit receptions

Exploring Ideas

And, we worked to enhance the library as a place to explore ideas and build relationships.

The concept of a consolidated Fine Arts Library gained momentum and discussions began among Libraries and University staff and supporters on how we can make it a reality. In order to get a better idea of what characterizes a successful Fine Arts Library, a working group identified a number of libraries in North America to visit. We visited 14 different libraries, and learned what worked, what didn't, and what they would do differently. Next steps will be to conduct site and funding feasibility studies.

The Odegaard Undergraduate Library (OUGL) celebrates its 10th year as a 24-hour library in October, and we continue to look for imaginative ways to serve learning and students. We led a campus-wide discussion on preserving and updating the Campus Core Buildings. We have a unique opportunity to look at the OUGL building as a whole--to envision a state-of-the-art, integrated commons that puts student learning, discovery, and production at its core. With the Provost's support, this will be a priority for this year.

SASSCR Report

Paula Walker led the Suzzallo and Allen Libraries Space, Services, and Collections Review Committee (affectionately known as SASSCR). The group worked long hours to recommend changes that could better support user needs and further the goals of Vision 2010. Cynthia Fugate in her new role as Associate Dean of Libraries for Research and Instructional Services will be working with many of you to put the best ideas to work.

Special Collections

Special collections are a defining characteristic of the 21st century research library. We invited national experts from Duke and Cornell to help us draw a blueprint that will guide us in raising the visibility and impact of special collections. Paul Constantine, with his new portfolio, will work with Carla Rickerson and the Special Collections staff to implement the review recommendations this year.

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.

The second reception to honor librarians who receive promotions, reappointments and/or permanent status was held last with Jill McKinstry as the keynote speaker.

We launched the Distinguished Librarian Award to reward excellence in librarianship, and 23 outstanding librarians were nominated. Paula Walker chaired the selection committee that established procedures, guidelines, and documentation.

Student Award Winners

The Staff Development Advisory Committee spearheaded the 11th annual Student Employee Appreciation Week with the theme, “Our 500 student employees are all stars in the Libraries Walk

of Fame!" A highlight of the week was the awarding of \$1,000 scholarships to 10 of our most outstanding student assistants.

Engage in Communication

We continued our work in creating a culture of open communication. Consider that we now have:

- Meeting Maker
- A new Staffweb
- Quarterly meetings of supervisors of student employees
- "Stories from Vision 2010"
- Agendas and minutes for Libraries Council sent to all staff
- The Dean's "What's the Buzz?" on staffweb
- InForum "News Feed"
- WON and Personnel and Staff Development Update became one
- Libraries Supervisory Leadership Program to begin in November
- An improved employee orientation program is in the works

Extending Diversity

We extended our diversity work.

Laura Lillard, Diversity Officer, and Diversity Advisory Committee focused on programming and training for all of us. Professors James and Cherry Banks presented the first annual Faculty Diversity Research Lecture: "Democracy, Diversity and Citizenship: Education in Global Times." The Committee and Library Staff Association hosted Diverse Desserts. Other diversity initiatives included:

- Commitment to diversity is a required qualification for all librarian positions
- Laura now meets with all search committees and shares recruitment strategies
- And the Diversity Advisory Committee is planning intercultural competency workshops

We welcomed iSchool student Khuo Duong as the 6th McKinstry Fellow. The McKinstry Fellowship is designed to widen the pipeline for academic librarians from underrepresented groups. I am delighted to tell you that all former fellows are now employed in academic libraries.

Deepa Banerjee, Joanne Rich, and Angela Weaver completed the ARL Leadership and Career Development Program (and many of us were there to raucously cheer them on at their "graduation"). The UW now has the largest number of program alumni of any academic library in North America.

I understand Corey Murata has been invited to be part of the 10 year celebration of the LCDP program at the ARL Directors meeting in October in Washington, D.C.

Diversity and Organizational Culture Survey

Under the leadership of Laura Lillard, Elaine Jennerich, and Steve Hiller, we conducted a Diversity and Organizational Climate (DOC) survey. This survey builds on the 2004 DOC survey. As a result of the 2004 survey, we launched the Communications Enhancement Initiative, developed a diversity action plan, and appointed a Diversity Officer.

While we are still analyzing the 2008 surveys, I thought you might appreciate a little preview of the results. The 2008 survey showed a mixed picture of staff satisfaction and organizational performance. While overall job-related satisfaction was generally positive, staff ratings were low

in several areas including communication with administration, the Libraries performance in recruiting and retaining a diverse staff, and advancement/promotion within the Libraries.

