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Major Accomplishments | Learning

Twenty-first century college graduates should be able to successfully navigate a world of media, information, and technology, and apply their learning in creative and thoughtful ways. The Library uses advanced pedagogical methods and practices to enable students to become active participants in the learning process by helping them think critically and creatively, communicate well, and employ effective strategies to collect and interpret information.

Information Literacy

The number of information literacy instruction class sessions taught by library faculty this year increased by ten percent to 800 sessions with a total attendance of 15,260. Two new research tutorials were designed to introduce specific learning outcomes in the required general education courses—First Year Seminar (UCO 1200) and Expository Writing (ENG 1000). Instruction modules and the information literacy assessment tool for UCO 1200 and ENG 1000 were revised to more closely align with the information literacy student learning outcomes after analysis of the results of last year’s assessment. Round two of student learning outcomes assessment will begin fall 2011. Library faculty invited Writing Across the Curriculum consultants to work collaboratively on the development of information literacy instruction and assessment for ENG 2001. Members of the Information Literacy & Instruction (ILI) Working Group identified sophomore level student learning outcomes for ENG 2001 and will begin assessment of this course in fall 2011.

Librarians have also increased their presence in ASULearn, by teaching US 1531 (Electronic Research Skills) online, serving as course-integrated librarians for 12 online course sites, and as embedded librarians in the course site for the Hickory doctoral cohort. Librarians re-designed the 3D Teleplace Library and worked virtually with LIB 5020 students during their librarian/patron role-playing exercises, observing and providing feedback for 60 student interactions over a four-week period. A new library instruction session was developed and an online library instruction module is in development for PSY 3010 students in cooperation with the PSY 3010 Field Coordinators. PSY 3010 is a required course in the new Education core sequence.

Library faculty also taught 10 for credit courses: UCO 1200 (First Year Seminar), 4 sections of US 1531 (Electronic Research Skills), PHL 2800 (Library and Information Research in Philosophy), AS 5000 (Appalachian Studies Research and Bibliography), MUS 5007 (Music Bibliography), HIS 5581 Records and Society), and MUS 5018 (Guitar Literature, co-taught).
**ASU Children’s Literature Symposium Funded**

Instructional Materials Center Librarian Margaret Gregor worked collaboratively with faculty in the Reich College of Education to reinstate the ASU Children’s Literature Symposium. The Library Advisory Board approved the proposal in their April, 2010 meeting, and funding has been donated for the first Symposium scheduled for November 5, 2011. Author Deborah Wiles has agreed to be the first keynote speaker, and Poetry Alive will present at the Symposium as well. Efforts are underway to raise money for an endowment to fund the Symposium in the future.

**Library Student Employee Scholarships**

The fall 2010 Library Student Employee Scholarship undergraduate winners were Luther Hilbert, a junior majoring in Building Science/Construction Management; Chad Johnson, a junior majoring in Computer Information Systems; and Elizabeth Marquardt, a junior majoring in secondary education and economics. The recipient of the graduate scholarship was Mary Jordan who is studying library science. The four $500 stipends were sponsored by Library supporters John and Margie Idol, Patsy and Ronnie Turner, Margaret Hayden and Tom Carpenter, and William and Virginia Powell.

**Virtual Spaces**

The Library switched to the Library H3lp platform for its chat reference service. The new software provides the ability to offer SMS reference, mobile reference, and allows for the implementation of chat widgets throughout much of the library’s web presence. The number of chats from July through December with Library H3lp exceeded 2,000, approximately the number of chats received in all of the previous year with the Velaro interface.

Teleconferencing software was moved from the Elluminate platform to Wimba software in combination with the LibraryH3lp chat software. Wimba chat room links were placed in the 3D Information Gardens for use during virtual tours, classes, and research appointments. Wimba expands these services by allowing the demonstration of more databases and increases opportunities for students’ virtual collaboration and group study within the Information Gardens. Moving to Wimba also supported the establishment of two open sessions for spontaneous research assistance and classroom activities, enhancing library access for distance learners.

**Extended Hours for the Idea Factory**

The Idea Factory extended its hours and was available for use Monday-Friday, 7:30 a.m. - 9:00 p.m., as well as weekends by appointment.
**New Student Orientation for Distance Learners**

Distance Learning completed a three-minute orientation video to post on the distance learning web page and share with new and returning distance learners, program coordinators, managers, and faculty. It has received favorable comments from students, faculty, and distance education personnel who show it at new cohort orientations.

**Web Site Enhancements**

- A new homepage was designed for the Special Collections website, giving more prominence to the five distinct collections—Appalachian, Stock Car Racing, University Archives and Records, Rare Books and Manuscripts, and Digital Collections. A new search box was added that allows users to search finding aids, bibliographies, and subject guides across all Special Collections. This added functionality increases users’ ability to find materials.

- A new self-service room booking system (based on the open-source software system MRBS) was launched for group study rooms. The system has a more intuitive interface that allows users to see all rooms available in a calendar display.

- JAbbr, a Journal Abbreviation Decoder developed by Cornell librarians to help patrons decipher journal titles from the abbreviated versions available in citations, was added to the Get Help page and placed in LibGuides.

- Results of a user survey completed in October and a round of usability testing in which undergraduate students performed key tasks on the library’s website were used to make changes to the library’s homepage site over winter break. The changes were designed to give users (especially novice researchers) more obvious routes to different types of library materials (books, articles, etc.). A new drop-down menu was added to give instant access to the site's most popular pages. This menu was also extended to appear on all interior pages of the site as well, greatly increasing ease of navigation on the site.

- The Library’s interlibrary loan server was upgraded and the Illiad software brought up to the latest release. In conjunction with the infrastructure improvements, the interlibrary loan web page was redesigned to be more intuitive, attractive and easy to use.

- Redesign of the Instruction Program web page provided clearer information about the library’s information literacy instruction, assessment and curriculum resources.

**Technology Improvements**

- With the addition of 40 new Macs and 38 PC computers, the library now has 480 computers available to library patrons and is by far the largest computer lab on campus.

- Five group study rooms were upgraded with 46" LCD screens and VGA connections for multiple laptops and control boxes, bringing the total number of these rooms in the Library up to six.
· Equipment in the four existing group study viewing rooms was replaced and upgraded, and two new viewing rooms were added.

· Audio equipment in the Music Library conference room was replaced with a surround sound system.

· Five Kindle Readers were acquired for checkout at the Circulation Desk.

· The Digital Media Studio continues to be a very popular service point, providing equipment, computers and one-on-one training to ASU students and faculty. The automated gate counter installed last summer recorded 22,000 individual entries over the past 12 months. This year we added 20 Flip video recorders and 20 Zoom audio recorders and added Camtasia and After Effects to the software build.

· With the campus adoption of Active Directory networking software, ASU usernames and passwords are now required to use most of the computers available for patrons. This is a response to suggestions by students who have expressed frustration in finding available computers at peak times. A number of machines on the main floor have been left open and available to community patrons.

· Digital signage was added in numerous locations throughout the building.
Major Accomplishments | Scholarship

Scholarship and creative work are key components of the Library's mission. We collaborate with others to raise the research profile of the campus and to support the highest level of faculty, staff, and student scholarship and creativity. We also produce research that adds to the body of knowledge created at Appalachian.

ASU Theses and Dissertations Added to NC DOCKS Institutional Repository

In coordination with other teams and the Graduate School and Honors College, we began receiving electronic theses and dissertations, cataloging them and uploading them to NC DOCKS, our institutional repository shared with four other UNC System schools. For the first time, the research output of our honors and graduate students is available to the world via the internet, for no charge.

University Library Reception for Published Faculty

The Richard T. Barker Friends of the University Library hosted a reception on November 9 honoring thirty-one faculty who had published books or received similar recognition for creative activities during 2009-2010. Chancellor Peacock and Interim Provost Lorin Baumhover were on hand to present the certificates.

Information Resources Acquisitions

The Library added 23,009 printed books, 10,226 electronic books and 3,490 audio/video tapes/CDS/DVDs to its collections this year and provided access to 109,771 separate e-journal titles. Expenditures for information resources totaled $3,773,361, and we received 15,519 donation items, a 41% increase over the number received last year. Major gifts included:

- Three William Powell donations: 2,817 total items
- Two Irwin Belk donations: 1,380 total items
- Four Fred Hay/C&RL donations: 138 total items
- Thomas Reese donation: 1226 total items
- Three Elaine O'Quinn donations: 303 total items
- Ralph Fickel donation: 1,494 total items
- Other general donations: 8,161 total items.

Selected New Electronic Collections

- New databases to search by topic, such as *America History in Video* (with streaming videos), *Cochrane Collection Plus* (nursing), *LGBT Life with Full Text*, *Alternative Press Index & Archive*, *Political Science Complete*, *LISTA with Full Text* (library science), *International Index to the Performing Arts Full Text*, *Design and Applied Arts Index*, *Global Road Warrior*, and *Literature Criticism Online*.

- Significant primary source collections such as *State Papers Online* (British government documents), and *Archives Unbound* (29 separate collections of digitized documents on topics such as the Persian Gulf War, Appalachian Culture, Witchcraft in Europe and America, Vietnam, and Feminism in Cuba).

- Journal packages such as *BioOne*, a Sage journal package, and an American Geophysical Union package.

- Collection assessment tools such as ACRL Metrics and OCLC Collection Analysis.
- E-books and e-reference tools such as *ADA Nutrition Care Manuals, CQ Press books* (about U.S. government), *Sage Online Handbooks*, *R2 Digital Library books* (nursing & health sciences), and *Gale e-books*. One of the largest tools we bought was an e-reference product called *Credo Reference* that combines many of the library's current subscriptions.

- The entire *Oxford Scholarship Online* and *Oxford Handbooks* e-book collections.

- The Library subscribed to *Portico*, a dark archive of journal content from every major and most small publishers. This is the most major step that the library has taken to ensure preservation of our e-resources in the event of bankruptcy or merger in the publishing world that ends our access to content. In a world where the majority of our expenditures are to ensure *access* to information as opposed to *ownership* of that information, having a preservation strategy for our e-resources is paramount. Already this year, two journals have been discontinued by their publisher, triggering a “lighting up” of access from Portico, so that we can continue to have that access available to us readily in the catalog, even though the publishers have stopped providing access on their own websites.

**Digitization of Scholarly Resources**

Images from past Catherine Smith Gallery exhibitions are being imported into ContentDM through a collaboration with the Art Department. The Abrams folksong and speech collections audio and the Blue Ridge Views videos are now online. Approximately 1200 items were digitized for reference and preservation including the Ralph Fickel Journals, two of the Hans Schwieger Scrapbooks, and oral histories from the Appalachian Memory project.

**Rhinehart Post-Doctoral Fellowship**

The first Rhinehart Post-Doctoral Fellowship was awarded to Dr. Marjon Ames. Dr. Ames is an expert on the early Quaker movement in England and used the Rhinehart Collection to further her research in early modern British History. She presented the results of her research on November 3, 2010.

**The Rhinehart Collection Annotated Bibliography**

The second volume of *The Rhinehart Collection at Appalachian State University: An Annotated Bibliography* by Professor Emeritus John Higby was published by the Carol Grotnes Belk Library this year.
Selected Special Collections Added

- Irwin Belk Collection;
- Romulus Linney Collection;
- Susan Roth Collection of original art;
- Elaine J. O’Quinn Girls’ Studies Collection of popular literature written for early to mid-twentieth century adolescent girl readers;
- John Idol Collection of Hawthorne Publications which contains over 1,000 volumes of different editions of Nathaniel Hawthorne’s works;
- Additional books for the Rhinehart Collection, including a 1662 Book of Common Prayer;
- Jack Jeffers photograph collection;
- Ralph Fickel rock climbing collection;
- Collection of over 1,300 LPs from Jonny Meister,
- Papers of Parkway Publishers,
- Materials from the Appalachian Cultural Museum,
- Additions to the Allen School Collection,
- Large library of Thomas Wolfe materials from John Idol.
- The Stock Car Racing Collection received a collection of NASCAR materials from the children of Dick Beaty, a collection of photographs and negatives by racing photographer T. Taylor Warren as well as supporting printed material, and audio tapes of interviews of NASCAR Cup drivers donated by author G. Wayne Miller.
- Archives negotiated the donation of 11 collections, including the Watauga Academy brochure, Rogers Whitener Papers, Chancellor's Home Drawings, Rosa Veal Papers, Anne Dougherty Rufty Letters, and John A. Walker Memorabilia.
Major Accomplishments | Engagement

The Library offers a holistic program, touching the intellectual, cultural, social, and economic interests of the individual. We move beyond traditional library services, reaching out to the campus community and beyond to enhance education in the broadest sense. We influence and effect change through diverse service initiatives and through collaboration with individuals and organizations with mutual interests.

Distinguished Professorship Established by Nancy Lee McCrocklin Gift

The Martha and Nancy Lee Bivens Distinguished Professorship for Children and Reading was established in the estate of Nancy Lee McCrocklin, a foster child adopted by Martha Bivens. The professorship will be held by the Instructional Materials Center Librarian, Margaret Gregor. The funds will support strategic initiatives of the University Library including community and school outreach, such as the Children’s Literature Symposium. Gregor is one of the key faculty members working on the first Children’s Literature Symposium to be held fall 2011 in conjunction with the Reich College of Education. McCrocklin provided half of the funding for the symposium before her death.

Martha and Nancy Lee Bivens Library Fund for Excellence

The Library also received endowment funding from the estate of Nancy Lee McCrocklin for the establishment of the Martha and Nancy Lee Bivens University Library Fund for Excellence. This endowment will provide funding for the University Library to enhance teaching initiatives, collections, and technological innovations. Other strategic priorities include library programs related to student learning, internationalization, professional learning and training for library personnel.

Carol Grotnes Belk Distinguished Lecture

On July 8, Anne Mitchell Whisnant discussed her book Super-Scenic Motorway: A Blue Ridge Parkway History, which chronicles the construction of the Parkway and its impact both regionally and nationally. Whisnant’s lecture was part of the library’s Carol Grotnes Belk Distinguished Lecture series funded by Irwin and Carol Belk of Charlotte through the library’s Carol Grotnes Belk Distinguished Professorship and is also part of the 75th anniversary celebration of the Blue Ridge Parkway’s construction.

Doorways International Program Series

- “Voices of Experience: Personal Stories of Immigration to Western North Carolina,” November 17, 2010. A panel of recent immigrants from a variety of geographical backgrounds including China and Latin America shared their personal stories of migration to the Boone-Watauga area.

