International and Area Studies (IAS)
Unit Annual Report FY 12
Submitted by Steve Witt, Unit Head

I   Unit Narrative

Major Activities and Accomplishments

The International and Area Studies (IAS) library opened in fall 2011 after the integration of previously separate library service programs in African Studies, East Asian Studies, European Union Studies, Global Studies, Latin American and Caribbean Studies, Middle East Studies, South Asian Studies, and Slavic and East European Studies. The opening of this new library and work to incorporate faculty and staff, various policies, and disparate objectives into one cohesive unit has occupied much of the past academic year.

Organization of Physical Space

In order to make the IAS library an inviting and intellectually stimulating environment, we have added art to the walls, including a large world map on one wall of the main reading room, posters from the Winters collection, area maps on the walls of the reference room, work from the photographer Erica Koshizawa, and two oil paintings by local artist Hua Nian in the reading room. In addition, our reference room gained wood endcaps for its stacks, which improved their appearance.

Faculty and Staffing Changes

From June to December of 2011, the IAS library was headed for an interim period by Scott Walter, then Associate University Librarian for Public Services. This period marked significant milestones in the IAS library. These included the hiring of Debora Pfeiffer as the IAS Library Operations Assistant in November of 2011. Debora provides key administrative support for the IAS, serving the efficient operation of the unit, training and managing student assistants, and supervising staff, and helping to develop new services and policies. The addition of an LOA allowed the IAS library to quickly establish of a basic level of user services and successfully integrate the former area studies libraries' reference, serial, and microfilm collections.

Under Walter's direction, the Library also hired Mara Thacker as the Visiting South Asian Studies Librarian. The addition of this post to the IAS Library strengthened the library's ability to serve the students and faculty affiliated with the interdisciplinary Center for South Asian and Middle East studies and the various academic departments whose research and teaching focuses upon South Asia in some capacity. In less than a year, Thacker has gained a strong foothold in managing the South Asian collection and serving a growing and diverse community of scholars. In addition, Thacker has contributed greatly to many of the initiatives to strengthen the IAS' public services and outreach programs that took place over the past year. In addition, Thacker has worked to integrate herself into the South Asian research community, attending the Asian Studies Association conference and joining the Committee on South Asian Libraries and Documentation.

In December of 2011, Steve Witt became the permanent Head of the IAS library,

transferring from the Center for Global Studies where he had served as an administrator for seven years. The new Unit Head immediately began working to articulate the IAS' public service mission and continue with the work of establishing the IAS as an integrated unit. This included establishing working groups for Public Services, Outreach, and Circulation.

The IAS also focused upon adding new academic staff within the library. Working with the Russian, East European, and Eurasian Center (REEEC), the IAS hired a visiting South Slavic Specialist to support the Slavic Reference Service. Two new faculty searches were also ongoing during the past year. The search for a new Latin American and Caribbean Studies Librarian concluded successfully with the new librarians beginning in December of 2012. The search for a new Middle East and North African Studies librarian began during the fiscal year. Establishing these critical and strategically important posts in the library represents a significant accomplishment.

Contributions to Library Wide Programs

Information Services

Developing an IAS Web Presence

Creating the IAS website presented a challenge, as it involved pulling together and refining the existing web content of the Area Studies Libraries in addition to creating its own unique web presence. The Area Studies Division GA worked with IAS Library Faculty and Staff to develop the new site, migrating legacy content and developing a user interface. The IAS site is available at www.library.illinois.edu/ias.

User Services Working Group

The IAS established a User Services Working group that developed a shared vision for reference, instruction, and outreach. Through this working group, the IAS has established a rotating faculty reference coordinator who will supervise graduate assistants and organize professional development for faculty and staff in the IAS. This group will continue as a regular IAS working group that reports to the Head of IAS and ensure coordination of reference services with the Library's main reference Hubs.