A summary of high and low scoring areas is shown below.

Highest in Libraries performance/satisfaction	Lowest in Libraries performance/satisfaction
Work environment (space and equipment)	Recruitment and retention of diverse staff
Training and development opportunities	Communication with library administration
Communication within work areas	Opportunities for advancement/promotion
Communication with supervisor	Communication responsibility guidelines
Relationships within work area	New staff Web site
Relationship with supervisor	Travel funding
Participation in library committees	Decision making-process

There will be opportunities to learn more about the survey results. We must continue to work on the issues identified in the survey. I will need your help to develop meaningful outcomes and measures in the areas of diversity, communication, organizational support, and job satisfaction. The follow-on work will be a priority initiative for the coming year.

Extend Training and Development Program

We expanded our already superb training and development program.

Organization Development & Training facilitated meetings, offered workshops, and provided coaching, ergonomic assistance, and continuing education opportunities 65-70% of the staff attended at least one event or session. The January event with journalist Lynda Mapes talking about the discovery of the Native American burial grounds at Port Angeles was spellbinding. The "Grace under Fire" program with speaker Sara Behrman was well-attended as were two sessions of the UW's Violence in the Workplace training. I hope the workshop on email communication helped you as much as it did me. Eighty staff attended the "Leap into Learning" open house.

Elaine Jennerich made more than a dozen visits to our offices to solve ergonomic problems—and our backs and wrists are better for her work. ODT and Libraries Human Resources are taking their informational "Road Show" to every unit. The Staff Development Advisory Committee launched a Staff Development week (going on this week) as a way to build community while learning.

Engaging the Profession

You engaged in professional service. You served on committees of over 60 professional organizations and were elected to offices across a range of associations. You handled local arrangements for the Special Libraries Association when it met in Seattle.

You collectively raised the UW's profile. Everywhere I travel, every conference I attend, I hear people singing the praises of the UW Libraries because of you. As one library leader said, "the UW Libraries staff is arguably the best in the nation."

(Now, I would say the world).

Extending Achievement

We are a community of high achievement. Congratulations to those who received well-deserved staff promotions.

- Tamara Garrard
- Mara Fletcher
- Amy Stutesman
- Abby Larson
- Judy Schroeder

We also congratulate the librarians who were promoted this year:

- John Bolcer
- Julie Planchon Wolf
- Joanne Rich
- Steve Shadle (Steve was promoted to Librarian, the highest rank a librarian can achieve)

And those who were reappointed:

- Anne Marie Davis
- Alan Michelson
- Jennifer Sundheim
- Angela Weaver
- Anjanette Young

We honored Phyllis Caswell, Karen Hedelund, Larry Jamieson, Dennis Montgomery, Jim Stickman, and Alvin Fritz on their retirements. We thank them for nearly two centuries of cumulative service! We miss their daily presence, but we are so pleased to continue to benefit from Phyllis, Larry, and Al as they opted to come back on a post retirement basis to help us out. And, we said a fond farewell to Carol Green as she completed her post-retirement 40% appointment.

Extend our Knowledge

Many of you extended your knowledge and attained new degrees.

By my count, we added three new librarians to the profession as Nikki Dettmar, Cheyenne Roduin, and Heidi Nance all received their Master degrees. Akram Zouroufchi received her Fiscal Management Certificate. And a record number of awards rolled in, extending the visibility of the UW Libraries to all corners of the profession.

Theresa Mudrock was the inaugural recipient of the UW Distinguished Librarian Award for excellence in librarianship. A headline in the Northwest Asian Reporter read *Move over Nancy Pearl, There's a New Super Librarian in Town*. The article reported on Theresa's contributions to the Libraries and the University through her teaching and her research on the Nikkei students at the UW during the time of internment. She deserves much credit for the UW's decision to award honorary degrees to these students in May.

Jennifer Ward received the Leadership Award from the University of Illinois. The award recognizes some one who has graduated from the school in the past ten years and who has shown leadership in the field of librarianship

Ellen Howard received the Michael E. DeBakey Library Services Outreach Award for Outstanding Service to Rural or Underserved Communities. This award honors a health sciences librarian who serves in such a community. Ellen is well known for her groundbreaking work in developing Ethnomed which contains information about cultural beliefs and medical issues pertinent to immigrants, many of whom are refugees fleeing war-torn parts of the world.