- “Caste and Social Justice: Positive Discrimination Policy in India,” November 15, 2010. Dr. S. Sumathi, a Senior Lecturer in the Department of Anthropology at the University of Madras, Chennai, India and currently a Visiting Scholar at Appalachian State University, lectured on the social standing of the “Dalit,” also referred to as “untouchables.” This event was co-sponsored by Library and the Office of International Education and Development.
"Dances of the Orixas," an African dance workshop, and a panel discussion of "Afro-Brazilian Culture: History, Religion, and the Arts" were presented on February 15. This event was co-sponsored by the Library, the Office of International Education and Development, and the Office of Arts and Cultural Programs.

**World Music**

Since the introduction of world music studies over ten years ago, as well as the hiring of a faculty ethnomusicologist by the School of Music, the Music Library has been actively pursuing materials relating to the music of other cultures. Subscriptions to streaming audio resources including *Smithsonian Global Sound* and *African American Song* were added this year, and Music Librarian Gary Boye created a *World Music Guide* on the web site. A new Spencer display case was added for exhibits of a variety of world instruments in the percussion and wind family.

**Librarian Exchange Program**

Allan Scherlen was the second library faculty member to participate in the Fudan-Appalachian Library Exchange Program (FALEP). He spent May and June 2011 working in Shanghai’s Fudan University Library.

**Beulah Campbell Exhibits**

Twenty original illustrations from the Beulah Campbell Collection of Original Illustrations for Children’s Books were displayed in the Caldwell Arts Council All Booked Up exhibit, August–September 2010. Nine original illustrations from the Campbell Collection selected to correspond with books by Susan Roth were exhibited in the fourth floor atrium display cases, April – May 2011.

**Susan Roth Lecture and Exhibit**

The Library hosted author/illustrator Susan Roth as a Belk Distinguished Author, a participant in the Diversity Festival, and speaker at two area elementary schools. These events were co-sponsored by the University Bookstore, the Diversity Festival, and an External Scholars Grant from the University Forum Committee. Ms. Roth placed 31 pieces of her original art in the Belk Library on permanent loan. These pieces, exhibited in the fourth floor atrium during spring semester, were visited by six Watauga County 1st and 2nd grade classes and 3 kindergarten classes. A number of faculty members, students and members of the community have visited the library to view this exhibit.
Multicultural Books Displays

The Instructional Materials Center created 60 displays highlighting different areas of the collection, which is noted for its diversity. Materials are added throughout the collection on a regular basis to expand multicultural holdings with an emphasis this year on multiple languages--adding titles in French, Spanish, Chinese and Arabic.

Virtual Events

Virtual displays were developed in the AETZone in recognition of Distance Learning Week, National Library Week, and International Education Week. Banned Books Week was highlighted with two guest speakers (IMC Librarian Margaret Gregor and School Librarian Kathy Moore). Students from two Library and Information Science classes participated in a Banned Book readout.

Student Scholarship Fund Raising Luncheon

North Carolina writer John Hart, author of three bestselling novels, spoke at a luncheon on Sept. 30. Proceeds from the luncheon went to the Library’s Student Employee Scholarship Fund. The event was sponsored by the Richard T. Barker Friends of the University Library and the University Bookstore.

“Tall Tales from Boone Drug”

Three prominent local leaders and regulars at Boone Drug shared stories about the history of Appalachian and the Town of Boone on April 28: Wade Wilmoth, former Mayor of Boone; Ned Trivette, retired Vice Chancellor of Business Affairs, and Bob Snead, retired Vice Chancellor of Development and Public Affairs at Appalachian State.

Author Series

- Kelly Cherry, the Rivers-Coffey Distinguished Professor of Creative Writing, read from her fiction and poetry and talked with library personnel in an exclusive visit with us on October 6.
• Historian Daniel S. Pierce discussed his book *Real NASCAR: White Lightning, Red Clay, and Big Bill France* on October 7.

• Author Doris Perry Stam, a descendant of one of the founders of the school that became Appalachian State University, discussed her new book *Mountain Educators: The Dougherty Family and the First Fifty Years of Appalachian* on October 14.

• Claire Robinson, author of the cookbook Five Ingredient Fix and host of the Food Network Show of the same name, spoke at a luncheon on May 20 sponsored by the Richard T. Barker Friends of the University Library.

• D. G. Martin, newspaper columnist and host of UNC-TV's “North Carolina Bookwatch,” spoke about his experiences interviewing notable North Carolina authors on the show and answered questions from the audience on May 31.

*International Education Week*

On November 16, the Library in conjunction with International Education Week presented the documentary *Which Way Home*, a look at the personal side of immigration as child migrants from Central America risk everything to make it to the US riding atop freight trains. The film was introduced by Dr. Cameron Lippard, Department of Sociology.

*The 2010 Student Employee READ posters*

For three years, we have created READ posters of student employees. On December 7 there was an informal ceremony to honor student models and the current posters were displayed in the 4th floor atrium.
**Flash Fiction Contest**

Thirty-four students submitted short works of fiction to enter the Library’s first Flash Fiction Contest in February. The stories had to include the Belk Library in some manner and could not exceed 500 words. First place was awarded to Kerry Zimmerman for "The Brown Bears from Brown Mountain;" second place went to Matt Paden for "The Wired Scholar." Gift certificates worth $150 at the University Bookstore were awarded to the top two authors.

**Rhinehart Room Visiting Hours**

The Rhinehart Rare Books and Special Collections Room was open Wednesday afternoons, 1:00 p.m. to 4:00 p.m. for visits, questions, and book viewings from the Rhinehart Collection on British History. Dr. John Higby, retired professor of English, was on hand to answer questions and provide information about the collections.

**Outreach to Doctoral Program**

Martha Kreszock and Louise Ochoa attended the bi-annual ASU Doctoral Symposium Gathering for alumni, students, and friends and offered an afternoon EndNote citation management workshop in conjunction with the symposium.

**QR Code Project**

Margaret Gregor and Scott Rice developed an innovative project providing links to information about authors and illustrators for use in RE 3240: World Literature for Children. This program will be tested in a Watauga County School Media Center in 2011-12.

**Global Travel Trunk Collection**

The Office of International Education and Development donated a variety of materials to the Library's new Global Travel Trunk Collection. The collection includes 120 books and audio-visual materials as well as seventeen large box-kits containing hundreds of cultural artifacts from around the world. These items are now available for check out in the Instructional Materials Center.
Connect. Celebrate

A logo, designed by Wil Cummings, celebrated the Library’s fifth year in the Belk Library and Information Commons. The logo features a new slogan: Connect. Celebrate which was evident in several events during the year and in the Student Employees Read Posters.
Major Accomplishments | Effectiveness

An effective organizational culture is characterized by timely and inclusive communication, clear and reasonable expectations, flexibility, and support of risk-taking and innovation. A systematic plan of assessment helps focus efforts on effective library services that positively impact teaching and learning, scholarship, and engagement at Appalachian.

New Distance Education and E-Learning Library Services Team Formed

In February, the former Distance Learning Library Services Team expanded to become the Distance Education and E-Learning Library Services Team. The new team accepted the general charge to: participate in the delivery of information literacy instruction for on and off campus students via face-to-face, online, virtual and hybrid delivery; coordinate the Library's online learning presence, including needs assessment, project planning, implementation, usability studies, and assessment of effectiveness; and participate in and support the library's information literacy program by designing, delivering, and assessing reusable learning objects for both on and off campus. The new team’s primary initiative since February has been the revision of the English 1000 and First Year Seminar online tutorials.

Student Learning Outcomes Assessment

During the summer of 2010 Information Literacy librarians spearheaded the programmatic assessment of the library’s Information Literacy and Instruction program. Core to this effort was the establishment of specific student learning outcomes for first year students based upon the Association of College and Research Libraries (ACRL) Information Literacy Competency Standards for Higher Education and Appalachian State University's General Education Program. The library implemented the first round of student learning outcomes assessment fall 2010 targeting students enrolled in UCO 1200 (First Year Seminar) and ENG 1000 (Expository Writing). Librarians selected the open source software WASSAIL to create the Library Instruction Assessment Tool and gathered data using a web based survey administered at the end of library instruction sessions. The first round of student learning outcomes assessment was completed May 2011 and will be used for benchmarking and to make improvements in the instruction program. The second round of student learning outcomes assessment for UCO 1200 and ENG 1000 will begin fall 2011.

Program Assessments

- A survey of about 1400 off-campus students received a 20% response rate during spring semester. Overall, library services for distance learners received high ratings and positive comments. Follow-up activities were identified and assigned as appropriate and relevant feedback was shared with the Document Delivery Office and Distance Education offices.

- A survey of graduate students currently writing theses in History, Psychology, and Biology achieved a 50% response rate and provided insights into graduate student and discipline-specific assessments of the collections, attitudes toward ebooks, and satisfaction with services related to collections, e.g., ABC and ILL.
• Intensive collation and analysis of e-resources usage data allowed cost per use analysis of the collection. Overall, approximately $2 million dollars was spent on e-resources and those resources received approximately 2 million uses, yielding an overall cost per use of only $1.

• A collaborative project with library science graduate students evaluated Idea Factory services and marketing. The results of surveys and interviews indicated that College of Education students and faculty were not well aware of the availability of Idea Factory resources. Consequently, efforts to publicize the Idea Factory were expanded during spring semester. Usage statistics increased over the course of the semester as a result of this project, but the need for continual marketing is apparent.

• A task force charged with evaluating reference desk effectiveness worked throughout summer 2010 and made the following recommendations based on usage statistics, surveys, and focus groups with public service personnel: (1) move the front desk closer to the entrance of the library (no action taken); (2) improve signage for the student information outposts on the second and third floors (done); (3) replace the Velaro chat platform with a LibraryH3lp chat widget tabbed for different types of questions—Research, Tech, and Distance Learning, and the Instructional Materials Center (done, see left); and (4) continue to experiment with staffing models (in Progress).

• The results of frequent usability testing asking students to perform specific tasks on the library’s web site resulted in multiple improvements to the web site including an extensive redesign during the break between fall and spring semester.

• A user satisfaction survey elicited through a button on the library’s website that said “improve this site in under a minute” was completed by about 100 people during two weeks in October 2010. The goals of the survey were to get an idea of users’ satisfaction level with the current site, identify the key tasks people were doing on our site, and uncover problems encountered doing these tasks. At least 60 percent of the respondents rated their website experience between 7 and 10 on a scale of 0 (low) to 10 (high). Over 80 percent reported that they came to the library website to find an article or a book, and 76 percent indicated that they were successful. The most useful information was found in the answers to the question about why a visit to the site was unsuccessful. These statements were used to make a series of incremental changes to the website.

• A task force charged with reviewing the library’s progress in completing the Strategic Plan 2008-2013 compiled a table of actions and assessments completed with respect to the specific objectives of the plan and presented a chart showing the degree of progress or lack of progress in each of the major areas of the Strategic Plan.
Student Advisory Group

A Student Advisory Group was formed fall 2010 to provide informal feedback about library policies and services. Members were recruited from the student body and represented all classes (freshmen through graduate students). Recommendations from the group, which met four times during the academic year, resulted in the addition of more public MAC computers, new publicity tools such as the Text the Library magnets, and the redeployment of computers from the atrium to the first floor. The group also provided input on the mini redesign of the library home page, the location of a new book drop, and the Kindle Reader project.

Distance Learning Student Advisory Committee

The Distance Learning Student Advisory Committee, formed this year, had eleven committee members selected from among 36 volunteers. Online meetings hosted in Wimba and archived for review provided excellent and useful feedback on both Library and Distance Education services for off-campus students. The Director of Distance Education also sat in on meetings to field program-related inquiries and feedback.

E-Resources Tracker

We dramatically improved and promoted use of the e-resources link tracker this year. A team of four people worked a regular rotation so that we could respond to problems with a short turnaround time. Of the 314 problems received, 61% were reported by library faculty members. Almost 10% were reported directly by faculty and 11% from students. In monitoring the resolution of tickets, 70% of the problems were fixed. The other 30% either could not be fixed (e.g. a vendor’s interface would not work with a specific browser; an e-book platform does not permit downloading) or the problem could not be replicated and was perhaps was a temporary glitch. The e-resources troubleshooting team works to provide fast turnaround time, accurate information, and follow-through to resolution. The focus is on providing the item a patron seeks first (sometimes buying articles by-the-view for patrons) and fixing the problem second.

Technology Issues Tracker

The effectiveness of customer support for technology problems was assessed using the campus Tech Excel problem tracking software, which gives statistics on problems reported, time to resolution, and resolution method. The system also allows clients to offer feedback throughout the process. Team members resolved 515 problems reported in Tech Excel. The average time from reported incident through resolution was 77.42 hours.

New Library Faculty

Cyndi Harbeson joined the library faculty on January 3, 2011 as the Faculty Archivist for Processing in the Special Collections department. Jennie Sizemore joined the library faculty on August 9, 2010 as the new Web Librarian. She will work with the Technology Services team to oversee the library's website and implement improvements. Norma Myers Riddle joined the library faculty on July 1, 2010 as the University Archivist and Director of Records Management.

Library Faculty Accepted Leadership Roles in SACS Re-affirmation of Accreditation Process

Georgie Donovan is serving as a member of the University’s SACS Leadership Team and chairs the Compliance Certification Committee. Glenn Ellen Starr Stilling is chairing the Library and Learning Resources Sub-Committee. John Abbott and Margaret Gregor are members of the Compliance Sub-Committee: Faculty Issues. Megan Johnson, Kelly
McBride and Amauri Serrano are serving on the Compliance Sub-Committee: Library and Learning Resources. Ken Johnson is a member of the QEP Selection Committee.

**ABC Express Improves Workflow**

The ABC Express document delivery service operated by the libraries of Appalachian State University, UNC-Asheville, and Western Carolina University implemented more efficient workflow practices this year, resulting in students receiving their books more quickly and with fewer difficulties. ABC Express loaned 15,056 titles and borrowed 8,437 for a total of 23,493 titles passing through the unit, an increase of 10 percent.

**Carolina Consortium**

As a cost-avoidance strategy, the Carolina Consortium has been a great success. The Consortium, administered by librarians at UNC Greensboro and beyond, includes member libraries throughout North Carolina and South Carolina. It exists as a group to negotiate pricing and access terms for journal packages and databases, with a large number of libraries participating to help leverage our combined buying power. Cost savings/avoidance for Appalachian exceeded $7 million in 2010. Many faculty and student researchers have been able to access information that would otherwise be unavailable to them because of these strategies that make e-information more affordable.

