

The University Libraries, The University of North Carolina at Greensboro

By: [Michael Crumpton](#)

Crumpton, M. (2017). The University Libraries, The University of North Carolina at Greensboro. Retrieved from <https://www.informedlibrarian.com/featuredLibrary.cfm?FILE=fli1701.html>

Made available courtesy of Infosources Publishing:

<https://www.informedlibrarian.com/featuredLibrary.cfm?FILE=fli1701.html>

*****© Mike Crumpton. Reprinted with permission. No further reproduction is authorized without written permission from Mike Crumpton/Infosources Publishing. This version of the document is not the version of record. Figures and/or pictures may be missing from this format of the document. *****

Abstract:

As the Library was under construction at Women's College in Greensboro North Carolina in the late 1940's, then librarian Charles M. Adams described the new building and forthcoming activities as: "*Arrangement provides flexibility, with ample areas for staff work and full service to college community*". Over 77 years later this still holds true, for the main library named for Walter Clinton Jackson and commonly known as Jackson Library and the Harold Schiffman Music Library conveniently situated in the Music Building. Flexible spaces for student, faculty and staff as well as a full array of services to complement and support the university community have been the mission of the University Libraries for many years.

Keywords: University Library | UNCG | The University of North Carolina at Greensboro | Library

Article:

*****Note: Full text of article below**

The University Libraries, The University of North Carolina at Greensboro **by Michael A. Crumpton**

As the Library was under construction at Women's College in Greensboro North Carolina in the late 1940's, then librarian Charles M. Adams described the new building and forthcoming activities as: "*Arrangement provides flexibility, with ample areas for staff work and full service to college community*". Over 77 years later this still holds true, for the main library named for Walter Clinton Jackson and commonly known as Jackson Library and the Harold Schiffman Music Library conveniently situated in the Music Building. Flexible spaces for student, faculty and staff as well as a full array of services to complement and support the university community have been the mission of the University Libraries for many years.

The University Libraries mission statement is reflective of a meaningful past but also a strong and dynamic future. Focused on learner-centered attributes, research support and collaboration, innovation and representative leadership, as well as providing operations and services in a global and inclusive arena, the University Libraries is a central and integral part of the university's goals of student success. These activities complement our customer service values of empowerment, accessibility and systems that create a positive experience for our stakeholders.

The two primary buildings are home to 90 library faculty and staff, an average of 100 student workers, volunteers and students engaged in practicums and internships. The Walter Clinton Jackson Library contains over 1.2 million physical items in its collections, and provides access to millions of digital items. Jackson has more than 300 publicly available computers and more than a million visitors each year. The Harold Schiffman Music Library specializes in music materials and services, and provides resources and information as needed by the campus community.

The University Libraries have made many unique and significant accomplishments over the years and provides leadership and innovational inspiration to the university community, the local and regional community as well as the library profession. These accomplishments are evidenced by librarian and staff involvement in a wide array of initiatives, leadership positions in professional organizations and collaborative efforts between the University Libraries and other academic and research oriented organizations.



These initiatives and this involvement by our staff has made the University Libraries unique in our approach and diverse in our execution of providing resources and services to our faculty, students and campus community. Specific accomplishments and initiatives include:

- **Assessment** of stakeholder needs and research interest in order to focus our resources and attention into areas that matter most. These assessment efforts are documented at: <http://uncg.libguides.com/libassessment>. This Wordle was created from such an assessment in which we evaluated what areas/departments in the library were most active and meaningful to students:

“How Students Use the Library”



- The **Digital Media Commons** occupies the renovated lower level of Jackson Library and supports 21st century learning and curriculum goals for the University. Services include makerspaces with 3D printing, consultation and support on the use of digital images, video and audio as well as presentation practice options with green screen technology in our Video Imaging and Audio Lab.
- At this writing we are halfway through our **University Libraries Diversity Strategic Plan** action items that promote diversity and an inclusive learning environment for our campus. More can be found regarding this and other diversity initiatives, including our 5th diversity resident, at this blog: <http://uncglibdiversityinclusion.blogspot.com/2016/07/the-diversity-committee-has-submitted.html>
- Our **Research, Outreach and Instruction Department** provides expert reference and information services for all library users as well as expanded instruction on information retrieval and use for curriculum support. Librarians also provide outreach services to their

assigned academic departments through a liaison model designed to achieve maximum support and efficiencies.

