

ANNUAL REPORT

To

Central Piedmont Community College

Library Administration and Staff

Martin House

August 4, 2010

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Executive Summary

Purpose

The purpose of this document is to provide summarized information on the services and accomplishments of the CPCC Library system. In the process of developing this report, the Library staff and management selected essential elements that were representative of the library's performance. This report will illustrate library services from the user's point of view. These services encompass those to students, staff and faculty. The particular elements of this report are a repeat from previous years, in as much as this was possible. Selected data is presented in a four-year overview (whenever possible) to make it easier to identify trends.

Commentary

The Library (Learning Resource Center) stands at the center of academic activities at all campuses. Anecdotal evidence bears out the library's assertion that students rely on the services and resources available to them. However, offered services and resources are not limited to the students. Library staff is diligent in assisting CPCC Faculty and Staff to the best of their ability.

At the core of the services and resources is the library staff who make it possible for students to navigate the ocean of information that exists in today's information filled society.

Captured interactions with patrons illustrate that library staff not only enhance the learning students receive at Central Piedmont Community College, but enable students to better understand the instructions and assignments received in their classes.

The statistics which follow show robust library services organized around and towards the users' needs. The gate count for the past twelve months is similar to the previous years. The numbers of Library Instruction classes are higher. Despite this, the library is dedicated to further increase outreach to the student population. As such, there will be an focus on increasing the quantity of Library Instructional classes in the coming year. This is especially true for those campus libraries with only a few instructional sessions.

Of particular interest this year are the numbers of questions tracked in the Footprints database. The library has changed its approach to how it utilizes this resource. In previous years, Footprints was used to track not only the types but also the number of questions. It has become evident that Footprints is an inadequate tool for tracking quantitative data and better suited to collecting qualitative information. In this light, the reader will notice a significant drop in the number of interactions listed in the Footprints statistics for this fiscal year.

Reliable quantitative data that show the high frequency of use already exist in terms of the annual gate count, circulation counts and the database usage statistics. These numbers are collected either through physical devices or computer generated reports and are therefore much more reliable than a manual count of staff / patron interactions.

There appears to be a trend in library usage across the country, where students increasingly rely on online resources. Reference statistics and gate counts are slightly down throughout the nation's

community colleges; however, database usage has increased as it has at CPCC. Our NCLive and other database usage have increased by **18% this year**.

An additional anomaly this year is the statistic reported for Circulation. During the compilation of the total transaction count for the library, it was discovered that erroneous transactions were counted in the past years. This year shows an accurate number of actual borrowing transactions. However, because of this statistical adjustment, it appears that the Circulation totals are down by 43%, when in fact it is not. At this time, it is not possible to adjust the numbers of the past years. The library will more accurately track circulation statistics in the coming years.

The library made this change in the statistical report of check-out transactions, to more accurately reflect the reality of library usage. The next several years will be compared in future reports.

In conclusion, library services are being utilized at levels which bear out the national trends, but are still robust. Although the gate count is down, it's only down by 4%. Emphasis on outreach to faculty and students through instruction sessions continue. The high usage of the library's databases illustrates the importance of the library as it stands at the center of academics at the college. The library's collections could benefit greatly from even a slight increase in the material's budget as the physical collection is aging and materials are being deselected. The quality of library services is evident in the interactions captured in Footprints and by the large number of students and faculty who use our services.

I. Library Hours

Library hours Fall and Spring semesters 09/10 (different this year when compared to the last three years):

Central Campus: 65.5 hours/week

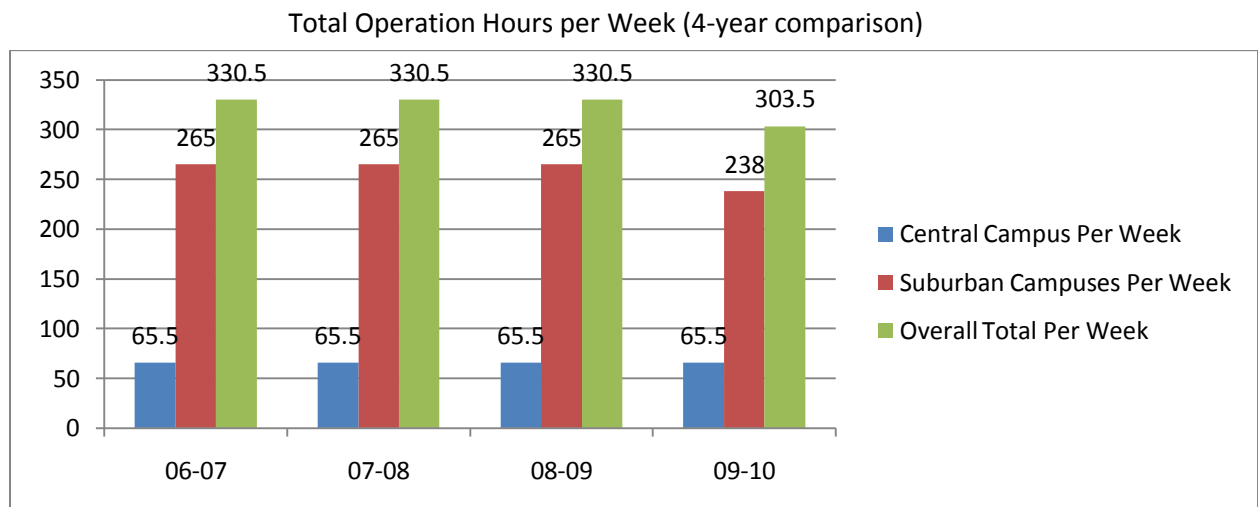
Suburban campuses:

- North Campus: 38 hours/week
- Cato Campus: 38 hours/week
- Cato Law Library: 48 hours/week
- Levine Campus: 38 hours/week
- Harper Campus: 38 hours/week
- Harris Campus: 38 hours/week

Campuses = 238 hours

Total hours library available to students weekly: **303.5**

Summer 2010 CCCC campuses were closed on Friday, and the library closed thirty-minutes earlier than during the Fall and Spring Semesters, which decreased library hours.



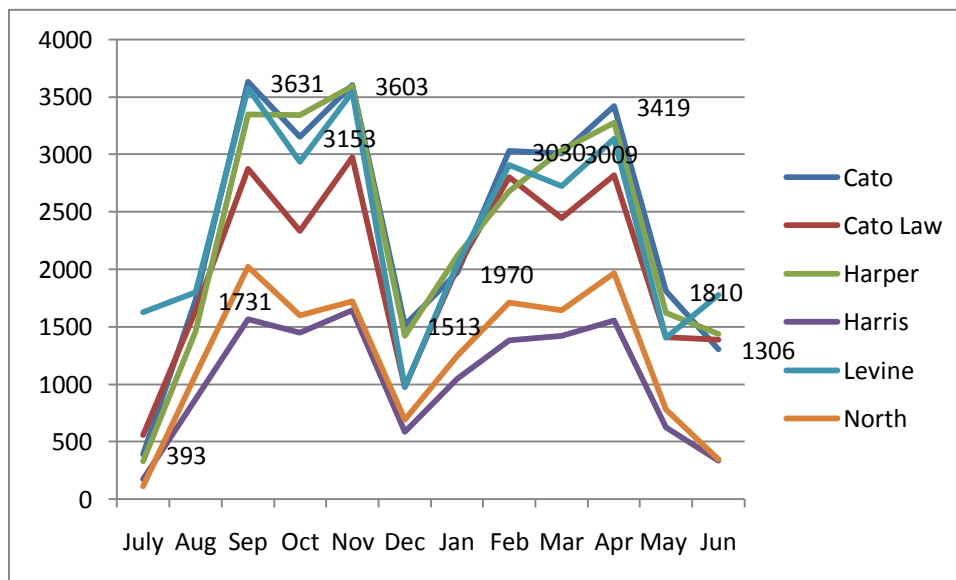
II. Library Usage

Library Gate Count

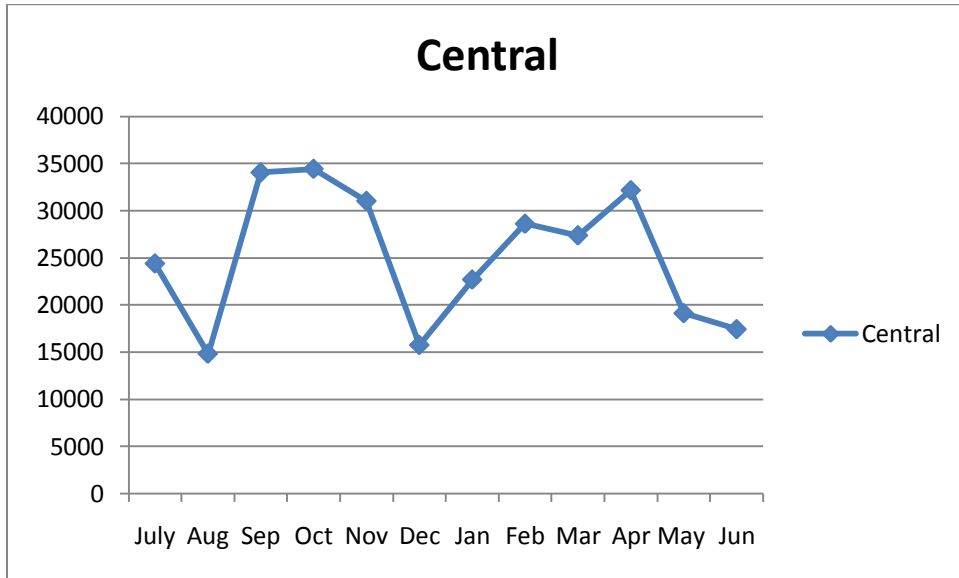
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Annual
Cato	393	1731	3631	3153	3603	1513	1970	3030	3009	3419	1810	1306	28568
Cato Law	555	1640	2875	2333	2974	977	2019	2799	2448	2821	1409	1388	24238
Harper	331	1458	3348	3341	3591	1423	2117	2680	3038	3275	1621	1437	27660
Harris	172	867	1566	1450	1641	588	1048	1379	1418	1552	625	335	12641
Levine	1624	1802	3576	2934	3542	973	2046	2905	2726	3137	1406	1779	28450
North	111	1083	2022	1597	1722	692	1250	1712	1642	1969	783	347	14930
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Annual
Suburban Campus Total	3186	8581	17018	14808	17073	6166	10450	14505	14281	16173	7654	6592	136487
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Annual
Central	24407	14837	34061	34449	31042	15760	22701	28622	27390	32176	19135	17436	302016
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Annual
All campus total	27593	31999	68097	64065	65188	28092	43601	57632	55952	64522	34443	30620	438503

See chart on following page.

Suburban Campus Gate Count 2009/2010



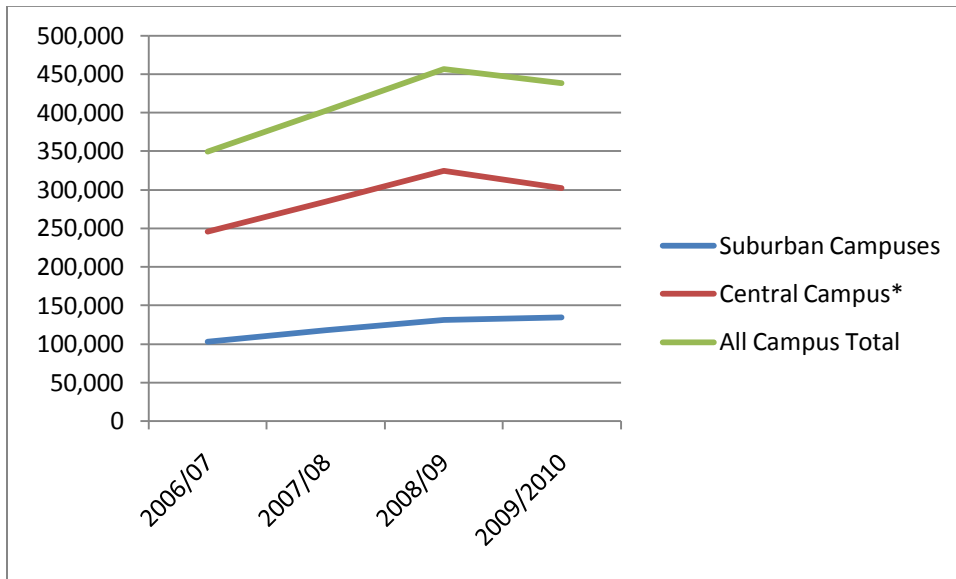
Central Campus Gate Count 2009/2010



Year to Year Comparison of Gate Counts

Gate Count by Year	2006/07	2007/08	2008/09	2009/2010
Suburban Campuses	103,237	117,803	131,677	136,487
Central Campus*	246,113	285,000*	324,890	302,016
All Campus Total	349,350	402,803	456,567	438,503

* Gate count for 2007/08 Central Campus not available, value estimated.