Tim Jewell won the first annual Coutts Award for Innovation in Electronic Resources Management. Tim has a distinguished record of innovation in the field of electronic resources management and is a key figure in the development of initiatives and standards.

Martha Tucker received the Special Library Association PAM Division Achievement Award, only the 11th time that award has ever been given. This award is given to those select few whose professional work is marked by distinction and dedication to librarianship in astronomy, mathematics and/or physics.

Carla Rickerson received the ALA Reference User Services Association History Section Genealogical Publishing Company Award for achievement in historical reference and research librarianship. Carla received this award for her distinguished career during which she has amassed an extensive list of publications and presentations, and has assisted writers and scholars in numerous works of national importance.

Alan Michelson received the Merrill Wadsworth Smith Travel Award from Art Libraries Society of North America (ARLIS/NA) to attend its national conference in Denver. (And, of course, he deserves our admiration for his heroic attempts to safeguard Google architecture and the Ballard "Denny's".

Adam Hall, Terry Jankowski, Guita Monfaredi, and Nanette Welton were nominated for the Distinguished Staff Award, the highest award the University bestows on its staff.

And an entire library received accolades. The Bothell Library continued its partnership with the Northshore School District's (NSD) Adult Transition Program, providing internships for students with disabilities. Katie Whitson coordinated the internships and Janice Crosetti served as student trainer and consultant for the job coach. Katie Whitson was awarded a Certificate of Appreciation for coordinating a partnership for the "success of students with disabilities." Bothell Library was nominated for the *Youth Employer of the Year Award*. Katie Whitson and Janice Crosetti were invited to attend the 17th Annual Governor's Awards Program.

Extending our Technological Reach

While many were winning awards, Information Technology Services was working hard to make sure we had an award worthy technological environment.

ITS upgraded a number of applications, including ILLIAD, ArcIMS, the Helix streaming media service, ERes, and Plone. ITS also made changes to our infrastructure to improve the reliability and maintainability of our platforms.

The Fines Appeals system was finally released, thanks to Jeff Sherwood and Anjanette Young. Champions Chrissie Gilbert and Kirsten Spillum report that early reactions from staff and users are positive.

ITS deployed a web application for accepting credit card payments and processing them through the Authorize.net gateway. This complies with the credit card industry's PCI guidelines and preserves users' ability to pay library fines and document delivery charges online.

Initial work began on modifying Michigan's DLXS software to deliver finding aids for Special Collections.

The Public Web Operations Group, aided and abetted by Jennifer Ward and Christine Tawatao, updated and improved the Libraries web site. The Internet Operations Group enhanced the staffweb. I so appreciate the humorous and lighthearted messages that greet me each day on staffweb. Thanks Angie et al.

Aimee Hirahara managed hardware replacement projects for both public and staff computing, and deployed Office 2007 for staff. Approximately 150 of our 500 staff workstations were replaced this year. Concurrent with the replacement of public workstations, updated software images were built and deployed. Engineering support for these projects was largely provided by David Pham. I understand chocolate will be thanks enough for David.

Extending our Resources

We also hustled to extend and expand our financial resources, and we were successful in grant and private support.

Each year the 21st Century Fund supports innovation in service and programs. This year over \$30,000 in awards funded a diverse range of projects:

- Air Photo Collection Remote Access Enhancement
- Botanical Illustration: Art Meets Science
- Digitization Web Publication/Music Manuscripts Index RISM-A/II
- Macbooks for HSL
- Online, Interactive Video Content for Information Literacy And Discovery
- Ruth Kirk Moving Image Inventory Project
- Video Contest: Student-Created Content

The Friends of the Libraries funded seven projects to the tune of \$22,000:

- Alaska-Yukon-Pacific Exposition Exhibit Preparation
- AYPE Birds-eye Conservation Project
- Children's and Young Adult Literature Collection
- Children's and Young Adult Graphic Novels
- Science Fiction Award Winners
- Preservation of the Leslie Hamilton Seattle Photograph Collection
- Preservation Microfilming of the Washington Farmer (1936-1945)

The Libraries development team led us as we exceeded the \$9,000,000 campaign goal by over 25%. We raised a total of \$11,322,380 from 18,085 individual donors:

\$5,314,733 for current use
\$6,007,647 in endowments

This past year was the best fundraising year of the campaign. We raised nearly \$1.6 million which will be put to good use.