**Building Improvements**

- **Relocation of Lower Level Service Desk**

  The Lower Level Service Desk was moved to a more central location, and training in providing services and resources for all of the collections on that floor, particularly the Instructional Materials Center, were offered to staff working at the desk.
Construction of Gifts Receiving and Processing Room

The new gifts and receiving room constructed near the loading dock provides a safe environment to inventory, vacuum and clean used materials (donation items, used books, items for special collections and archives) entering the library.

Construction of Satellite office for University Police

The Library design as well as its operation is intended to provide an inviting space that is both appealing and safe to patrons and employees alike. As a State building, the Library currently enjoys an annual patron count of over one million per year including the ASU population and community users. Given this large number and the demographics of that population, we were experiencing an increase in potential threat events in the form of larceny, drug dealing, panhandling, physical intimidation, alcohol use, graffiti, and general disruption. Having a prominently visible Police presence will help discourage those events.

Digital Signage

The Library led the rest of campus in the development and installation of digital signage with large screens mounted over the reference and circulation desks, as well as monitors showing schedules for the classrooms on the lower level.

Catalog Improvements

An Appalachian State unique installation of WebBridge [Consortial WebBridge] was implemented to make links in all of our databases connect only to items which Appalachian State owns. Map It!, a new feature added to the catalog, helps students find materials by showing where in the building a physical item resides. Other projects to improve the effectiveness of the catalog include reclassifying all of the DVDs in the train collection, adding series/subject headings to all items in the Stock Car Racing Collection, deleting duplicate records, fixing the scoping of records based on the order record locations so one can limit by school more accurately, global heading updates for authority and bibliographic records, and repairing desired changes to location displays in Millennium.

Acquisitions and Cataloging Efficiencies

- A pilot project for receiving shelf-ready children’s books began in the winter and was moved to a firm order by the spring. Cataloging, processing, labeling, stamps, call number assignment are all outsourced to the company for a fee. Now, all firm orders and approval books from our main vendor and children’s vendor arrive shelf ready with catalog records, Mylar covers, and all stamps.
- While we still have a backlog of items from the past, we are not currently adding to the backlog in any significant way. Thirty-five percent of all items bought for the collections, including all special collections and audiovisual materials, go from being requested by a librarian onto the shelves in less than a week. Seventy-five percent of everything received (including special collections materials) gets on the shelves within a month. In two sample sets taken in July 2010 and October 2010, only two percent of items received took more than six months to process and move to the shelves.
- A collaborative project involving multiple librarians and vendors was implemented to make e-books ordered available for use within 1-2 weeks.
• Articles, theses and dissertations are now bought on demand for patrons. We buy books for the collection when we receive an interlibrary loan request which we cannot fill, and we are starting a demand-driven acquisitions pilot project with business e-books this summer.

**E-Resources Study Institute**

Librarians and staff from the Bibliographic Services and Collection Management teams held a weeklong intensive E-Resources Study Institute. The curriculum covered types of products, acquisition and ongoing management of e-resources, and scholarly communication issues. Participants read articles, discussed elements of e-resources and learned new strategies.

**Conservation Lab Improvements**

The Conservation Lab vastly improved the quality and amount of work this year. A grant from the North Carolina Preservation Consortium funded training for a key staff member at Etherington Conservation, and the number of materials treated quadrupled over the previous year.

**Open Atrium**

In December 2010, a new library Intranet called Open Atrium was launched. The Intranet facilitates communication among library staff and faculty by providing a place to easily share documents and information. The site also has many social networking features, which encourages dialogue among staff.

**Training and Development**

- The Training and Development Task Force invited all Library staff and faculty to participate in a yearlong campaign to increase technology skills and to celebrate the Library’s core values.

- Technology Services team members offered 31 training sessions for faculty and staff covering a wide variety of web, desktop software

- Human Resource Services offered a training session in the library on Effective Interpersonal Communication on March 1.

- A training session on Issues of Domestic Violence was offered January 4th.
**Major Problems**

**Budget Reductions**

- The largest single budget impact will be the reduction in funding for collections. In year one of the biennium, the effect will be across all resources, i.e., books and e-resources. In the second year, book purchases will be at a critical low, and further collections cuts will come from e-resources (journals & databases) almost entirely. Journals (almost all are now online) are no longer (and may no longer be) purchased title-by-title; now journals are purchased as a vendor's entire output, e.g., Elsevier's ScienceDirect of 1800 journal titles. The package price is very large, but the unit price ($/journal) is a remarkably good deal even if less than 1/2 of the titles receive significant use. In year two, the library may be unable to sustain a $400,000 invoice from a publisher like Elsevier and access will be lost to all 1800 titles with loss of access to scholarly content across all disciplines. Because the collections budget is only 13 percent printed books now, the greatest share of cuts must come from journals & databases, almost all of which are online and frequently sold in large 5- and 6- figure packages. Because of this, reductions will cut a large swath through the scholarly resources available to students and faculty.

- Maintaining essential services and knowledge resources will be difficult after the loss of five faculty positions in the last three years.

- We will have to reduce the hours that the University Library is open, eliminating overnight hours.

- We expect to lose about 20 percent of our student employees which impacts their ability to get an education and our ability to manage core services such as circulation and reference, interlibrary loan, shelving, and processing work which are staffed by students.

**SPA Staff Salaries**

A continuing challenge facing the Library is meeting benchmark salaries for staff banded positions. Some staff received small raises during 2009-2010 to put them at 85% of the appropriate benchmark for their banded position. Funding all positions at the benchmark for staff members’ competency levels is an important priority for the library.

**Electronic Reserves**

Current practices in processing and serving electronic reserves may be out of compliance with copyright law and guidelines. The Library is seeking a solution that will continue to meet the needs of faculty and students as well as the requirements of copyright law. Usage of electronic reserves dropped dramatically from 142,233 to 5,540 this year. Out of the 1,754 items on reserve, only 378 of those were accessed.

**Building Issues**

- HVAC instability continues to plague the Special Collections closed stacks.

- Water damage caused by leaks in the building louvers continues to escalate.
• Pending building repairs in Special Collections will require the relocation of closed collections, staff offices, and work rooms. The construction work will disrupt work and public services and require the physical removal of substantial amounts of material for several months.

• Inadequate storage space to accommodate growing collections in the University Archives and records storage in the Record Center is critical. The storage area in Special Collections closed collection designated for University Archives has only enough spaces to accommodate one year of average collection growth.

• The lack of HVAC in the Records Center results in environmental conditions that continue to damage University Records and present a hazard to staff working in storage areas (to locate files, shelve new accessions, pull boxes for appraisal and destruction).

Music Library Space

Space is the critical problem in the Music Library. Seating space for a branch within a school of music with nearly 500 music majors is simply inadequate. Stacks are over 80% capacity, including the use of uppermost shelves. During the past fiscal year, there were discussions about a proposed expansion plan from the building's original architect. The plans included some interesting and innovative expansions of the current library space. Unfortunately, in the current economic climate, there is no imminent financial backing for expansion.

Staffing and Organizational Challenges

Changing and increasing demands for services and vacancies caused by retirements and lost positions continue to create staffing challenges within the Library’s organizational structure.
**Personnel Changes**

*Lisa Abbott* was rehired as Adjunct Instructor in Distance Learning Services, July 1, 2010 through June 30, 2011.


*Virginia Branch*, Professor began third year of three year phased retirement as Information Literacy Librarian July 1, 2010 through June 30, 2011.

*Libby Buckhalt*, Library retiree was hired as non student temporary, July 1, 2010 through September 30, 2010 and May 4, 2011 through June 30, 2011.

*Elizabeth Cramer*, Associate Professor in Bibliographic Services began as Lead Catalog Librarian July 1, 2010.

*David DeHart* was hired as Adjunct Assistant Professor in Instructional Materials Center, August 23, 2010 through December 17, 2010 and January 6, 2011 through May 6, 2011.

*Georgie Donovan*, Assistant Professor began as Coordinator of Bibliographic Services July 1, 2010.

*Pat Farthing*, Professor began third year of a three year phased retirement as Instructional Materials Librarian July 1, 2010 through June 30, 2011.

*Kelly Grimm* was hired as University Library Technician in Special Collection September 1, 2010.

*John Higby* was hired as Adjunct Professor in Special Collections, July 1, 2010 through December 17, 2010 and January 10, 2011 through June 30, 2011.

*Cynthia Harbeson* was hired as Assistant Professor and Archivist in Special Collections January 3, 2011.

*Crystal Houk* was hired as a non-student temporary in Learning and Research Services January 31, 2011 through May 31, 2011.

*Mary Jordan* was hired as a non-student temporary in Instructional Materials Center May 9, 2011 through June 30, 2011.

*Jonathan Morris* was hired as Adjunct Instructor in Learning and Research Services and Distance Learning, July 1, 2010 through December 17, 2010 and January 10, 2011 through June 30, 2011.

*Louise Ochoa* was hired as Adjunct Assistant Professor in Distance Learning Library Services, July 1, 2010 through December 4, 2010 then resigned effective December 5, 2010.

*Micheal O’Hara* was hired as University Library Technician in Bibliographic Services July 16, 2010.

*Paul Orkiszewski*, Associate Professor began as Coordinator of Library Technology Services July 1, 2010.

*Jonathan Priest* was hired as a non-student temporary in Technology Services February 21, 2011 through June 30, 2011,

*Geri Purpur* continued as Adjunct Assistant Professor in Distance Learning Services. July 1, 2010 through June 30, 2011.

*Darian Quick* University Library Technician in Collection Management resigned effective September 23, 2010.

*Dea Rice* was hired as Adjunct Instructor in Bibliographic Services, July 1, 2010 through June 30, 2011.

*Norma Riddle* was hired as Associate Professor, University Archivist and Director of Records Management, July 1, 2010.

*Jonathan Ryan* was hired as a non-student temporary in Educational Media September 7, 2010 through June 30, 2011.

*Amy Shope* was hired as Adjunct Assistant Professor in Special Collections July 1, 2010 through December 17, 2010.
Jason Stamper was hired as University Library Technician in Collection Management January 3, 2011.

Nobuaki Tanaka was hired as a non-student temporary in Technology Services July 1, 2010 through November 30, 2010.

Alexander (Simms) Toomey, University Library Technician in Special Collections, resigned effective July 23, 2011.

Patty Wheeler was hired as Special Assistant to University Librarian in Administrative Services, July 1, 2010 through December 17, 2010 and January 3, 2011 through June 30, 2011.

John Wiswell was hired as Adjunct Assistant Professor in Learning and Research Services, July 1, 2010 through December 17, 2010, January 3, 2011 through January 20, 2011 and May 9, 2011 through June 30, 2011.
Future Plans

Strategic Direction I: Learning

- Maintain essential services and knowledge resources for students and faculty.
- Focus on strategic objectives and future needs.
- Develop videography services including web delivery.
- Continue development of virtual services, including collaborative relationships with faculty and librarian’s presence in the 3D virtual world library.
- Increase ASULearn course-integrated role of librarians.
- Promote and increase usage of web conferencing for library instruction, research assistance, and consultations.
- Improve quality of library presence in AsULearn and add more sophisticated choices including reusable learning objects, help/chat/forums, etc.
- Investigate opportunities to offer US 1531 (Electronic Research Skills) online to distance education students.
- Develop a graphic web and mobile interface that shows available computers in the library.
- Develop and install a touch screen kiosk system with applications such as the computer availability site, room booker, group finder, and others as appropriate.
- Develop streaming solutions to deliver uniquely held and locally created media content.
- Design and install digital signage at exterior entrances.
- Upgrade classroom technology to campus standard.

Strategic Direction II: Scholarship

- Provide collections appropriate to support faculty and student research.
- Work collaboratively with other campus units to offer the first Campus Wide Research Support Fair.
- Develop a collection development policy for the Children’s Rare Book Special Collection.
- Build a collection of official records, personal papers, publications, images, and sound and moving-image recordings that document the history and operation of Appalachian State University.
- Ensure the preservation and security of the research materials in our care.
- Develop a streaming audio server solution that provides access to the library’s collections and complies with applicable copyright law.
- Develop a storage solution for digital archives.

Strategic Direction III: Engagement

- Increase Library fund raising for the Campaign for Appalachian.
- Fully integrate the Event Recording Service into Library programs.
- Establish a virtual book discussion group to increase cross-program interaction and a sense of community.
- Promote the Stock Car Racing Collection through improved Web presence, addition of records to OPAC where not present, open houses, and events.

Strategic Direction IV: Effectiveness

- Utilize the experience and adaptability of current staff to overcome challenges without the loss of permanent positions.
Develop Library core competencies for staff and implement for 2012-13.
Create a technology plan for the Library.
Investigate the future of the Millennium Integrated Library System (ILS) and alternatives to our current catalog system set-up in a consortial environment.
Increase the effectiveness of the Millennium interface as user access tool.
Redesign the Library website using Drupal.
Focus on moving the Library’s Records Management schedules to new standards.
Handle major repairs affecting Special Collections and other areas of fourth floor (HVAC and Louvers).
Begin developing a new strategic plan.
Conduct a LibQUAL+ Service Quality Survey.
Analyze results of UCO 1200 and ENG 1000 tutorial quizzes and feedback with Information Literacy librarians and use results to improve future versions of the tutorials.
Analyze the university curriculum to focus information literacy instruction.
Formalize assessment of key questions from the six music history library assignments and evaluate our students’ abilities.
Collaborate with the School of Music to rehouse, recatalog, and relabel The Spencer World Musical Instrument Collection. List the entire contents of the collection with up-to-date labels and photographs as a first step in building web and other resources that will enable its use in ASU classrooms. Begin rotating the instruments in and out of open display, for preservation purposes and for more interesting displays.
Participate in the Understanding Library Impacts (ULI) assessment of undergraduate history majors to identify ways in which library resources, services, and facilities are used by undergraduate students to achieve learning objectives associated with their academic majors.
Conduct usability studies and use results to improve existing tutorials and online learning objects.
Continue development of 3D virtual world library, including a digital media center.
Survey AETZone students about the effectiveness of Library services in a virtual environment.
Physically reorganize special collections in regard to location and fully institute a standard location code.
Pursue an NHPRC grant to process the Appalachian Collection backlog of unprocessed collections and certain problem collections.
Minimize the negative effect on patrons during upcoming construction project while keeping materials secure.
Plan for remote storage.
Restart digitization program.
Develop a survey instrument to assess satisfaction of past closed collection researchers with access to materials and services.
Write a collection development policy for the Stock Car Racing Collection.
Use the relocation of materials because of construction in Special Collections to evaluate how the closed collection area is physically organized, with an eye to make more efficient use of rapidly dwindling storage space.
Support the University administration’s records management responsibilities by creating and interpreting retention schedules, providing temporary storage for scheduled records, organizing an annual destruction, and appraising scheduled records according to historical, legal, and fiscal value.
Design an on-line assessment instrument for use with the classes we teach for education students.
Analyze and revise electronic reserves policies and procedures to ensure copyright compliance and to create a more seamless online environment for students.
Increase the web storage and delivery system for campus videography service.
Develop mobile web applications.
Design and install an automated gate counter system that generates statistical data.
Assess faculty/staff training needs and develop appropriate training methods, including re-usable web-based objects.
Identify core competencies for all library staff and include them in job descriptions.
Mission

The mission of the Appalachian State University Library is to assist those who pursue knowledge.