Overall gate count this year has decreased by *4%* However, online usage statistics show an 18% increase in database usage. This would indicate that students with online connectivity are using the library's resources remotely.

Gate count for the Suburban Campuses has leveled out, whereas gate count for Central has decreased.

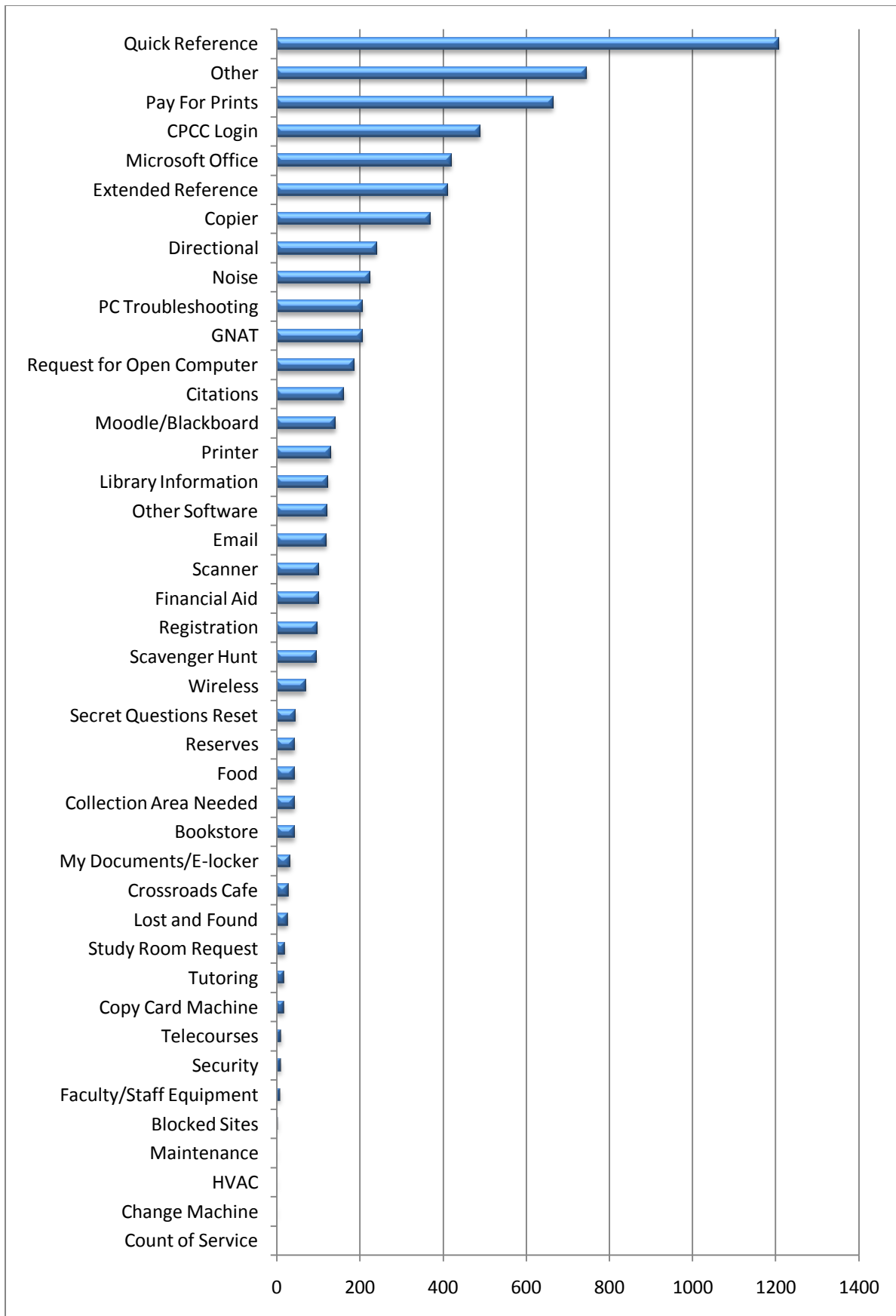
III. Reference Services

Library Usage, Service Desks - Activity Count

Footprints Data Collection has been used in the past to indicate the level of activity at the various service points. However, staff is no longer using the database for collecting usage counts, and is instead collecting qualitative data. For this reason, the Footprints data counts have decreased.

Category of Service

The chart on the next page shows the breakdown of types of service within the categories.



The Footprints count has decreased over the last several years. The service desks areas are increasingly busy, which is not supported by this data. Staff is now utilizing the Footprints database as a knowledge base and no longer as a tool for counting actual reference transactions. The library has discovered that Footprints is not an adequate tool for tracking service desk transactions. Thus, this interface is no longer used for transaction counts. Footprints will be used for measuring qualitative service data to better assess the impact library services are having on students. Measuring total transaction counts only gives numbers served and does not illustrate the intangible impact library services has on students and faculty.

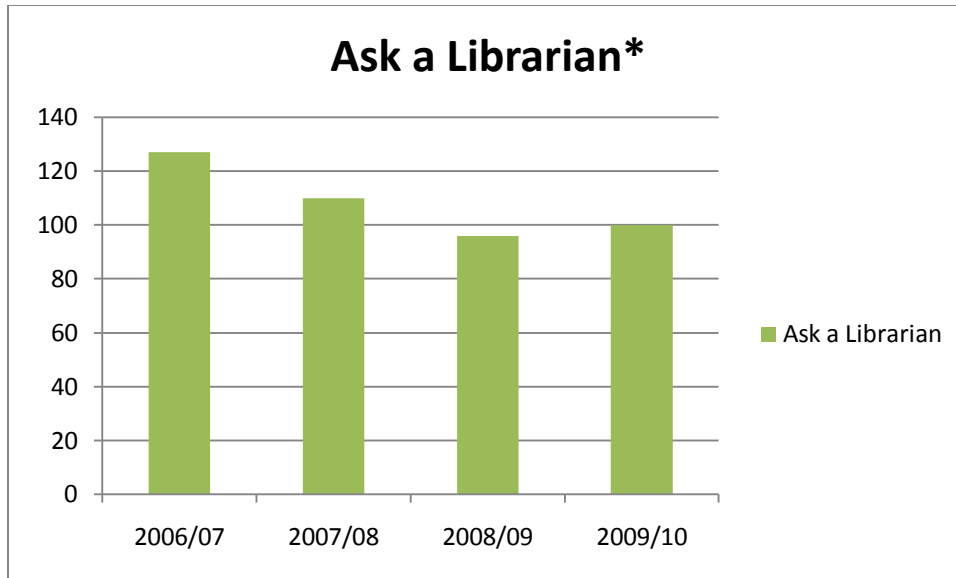
Countless interactions between students and library staff give evidence that students were only able to complete an assignment because of the information and guidance received from a library staff member. One assignment that exemplifies this unique service offered by the library was captured on June 1, 2009. A student was completing a Scavenger Hunt created by the Communication's Department. Despite the instructions on the assignment sheet, the student did not understand the assignment nor did she understand how to capture and document her work. It was the librarian who intervened in this instance and took the time required to help the student better understand her assignment. Due to the librarian's due diligence and patience, the student was able to successfully complete her assignment and have it ready for her next class.

As effective as the staff is in their daily interactions with students, there are also shining examples of staff going above and beyond the expected. In an instance captured on July 8, 2009, the library staff's compassion and dedication is shown quite clearly. On this particular day a student knocked on her campus library's door during a time when it was closed for lunch. The librarian was luckily at her desk, eating her lunch and opened the doors to the library early. It became quickly evident that the student was in dire need of her assistance. An assignment was due in a matter of hours, and she needed the library's resources. The librarian allowed her into the library, interrupting her own lunch time, and ensured that the student received the assistance she needed. Said student left with the needed information to complete her paper.

Reference Service Totals for all Campuses

Years	2006/07	2007/08	2008/09	2009/10
Guest accounts to use computers	456	933	1537	1064
NCKnows (real time chat reference):				
• CPCC librarian, chats accepted	350	173	202	123
• CPCC student use -steady increase in usage	379	663	851	489*
LibH3lp				
• CPCC librarian, chats accepted				435*
• CPCC students use				
Ask a Librarian (email reference): questions answered	127	110	96	100

*In total, 1047 chats were received this year. Last year, there were a total of 1053 chat interactions. The trend seems to be leveling, but an interesting side note is LibH3lp. In conjunction with the State Library and NCKnows, CPCC is piloting a new chat service called LibH3lp. The goal of this new service is to eventually replace NCKnows' current vendor OCLC with the home-grown LibH3lp. This software was designed by someone at UNC-Chapel Hill and has a minimal cost, compared to OCLC's hefty fees. LibH3lp is in its second year of the pilot program and a switch-over date has yet to be determined. What is interesting about the LibH3lp service is that it allowed the library, for the first time, to embed a widget on the library's home page. With this widget, the library has received 435 chats since January of 2010. This figure would indicate that there might be a trend of increased usage in the year to come. LibH3lp attracted almost as many students to the service in six-month as NCKnows was able to serve in twelve months.



*These are email questions received from CPCC students and answered by CPCC Librarians.

Notes on data in above charts:

Guest accounts

The new policy for guest accounts has worked well to control usage by guests, giving priority to CPCC students.

1. *Usage count is taken by a sign-in log rather than by Footprints.*
2. *The usage is limited to one hour per sign-in.*
3. *The number of sign-ins are not limited.*

In summary, the current count represents hours used. The previous years' count (prior to 2008) represented accounts given out, allowing many hours of usage.

NCKnows/LibH3lp

Six CPCC librarians cover one hour each a week of live chat reference. During the first year of the service, fewer libraries were participating in answering requests, so more questions were covered per participating library than later. Over the last year, the CPCC librarians have taken chats and assisted **123** library patrons with real time, online library reference. The patrons were from public libraries or other academic libraries within the state of NC. In exchange, CPCC students were helped with chat reference 24/7. This year the use of NCKnows by CPCC students has decreased from 663 to 489 chat sessions, representing 26% decrease. However, LibH3lp has been able to account for the loss of student chat sessions.

In reality, the same students/questions are funneled to LibH3lp instead of to NCKnows. This provides CPCC students with better service as they are more likely to receive customized assistance from CPCC librarians.

Ask a Librarian

The 'Ask a Librarian' option for reference assistance appears to have leveled off in terms of the annual count.

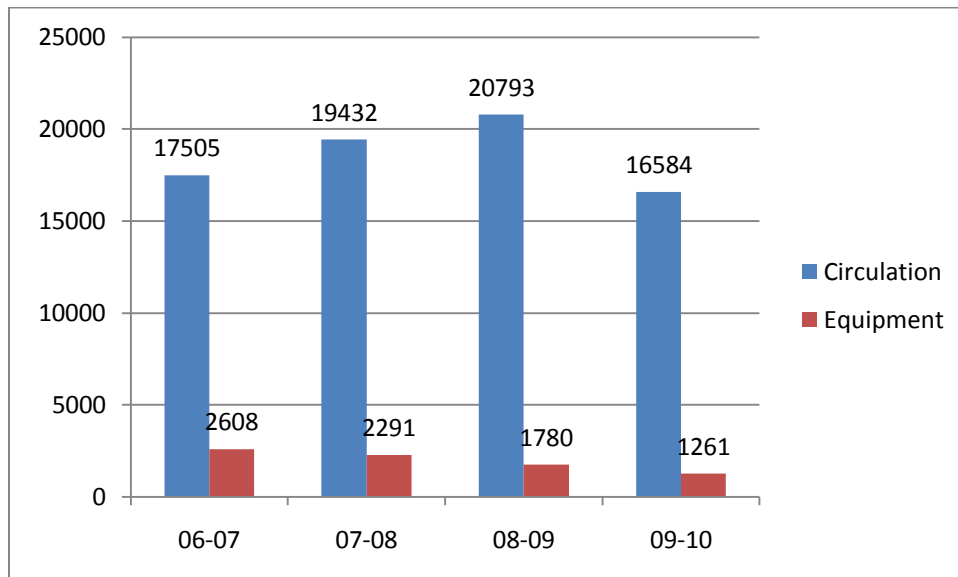
IV. Circulation Numbers

Library Circulation of Materials

Use Counts by Campus

	Cato	Claw	Central	Harper	Harris	Levine	North	Total
Circulation	506	155	3421	1315	1631	2494	351	9873
Equipment	66	N/A	703	92	66	273	61	2184

Circulation totals for all campuses: four year comparison.



