



The university library stays open for study and research well into the night, and can be accessed online anytime.



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Check the library's site for a wealth of information:
www.lib.umassd.edu

Resources for learning and teaching

An important part of the University Library's mission lies in innovation, which, in our mission statement, we define as "incorporating new technologies and services to help administration, faculty, students and community users discover, create and disseminate knowledge."

This year, the library introduced two new electronic services—Live Reference Online and the Virtual Catalog—and expanded its Electronic Reserves service.

Library users have another way to have their questions answered or to get help while doing research. This year, the UMass Digital Library initiative introduced a virtual reference service, **Live Reference Online**. Library users can pose questions online and get immediate responses from the highly qualified librarians of the five UMass campuses.

The service lets students from any of the UMass campuses "chat," via email, with a reference librarian who assists the student to find information, whether available at the student's campus, through shared UMass resources, or on the ever-expanding World Wide Web. The service operates "live," in real time, rather than as messages sent and later answered. Librarians from throughout the UMass system share the responsibility for staffing the service.

"You're receiving research advice, not just matching up words," is how UMass Dartmouth reference librarian **Linda Zieper** explains the service in comparison to the typical online search engine such as Google or Yahoo. Zieper is chairperson of the Extended Reference Committee for the five UMass campuses.

Although Reference Online is somewhat less personal than a face-to-face or telephone conversation with a reference librarian, it's gaining in popularity with students and faculty who are comfortable with email and instant messaging.

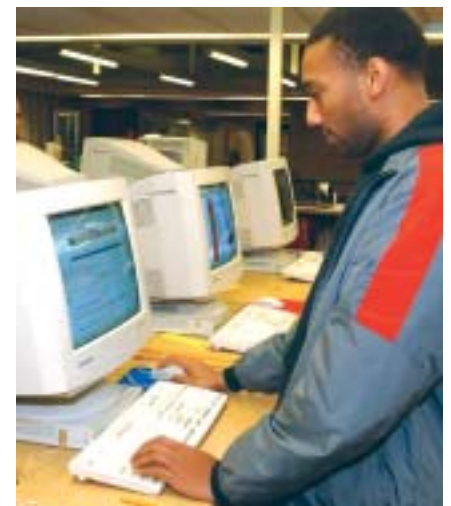
First introduced last fall, the **Virtual Catalog** is another successful electronic service. Current UMass Dartmouth students, faculty and staff who need a book that is not in our collection can electronically search the

holdings of libraries within the Boston Library Consortium and some of the Massachusetts Library networks and may request the book from participating libraries. An email notice informs the patron when the requested book is available.

Use statistics through June 2002 indicate that UMD patrons have borrowed 275 items using the service; the library has also lent 510 items to borrowers from other libraries. The rate of Virtual Catalog borrowing has increased steadily each month.

The library's Electronic Reserves program, called **ERes**, expanded greatly this year, thanks to the efforts of **Jo-Ann Cooley** of Access Services. The service allows faculty members to place documents on reserve electronically, instead of, or in addition to, placing them at the library's reserves desk. Students are then able to visit the ERes page, select the appropriate course and document, enter a password and read the reserved documents online. E-reserve items are available 24 hours a day, not only when the library is open.

Many faculty members placed items on electronic reserve and their students took advantage of it. Eight hundred and eighty-three items were placed on e-reserve over the past year, and they were viewed 15,627 times.



Electronic services include Live Reference Online, Electronic Reserves and hundreds of online databases.

Students use the computers in the Information Services area to do research and prepare for classes.



A New Division: Library Services, Information Resources, and Technology

The library is now part of the recently formed Division of Library Services, Information Resources, and Technology. Vice Chancellor **Bob Green** leads the new division and shared some of his ideas about how the division will serve UMass Dartmouth's students, faculty, and staff.

The division's mission is to provide effective information services to support the university's mission of education, research, and public service. Within the scope of the division are the Library, CITS (Computer and Information Technology Services), Institutional Research, and Faculty and Staff Development.

"Chancellor MacCormack has identified faculty and staff development as an ancillary but significant responsibility for the division," Green said. "Part of our mission will be to coordinate faculty and staff development activities and resources—not only in technology but in more general terms."

Green said that the benefits of the division are two-fold: "First, the organizations within the division gain more focused attention within the administration, in hopes of strengthening our primary functions. Secondly, we'll be able to develop the synergies that can and should exist among our organizations." Green offered this example: "Faculty and students need both library information services and technology services. How can we work together to improve the way we provide these services?"