Reference Services

The IAS Library contributed significantly to the Library's overall reference services through its subject specialists and the Slavic Reference Service. Through its distributed model for providing reference services, faculty and staff provided 2,726 in-depth research consultations broken down as follows:

Undergraduate Students: 70
Graduate Students: 1,170
Faculty: 1,186
Other: 300

Slavic Reference Service (SRS)

SRS staff answered over 2,500 reference queries (also represented above), created or updated dozens of online research guides (including guides for the study of 18 different Slavic, East European and Eurasian languages), and assisted over fifty visiting scholars during the first part of the 2012 REEEC Summer Research Laboratory. Joe Lenkart attended and presented at the 12th International Library Conference at Issyk-Kul, Kyrgyzstan in October 2011. Dmitry Tartakovsky was hired as South Slavic Specialist in June 2012. SRS LibGuides received 21,274 hits over the course of the year. This work also contributes greatly to the Library's strategic initiatives to make collections more accessible and develop International Reference services.

Instruction

In addition to the contributions of IAS faculty and staff noted in the User Services section of this report, the IAS Library worked to increase its contributions to the overall Library instruction mission. IAS plans to begin working with the Undergraduate Library and Multicultural Library to provide additional support for instruction targeted toward international students and students whose native language is not English. Steve Witt and Sue Searing, Interim Associate University Librarian for User Services, also met with the Office of Study Abroad to explore ways in which IAS faculty could provide library instruction and services to support students before and during their study abroad experiences. The IAS plans to work with Study Abroad in the next year to develop instruction opportunities and services targeted toward students who study abroad in programs that feature on-site resident directors. In addition, IAS will begin to identify RSO's who frequently send students abroad for service learning, internship, and other applied learning activities that might require further library support.

Public Engagement

The IAS emphasized public engagement and outreach during the past year. In addition to the events and activities described below, librarians and staff participated in outreach events that ranged from coordinating a grant for the Urbana/Zomba, Malawi Sister Cities Project, briefing State Department officials on Slavic research services, lecturing in GSLIS classes, and helping to train Illinois National Guard troops before deployment to Afghanistan. Many of these events were in collaboration with the campus' International and Area Studies Centers.

Establishment of IAS Outreach Working Group

The IAS Library's Outreach Working Group focuses on promoting international and area studies resources and services to the community and helping to foster collaboration with Library and campus units engaged in outreach activities. The Outreach Working group has joined the all-campus International Outreach Council and has begun to work with International Student and Scholar Services.

IAS Open House, March 6th 2012

In collaboration with the Mortenson Center for International Library Programs, the IAS hosted a

successful Open House to introduce itself to the community. The event was attended by nearly 200 faculty, staff, students, and community members.   The Open House featured a Mortenson sponsored lecture from Duke University's Deborah Jakubs, who gave a talk entitled "The Global Dimensions of Scholarship and Research Libraries" in Library Room 66. Approximately 40 people were in attendance at her lecture. She also spoke to the local public radio station and met with both the IAS Faculty and Directors of the campus' area and thematic study centers to discuss innovations in supporting international and area studies research.

IAS Display in Main Library

Concurrent with the Open House, the IAS organized a display in the first floor hallway for the month of March that highlighted its collections and services. This display was organized by Professors Lynne Rudasill and Marek Sroka.

IAS Host for 16th Annual Slavic Librarians' Workshop

In June, after a hiatus of six years, the IAS Library hosted the 16th annual Slavic Librarians' Workshop (Larry Miller moderating) with panelists from the Library of Congress, Michigan, Wisconsin, Illinois, and the former curator of the New York Public Library's Slavic and Baltic Division. Several Slavic graduate assistants and other staff members took advantage of this 3-day training opportunity.

Collection Management

New policies and procedures on circulation, management of serials, acquisitions

The IAS worked to merge circulation, serial management, and acquisitions practices from the former Area Studies Libraries. This included:
- o   setting new policies and procedures for circulation of serials and reference materials
- o   implementing a new system to ensure that serials are checked in, displayed, and bound in a timely manner
- o   beginning to integrate all of the acquisitions workflows into a uniform set of procedures that maps to Library-wide practices to meet campus audit standards, minimize backlogs, and ensure quick access to newly acquired materials.

Transfers to Oak Street Storage Facility

The Asian Stacks were overcrowded with material T-boned on shelves, piled on the floor, and shelved in various pre-sorting areas out of sequence with the collection and other pre-sorting areas. To eliminate this problem and set the stage for the transition of the Asian Collections to Central Access Services, the IAS Library worked with the AUL for Collections, CMS, CAM, and CAS to transfer 131,779 items from the Asian collection to the Oak Street facility. This was a difficult process that required a combination of careful collection analysis by subject specialists and use of collection profiles based upon circulation, format, and subject provided by CAM and CMS.