Note: Circulation of the combined print and AV resources appears to have decreased by 20% from the above chart. However, the previous year's statistics are flawed. The library discovered that previous years' statistical reports for total check-out of materials, was plagued with erroneous information. This year the library has adjusted the figures, removing transactions which should not be included. This means that in 09-10, the library is resetting its Circulation statistics. To illustrate the difference, if the past years' statistical methods had been used, the library would have shown a total transaction number above 36,000. It was concluded that the best course of action would be to correct the statistical reports and, thus, show numbers that more closely match the actual transaction by students, staff and faculty.

Interlibrary Loan

Interlibrary Loan:	06/07	07/08	08/09	09/10
○ Books loaned to other library systems	257	245	252	290
○ Articles sent to other library systems	30	45	52	4
○ Books borrowed for CPCC users	124	111	94	67
○ Articles obtained for CPCC users	108	85	31	19

Note: CPCC has consistently, over the last four years, loaned out more books than have been borrowed. The difference in the number of articles exchanged has narrowed. *The lower number of requested articles may be due to a higher use of the library's databases.*

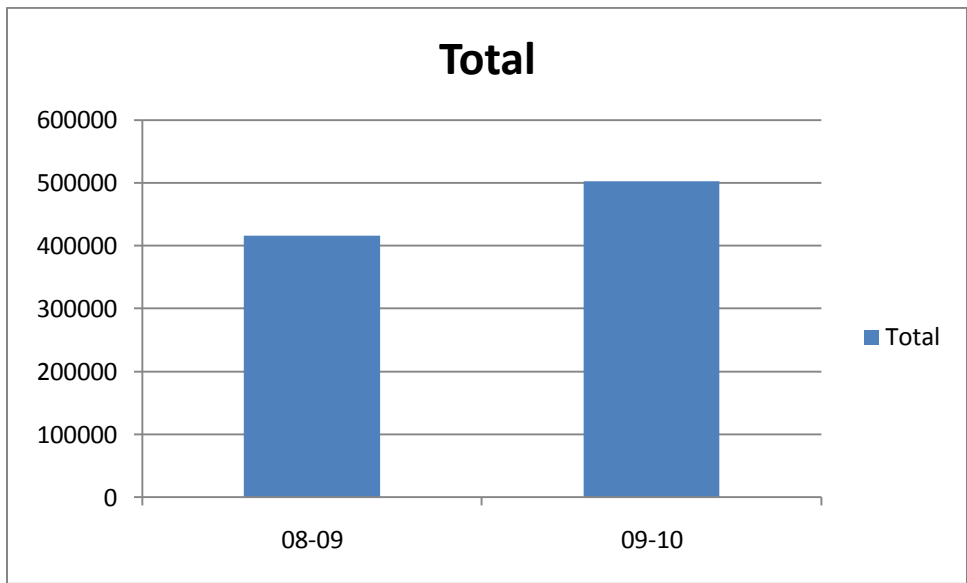
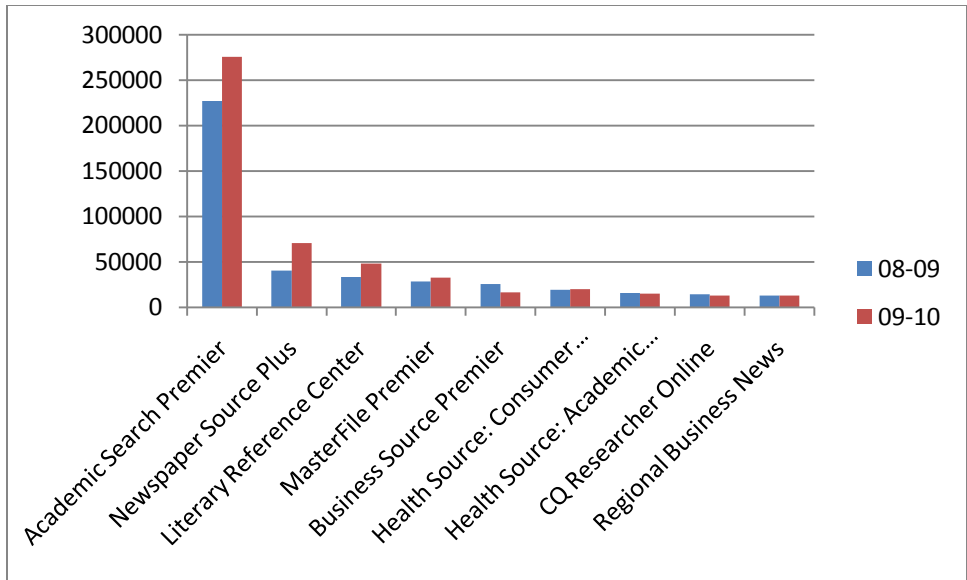
V. Online Resources

Use of Online Resources

The largest group of databases provided to CPCC Libraries users is from NCLive, a statewide collaborative. Here are the usage statistics for the various databases.

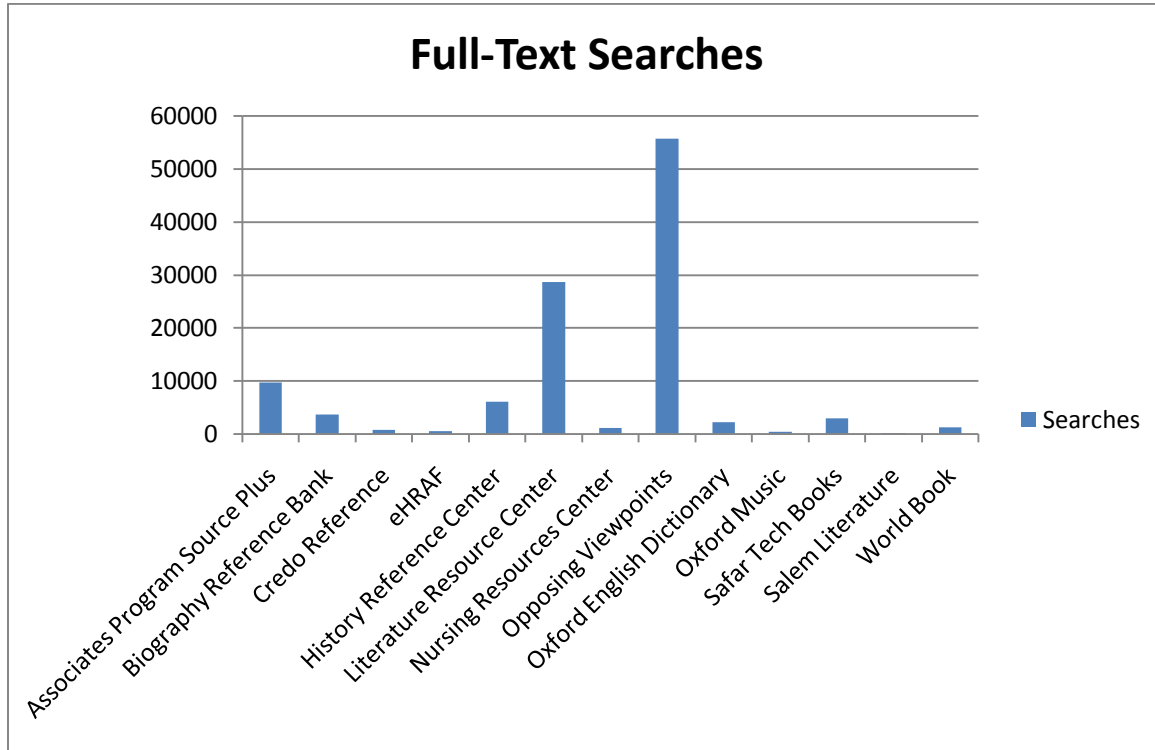
Database	Items Viewed	Items Viewed
	08/09	09/10
Academic Search Premier	227,138	275,596
Newspaper Source Plus	40,412	70,518
Literary Reference Center	33,037	48,297
MasterFile Premier	28,068	32,491
Business Source Premier	25,423	16,295*
Health Source: Consumer Edition	19,309	19,602
Health Source: Nursing/Academic Edition	15,730	14,985
CQ Researcher Online	14,029	12,643
Regional Business News	12,683	12,709
Total	415,823	503,036

*Of interest on this chart is "Business Source Premier." The library attributes the reduction of use for this database to its placement on the Library's webpage. In the past, this database was prominent on the front page of the "Research Databases Page." <http://www.cpcc.edu/library/databases/databases> However, this year the front page link to this database was removed and replaced with a resource librarians thought would be more useful to students. As a result, the number of hits in "Business Source Premier" is down.

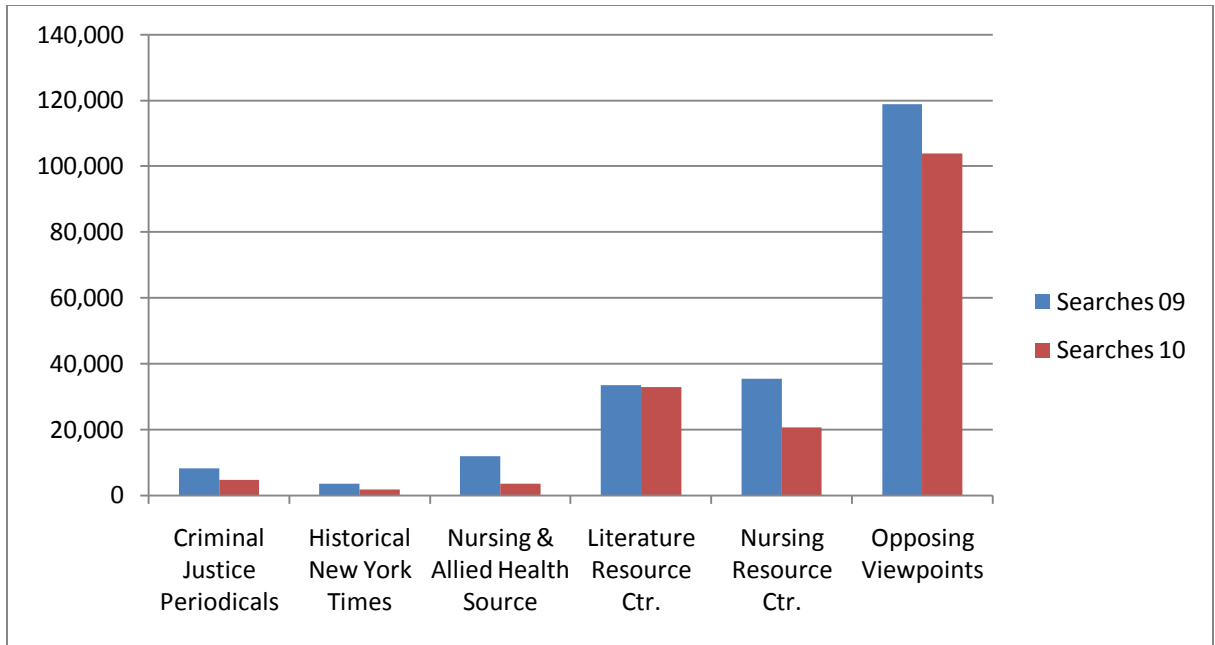


Last year the library chose to illustrate the usage of the top ten NCLive databases. This year, it is only possible to directly compare nine of these ten products. One of them will not allow the NCLive staff to pull statistics. As you can see, from the above charts, over all usage of the NCLive Online Resource is up by **18%**.

