







# TRANSFORMATIONS

## Organizational Structure

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

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

## Physical

## ACCESS AND SERVICES

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

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

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

## EVENTS AND EXHIBITIONS

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

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

# CAMPUS NARRATIVES



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

In the spring, the curriculum materials housed in our Education Resource Room were relocated to a similar dedicated space in the World Language Academy, a Hall County public PK-8 school. This move makes these valuable teaching materials more readily accessible to UNG’s education majors and Hall County teachers alike. Using the space available from this relocation, the Gainesville library is now creating a Quiet Study Room, with individual study carrels, club chairs and ottomans. This new space, slated to open in Fall 2015, will give students a comfortable place for focused study and concentration.

This summer, we wrapped the year up with a Staff Picks display, highlighting the favorite books, movies, and authors of the Gainesville Library’s faculty and staff. The faculty and staff of the Hosch Library also had an active year attending and presenting at state, national, and international professional conferences. These opportunities for scholarship and professional development included the Georgia Council of Media Organizations Conference, the Georgia International Conference on Information Literacy, the USG Teaching and Learning Conference, the ALA Annual Conference, and Designing Libraries III.

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

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

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

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

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

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