The Albertson University Library provides information resources and services, technology training, and academic tutoring across the disciplines on campus in support of student and faculty academic success. Departments and units reporting to the Library Director include the Albertson University Library, the Tutoring-Learning Center, University Archives, and Assistive Technology Services. Below are the highlights of activities and services from 2009-2010.

One of the major accomplishments during the 2009-2010 academic year was to finalize the Library’s strategic plan and develop an assessment plan. The Library’s assessment plan involves developing action plans based upon library goals each spring. The process includes a review of the current year’s plans and an assessment of the success and/or development needs of the current year’s plans. This review will culminate with the creation of action plans for the coming year. In the fall of each year, supervisors will review action plans with staff and develop any tasks needed. The action plans should be reflected in each staff member’s review.

Technology Services Highlights- New cooperative agreements were launched with campus IT to provide upgraded general computing access stations for patrons. This new initiative includes moving the maintenance and replacement of public computers to IT and the further development of the LRC as a technology rich hub for research and course material preparation.

Upgrades were completed for all major systems: Voyager, Metalib, SFX and Illiad. All library staff computers were upgraded to Office 2007. New technology was added in presentation rooms and many staff machines were upgraded through replacement or “trickle down” equipment. Local library databases were upgraded to .Net 2.0 and security issues were resolved on a number of these applications. Workshops were presented on Web 2.0, Library use of Wikis, Office 2007 and the library’s website.

Aaron Nichols was named to fill the new Emerging Technology Librarian position. His duties will include researching new library technologies, developing a plan to promote digitization projects, promoting instructional opportunities for staff and patrons on new hardware and software, and working with library faculty and administration to plan for the future of the Learning Commons concept within the University LRC.

Nerissa Nelson was named Outreach/Marketing Librarian and will be responsible for coordinating all library outreach and marketing activities to students, faculty and the community. Access Services has been assigned the responsibility for developing projects that target student outreach specifically.

A new librarian position was created and approved to supervise the development and maintenance of the library Web Site. The search for this position will be conducted during Fall, 2010. Nerissa Nelson and Dave Timm launched a redesign of the library’s website, and added a new site index.
Plans were completed for the renovation of the 3rd floor Media Lab. This space will be used to create a technology classroom. The primary use of this new space will be to support library instruction but students and faculty can use the space when available.

**Access Services Highlights** – Access Services includes circulation, reserve and interlibrary loan services. One of the major accomplishments this year was the development and implementation of a new electronic reserve system. Rob Clint was instrumental (with the aid of AIS) in the development of this new system. Andy Pech continued to enhance the Access Services Student Manager Professional Development Program. The Reserve web site was redesigned this year as well.

**Interlibrary Loan highlights:**
- The Reserve Assistant began cross-training in ILL duties to provide help during most busy ILL request times of the academic year
- Continued use of purchase on demand (POD) option to Interlibrary Loan option has proven to be a well-received and popular service. Video materials purchased through POD are providing professors with classroom-use material through IMC collection. POD is also providing article support for faculty and distance education students through the Document Delivery service. This service also supports our collaborative ILL services with other institutions.
- Testing the Mercury program and the connection to OCLC Resource Sharing will be done this summer.

The Access Services department has created a new emphasis in **Outreach/Marketing**. Some of the activities this year included:
- Designed and implemented the Song Readers Society; a library popular music club designed to bring faculty and students together to discuss popular music
- Created anime exhibits; held a student anime art show; showed an anime movie; worked closely with two student anime clubs to developed the anime collection; set up anime exhibit at the PCPL
- Created Martin Luther King JR exhibits for Black History Month; Author Arthur Herman spoke at the library about Martin Luther King JR
- Helped several education students develop and implement an educational assessment program with the use of the library's Wii
- Helped design and implement a Central Wisconsin Libraries Conference; authors Ron McCabe and Holley Hassel spoke at the conference; library employees from all over central Wisconsin attended the one day conference.