CPCC Libraries independently subscribes to these databases. They report sessions, retrievals, searches, and Full-Text Views.



Numbers indicate that students are accessing these databases less. A combination of factors go be the cause of this, chief being that NCLive is offering adequate results, whereas they have to rely less on the CPCC-purchased databases above.



The Literature Resource Center is one of the core resources used by the English Department. Although the numbers have slightly decreased, that may be more due to the fact that NCLive has increased their database offerings. In light of this, it has been recommended that this database be retained.

The Nursing Resource Center also fills a specific niche for the curriculum and is deemed critical even in the light of decreased usage.

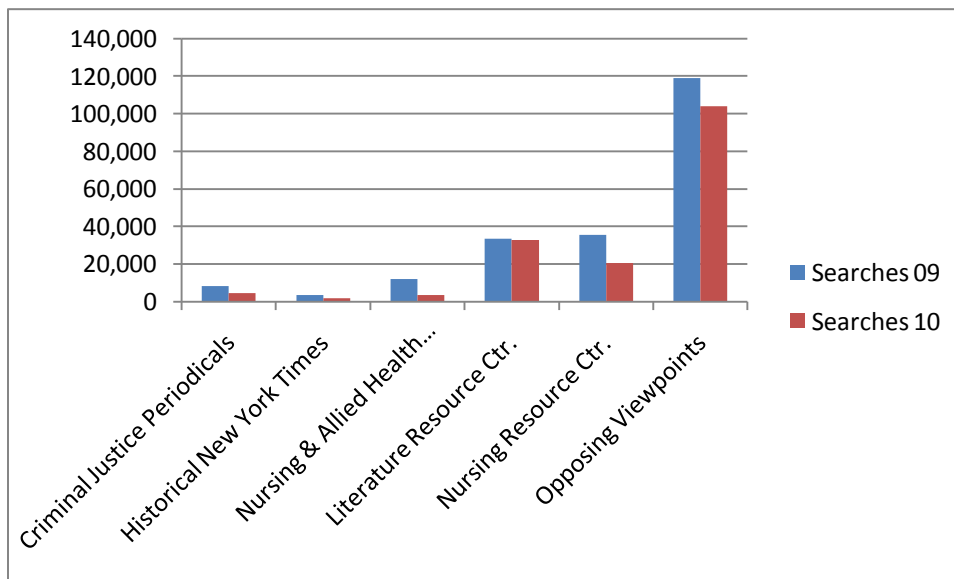
A general, and must-have database is Opposing Viewpoints. Students writing their first persuasive papers have found this database to be indispensable.

A conclusion drawn from these statistics is that students may be using the NCLive databases more heavily. However, it is clear from this two-year overview, that these three databases receive tremendous use.

Comparison of other databases is not possible because how statistics are being reported by the vendors. The library will often not receive the same type of data, and clear comparisons are difficult to make. In addition, the subscription of several databases has changed as well.

In order to provide a baseline for future Annual Reports, additionally available statistics for non-NCLive products is shown below.

Databases	Searches	
	09	10
Criminal Justice Periodicals	8,228	4,598
Historical New York Times	3,434	1,765
Nursing & Allied Health Source	11,929	3,562
Literature Resource Ctr.	33,555	32,804
Nursing Resource Ctr.	35,467	20,574
Opposing Viewpoints	118,795	103,888



These numbers will also be used in the coming year to create a baseline for usage. When databases need to be renewed, statistical comparisons will help with the decision making process. , some products are very specialized and deemed important to support curriculum. Subscriptions to these databases will most likely be continued.

VI. Library Instruction

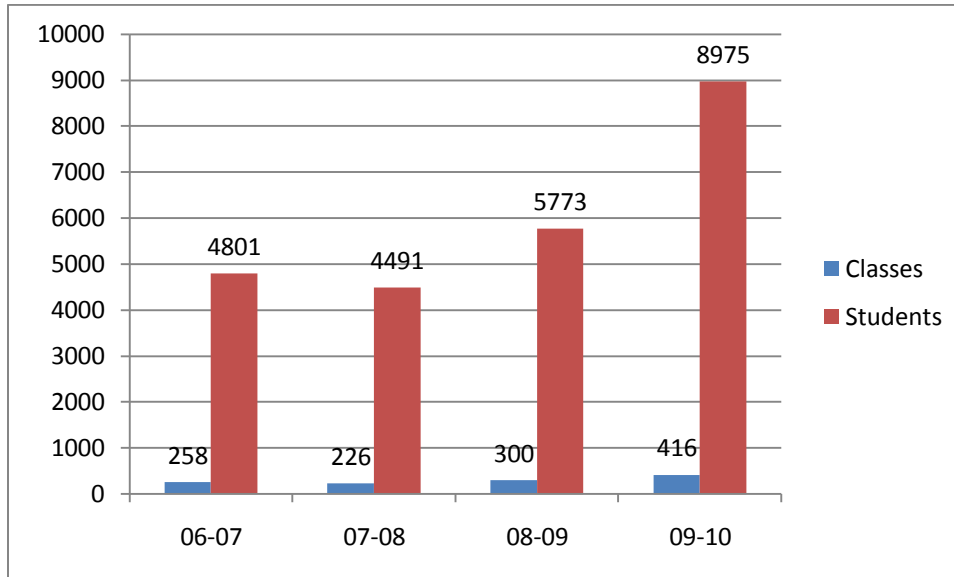
Instruction count by month

Instruction Sessions	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total
LI Class (# sessions)	9	16	59	41	29	3	19	38	198	7	2	6	416
LI Class (# students)	168	312	1256	810	626	64	412	632	4442	82	44	127	8975

Instruction count by campus

Instruction Sessions	Cato	Central	Harper	Harris	Levine	North	Totals
Class #	29	275	8	10	74	20	416
Student #	577	6503	100	110	1316	369	8975

Instruction totals: four year comparison.



Library Instruction is a vital aspect of library services. A student interaction on June 30, 2009 gives a clear view of the kind of impact Library Instruction has on the classroom. A student approached the librarian at the desk and asked about the books she'd placed on hold for herself. Through the Reference Interview, the librarian realized that this student had been to one of the library's instructional classes and learned not only about our online resources, but also how to use the library's online catalog and how to request items for herself. Because of this beneficial class, the student was able to find the needed information for her assignment.

There are many success stories which show the importance of Library Instruction and partnerships with faculty. However, Library Instruction is not only oriented towards the student, but increasingly towards the faculty.

The library would like to play a larger role in the day-to-day instructional needs of students and faculty. In an example from July 6, 2009, the sometimes broad disconnect between the reality of available resources and the teacher's requirements are illustrated. This student needed information on "Oedipus and irony." A fantastic resource for this assignment would have been the library's literature databases. However, the teacher disallowed this student the use of these particular resources because she had already used them. Instead, the teacher required her to use a "book" and articles. In the current era of

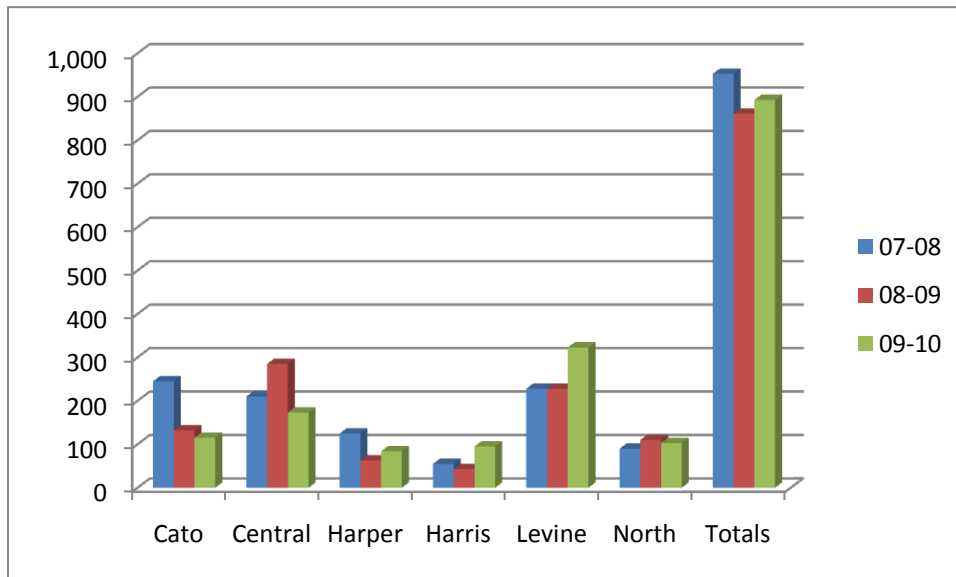
digital information, much of the library’s resources are electronic, with a limited physical collection. Luckily, the librarian was able to find some articles from other research databases but not any books.

While the outcome of the assignment is unclear, it is evident that the student had no chance to succeed because of this disconnect between the assignment and the reality of the collection at the library. What the library recommends is additional staff to reach out to faculty across the campuses. This will allow for stronger working relationships with faculty. A Library Instruction (Liaison) Librarian for faculty would ensure an ongoing process of relationship building and allow faculty to better understand the realities of the library’s resources.

Student contacts at Student Resources Days by Campus

The library participated in the Fall Student Resources Day. The numbers of student interactions is relatively level over the past three years.

Year	Cato	Central	Harper	Harris	Levine	North	Totals
07-08	245	210	125	55	228	90	953
08-09	132	285	63	43	228	110	861
09-10	115	173	84	95	323	103	893



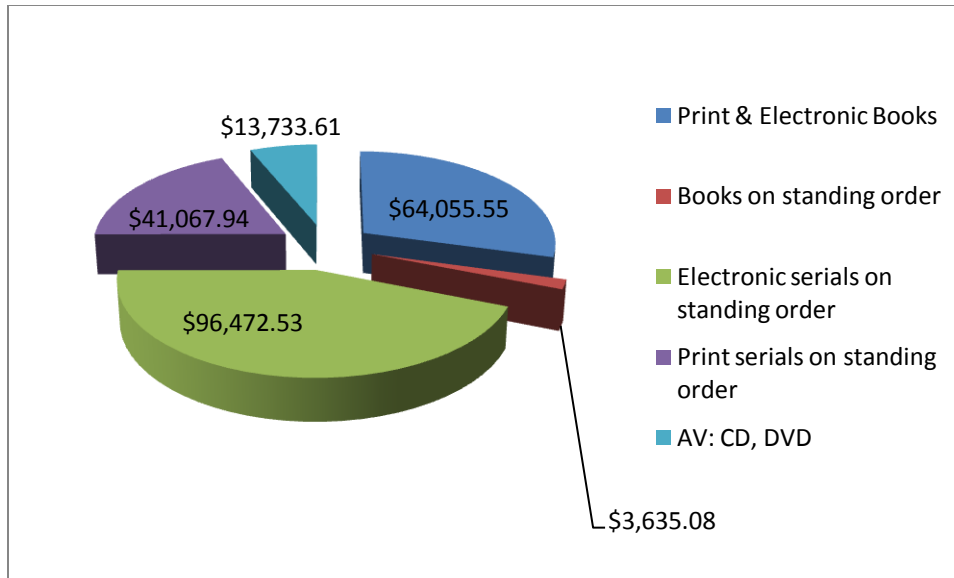
VII. Collection Status

Library Materials Purchased by Format

Materials	05/06	06/07	07/08	08/09	09/10
Print and Electronic Books	\$30,278.66	\$41,986.58	\$39,910.86	\$33,415.02	\$64,055.55
Books on standing order	\$11,186.86	\$4,763.62	\$9,773.18	\$3,841.64	\$3,635.08
Electronic serials-on standing order	\$71,509.64	\$56,869.68	\$66,137.22	\$82,214.06	\$96,472.53
Print serials-on standing order	\$39,413.22	\$60,265.65	\$71,287.65	\$64,046.42	\$41,067.94
AV: CD, DVD, VHS	\$7,224.68	\$10,725.51	\$10,065.94	\$16,081.23	\$13,733.61
Total:	\$159,613.06	\$174,116.04	\$197,174.85	\$199,598.37*	\$218,964.71**

***The library materials budget was reduced by 12.3% in 2009 when the State of North Carolina mandated a budget freeze: the initial allocation of \$227,518.00 was reduced by \$27,920.00 when spending was frozen in January of 2009.**

****The library materials budget funding from the State of North Carolina for fiscal year 2009/2010 was cut 34% (of the initial \$227,518.00 of FY08/09) providing a materials budget of \$133,724.00. This balance was subsidized by the college Learning Unit in the amount of \$85,240.71, which was used to pay for electronic resources such as *Associates Programs Source Plus*, *World Book Online*, *Literature Resource Center*, *Nursing Resource Center*, *Westlaw*, and *Criminal Justice Periodicals Index*.**



Over the reporting period, some funds have shifted to e-resources and away from print resources.

