

ANNUAL REPORT OF THE TRIANGLE RESEARCH LIBRARIES NETWORK JULY 2002-JUNE 2003

The work of the Triangle Research Libraries Network (TRLN) consortium over the year involved a variety of activities, projects, and programs that will directly impact the users of the member libraries. TRLN draws on experienced staff from the member libraries who make a significant contribution to the consortium. This local expertise creates a cooperative environment that benefits library users through the growth of collections, implementation of advanced technologies, and expanded services.

The search for a new Executive Director of TRLN was closed indefinitely in August. The search pool was considered to be inadequate after a top candidate withdrew from consideration. Kim Armstrong and Mona Coutts will continue to serve as co-directors during this interim period. In July the leadership of the Council of Directors, the Executive Committee and the Governing Board changed. After a May election, Meg Trauner, director of the Ford Library at the Fuqua School of Business at Duke University, will chair the Council through June 2005. Joe Hewitt, Associate Provost for University Library Affairs and Director of Academic Affairs Library at The University of North Carolina at Chapel Hill, will chair the Executive Committee. Robert Shelton, Provost at Carolina, will chair the Governing Board.

Four major events occurred during the year that represent the broad range of activity in the consortium. The TRLN Annual Meeting was held in July. Featured guest Tom Peters from the CIC (Committee on Institutional Cooperation) spoke on scholarly communication issues, and author Michael Malone entertained us at lunch. In December TRLN sponsored the local broadcast of the national teleconference, "Safeguarding our patrons' privacy: what every librarian needs to know about the USA PATRIOT Act and related anti-terrorism measures." Following the teleconference a panel of local experts reacted to the teleconference and answered questions from the audience. ACRL (Association of College and Research Libraries) held its biennial conference in Charlotte in April. A TRLN exhibit table was staffed by attendees from member libraries. Hal Abelson, professor at MIT, gave a presentation on D-Space and institutional repositories to invited faculty prior to the June TRLN Governing Board meeting. Dr. Abelson and faculty representatives then briefed the Board on institutional repository issues.

Last year there was a consortial investigation of integrated library systems followed by a decision that the systems would be selected on each campus. In order to preserve the current capabilities and to improve and expand future services to our users, the Council of Directors endorsed a "TRLN Statement of Principle on ILS Implementations" in October. Additionally, all of the documentation compiled during the TRLN investigation was made available to each campus for their local system review processes.

In an effort to improve service to users of the TRLN libraries, several initiatives are being planned or implemented. The expedited delivery service is meeting its service goals for the third year. The libraries continued to license electronic journals to increase the body

of shared research material online. Reference librarians at Duke, NCSU, and UNC, who have all implemented a virtual reference service, are talking about how to share the staffing among the three libraries to expand the hours of service at all institutions. Reserve librarians are drafting a procedure that would allow lending among TRLN libraries for reserves to improve instructional support. Lastly, the preservation and interlibrary loan staffs have met to streamline a process for replacement pages and preservation photocopying.

Staff from the ten libraries had access to a variety of training and development events at little or no cost to participants. The Committee on Human Resources and other standing committees plan local educational opportunities based on needs assessments and issues of current priority to research libraries. In August, local preservation librarians led a disaster recovery training event which included a hands-on workshop. Jerilyn Veldof from the University of Minnesota was invited in November to teach an instructional design workshop. "The Golden Rules of Customer Service" was offered in January with trainer Anne Washburne from L.L. Bean. And in May, trainers from the Association of Research Libraries delivered the four-day Library Management Skills Institute II. In addition many vendors chose to demonstrate their products locally, including imaging systems and rights management software.

Information sharing is also a key strength of TRLN and a component of the educational function that is afforded by the geographic proximity of the institutions. Over the past year, library systems department heads met to identify topics for local issues forums and interlibrary loan staffs met for a forum in March. In May, the staff of the recently renovated House Undergraduate Library at UNC held an open house for TRLN participants to tour the facility and hear descriptions of new services. Six collections working groups also met to manage the existing cooperative collection development agreements.

Recruitment into the profession of librarianship was a priority for TRLN activity this year. In a collaborative effort with the UNC School of Information and Library Science, TRLN submitted a grant proposal to IMLS (The Institute of Museum and Library Services). If awarded, the grant would offer five incoming PhD students assistantship opportunities in academic libraries. The Committee on Human Resources is also developing a brochure that institutions can use to recruit undergraduate and college to students to the profession.

The central TRLN staff of three continue to advance the work of the consortium through support of committee work as well as central office initiatives. The TRLN website is under continuous development and review as a resource tool for member libraries. The program officers arranged a two-day visit by a delegation of Japanese visitors in November and provided them with an opportunity to meet with many librarians. A group of visiting librarians from over 10 countries arranged through the International Visitors Center met with the program officers in February to describe cooperation in academic library consortia. Beginning next year, TRLN staff will conduct quarterly orientation

sessions for new staff from all four institutions to provide an overview of the work and history of TRLN, and to encourage their participation in the organization.

The new year 2003-2004 is already taking shape with several significant opportunities. UNC will begin a search for a new University Librarian. Scholarly communication issues will be of importance as TRLN negotiates the renewal of several large publisher licenses, including Elsevier Science. Digital Libraries will be the topic of a large-scale symposium that will identify areas for future investigation and cooperation. The consortium will continue to discuss creative ways to recruit and train new librarians, especially if the IMLS grant is awarded.