

University Libraries

annual report
2006/07

Virginia Tech
Blacksburg, VA



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From the Dean



A few years ago (03/04) the cover for our Annual Report had a quilt design. I used that metaphor—quilting—to talk about the library year. I am again reminded of quilts. But this year the cover has more stylized squares knocked all awry—yet still linked and holding together. That seems apt for capturing 2006/07. It was an unforgettably sad year. The sorrow we feel for those we lost and their families and friends will be part of us forever. The Library was especially saddened to lose Partahi Mamora Halomoan Lumbantoruan -Mora to us— a doctoral graduate student from Indonesia who worked part-time in Newman’s shelving unit.



We were honored to learn that Mora’s parents would be able to visit with us on Friday morning before the graduation ceremony where he would be awarded a posthumous degree. A number of library staff who are excellent quilters wanted to take on the challenge of making a wall hanging to present to Mora’s parents when they visited. They chose a theme of Hokie colors and symbols but were especially inspired by a faded picture that they had seen at the memorial stone for Mora. The picture showed a smiling Mora and had several messages from his fellow students who called themselves The Geotechs. It seemed to be just the kind of picture that his parents would want to have. With some sleuthing they tracked down the fellow student—now an alum in North Carolina—who had taken the photo at a game that Mora had attended with his colleagues. They incorporated that smiling photo in the quilt, and we were able to have a framed photograph ready for his parents too.

What we didn’t know then was that it is an Indonesian tradition to create and present a woven hanging for solemn ceremonial events. Mora’s parents brought with them a specially woven wall hanging commemorating Mora. They draped it around me like a shawl and the whole room shared many tears with them for their son - and for all of us mourning the loss of Mora. We were so honored that they had made this special gift for the Library in his memory. When the Library quilt was presented his parents were overwhelmed with the gift, especially the picture, and we all shared many more tears. Yet despite the tears I know that it was the perfect thing for the Library to have given them to take home.

As we link the sorrows and joys of this year together we know that we won’t forget those we lost. As we move forward and do those things that support the entire learning, teaching and research community we will do our best to turn our activities into a living memorial for them.

Eileen E. Hitchingham—Dean, University Libraries

University Libraries at Virginia Tech

Mission

The University Libraries at Virginia Tech provide and promote access to information resources for the achievement of the University's objectives in teaching, learning, research, creativity, and community service.

We are dedicated to meeting the information, curricular and research needs of students, faculty, and staff of the Virginia Tech community, wherever located, in a manner that respects the diversity of community and ideas.

We provide selected services to a wider community of users.

Values

We are defined by our core commitment to the sharing of what humanity has discovered and thought. We value:

Information, whose free flow throughout the university provides an accurate basis for its work

Ideas, the university's defining occupation

Knowledge, which preserves the progress of past generations

Discovery, which builds the future

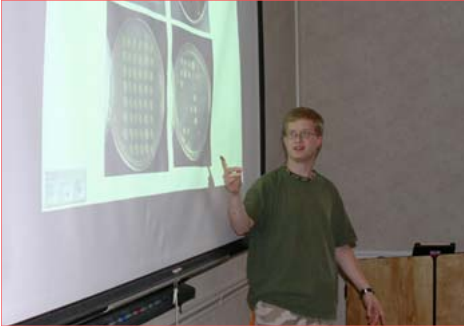
Truth, which guides our interactions with one another and with our public

Vision

We will be collaborative partners with members of the university community as we collectively work to position the university as a top-tier research institution. Wherever they are located, members of the Virginia Tech community will be supported by the library as they engage in research, as they share in quality learning experiences at the undergraduate and graduate levels, and as they work in transferring knowledge and expertise between the university and society.

Learning

Library supports summer scholars in undergraduate research



Labs and the Library go together when you are a student in the NSF-Research Experiences for Undergraduates program. Some forty-eight students from universities across the country participated in this program under the guidance of Woodrow Winchester (Industrial & Systems Engineering), Tamim Younos (Geography), and Maggie Bump (Chemistry).

These students got a taste for how to best find information for their projects by participating in instructional sessions led by Library faculty Larry Thompson and Edward Lener. The sessions centered on techniques for efficiently finding information in databases such as INSPEC, Compendex, SciFinder, and Web of Science, and also retrieving full text directly from resources such as IEEEExplore, the Association for Computing Machinery Digital Library, and Science Direct.

For many students this was the first time they had used resources like these. They were amazed at the amount of information that was available, and how easy it was to find.

When the Library comes to you

It's Tuesday, October 3rd, 2PM. With her water bottle at hand and surrounded by several computers, a maze of wiring, and a speaker- phone, Michelle Young, College Librarian for Human

Development and Education, sits in the Graduate Life Center at Blacksburg to provide a library instruction class for the students in Professor Gabriella Belli's class in Northern Virginia.



Because we know that a significant number of our students are not in Blacksburg, we have begun to explore technologies like video-conferencing to supplement our current practice of site visits to extended campus students. In 2007/08 the Research and Instruc-

tional Services unit will begin work to develop an online information skills class for graduate students to parallel the in-person credit class we offer in Blacksburg.

Classes Tours Presentations

In 2006/07 the Libraries' faculty and staff delivered more than 831 classes, presentations, and tours to more than 16,000 participants. Most sessions were in Blacksburg, but Abingdon, Hampton Roads, and Northern Virginia had in-person or online visits from librarians too.

This volume of activity places the Virginia Tech Library in the upper half of Association of Research Libraries members for the number of instructional sessions delivered.

