

# 2016 – 2017 Annual Report

McConnell Library  
Radford University

Steven P. Helm, Dean of the Library  
March 24, 2017



## Executive Summary

The past year has been one of vigorously pursuing our mission to “build strong relationships and advance learning with all members of the Radford University community” while also moving in strategic directions with our collection, spaces, and services in preparation for the future renovations of McConnell Library. Addressing our strategic goals we have begun a transformation of McConnell Library that will serve Radford University into the future.

This report begins with a review of strategies toward meeting our strategic goals, and then covers a summary of activities, instruction and support, collections, engagement and outreach, McConnell faculty and staff professional development and contributions, awards, and personnel changes.

This summer we welcomed President Brian O. Hemphill to Radford University. Soon after, he toured McConnell Library, and had the opportunity to meet all our dedicated staff, and to learn about our outstanding collections and services. Kudos to Candice Benjes Small and Alyssa Archer who did an outstanding job with the presentation!



## **Mission:**

The mission of McConnell Library is to build strong relationships and advance learning with all members of the Radford University community. We will enhance services, collections, and spaces to invite and inspire learning, intellectual and artistic creativity, and the free and open exploration of ideas. We will foster collections, services, and programs that are reflective of a diversity of lived experiences.

## **Vision:**

We aspire to be our community's chosen destination for research, scholarship, and exploration of ideas.

## **Goals, 2015/2016-2019/2020:**

1. Relationships: Strengthen and build relationships with the RU community.
  - Promote user-centered library policies and procedures
  - Pursue opportunities to engage with our community
  - Initiate workshops and events that foster partnerships
2. Services: Improve services to support research, teaching, learning, and scholarly communication.
  - Develop and improve the online presence of the Library
  - Assess services through various methods and act on data
  - Pursue diverse hires which will support this goal
3. Collections: Improve and promote access to library collections.
  - Seek ways to market current collections
  - Collect new knowledge and employ current access or preservation trends
  - Conduct usability studies of online resources under Library's control
4. Spaces: Provide optimal facilities to support the evolving needs of patrons and employees.
  - Explore ways to increase universal accessibility
  - Repurpose space to provide more single and group study spaces
  - Improve signage
5. Workplace culture: Expand ways to be a respectful and supportive employer.
  - Improve "on-boarding" procedures for new hires
  - Provide staff with focused professional development opportunities and funding
  - Support departmental and committee team-building activities
6. Equity and inspiration: Promote learning, creativity, diversity, and exploration.
  - Cultivate an accessible, inclusive, and welcoming environment for learning and creating
  - Support the creation of new knowledge
  - Encourage experimentation and creativity among staff and patrons

## Summary of Activities

McConnell Library faculty and staff are engaged in a full array of both traditional and innovative services and programming for Radford University's students and faculty. Services and operations are constantly assessed so that we can improve and expand our offerings to the Radford University community. Our consistent focus on providing excellent customer service and collections, as well as world-class instruction, and engaging programming, is due to the combined work of more than 34 colleagues, student workers, interns, a host of committees, and several of task-specific working groups.

Faculty and staff in all McConnell department are engaged in professional development, university service, as well as accomplishing their specific responsibilities for their department.

Patrons and visitors to McConnell Library have probably noticed a significant number of empty ranges of shelves in our main collections on multiple floors. These are largely a work in progress, and a result of shifting collections, and years of careful deselection of materials by the librarians on the Collection Development Committee. These projects are strategically undertaken as part of our plan to repurpose space in McConnell Library from print storage to vibrant welcoming spaces for student study, collaboration, practice of presentations, and use of technology.

Use of electronic resources has long eclipsed use of our print and physical media collections further informing our space reallocation planning. Discussions are underway with RU Facilities staff to begin exploring the design options, service and staff needs to achieve the goals of the Library, as well as support the space needs of the entire campus.