Vision

The Appalachian State University Library is a dynamic partner in the campus and distance learning communities, dedicated to the provision of full and equal access to information and the preservation of our intellectual and cultural heritage. Our collections, portals to information and text, services, and instruction contribute to the campus missions of learning, scholarship, engagement, and effectiveness. Our vision is to broaden the learning experience, to encourage creativity and scholarship at all levels, to deepen the campus engagement with the community and world, and to develop an effective organization that can meet current and future information needs. These areas of learning, scholarship, engagement, and effectiveness are our four strategic directions:

Learning

Twenty-first century college graduates should be able to successfully navigate a world of media, information, and technology, and apply their learning in creative and thoughtful ways. The Library uses advanced pedagogical methods and practices to enable students to become active participants in the learning process by helping them think critically and creatively, communicate well, and employ effective strategies to collect and interpret information.

Scholarship

Scholarship and creative work are key components of the Library's mission. We collaborate with others to raise the research profile of the campus and to support the highest level of faculty, staff, and student scholarship and creativity. We also produce research that adds to the body of knowledge created at Appalachian.

Engagement

The Library offers a holistic program, touching the intellectual, cultural, social, and economic interests of the individual. We move beyond traditional library services, reaching out to the campus community and beyond to enhance education in the broadest sense. We influence and effect change through diverse service initiatives and through collaboration with individuals and organizations with mutual interests.

Effectiveness

An effective organizational culture is characterized by timely and inclusive communication, clear and reasonable expectations, flexibility, and support of risk-taking and innovation. A systematic plan of assessment helps focus efforts on effective library services that positively impact teaching and learning, scholarship, and engagement at Appalachian.
Equal Opportunity and Diversity Activity

Susan Roth Lecture and Exhibit
The Library hosted author/illustrator Susan Roth as a Belk Distinguished Author, a participant in the Diversity Festival, and speaker at 2 area elementary schools. These events were co-sponsored by the University Bookstore, the Diversity Festival, and an External Scholars Grant from the University Forum Committee. Ms. Roth placed 31 pieces of her original art in the Belk Library on permanent loan. This art, exhibited in the Library fourth floor atrium during spring semester, includes collage from her picture books and Let’s Hold Hands Children’s Peace Project which invites children to create dolls in their image to send to other children as an expression of friendship and international understanding.

Multicultural Books Displays
The Instructional Materials Center created 60 displays highlighting different areas of the collection, which is noted for its diversity. Materials are added throughout the collection on a regular basis to expand multicultural holdings with an emphasis this year on multiple languages, adding titles in French, Spanish, Chinese and Arabic.

World Music
Since the introduction of world music studies over ten years ago, as well as the hiring of a faculty ethnomusicologist by the School of Music, the Music Library has been actively pursuing materials relating to the music of other cultures. Subscriptions to streaming audio resources including Smithsonian Global Sound and African American Song were added this year, and Music Librarian Gary Boye created a World Music Guide on the web site. A new Spencer display case was added for exhibits of a variety of world instruments in the percussion and wind family.

Global Trunk Collection
The Office of International Education and Development donated a variety of materials to the Library's new "Global Travel Trunk Collection." The collection includes 120 books and audio-visual materials as well as seventeen large box-kits containing hundreds of cultural artifacts from around the world. We organized these kits, created packing lists, and catalogued all the items – most of which were unique physical items that required original cataloging. These items are now available for check out in the IMC.

Catalog Access to Books in Non-Latin Alphabets
In our efforts to provide access to foreign language materials, we worked via OCLC to catalog over 100 items in non-Latin alphabets.

New Diversity Resources
Pervasive effort by selectors to build a diverse collection to represent the classroom and research interests that is inclusive of race, color, national origin, religion, creed, sex, gender identity and expression, age, disability, political affiliation, veteran status, or sexual orientation resulted in such purchases such as LGBT Life with Full Text, Alternative Press Index & Archive, Political Science Complete, and Global Road Warrior. The IMC collection, noted for its diversity, made an effort to expand its holdings in multiple languages this year, adding titles in French, Spanish, Chinese and Arabic.
**African-American Studies**

Informally, the Appalachian Collection Librarian continues to serve as a consultant on the information resources for African-American Studies and continues to research and publish in this area. The Librarian continues to serve on the International Board of Experts for the forthcoming *Encyclopedia of Blues and Gospel Music*.

**Library Exchange Program**

Allan Scherlen served as the Fudan-Appalachian Library Exchange Program (FALEP) agreement librarian in May – June 2011.

**ADA Compliance**

The Music Library has turned one of its listening rooms into an ADA compliant room with a CCTV for the seeing impaired. This room can be reserved by special needs patrons or used as a normal listening room by others.

**Diversity Festival**

The Library hosted author/illustrator Susan Roth as a Belk Distinguished Author, a participant in the Diversity Festival, and speaker at two area elementary schools. These events were co-sponsored by the University Bookstore, the Diversity Festival, and an External Scholars Grant from the University Forum Committee.
Staff Activity July 1, 2010 – June 30, 2011

I. SPECIAL ACTIVITIES / MEETINGS / AWARDS / HONORS / PUBLICATIONS / PROFESSIONAL DEVELOPMENT OR REGIONAL SERVICE ACTIVITIES

  Chris Liucci, Technology Support Technician

  David Travis, University Library Technician

  Jason Wolfe, Collection Management Services

Campus-Wide Meeting for Student Supervisors, ASU Career Development Center, August 4, 2010
  Jackie Byrd, University Library Specialist

“Cataloging Defensively: When to Input a New Record,” OCLC Webinar, November 1, 2010
  Leroy Watson, University Library Specialist
  Lori Williams, University Library Specialist

“Conflict Resolution,” ASU Human Resource Services, Boone, NC, November 18, 2010
  Katherine Alford, Technology Support Technician

CPR/AED training & certification, ASU Health Promotion, November and December 2010
  Tom Byland, University Library Specialist
  John Doherty, University Library Technician
  Thomas Main, University Library Technician
  Shannon McCluney, University Library Specialist
  Joan Meixell, University Library Specialist
  Belinda Talbert, University Library Specialist
  Russell Paige, University Library Technician
  Lori Williams, University Library Specialist

DDC 23 Webinar, OCLC, March 2011
  Lori Williams, University Library Specialist

Issues of Domestic Violence, Workshop, ASU Office of Counseling for Faculty and Staff, January 4, 2011
  Jackie Byrd, University Library Specialist
  Mary Ann Forrester, Administrative Support Associate
  Michael O’Hara, University Library Specialist
  Lottie Oliver, Executive Assistant
  Russell Paige, University Library Technician
  Belinda Talbert, University Library Specialist
  Pam Trivette, University Library Specialist
  Leroy Watson, University Library Specialist
  Lori Williams, University Library Specialist

E-Resources Training, WNCLN, UNC, Ramsey Library, Asheville, NC, March 4, 2010
  Allen Duncan, University Library Specialist

Effective Interpersonal Communication Workshop, ASU Human Resources Service, March 1, 2011
  Katherine Alford, Technology Support Technician
  Mark Brittain, University Library Specialist
  Mary Ann Forrester, Administrative Support Associate
  Sue Hisle, University Library Specialist
  Lottie Oliver, Executive Assistant
  Belinda Talbert, University Library Specialist

ERM Essentials: Introduction, EBSCO Webinar March 2011
  Allen Duncan, University Library Specialist
  Jill Watson, University Library Technician

ERM Essentials: Getting Started. EBSCO Webinar March 2011
Allen Duncan, University Library Specialist
Jill Watson, University Library Technician

ERM Essentials: Comprehensive Overview, EBSCO Webinar April 2011
Allen Duncan, University Library Specialist
Jill Watson, University Library Technician

"Implementing and Online Help Desk Using Events Tracker," Webinar, Webjunctor, March 16, 2010
Katherine Alford, Technology Support Technician

International Student Reception, Library January 2011.
Russell Paige, University Library Technician

MAC 101 for Beginners, ASU Learning Technology Services, Boone NC, May 13 & 20, 2010
Katherine Alford, Technology Support Technician
Russell Paige, University Library Technician

“ADA/FMLA Regulatory and Compliance Update,” National Association of College and University Attorneys Seminar,
Webinar sponsored by the Office of Equity, Diversity and Compliance, the General Counsel’s Office, and Human
Resource Services, October 28, 2010
Mary Ann Forrester, Administrative Support Associate
Sherry Perry, University Program Specialist

New Media Online Harassment Training, Staff Council. IG Greer March, 2011
David Travis, University Library Technician
Russell Paige, University Library Technician

Paraprofessional Conference, East Carolina University Joyner Library, Greenville, NC, May 2010
Katherine Alford, Technology Support Technician
Sue Hisle, University Library Specialist
Belinda Talbert, University Library Specialist

PCI DDS Awareness Session for credit card security awareness, October 2010
Jack Love, University Library Specialist

“RDA for Administrators,” ALCTS Webinar, October 13, 2010
Shannon McCluney, University Library Specialist
Leroy Watson, University Library Specialist
Lori Williams, University Library Specialist

Red Cross Emergency Response Training, Watauga County, Chapter of the Red Cross, Boone, NC, May and June
2011
Lori Williams, University Library Specialist

Site Visit –UNC Charlotte Atkins Library, July 2010
Sue Hisle, University Library Specialist

“Student Assistants: Maximize Effectiveness through Coordinated Training,” in The Frugal Librarian Surviving and
Thriving in Tough Economic Times, co-written with Ken Johnson
Sue Hisle, University Library Specialist

Supervisors Workshop, ASU, Career Development Center, August 4, 2010
Jackie Byrd, University Library Specialist
Belinda Talbert, University Library Specialist
Russell Paige, University Library Technician

Styles in Word Manuscript Workshop, Mark Suggs, Library, February 2011
Russell Paige, University Library Technician

The Power and Pitfalls of RFID’ Webinar, Library Journal, March 22, 2010
Katherine Alford, Technology Support Technician

Katherine Alford, Technology Support Technician

Todd Volunteer Fire Department, Fire Fighter, first Responder Training Officer.
Dean Williams Library Specialist

University, Director of the New York Loft, December 2010
Sue Hisle, University Library Specialist
II. UNIVERSITY COMMITTEE/COUNCIL/BOARD/TASK FORCE ASSIGNMENTS

Library. Budget Reduction Task Force
   Sandy Hoyle, Business Services Coordinator
   Pat Sweet, Facilities Superintendent

Library. Coffee Break Committee
   Anita Elliot, University Library Specialist
   Sue Hisle, University Library Specialist
   Lottie Oliver, Executive Assistant
   Greta Tester, University Library Specialist

Library. Coordinators and Lead Librarians
   Pat Sweet, Facilities Superintendent

Library. Digital Projects Steering Committee
   Wil Cummings, Technology Support Analyst
   James Smith, University Library Specialist
   Dean Williams, University Library Specialist

Library. Display Committee
   Katherine Alford, Technology Support Technician (chair)
   John Doherty, University Library Technician
   Sue Hisle, University Library Specialist
   Leah McManus, University Library Technician
   Connie Pendley, University Library Technician

Library. Diversity Committee
   Katherine Alford, Technology Support Technician (co-chair)
   Adam Jordan, Technology Support Analyst
   Lynn Patterson, University Program Associate (ex officio)

Library. Emergency Response Working Group
   Tom Byland, University Library Specialist
   John Doherty, University Library Technician
   Allan Duncan, University Library Specialist
   Russell Paige, University Library Technician
   Travis Souther, University Library Technician
   Pat Sweet, Facilities Superintendent
   Greta Tester, University Library Specialist
   David Travis, University Library Technician

Library. Internal Building Group
   Greg Beavers, University Library Technician
   Allan Duncan, University Library Specialist
   Sandy Hoyle, Business Services Coordinator
   Pat Sweet, Facilities Superintendent (Chair)

Library. Public Relations Committee
   Katherine Alford, Technology Support Technician
   John Doherty, University Library Technician
   Adam Jordan, Technology Support Analyst
Lynn Patterson, University Program Associate
Jeremy Wright, Technology Support Technician

Library. Staff Training and Development Committee
Katherine Alford, Technology Support Technician
Wil Cummings, Technology Support Analyst
Sue Hisle, University Library Specialist
Sherrye Perry, University Program Specialist
Pat Sweet, Facilities Superintendent

Library. Student Assistant Training Committee
Katherine Alford, Technology Support Technician
Greg Beavers, University Library Technician
Tom Byland, University Library Specialist
Anita Elliot, University Library Specialist
Sue Hisle, University Library Specialist (chair)
Dianna Johnson, University Library Specialist
Jack Love, University Library Specialist
Lynn Patterson, University Program Associate
Connie Pendley, University Library Technician
Belinda Talbert, University Library Specialist
Greta Tester, University Library Specialist

Library. Student Employee Scholarship Task Force
Lynn Patterson, University Program Associate

Library. Student Supervisor’s Working Group
Greg Beavers, University Library Technician
Joe Byrd, Multi-Media Technician
Mark Brittain, University Library Specialist
Tom Byland, University Library Specialist
Wil Cummings, Technology Support Analyst
Bryan Estel, Technology Support Analyst
Sue Hisle, University Library Specialist
Dianna Johnson, University Library Specialist
Jack Love, University Library Specialist
Leah McManus, University Library Technician
Lottie Oliver, Executive Assistant
Lynn Patterson, University Program Associate (Chair)
Russell Paige, University Library Technician
Connie Pendley, University Library Technician
Belinda Talbert, University Library Specialist
Doug Tester, Support Services Supervisor
Greta Tester, University Library Specialist
Dean Williams, University Library Specialist

Library. Training & Development Task Force
Katherine Alford, Technology Support Technician
Wil Cummings, Technology Support Analyst
Sue Hisle, University Library Specialist
Sherrye Perry, University Program Specialist
Pat Sweet, Facilities Superintendent