**Periodicals Department Highlights:**
- **Removal of Compact Shelving:** In anticipation of removal of compact shelving, located on second floor, developed plan to relocate 1,836 journal titles (or 39,725 volumes). This was accomplished through a combination of weeding, integrating higher use titles into Bound Periodicals (2nd floor), and moving the rest to a new remote Compact Periodicals area (6th floor). The area on second floor previously occupied by Compact Periodicals will be developed into a student Learning Commons consisting of additional computers, study space, and collaborative group spaces.
- **bX Recommender:** In conjunction with UW System, implemented *bX Recommender* which is a new service that taps into the power of the networked scholarly community to generate
recommendations based on article usage. This new service provides a new avenue to our users to help them identify the articles that are of importance to their research.

- **Oxford Journal Package:** The *Oxford University Journal Collection*, providing electronic access to 222 journals, was added to the collection at the start of 2010.
- **Microfilm:** Trialed new digital microfilm product for the *New York Times* and *Wall Street Journal*. Digital microfilm enables users to access content from these newspapers from any computer with an Internet connection rather than having to come to the library to use on a traditional microfilm machine.
- **Photocopy Service:** Ceased charging faculty for copies provided via the Photocopy Service. When able, began scanning and emailing requested articles rather than sending through campus mail.
- **Focus on Electronic Access:** Continued to identify and transfer appropriate journals from print to electronic to make content more accessible to users.
- **Portico:** Began membership to *Portico*, a digital preservation and electronic archiving service that will ensure that we will have continued access in the future to the electronic journal content that we are paying for.

**Library Instruction Highlights:** Library instruction, in terms of hours, continues to be high, while the demand for BI sessions has slightly dropped.

- Computer workstations in the IMC have increased to 16 and are frequently used for hands-on teaching
- The conversion of the former Media Lab (housed within the IMC) into a Library Instruction Computer Lab has been approved and will be completed this summer.

![BI—Number of Sessions](image-url)
In addition to the above instructional group sessions, librarians provided 47 individual consultations (for a total of 74 hours).

**LR101 and LR380**
As part of the outcome of the library self-study, faculty who teach Library Resources 101 formulated the following Unit Goals in fall 2009. Progress on each follows in parentheses:

- Set learning outcomes (use January Teaching Conference to start). (The LR101 coordinator drafted a rubric with learning outcomes in spring 2010. LR101 faculty will discuss them in fall and finalize them.)
- Devise a method for measuring learning outcomes. (Once the learning outcomes are finalized, we will investigate and implement method(s) for measuring them.)
- Consider making LR101 a graded course. (During the 2010/2011 school year we plan to ask Curriculum Committee for permission to change the text of the LR101 catalog copy. If we have worked out the details at that time, we could also ask them to approve a change from pass/fail to graded.)
LR101 - We reduced the number of sections each semester from four to three. Six library faculty teach LR101 at this time, with each having only one section a year. With new hires on the horizon, the library faculty will have to discuss how/if to incorporate them into the LR101 teaching rotation. All who teach it agree that it is a valuable experience for them (and students, whose course evaluations remain high), and it provides teaching evaluations, which are especially helpful for probationary faculty. In 2009-2010 we averaged 21 students per section (the enrollment limit is 24). This is up from all previous years, which averaged 18 students per section.

LR380 - Two students who are interested in librarianship as a career have enrolled in LR380 for fall 2010. Their work throughout the library for this class will be under the supervision of Nerissa Nelson.

Instructional Media Center (IMC) Highlights

- Two additional pods added to the IMC, increasing the number of computer work stations in the IMC to 16 and resulting in a tremendous increase in the usage of the IMC open space
- New carpet has been laid, which makes the IMC a much more inviting place
- The number of AV carrels was reduced (some are still needed for older technology)
- Media weeding project started
- Significant increase in the use of the IMC—by individual students, small groups, and classes
- IMC Circulation: 19,628 transactions (including check-outs, renewals, and in-house use—5/1/09-5/31/10)
- Use of the IMC open area: We have not collected any data, but daily informal observations reveal a clear picture:
  - After increasing the number of computer work stations to 16, usage of the IMC area has further increased. Even late evening usage of the IMC space has gone up (particularly before mid-terms).
  - The open IMC space is increasingly used for teaching purposes. Teaching in this area has grown tremendously during the past two years:

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<td>Spring</td>
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<td><strong>70</strong></td>
<td><strong>93</strong></td>
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- Use of viewing/group rooms has increased by 58% from the previous year:

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<td><strong>2008-09</strong></td>
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<tr>
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<td><strong>158</strong></td>
<td><strong>170</strong></td>
<td><strong>328</strong></td>
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<td><strong>2009-10</strong></td>
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<td>Fall</td>
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IMC tours: 5 in the fall and 6 in the spring.