This annual report makes no attempt to document every important activity and milestone of the year. Similarly, to use a terms such as "Significant" or "Notable" activities invites glaring omissions. Following report is a sample of countless activities that reflects the contributions of McConnell Library and the documenting of our progress this past year. **All the McConnell faculty and staff are highly commended for their role in making this an extremely successful year!**

## Instruction and Instruction Support

Library instruction librarians reached **7692 students** through **421 formal instruction sessions** last year. The impact and reach of McConnell instruction librarians has again outpaced all other libraries in RU's peer group. Kudos to all our Instruction Librarians; Candice Benjes-Small, Alyssa Archer, Lisa Vassady, Jennifer Whicker, Liz Bellamy, and Lisa Dinkle!

Congratulations to Candice Benjes Small for her 2016 book *The New Instruction Librarian: A Workbook for Trainers and Learners*, coauthored with Rebecca K. Miller!



The Instruction Librarians led by Candice Benjes Small hosted the third annual The Innovative Library Classroom (TILC) Conference at Radford University. This past year 75 librarians attended this outstanding conference that dedicated to the exploration of innovative practices related to teaching and learning in libraries.

The conference has received many accolades including being awarded the 2016 Beta Phi Mu Conference Support Award. Congratulations!



## **Research Help Desk**

Our librarians, staff and student workers logged **3,251 research help transactions**, including **1,888 via chat**, as well as 50 in person consultations.

## **Access Services**

Annual Gate count: 249,722

Average weekly gate Count: 8,517

Inter-Library Loans Received: 5,177

Inter-Library Loan Lent: 4,682

Physical Circulation: 15,921

Digital "Circulation": 106,500

**Collection Statistics Highlights**  
**July 1, 2015-June 30, 2016**

Books Added: 3233  
E-Books Added: 353  
Streaming Video Added 1283

Books Withdrawn: 1057  
Serials Withdrawn: 4370

DVDs Added: 249  
CDs Added: 293  
Materials Bound: 626  
Materials Shelved: 24,528

Collections Expenditures: \$1,596,794

Title Count Books: 271,383  
Title Count Digital/Electronic Books: 332,165  
Volume Count: 354,023

Media Titles Physical: 13,933  
Media Digital/Electronic: 109,688

Serials Print: 558  
Serials Electronic: 28,298

Collection total physical: 285,874  
Collection Total Electronic: 470,686





## **New Journal and Journal Packages Subscriptions**

- Annual Review of Linguistics
- Archives of Physical Medicine and Rehabilitation
- Atlantic Marketing Journal
- Exceptionality
- International Drawing Annual
- International Journal of Business and Social Research
- IOP Journal Collection (VIVA: *Upgraded from the IOPScience package, initially adding 180 e-books and 21 new e-journals*)
- Journal of Advertising Research
- Journal of Research in Marketing and Entrepreneurship
- Make: Technology on Your Time
- New England Journal of Medicine (VIVA)
- Nuts & Volt magazine
- Ovid Journals (*Formerly a VIVA package, we will have subscriptions to a smaller package based on CPU.*)

## **One-Time Purchases**

- OSO (Oxford Scholarship Online) e-books Feb 2016-September 2016 (VIVA cost share)
- APA Style Guide to Electronic Resources 6th Ed. (ordered in 2014)

## **Cancellations**

- Journal of Applied Gerontology
- Journal of Clinical Child and Adolescent Psychology
- Journal of Food Products Marketing
- Journal of Museum Education
- Sculpture
- Studies in Art Education
- EconLit (VIVA. *Replaced by EconLit with Full Text via EBSCO*)
- Sociological Abstracts (VIVA)
- Congressional (VIVA)
- Ovid Total Access LWW Collection (VIVA. *See note under Ovid Journals (above)*)