Library. Web Committee
Thomas Bennett, Operations and Systems Analyst
Mark Brittain, University Library Specialist
Chris M. Liucci, Technology Support Technician
James Smith, University Library Specialist

Library. Western North Carolina Library Network ABCirc Committee
Dianna Johnson, University Library Specialist
Jack Love, University Library Specialist (secretary)
University. Assistive Technology Committee
  Bryan Estel, Technology Support Analyst (chair)

University. Campus Printing Committee
  Joseph Byrd, Multi-Media Technician
  Bryan Estel, Technology Support Analyst

University. Campus Technology Consultants
  Thomas Bennett, Operations and Systems Analyst
  Joseph Byrd, Multi-Media Technician
  Wil Cummings, Technology Support Analyst
  Bryan Estel, Technology Support Analyst
  Adam Jordan, Technology Support Analyst

University. Classroom Technology Standards Committee
  Bryan Estel, Technology Support Analyst

University. Documentary Services Advisory Board
  Wil Cummings, Technology Support Analyst

University. Mac Admins
  Joseph Byrd, Multi-Media Technician
  Bryan Estel, Technology Support Analyst
  Wil Cummings, Technology Support Analyst

University. Hardware/software Standards Committee
  Bryan Estel, Technology Support Analyst

University. Instructional Media (Audio/Video) Discussion Group
  Wil Cummings, Technology Support Analyst

University. Issue Tracking/support System Committee
  Bryan Estel, Technology Support Analyst

University. Staff Council
  Katherine Alford, Technology Support Technician
  Sue Hisle, University Library Specialist

University. Staff Council Communication Committee
  Katherine Alford, Technology Support Technician (co-chair)

University. Staff Council Freshmen Move In Day Committee
  Greg Beavers, University Library Technician

University. Staff Council Fundraising Committee
  Katherine Alford, Technology Support Technician

University. Staff Council Scholarship Committee
  Katherine Alford, Technology Support Technician
Faculty Activity 2010-2011

ANNUAL COLLEGE ACTIVITY REPORT
(March 16, 2010 - March 15, 2011)

<table>
<thead>
<tr>
<th>College: University Library</th>
<th>Department: [All]</th>
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<tr>
<td>Total FTE: 100</td>
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I. Teaching

A. Scheduled Teaching
   # of Courses Taught: 12
   # of Credit Hours Generated: 356
   
   HON 2515, (Spring 2010)
   US 1531-121, (Spring 2010)
   AS 5000-101, (Fall 2010)
   MUS 5007-101, (Fall 2010)
   PHL 2800-101, (Fall 2010)
   UCO 1200-106, (Fall 2010)
   US 1531-121, (Fall 2010)
   US 1531-122, (Fall 2010)
   HIS 5581-101, (Spring 2011)
   HON 2515-102, (Spring 2011)
   MUS 5018-103, (Spring 2011)
   US 1531-121, (Spring 2011)

B. Pedagogical innovations (e.g., international issues, computer applications, ethical analysis, new classroom techniques, etc.) that were introduced this year: 1 entry
   US 1531-121, (Spring 2010)

C. New teaching material developed and/or implemented this year (e.g., cases, videotapes, audiotapes, course modules, instructor manuals, test banks, or simulations): 2 entries
   US 1531-121, (Spring 2010)
   HON 2515-102, (Spring 2011)

D. List activities that enhanced student learning and/or student contact with the community (e.g., guest speaker, SBDC, SBI, or outside projects, field trips, field projects, etc.): 0 entries

E. Mentoring (e.g., supervised research, research assistants, thesis committee chair/member, studio, etc.): 0 entries

F. Internship Supervision: 0 entries

G. Academic Advising: 5 entries
   1. Number of undergraduate students advised: 2
   2. Number of graduate students advised: 9
   3. Hours devoted to advising over the course of the year: 2

H. Other Student Advising Activities Not Included Above: 168 entries
   Information Literacy Class, began March 16, 2010
   Information Literacy Class, began March 16, 2010
   Information Literacy Class, began July 1, 2009
   Information Literacy Class, began March 16, 2010
   Information Literacy Class, began March 16, 2010
   Information Literacy Class, began July 1, 2009
Information Literacy Class, began March 16, 2010
Information Literacy Class, began July 1, 2010
Information Literacy Class, began July 1, 2009
Information Literacy Class, began September 1, 2010
Information Literacy Class, began March 16, 2010
Information Literacy Class, began June 1, 2010
Information Literacy Class, began July 1, 2009
Information Literacy Class, began March 16, 2010
Information Literacy Class, began July 1, 2009
Information Literacy Class, began March 16, 2010
Information Literacy Class, began July 1, 2009
Information Literacy Class, began March 16, 2010
Information Literacy Class, began April 2009
Information Literacy Class, began February 16, 2011
Information Literacy Class
Information Literacy Class, began March 16, 2010
Information Literacy Class, began July 1, 2009
Information Literacy Class, began March 16, 2010
Information Literacy Class, began July 1, 2009
Information Literacy Class, began March 16, 2010
Information Literacy Class, began July 1, 2009
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Information Literacy Class, began July 1, 2009
Information Literacy Class, began March 16, 2010
Information Literacy Class, began July 1, 2009
Information Literacy Class, began March 16, 2010
Information Literacy Class, began June 2009
Information Literacy Class, began March 16, 2010
Information Literacy Class, began March 16, 2010
Information Literacy Class, began July 1, 2009
Information Literacy Class, began March 16, 2010
Information Literacy Class, began April 1, 2010
Information Literacy Class, began July 1, 2009
Information Literacy Class
Information Literacy Class
Information Literacy Class, began March 16, 2010
Information Literacy Class, began August 2009
Information Literacy Class, began March 16, 2010
Information Literacy Class, began July 1, 2009
Information Literacy Class, began March 16, 2010
Information Literacy Class, began March 16, 2010
Information Literacy Class, began August 2009
Information Literacy Class, began March 16, 2010
Information Literacy Class, began July 1, 2009
Information Literacy Class, began March 16, 2010
Information Literacy Class, began July 1, 2009
Information Literacy Consultation, began March 16, 2010
Information Literacy Consultation, began March 16, 2010
Information Literacy Consultation, began July 1, 2009
Information Literacy Consultation, began March 16, 2010
Information Literacy Consultation, began March 16, 2010
Information Literacy Consultation, began July 1, 2009
Information Literacy Consultation, began March 16, 2010
Information Literacy Consultation, began July 1, 2010
Information Literacy Consultation, began July 1, 2009
Information Literacy Consultation, began March 16, 2010
Information Literacy Consultation, began March 16, 2010
Information Literacy Consultation, began April 24, 2009
Information Literacy Consultation, began March 16, 2010
Information Literacy Consultation, began April 2009
Information Literacy Consultation, began March 16, 2010
Information Literacy Consultation, began July 1, 2009
Information Literacy Consultation, began July 1, 2009
Information Literacy Consultation, began March 16, 2010
Information Literacy Consultation, began July 1, 2009
Information Literacy Consultation, began March 16, 2010
Information Literacy Consultation, began April 24, 2009
Information Literacy Consultation, began March 16, 2010
Information Literacy Consultation, began March 15, 2010
Information Literacy Consultation, began July 1, 2009
Information Literacy Consultation, began March 16, 2010
Information Literacy Consultation, began January 11, 2010
Information Literacy Consultation, began July 1, 2009
Information Literacy Consultation, began June 2009
Information Literacy Consultation, began April 1, 2010
Information Literacy Consultation, began July 1, 2009
Information Literacy Consultation, began March 16, 2010
Information Literacy Consultation, began August 2009
Information Literacy Consultation, began March 16, 2010
Information Literacy Consultation, began March 16, 2010
Information Literacy Consultation, began March 16, 2010
Information Literacy Consultation, began June 2009
Information Literacy Consultation, began March 16, 2010
Information Literacy Consultation, began July 1, 2009
Information Literacy Consultation, began July 1, 2009
Information Literacy Consultation, began March 16, 2010
Information Literacy Consultation, began March 16, 2010
Information Literacy Consultation, began July 1, 2009
Information Literacy Consultation, began July 1, 2009
Information Literacy Consultation, began March 16, 2010
Information Literacy RAP, began March 16, 2010
Information Literacy RAP, began July 1, 2009
Information Literacy RAP, began March 16, 2010
Information Literacy RAP, began April 1, 2010
Information Literacy RAP, began March 16, 2010
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Information Literacy RAP, began March 16, 2010
Information Literacy RAP, began July 1, 2009
Information Literacy RAP, began March 16, 2010
Information Literacy RAP, began July 1, 2009
Information Literacy RAP, began March 16, 2010
Information Literacy RAP, began July 1, 2009
Information Literacy RAP, began March 16, 2010
Information Literacy RAP, began July 1, 2009
II. Research and Creative Endeavors

A. Refereed Publications: 30 entries

1. Journal Articles: 8 entries


2. Books and Chapters in Books: 6 entries


3. Other peer-reviewed scholarly products: 16 entries


B. Refereed Artistic and Professional Performances and Exhibits: 0 entries
   1. Exhibitions and Performances: 0 entries
   2. Compositions: 0 entries

C. Non-Refereed Publications: 27 entries
   1. Intellectual Contributions: 24 entries
      Boye, G. R. "Music for the Lute, Guitar, and Vihuela (1470-1799)". http://www.library.appstate.edu/music/lute/home.html Web Publication
      Jennings, S. L. Google Docs and Friends - Module for Tenn-Share's Learn and Discover Program. tennshare.ning.com/notes/Google_Docs Web Publication
      McBride, K. R. Universal Negro Improvement Association (UNIA) In Twenties in America. Salem Press. Article, Encyclopedia
      McBride, K. R. Negro History Week In Twenties in America. Salem Press. Article, Encyclopedia
      Rice, S. E. In Lexicon of Online and Distance Education Rowan and Littlefield Education Press. Article, Encyclopedia
      Rice, S. E.; & Gregor, M. N. (2010, August The Library Adventure Game: Using a Web-based Simulation to Teach Reference Skills School Library Journal, 56(8), 22-23. Article, Magazine

2. Artistic and Professional Performances & Exhibits: **3 entries**
   James, D. G., Schneeloch-Bingham, N. A., Chapman, A. M., Porterfield, P. P., Boye, G. R., Performance, Ensemble, Principal Player (Local)
   Jennings, S. L., Created and donated a Handmade Quilt to benefit the TLA Scholarship Fund, ""A Tennessee Spring"" Authors Quilt"" (Regional)
   Schneeloch-Bingham, N. A., Chapman, A. M., Porterfield, P. P., Boye, G. R., James, D. G., Performance, Ensemble, Principal Player (Local)

D. **Presentations (not published in proceedings):** **21 entries**
   Antunez, M. Y., Mid-Atlantic Chapter of the Medical Library Association, "Searching for best practices in collection management: Four case studies at institutions without a medical school," Mid-Atlantic Chapter of the Medical Library Association, Chapel Hill, NC. (October 15, 2010).
   Gregor, M. N., Green, C. R., NC Association of College and Teacher Educators, "Coming to America: Graduate Students Explore Immigration Through Children's Literature and Writing," NC Association of College and Teacher Educators, Raleigh NC. (September 24, 2010).
   Hay, F. J., NEH teachers workshop, "Appalachian Studies and the Blue Ridge Parkway," NEH, ASU.
   Johnson, M. (Presenter & Author), Shi, W. (Presenter & Author), Librarian Forum, "The Instruction Program at Belk Library and Information Commons," Fudan University, Shanghai China.
   Johnson, M., Shi, W. (Presenter & Author), Librarian Forum, "The Service Approach at Belk Library and Information Commons," Fudan University, Shanghai China.
   Kreszock, M. H., Renee, C. (Presenter & Author), Association for Continuing Higher Education Regional Conference, "Innovative Orientations: From 3 R's to 3 E's," Association for Continuing Higher Education, Shepherdstown, WV.
   McBride, K. R. (Presenter Only), Georgia International Conference on Information Literacy, "Hang-Gliding from BI to IL," Georgia Southern University, Savannah, GA. (October 1, 2010).
   Riddle, N. M. (Presenter Only), Society of Tennessee Archivists Annual Meeting, ""When the Door Closes, Open a Window: Creative Archival Management in Hard Times"," Society of Tennessee Archivists, Murfreesboro, Tennessee. (November 11, 2010).
   Williams, E. M., "Zotero for Bibliographic Management," ASU Communication Department, ASU Library. (November 5, 2010).
   Williams, E. M., "Zotero for Bibliographic Management," Hubbard Center, ASU Library. (October 7, 2010).
   Williams, E. M. (Presenter & Author), Appalachian Studies Association Annual Conference, "Olive Dame Campbell: Songcatcher as Social Activist," ASA, Donahleag, GA. (March 19, 2010).

E. **Contracts, Grants, and Sponsored Research:** **10 entries**
Funded: $863,029.00
Unfunded: $308,890.00
Amount total: $1,171,919.00


Boyd, John D. (Co-Principal), Cramer, Elizabeth Ellen (Co-Principal), "International Library Development: Foreign Aid in the Form of Books and Libraries, Challenges, Benefits, and Questions of Sustainability," Sponsored by Appalachian State University, Appalachian State University, $4,060.00. (Not Funded).

Brocksen, Sally Margaret (Co-Principal), Yan, Ji (Co-Principal), Shao, Xiaorong (Co-Principal), "The impact of marital disruptions on adolescent behavior," Sponsored by National Institutes of Health, Federal, $130,665.00. (Currently Under Review).

Donovan, Georgie Lynn (Supporting), Mercer-Ballard, Jeanne Alaine (Principal), "Elizabeth Brown Grant to Interior Design Programs -$1000," Sponsored by International Furnishings and Design Association, Private, $1,000.00. (Funded, August 2009 - July 2010).

Gregor, Margaret N. (Supporting), Ulmer, Constance (Principal), Farthing, Pat (Supporting), "Technologies SALT Grant: International Websites in Teacher Education: Weeping While Rejoicing With Technology in an Intra Global Community," Sponsored by Reich College of Education, Appalachian State University. (Funded, January 15, 2010 - May 15, 2010).

Hay, Fred J., "Prioritization of Archival Collections for Digitization," Sponsored by Appalachian College Association, $7,500.00. (Funded, October 2010).

Johnson, Megan (Principal), "University Forum External Scholars Grant," Sponsored by University Forum External Scholars Committee, Appalachian State University, $1,063.00. (Funded, March 2010).