Collection Development Department Highlights

- 246 Scholars Resource art images were added to our ArtStor UWSP Institutional Collection.
- Collection Development partnered with the college deans to support twenty new faculty members in acquiring new library materials.
- Collection Development also collaborated with Library Administration and Access Services in several new projects, including the widening of our Leisure Reading collection to include audio books, and Purchase-on-Demand pilots for Interlibrary Loan and Reserve.
- Our Acquisitions budget and campus faculty orders were kept at the same level for FY10. Savings from FY09 cancellations and/or items that cost less were put into a new fund line called “New Products” to accommodate new needs with new resources. Suggestions for “New Products” come from campus faculty to our Collection Development Group for decisions.
- New Products added during FY10 include: SciFinder; Credo Reference; Horn Book Guide; a new Oxford Journal package, Portico (http://www.portico.org/digital-preservation/); and PBS Streaming Videos. One example of approving comments from our campus faculty (Chemistry) included: “Many thanks. We have to say that the library, and SciFinder, have been invaluable to our work.”
- Combining with additional funding support from Library Administration, our remaining FY10 New Product funds were applied to the purchase of the *New York Times* (1851-2003) (ProQuest Historical Newspapers) – offering full page and article images with searchable full text. The collection includes digital reproductions providing access to every page from every available issue.
- New for FY11, UWSP Information Technology Student Fee special funding will be extended to include: Films on Demand, JSTOR Life Sciences, and additional PBS streaming videos.
- UWS cooperative collection development - In September, the University Library hosted the joint fall meeting for our UW System (UWS) collections committees, the Collection Development Committee (CDC) and Collection Resource Sharing Coordinating Committee (CRS). A CDC Working Group did a comparison between ProQuest’s ABI/Inform Global product, which System currently subscribes to, and EBSCO’s Business Source Complete product. As a result, the CDC and CRS recommended that UWS upgrade to ABI/Inform Complete provided by ProQuest at no additional cost. The Institute of Electrical and Electronics Engineers, Inc. [IEEE Xplore] extended access to its Electronic Library to the rest of the UW System libraries who did not currently subscribe (including Green Bay, River Falls, Stevens Point, Superior and Whitewater) for a nominal extra cost. A new system-wide license was extended to all campuses for online access to *The Business Journal (Bizjournals)*, which includes *The Business Journal – Milwaukee* and 39 other business journal publications from throughout the country, as well as their Books of Lists. In other UW system-wide news our primary book vendor, Blackwell, was purchased by Baker & Taylor/Yanke Book Peddler (YBP). Our Acquisitions department was among the first UW campuses to successfully migrate the majority of our book orders to GOBI (YBP) from Blackwell’s Collection Manager. Finally, an important UWS shared resource highlight for 2010 was the recent purchase of the online U.S. Serial Set Congressional Publications (Lexis Nexis) by UW-Madison and the Wisconsin Historical Society. Lexis-Nexis has agreed to provide access at *no* additional charge to all the campuses except Milwaukee.
- Collection analysis - The CUWL CRS Library Dynamics (LD) Working Group used various LD functions in UWS collections analysis to cover a wide range of subjects in primarily high use
areas. The working group’s report recommends that four copies of a title should, in most cases, meet the needs of all UWS library users. This recommendation will impact our selectors as we strive to carefully select items while at-the-same-time implement new policies, procedures, and strategic directions for system-wide library issues.

Reference Services Highlights:
During the semester reference services were provided at the Reference Desk each school day and most nights (including Sundays), using a combination of library faculty and one classified staff member. The rest of the year the reference schedule varies but we always provide desk service when classes are in session. Although reference questions asked throughout the library are not as numerous as previously (559 in a “typical week” in 2008; 512 in 2009), many are complex and time-consuming. Sometimes the more involved questions require an appointment for a research consultation with a librarian in his or her office. (Beginning this year, these consultations are counted by the Library Instruction Coordinator.)

Since January 2010 the library has subscribed to CREDO, an online multi-disciplinary reference service that combines hundreds of dictionaries, encyclopedias, and other reference tools which can be searched individually or collectively. Usage figures from Jan. – June show a bell curve with the highest peak in April. Once it receives a more prominent location on the library website and/or LibGuides we expect the use of this product to increase. We will monitor the usage activity of CREDO (numbers of searches, sessions, items retrieved).