Assessing Instruction

Under the leadership of Lesley Moyo, the Libraries' new Director for Research and Instructional Services, the RIS unit evaluated its instructional programs. It used the *Information Literacy Competency Standards for Higher Education*, developed by the American Library Association's Association of College and Research Libraries, and endorsed by the American Association of Higher Education and the Council of Independent Colleges, as its measurement template.

Based on the review the RIS unit is redesigning instructional offerings, with its initial activity focused on those programs aimed at entry level students. It will incorporate assessment into most of its instructional contacts.

Collaboration with Learning Technologies on Providing Group-Project Software for Students

Group study just got easier at Virginia Tech, thanks to a new installation of TeamSpot in a 4th floor group study room in Newman Library.

TeamSpot, made available by a partnership between Learning Technologies and the University Libraries, enables students to actively work together on group projects— without having to crowd around a single laptop computer. The TeamSpot software, coupled with a 40-inch public display screen, empowers group members to:

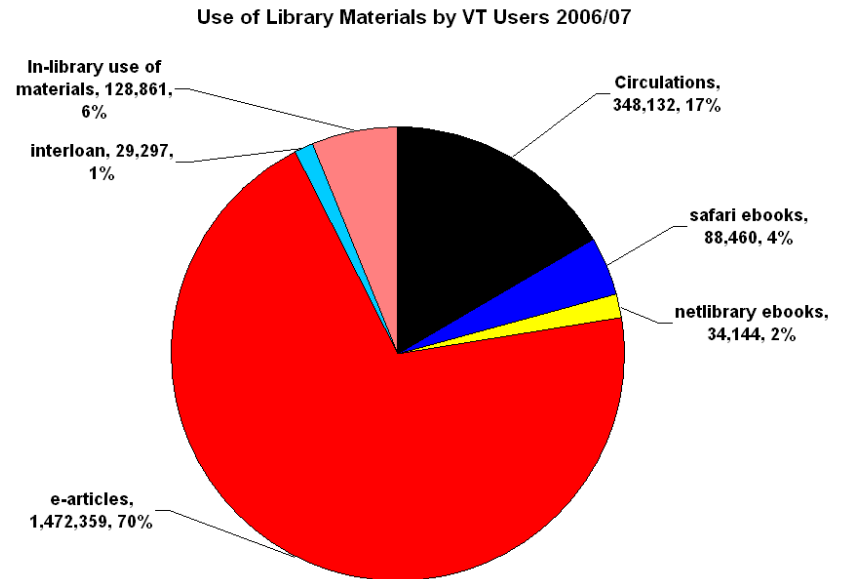
-
- work together on the large public display screen while interacting from their personal laptops
 - easily move files between computers by dragging and dropping
 - copy and paste URLs, images, and text snippets across computers
 - work on parallel tasks and then rapidly integrate the results

The purchase of the TeamSpot software and hardware was funded by a Parents' Fund award to the Learning Technologies Department. Learning Technologies invited the library to collaborate on the initiative because of the departments' similar interests in supporting students' studies.

Discovery

The ability to discover and create new scholarly works is dependent on having the means to build upon what is already known and what researchers have done before.

Through collection enhancement projects and by offering useful outreach services the Libraries enriched the core of resources that researchers can turn to, and made them easier to use.



What our users do: Scholars increasingly turn to digital resources

Understanding how our users interact with information resources is important in helping the Library make informed choices about developing services and making allocations for purchasing resources. Though still something of an art rather than an exact science, we are able to track use at a gross level.

In doing this it is clear that for many users the availability of a broad range of easily accessible electronic resources is their preferred way to use information. For example, in 2006/07 electronic downloads of articles, and accesses for our online books, accounted for three out of four of the interactions that we can follow (circulations, in-library use of materials, interloan, electronic uses).

Overall information use has grown too—from 1.2 million events in 2000/01 to the 2006/07 count of 2.1 million.

What our Users Say

The Library has a long history of going out to the user community to get feedback on how we are doing and what we can improve. For several years we have given LibQual+ surveys to our faculty and students, and every year the Interlibrary Loan unit surveys extended campus ILLiad users.

This year we have a different mix of feedback. We have surveyed our students by adapting an instrument used for several years at the University of Washington, and have expanded the ILLiad survey to include on-campus users. The Washington instrument complements LibQUAL by asking more directed questions than does that survey.

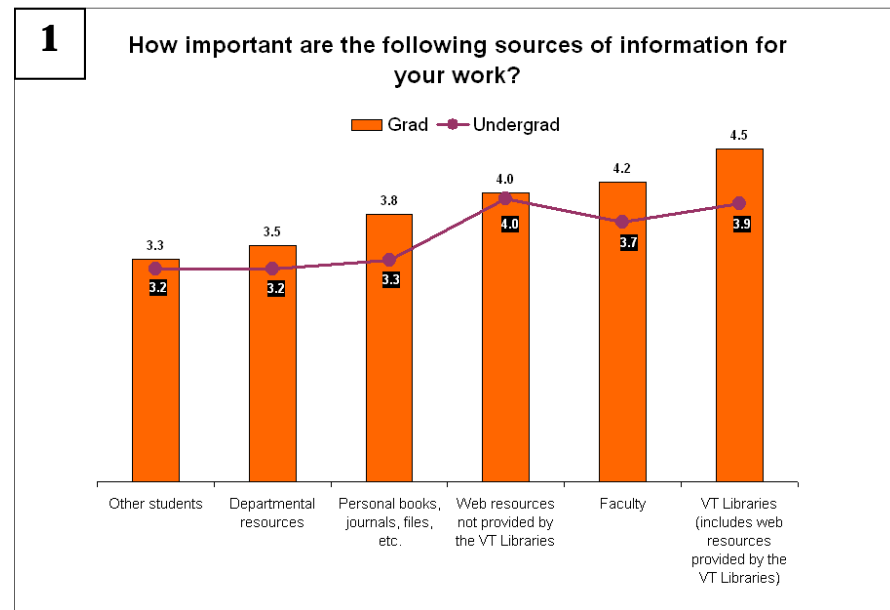
Student Survey

Bruce Obenhaus, Luke Vilelle and Don Kenney adapted the Washington study for Virginia Tech students in spring 2007. Overall responses

noted here are from 635 graduate students and 377 undergraduates. These are preliminary findings. A more complete analysis will be done in the fall.