## **Streaming Media**

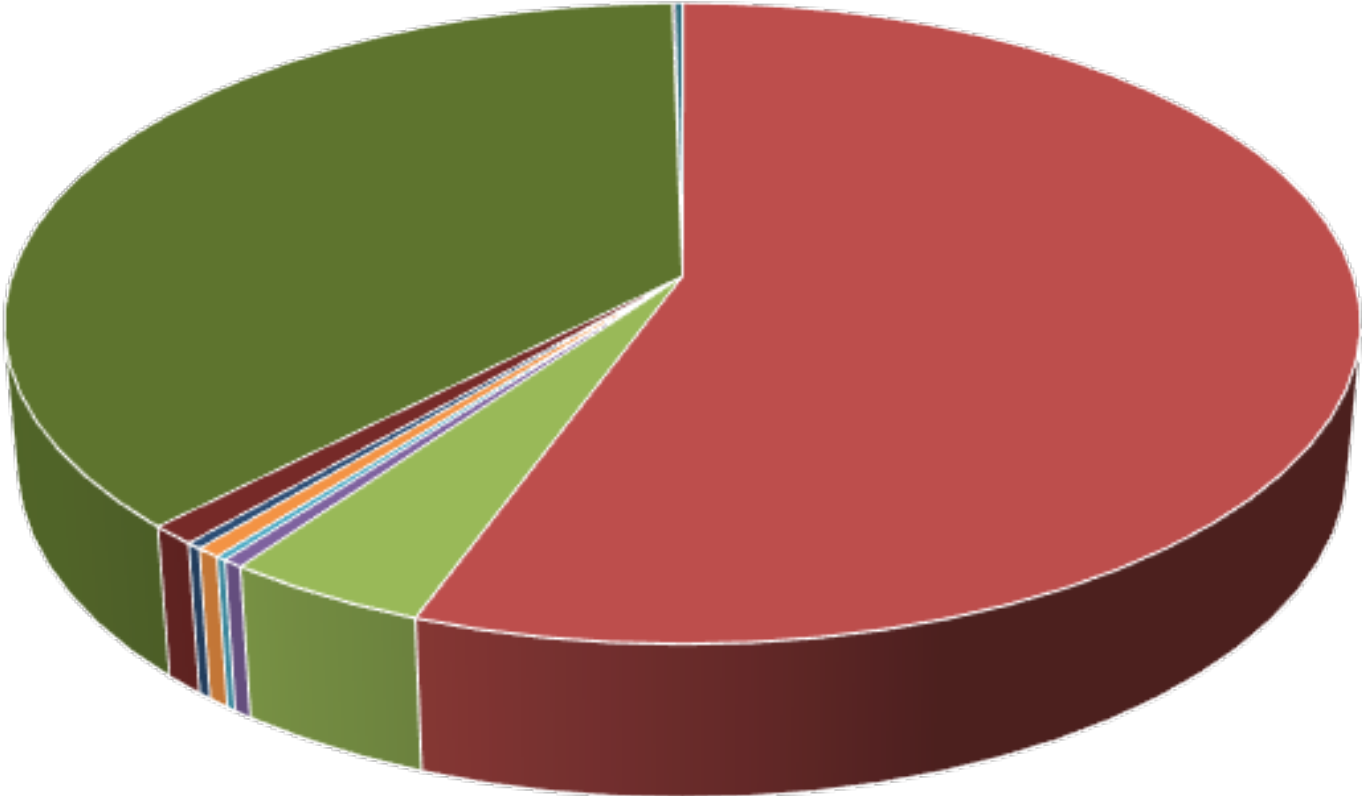
- Collections and Technical Services staff have added 59 new custom local collections  
Alexander Street Press (ASP) comprised of 69,547 titles

## **Other Collection and Technical Services Highlights**

- Outsourcing Physical Processing of Print Approval Books to proved shelf ready books.
- Began a 3 year Book Weeding Project Incorporating VIVA Monographics Analysis Data.
- Recycling of Weeded Journals. About 9 tons were recycled during two projects.

All of these accomplishments are due to the hard work of the Collections and Technical Services Department.