Eight new endowments were established last year, bringing our total to 68 (this is double the number since the campaign began)

- Walter L. and Rosemary S. Berg Endowed University Archivist Fund
- IFS Family Foundation Endowed Fund for Libraries Slavic Studies
- William "Pat" and Wanda Beachell Libraries Student Employee Endowed Scholarship
- Betty G. Bengtson Libraries Student Employee Endowed Scholarship
- The Book Arts Endowed Fund
- Wang and Ahou G. Gesen East Asia Library Endowed Student Support Fund
- Byun Lee Ok-Soon East Asia Library Endowed Student Support Fund
- Dorothy D. Smith Libraries Student Employee Endowed Scholarship

And I would be remiss if I did not note all we are able to do because of the Allen Endowment and 67 other endowments. People are what make a library successful. All of us benefit every year

from the Allen Endowment. This fund made possible professional training, international travel, improved work spaces, and career enhancements that would simply not otherwise be available. Our endowments provide the margin of excellence that has turned what has always been a good library into an excellent one.

Yes, I would say that we made 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 much 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?

Enabling Exploration

We were out there exploring with our users. WorldCat Local remained a focus of our collective activity. Special kudos to Bill Jordan, Mark Kibbey, Jennifer Ward, Joe Kiegel, Diana Brooking, and Steve Shadle, leaders of our WCL implementation team. Interest in UW's experience remained high, and WCL team members were quite active in presenting our work in a number of professional venues.

Mark Kibbey engaged in WorldCat "group catalog" work as a member of the Summit exploratory and implementation teams. His contribution is invaluable as the Orbis Cascade Alliance moves to replace the INNREACH infrastructure with "WorldCat Navigator".

Our fame extended! The special Library Technology Report by Jennifer Ward, Pam Mofjeld, and Steve Shadle entitled "WorldCat Local at the University of Washington Libraries" is sure to be an academic best seller.

Wrestling with Electronics

Staff from Monographic and Serials Acquisitions and CMS wrestled with electronic resource acquisition. The environment has become much more complex and the selection/licensing/acquisitions process is less linear over the last few years. The line between serials and monographs has blurred as e-books packages span multiple years and are often serviced through subscription vendors or approval vendors. Improving the e-resource acquisition process, clarifying roles and responsibilities, and assuring communication between the units involved will remain a priority in the coming year.

Extending Health Information

The Regional Medical Library, which supports Alaska, Idaho, Montana, Oregon and Washington, expanded its impact. The RML staff and network members conducted 78 trainings or presentations to 1,185 participants representing a diverse array of libraries, community groups

and health professionals. The RML collaborated with seven other regions on a national emergency preparedness and response plan.

One RML subcontract that was awarded to Healthy Roads Media in Bozeman, Montana, created a web-based immunization information resources library. The English and Spanish Vaccine Information Statement (VIS) addressed such topics as Chickenpox, Hepatitis A, Live Influenza, and Polio vaccines with free dissemination in several formats.

The Health Science liaisons engaged their clientele in their information flow. Consider this list of achievements:

- Deeper integration with clinical departments through blogs and email alerts
- Classes for nurses focused on patient teaching materials and drug protocols for bone marrow and stem cell transplants
- The Social Work Library and Health Sciences Library Open Houses.
- Libraries of Citations using RefWorks for a variety of topics.
- Informatics modules for distance learners and out-of-class learning

HEAL WA

Last year important legislation established a funding mechanism for health information access for most classes of health professionals. I am pleased to report that the resulting program, called HEAL-WA, is moving rapidly towards the initial presentation of the portal in January. A portal is in development with a variety of publicly accessible sites populating the site. A special tip of the hat to Val Lawrence, Sherri Fuller, and Nanette Welton for this important work.

Media Extensions

John Vallier and his team extended the reach of the Media Center in a world in which media has increased in importance. As evidence, Media circulation increased significantly, both locally and via Summit. The Media Center ripped the majority of its CDs to MP3 files and uploaded them to an iTunes play-list. Over 30,000 tracks are now available through Odegaard's wireless network. Media also provided 50 titles via Netflix to UW faculty in a pilot service.

Talk about a media darling. We began hosting a weekly radio show—LibRadio—on UW's Rainy Dawg station. DJ and GSA Cecilia Jezek spins music and spoken word recordings from the Media Center. This fall, we will begin playing Music Library recordings, too.