Reference standing orders continue to be reviewed. Acquisitions staff has drafted a single list of all current Reference standing orders to provide an overview of what we are receiving and how much we pay. In addition, the Reference Coordinator maintains a list of all standing order decisions to date, including cancellations, new frequencies, continuations, and new standing orders. Our goal is simple: to continue to receive ONLY what we need, when we need it. That requires knowing what we are getting, when, from whom, why, and for how much.

Reference staffing was stable in 2009-2010, but we expect to add a new library faculty member to the desk rotation in fall 2010, when a colleague will be on maternity leave.

Cataloging/Acquisition Department - Highlights
- Cataloging “moved”, via location changes in the catalog and new labels on book spines, several thousands of mostly books from one collection area in the library to another; including LC/Govt., SuDoc/U.S. Govt., plat books, Native American collection, Rare Books, WisDocs, Periodicals, and IMC.
- The Cat/Acq unit outlined an action plan to meet goals in the Library Strategic Plan.
- Cataloging withdrew materials from the collection as a result of weeding projects in the IMC and in several subject areas of Stacks.
- WiLS workflow study of the unit was begun, April 2010, to accomplish part of the action plan; final report will be available later in the summer.
- Acquisitions migrated to a new vendor, Yankee Book Peddler (YPB) and their Gobi ordering system, replacing Blackwell.

Archives and Records Management Department Highlights-
Records Management:
- Provided records management support to the History Department, School of Education, Athletics Department, Communicative Disorders, and Academic Affairs.
• Met with the Information Technology Director and Policy and Planning Advisor to discuss records management of electronic records and current requirements. Contributed to an Information Technology Policy document on electronic records retention.

• When new UW System records retention schedules were developed by UWROC, solicited feedback in the developmental stage and notified the relevant UWSP departments when the schedules were approved. Also notified departments about records schedules that govern their areas.

• Updated UWSP records management website with announcements and identified areas due for a major revision.

Archives:

• Updating/remodeling Archives – In conjunction with the Library Director and Building Manager, worked with various vendors to identify and develop a plan to eliminate safety and space issues. The plan includes plans for new offices, new compact shelving, reading room, security vault, and accession storage.

• Planning for University of Wisconsin Archives Council (UWSAC) / University of Wisconsin Digital Collections Center (UWDCC) Historic Photo Project.
  o Developed project statement of purpose and selected 129 photos that represent the history of UWSP from its founding in 1894 through the end of the Twentieth Century.
  o Attended UWDCC metadata workshop in preparation for beginning to enter descriptive information for each photo this summer.

• Waupaca Area Genealogy Society (WAGS) Naturalization Index Project-Met with members of WAGS to promote, set up project and train volunteers. When indexing is completed the data will be entered into our Genealogy Index.

• Genealogy Index – Coordinated the development of an e-commerce index with Andy Franz and Rob Clint that will provide access to all of our current and future indexing projects.

• Taught “Basic Archival Principles and Practices” as an adjunct of the UWSP History Department. History 399, 3 credits, fall and spring 2009-2010, 2 interns.

• Arranged and created finding aids for 41 linear feet of UWSP and Portage County Historical Society (PCHS) collections and series including: News Service Photos, UWSP Accreditation, Menominee Restoration, and the Malick Family Papers.

• Deaccessioned and deselected 69 linear feet of material based on UWSP records disposition authorizations and state/UW System general schedules. PCHS material that was appropriate for exhibits or that duplicates materials already processed were returned to the Society.

• Created a basic accession database and updated it on a monthly basis to ensure accuracy.

• Selected, arranged and described approximately 38 linear feet of primarily PCHS material dating back to the 1980’s that was unaccessioned and uncataloged.

• Assisted with reorganization of all University and PCHS material based on size to conserve space and ensure order.

• Located materials in online catalog that were deaccessioned and worked with Cataloging to have them removed from catalog. Also created a comprehensive list of materials not
located in the online catalog and a list of inaccurate records that needed to be corrected.