2015-16 E&G Expenses



- Misc.
- Personnel
- Contractual Services
- On-Campus Printing/Postage
- Telecommunications
- Travel
- Supplies and Materials
- Equipment
- Collections
- Binding
- Interlibrary Loan



**VIVA:** McConnell Library continues to actively participate in the state's library consortium Virtual Library of Virginia (VIVA). Dean Helm continues to serve on the Steering Committee as 1 of 3 representatives of comprehensive colleges and universities. He will begin a two year term as chair of the Steering Committee beginning July 2017. Alison Armstrong, Collection Management Librarian, continues her service as a member of the extremely busy and invaluable VIVA Collections Committee, which investigates products, recommends licensing, cancelation or renewal, and maintains vendor contacts for VIVA electronic databases and journals..

VIVA is funded through support from the Virginia General Assembly, augmented by the local institutional library budgets. VIVA's 2014-16 biennial budget from all sources was \$32.6 million. Unfortunately VIVA sustained General Assembly budget cuts of 5% each year of the biennium, but there were increases in member library spending.

For the current fiscal year 2016-17, VIVA's budget is estimated to be approximately \$17.8 million. Overall, the vast majority of expenditures (more than 97%) continue to be for direct services for VIVA member libraries, supporting students and faculty. Of the total budget in fy17, 94.1% will be allocated for electronic collections, 2.5% will be allocated for resource sharing and interlibrary loan, 0.6% will be allocated for travel and training, and 2.75% will be spent on central administrative costs of any kind..

VIVA libraries take pride in knowing that significant financial benefits have accrued to our members through the group purchases. As of July 1, 2016, the Virtual Library of Virginia (VIVA) has recorded approximately \$730 million in cost avoidance. This represents money saved over what would have been spent had each individual public institution acquired the VIVA resources independently. In most cases, including that of McConnell Library, these are resources that the local colleges and universities would not have been able to acquire in an electronic form without the Commonwealth's support for VIVA. VIVA not only saves money, but also levels the playing field across VIVA institutions and extends access for all of Virginia's students and faculty.

## **Value Metrics**

In the 2014-2016 biennium VIVA created a Value Metric Task Force with the following charge: Design and apply a framework for the coherent and holistic evaluation of VIVA products. The task force will determine what the highest collection development priorities are for the consortium and examine how these can be translated into quantifiable values. Potential factors to consider include relevance to programs, cost avoidance/list price discount, and usage. Usage factors may be further delineated to include total usage, usage by institution type, ratio of usage by top institution(s), and cost per use. The end result will be an assessment framework and value metric system for the evaluation of shared resources that are reflective of VIVA's overarching values.

Thanks to state funding provided to VIVA by the General Assembly during the FY17-19 Biennium, VIVA is adding almost 28,000 ebooks to the collections shared by the state's public colleges and universities, with an estimated 6,000 new titles to be added each year the contracts continue. These new resources represent tremendous cost avoidance, estimated at more than \$10 million for the Commonwealth of Virginia. Students and faculty at all of Virginia's public institutions of higher education, and many participating private institutions, will benefit from these vast new offerings.

VIVA has a long relationship with Oxford University Press, the largest university press in the world and a leading partner to over 20 United States and international university presses. Through a new contract, students and faculty at VIVA institutions will gain perpetual access to over 700 new and recently published titles from twelve partner university presses including Columbia University Press, MIT Press, and the University of North Carolina Press. These titles cover a broad range of topics, such as Biology, Neuroscience, Economics and Finance, Law, and Political Science.

VIVA also partners with Taylor & Francis, one of the world's leading scholarly and technical publishers, to dramatically increase VIVA's ebook coverage by adding an estimated 8,000 titles in Health and Medicine, Chemistry, Information Technology, Social Sciences, Humanities, and much more.

Similarly, a partnership with Wiley, a preeminent scientific publisher, will bring VIVA institutions access to over 19,000 ebooks covering a large variety of areas including Life and Earth Sciences, Physical Sciences and Engineering, Math and Statistics, and Business, Finance and Accounting. Again, VIVA members will have access to the full range of available materials in the Wiley catalog while adding select titles to the permanent shared collection.