Transition of Asian Collection to Central Access Services

Under the direction of Debora Pfeiffer and Yuriko Oono, IAS hourly staff worked with CMS and CAS to shelve and re-organize the Asian stacks into one integrated LC run. This project ran through the summer of 2012 with an initial date of August 15th set for the transfer of the collection and circulation duties to CAS.

Major Challenges and Significant Changes

One of the major challenges for the IAS over the past year was managing change within the unit. Integrating the separate Area Studies Libraries and staff, introducing new procedures, making changes to collection organization and access, and adding new staff presented major disruption to the professional lives of all staff in the IAS.

There were several notable staffing losses because of retirements and transfers. In June of 2012, Al Kagan, the longstanding African Studies Librarian, retired. This represents a significant loss of knowledge and expertise in African Studies within the Library. Fortunately, Al will continue to work in the IAS Library on a 49% basis from September of 2012 for one year.

Gregory Kiselev, an IAS Library Assistant also retired; this position will not be refilled by IAS. Helen Sullivan, who had managed the Slavic Reference Service, announced that she will move to a new post in SSHEL at the end of the fiscal year, representing a major challenge to running the successful Slavic Reference Service.

During FY 13, the IAS will continue to face the challenges brought on by institutional change. The IAS will be filling three faculty positions in African Studies, Middle East and North African Studies, and Latin American and Caribbean Studies. In addition, we'll continue to face challenges presented by cataloging backlogs, implementing new procedures, and management of the collection.

Activities to Advance the Library's Strategic Initiatives.

Goal 1: Promote Access

IAS made significant contributions to improving access to foreign language and "hidden" collections in the Library.

Improved Access to Yamagiwa Collection

Setsuko Noguchi and Yuriko Oono started to work on cataloging Japanese rare books which are generally held in the Rare Books and Special Collection. (Total around 400 items are scattered in Rare Books, Oak St, and Stacks). Their records are available in Voyager with basic catalog but we are going to catalog carefully following the Japanese Rare Book Cataloging Guidelines that were published in the end of 2012.

The rare books are mostly from Yamagiwa Collection and are not backlogs or hidden collection. However, making these materials accessible is met with one of the library's strategic plans. Setsuko and Yuriko applied for the workshop on Japanese antiquity books which will be held in Japan next year to improve skills and knowledge for Japanese rare books.

Backlogs in Foreign Language Materials

In collaboration with CAM and CMS over the past year, a total of 2,951 Slavic and 20,647 Asian backlog materials added to the collection.

In addition, 8,497 Asian marcettes were enhanced to full record level.

Slavic and Chinese Microfilms

With the assistance of Slavic Cataloging and HPNL (and funding from Paula Kaufman's office), Slavic Cataloging worked to remaster and begin to catalog the former Slavic Library's 40-year backlog of microfilm (over 2,000 reels in all).

Library funding also contributed to work catalog and preserve a backlog of nearly 1,500 Chinese newspaper microfilms. At the end of FY 12 there were around 1,000 items remaining for processing in FY13.

CRL Microform Project

IAS' $18,000 proposal this year to the Slavic and East European Microform Project of CRL to film for preservation our unique holdings of the Yugoslav newspaper Borba-Zagreb edition (1971-1988) was the only successful proposal in this year's competition, and the project is underway.

Goal 4: Expand Library Collections

Significant Acquisitions:

Through external grants and support from central Library funds and supplementary funding to support Title VI-related collection building, the IAS was able to make significant purchases of unique and rarely held research materials.

- 1,122 reels of Russian and East European microfilm with a list price of $182,834.81. These included complete runs of many of the 87 official provincial newspapers of the Russian Empire, which, together with our prior holdings, makes UIUC's one of the best collections of these important primary sources in the U.S. Led by Slavic Acquisitions Specialist, Kit Condill, these major purchases represent one of the Library's most significant years in building the Slavic collection.
- East View Information Services online databases, including a fully-searchable digital version of the former Soviet Communist Party newspaper Izvestiia covering 1917-2010
- Shanghai Library Minguo period periodical database, which is now in the process of purchasing Wanfang: New Local history databases, and the package of databases including dissertation, academic papers, conference proceedings and other databases.