E-reserves

This was a banner year for e-reserves. 1.2 million e-reserve document hits over all three campuses! The Seattle campus had almost 950,000 hits, an increase of almost 20% over last year. We provided faculty with information about non-reserves options for providing access to course materials. We also updated web pages aimed at providing more information about managing their own e-reserves and understanding copyright. We strengthened compliance with the terms of our electronic licenses by providing training in Electronic Resource Management (ERM).

Global Engagement

We also engaged globally. We hosted countless scholars and librarians from around the world and they helped extend our global reach.

Michael Biggins was instrumental in rallying support for the restoration of worldwide surface book rates, the demise of which threatened to cripple our international exchange programs. When the U.S. Postal Service discontinued its overseas surface media mail service, International Studies

worked with the Dean's office to generate a response from U.S. research libraries that involved many ARL directors and the ARL Washington office. In response to these and other efforts, the Post Office committed to reinstating low-cost overseas media mail. Research libraries will benefit, but just as importantly it will allow small community libraries worldwide to grow and flourish again.

Explore Globally

With the Simpson Center for the Humanities, the Libraries co-hosted the second of three annual international conferences on Vietnamese history.

The Southeast Asia Section sponsored a two-day Vietnamese film festival, hosting a Vietnamese film director and two film critics as part of the event. Southeast Asia also planned and staffed a heavily-attended exhibit at the Tet Vietnamese New Year celebration at Seattle Center.

The Near East Section continued its project to digitize and catalog its major ethnographic image collection of 25,000 Turkish carpets.

The Slavic Section's NEH-funded project to create an online collection of 30,000 images of Russian architecture successfully completed its second year.

Slavic began to digitize the complete run of a scholarly journal in Slovene studies as part of a larger scholarly communication strategy to broaden the appeal of open source journals.

The Southeast Asia Section participated in an inter-institutional project to create an English-language index to Thai journals.

Global Research Library 2020

The Libraries and Microsoft Research sponsored the Global Research Library 2020 workshop last September in Woodinville. Over forty international leaders gathered to begin charting a cross-sector roadmap for the global research library in the 21st century. Its success spawned GRL 2020 (2) in Pisa, Italy in March with GRL 2020 (3) tentatively scheduled for Asia in 2009.

Summer Institute for Chinese Studies Librarians

A major achievement was the successful Summer Institute on Chinese Studies Librarianship in the Electronic Environment. Working closely with Libraries colleagues, the iSchool, the Jackson School, and the Council on East Asia Libraries, the East Asia Library, led by Zhijia Shen, raised over \$130,000 to underwrite the Institute. Thirty-seven trainee librarians from more than thirty research and academic libraries participated. Twelve faculty and senior librarians from Mainland China, Taiwan, and the U.S. taught at the institute. We will feel the significant impact of this undertaking for years to come.

Lama Tenzin Dhonden

The East Asia Library hosted the Venerable Lama Tenzin Dhonden as part of a broader visit to the Libraries. He viewed part of the Tibetan Collection housed at the East Asia Library and saw the ancient Gandharan scrolls housed in Special Collections.

Information Smart Global Citizens

A cornerstone of our vision is preparing students to be information smart global citizens.

We reached students through social networking tools such as Facebook and Meebo. The Information Literacy Instruction Committee trained librarians in the use of technological and social

networking tools to teach. New ways to deliver information and instruction were also enhanced through Web 2.0, web tutorials, drop-in workshops, chat reference, online streaming of media reserves, course casting, and pod casting

We led Freshman Seminars. John Vallier's "*Puget Sounds – Documenting Music Cultures Close to Home*" was a hit with students. Kathleen Collins and Laura Barrett engaged freshmen with a course entitled "*Images in Children's Picture Books*."

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

Many of you helped make the University's second Common Book effort, *Field notes from a Catastrophe*, a success. Truly the Libraries was the crossroads for the Common Book with exhibits, lectures, panels, displays, and even READ posters.

Library Space and Place

Facilities play an important role in enhancing our user services. Where would we be without our fabulous Facilities Staff?

And, as always seems the case, lots of energy went into space related projects. Sand Point kept us busy. The Sand Point Implementation Group developed services and costs models in anticipation of the heroic move. Suzzallo Circulation and others completed a three and a half year project to reclassify the approximately 130,000 Deweys to LC; integrated the books already shelved at Sand Point; and transferred 27,000 materials from units direct to Suzzallo/Allen to facilitate the big move. The advance work paid off with enhanced efficiency and reduced costs.