VIVA began a partnership with Brill, a leading international publisher of scholarly literature. VIVA institutions will share perpetual access to Brill's Classical Studies, Language and Linguistics, Literature and Cultural Studies, and Social Sciences ebook collections with a combined total of over 200 titles.

## Open Access and Open Educational Resources for Radford Students

The Virtual Library of Virginia and its member libraries have shown their commitment to the open dissemination of knowledge, for the benefit of both college students and the general public in Virginia, through two recent initiatives.

First, VIVA has joined the Open Textbook Network (OTN), <http://research.cehd.umn.edu/otn/>, a program devoted to the promotion of access, affordability, and student success through the creation and adoption of open textbooks. Nine early OTN members have reported a \$1.5 million savings in textbook costs to students, showing that open textbooks provide real savings for students and their families.

Open textbooks directly contribute to students' academic success by ensuring that all students, no matter their means, have access to their course materials.



### Advocating for Adoption of Open Textbooks

Alyssa Archer and Craig Arthur, Instruction Librarians introduced Radford Faculty to Open Educational Resources through their Our Turn Workshops. Jackie DeLong, Systems Librarian, attended OTN training, and has been working with Radford University faculty via Our Turn workshops, and in subsequent departmental and individual meetings to encourage adoption of Open Educational resources and the writing of reviews of Open Textbooks..

McConnell Library collaborated with the Office of the Provost, and VIVA in providing up to 6 stipends to faculty for reviewing OTN textbooks. More often than not, writing a review of Open Textbooks leads to faculty adoption of OER in their classes.

McConnell Library has also committed to open education and open scholarship through VIVA consortial support of the Directory of Open Access Journals (DOAJ), <https://doaj.org/>, an authoritative international directory for quality, peer-reviewed, open access journals.



By making this curated list of resources available, DOAJ “aims to increase the visibility and ease of use of open access scientific and scholarly journals, thereby promoting their increased usage and impact” ([About DOAJ](#)). The DOAJ brings together more than 10,000 open access journals from more than 100 countries, featuring nearly 2 million articles that are freely available to all. Nearly half of VIVA’s 72 members became supporting members of the DOAJ. This type of support enables the DOAJ to continue in their work processing and reviewing journals to be listed and promoting best practices in open access publishing.

## Archives and Special Collections

**New Digitized Items:** 6,183

**Digital Repository Usage:** 116,967

Congratulations to Aaron Spelbring, Head of Archives and Special Collections, for being awarded funding for his proposal "Preservation Assistance Grant for Smaller Institutions" from the National Endowment for the Humanities.

The grant will fund the preservation assessment of the Bragg New River Coalfields Photographic Collections.



## Mine Wars



Numerous high resolution images from the McConnell Library Bragg New River Coalfields Photographic Collections were prominently featured in the documentary *Mine Wars* that premiered on PBS's American Experience in Feb 2016.





## Veterans Living History Project

The Archives and Special Collections staff have continued their partnership with Radford Heritage Foundation, Glencoe Museum, and the local VFW Radford on Veterans Living History project. The project documents the veteran's personal experiences as a primary resource for future students and scholars. Thank you too all our Veterans! <https://vimeo.com/channels/829406>



## Women's March on Washington (and Sister Marches) Videos

Archives and Special Collections department has begun conducting interviews with participants of the many Women's Marches that took place on January 21, 2017. As with the Veteran's Living History Project these first person documentaries will be an outstanding primary resources for future students and scholars. <https://vimeo.com/channels/1206741>



## Banjo Master Documentaries

Bud Bennett and Aaron Spelbring continued their collaboration with Tom Snediker, and John Hildreth from the Center for Innovative Teaching and Learning producing several additional interviews for the Banjo Masters Series. This year they have added Rex McGee, John Bullard, and Tom Neckville. <https://vimeo.com/channels/1078567> The video series has been lauded by thousands of viewers from around the world.



