**2009 By The Numbers**

**85%**
Increase in instant messaging (IM) for research help*

**45%**
Increase in librarian consultations at locations around campus*

**23%**
Increase in email questions through Ask a Librarian*

**12%**
Increase in visitors to the Integrated Sciences and Engineering Library (ISEL)*

**265,891**
Full-text downloads from ScholarWorks, a digital repository of research and scholarly output

**77,882**
Cups of coffee served at Procrastination Station café helping to generate over $31,000 for the Library, an increase of 24%*

**27,084**
Visits to RefWorks, an online research management and collaboration tool available to the campus community

*Increases are FY09 over FY08

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**Report of the Library 2009**

**The Information Desk**
First Line of Defense Against Confusion

“Can I rent a horse?” “Should I break up with my boyfriend?” “Can you get the bug out of my eye?” These are among the most unusual of over 100,000 questions answered by Information Desk staff like Lucy Perkins ’12 (above) in Du Bois Library since 2003.

www.library.umass.edu
The Year at a Glance

Welcome to 2009 at the UMass Amherst Libraries. We hope you enjoy this snapshot of our top 20 stories for the year. For the complete picture with interactive links: www.library.umass.edu/news.

faculty, grads gather for talks on copyright and publishing
open access week informs campus community

Science librarians organize boot camp
Massachusetts librarians study nanotech, GIS, bioinformatics

du Bois and ISEL present exhibits in art and science
Nature photographs, New WORLD Theatre, sustainable architecture featured

4th annual scholarly communication Colloquium in September
exploring the “University’s Role in the Dissemination of Research & Scholarship”

75 Alumni and friends gather at library of Congress
Vanessa Cieslak ’76 and Elizabeth Pugh ’71 host event and tours

Du Bois Library fully wireless top to bottom
Use of network skyrockets

Library expenditures FY09

<table>
<thead>
<tr>
<th>Category</th>
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<tr>
<td>Operations</td>
<td>$1,350,309</td>
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Everyone wants to be a Librarian
Fall career panel draws standing room only crowd

Digitized Du Bois Papers Go Online
Thanks to Verizon Foundation grant

Du Bois Center Established
Faculty Senate unanimously approves

Lewis Mainzer Receives Feller Award for Service
Professor Emeritus honored as outgoing Friends president

3rd Microsoft Grant Awarded
$895,000 for user and staff software

Donations Hit All-time High of $1.75 Million
Thanks to you and 5,794 other donors

Learning Commons Gets Busier, Bigger
Expansion to open in early 2010

History of the Book Teaching Collection Launched
Books come alive in Special Collections

Students Win 1st Undergraduate Research Awards
Reviewers delighted with quality, quantity of submissions

“the making of a picture Book” Delights Visitors
Exhibit and talk by author Corinne Demas and friends

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Using recycled paper and bags

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