- Our **Martha Blakeney Hodges Special Collections & University Archives (SCUA)** offers many unique areas of collections and primary sources for research and inquiry. Collections such as the *Betty H. Carter Women Veterans Historical Project*, the *North Carolina Literary Map* and one of the largest collections of cello music available, headline a vast array of political and literary collections available in the state. SCUA has ten curatorial areas: rare books; cello music; manuscripts; children's literature collections; university archives; women's literature collections; photographs, prints, and poster collections; book art and book bindings; artifacts and textiles collections; and the women veterans historical project, which provides a rich view of history and culture.
- The University Libraries is also home to growing digital collections (<http://libcdm1.uncg.edu/>) as well as a strong repository of faculty work, hosting 7 other institutions as well as our own (<http://libres.uncg.edu/ir/uncg/>).
- The University Libraries also support Open Educational Resources (OER) and provide guidance on the use of teaching, learning and research materials for educators, (<http://uncg.libguides.com/oer>) along with other open access (OA) initiatives such as hosting numerous online journals (<http://libjournal.uncg.edu/>).
- Over the last 7 years, the libraries have undertaken several mini-renovation projects in order to modernize and update aging facilities and create new collaborative and technology enhanced spaces for students to support their work/study environment. This includes spaces to protect special collections, provide technology enhancement for digital works, promote digital literacy, enlarge instructional spaces and repurpose spaces for needs related to comfortable seating and work stations, rather than warehousing low-use materials.
- Finally, under accomplishments that distinguish us from others is our relationship with our library school, housed in the School of Education. Our librarians and their faculty have undertaken numerous collaborative efforts such as IMLS grants, internship models, speaker series, diversity initiatives and of course publishing and presentations. It is a relationship that is cherished.

The University currently has more than 19K students and over 2,500 faculty and staff. Began in 1891, UNC-Greensboro is one of the 17 institutions comprising the University of North Carolina system. We are one of the most diverse institutions in this system and offer over 100 programs of study. The university holds two classifications from the Carnegie Foundation for the Advancement of Teaching as a "research university with high research activity" and for "community engagement" in curriculum, outreach and partnerships.

The changes in today's higher education environment create significant impact in many aspects of how the academic mission is delivered and absorbed by students and researchers. The University Libraries of the University of North Carolina at Greensboro, through a spirit of innovation and entrepreneurship, grounded in adherence to core educational values and librarian principles, seek to inform, support and educate those involved in reshaping the higher educational mission. Our profile today of collaboration, information sharing and assistance with knowledge creation, is complimentary to the Libraries' profile in Charles Adam's time of flexibility with a goal of providing full services. Landscapes can change but understanding

unique and sometimes difficult information and resources needs of a large university community will always be our mission.

Copyright 2017 by Michael A. Crumpton.

About the author:

Michael A. Crumpton, MLS, SPHR, is the Assistant Dean for Administrative Services at the University of North Carolina at Greensboro. Mike oversees administration of budgets, human resources and facilities; organizes and addresses space and remodeling issues. He is a member of ALA, LLAMA, ALISE, CUPA and SHRM, all professional organizations dedicated to enhancing their field of interest.

His published works includes; articles available from UNCG's institutional repository: <http://libres.uncg.edu/ir/clist.aspx?id=1946> , and monographs; *“Handbook for Community College Librarians”*, Library Unlimited, 2013, and *Strategic Human Resource Planning for Academic Libraries*, Chandos Publishing, 2015.