- Initiated the "Window of Shanghai" book selection, and received first round of books about 200 titles.
- North American Coordinating Council on Japanese Library Resources (NCC) Multi Volume Set Project grant of $13,000 for a reproduction set of national treasure of Buddhist scriptures for Japanese Studies.
- Prisma, an online database of major journals indexed in HAPI: the Hispanic American Periodical Index.

Goal 5: Sustain Partnerships and Collaborations

International Partnerships

The IAS Library proved to be an excellent hub for initiating and sustaining international partnerships within the Library. Three IAS Librarians, Alfred Kagan, Lynne Rudasill, and Steve Witt are active participants in the International Federal of Library Associations. In addition, staff and librarians participated in international activities in China, Cuba, the Netherlands, and Kyrgyzstan during the previous fiscal year, fostering partnerships and professional contacts throughout these regions.

IMLS China Grant:

Shuyong Jiang successfully concluded the federally funded IMLS China grant, Think Locally Act Globally. The project, which is the first government cooperation project between the library community in China and the United States, was sponsored by the Chinese Ministry of Culture and IMLS. This project developed important connections between the Library and the Chinese library community and will offer an excellent platform for future collaboration. More information on the project can be found at: http://www.library.illinois.edu/China/.

1. Participation in the 2011 Annual Conference of the Library Society of China Held in Guiyang (October 26 to 28, 2011) and also The U.S. Team conducted the Sixteenth, Seventeenth, and Eighteenth Advanced Library Seminars Held in Guiyang, Wuhan, and Taiyuan Shuyong Jiang lead the team and Paula and Barbara both participated and presented in seminars
2. Evaluation of the Progress Made on the Pilot Project for Access to Chinese Cultural and Historical Digital Resources via Internet. From May 6 to 15, 2012, the Library Society of China invited Ms. Beth Sandore, Associate University Librarian for Information Technology Planning, UIUC, and Dr. Shuyong Jiang to make another visit to China for further consultation on the pilot project. The two major stops of the visit, in addition to Beijing, were Suzhou and Changchun.
3. The Fourth Professional Development Program in the U.S. for Chinese Library Leaders (June 6 to 26, 2012). The visit of the fourth and final group of Chinese library professionals was successfully completed on June 26, 2012. On June 23, the closing ceremony was held in IAS, UIUC. Barbara Wilson and Wolfgang Schloer from campus, Kevin Cherry from IMLS, Lisa Zhao from CALA, and Paula Kaufman and many others from the UIUC Library attended the ceremony.

Goal 7: Build a Robust Assessment Program

The IAS initiated its assessment program which focused on the IAS facility, collection

organization, website, and public services. This assessment helped to identify (?) the following areas that require attention in the coming fiscal year:

- need for improvement in making the IAS Reference Collection available to novice users and non-language specialists
- need for better workflow to process and maintain serials collection
- need for usability testing and better content integration in IAS website
- need to better promote the library and services to undergraduate students and language learners

IAS Graduate Assistants

N/A

Matters of Concern

Facilities

- The IAS has been waiting for over 6 months for the delivery and installation of shelving units and other furnishings to complete the new facility.
- IAS is very limited in the amount of space available for new faculty, staff, and graduate students. There is little space to store and maintain books and equipment required for collection maintenance, cataloging, and other tasks that are done in the IAS library.

Information Technology Issues for Users

- The IAS has a large collection of multi-media on CD-ROM and DVD format that contains unique data sets and other textual material. These materials are currently inaccessible through the computers in the IAS library. The IAS would like to work with IT to develop a strategy for providing support for these products and making them available to users.