## Engagement and Outreach

**Library Committee:** The 2016-2017 committee members were:

Ms. Katelyn Lee Graduate Student 2017  
Ms. Beth Johnson Library Professional Staff 2018  
Dr. Jim Webster Library Support Staff 2018  
Dr. Pam Frasier T&R CEHD 2018  
Dr. Jolanta Wawrzycka T&R CHBS 2018  
Dr. Kiertisak Toh T&R COBE 2016  
Dr. Jean Mistele T&R CSAT 2018  
Dr. Roann Barris T&R CVPA 2018  
Dr. Vicki Bierman T&R WCHHS 2017  
Ms. Rachel Winland Undergraduate student 2017  
Mr. Steve Helm Dean of the Library Perm

## McConnell Library Student Advisory Group:

### Fall 2016

Jack Blalock  
Amanda Carballo  
Regan Chancellor  
Victoria Crapes  
Samone Hairston  
Olivia Ligon  
SJ Manzoor  
Stacy Penven  
Miranda Roberts  
Ralph Winfrey

### Spring 2017

Jack Blalock  
Amanda Carballo  
Regan Chancellor  
Victoria Crapes  
Lam Dinh  
Olivia Ligon  
SJ Manzoor  
Hanan Ouchene  
Stacy Penven  
Ralph Winfrey



## **Outreach Committee:**

Our Outreach librarians have worked tirelessly (and always with huge smiles) to support the McConnell Library mission of building “strong relationships and advance learning with all members of the Radford University community.” Many of the successful activities listed below are due to their efforts and those of their inspired colleagues. Thanks to all involved in these events!

### **Engagement and Outreach Activities**

- New Faculty Orientation
- "Faculty Book Group: Teaching What You Don't Know"
- Course Design Spa
- Tenured Faculty Reception



## Through foundation and gifts McConnell Library Donors Supported

- Furniture for Café Space
- Furniture for Study Spaces
- Restoration of the Joan of Arc Statue (beginning Spring 2017)
- Awards and catering for the Winesett Library Research Contest
- Awards and Catering the Winesett Book Collecting Awards
- Catering the Transfer Student Social
- Fall and Spring Stress Busters (massage, refreshments, crafts, etc. )
- Library Student Outreach T-shirts
- 3 MFA Photo Students Exhibition food
- Student Advisory Board (Fall and Spring)
- National Library Week Photo Contest
- Banned Book Week supplies
- Catering for Reception for Tenured Faculty.
- Books for 3 faculty book clubs
- Innovative Library Classroom (TILC) Social
- Three departmental retreats
- McNaughton Popular Reading Book Collection
- Catering for Living Library
- Roland Martin, MLK Speaker co-sponsorship
- Grilled Cheese Night Event
- Quest Parent's Social



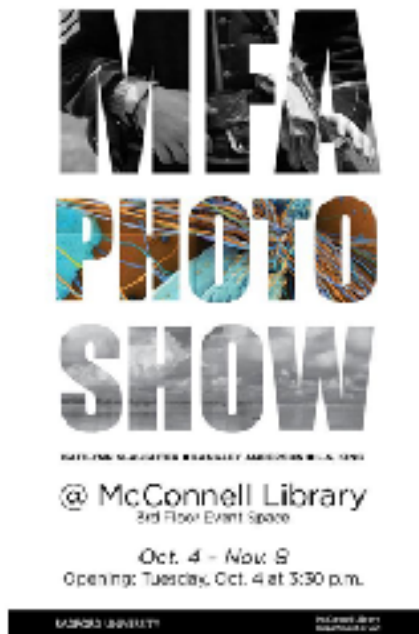
Everyone has a story.

Listen to unique perspectives, experiences, and life stories in conversations with members of the Radford community.