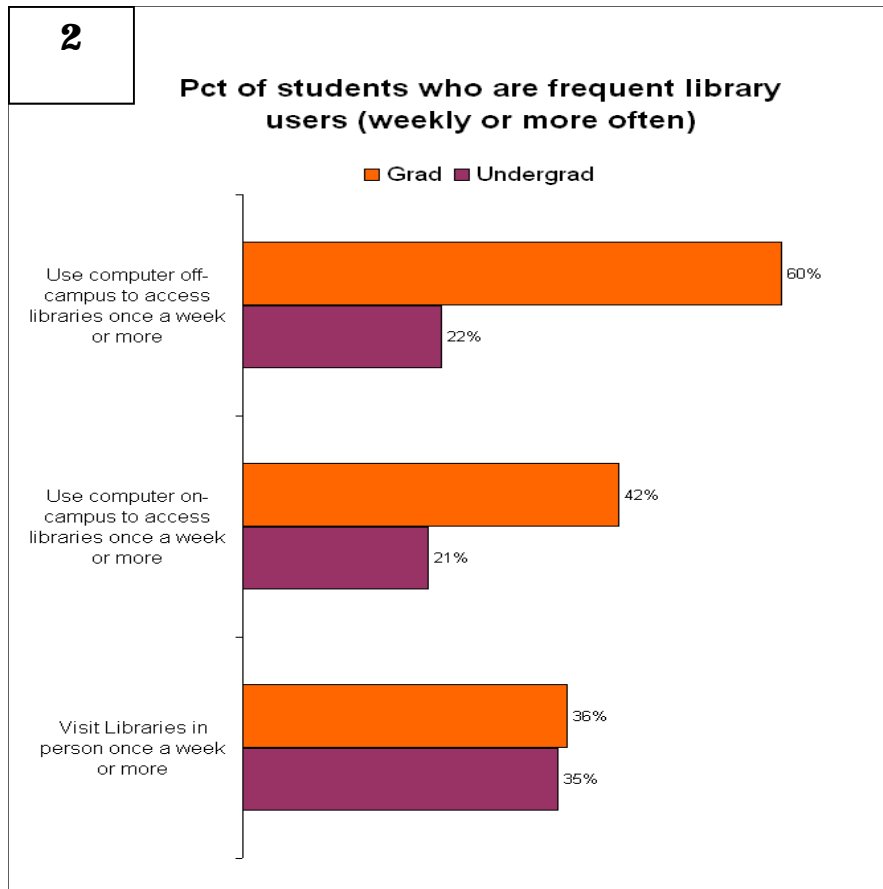
The Library continues to be an important source of information for students (Chart 1)

For graduate students the library is their most important information resource (4.5 on 1-5 scale) and is followed by faculty as their next most important resource (4.2). Undergraduate students note their most important information source as the Web (4.0), followed closely by the Library (3.9) and faculty (3.7) as their next most important sources.



Graduate Students Are the Library's Most Frequent Users (Chart 2)

Graduate students are frequent library users. More than half (60%) visit the library in an online mode weekly or more often from an off-campus computer, 42% visit weekly or more often from an on-campus computer, and 36% of them make an in-person visit, weekly or more often.



Undergraduate students are not frequent library users. At most about a third (36%) of them make an in-person visit weekly or more often. They are even less likely to be frequent users via on-campus computers (21%) or off-campus computers (22%).

While Virginia Tech graduate students show library use frequencies similar to those of graduate students at other research institutions, undergraduate students do not. Here, and in our earlier LibQUAL assessments we see that frequent library use— by any mode— to be a characteristic of 1/3 or a less of the VT undergraduates. By comparison, undergraduates at other Association of Research Libraries sites note a much higher frequency of use than do VT students. More than half (54%) note electronic or in-person library use once a week or more often..