Expenditures resulted in acquisition of **3300** new items added to the collection. This is a substantial increase over the **1303** items last year.

During the same period there were items withdrawn.

No. of items withdrawn from regular collection	9908
No of items added to regular collection	3300
Total No. of items in the catalog:	136,952 (Last year 143,560)

Because the collection is aging and is in some cases very old, staff have been deselecting materials which hold incorrect (out-dated) information. Items which have physically deteriorated are being removed as well. When possible, suitable replacements are purchased, either in the physical print or electronic print format.

An issue the library faces is the very real possibility of diminished capacity and support for academic programs. The collection budget has not held pace with the library’s needs. In order to adequately support the multitude of curricula at the college, the library is in need of additional funding, not only for electronic databases, but also for the physical collection. A fifty-percent (50%) increase in the materials budget, would allow us to completely overhaul and update an aged collection. In addition, we could seek our additional databases to assist with some of the more specialized degree programs both in the regular curriculum and CCE courses.

VIII. Library Programming

Yearly Events

Events Calendar, 2009-10

	Event	Campus	Time
August			
Wk of Aug 24-27	Library Open House (Cato, North & Harris only held it for 1 day)	All campus libraries	
September			
Sep 2	Student Resources Day	Central, N, Harper	
Sep 2-3	United Way Book Sale	Central	
Sep 3	Student Resources Day	Levine	
Sep 10	Student Resources Day	Cato, Harris	
October			
Oct 1	Denmark Vesey Program	LR 404	
Oct 21	Fall Fest (Library Jewelry Sale for scholarship)	Central	
November			
Nov 12	Geek Fest	Levine	
January			
Jan 27	PBS film: Garbage Dreams	Tate Hall	

February			
Feb 4	Omar Tyree presentation	Peace Auditorium	
Feb 24	PBS Film: The Eyes of Me	Tate Hall	
March			
Mar 22	PBS Film: Dirt, the Movie	Cato	
Mar 24	PBS Film: Dirt, the Movie	Tate Hall	
April			
Apr 22	PBS Film: Dirt, the Movie	Harris	
Apr 27	PBS Film: The Horse Boy	Tate Hall	
May			
May 14	BookMarks: Graphic novels	Learning Commons	
May 27	PBS Film: A Village Called Versailles	LR 404	

IX. Grants received:

- Innovation Grant for “CPCC and the Global South,” an oral history archive project
- NEH grant: “Lincoln: The Constitution and The Civil War.” A traveling exhibit at CPCC’s library in 2011.

X. Accomplishments

**LIBRARY STAFF DATA SHEETS
FY 2009/2010**

Name: Lula Andrews

Position Title: Library Assistant

In House Title and/or Brief Description of What You Do: Collection Maintenance: Process new materials, including labeling, binding, stamping, and application of book jackets; repairing and mending library materials; defacing withdrawn materials; maintaining library's plant landscaping

Education

Degree	Year	Institution	Subject Area
Diploma	1965	Greek High School	

Years of Service at CPCC

Part Time Service Start Date ___N/A___
Full Time Service Start Date _4-2001__

Awards, Honors, Publications

Eyes on You Award

Library Committees On Which You Served 2009/2010:

Sunshine Committee
Library Marketing Committee

Professional Development Activities 2009/2010:

Introduction to HR Services and EAP; Peopleclick Training; Symphony Overrides; Visiting the Library in My Pajamas; Accountability and Institutional Effectiveness; Discrimination and Harassment; Policies and Procedures Overview; College Safety and Security; Outlook Training; Conserving Energy in the Office; Personality in the Office; VPL Spring Forum; Email Etiquette; Service Excellence Standards; Classified Staff Professional Development Day; Financial Aid Training

**LIBRARY STAFF DATA SHEETS
FY 2009/2010**

Name: Jennifer Arnold

Position Title: Director of Library Services

In House Title and/or Brief Description of What You Do:

Direct the operations of a library network at all college campuses by managing an infrastructure for providing library services to faculty and students, setting operating policies, and effectively managing the budget to support those plans and policies.

Develop and implement plans to heighten awareness of library resources among faculty, staff and students.

Assist the Dean for Library Services with information technology projects and product management, developing plans, justification, implementation and training processes.

Facilitate training to the college community and enforces copyright laws within the libraries; researches and implements solutions to mitigate copyright violations.

Manage a staff of professionals, support and part-time employees directly or through coordination of supervisors by establishing interesting and challenging performance goals; monitors performance and determines appropriate personnel actions.

Act as a liaison for Library Services; serves on college and state-wide committees to assure the best interests and needs of students are met and Library Services are contributing appropriately to the overall goals of the college; represents the college to the library and professional organizations within the communities.

Education

Degree	Year	Institution	Subject Area
BA	1994	Univ. of South Florida	English
BA	1996	Univ. of South Florida	Women's Studies
MLIS	2003	Univ. of South Florida	Library/Info Science.

Years of Service at CPCC

Part Time Service Start Date ____ N/A ____
Full Time Service Start Date 6/23/03

Library Committees On Which You Served 2009/2010:

Scholarship
Cataloging Advisory

CD Steering
Tech Team
Training

Campus Committees On Which You Served 2009/2010:

General Education Committee

Professional Memberships/ Professional Committees 2009/2010:

ALA

ALCTS

NASIG – Served as Registrar for the 2010 Annual Conference, as a member of the Conference Planning Committee

For Credit Classes Taken 2009/2010:

Presentation Made/Classes Taught During 2009/2010

Presentations:

“Growing Your Own: Developing New Acquisitions and Collection Development Libraries from Within.”
Charleston Conference, Charleston, SC, Nov. 6, 2009.

“The Hiring, Staffing, and Recruiting Puzzle: How to Fit the Pieces Together.” ACLR/LLAMA Spring Virtual Institute, April 21, 2010.

Taught Fundamentals of Collection Development and Management for ALCTS (Oct. 2009 and May 2010)

Professional Development Activities **2009/2010:**

Professional Meetings and Workshops 2009/2010:

Charleston Conference

NASIG Conference

Projects/Other Activities Not Included Elsewhere

Co-Chaired the college’s Arts and Science Council 2010 campaign

**LIBRARY STAFF DATA SHEETS
FY 2009/2010**

Name: Kimberley Balcos

Position Title: Librarian

In House Title and/or Brief Description of What You Do: Assistant Director for Technical Services: coordinate the workflow for the TS areas of cataloging, acquisitions, systems and webmaster; serve as Collection Development Officer by managing and developing the library collection to meet curriculum needs; manage library's materials budget, provide analytical data for accreditation reports; oversee the development of a balanced library collection through the identification; evaluation and selection of library resources in a variety of formats; maintain and update the library's collection development policy, as well as plan, establish, and assess collection development goals in each subject program; responsible for strategic planning, operational proficiency and administrative oversight of assigned areas

Education

Degree	Year	Institution	Subject Area
MALIS	2005	University of Missouri-Columbia	

Years of Service at CPCC

Part Time Service Start Date: 4/1/06

Full Time Service Start Date: 8/1/06

Awards, Honors, Publications

Promoted to Assistant Director – TS on August 3, 2009

Library Committees On Which You Served 2009/2010:

Collection Development Steering Committee, Chair of Collection Development Committee, Cataloging Advisory Committee, Technology Committee, Training Advisory Team, Web Services Advisory Team

Campus Committees On Which You Served 2009/2010:

eLearning QCR evaluation panels, College Fellows Committee, Curriculum Committee

Professional Memberships/ Professional Committees 2009/2010:

ALA, NCCCLRA

Presentation Made/Classes Taught During 2009/2010

eLearning orientations once per semester

2 Library Instruction class – COM231 & ENG111
College Fellows presentations once per semester
LI Classes at Cato from May to July, 2009

Professional Development Activities 2009/2010:

ALCTS Fundamentals of Collection Development & Management course, NCCCLRA in Second Life, Future of Libraries webcast, True Colors workshop, FRBR, FRAD & RDA: an overview and update Lyrasis webinar, Emerging Technologies for Library Managers Lyrasis webinar, OCLC Connexion Browser Copy Cataloging Skills Lyrasis webinar, Technical Services Efficiency: Beyond one-by-one online cataloging Lyrasis webinar, OCS and Live Meeting training, Online Cataloging Resources and Tools Lyrasis webinar, Credo webinar, Nursing @ Ovid webinar, Sharepoint Training, Datatel Budget Training, E-procurement Training, PDP Training

Professional Meetings and Workshops 2009/2010:

Carolina Consortium Annual Meeting, SirsiDynix User's Group Meeting and Journal Finder User's Group Meeting

Projects/Other Activities Not Included Elsewhere

Revised the Collection Development Policy and created a Weeding Guidelines Handbook, ILS Research Committee, co-developed and co-created an Equipment Ordering, Receiving & Distributing Policy, developed Kindle ereader Pilot and policies

**LIBRARY STAFF DATA SHEETS
FY 2008/2009**

Name: Jennifer Ballance

Position Title: Librarian

In House Title and/or Brief Description of What You Do: Librarian

Provide reference services for students, faculty and staff in person and virtually. Develop and teach library instruction classes. Back-up librarian at Levine Campus library. Collection development liaison for Culinary, Baking and Pastry Arts, Hotel and Restaurant Management, Art and Photography, Dance, Drama/Theatre, Design Drafting, Interior Design, Drafting

Education

Degree	Year	Institution	Subject Area
Bachelor Fine Arts (BFA)	1996	UNC-Charlotte	Visual Arts

Master of Fine Arts (MFA)	2001	University of Florida	Visual Arts
Master of library and Information Studies (MLIS)	2008	UNC-Greensboro	Library and Info Studies

Years of Service at CPCC

Full Time Service Start Date **September 2008**

Awards, Honors, Publications

Library Committees On Which You Served 2008/2009:

Tech team
 Web advisory committee
 Collection Development Policy task force
 Reorganization task force

Campus Committees On Which You Served 2008/2009:

N/A—(I started at CP after Fall committee assignments)

Professional Memberships/ Professional Committees 2008/2009:

For Credit Classes Taken 2008/2009:

N/A

Presentation Made/Classes Taught During 2008/2009:

25 Library Instruction Classes
 Co-Presented to PT faculty, “The Library in Three Acts”, January 2009

Professional Development Activities 2008/2009:

20 Questions- Reference Resources, Solinet online class on Art and Art history resources- December 2008
 CPCC PD course “WorkPlace Big Five” January 2009
 48 hours of PD

Professional Meetings and Workshops 2008/2009:

Projects/Other Activities Not Included Elsewhere

- Conducted Library Website usability Study(Steve O and Jen B)

- Co-Authored and was awarded Innovation Grant for “**CPCC and the Global South**”, an oral history archive project (Mark Coltrain and Jen B)
- Wrote and was awarded an NEH grant: **Lincoln: The Constitution and The Civil War**. A traveling six week exhibit to be housed at CPCC’s library in 2011. Programming will accompany the exhibit.
- Updated the Library Information Tutorial (LIT) and moved it into the main library website
- Creation, maintenance and promotion of CPCC Library’s Delicious page
- First Floor Move
- Subject Guides
- Created Library Instruction class for PT Faculty (Kimberley B and Elaine)
- Weeded the Levine Reference collection (Vicky Tsai)

**LIBRARY STAFF DATA SHEETS
FY 2009/2010**

Name: Nicki Brooks

Position Title: Executive Administrative Assistant

In House Title and/or Brief Description of What You Do:

Assistant to Dean of Libraries

Years of Service at CPCC

Part Time Service Start Date N/A

Full Time Service Start Date 8/25/2002

Library Committees On Which You Served 2009/2010:

Training Advisory Team

Sunshine Committee

Projects/Other Activities Not Included Elsewhere

Created a Captivate timesheet tutorial w/Steve Osler

Sensoria volunteer

SpringFest volunteer

Student Orientation Days

Information Tables (Spring & Fall)

LIBRARY STAFF DATA SHEETS

FY 2009/2010

Name: Amy Burns

Position Title: Senior Librarian

In House Title and/or Brief Description of What You Do: Manager Levine Library

Education

Degree	Year	Institution	Subject Area
MLS	1981	UNC-Chapel Hill	Reference
BA	1978	UNC- Charlotte	English

Years of Service at CPCC

Part Time Service Start Date ____3/2004 ____

Full Time Service Start Date _1/2005__

Library Committees On Which You Served 2009/2010:

Cataloging Advisory Committee
Reference Advisory Committee
Instruction Advisory committee
Library Scholarship Committee

Campus Committees On Which You Served 2009/2010:

Levine Leadership Team
Enrollment and Student Services - Levine
Building Captain - Levine

Professional Memberships/ Professional Committees 2009/2010:

NCCCLRA – Division 5 Director
Metrolina Library Association

For Credit Classes Taken 2009/2010:

Fundamentals of Collection Development

Presentation Made/Classes Taught During 2009/2010

Metrolina Library Association Information Literacy Conference – 6/17/2010

Professional Development Activities 2009/2010:

Library h3lp training
iTalc training
Symphony training

Professional Meetings and Workshops 2009/2010:

NCCCLRA District 5 meeting – host 11/6/2009
Metrolina Library Association meeting – 4/8/2010

Projects/Other Activities Not Included Elsewhere

Embedded Librarian Pilot project Spring 2010/Summer 2010
Adult Nontraditional Students (ANTS) Support Group - Levine

**LIBRARY STAFF DATA SHEETS
FY 2009/2010**

Name: J. Mark Coltrain

Position Title: Senior Library Specialist

In House Title and/or Brief Description of What You Do:

Assistant to Amy Burns at Levine Campus Library, manage circ/ref desk, assist patrons, faculty and staff with day-to-day needs, maintain regular library needs...

Education

Degree	Year	Institution	Subject Area
B.A.	2004	UNC-Greensboro	English
M.A.	2007	University of Mississippi	Southern Studies
M.L.S.	In Progress	UNC-Greensboro	Library Science

Years of Service at CPCC

Part Time Service Start Date ____ N/A ____

Full Time Service Start Date ____ September 2008 ____

Library Committees On Which You Served 2009/2010:

Marketing Committee, Library Scholarship Committee, Archives Committee, Technology Committee, Search Committee for New Librarian (Summer 2010)

For Credit Classes Taken 2009/2010:

LIS 600 – Foundations in Library and Information Science (Spring 2010, UNCG)

LIS 630 – Computer Related Technology and Information Management (Spring 2010, UNCG)

Presentation Made/Classes Taught During 2009/2010

Taught my first 5 LI classes at Levine and Central, Spring 2010

Professional Development Activities 2009/2010:

Other than the obligatory 20 hours from various library and college workshops, I started my MLS degree at UNCG in January 2010

Projects/Other Activities Not Included Elsewhere

CPCC and the Global South – Innovation Grant-funded oral history project is ongoing (started in August 2009)

**LIBRARY STAFF DATA SHEETS
FY 2009/2010**

Name: Gena Craig

Position Title: Librarian

In House Title and/or Brief Description of What You Do:

Systems Coordinator – maintain ILS, oversee technology projects and troubleshooting, systems and technology training, reference and instruction, etc.

Education

Degree	Year	Institution	Subject Area
BA	1996	UNCC	English
MLIS	2001	UNCG	Library & Information Studies

Years of Service at CPCC

Part Time Service Start Date ____ N/A ____

Full Time Service Start Date __7__

Library Committees On Which You Served 2009/2010:

Tech Team
WebSat
Sunshine
Training Advisory
ILS Research
Equipment iType ad hoc

Campus Committees On Which You Served 2009/2010:

Professional Staff Welfare
Spirit

Professional Memberships/ Professional Committees 2009/2010:

NCLA
NCCCLRA

Presentation Made/Classes Taught During 2009/2010

Taught 24 Library Instruction classes
Symphony Acquisitions/CD Training
Bookings Training
Overview of SharePoint Changes and Direction
Laptop Encryption Training
Live Meeting and OCS Chat Training Refresher
SharePoint Training

Professional Development Activities 2009/2010:

IM Reference- Best Practices
Personality in the Office – What Color are You?
Student Response Systems – Clickers in the Classroom
Reference Database Training
Disability Awareness
Technology Planning with TechAtlas
Emerging Technologies for Library Managers
Make Your Library Services Xtranormal
Gadgets: Personal Electronics for Your Library
OCLC Connexion Browser CopyCat Skills
SharePoint Training
Online Cataloging Resources and Tools
OCS Chat Training
Collaborating with Faculty in Information Literacy Programs
Classroom Management
Introduction to Audiovisual Cataloging
Twitter Basics
Cataloging Basics: Description
Oh, the Places You'll Go: Creating Streams of Information for Research Pathfinders 2.0
Marketing Your Library Services Using Social Networking Tools
Interactive Information Literacy Teaching Methods
Web Tools for Reference Librarians: Widgets and Toolbars

Professional Meetings and Workshops 2009/2010:

NC SirsiDynix Users Group Meeting – Greensboro (1 day)
Technology Web Essentials Conference (2 days online)
Fundamentals of Collection Development (4 weeks)

Projects/Other Activities Not Included Elsewhere

**LIBRARY STAFF DATA SHEETS
FY 2009/2010**

Name: Anne F. Egger

Position Title: Library Assistant

In House Title and/or Brief Description of What You Do:

My duties include working at the Circulation Desk, I answer the phone, check-in and check-out materials, check-in and check-out reserve items, take fines, sell head phones and thumb drives, check the book drop, schedule group study rooms, check-out laptops, data projectors, digital cameras, and screens. I am also in charge of the new books area and shelving newspapers. I do regular shelving and shelf-reading. Work on Archival projects as needed such as reviewing slide presentations and writing a finding aid for each presentation.

Education

Degree	Year	Institution	Subject Area
BA	1986	Austin College, Sherman, Texas	History

Years of Service at CPCC

Part Time Service Start Date ___ N/A ___

Full Time Service Start Date _ Sept 9, 2002 ___

Library Committees On Which You Served 2009/2010:

Marketing
Archives
Search Committee for the Library Services Supervisor

Campus Committees On Which You Served 2009/2010:

ACA 110 Scholarship Committee

Professional Memberships/ Professional Committees 2009/2010:

Metrolina Library Association
North Carolina Library Association
Historic Charlotte Society

Presentation Made/Classes Taught During 2009/2010

Professional Development Activities **2009/2010:**

Professional Meetings and Workshops 2009/2010:

Information Literacy Conference, June 18, 2009. Metrolina Library Association Program

Metrolina Library Association Winter Luncheon, Art Institute of Charlotte

Projects/Other Activities Not Included Elsewhere

Coordinated and presented with Lois Walker Stickell an event on Denmark Vesey. October 1, 2009, Central Piedmont Community College. Created a visual display on the life of Denmark Vesey for two weeks in October 2009.

Wrote 12 book reviews for the CPCC Libraries BookMarks Blog

Created a personal teapot collection display at the Levine Campus, February 2010 and the Central Campus in March 2010.

**LIBRARY STAFF DATA SHEETS
FY 2010/2011**

Name: Englebert, Pamela J.

Position Title: Media Equipment Specialist

In House Title and/or Brief Description of What You Do:

Provide Audio, Media, and Equipment Services for the College at large
Desk duties, Inventory, Cataloging and Equipment Services for the Library

Years of Service at CPCC

Part Time Service Start Date ____ N/A ____

Full Time Service Start Date _1984__

Library Committees On Which You Served 2010/2011:

Marketing
Archives

Campus Committees On Which You Served 2010/2011:

Sensoria
Skyline Run and Clay Pigeon Shoot

Presentation Made/Classes Taught During 2010/2011

Acting for the Camera/Drama

**LIBRARY STAFF DATA SHEETS
FY 2009/2010**

Name: Naima Abdul-Hakim

Position Title: Librarian (part-time)

In House Title and/or Brief Description of What You Do:

Provide library services to Harper Campus library users.

Education

Degree	Year	Institution	Subject Area
MLS	1994	Rutgers University	Library & Information Studies

Years of Service at CPCC

Part Time Service Start Date 2006 N/A

Full Time Service Start Date

Professional Memberships/ Professional Committees 2009/2010:

Graduation Project Committee (CMS)
Coordinated School Health Team (CMS)
North Carolina Association of Educators

Presentation Made/Classes Taught During 2009/2010

11/5/09 -American Association of School Librarians Pre-conference Program
Numerous high school research classes taught

Professional Development Activities 2009/2010:

Coordinated School Health Team Workshop

Professional Meetings and Workshops 2009/2010:

Graduation Project Committee
School Media Issues

Projects/Other Activities Not Included Elsewhere

March 2009 – Phillip O. Berry Academy of Technology Graduation Project Coordinator

**LIBRARY STAFF DATA SHEETS
FY 2009/2010**

Name: Retha Hall

Position Title: Senior Librarian

In House Title and/or Brief Description of What You Do:

- Responsible for management and daily operations of two libraries (general and law) at the Cato campus.
- Provide management supervision for 1 FT Library Technical Assistant and 5 part time staff. Also had three work study students.
- Provide reference services (in person and virtually) to students, faculty and staff at the Cato Campus Libraries and other campuses as needed.
- Develop and conduct library instruction classes
- Library and collection development liaison for **ASL/IPP, Horticulture, GIS/GPS, Office Administration Technology and Science** departments
- Responsible for marketing and promotion of library services and resources at campus.
- Coordinate marketing and outreach activities and staff for campus sponsored events, (e.g., Student Resources Day, New Student Orientations, program development and displays/exhibits,etc.)

Education

Degree	Year	Institution	Subject Area
MLS	1995	San Jose State University	Library Science
BS/BA	1985	San Jose State University	Speech Pathology & Audiology

Years of Service at CCCC

Part Time Service Start Date: 04/02 thru 5/03

Full Time Service Start Date: 01/06 to present

Awards, Honors, Publications

- Accepted into and graduated from CCCC Leadership Institute 2010 Class (Sept 09-May 10)
- Promoted to Senior Librarian (Aug 2009)

Library Committees On Which You Serve 2009/2010:

- Marketing Committee
- Cataloging Committee
- Library Scholarship Committee
- Collection Development, Reference, Library Instruction

Campus Committees On Which You Serve 2009/2010:

- Cato Campus Leadership Team
- Building Captains- Cato Campus
- Minority Male Mentoring (3MP) Project (Enrollment and Student Services)
- Innovation Grant Committee
-

Professional Memberships/ Professional Committees 2009/2010:

N/A

For Credit Classes Taken 2008/2009:

- Fundamentals of Collection Development Online Class, ALA (Nov-Dec 2009)

Presentations Made 2008/2009:

- Co-developed and presented “Library 1010 Made Ezzz” for staff during May Daze (Hall-Tsai).
- Presented at Inspiration, Innovation, Celebration Entrepreneurial Conference, UNCG-June 09

Classes taught:

Library Instruction -29 classes; 577 students

Professional Development Activities (off campus) 2009/2010:

- Attended UNCC UnConference, March 2010
- NC State Library, Webinar: Learning Express Library, Job Accelerator, April 2010

Professional Meetings and Workshops 2009/2010:

- Institutional Effectiveness (Nov 2009)
- Personalities in the Workplace (April 2010)

Projects/Other Activities Not Included Elsewhere

- Charlotte School of Law & CCCC Reciprocal Agreement revised (Kelley, Hall)
- Secured Cato Library Group Study Space (collaboration with Cheryl Richards, Dean)
- Created Blog for Cato/Claw

Program Development/ Exhibits/Displays

- Developed and implemented three collaborative programs with Student Life at the Cato Campus:
“Celebrate Hispanic Heritage Month with Alvy Morales “(September 2009); Women’s History Month with author/journalist Patrice Gaines

Library Open House

Central Campus:

Black History Month: author Omar Tyree (Feb 2010), John Lewis –“Walk a Mile in My Shoes” (assisted with coordination of satellite programming on campus. n theme of social entrepreneurship (Sept 2008).