The Drama Library completed its refurbishment project which included a security gate, paint, electrical/data upgrades, reconfiguration of the open stacks, and new seating and a circulation desk. The reviews are all positive!

Planning for library renovation related to the construction of PACCAR Hall in 2008-2010 began in earnest. A subgroup of the PACCAR Building Committee, including Dan Halligan and Corey Murata, began to flesh out the rough outline for the library renovation and connections project.

Over several months the Tacoma Library staff was intensely involved with Phase 3 Pre-Design Library Planning, Phase 4, and Master Planning for Library. Their ideas and insights were visionary. Now to get the work funded!

Service and Program Assessment

And we listened to our users as we explored how to improve our services, collections, and programs.

Assessment and Planning reported on the seven separate surveys that comprised the 2007 Triennial Survey. Results were presented on the Assessment Web page, in *Library Directions*, and presentations to groups within and outside the Libraries.

Steve Hiller worked with the Library Assessment Group to implement the 2008 In-Library Use Survey. Each library had the opportunity to supply some "local" questions and this was the first time the survey was conducted at UW Bothell and UW Tacoma. Data is currently being analyzed and will be shared as soon as possible.

We enjoyed the inaugural year of the Library Assessment Forum. The November Forum covered focus groups at Bothell/Cascadia, the Triennial Survey results, and WorldCat Local usability work. The June Forum included presentations on the review of user query statistics, the CLIR workshop on faculty research behavior, a preliminary look at the In-Library Use Survey, and a discussion on library statistics and organizational performance.

Many librarians were intimately involved in the highly successful Library Assessment Conference which took place at the UW in August.

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?

Extend Digital Collections

We worked throughout the Libraries to extend our digital collections.

In Special Collections alone, nearly 4,000 images, textual documents, original manuscripts and ephemera were digitized, researched, cataloged and added to the CONTENTdm databases. Special Collections focused on the intensive work of transcribing letters and original documents from our early Washington State pioneer manuscript collections. In addition, we added photographs to CONTENTdm to provide links with individual items for all the public EAD Finding Aids. Using the new CONTENTdm jpeg2000 software which enables users to see details of very large or complex items, we embarked on two very ambitious projects, the Rare Map Collection database, and the Early Children's Literature database.

Consider this impressive list of new digital collections:

- *Korean Liberation Space Collection*
- *Moving Images Collection*
- *Grand Army of the Republic* on which we worked with Seattle Public Library.
- *Lauren Donaldson Collection*: photographs and text that document the radiation research projects administered by the University of Washington Applied Fisheries Laboratory following atmospheric nuclear weapons testing conducted in the South Pacific between 1946 and 1964.
- *Henry H. Jackson Photographs*: Funded through a grant from the Henry M. Jackson Foundation.
- *The Historical BookArts Database*: images and metadata of rare materials focusing on binding, illustration, paper, and text samples. It was immediately picked up by the Scout Report..

Extending our Digital Reach

During the past year, there were 4,782,967 use sessions of our digital collections. This is a 400% increase over 2006-2007! The Top Five Most Popular Collections were:

1. American Indians of the Pacific Northwest
2. King County Snapshots
3. Olympic Peninsula Virtual Community Museum
4. 19th Century Actors Photographs
5. Federal Emergency Relief Administration (FERA) Photographs

The top five sites which refer people to our collections changed slightly this year, but Google still reigns supreme.

1. Google
2. Google Images
3. Wikipedia
4. Libraries Gateway
5. Live Search

The UW ImageBank made a wide array of images available for teaching and research across the three campuses. Kudos to Denise Hattwig and others for their persistence in making this important resource a reality.

Book Donations

Our collections also grew through the kindness of strangers, friends, and Libraries staff. The Gifts Program added nearly 60,000 items to the collection. Three noteworthy gifts illustrate the role that philanthropy plays in building collections:

- An estate gift of 2,000 scores and sound recordings provided important additions and replacements to the Music Library.
- A single gift of nearly 230 serial back files made us one of the largest holders of foreign serials on architecture.
- 103 boxes of publications on ethnic dance will enhance Seattle's status as one of North America's active centers of Balkan dance.

Thirty-seven current and former Libraries staff donated books this past year. You will see their names on the screen, and I thank them for their generosity.