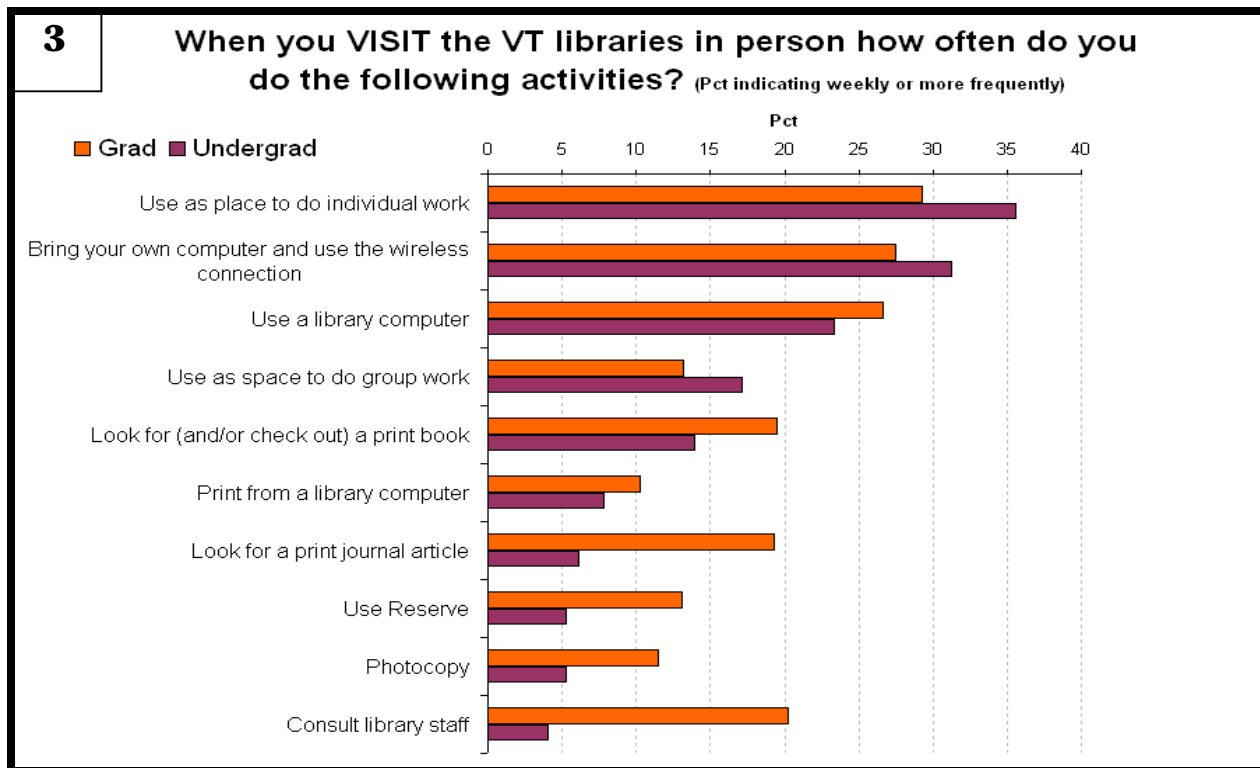
Graduate and undergraduate students who are frequent library users make in-person visits for different reasons (Chart 3)

Undergraduate students who are frequent in-person visitors are more likely to come to find a place to do their own work (37%), to use the wireless network in the library (31%), to use a library computer (27%), and to find a space for group work (17%). They are not likely to want to come to consult with library staff (4%).

Graduate students on in-person visits do the same. They come to find a place for individual work (30%), to use the wireless connectivity (28%), or to use a library computer (27%).

The next most frequent things graduate students are involved in are more traditional library activities—look for or check out a book (20%) -

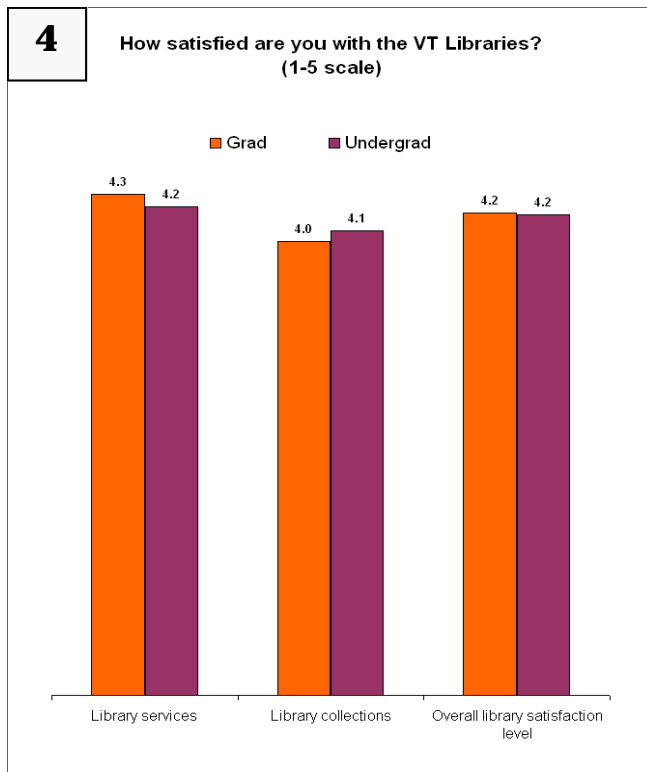
consult library staff (20%) - or look for a print journal article. They are somewhat less likely than undergraduates to want to have a space for group work (13%).



How do students rate the Library? (Chart 4)

Grad students give the highest ranking to library services (4.3) with undergraduates not far behind (4.2). Each ranks library collections somewhat lower (4.0 for Grad, 4.1 for Undergrad).

Overall the students appear to be equally satisfied with the Library (Grad and Undergrad, 4.2)