- Directed student folder list project. The box lists will be an important part of reference and paging materials during and after construction of reading room.
- Separated restricted university material from non-restricted material. In the process, also reorganized material, created more finding aids, and updated box lists.
- In preparation of the removal of 6 compact shelving units for construction, all Area Research Center collections had to be compressed into the remaining units. Planned the project and supervised students during it. Inventoried collections to ensure that all were accounted for and in call number order.
- Processed portions of the accession backlog from the 1960s – 1990s. Arranged and created finding aids for 25 linear feet of accessions (161 UWSP and PCHS collections, series, small collections, and small series).
- Preserved and improved access to:
  - UWSP memorabilia collections
  - UWSP and PCHS flat collections
  - PCHS map collection
- Outreach
  - Library Hootenanny - Displayed archival material and staff was on hand to answer questions about the Archives and Area Research Center. 17 September 2009
  - Marathon County Genealogical Society workshop, UWSP, 13 October 2009
  - University of Wisconsin Archives Council (UWSAC) / University of Wisconsin Digital Collections Center (UWDCC) Historic Photo Project, January 2010 to date
  - Waupaca Area Genealogy Society (WAGS) Naturalization Index Project - Volunteers have begun to index records that will eventually be part of our e-commerce genealogical index.
  - WSAW, Channel 7, Wausau, WI – Worked with WSAW Program Manager Dennis Dalsky to find relevant topics, interviewees, and photographs for their Our Town Plover series.


**Closed for shelf shifting/deselection project December 21, 2009 – January 22, 2010.
**Closed for the removal of 6 compact shelving units June 1 – June 3, 2010.

- ARC Transfers – Collections Transferred - 149 (Nearly all incoming transfers support undergraduate research.) Collections transferred to other institutions - 31
- Bibliographic Instruction & Outreach

<table>
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<th>participants</th>
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<tr>
<td>UWSP BI session²</td>
<td>5 130</td>
</tr>
<tr>
<td>Outreach presentations</td>
<td>2 29</td>
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Individual appointments 29 appts. (26 hours)

Library Community and Professional Outreach Highlights:
Marketing continues to be a priority for the University Library. Below are some of the projects undertaken this year to promote the library’s collections and services.

- New faculty and teaching staff lunch and information session.
- Support of COFAC Japan: The Floating World project with a book display and library related displays.
- Created a Face Book presence for UWSP Library.
- New faculty/staff orientation—information table, library information folder with carabiner key ring, library orientation session and tour.
- Faculty scholarship and creative expression display and reception.
- Support of Empty Bowls Project with a UWSP library basket for raffle.
- Library web site updates and maintenance
- Message of the day communications to faculty and students.
- New Book Displays.
- LRC Information System – provides constantly changing promotion of LRC events and activities.
- Support of Education’s Scholastic Book Sale
- Monthly collection and thematic displays.
- Campus Special Interest displays.
- Faculty and Student Art Displays.
- Special cooperative projects with Food for Thought Café

Assistive Technology Program, (AT) –
The assistive technology office has serviced approximately 120 students, who have been diagnosed with visual, physical, or learning disabilities and Attention Deficit disorders, this academic year.

Highlights:
- We continue to partner with UWSP- IT to implement the Premier Tools software, text-to-voice reading program, to all campus load computers.
- Implement the use of the NEW AccessText Network, to request digital text files for our students.
- Continued the orientation program, Leading Edge, along with the Office of Disability Services which was held in the Fall of 08 and 09. The 3rd. is planned for Aug. 31 & Sept. 1st, 2010.
- Partnered with two student organizations and held workshops on technology for all college students.
- Planned and organized with the sub-committee for Disability Advisory Council, a month long “Disability Awareness & Accessibility Program” in October 2009.
- Planned and organized the moving of the Assistive Technology program office and lab, to a new and bigger location. This will provide more computers and space for our students to work and study.
• Expanded the AT Lending Library with new and updated equipment.

**Stats:** Program growth from Spring ‘09 to Spring ‘10
• Went from 64 to 120 student’s serviced
• Request from students 313 to 463
• Digital files from publishers 163 to 212

**Outreach:**
• Completed overviews of the Assistive Technology program to campus departments
• Presented at a Transition Expo, April 19, 2010, for local high schools
• Presented to a local school district on what UWSP’s Disabilities and Assistive Technology programs can offer and support to incoming college students.