- Worked with Student Life Coordinator to develop library sponsored programs (Hispanic Awareness, Black History, Women’s History, Library Open House).
- Coordinated and assisted with an additional displays/exhibits for Cato Campus

Other

- Cato Campus Coordinator for AHA, Start Walk (Sept 2009)
 - Panel participant for Sharing Our Stories: Heart Awareness Month (Feb 2010)
 - Library Equipment Inventory (October 2009), Completed equipment inventory at Cato (March 2010)
 - Hire and train student employees
 - Worked with Disability Services to update Assistive Technologies in the library and to identify additional student needs. (June/July 2009).
 - Peak registration volunteer (June/July)
 - Scholarship Day volunteer
-

**LIBRARY STAFF DATA SHEETS
FY 2009/2010**

Name: Martin D. House

Position Title: Assistant Director for Public Services

In House Title and/or Brief Description of What You Do:

- **Oversee operation for the Circulation, Instructional and Reference Departments**
- **Supervise Managers for each of the before mentioned areas**
- **Staff public service desks**
- **Directly oversee Learning Commons Staff**
- **Oversee schedule for Learning Commons**
- **Ensure adequate staffing for all areas on Central Campus**
- **Lead managers for respective service areas to find innovation and efficiencies in assigned work areas**

Education

Degree	Year	Institution	Subject Area
B.A. Music	1994	Wingate Univ.	Music
Masters	1998	Univ. of North Carolina,	Greensboro Library Science

Years of Service at CPCC

Part Time Service Start Date ___ N/A ___
Full Time Service Start Date _ March, 2010 ___

Library Committees On Which You Served 2009/2010:

- Technology
- Emerging Technology
- Instruction
- Imbedded Librarian Project
- ILS Evaluation
- Training
-

Professional Memberships/ Professional Committees 2009/2010:

- North Carolina Library Association

Projects/Other Activities Not Included Elsewhere

- Roving Reference
 - Work Overview Study and Monthly Reports
 - Annual Report
 - Cash Handling
-

**LIBRARY STAFF DATA SHEETS
FY 2008/2009**

Name: Velma R. Jackson

Position Title: Library Specialist

In House Title and/or Brief Description of What You Do:

Education

Degree	Year	Institution	Subject Area
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High School Diploma	1983		CPCC
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Years of Service at CPCC

Part Time Service Start Date---1.5
Full Time Service Start Date--- **24**

**LIBRARY STAFF DATA SHEETS
FY 2009/2010**

Name: L. Elaine Kushmaul

Position Title: Sr. Librarian

In House Title and/or Brief Description of What You Do: Head of Reference

- Head of Reference
 - Schedule staff on Central Campus library reference desk and H3lp Chat reference
 - Chair Reference steering committee
 - Communicate policy and procedure changes to reference staff
 - Coordinate ongoing staff development related to reference activities
- Collection Management
 - Member of Collection Development committee
 - Collection management liaison for Allied Health programs
 - Communicate w/faculty regarding selection and de-selection of materials
 - Give input related to library for certification reviews for 13 programs
- Varied projects including being a member of the Marketing Committee

Education

Degree	Year	Institution	Subject Area
AS	1972	Phillips Community College	Nursing
BSN	1975	University of Missouri	Nursing
MS	1987	Amber University	Business & Human Relations
MLIS	2000	UNCG	Library Information Studies

Years of Service at CPCC

Part Time Service Start Date ___ N/A ___

Full Time Service Start Date ___ Dec. 2000 ___

Library Committees On Which You Served 2009/2010:

Chaired Reference Committee
Collection Development Committee
Librarian Committee
Marketing Committee

Campus Committees On Which You Served 2009/2010:

Wellness Committee, member
Professional Staff Welfare Committee, participant, including assisting w/yearly social

Professional Memberships/ Professional Committees 2009/2010:

American Library Association

ACRL

For Credit Classes Taken 2009/2010:

N/A

Presentations Made/Classes Taught During 2009/2010:

Taught 16 BI classes throughout year

Presented as part of yearly orientation programs for dental assistant students, August 2009

RUSA guidelines, with emphasis on distance reference, presented to CPCC reference staff 10/09

Professional Development Activities 2009/2010:

PeopleClick training for Library Staff, 7/2009

CPCC required training series- throughout year

Project Management 101, 9/2009

Project Management Technologies, 10/2009

Library Journal Webcast: The Future of the Library - How the Library Ecosystem is Evolving to Support 21st Century Information Demands Webcast, November 18, 2009

UNCC Unconference, March 4, 2010

ALCTS Fundamentals of Collection Development and Management Web-based course, Mar 15, 2010 to April 9, 2010.

Library Journal Webcast: Reference: The Missing Link in Discovery Webcast, May 11, 2010

Professional Meetings and Workshops 2009/2010:

American Library Association

- Annual Conference July 2009, Chicago
- Annual Conference June 2010, Washington, DC

Projects/Other Activities Not Included Elsewhere

Served on search committee for new Assistant Director of Public Services

**LIBRARY STAFF DATA SHEETS
FY 2009/2010**

Name: Gloria A. Kelley

Position Title: Dean of Library Services

In House Title and/or Brief Description of What You Do:

Serve as liaison for Library Services with college departments, administration and the CPCC Community.

Years of Service at CPCC

Part Time Service Start Date ____ 2006-2008 ____
Full Time Service Start Date _Nov. 1, 2008_

Library Committees On Which You Served 2009/2010:

Cataloging Advisory Committee
Collection Development
Sunshine Committee

Campus Committees On Which You Served 2009/2010:

- Learning Council
- Trail of History Committee
- ACA Scholarship Review Committee
- Minority Male Mentoring Program – Serve as a mentor for two young men. Help organize the John Lewis visit to CPCC in March 2010.

Professional Memberships/ Professional Committees 2009/2010:

- American Association of Women in Community Colleges (AAWC)
- Charlotte Area Educational Consortium, (Secretary for the Council)

Presentation Made/Classes Taught During 2009/2010

- African American Genealogy Interest Group (AAGIG) – Served as guest speaker for the group's monthly meeting, November 21, 2009. Topic: Genealogy Research Update: How Current Are You?
- Career Day Participant. March 6, 2010. Ebenezer Baptist Church, Charlotte, NC. Spoke with young adults about a career in librarianship.

Professional Meetings and Workshops 2009/2010:

- Association for Non-Traditional Students in Higher Education (ANTSHE) National Conference, March 12-13, 2010, UNCC, Charlotte, NC. Served on the planning Committee and handle local arrangements
- Women Administrators in North Carolina Higher Education Conference, February 5, 2010

LIBRARY STAFF DATA SHEETS FY 2010/2011

Name: Gloria Onukwufor

Position Title: Circulation Supervisor

In House Title and/or Brief Description of What You Do:

Education

Degree	Year	Institution	Subject Area
BA	1975	Johnson C. Smith Univ.	English

Years of Service at CPCC

Part Time Service Start Date __02/09/1976_____

Full Time Service Start Date _09/01/1977_____

Awards, Honors, Publications

30 Years Service Award

Library Committees On Which You Serve:

Marketing/Outreach Committee

Reference Advisory Committee

Technology Committee

Training Advisory Team

Campus Committees On Which You Serve:

Professional Memberships/ Professional Committees:

For Credit Classes Taken:

Dimensions of Leadership 2010

Presentations Made:

Presented Workshop on Genealogy for Student Success Services Staff Retreat at Harris Campus

Professional Development Activities (off campus):

Classified Staff Day 2010

Office Communicator Instance Messages

Professional Meetings and Workshops:

Service Excellence Overview

What to do in Case of an Emergency

Discrimination and Harassment

Projects/Other Activities Not Included Elsewhere

Marshall at Graduation 2010

High School/GED Graduation 2010

**LIBRARY STAFF DATA SHEETS
FY 2009/2010**

Name: Steve Osler

Position Title: Librarian

In House Title and/or Brief Description of What You Do:

Librarian – Create/Update flash tutorials, webmaster for the Library website, maintained the library’s federated search system, coordinate CPCC involvement with NCKnows, develop and teach library instruction classes. Served as back-up systems librarian. Collection development liaison for HIS, PSY, HSE, IT/WEB, SGD, JOU, POL.

Education

Degree	Year	Institution	Subject Area
BS/BA	2002	University of South Florida	History
MS/MA	2004	University of South Florida	MLS

Years of Service at CPCC

Part Time Service Start Date N/A
Full Time Service Start Date 01/2006

Awards, Honors, Publications

Library Employee of the Month

Library Committees On Which You Served 2009/2010:

Web Services Advisory Team (Chair)
Cataloging Committee
Tech Team
New ILS Research Team

Campus Committees On Which You Served 2009/2010:

Quality Course Review (eLearning)
College Fellows

Professional Memberships/ Professional Committees 2009/2010:

NCKnows Advisory Board

For Credit Classes Taken 2009/2010:

WEB140 – Web Development Tools (Grade - A)

Presentation Made/Classes Taught During 2009/2010

Embed Yourself: CPCC’s Online Library Instruction Pilot

Presented at the Metrolina 5th Annual Information Literacy Conference
June 2010

Professional Development Activities 2009/2010:

A portion of the PD classes attended in the last year include:

CPR Training – 03/10
Lecture Capture Technology – 11/09
Faculty Showcase E-books Round Table – 08/09
Financial Aid Training for Library Staff – 07/09
College Student’s Perceptions of Fairness in the Classroom – 05/09
Personality in the Office: What Color are You? – 01/10
Fundamentals of Collection Development – 03/10

Professional Meetings and Workshops 2009/2010:

NCKnows Advisory Board – 03/10 Greensboro, NC
Metrolina 5th Annual Information Literacy Conference – 06/10 Charlotte, NC
Journal Finder User’s Group Meeting – 05/10 Raleigh, NC

Projects/Other Activities Not Included Elsewhere

Some projects include:
Conducted website usability study
Implemented new Research Databases subject/a-z list
Implemented Libraryh3lp

**LIBRARY STAFF DATA SHEETS
FY 2009/2010**

Name: Erin Payton

Position Title: Senior Librarian

In House Title and/or Brief Description of What You Do:

Head of Library Instruction: Coordinates library instruction program, both face-to-face and online; manages two people who assist with that goal—Jonathan Carter, library specialist, and Jennifer Ballance, distance education librarian.

Education

Degree	Year	Institution	Subject Area
BA in Criminal Justice	2000	University of Florida	
MS Library Science	2002	Florida State University	

Years of Service at CPCC

Full Time Service Start Date ____June 2003____

Awards, Honors, Publications

Published review in Charleston Advisor on Learning Express Library (September 2009)
Accepted into ACRL's Immersion program for July 2010 (actually accepted in January 2010)

Library Committees On Which You Served 2009/2010:

Library Instruction advisory, Tech Team, Training Advisory team

Campus Committees On Which You Served 2009/2010:

Co-Chair of Educational Resources Committee in Faculty/Professional Staff Senate
Member of Professional Development Advisory Committee

Professional Memberships/ Professional Committees 2009/2010:

Member of ALA, ACRL, NCLA, and Metrolina Library Association

Presentation Made/Classes Taught During 2009/2010

Presented at NCLA as a guest of NCLive, promoting NCLive resources

Professional Meetings and Workshops 2009/2010:

Attended NCLA (Oct. 2009), ALA Midwinter (Jan. 2010), Metrolina Library Association Information Literacy Conference (June 2010)

Projects/Other Activities Not Included Elsewhere

Planning 1st ShareAcademy with Jennifer Balance for August '10

**LIBRARY STAFF DATA SHEETS
FY 2009/2010**

Name: Brian Sexton

Position Title: Library Assistant I

In House Title and/or Brief Description of What You Do:

My responsibilities include working at the Circ-Media Desk where I assist patrons in borrowing materials. A good deal of my time is spent shelving returning items and shifting the circulating collection. I am also assigned to work the Reference Desk, where I assist the librarian on duty with various student inquiries.