McConnell Library Lawn



## Photography Class Reception and Gallery



## 2016 NATIONAL LIBRARY WEEK PHOTOGRAPHY CONTEST

Congratulations to:

David Phipps First Place, "Books Turn Muggles into Wizards"

Second Place Justine Jackson, "Appreciation for the Old and New"

Third Place Ralph Winfrey, "Where Stars are Made"

Honorable Mention, Rachel Winland, "McConnell Blossom"



"BOOKS TURN MUGGLES INTO WIZARDS" WAS SUBMITTED BY DAVID PHIPPS AND RECEIVED THE OVERALL "WINNER" AWARD.

"WHERE STARS ARE MADE" WAS SUBMITTED BY RALPH WINFREY AND RECEIVED A "3RD PLACE" AWARD.





## Grilled Cheese Night

Special thanks to Beth Johnson, Karen Montgomery, Christi Wayne, and Mary Hagen for making the first Grilled Cheese Night a huge success!



## Andrew Ross's Contemporary Photography Class Reception and Gallery

Art student Allecia Taylor discusses her work which she published in a photography books as part of a Fall Art class with Art Professor Andrew Ross.



Library staff members Karen Montgomery and Christi Wayne examine the photography books created by Art Professor Andrew Ross's Fall Photography class. The class was exhibiting some of their work at the McConnell Library.



## **Professional Development**

In spite of limited travel funding available this year, McConnell librarians and staff still managed to attend over 19 conferences, and were presenters/speakers at 26. These professional development opportunities ranged from sites across Virginia, to as far away as Dublin, Ireland where Candice Benjes Small was a presenter at the Librarians' Information Literacy Annual (LILAC) Conference.

**Collection Development Committee (CDC) Retreat**

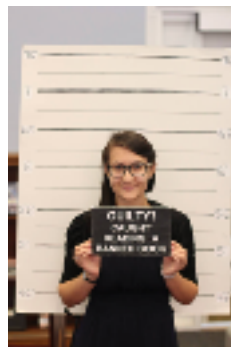
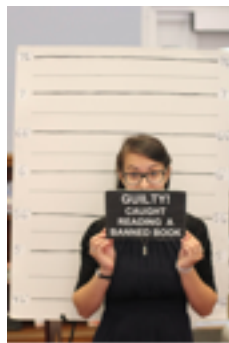
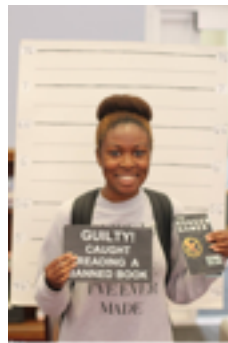
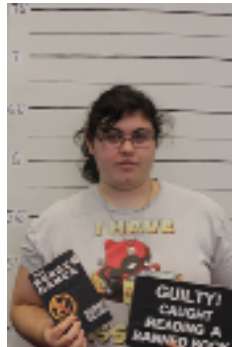
**Access Services Retreat**

**CATs Retreat**



**AARON SPELBRING AND ALISON ARMSTRONG PARTICIPATED IN CPR TRAINING.**

# Celebrating Banned Books Week 2016



**Transfer Student Social**



### **Winesett Research Awards 2015-16:**

The Winesett Awards for Library Research recognize creative and original library research completed by Radford University undergraduate students.

Congratulations to our 2016-17 Winesett Awards for Library Research winners and finalists!



**WINNER RACHEAL DOWNEY WITH FACULTY SPONSOR, KIM GAINER**

### **Upper Division Winners:**

Rachael Downey, "What's in a name?" Names and Philology as Narrative Elements in Tolkien's Fiction, sponsored by Professor Kim Gainer.

Katie Nelson, Impact of Lung Cancer on Wise County, sponsored by Professor Erin Cruise.

### **Lower Division Winners:**

Miracle Davis, Phalacrocorax atriceps, sponsored by Professor Karen Powers.

Travis Fultz, Trans is Not Fake, sponsored by Professor Nancy Taylor.