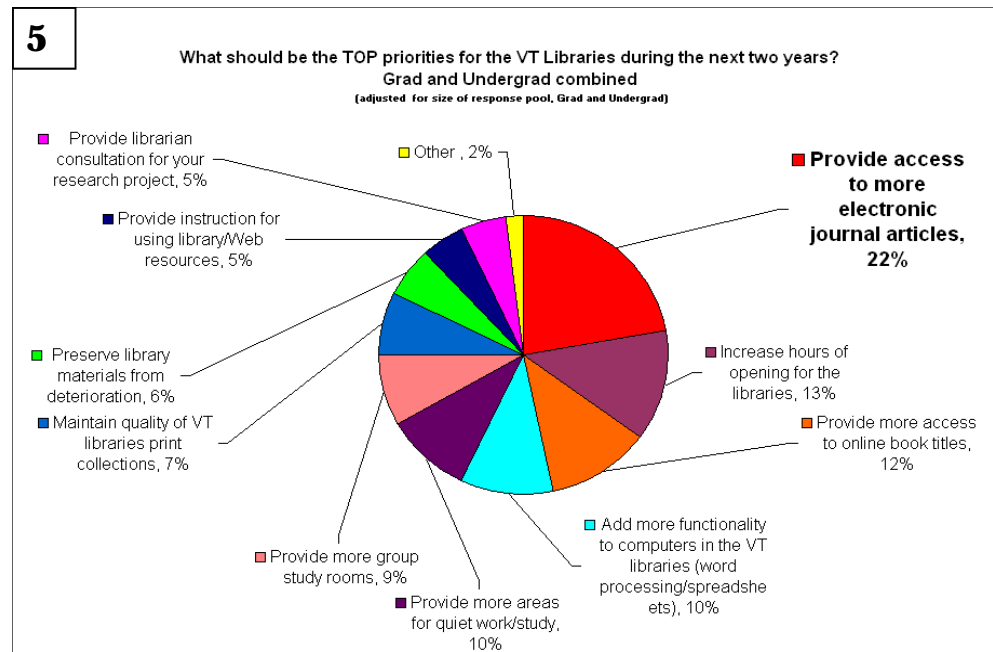


What are the top priorities for students? (Chart 5)

Respondents were given 10 points to show their priorities by assigning the points over a range of services.

The major improvement we could offer to undergraduate or graduate students is to provide access to more electronic journal articles (22%).


Increasing library hours (13%) or providing access to more electronic books (12%) were almost tied in the number of points garnered. Of these two, increasing our electronic book stock would appear to provide the most benefit. Increasing books once affects all, increasing library hours is staff dependent and would have to apply to several sites since users noted different libraries as their prime choice for visits.



Book Reviews Added to Addison

The Virginia Tech Library was an early innovator among university libraries in considering how to enhance the user's catalog searching experience. When the new Addison system was introduced in 2005 we included table of contents, summaries, and cover art for the materials for which this service was available.

This year the catalog searching experience is even better. We have been able to add book reviews. The review sources include *Booklist*, *Choice*, *Kirkus Reviews*, *Library Journal*, and *Publisher's Weekly*.

15 Save  **Six words you never knew had something to do with pigs : and other fascinating facts about the English language / Katherine Barb** 2007

Call number	Status	Format
PE1574 .B28 2007	Check Availability	BOOK

Additional Information

Six Words You Never Knew Had Something to Do with Pigs : And Other Fascinating Facts about Language
by Barber, Katherine

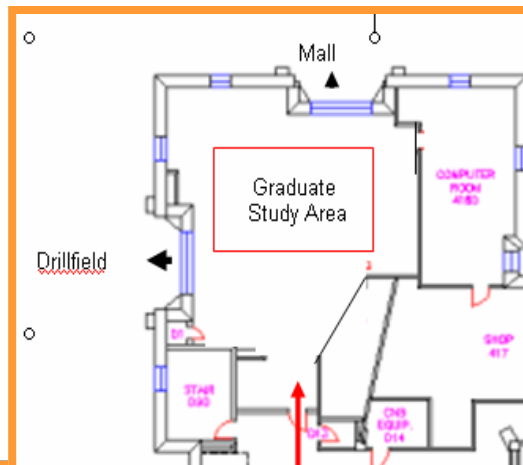
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- ▶ [Review - *Publisher's Weekly*](#)

A Room with a View for Graduate Students

Graduate students often spend long hours in the Library working on their theses and dissertations. To support this we are establishing a Graduate Student study space on the fourth floor of Newman Library. The area has great windows, is very light, and provides long views down the drill field or across the mall to the Torgersen building.

Access will be through a carded entry keyed for graduate students only. Right now we have the space but do not have the funding to make it as attractive and functional as we would want. Even so, we believe that a space of their own in the Library will be a valuable service for the graduate students right now.

To help us plan concepts for the room once we have funds at hand, we enlisted the help of Professor Matthew Lutz' undergraduate Interior Design Class. Lutz had worked with the Library earlier on the study area near Torgersen bridge. After viewing the area, the students created interior mockups and designed floor plans. The entries were judged by a panel and prizes were awarded. The entries were excellent and it is likely that several of the student ideas will be incorporated into the plan once we have funding.



Engagement

Getting by, with a little help from our friends....

Most of us in the university community have been almost overwhelmed by the tremendous outpouring of support from friends we know, and from new friends who have found us after April the 16th tragedy. The entire VT community of students, faculty and staff has been amazed and deeply comforted by the messages and condolences that have poured in and continue to come from people from around the world.



Well-wishers have sent letters, flowers, cards, banners, quilts, flags and flagpoles, songs, videos, pictures of office staff wearing orange and maroon, dolls with orange and maroon knitted dresses, scrapbooks, embroidered angel ornaments, beads, leather arm bracelets, wreaths, paper chains, life preservers, candles, and thousands and thousands of paper cranes.

Honoring a southern tradition they also sent food to comfort us at a time of grief - cakes, candy bars, and home-baked cookies from Texas.

Perhaps this card from the Bank of America/High Country Chapter sums it up best. We have learned that everyone is ready to be the Sixth Man to help the VT team move forward again as we are so eager to do. The Library has been especially lucky to have so many people reach out and let us know they will play as the Libraries' Sixth Man.

Early along, Tamara Kennelly, the Libraries University Archivist, proposed the concept of an Archive in memory of and as a scholarly base for research associated with the tragedy. This archive would attempt to document the ways people reached out to console the university community, to preserve a selection of the artifacts, and to capture the literature of higher education security issues that immediately began to follow.

We needed help to do this and we had help—right from the start. While we have many team supporters some of our external friends should be especially noted.