Education

Degree	Year	Institution	Subject Area
BA	2003	UNC-Charlotte	History
AA	1991	CPCC	

Years of Service at CPCC

Part Time Service Start Date: June 1987

Full Time Service Start Date: Jan 2, 1992

Awards, Honors, Publications: None

Library Committees on Which You Served 2009/2010:

1. Hiring committee for Assistant Director of Technical Services
2. Hiring committee for Assistant Director of Public Services
3. Cataloging Committee
4. Captain Jack Recognition

Campus Committees On Which You Served 2009/2010:

1. Employee Recognition Committee
2. Institutional Effectiveness Committee

Professional Memberships/ Professional Committees 2009/2010: None

For Credit Classes Taken 2009/2010:

1. Business 137
2. Sociology 210
3. Sociology 213

Presentation Made/Classes Taught During 2009/2010

Genealogy: A Basic Overview for college staff at the Harris Campus

Professional Development Activities 2009/2010:

1. Completed Dimensions of Leadership, Spring 10
2. Living Library Project: Don't judge a book webinar, July 09
3. Financial Aid Training for Library staff, July, 09
4. Email Etiquette, July, '09
5. Outlook, tips to maximize..., July 09
6. Policies and Procedures Overview, Aug 09
7. Effective meetings..., Aug 09
8. Intro to HR and EAP, Aug 09
9. Using ITALIC, Aug 09
10. Placing and removing materials from Reserves, Aug 09
11. Accountability and Institutional Effectiveness, Aug 09

- 12. Conserving Energy in the office, Sept 09
 - 13. IM-Reference Best practices, Oct 09
 - 14. Come Walk In My Shoes, Feb 10
 - 15. AHA Heartsaver CPR & AED, March 10
- Total Hours Completed: 183.**

**LIBRARY STAFF DATA SHEETS
FY 2009/2010**

Name: Doug Short

Position Title: Librarian

In House Title and/or Brief Description of What You Do:

Manager, Harper Campus librarian

Provide reference and instruction services. Also assist with cataloging and archives.

Education

Degree	Year	Institution	Subject Area
BA	1999	Winthrop University	History
MLIS	2005	University of S. Carolina	Library Science

Years of Service at CPCC

Part Time Service Start Date ____ N/A ____
Full Time Service Start Date **9/10/2007**

Library Committees On Which You Served 2009/2010:

Archives Advisory Committee, Cataloging Advisory Committee, Collection Development Steering Committee, Tech Team, Web Services Advisory Team, Library Instruction Team, Librarian Search Committee

Campus Committees On Which You Served 2009/2010:

Harper Campus Management Team

Professional Memberships/ Professional Committees 2009/2010:

Metrolina Library Association, Treasurer

For Credit Classes Taken 2009/2010:

Fundamentals of Collection Development and Management
FRBR, FRAD and FRSAD: A New Model for Cataloging
RDA: On the Road to Implementation
Online Cataloging Resources and Tools
Cataloging Basics: Description

Digital Collections: Where to Begin?
Interactive Information Literacy Teaching Methods

Presentation Made/Classes Taught During 2009/2010

Reference USA Demonstration for Library and Career Services Staff w/ Elaine Kushmaul 3/10/10
Taught 11 Library Instruction classes

Professional Meetings and Workshops 2009/2010:

Archives Training Institute 10/7-10/9/2009
Connecting to Collections Archives Conference 5/20/10
Metrolina Library Information Literacy Conference (organizer) 6/17/10

Projects/Other Activities Not Included Elsewhere

Information Table Collaboration Between Harper Library and Harper Career Services 1/20/10
Organized BookMarks event about graphic novels 5/14/10

**LIBRARY STAFF DATA SHEETS
FY 2009/2010**

Name: Martha Taylor

Position Title: Library Specialist Senior

**In House Title and/or Brief Description of What You Do: Acquisitions and Collection Development,
Occasional Reference Duty**

Education

Degree	Year	Institution	Subject Area
BA	1972	North Carolina State University	Liberal Arts/English

Years of Service at CPCC

Part Time Service Start Date ___ N/A ___
Full Time Service Start Date _2-90__

Awards, Honors, Publications

Library Committees On Which You Served 2009/2010:

Collection Development
ILS Team
Library Scholarship Committee
Sunshine Committee
Training Advisory Team

Professional Development Activities 2009/2010:

Symphony Reports I & II, Overrides, Symphony Acquisitions/Collection Development; Service Excellence Standards; Visiting the Library in My Pajamas; Peopleclick Training; Financial Aid Training; Email Etiquette; Outlook Training; Effective Meetings, Project Planning, and Goal Setting; iTALC Training; Conserving Energy in the Office; Accountability and Institutional Effectiveness; College Safety and Security; Discrimination and Harassment; Introduction to HR Services and EAP; Policies and Procedures Overview; VPL Spring Forum; Personality in the Office; Sleep Well-Be Well; Reference Database Workshop

Projects/Other Activities Not Included Elsewhere

Completed online course, Fundamentals of Collection Development and Management

**LIBRARY STAFF DATA SHEETS
FY 2009/2010**

Name: Vicky Tsai

Position Title: Assistant Director for Campus Libraries

In House Title and/or Brief Description of What You Do:

- **Oversee the operations and staffing of all the regional campuses**
- **Oversee the marketing efforts of the entire library system**
- **Represent the library at college-wide groups, and professional meetings**

Education

Degree	Year	Institution	Subject Area
B.A.	1970	Edgecliff College (now part of Xavier Univ.)	English
M.A.,L.S.	1972	Rosary College (now part of Dominican Univ.)	Library Science
B.A.	1988	UNCC	Spanish

Years of Service at CPCC

Part Time Service Start Date N/A
Full Time Service Start Date Jan 1997

Library Committees On Which You Served 2009/2010:

- Marketing Committee (chair)
- Circulation Policy Revision committee
- Library Instructions Advisory Committee
- Library Scholarship Committee
- Training Advisory Committee

Campus Committees On Which You Served 2009/2010:

- Learning College Committee

Presentation Made/Classes Taught During 2009/2010

- Several presentations at the new faculty orientations

Professional Development Activities 2009/2010:

- Online course: "Fundamentals of Collection Development and Management" (24 hrs.)
- 49 hours of PD training

Professional Meetings and Workshops 2009/2010:

- UnConference @ UNCC – Feb, 2010

Projects/Other Activities Not Included Elsewhere

- **Partnered with Student Life, The Diversity Committee, and Mobilize.org to present a series of PBS film preview events**

**LIBRARY STAFF DATA SHEETS
FY 2009/2010**

Name: Darlene White

Position Title: Library Technical Assistant

In House Title and/or Brief Description of What You Do:

Library Technical Assistant at the Cato Law Library who is responsible for the opening and closing of the library and creating reports needed for library statistics. Also responsible for assisting students with technology questions, reference questions and other informational inquires as well as directing students or guests to legal resources. I also open and close the Cato Campus library on various occasions, and create displays at both Campus libraries to promote the library. I also assist students with the copier and perform light maintenance on the copy card machine in front of the library.

Education

Degree	Year	Institution	Subject Area
B.A	2004	University of North Carolina at Charlotte	Political Science
B.A	2004	University of North Carolina at Charlotte	English

Years of Service at CPCC

Part Time Service Start Date N/A
Full Time Service Start Date Nov. 2008

Awards, Honors, Publications

Employee Spotlight - March 2010

Library Committees On Which You Served 2009/2010:

- Technology Committee
- Web Services Advisory Committee

For Credit Classes Taken 2009/2010:

- Web & Internet Fundamentals– Fall 2009
- Web Design (Web Markup & Scripting) – Spring 2010
- Web Technologies Orientation – Spring 2010
- Simulation & Game Design – Spring 2010

Presentation Made/Classes Taught During 2009/2010

- Assisted in Presenting – The Media Policies Workshop - Jan. 2010

Professional Development Activities 2009/2010:

- Technology Essentials Online Conference (Technology for Libraries) - Feb. 2010
- Completed 76.75 hours professional development from April '09 – April '10

Projects/Other Activities Not Included Elsewhere

- Peak Registration Volunteer
 - Created or Assisted in creating displays – 3 at Central Campus, 2 at Cato Campus Library , 2 at Cato Law Library
 - Created and currently maintains the Cato Campus Libraries Blog
-

**LIBRARY STAFF DATA SHEETS
FY 2009/2010**

Name: Yan Wang

Position Title: Senior Librarian, head of cataloging and database maintenance

In House Title and/or Brief Description of What You Do:

Original and copy cataloging for print and non-print materials.
Oversee the quality control of all cataloging records.
Maintain authority control in the online catalog. Act as Library liaison for Library of Congress and OCLC online computer Library Center
Monitor the daily work flow of the department and provide support and guidance to staff in their duties.
Responsible for database maintenance
Formulating and maintaining policies and procedures for the area
Provide reference services via in person, online and phone.
Participate in the collection development for assigned engineering areas.
Manage staff members of cataloging, serial, and physical processing. Coordinate establishing goals, projects and performance of direct reports.

Education

Degree	Year	Institution	Subject Area
MS/MA:	1995	Indiana University	Library & Information Science
BS/BA:	1985	Inner Mongolia University of Technology	Chemical/Mechanical Eng.

Years of Service at CPCC

Part Time Service Start Date ___ Dec. 2001
Full Time Service Start Date Sept. 2002 - present

Library Committees On Which You Served 2009/2010:

Cataloging committee (Chair)
Library Technology committee
New library System committee

Campus Committees On Which You Served 2009/2010:

Diversity Committee
Oral History Committee

Professional Memberships/ Professional Committees 2009/2010:

North Carolina Library Association (Director of round table of technical Service Section)

For Credit Classes Taken 2009/2010:

General psychology through CPCC

Presentation Made/Classes Taught During 2009/2010**Co-presented: Learning Express library**

Taught training class: Add brief title for ILL.

Taught training class: Placing/Removing materials on Library Reserve.

Provided one-on-one trainings to cataloging and serial staff members regarding their assigned projects.

Professional Development Activities 2009/2010:

Completed required professional development hours.

Professional Meetings and Workshops 2009/2010:

NCLA RTSS telephone conferences

UNCC unconference

SirsiDynix library system annual meeting

New library system committee

Projects/Other Activities Not Included Elsewhere

Library online catalog electronic material accessing project: Solved electronic material accessing problems in library online catalog, inserted EZproxy links, and made over 27000 electronic titles accessible for distance learning students and staff members outside CPCC campuses.

New library system project: Coordinated implementing cataloging database during new library system transition.

Material withdrawn project: Created "Withdraw materials" policy and procedure.

Bulk deletion project: Implemented bulk deleting processes in the library system and withdrawn over 5800 weeded items.

New book list project: Created generating new book list monthly in the library system.

ILL services: Processed ILL deletions.

Reference material weeding project: Coordinated with reference librarian and circulation staff with weeding library reference collection.

Equipment and Telecourse: Assisted with all new and old replacements per CPCC TV and IT cycles, cataloged and updated the library equipments and CPCC telecourses.

Serial record display project: initiated the project to update serial holding and retention policy in library online catalog.

Participated in Dr. Zeiss' greenway project: "Southern Campaigns of the American Revolution"

**LIBRARY STAFF DATA SHEETS
FY 2009/2010**

Please fill in the following information based on Fiscal Year July 1, 2009 - June 30, 2010

Name: Mark Williams

Position Title: Library Technical Assistant P/T

In House Title and/or Brief Description of What You Do:

Library Technical Assistants perform a variety of clerical and administrative tasks that require some independent judgment, including: assisting patrons, locating resources or information, checking out books, collecting fines, gathering information, producing reports, equipment troubleshooting, monitoring and ordering supplies, setting up displays, receiving shipments, and sorting materials in support of the library's daily operations.

Education

Degree	Year	Institution	Subject Area
Associate in Arts	2007	CPCC	Transfer Degree

Years of Service at CPCC

Part Time Service Start Date Sept. 2006
Full Time Service Start Date N/A

For Credit Classes Taken 2009/2010:

Full Schedule @ UNCC, for this fiscal year, ~36 hours taken.

Professional Development Activities 2009/2010:

1 hour in Office Communicator Training

Projects/Other Activities Not Included Elsewhere

None outside of routine projects assigned by my supervisors at regional campus libraries, for example: major shifting of the shelves at CLAW, creating a template for physical E-book placement, cataloging all classroom library equipment at Cato, twice for two separate supervisors, or a separate full cataloging of all in house equipment at Cato because records had been lost.