**TLC and Library Staff Changes**

**Retirements** – Jim Maas, IMC

**New Hire** - Samatha Schmidt – Archives LTE

**Position Changes** – Aaron Nichols – Emerging Technology Librarian
                           Nerissa Nelson – Outreach/Marketing Librarian

**Library Faculty Accomplishments:** In addition to their library instruction, reference, library personnel and policy committees and liaison work, all library faculty participated in a year-long self study and strategic planning process. Library faculty members have made the following additional accomplishments.

**Patti Becker:** UWSP Service highlights include the completion of six continuous years of service on Curriculum Committee, serving as a judge for the International Dinner talent show, and participation in several library working groups (2nd floor learning commons, electronic-only serials, and new electronic classroom).

Professional activity highlights include participation as one of three committee members to select the winner of ALA’s Eliza Atkins Gleason Award for the best book written in English on library history, 2007-2009.

Scholarship includes a very fruitful beginning of a new project on poet Stanley J. Kunitz, who worked as editor of various library publications at H.W. Wilson from 1928-1943. Stay tuned for more information on the man some have called “an unsung library hero.”

**Mindy King:** Committees: UW System Collection Development, ProQuest ABL/Ebsco Business Source Complete Evaluation Working Group, Faculty Affairs, Library Instruction Action Plan/Assessment Committee, Assess Services Librarian Search & Screen Committee

Conferences Attended: North American Serials Interest Group (NASIG) Conference, Palm Springs, CA (June 4-6, 2010), CUWL Annual Conference: One System One Library, Madison, WI (June 2, 2010), American Library Association Midwinter Conference, Boston, MA (January 16-27, 2010).

Presentations: King, M. and Nichols, A. *Pay-Per-Use Article Delivery at the University of Wisconsin – Stevens Point.* North American Serials Interest Group Conference, Palm Springs, CA (June 6, 2010),

**Yan Liao** - Yan Liao was invited by TESOL Quarterly to review a manuscript for the journal in Feb. 2010. She served as faculty advisor for the UWSP Chinese Culture Club, who won the 2009/2010 Best Student Organization in Programming.

**Terry Muraski** - serves on the CUWL Technology Coordinating Committee and the UW System Metalib Assessment Task Force. She participated in a joint presentation on campus collaboration at the Midwest Regional Educause conference, and attended a Library Journal Green Design Seminar. She also serves on the University Personnel Development Committee.

**Nerissa Nelson** - "Nerissa Nelson served as the Vice-Chair for the Chancellor Search and Screen Committee this year. She is also transitioning into a new position, Outreach and Marketing Librarian, starting in the fall. Currently, she is working on a book chapter with a colleague, Holly Hassel, "A Signature Feminist Pedagogy: Connection and Transformation in Women’s Studies," for the book *Exploring More Signature Pedagogies: Women’s Studies,* published by Stylus Publishing."


**Ruth Wachter-Nelson** - Coordinator, University of Wisconsin System Archives Council, Special Collections Sub-committee, June 2009 – Set up Rare Books Workshop, 9 November 2009
Serve on the UWSP Historic Preservation Committee, University Affairs Subcommittee, January 2000 to date. Updating//remodeling Archives – In conjunction with the Library Director and Building Manager, work with various vendors to deal with safety and space issues. Compact shelving, Summer 2008 to date. Planning for new offices, reading room, security vault, and accession storage.

University of Wisconsin Archives Council (UWSAC) / University of Wisconsin Digital Collections Center (UWDCC) Historic Photo Project, January 2010 to date - wrote project statement of purpose and selected 129 photos that represent the history of UWSP from its founding in 1894 through the end of the Twentieth Century; Attended UWDCC metadata workshop in preparation for beginning to enter descriptive information for each photo this summer; Waupaca Area Genealogy Society (WAGS) Naturalization Index Project, April 2010 to date - Meet with members of WAGS to promote project. Set up guidelines and work form for consistent entry of data. Meet with volunteers to begin project. When indexing is completed the data will be entered into our Genealogy Index; Genealogy Index – Coordinating the development of an e-commerce index with Andy Franz and Rob Clint that will provide access to all of our current and future indexing projects. June 2009 to date; Taught “Basic Archival Principles and Practices” as an adjunct of the UWSP History Department. History 399, 3 credits, fall and spring 2009-2010, 2 interns.