Ulmer, Constance J. (Principal), Gregor, Margaret N. (Co-Principal), Farthing, Selma Patricia (Co-Principal), (Supporting), "International Literacy Websites in Teacher Education: Weeping while rejoicing with technology in an intra-global community," Sponsored by Reich College of Education, Appalachian State University, $851,500.00. (Funded, 2009 - June 2010).

F. Other Scholarly Activities: 0 entries
1. Newspaper articles/editorials: 0 entries
2. Media contributions: 0 entries
3. Intellectual Property 0 entries
4. Other Publications: 0 entries

III. Faculty Development: 233 entries

A. Seminars Attended: 43 entries


Cramer, Elizabeth: Professional Seminars / Workshops / Conferences, "RDA for Administrators”, ALCTS, Webinar. (October 13, 2010).

Gregor, Margaret: Seminar, "Professional Writing Seminar", Hubbard Center, ASU. (September 2010 - May 2011).

Gregor, Margaret: Professional Seminars / Workshops / Conferences, "ALA Annual Meeting", ALA. (June 24, 2010 - June 29, 2010).

Gregor, Margaret: Professional Seminars / Workshops / Conferences, "Curriculum Materials Center Directors Meeting", CMC Directors. (May 21, 2010).

Hay, Fred: Professional Seminars / Workshops / Conferences, "Rare Books and Manuscripts Preconference", ACRL. (June 21, 2010 - June 24, 2010).


Johnson, Megan: Professional Seminars / Workshops / Conferences, "Primo Central: The Ultimate in Next-Gen Discovery: Raising Research to a New Level Webcast", Ex Libris. (June 16, 2010).


McBride, Kelly: Professional Seminars / Workshops / Conferences, "Professional Writing Retreat for Faculty", Hubbard Center for Faculty Development. (May 10, 2010 - May 14, 2010).

Mitchem, Pamela: Seminar, "Chancellor's Leadership Development Series", Appalachian State University. (September 1, 2010 - April 15, 2011).

Ochoa, Louise: Seminar, "Learning Matters: AsU Teach", Hubbard Center, ASU. (August 17, 2010).


Schultz, William: Professional Seminars / Workshops / Conferences, "Take Control of Your Scholarship", Belk Library. (March 18, 2010).

Stilling, Glenn Ellen: Professional Seminars / Workshops / Conferences, "Professional Writing Retreat for Faculty", ASU Hubbard Center for Faculty Development. (May 10, 2010 - May 14, 2010).


Viles, Elza: Seminar, "Legal Issues for Chairs", ASU Hubbard Center. (October 13, 2010).

Viles, Elza: Seminar, "Toxic Employees in the Workplace", National Association of College and University Attorneys. (September 23, 2010).
Williams, Elizabeth: Professional Seminars / Workshops / Conferences, "Effective Interpersonal Communication", ASU Human Resources. (March 1, 2011).
Williams, Elizabeth: Professional Seminars / Workshops / Conferences, "Using Styles in Microsoft Word", ASU learning Technology Services. (November 11, 2010).
Wise, Mintron: Professional Seminars / Workshops / Conferences, "First Friday: Clean Water: Green Fuel; Sun, Bottles and Beeswax; and Biomass Gasification and Biochar Production", ASU Office of Research and Sponsored Programs. (March 4, 2011).

B. Continuing Education: 4 entries
Cramer, Elizabeth: Continuing Education Program, "First Aid Certification", Health Promotion. (December 17, 2010).
Ochoa, Louise: Continuing Education Program, "Healing Begins with Knowledge: The Increasing Importance of Health Care Literacy in the Medical Team", Mid-Atlantic Chapter of the Medical Library Association. (March 17, 2010).

C. Faculty Internship: 0 entries

D. Other Faculty Development Activities Not Listed Above: 176 entries
Bird, Amanda: Library site visit, UNC Charlotte, Atkins Library. (July 23, 2010).
Bird, Amanda: Workshop, "Take Control of Your Scholarship", University Library. (March 18, 2010).
Cramer, Elizabeth: Workshop, "Internationalization: Cultures and Languages Across the Curriculum", Hubbard Center. (October 18, 2010).
Cramer, Elizabeth: Conference Attendance, "ALA Annual Conference". (June 24, 2010 - June 29, 2010).
Farison, Leslie: Workshop.
Farison, Leslie: Conference Attendance, "Charleston Conference". (November 2, 2010 - November 6, 2010).
Farison, Leslie: Conference Attendance, "Georgia Information Literacy Conference", Georgia Southern University. (October 5, 2010 - October 6, 2010).
Gregor, Margaret: Workshop, "Database Searching, What You NEED to Know", Hubbard Center, ASU. (February 2011).
Gregor, Margaret: Workshop, "Digital Storytelling", Hubbard Center, ASU. (October 2010).
Gregor, Margaret: Workshop, "Tech Notes", Belk Library and Information Commons. (September 2010 - October 2010).

Gregor, Margaret: Conference Attendance, "NC Association of College and Teacher Educators", NC Association of College and Teacher Educators. (September 23, 2010 - September 24, 2010).

Gregor, Margaret: Workshop, "Captivate Workshop", Belk Library and Information Commons. (June 2010).


Hay, Fred: editorial board conference call, "Choice editorial board", ACRL. (December 9, 2010).


Hay, Fred: Workshop, "Bibliographers meeting", Western North Carolina Library Network. (July 15, 2010).

Hay, Fred: Conference Attendance, "American Library Association", ALA. (June 24, 2010 - June 29, 2010).


Hay, Fred: Board of Directors meeting, North Carolina Preservation Consortium. (May 7, 2010).

Hay, Fred: board of directors meeting, "Board of Directors meeting", North Carolina Preservation Meeting. (May 7, 2010).


Jennings, Susan: Conference Attendance, "Georgia Information Literacy Conference", Georgia Southern University. (October 1, 2010 - October 2, 2010).


Jennings, Susan: On Campus visit at UNC-Charlotte, Access Services - UNC Charlotte. (July 22, 2010).


Johnson, Kenneth: Library site visit, "Site visit to UNC-Charlotte Atkins Library", Belk Library. (July 22, 2010).
Johnson, Kenneth: Workshop, "Captivate software training", Belk Library. (June 20, 2010).
Johnson, Kenneth: Workshop, "Captivate software training", Belk Library. (June 2, 2010).
Johnson, Megan: Conference Attendance, "American Library Association Annual Meeting". (June 24, 2010 - Present).
Johnson, Megan: Workshop, "Ex Libris Primo Discover Services", Ex Libris. (October 13, 2010).
Kreszock, Martha: Workshop, ""From Idea to Publication" - Submitting for Publication", Association for College & Research Libraries. (December 1, 2010).
Kreszock, Martha: Workshop, ""From Idea to Publication" - Analysis and Writing", Association for College & Research Libraries. (November 4, 2010).
Kreszock, Martha: Workshop, "So You Want to Create an Interactive Information Lit Tutorial?", Association for College & Research Libraries. (October 19, 2010).
Kreszock, Martha: Workshop, "Tech Time "Screeencasting"", Belk Library and Information Commons. (October 19, 2010).
Kreszock, Martha: Workshop, "Tech Time "RSS Feeds"", Belk Library and Information Commons. (October 17, 2010).
Kreszock, Martha: Workshop, ""Zotero"", Hubbard Center, ASU. (October 7, 2010).
Kreszock, Martha: Workshop, ""From Idea to Publication" - Understanding the Research Question", Association for College & Research Libraries. (September 22, 2010).
Kreszock, Martha: Workshop, "Tech Time "Assessment Software - Wassail"", Belk Library and Information Commons. (September 22, 2010).
Kreszock, Martha: Workshop, "Tech Time "Libguides"", Belk Library and Information Commons. (September 8, 2010).
Kreszock, Martha: Workshop, "Tech Time "LibraryH3lp"", Belk Library and Information Commons. (September 8, 2010).
Kreszock, Martha: Conference Attendance, "ACHE Mid-Atlantic Region Conference", Association for Continuing Higher Education ACHE. (March 28, 2010 - April 30, 2010).
Kreszock, Martha: Presentation, "Innovative Strategies in Education: Exploring the Uses of 3D Immersive Environments", First Friday Series. (March 18, 2010).
Leonard, Andrea: Workshop, "Digital Storytelling Workshop", ASU - Hubbard Center - one an a half hours. (October 28, 2010).
Leonard, Andrea: Workshop, "WebBridge Training", Western North Carolina Library Network at UNCA - all day event. (September 17, 2010).
Leonard, Andrea: Orientation, "New Faculty and Staff Orientation", ASU - Hubbard Center - full day. (August 16, 2010).
Leonard, Andrea: Consortium annual meeting, "Western North Carolina Library Network (WNCLN) Annual Network Meeting", Western North Carolina University - full day. (July 16, 2010).
Leonard, Andrea: Consortium Bibliographers annual meeting, "Western North Carolina Library Network (WNCLN) "Bibbers" Meeting", Western North Carolina University - full day. (July 15, 2010).
Leonard, Andrea: Consortium Technical Services annual meeting, "Western North Carolina Library Network (WNCLN) Technical Services Meeting", University of North Carolina at Asheville - full day. (June 7, 2010).
McBride, Kelly: Conference Attendance, "Georgia International Conference on Information Literacy", Georgia Southern University. (October 1, 2010 - October 2, 2010).
Mitchem, Pamela: Workshop, "Effective Interpersonal Communication Training", Appalachian State University--HRS. (February 1, 2011).
Mitchem, Pamela: Course for certification, "MEDA 5000 History and Philosophy of Educational Media and Educational Technology", East Tennessee State University. (September 7, 2010 - December 6, 2010).
Mitchem, Pamela: Workshop, "Fortis Training", Appalachian State University--HRS. (September 17, 2010).
Ochao, Louise: Workshop, "Eliminating Territorial Battles in the Workplace", Hubbard Center, Appalachian State University. (April 16, 2009 - Present).
Ochao, Louise: Conference Attendance, "MAC/MLA", Mid-Atlantic Chapter of the Medical Library Association. (October 14, 2010 - October 15, 2010).
Ochao, Louise: Conference Attendance, "DrupalCampBoone", Appalachian State University. (August 28, 2010).
Ochao, Louise: webinar, "Creating A High Performing Workplace With Games, Social Media, And Virtual Worlds", LearnCentral. (July 14, 2010).
Ochao, Louise: webinar, "How To Create No Lecture Webinars", LearnCentral. (May 12, 2010).

Ochoa, Louise: Conference Attendance, "NCDLA Virtual Pre-Conference", North Carolina Chapter of the Distance Learning Association. (March 31, 2010 - April 1, 2010).

Ochoa, Louise: Workshop, "Grant Writing Fundamentals", Research and Sponsored Programs, Appalachian State University. (March 23, 2010).

Purpur, Geraldine.


Purpur, Geraldine: Assurance of Learning - Professional Development, "ASU Belk Library Tech Notes Series", Belk Library and Information Commons. (September 8, 2010).

Purpur, Geraldine: Assurance of Learning - Professional Development, "ASU Belk Library Tech Notes Series", Belk Library and Information Commons. (September 1, 2010).


Purpur, Geraldine: Assurance of Learning - Professional Development, "ASU Belk Library Tech Notes Series", Belk Library and Information Commons. (September 8, 2010).

Purpur, Geraldine: Assurance of Learning - Professional Development, "ASU Belk Library Tech Notes Series", Belk Library and Information Commons. (September 1, 2010).


Purpur, Geraldine: Assurance of Learning - Professional Development, "Innovative Strategies in Education: Exploring the Uses of 3D Immersive Virtual Environments for Motivating Students to Pursue Careers in STEM", ASU Office of Research and Sponsored Programs First Friday Series. (March 2010).


Reichel, Mary: Conference Attendance, "Western North Carolina Library Network (WNCLN) Annual Network Meeting", Western North Carolina University. (July 16, 2010).


Rice, Dea: Workshop, ""Cataloging Defensively: When to Input a New Record," OCLC, Webinar. (November 1, 2010)."

Rice, Dea: Workshop, ""Using RDA: Moving into the Metadata Future", ALA. (October 27, 2010).


Rice, Scott: Conference Attendance, "American Library Association Annual Conference". (June 24, 2010 - June 29, 2010).


Schultz, William: Tutorial, "EBSCO A to Z", WNCLN.


Schultz, William: Webinar, "When to Input a New Record", OCLC. (November 1, 2010).


Sizemore, Jennifer: Conference Attendance, "Library and Information Technology Association Annual Forum". (September 30, 2010 - October 3, 2010).
Sizemore, Jennifer: Conference Attendance, "DrupalCamp Boone". (August 28, 2010).
Stillings, Glenn Ellen: Presentation, "Take control of your scholarship: Why open access and intellectual property rights matter", University Library. (March 18, 2010).
Viles, Elza: Workshop, "Training Session on Issues of Domestic Violence", ASU Office of Counseling for Faculty and Staff. (December 14, 2010).
Viles, Elza: "Building Coordinator Training", ASU Emergency and Operations. (December 9, 2010).
Wilkinson, Catherine: Webinar, "Unlocking the Full Power of Your Library with Encore Synergy", Innovative Interfaces. (June 8, 2010).
Williams, Elizabeth: Workshop, "Summon Discovery Tool", Belk Library. (July 29, 2010).
Williams, Elizabeth: Workshop, "Tech Notes", Appalachian State University Library. (June 30, 2009 - June 30, 2010).
Williams, Elizabeth: Workshop, "Captivate Software Training", Belk Library. (June 2, 2010 - June 20, 2010).
Wise, Mintron: Conference Attendance, "WNCLN Bibliographers Conference", Western North Carolina Library Network. (July 2010).

E. Professional Certifications: 10 entries

Antunez, Marilia: Senior Member, Academy of Health Information Professionals, Medical Library Association. (August 2010 - July 2015).
Leonard, Andrea: American Red Cross First Aid, Belk Library. (December 17, 2010 - December 16, 2011).
Mitchem, Pamela: Certified Archivist, Academy of Certified Archivists. (October 1, 2010 - October 1, 2015).
Morris, Jonathan: Graduate Certificate in International Development, UNC Chapel Hill Center for Global Initiatives. (May 2009 - Present).