Carolyn H. Aamot
 Gordon J. Aamot
 Faye Christenberry
 Kathleen F. Collins
 Mel DeSart
 Linda D. Di Biase
 John R. Gibbs
 Kathy A. Gibson
 Carol C. Green
 Diane B. Grover
 Dan P. Halligan
 Janet P. Heineck
 Elaine Z. Jennerich
 Timothy D. Jewell
 Ritsuko Kurima
 Charles R. Lord

Wendelyn T. McDaniel
 Jill M. McKinstry
 Alan R. Michelson
 Theresa A. Mudrock
 Susanne J. Redalje
 Siôn Romaine
 Patrick M. Scheible
 Adam L. Schiff
 Steven C. Shadle
 Dorothy D. Smith
 Thomas C. Smith
 Mary S. St. Germain
 James S. Stickman
 Janice M. Thomas
 Judy Tsou
 Martha Ann Tucker
 Justin Wadland
 Katharine A. Whitson
 Pamela F. Yorks
 Mark S. Young
 Anne E. Zald

East Asia Cataloging Work

The hard-working Taskforce on East Asia Library Cataloging Workflow led by Joe Kiegel and Heija Ryoo completed its report in April, and the East Asia Library began taking action on the recommendations. As its first action, East Asia launched the pre-cat retrospective conversation project.

ILL Harmonization

Pam Mofjeld and Nanette Welton shepherded the Task Force on Interlibrary Loan/Document Delivery Services charged with recommending options for the harmonization of operations, policies, and fees. Their report is a model of clarity and “out of the box” thinking. The Cabinet reviewed their recommendations this Tuesday, and the implementation will begin pronto to the deafening cheers of our users.

Discovery to Delivery

We enhanced discovery and delivery. The implementation of Worldcat Local brought a surge of interlibrary loan and Summit requests, and helped our users find things never before found. The improved visibility of non-local items and streamlined requesting contributed directly to the overall increase in borrowing requests of 101%.

Weekend delivery of materials among Seattle campus library units began in the fall. This service greatly improved user access to materials on the weekends and has reduced large workloads on Monday. A Pull & Scan pilot project for faculty in the Colleges of Education and Fisheries and Ocean Science was completed, and we will be using what we learned to scale up this service.

Extending the Life of Information

We extended the life of information. With a NEH-USAIN grant we microfilmed Washington State agriculture, fisheries, and forestry materials. We filmed 128 serial titles such as *Ranch, Better Fruit, Pacific Fisherman*, and *Timberman*. We preserved such rare materials as Ezra Meeker's *Hop Culture* (1883), Arthur Denny's *Pioneer Days on Puget Sound* (1888), *Save the Columbia River Salmon* (1924) and *Logger-talk* (1930).

NEH funded the *Western States and Territories Preservation Service* (WESTPAS) to the tune of \$408,000. WESTPAS provides preservation services to libraries in the Western states. Gary Menges taught seven WESTPAS disaster planning workshops in Washington and Alaska.

Speaking of disasters, we didn't have any major ones. Gary Menges, our very own master of disaster, was featured in an article in the *University Week* called, "Keeping library materials safe in case of emergency: A job for The Disaster Guy."

The marvelous Mendery staff bound, housed, and repaired 9053 items. They supported digitization projects, by dis-binding, stabilizing, and/or housing original materials. Currently this includes the scanning of the *Tyee*.

Engaging in Information Resources

We engaged plenty in information resource development. Management of the resources budget was a primary focus. We make accommodation for additional preservation and ILL costs, cut \$200,000 from the Main book budget, initiated a database review that helped position the budget for the coming year, and planned for a serials review project which was made unnecessary by the Provost's allocation to the Libraries of additional, permanent money. Thank you, Provost Wise.

CMS staff were heavily involved in the year-long CLP database RFP and review process that resulted in access to substantially increased periodicals and newspaper content without additional outlay of funds. An extensive, 2-year project to digitize and summarize the content of hundreds of e-resource licenses was completed, and further development of the "Selectors' Portal" undertaken. In addition, CMS staff were involved in beta testing the ILL usage statistics module and SUSHI protocol. Nanette Welton led a particularly grueling negotiation for continued access to Up to Date, and she deserves get the Purple Heart of license negotiation.

Balancing the Books

The Libraries Budget Office was renamed Libraries Financial Services, and their good work continued. Financial Services and Purchasing and Supplies connected us with financial information, purchased goods and services, handled reimbursement, and provided access to resources such as PAS, eProcurement, SAGE, FS-Works, EIS, Procurement Cards and My Financial Desktop. They managed over 285 budgets. Signature Authority worksheets were created to identify authorized users for all budgets. Working with the Gifts Program, Financial Services created and conducted a Gift and Endowment Management Training program.