Green said that he's not interested in making quick or radical changes, "but rather to encourage the

organizations to evolve and advance their respective missions and our common mission. We'll work together to advocate for resources and to ensure that we are understood and appreciated for what we bring to the university."

In this time of budgetary limitations, Green is still optimistic about advancing the division's resources. He noted that the reduction in the library's ERM monies (funds from the state for library materials) has caused the university to re-examine its support for the library and revitalized its awareness of the library as an important resource.

"As we create a compelling vision of the division's future and begin to define specific projects with evident benefits, I feel that we will find opportunities to get the resources and the support we need," he said.

"I must say that I've really enjoyed and appreciated the graciousness of library staff members in welcoming me into their midst."

Message from the Dean

It must be our proximity to the sea that makes me want to compare guiding the UMass Dartmouth Library to navigating a whaling ship in rough waters. That is what academic year 2002 has been like. There have been significant up times, significant down times and a lot of rolling in between.

Some of the down times resulted from the departure of our Dean, Donald Sweet, who retired on August 31, 2001, and returned to his first love: teaching philosophy. Cynthia Marks, one of our cataloguers, retired at mid-year and Roger Lavoie, computer technician, retired in June. All three of them are sailing the calm waters of retirement, and we miss them.

Reductions in funding for the university required librarians and faculty to work together to trim and adjust subscriptions to journals, and book purchasing sank to its lowest level in twenty years. Painful as this was, it helped to refocus collections, to weed out titles no longer pertinent to our programs, and it also brought librarians and faculty together working towards excellence in a time of limited resources.

In late summer, Chancellor Jean MacCormack announced that she planned to make several reorganizing changes at the University, one of which was the establishment of a Vice Chancellor for information technology whose responsibilities would include the library. Both faculty and library staff voiced concern about moving the library from the academic sector to a separate division, but in January the reorganization was made official. The new division is called Library Services, Information Resources, and Technology (LSIRT) and includes institutional research and staff development in addition to the library and CITS (Computer and Information Technology Services). Despite the change, the Dean continues to attend and participate in the Provost's Council and is a member of the Executive Council. The Faculty Senate has voted to conduct periodic reviews of the effectiveness of the new library reporting structure.

The Faculty Senate Library Committee, chaired by Katherine Meyer, Nursing, was active throughout the year. Principal topics of discussion were the budget and the reorganization proposal. Committee members were Alan W. Hirshfeld, Physics; Frank Scarano, Medical Laboratory Science; Gerard M. Koot, History; Michael H. Anderson, Accounting & Finance; Nancy J. O'Connor, Biology; Susan Krumholz, Sociology & Anthropology; and William Nelles, English.

The state budget situation in fiscal 2002 was excruciatingly unpredictable. The worst news was that union contracts for university workers were not funded, but in addition ERM (Educational Reference Materials) funds were cut statewide from \$14 million to \$5 million, reducing our library funds by about \$650,000. We were fortunate in that Chancellor MacCormack and Provost Curry made up this deficit from other sources.

On a more positive note, state funds for the maintenance of capital properties funded replacement of major sections of carpet on both the first and second floors. The original carpeting, dating to the mid 70s, was desperately in need of replacement. We hope to be able to re-carpet all floors in a phased manner.

Finally, staff from all library areas participated during the month of June in the rapid implementation of information technology projects made possible by a \$910,000 allocation to LSIRT from the state's Information Technology bond initiative. (See *Leaders in Technology* story.) The full impact of these innovations will not be felt for at least a year as different parts of the projects are introduced.

—Ann Montgomery Smith, interim Dean of Library Services

Leaders in technology

The strength of the new Division of Library Services, Information Resources, and Technology (LSIRT) was evident in May, when the university received authorization for \$910,000 in funding through the state's Information Technology Bond initiative.

An LSIRT technology improvements group, charged with formulating a plan for using the funds, focused on thirteen interrelated projects that would provide the most benefit to the most people in the UMD academic community, explained **Bob Green**, Vice Chancellor for Library Services, Information Resources, and Technology.

"As a university, we must help students develop into people who can learn and work independently and in teams, in an increasingly information-driven and technology-based world," said Green.

The Information Technology (IT) committee was jointly facilitated by **Ann Montgomery Smith**, interim dean of the library, and **Donna Massano**, director of information technology systems and services for Computer and Information Technology Services (CITS). Library staff members in Access Services, Systems, Information Services and Photographics worked closely with CITS staff members to provide improved and expanded technology related services to the campus.