Within a few days of April 16th we were grateful to learn that the Library of Virginia was using web scraping software to save the fast-changing web pages that the University web team was mounting to keep the community informed, so that we would not have to consider how to do this too.

In the week following April 16th I called upon a good colleague at the Library of Congress, Dr. Deanna Marcum, Associate Librarian for Services,



to talk about planning the Archive. As has been everyone we have reached out to, Deanna was compassionate and immediately helpful. We knew that space considerations meant that we would have to be selective in addressing the saving of physical artifacts, and we needed some good advice on how to consider selecting from all the materials sent to university offices.

Within a few days a note from Deanna saying that she had assembled a wonderful team of experts who would drive down to visit with us for a few days in the following week. At the end of the week we were delighted to host a consulting team from the Library of Congress for three days. The team included Cheryl Adams, Curator of Web archives who had assisted with the 9/11 Archives; Cassy Ammen Curator of the 9/11 Archives; Alan Haley, Preservation Specialist who has consulted internationally, and Michael Taft, Head of the Archive of Folk Culture of the American Folk life Center. We talked about mold dangers from things displayed outside, about the emotional feelings that might surface in those who were working closely with the materials, and about the value of the resources we were examining as a folk culture marker for recognizing how our culture and cultures around the world, reach out to comfort others. Their advice was practical, invaluable, and very helpful. We continue to call upon their expertise.

We knew the Library Archive would have physical objects but that the major part of it would be a selection of digital images and objects. Perhaps the best way to consider the things that need to be done to create a digital archive is to think about the family computer, which may have many, many pictures taken over the years. Some families may have labeled each of their pictures, organized them in scrapbooks, added notes and made them into a sequence that tells a story. Others may have the equivalent of the big brown box my parents had, with hundreds of unlabeled photos of some people, somewhere. We didn't want a big brown box archive. We needed computer space; operating software for adding thousands of items from pictures to media, to songs; a search algorithm, and a metadata structure to organize the content.



We got all that and more from the Rutgers University Library. With the support of Marianne Gaunt, Director of the Library, and Grace Agnew, Associate University Librarian for Digital Library Systems, we will have the use of their RUCore software which is the basis for the New Jersey Digital Highway collection, and the use of their computer platform for a year, while we assess our long-term options for establishing a permanent archive here at VT.

Making an even longer drive than our LC colleagues, a Rutgers team left New Brunswick at 6 AM on Wednesday July 18th and were here by 2 PM eager to offer the first training session in a three day series.. We are very grateful to our good colleagues Kalaivani Ananthan Technical Collection and Workflow Management System manager; Isaiah Beard - Digital projects and standards coordinator; and Li Sun - Cataloging and Metadata Librarian for their intensive training and their continuing support.

So...we're getting by -with a little help from our friends.

Second Annual Faculty Authors' Day

The second annual Faculty Authors Day was held on February 22, 2007. This event, sponsored by the Library, the Provost's Office, and the Office of the Vice President for Research is already becoming an event to be looked forward to by the university community. Lesley Moyo, Director for Research and Instructional Services, provided leadership to a great Library team that organized the event. Publications from our authors explored issues that ranged from Federico Fellini as Auteur to Fracture Mechanics, and from Spreadsheet Modeling to Stephen Crane Remembered.

Professor Liviu Librescu, (first row standing, third from left) was an honored guest at this celebration and also at our first celebration. He will be greatly missed.



Other Library Areas

Networked Digital Library of Theses and Dissertations (NDLTD) Leadership Award

Gail McMillan, Director of the Library's Digital Library and Archives received the NDLTD consortium's Leadership Award at the organization's annual conference (Uppsala, Sweden, June 13th-June16th, 2007).

The award recognized Gail's leadership and vision in helping to raise the awareness of the benefits of Electronic Theses and Dissertations (ETDs) and her efforts to improve graduate education and research through the use of ETDs. Gail was especially noted for being "instrumental in putting together the NDLTD consortium and launching the first required ETD program in the world."

LITA/ Brett Butler Award for Entrepreneurship

Annette Bailey- Digital Assets Librarian in the Libraries Technical Services unit- and Godmar Back, Assistant Professor in Computer Sciences in the College of Engineering, are the 2007 recipients of the LITA/Brett Butler Entrepreneurship Award. LITA is the Library Information Technology Association section of the American Library Association.

The award recognizes Annette and Godmar for their development of LibX, a browser extension(for Firefox) which puts library searching capability where the users can easily see and use it- on the browser toolbar. This means that library users

don't have to switch out of browser searches to a different location to search their library's catalog or connect to many openURL resources.

Currently, 61 academic and public libraries are offering LibX editions to their users, an additional 86 libraries are testing editions.

Institute of Museums and Library Services (IMLS) National Leadership Award of \$165,000 for LibX Research

Annette Bailey as principal investigator will work with Godmar Back (Computer Sciences) and Kiri Goldbeck (Library Research and Instructional Services) on the project: Direct Access for Library Resources with LibX, funded in fall 2006 by the federal government's Institute of Museums and Library Services program. Virginia Tech's Library will expand LibX, a tool that allows users of academic and public libraries to search library resources directly from the Web, so that it can be more easily accessed through the Internet. LibX has allowed people to find what they need on the Web without having to access internal databases and catalogs.

This project will also create an easy-to-use "wizard" to help librarians set up a customized LibX for their library. As a result, any library, with a minimal investment of time, will be able to integrate its resources into the user's browser for seamless access.