BUILDING THE FUTURE

We are building a strong future with our many achievements. We are well on our way to realizing Vision 2010.

But, we aren't done yet.

Mid-course Corrections

We live in dynamic times, where the 24 hour news cycle is symptomatic of how quickly things change. We can't put on blinders. We must continuously survey the landscape. The mid-term environmental scan conducted by our Strategic Planning Team surfaced several changes that demand our attention. I would like to take a few minutes and highlight a couple.

We are fortunate to have superb and stable University leadership. However, the state budget doesn't look so stable. A budget gap of more than \$2 billion is forecasted for the coming biennium. We expect to see flat or declining appropriations from the legislature. Capital funding

will be constrained and there will be a focus on private money for new construction. Salary increases will be a challenge, though the University remains committed to regular pay raises. The Governor's recent freeze directives remind us of the constraints under which we operate.

Federal funding is hard to predict. One way or the other the country will have a new administration and priorities for research could shift.

The University's Reputation Building Initiative (RBI) is nearly ready to launch with new logo, colors, and "brand positioning." We think it will be broad enough for the Libraries to be able to position within it. The Capital Campaign has ended and the University will be in intra-campaign mode for approximately the next 36 months.

A number of new programs have emerged. The Board of Regents approved the creation of the College of the Environment. The College has lots of support externally, but internal support appears thin and we don't know yet what the impact might be on the Libraries.

The Department of Global Health held its first graduation in June and highlights the University's increased position as a global leader in public health. Last January, the UW eScience Institute was established.

Growth of science programs at South Lake Union continues. The second phase of UW's research complex opened in June. In the words of Medical Dean Paul Ramsey, "This type of collaborative research environment presents tremendous opportunities for scientists across multiple disciplines."

And, of course, Bothell and Tacoma continue to expand their offerings and enrollments.

The Graduate School is being evaluated and the Libraries may be asked to take on a stronger leadership role in area of scholarly publishing including electronic theses and dissertations. This role may also involve University of Washington Press.

We have seen many changes at UW Technology (formerly Computing & Communications). A high level University committee is reviewing UW Technology. The financial deficits are severe and it would not be surprising to see campus units being asked to help cover technology costs.

Our tri-campus university continues to define itself. It is anticipated that UW Tacoma's strong growth will continue as UW Bothell works to crystallize its future. UW North did not receive funding, but the political lobbying continues.

Information technology, publishing, teaching, learning, and research continue to evolve on a global basis. I am confident that we are well positioned to respond with wisdom, energy, and clarity of mission.

PRIORITIES FOR 2008-2009

In 2008-2009, we will complete priority initiatives already underway and launch a handful of new ones.

Pushing our resources/services into the users environment

- WorldCat Local enhancement

- MyUW/Catalyst enhancements

Enhancing physical and digital delivery services

- Harmonizing ILL

- Operationalize Scan and Send

- Orbis Cascade Summit migration

Transforming library spaces
 Facilities Master Plan
 Sand Point Facility operations
 Suzzallo/Allen spaces/services implementation
 Fine Arts Library
 OUGL
 Refurbishment (HSL and branch program)
 Tacoma

Connecting to the research enterprise
 Liaison program
 Scholarly communication plan
 NIH Mandate
 Global Research Alliance for Digital Data
 College of the Environment
 South Lake Union

Undergraduate services initiatives
 Diversity and organizational culture survey follow-up
 Libraries Supervisory Leadership Program
 Communication and marketing

We have much important and exhilarating work before us in the coming year. By working together and using our resources strategically, I am confident that we will be able to achieve excellence in all areas.

Before we call it a morning, it is time for one more tradition—the Library Movie. Lights, camera, action! It's on with the show.

<CLOSING VIDEO>

And the winner of the Academy Award for achievement in library cinema goes to Amy Halligan, producer and director extraordinaire.

Let me conclude the 2008 All Staff meeting by thanking you for all you have done and continue to do! There is not another group of people anywhere in the world I would rather be working with to imagine, design, and realize the research library of the 21st century. I thank you for the privilege of serving as your dean.

As you leave today, be sure to get your personal copy of the All Staff 2008 Wordle scroll—sure to be a collector's item. Congratulations on a great year and onward to 2008-2009.