Finalists: Jada Downing; Jenna McClintock; Mary McElwee; Sarah Rainey; and Matthew Van Shufflin

Special thanks to Library Champion and Keynote Speaker, Mike Dunn, and the 2016 Judges; Candice Benjes-Small (Chair); Katelyn Tucker Burton (Library); Erick Lovik (Institutional Research, Reporting, and Assessment); Elizabeth McCormick (Library); Scott McDarmont (Core); Michelle Semones (Student Judge)

**2017 MLK Day Keynote Speaker Roland Martin:** cosponsored with the Center for Diversity and Inclusion, Diversity Awareness Programming Board, Scholar Citizen Initiative, and Zeta Phi Beta Sorority, Inc.

**DR. MARTIN LUTHER KING, JR.  
COMMEMORATIVE PROGRAM**

*Together We are the Change*

**KEYNOTE SPEAKER: ROLAND MARTIN**



**TUESDAY, JANUARY 17, 2017 • 6PM  
BONDURANT AUDITORIUM, PRESTON HALL**

**MLK 2017**

For more information: [Diverse@Radford.edu](mailto:Diverse@Radford.edu)

**RADFORD  
UNIVERSITY**

Sponsored by: Center for Diversity & Inclusion,  
Diversity Awareness Programming Board,  
Scholar-Citizen Initiative, McConnell Library,  
Zeta Phi Beta Sorority, Incorporated





**Winesett Book Collection Awards:**

RU students celebrated the pleasures of reading and collecting a personal library by competing in the 8th Annual Winesett Book Collecting Contest.

Congratulations to the 2016 honorees in this year's contest!  
Anthony Kasouru, Leslie King, and James Harman.



## **McConnell Faculty and Staff Professional Development and Contributions**

In addition to providing the many aforementioned services and activities, McConnell Librarians and staff were also quite prolific in their professional development activities including the following sample of activities:

### **Awards, Recognition, Appointments**

Jennifer Whicker was elected to be Chair of the Virginia Library Association Conference Committee, and also served as VLA Secretary.

Candice Benjes Small appointed to ACRL Framework Advisory Board on Information Literacy

Steve Helm served on State Council for Higher Education Library Advisory Council (SCHEV) Library Advisory Council

Steve Helm served on Virtual Library of Virginia (VIVA) Steering Committee.

### **Publications:**

Candice Benjes Small co-authored a book with Rebecca K. Miller entitled *The New Instruction Librarian: A Workbook for Trainers and Learners* (Amer Library Assn Editions. 978-0838914564

Anne Charlotte Osterman, Genya O’Gara, Alison Armstrong, “The Evolution of Collaborative Collection Development within a Library Consortium: Data Analysis Applied in a Cultural Context.” in *Space and Organizational Considerations in Academic Library Partnerships and Collaborations*, ed. Brian Doherty (Hershey, PA: IGI Global, 2016), 57-181. (<http://www.igi-global.com/book/space-organizational-considerations-academic-library/145479>)

Kay Johnson and Jessica Ireland, “Embracing Changing Technology and New Technical Services Workflows in Migrating to a Next-Generation Library Management System,” *Serials Librarian* 72 (forthcoming). (Presented at the 31<sup>st</sup> Annual NASIG Conference, Albuquerque, NM, June 10, 2016.)



**MCCONNELL LIBRARY FACULTY AND STAFF LOVE HOLIDAYS!**



## Personnel Changes

### Promotions

#### New Colleagues

Liz McGlynn Bellamy, interaction Librarian  
Jordanna Hill, Collections Assistant  
Nathan Popp, Serials Assistant

#### Position Changes

Lisa Dinkle, from Collection Assistant to  
Instruction Librarian

#### Departures

Bethany Mott, Resource Sharing Librarian  
Robin Hardee, Technical Services Assistant  
Emily Hess, Serials Assistant  
Brian Compton, Assistant to the Dean