Service Recognition

We are pleased to recognize the contributions of the twelve library staff recognized this year for contributing more 200 years of service to the University and the Library. These include:

Charlotte Hungate—Circulation - 35 years; David Beagle—Research and Instructional Services—30 years; Gail McMillan—Director for the Digital Library and Archives -25 years; Ruby Sheppard - Technical Services—25 years; Donna Abel—Art & Architecture Library—20 years; Debra Osborne—Technical Services—20 years; Brenda Reed—Manager Financial Services—20 years; Edward Lener - Research and Instructional Services—15 years; Leslie O'Brien—Director Technical Services -15 years; Ross Edmonds -Library Systems—10 years; Margaret Merrill—Research and Instructional Services—10 years; Larry Thompson—Research and Instructional Services—10 years.

First Staff Representative Named to Virginia Tech Board of Visitors

In 2006/07 Jean Brickey of the Library's System's unit was the first University staff member to be named as a representative to the Virginia Tech Board of Visitors.

Continued Appointments in the Library

In June 2007 the Virginia Tech Board of Visitors officially approved the awarding of continued appointment at the Assistant Professor level for Heather Ball—Head of the Art and Architecture Library; and for Bruce Pencek and Michelle Young, College Librarians for the College of Liberal Arts and Human Sciences. Congratulations too go to Kiri Goldbeck and Luke Vilelle for being reappointed for another term as Instructors in the Libraries.

Four Staff Get Library Recognition Awards

In March the Recognition Award Committee announced the recipients of the Libraries Annual Recognition Awards.

Deborah Hobbs, Director of the Libraries Purchasing/Mailroom Operations won the award for her excellent work in assuring speedy purchases, on time bill paying, and compliance with university regulations. Deborah asked that her award be directed to purchasing something for the Special Collections. Through her generosity we were able to purchase *The Life of General Stand Watie: the only Indian brigadier general of the Confederate Army and the last general to surrender*.

Rosemary Bowden and Ruby Sheppard, both Serials Management Specialists, won a joint award for their significant work in managing the thousands of print and electronic publications for the Libraries.

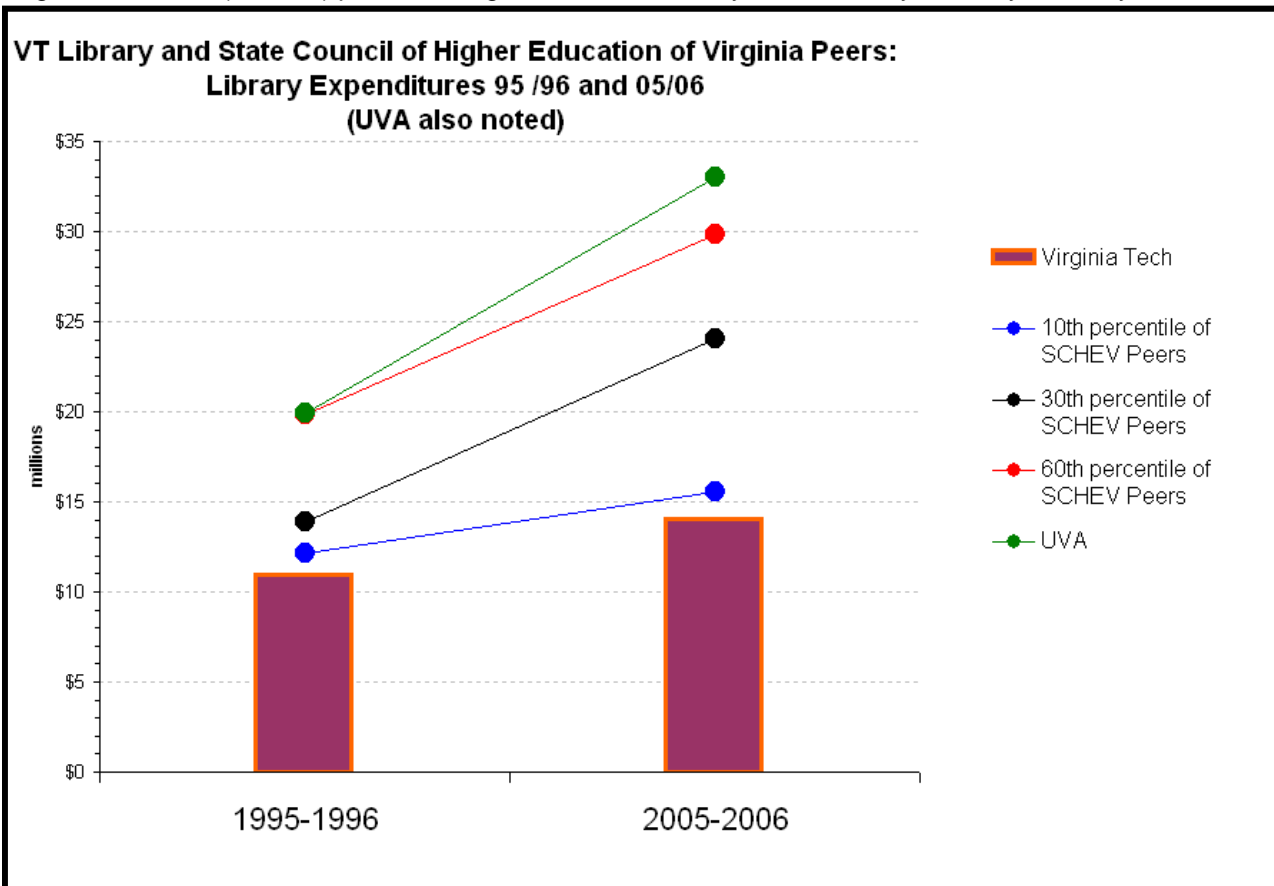
Tamara Kennelly, Associate Professor, and University Archivist of the Libraries Special Collections won the faculty award for her ongoing work with the Kentland Farm project, her significant work with oral histories, and her excellent support of other faculty on campus.