IV. Administrative Assignments: 7 entries

Hay, Fred: Coordinator of Special Collections, College scope, approx. 250 hours spent for the year.
Hay, Fred: Librarian of the W.L. Eury Appalachian Collection, College scope, approx. 1400 hours spent for the year.
Johnson, Kenneth: Coordinator of Learing & Research Services, College scope.
Mitchem, Pamela: University Archivist & Records Manager, Department scope, approx. 288 hours spent for the year.
Reichel, Mary: University Librarian, College scope.
V. Professional Service & Community Connections

Internal Service Activities: 264 entries

A. Department Service: 41 entries

Boye, Gary: Committee, Member, Appalachian Studies, Departmental Personnel.
Cramer, Elizabeth: Committee, Member, Belk Library Digital Project Steering Committee.
Cramer, Elizabeth: Committee, Member, Curriculum Committee.
Cramer, Elizabeth: Committee, Member, Post-Tenure Review Committee.
Cramer, Elizabeth: Committee, Member, Diversity Committee.
Cramer, Elizabeth: Committee, Member, Doorways Committee.
Cramer, Elizabeth: Committee, Member, Research and Grants Committee.
Cramer, Elizabeth: Committee, Member, Departmental Personnel Committee.
Cramer, Elizabeth: Committee, Member, Processing Archivist Search Committee.
Cramer, Elizabeth: Committee, Member, Fudan Selection Committee.
Donovan, Georgie: Committee, Member, University Librarian's Budget Committee.
Donovan, Georgie: Committee, Member, Coordinators & Lead Librarians.
Hay, Fred: Committee, Member, Appalachian Studies DPC.
Hay, Fred: Committee, Member, Bernhardt Appalachian Music Scholarship Committee.
Hay, Fred: Committee, Member, Carl Ross Scholarship Committee (Center for Appalachian Studies).
Hay, Fred: Committee, Member, Collection Management Team.
Hay, Fred: Committee, Member, Collection Response Group.
Hay, Fred: Committee, Member, Coordinators Group.
Hay, Fred: Committee, Member, Cratis Williams Fellowship Committee.
Hay, Fred: Committee, Member, Do Unto Others Scholarship Committee (Center for Appalachian Studies).
Hay, Fred: Committee, Member, Rhinehart Fellow Selection Committee.
Hay, Fred: Committee, Chair, Special Collections Team.
Hay, Fred: Committee, Member, William Friday Scholarship Committee.
Hay, Fred: Committee, Member, Center for Appalachian Studies Advisory Committee and Executive Committee.
Hay, Fred: Committee, Member, University Archivist Committee.
Hay, Fred: Committee, Member, University Archivist Search Committee.
Hay, Fred: Committee, Member, Grants and Research Committee.
Mitchem, Pamela: Committee, Member, Curriculum Committee.
Mitchem, Pamela: Committee, Chair, Digital Projects Steering Committee.
Mitchem, Pamela: Committee, Chair, Emergency Response Task Force.
Mitchem, Pamela: Committee, Chair, Preservation Archivist Search Committee.
Orkiszewski, Paul: Committee, Member, Diversity Committee.
Orkiszewski, Paul: Committee, Chair, Web Librarian Search Committee.
Riddle, Norma: Committee, Member, Digital Projects Steering Committee.
Riddle, Norma: Committee, Member, Special Collections Team.
Riddle, Norma: Committee, Member, Search Committee for Processing Archivist.
Riddle, Norma: Committee, Member, Search Committee for Processing Assistant.
Williams, Elizabeth: Committee, Member, Information Literacy Program Working Group.
Williams, Elizabeth: Committee, Member, Patron Web Services Committee.
Williams, Elizabeth: Committee, Member, Public Relations.
Williams, Elizabeth: Committee, Member, Search Committee for Univ. Archivist.

B. College Service: 140 entries

Abbott, John: Committee, Member, Budget Reduction Task Force.
Abbott, John: Committee, Member, Coordinators and Lead Librarians.
Abbott, John: Committee, Member, Curriculum Committee.
Abbott, John: Committee, Member, Departmental Personnel Committee.
Abbott, Lisa: Committee, Member, Web Content Committee.
Abbott, Lisa: Committee, Member, Adjunct/Non-tenure Track Faculty Task Force.
Bird, Amanda: Committee, Member, Information Literacy and Instruction Working Group.
Bird, Amanda: Committee, Member, Public Relations Committee.
Bird, Amanda: Committee, Member, Display Committee.
Bird, Amanda: Committee, Member, Web Committee Subgroup, Catalog Usability.
Boyd, John: Committee, Member, PR Committee.
Boyd, John: Committee, Member, Web Committee.
Boyd, John: Committee, Member, Web Librarian Search Committee.
Browning, Greta: Committee, Member, Research Support Fair Committee.
Browning, Greta: Committee, Member, Departmental Personnel Committee.
Browning, Greta: Committee, Member, Public Relations Committee.
Browning, Greta: Attendee, Meeting, Display Committee.
Browning, Greta: Committee, Chair, Search Committee, University Archivist and Director of Records Management.
Donovan, Georgie: Committee, Member, Scholarly Communication Task Force.
Donovan, Georgie: Committee, Chair, E-Resources Librarian Search Committee.
Farison, Leslie: Committee, Member, Teaching with Technology Work Group.
Farison, Leslie: Recruiting, On-Campus, Search Committee, E-Resources Librarian – EOA.
Gregor, Margaret: Committee, Member, Collection Management.
Gregor, Margaret: Committee, Member, CooLL.
Gregor, Margaret: Committee, Member, Doorways.
Gregor, Margaret: Committee, Member, Internal Building Group.
Gregor, Margaret: Committee, Member, Web Committee.
Gregor, Margaret: Committee, Chair, IMC.
Gregor, Margaret: Committee, Member, Information Literacy.
Harbeson, Cyndi: Committee, Member, Digital Projects Steering Committee.
Harbeson, Cyndi: Committee, Member, Web Content Committee.
Jennings, Susan: Committee, Member, Belk Library - Education Librarian Search Committee.
Jennings, Susan: Committee, Member, Belk Library - Web Content Committee.
Jennings, Susan: Committee, Member, Belk Library - Coordinator's and Lead Librarians.
Jennings, Susan: Committee, Member, Belk Library - Student Training Task Force.
Johnson, Kenneth: Committee, Member, Budget Planning Group.
Johnson, Kenneth: Committee, Member, Planning and Assessment Committee.
Johnson, Kenneth: Committee, Member, Information Literacy Data Collection group.
Johnson, Kenneth: Committee, Member, Banding State Personnel Group.
Johnson, Kenneth: Committee, Member, Coordinators and Lead Librarians.
Johnson, Kenneth: Committee, Chair, Curriculum Committee.
Johnson, Kenneth: Committee, Member, Internal Building Group.
Johnson, Kenneth: Committee, Member, Adjunct/Non-Tenure Track Faculty Task Force.
Johnson, Kenneth: Committee, Member, Teaching Technologies Working Group.
Johnson, Megan: Committee, Member, Web Librarian Search Committee.
Johnson, Megan: Committee, Chair, Grants and Research Committee.
Johnson, Megan: Committee, Member, Scholarly Communications.
Johnson, Megan: Committee, Chair, Signage and Way-finding.
Johnson, Megan: Committee, Chair, Public Relations Committee.
Johnson, Megan: Committee, Member, DPC.
Kreszock, Martha: Committee, Member, Non-Tenure Track/Adjunct Task Force.
Kreszock, Martha: Committee, Member, Post Tenure Review Committee.
Kreszock, Martha: Committee, Member, Stewardship Committee, Belk Library.
Kreszock, Martha: Committee, Chair, Curriculum Committee, Belk Library & Information Commons.
Leonard, Andrea: Committee, Member, Digital Projects Steering Committee.
Leonard, Andrea: Committee, Member, Web Content Committee.
McBride, Kelly: Committee, Member, Belk Library, Coordinator's and Lead Librarians.
McBride, Kelly: Committee, Chair, Belk Library, Information Literacy and Instruction Working Group.
McBride, Kelly: Committee, Member, Belk Library, Post Tenure Review Committee.
McBride, Kelly: Committee, Member, Belk Library, Departmental Personnel Committee.
Ochoa, Louise: Committee, Member, Belk Library Grants and Research Committee.
Ochoa, Louise: Committee, Member, Belk Library Information Literacy and Instruction Working Group.
Ochoa, Louise: Committee, Member, Belk Library Training and Development Committee.
Ochoa, Louise: Committee, Member, Belk Library Web Committee.
Purpur, Geraldine: Committee, Member, Diversity Committee.
Purpur, Geraldine: Committee, Member, Internal Building Group.
Purpur, Geraldine: Committee, Member, Training and Development Task Force.
Purpur, Geraldine: Committee, Member, Technology Working Group.
Reichel, Mary: Committee, Member, Internal Building Group.
Reichel, Mary: Committee, Chair, Library Departmental Personnel Committee.
Reichel, Mary: Committee, Member, Western North Carolina Library Network Board of Directors.
Reichel, Mary: Committee, Member, Western North Carolina Library Network Coordinating Council.
Reichel, Mary: Ex Officio, Processing Archivist Search Committee.
Reichel, Mary: Ex Officio, Web Librarian Search Committee.
Reichel, Mary: Ex Officio, E-Resources Librarian Search Committee.
Reichel, Mary: Committee, Chair, UNC Library Express Committee.
Reichel, Mary: Ex Officio, University Archivist and Director of Records Management Search Committee.
Rice, Dea: Committee, Member, Non-tenure track taskforce.
Rice, Dea: Committee, Member, Digital Projects Steering Committee.
Rice, Scott: Committee, Chair, Digital Projects Steering Committee.
Rice, Scott: Committee, Member, Web Content Committee.
Rice, Scott: Committee, Member, Information Literacy and Instruction Working Group.
Rice, Scott: Committee, Chair, Teaching Technologies Working Group.
Rice, Scott: Committee, Chair, Training and Development Task Force.
Rice, Scott: Committee, Chair, WNCLN Network Coordinating.
Rice, Scott: Committee, Member, University Archivist Search.
Rice, Scott: Committee, Member, Electronic Resources Librarian Search.
Scherlen, Allan: Committee, Member, Curriculum Committee.
Scherlen, Allan: Committee, Member, Diversity Committee.
Scherlen, Allan: Committee, Member, Digital Projects Steering Committee.
Scherlen, Allan: Committee, Member, Departmental Personnel Committee.
Scherlen, Allan: Committee, Member, Web Content Committee.
Scherlen, Allan: Committee, Member, Scholarly Communications Group.
Schultz, William: Committee, Member, Travel Recommendations Subcommittee.
Schultz, William: Committee, Member, Web Content.
Schultz, William: Committee, Member, Training and Development.
Schultz, William: Usher, Blue Ridge Parkway lecture.
Schultz, William: Library representative, ASU Spring Open House.
Serrano, Amauri: Committee, Member, Diversity Committee.
Serrano, Amauri: Committee, Chair, Non-Tenure Track Faculty Task Force.
Serrano, Amauri: Committee, Member, Grants and Research Committee.
Serrano, Amauri: Recorder, Search Committee, Web Librarian.
Shao, Xiaorong: Committee, Member, Research and Grant Committee.
Shao, Xiaorong: Committee, Member, Doorways International Program Series.
Shao, Xiaorong: Committee, Member, Diversity Committee.
Shao, Xiaorong: Committee, Member, Web librarian Search Committee.
Sizemore, Jennifer: Committee, Member, Digital Projects Steering Committee.
Sizemore, Jennifer: Committee, Member, Education Librarian Search Committee.
Sizemore, Jennifer: Committee, Chair, Web Content Committee.
Viles, Elza: Committee, Member, Budget Reduction Task Force.
Viles, Elza: Committee, Member, Digital Projects Steering Committee.
Viles, Elza: Committee, Member, Planning and Assessment Committee.
Viles, Elza: Committee, Member, Research Day Planning Committee.
Viles, Elza: Committee, Member, Student Supervisors Working Group.
Viles, Elza: Committee, Member, Training and Development Committee.
Viles, Elza: Committee, Member, Student Employees Scholarship Committee.
Viles, Elza: Committee, Member, Curriculum Committee.
Viles, Elza: Committee, Member, Emergency Response Working Group.
Viles, Elza: Committee, Member, Coordinators and Lead Librarians Committee.
Viles, Elza: Committee, Member, Strategic Plan Review Task Force.
Viles, Elza: Committee, Member, Internal Building Group.
Wilkinson, Catherine: Committee, Member, Western North Carolina Library Network eResource Group.
Wilkinson, Catherine: Committee, Member, Western North Carolina Library Network ABCirc Committee.
Wilkinson, Catherine: Committee, Member, Western North Carolina Library Network Collections Committee.
Wilkinson, Catherine: Committee, Member, Western North Carolina Library Network Patron-Web Services Committee.
Wilkinson, Catherine: Committee, Member, Western North Carolina Library Network Technical Services.
Wilkinson, Catherine: Committee, Member, Western North Carolina Library Network Technology Committee.
Wilkinson, Catherine: Committee, Member, Western North Carolina Library Network Coordinating Council.
Wilkinson, Catherine: Committee, Member, E-Resource Librarian Search Committee.
Williams, Elizabeth: Committee, Member, WNCLN Patron Web Services Committee.
Williams, Elizabeth: Committee, Member, IL Program Working Group Task Force.
Williams, Elizabeth: Committee, Member, Public Relations Committee.
Williams, Elizabeth: Committee, Member, University Archivist Search Committee.
Williams, Elizabeth: Committee, Member, Teaching Technologies Working Group.
Wise, Mintron: Committee, Member, WNCLN Collections Committee.
Wise, Mintron: editor, Trading Paint blog.
Wise, Mintron: Committee, Member, Departmental Personnel Committee.
Wise, Mintron: Committee, Member, Richard T. Barker Friends of the Library Board of Directors.
Wise, Mintron: Committee, Member, Search Committee, Processing Archivist.