Unit Annual Goals for FY13

- Successfully fill positions in Middle East and North African Studies and African Studies
- Develop International Reference Service through work to expand the Slavic Reference model
  - Replace Slavic Reference Manager Position
  - Seek funding to expand service and resources into new regions
- Develop new collections focused upon web-archiving of NGOs, INGOs, and IGOs focused upon climate change and sustainability
- Assess Reference and Serials Collection Organization
- Organize and develop means to access IAS CD-Rom and DVD Collections
- Work with acquisitions to develop new CJK acquisitions workflows and

procedures
- Assess and continue to develop IAS website and social media presence
- Integrate IAS Reference Services with Library Hub
- Develop Training Program for GA's, Staff and Faculty
- Further Support for Teaching and Instruction through integration with departments and new partnerships with Study Abroad, the ESL Program, and International Student and Scholar Services
- Develop international agreements in strategic areas such as China and Russia
- Continue to process backlog items and develop new systems to minimize future problems
- Pursue new grant opportunities through IMLS, NEH, and other funding bodies
- Work to make "hidden" archival collections more accessible

II   Statistical Profile

1.   Facilities
User seating (if applicable)
- at tables   20
- at carrels   24
- at public workstations   5
- at index tables
- in group study rooms
- informal/other   6 padded chairs, two ottomans

2.   IAS Personnel FY 2012

Academic Staff (10.25 FTE)
Paula Carns, Associate Professor and Latin American and Caribbean Studies Librarian (Faculty) (50%)
Christopher Condill, Visiting Slavic Acquisitions Specialist, (Visiting Academic Professional)
Joseph Lenkart, Visiting Research Associate in Slavic Reference Service, (Visiting Academic Professional)
Shuyong Jiang, Associate Professor and Chinese & Korean Studies Librarian (Faculty)
Alfred Kagan, Professor, African Studies Librarian (Faculty)
Akram Khabibullaev, Middle East Studies Librarian from U. of Indiana (Faculty) (0%)
Larry Miller, Professor and Senior Slavic Bibliographer (Faculty)
Setsuko Noguchi, Joint CIC Japanese Studies Position with U. of Wisconsin and U. of Minnesota (Visiting Academic Professional) (50%)
Lynne Rudasill, Associate Professor and Global Studies Librarian (Faculty)
Marek Sroka, Associate Professor and East European Librarian (Faculty) (50%)
Dmitry Tartakovsky, South Slavic Specialist in Slavic Reference Service (Visiting Academic Professional) (from June 18th 2012)

Mara Thacker, Visiting Assistant Professor and South Asian Studies Librarian (Visiting Faculty) (from February 16, 2012)
Steve Witt, Associate Professor and Head (Faculty) (from December 16, 2011)
Civil Service Staff (4.4 FTE)
Jan Adamczyk, Slavic Reference Research Associate, (Senior Library Specialist) (50%)
Gregory Kiselev (Library Specialist)
Yuriko Oono (Library Specialist) (25%)
Debora Pfeiffer, IAS Office Manager (Library Operations Assistant) (from November 15, 2011)
Helen Sullivan, Slavic Reference Manager (Library Operations Assistant)
Xiaoping Qi (Library Specialist) (50%)
Academic, Graduate, & Undergraduate Hourlies
FY 12 Budget: $87,326
FY 12 FTE Academic Hourlies: .5
FY 12 FTE Graduate Hourlies: 1.75
FY 12 FTE Undergraduate Hourlies: 1.25

3.   User Services

The following data will be generated by the Office of User Services, but please report any additional data that is collected within the unit and is not reflected in centrally collected data.

- Gate Count During Spring FY 12 Sweeps Week
  o 1,631

Reference (as reported during FY12 Sweeps Week, or actual for units maintaining continuous statistics)
  o Face-to-face: 16 (Reporting errors at the IAS service desk resulted in the omission of reference statistics during the Spring FY 12 Sweeps Week.
  o Digital: 34

Number of hours open to the public per week

  o Summer 2011—the IAS Library was not open.
  o Fall 2011— 56 hours per week
  o Spring 2012-- 56 hours per week
  o Summer I -- 52 hours per week

Number of students enrolled in independent studies or practicum experiences supervised by unit faculty or staff:

Helen Sullivan (LIS 592 – Independent Study) (1 student) Fall 2011

Credit course rubric and name for any credit-bearing courses taught by unit faculty or staff,

and the number of students enrolled:

Alfred Kagan (LIS 530M – Bibliography of Africa) (2 students) (Fall 2011)

Number of presentations to groups:
31
Number of participants in group presentations:
444