Library Performance Metric for the University Strategic Plan

The base budget for the Virginia Tech Library has been incremented for the last several years but growth has not been sufficient to keep pace with the rising costs of books, journals and services. This means that the Library will cancel several hundred journal publications like those of the United Nation's Food and Agricultural Organization, and buy fewer books in 2007/08.

The University's strategic plan notes a performance measure for the Library of funding at the 30th percentile of the Virginia State Council for Higher Education (SCHEV) peers. This goal was endorsed by the University's Library Advisory Council as the plan was developed.



The SCHEV peers include 24 schools which have been negotiated between the university and SCHEV as a peer group. There is a goal to raise Virginia Tech faculty salaries to the 60th percentile of the peers. The goal for the Library is much more modest— to see Library funding at the 30th percentile of peers.

From the chart it can be seen that the Library is still far from approaching this goal. Funding levels for the Library position it in the bottom 10% of the peers— the same position it occupied a decade ago. Strong research needs to be supported by a strong library. This performance metric will be tracked in each annual report.

Publications and Other Scholarly Work of Library Faculty and Staff

BAILEY, Annette

Bailey, A. & Back, G. (2006). LibX - a Firefox extension for enhanced library access, *Library Hi Tech*, 24(2): 290-304.

Bailey, A. & Back, G. (2006 October). *LibX – motivation, development, and implementation*. Invited presentation at a meeting of the New England Chapter of the American Society for Information Science & Technology, Boston, Massachusetts.

Bailey, A. (2006 October). *LibX – a Firefox extension for libraries*. Invited presentation at the Access 2006 conference, "Capitalizing on Access", Ottawa, Ontario.

Bailey, A. (2006 December). *LibX – a Firefox extension for libraries*. Invited presentation to the Virtual Library of Virginia Library Advisory Committee, Sweet Briar, Virginia.

Bailey, A. & Back, G. (2007 January). *LibX – a Firefox extension for libraries*. Invited presentation to Greenwood Library, Farmville, Virginia.

Bailey, A. & Back, G. (2007 May). *LibX, MAJAX, and the library catalog*. Invited presentation at the Virginia Chapter of Association of College & Research Libraries annual spring program, Charlottesville, Virginia.

Bailey, A. (2007 May). *Millennium AJAX*. Fifteenth Innovative Users Group Conference, San Jose, California.

Young, M. L. & Bailey, A. (2006 October). *Moving into the future: the new look and functionality of today's online library catalog and how it's improving access to information*. Carolina Innovative Users Group Annual Meeting, Columbia, South Carolina.

Annette Bailey (with Godmar Back) was the recipient of the American Library Association LITA/Brett Butler Entrepreneurship Award for 2007.

BALL, Heather

Ball, Heather and Janine Henri (2007). Library Support for Study Abroad and Distance Education Programs. *ACSA News*, 36 (5), 44.

Ball, Heather (2006). Landscape Architecture. In LaGuardia, Cheryl (Ed.), *Magazines for Libraries*, New York: Bowker, 15th edition.

Ball, Heather and Mitzi Vernon (2006). What's in Your Toolbox? Rethinking User-Centered Research. *Eastman IDSA National Education Symposium Proceedings*, 9-16. Dulles, VA.

Ball, Heather (2006). ARLIS/NA South Regional Representative Report, *The Medium* (ARLIS/NA TX-Mexico Chapter's newsletter) 32 (3). <http://www.arlis-txmx.org/node/147>

Ball, Heather (2007, April). *Integrating Theory into Practice*. Paper presented at the Art Libraries Society of North America (ARLIS/NA) 35th Annual Conference, April 27, 2007, Atlanta, GA.

Ball, Heather, Sara Harrington, and Angelica Moyes (April 29, 2007). *Core Competencies for Art Information Professionals: Revisions, Applications and Future Directions*. Poster presented at the Art Libraries Society of North America (ARLIS/NA) 35th Annual Conference, Atlanta, GA. April 29, 2007.

Ball, Heather and Mitzi Vernon (September 19, 2006). *What's in Your Toolbox? Rethinking User-Centered Research*, presented with Mitzi Vernon (presented for the session: Design Research Tools: Past, Present and Future). Industrial Designer's of America (IDSA) National Conference and Education Symposium, Austin, TX.

DOYLE, Jana

Finn, M., Doyle, J., Reese, T. (2007 May) *Batch editing, loading, and authority control*. Presentation at the Fifteenth Annual Meeting of the Innovative User's Group, San Jose, CA.

FINN, Mary

Finn, M., (2006 September). *Information seeking behavior of international graduate students vs. American graduate students: a user study at Virginia Tech 2005*. Poster session at the American Research Libraries' Library Assessment Conference: Building Effective, Sustainable, Practical Assessment. Charlottesville, VA

Finn, M., Doyle, J., Reese, T. (2007 May) *Batch editing, loading, and authority control*. Presentation at the Fifteenth Annual Meeting of the Innovative User's Group, San Jose, CA.

Finn, M. (2007, June). *Information seeking behavior of international graduate students vs. American graduate students: a user study at Virginia Tech 2005*. Poster session presented at the annual meeting of the American Library Association, Washington, DC.

Liao, Y., Finn, M., Lu, Jun. (2007). Information-seeking behavior of international graduate students vs. American graduate students: a user study at Virginia Tech 2005. *College and Research Libraries*, 68 (1), 5-25.

GRAY, Caryl

Gray, Caryl (2006, November). *Building Connections Across a Curriculum*. Paper presented at the Virginia Library Association Annual Conference, Williamsburg, VA.

GOLDBECK, Kyrille

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