C. University Service: 83 entries
Abbott, John: Task Force, Member, Campus-Based Tuition Increase Task Force.
Abbott, John: Committee, Member, SACS Compliance Sub-Committee - Faculty Issues.
Abbott, John: Committee, Member, Graduate Council.
Boyd, John: Committee, Member, Humanities Council.
Boyd, John: Official Representative, Inter-university Consortium for Political and Social Research (ICPSR).
Boyd, John: Committee, Member, Academic Policies and Procedures Committee.
Browning, Greta: Committee, Member, Museum Collection Committee.
Cramer, Elizabeth: Task Force, Member, Africa in the 21st Century.
Cramer, Elizabeth: Committee, Member, International Education Council.
Cramer, Elizabeth: Faculty Advisor, ASU Red Cross Student Club.
Cramer, Elizabeth: Committee, Member, Summer Reading Committee.
Donovan, Georgie: Committee, Chair, SACS Compliance Certification Report.
Donovan, Georgie: Committee, Chair, SACS Compliance Certification Report.
Donovan, Georgie: Program/Event Organizer, Diversity Celebration Planning Committee.
Donovan, Georgie: Program/Event Organizer, Diversity Celebration Planning Committee.
Farison, Leslie: Committee, Chair, Bookstore Committee.
Farison, Leslie: Committee, Member, Arts and Cultural Programs Advisory Committee.
Farison, Leslie: Individual Assignment, Summer Reading discussion leader 2.
Gregor, Margaret: Committee, Member, SACS Sub-committee on Faculty Issues.
Gregor, Margaret: Committee, Member, University Admissions Committee.
Gregor, Margaret: Committee, Member, University Forum Committee.
Gregor, Margaret: Committee, Member, Search Committee Library Science Faculty Member.
Hay, Fred: Committee, Member, Collections Committee.
Jennings, Susan: Discussion Leader “Three Cups of Tea”, ASU Summer Reading.
Jennings, Susan: Committee, Chair, Faculty Senate - Student Welfare Committee.
Jennings, Susan: Attendee, Meeting, Faculty Senate - Student Welfare Committee - SGA Representative.
Jennings, Susan: Committee, Member, Faculty Senate - Student Welfare Committee.
Jennings, Susan: Faculty Senate Representative, Faculty Senate.
Jennings, Susan: Faculty Mentor, ASU Spring Mentoring.
Jennings, Susan: Committee, Member, ASU Online/Distance Education Taskforce.
Johnson, Kenneth: Task Force, Member, Quality Enhancement Plan Topic Selection Taskforce.
Johnson, Kenneth: Committee, Member, University Awards Committee.
Johnson, Megan: Committee, Member, Library and Learning Resources Subcommittee of the SACS.
Johnson, Megan: Committee, Member, University Research Council.
Johnson, Megan: Committee, Member, Research Development Roundtable.
Kreszock, Martha: Committee, Member, Educational Outreach & Summer Programs Advisory Committee.
Kreszock, Martha: Task Force, Member, Research Support Fair Task Force.
Leonard, Andrea: Committee, Member, Research Support Fair.
McBride, Kelly: Committee, Member, SACSCOC Learning & Library Resources, subcommittee.
McBride, Kelly: Committee, Member, The Honor's College Advisory Board.
McBride, Kelly: Committee, Member, General Education Council.
McBride, Kelly: Committee, Member, Black Faculty & Staff Association.
McBride, Kelly: Committee, Member, Provost Search Committee.
Mitchem, Pamela: Committee, Member, University Awards Committee.
Mitchem, Pamela: Committee, Member, Supplemental Pay Policy Ad Hoc Committee.
Mitchem, Pamela: Committee, Committee on Committees.
Mitchem, Pamela: Committee, Chair, University Awards Committee.
Mitchem, Pamela: Committee, Member, Faculty Senate.
Orkiszewski, Paul: Committee, Member, Academic Integrity Board.
Orkiszewski, Paul: Committee, Chair, Hubbard Center Steering Committee.
Reichel, Mary: Committee, Member, Budget Reduction Task Force.
Reichel, Mary: Committee, Member, Provost Council.
Reichel, Mary: Committee, Member, Deans Council.
Reichel, Mary: Ex Officio, Library Advisory Board.
Reichel, Mary: Ex Officio, Coordinators and Lead Librarians.
Reichel, Mary: Ex Officio, Library Services Committee.
Reichel, Mary: Ex Officio, Richard T. Barker Friends of the Library Board.
Reichel, Mary: Committee, Member, Diversity Task Force.
Rice, Scott: Committee, Member, Faculty Senate.
Rice, Scott: Committee, Member, University Calendar and Registration Committee.
Riddle, Norma: Committee, Member, Student Achievement Team.
Scherlen, Allan: Committee, Member, Intellectual Property Development Advisory Council.
Scherlen, Allan: Committee, Member, University Forum Committee.
Scherlen, Allan: Committee, Member, Provost Search Committee.
Scherlen, Allan: Manage Library elections of ASU Faculty Senators, Faculty Senate Elections – Library Elections.
Serrano, Amauri: Committee, Member, SACS Subgroup: Library & Learning Resources.
Serrano, Amauri: Committee, Member, University Research Council.
Shao, Xiaorong: Committee, Member, International Education Executive Council.
Shao, Xiaorong: Committee, Chair, International Student Recruitment, Retention, and Alumni Services Committee.
Shao, Xiaorong: Committee, Member, University Faculty Fellow Committee.
Shao, Xiaorong: Committee, Member, Chinese Friendship Association.
Stilling, Glenn Ellen: Committee, Member, SACS Compliance Certification Report Steering Committee.
Stilling, Glenn Ellen: Committee, Chair, SACS Compliance Certification Report.
Viles, Elza: Committee, Member, Council of Chairs Executive Committee.
Viles, Elza: Committee, Chair, General Education Information Literacy Committee.
Williams, Elizabeth: Committee, Member, First Year Seminar Faculty Coordinating Committee.
Williams, Elizabeth: Committee, Member, Faculty Grievance Hearing Committee.
Williams, Elizabeth: Committee, Member, Intellectual Property Council.
Wise, Mintron: Committee, Member, Office of Student Research Advisory Board.
Wise, Mintron: Committee, Member, Cultural Affairs Advisory Committee.

D. Workshops and Guest Lecturing (internal to ASU): 11 entries
Gregor, Margaret: Workshop. (February 11, 2011).
Gregor, Margaret: Workshop. (February 7, 2011).
Gregor, Margaret: Workshop. (February 4, 2011).
Gregor, Margaret: Workshop. (December 8, 2010).
McBride, Kelly: Workshop. (March 26, 2010).
E. Professional Service: 72 entries

Antunez, Marilia: Provided research assistance, Radiological Society of North America.
Boyd, John: Attendee, Meeting, NCKnows.
Boye, Gary: Committee, Member, Music Library Association, Facilities Sub-Committee.
Boye, Gary: Committee, Member, Music Library Association, Music Library Round Table.
Boye, Gary: Member-at-Large, Southeast Music Library Association.
Boye, Gary: Committee, Member, Society for American Music.
Boye, Gary: Editor, Associate Editor, Music Library Association.
Cramer, Elizabeth: Officer, Secretary/Treasurer, WNCLN. Network Coordinating Council.
Cramer, Elizabeth: Committee, Member, ALA International Strategic Plan Taskforce.
Cramer, Elizabeth: Program/Event Organizer, ALA IRRT International Sustainable Library Development Interest Group.
Cramer, Elizabeth: Committee, Chair, ALA International Relations Round Table, International Visitor's Center Committee.
Donovan, Georgie: Committee, Chair, WNCLN Technical Services Committee.
Donovan, Georgie: Committee, Chair, WNCLN Technical Services Committee.
Donovan, Georgie: Committee, Member, ALA :: Awards Committee.
Donovan, Georgie: Committee, Member, WNCLN Technical Services Committee.
Donovan, Georgie: Committee, Member, ACRL Friends Fund.
Donovan, Georgie: Committee, Member, ALA Ebsco Scholarship Award Jury.
Donovan, Georgie: Committee, Member, ALA :: Elizabeth Futas Catalyst for Change.
Farison, Leslie: Attendee, Meeting, BLINC (Business Librarians in North Carolina).
Gregor, Margaret: Committee, Member, ACRL EBBS ERIC Users Committee.
Hay, Fred.
Hay, Fred: Committee, Member, Appalachian Journal Advisory Board.
Hay, Fred: Committee, Member, Appalachian Studies Association's Black Belt Committee.
Hay, Fred: Committee, Member, Association of College & Research Libraries Anthropology and Sociology Section's Subject and Bibliographic Committee.
Hay, Fred: Committee, Member, Choice Editorial Board.
Hay, Fred: Committee, Member, North Carolina Preservation Consortium Board of Directors.
Hay, Fred: Committee, Member, Appalachian Studies Association.
Jennings, Susan: Committee, Chair, Tennessee Library Association - TLA Membership Committee.
Jennings, Susan: Committee, Member, American Library Association - New Members Roundtable - 3M/NMRT Grant Award Committee.
Jennings, Susan: Committee, Member, American Library Association - New Members Roundtable Mentoring Committee.
Jennings, Susan: Committee, Chair, American Library Association - New Members Roundtable - 3M/NMRT Grant Award Committee.
Jennings, Susan: Committee, Member, American Library Association - New Members Roundtable - Resume Review Committee.
Jennings, Susan: Committee, Member, American Library Association - TLA Scholarship Committee.
Jennings, Susan: Committee, Member, American Library Association - Emerging Leaders Class of 2010.
Jennings, Susan: Conference Organizer, UTK SIS Alumni Board Spring Event.
Jennings, Susan: Board of Advisors, Member, UTK SIS Alumni Board.
Leonard, Andrea: Committee, Member, WNCLN Technical Services Committee.
Leonard, Andrea: Task Force, Chair, WNCLN E-resources Task Force.
McBride, Kelly: Reviewer, Conference Paper, Georgia International Conference on Information Literacy.
McBride, Kelly: Committee, Member, Association of College & Research Libraries - Professional Development Coordinating Committee.
Mitchem, Pamela: Committee, Chair, Society of North Carolina Archivists Development Committee.
Mitchem, Pamela: Committee, Member, Society of North Carolina Archivists Program Committee. 
Mitchem, Pamela: Committee, Chair, Society of American Archivist Lane Award Sub-Committee. 
Ochoa, Louise: Reviewer, Ad Hoc Reviewer, MERLOT. 
Ochoa, Louise: Committee, Member, ACRL Distance Learning Section Liaison Committee. 
Ochoa, Louise: Committee, Member, ACRL Distance Learning Section Awards Committee. 
Ochoa, Louise: Committee, Member, ACRL Distance Learning Section Membership and Events Committee. 
Orkiszewski, Paul: Committee, Chair, Western North Carolina Library Committee - Patron Web Services. 
Orkiszewski, Paul: Committee, Member, Western North Carolina Library Committee - Technology. 
Reichel, Mary: Committee, Member, NC LIVE Resources Advisory Committee. 
Reichel, Mary: Committee, Member, Association of College and Research Libraries Task Force. 
Reichel, Mary: Committee, Member, UNC system-University Library Advisory Council (ULAC). 
Scherlen, Allan: Editor, Associate Editor, North Carolina Libraries Journal. 
Scherlen, Allan: Committee, Member, UNC Regional Institutional Repository Group. 
Serrano, Amauri: Committee, Member, WESS Recruitment to the Profession. 
Stilling, Glenn Ellen: Volunteer indexer for ABELL (Annual Bibliography of English Language and Literature), Modern Humanities Research Association. 
Wilkinson, Catherine: Board of Advisors, Member, EBSCO's NetLibrary Advisory Council. 
Wilkinson, Catherine: Committee, Member, University of North Carolina System, University Librarians Council, Automation and Networking Committee. 
Wilkinson, Catherine: Committee, Member, Innovative Users Group Enhancements 2011 WebPac Functional Experts. 
Wilkinson, Catherine: Steering Committee, Member, Southeastern Innovative Users Group. 
Williams, Elizabeth: Committee, Member, Bibliography Committee, Anthropology & Sociology Section, ACRL. 
Williams, Elizabeth: Attendee, Meeting, Appalachian Studies Association. 
Williams, Elizabeth: Attendee, Meeting, American Library Association. 
Williams, Elizabeth: Attendee, Meeting, Association of College & Research Libraries. 
Wise, Mintron: Board of Advisors, Member, North American Sport library Information Network. 
Wise, Mintron: Member, Board of Directors, North Carolina Library Association, Special Collections Roundtable.

F. Community Connections: 31 entries

1. Consulting/Board of Directors: 7 entries
   - Hay, Fred: Academic, Incite Pictures--Cine Qua Non
   - Hay, Fred: Academic, University of Tennessee
   - Hay, Fred: Academic, Australian scholar Bob Eagle
   - Hay, Fred: Academic, Choice
   - Leonard, Andrea: Academic, King College
   - Wise, Mintron: For Profit Organization, Capstone Press

2. External Connections and Partnerships: 4 entries
   - Boyd, John: Reference Librarian, NCknows.
   - Purpur, Geraldine: Counselor, SHIIP-Senior Health Insurance Information Program.
   - Purpur, Geraldine: Volunteer SHIIP Counselor, Project on Aging.
   - Wilkinson, Catherine: High Country Service Unit Manager, Girl Scouts Peaks to Piedmont.

3. Workshops and Guest Lecturing (external to ASU): 3 entries
   - Reichel, Mary: Guest Lecturing, UNC-Chapel Hill. (February 22, 2011).

4. Civic or Community Service: 17 entries
   - Abbott, John: Committee/Organization, Member, NC Live Resource Advisory Committee.
   - Abbott, John: Committee/Organization, Member, Carolina Consortium.
   - Cramer, Elizabeth: Committee/Organization, Member, Boone Area Cyclists, Marketing and Communications.
   - Cramer, Elizabeth: Committee/Organization, Member, Watauga County Chapter of the American Red Cross, Disaster Action Team (DAT).
Cramer, Elizabeth: Board of Advisors, Member, Watauga County Chapter of the American Red Cross.
Donovan, Georgie: Committee/Organization, Member, Carolina Consortium.
Farthing, Selma: Service to Public Schools.
Gregor, Margaret: Endowment Proposal--Children's Authors and Illustrators.
Gregor, Margaret: Program Organizer, Watauga County Public Schools.
Hay, Fred: Committee/Organization, Member, Blue Ridge Hall of Fame.
Hay, Fred: Committee/Organization, Member, Watauga County Historical Society.
Johnson, Kenneth: Board of Advisors, Member, Boone Area Cyclists, Inc..
Orkiszewski, Paul: Committee/Organization, Member, Todd Community Preservation Organization.
Orkiszewski, Paul: Committee/Organization, Member, Elkland Art Center.
Reichel, Mary: Board of Advisors, Member, High Country United Way Executive Board.
Schultz, William: Board of Advisors, Member, Mill Ridge Resorts.
Stilling, Glenn Ellen: Officer, Secretary/Treasurer, OASIS (Opposing Abuse with Service, Information and Shelter) Board of Directors.

VI. Honors/Awards/Recognitions: 6 entries
Antunez, Marilia: 2009-2010 Fellow, ARL Leadership and Career Development Program, Association of Research Libraries (ARL), Leadership
Hay, Fred: Directory of American Scholars, Gale, Scholarship/Research
Hay, Fred: Who's Who in America, Marquis, Scholarship/Research
Hay, Fred: Who's Who in the World, Marquis, Scholarship/Research
Jennings, Susan: American Library Association 2010 Emerging Leaders class, American Library Association, Leadership