"This funding has provided us with a unique opportunity to utilize the disparate skills of the division's staff," said Smith. "It encouraged us, as a division, to move ahead with collaborative approaches in offering educational and information technology."

"It's exciting to be able to give people the services that up until now we've only been able to talk about," said Massano. "The staff of the division—library and CITS staff—has worked so hard to make all of the pieces of these projects fit together, keeping in mind the campus's needs and making it all happen in a very short amount of time."

One of the first projects to be completed was the installation of state-of-the-art technology for teaching in ten of the largest lecture halls on campus, representing an upgrade of the library's traditional audio-visual classroom support. Each lecture hall now features a ceiling-mounted projection system, screen, sound systems, document camera, VCR, DVD player, personal computer, wireless keyboard, and two wireless microphones.

In response to another campus proposal, a second project makes available multiple licenses of software packages that are significant for teaching. To

complement the increased availability of software, the information technology group also sought to expand access to mobile hardware for faculty and students with a Mobile Computing Lending Program that permits the borrowing of laptops, handheld devices and digital projectors.

A major step has been taken to introduce wireless networking on campus. Access points have been installed around the inner ring of the campus in common areas including the quad, the amphitheater, the Campus Center, the library, and academic buildings.

Twenty new computer workstations were installed to create a reference/instruction suite that can be temporarily partitioned from the rest of the reference area to be used for library instruction. Another workstation and digital scanner will enhance the ability of visually disabled library users to access library resources, while a new microfilm reader/printer/scanner will let users scan microfilm/microfiche materials directly to digital format.

The library also modernized the first floor Browsing Area's sound system and added a transmitter and headphones to amplify sound for those with hearing impairments.

Installation of Encompass software will enhance the effectiveness of the library's Voyager online system by providing a single Web-based gateway for information searches.

The library's photographic department has converted to digital format and plans to offer a lending program for digital cameras and photographic file downloading services.

Three behind-the-scenes projects will provide more advanced levels of computer use for the university. The acquisition of a SunONE directory server will allow faculty, students and staff to obtain telephone-like campus information, authenticate network users as members of the campus community, and utilize a common username/password for e-mail, the library system, calendar planning and other features. A file-sharing project will provide a central file server for access from various locations, and for shared access for members of work or study groups. Finally, a new multi-platform automated tape backup of university production servers will provide increased security against system crashes and disturbances.



The Mobile Computing Lending Program makes laptops and projectors available to students, faculty and staff.



"The IT bond funding has enabled us to take a major step forward in technology," said the division's Vice Chancellor Bob Green. "But it is only one step. We are in a constantly advancing and evolving field, and the most exciting and challenging times are still ahead of us."

More information about the information technology projects may be found at UMass Dartmouth's Information Technology web site: www.umassd.edu/itbond.

Students can now work wirelessly within the library and in common areas across campus.

Creating community

Architect Paul Rudolph designed the library to be at the center of the campus. We continue to recognize the library's responsibility to act as a center of activity for the university community.

In partnership with the Faculty Senate, the library sponsors a series of six Brown Bag Lunches each academic year. Free and open to both the campus and the community, these programs have become a popular Browsing Area tradition. This past year, the topics included geothermal energy, weather forecasting, bio-terrorism and Spanish drama. Participants also gained insight into South Africa's AIDS crisis and shared timely reflections on teaching university students about words in the today's "age of the image."

(For information about this year's upcoming Brown Bag Lunches, please visit the library's Web page at www.lib.umassd.edu and click on "news & events.")

The library was once again the location for the annual Research Exhibition sponsored by the university's chapter of Sigma Xi, the Scientific Research Society. Hundreds of people visited the exhibition, which featured poster sessions and demonstrations of student and faculty research.

The UMass Dartmouth Library Associates, the library's friends group, sponsored educational events that attracted people from both the university and the region. Fall programs featured global warming expert Ross Gelbspan in October and school reform advocates Ted and Nancy Sizer in December. In May, Dr. Judah Folkman, one of the country's leading cancer researchers, addressed a large and diverse audience about his ongoing cancer research.

In March, the Associates also hosted their third annual Antiques and Books Appraisal Day, a homegrown version of *The Antiques Roadshow*.

In April, celebrated literary critic Harold Bloom and Nobel laureate Jose Saramago visited UMass Dartmouth in a cultural event coordinated by the

Bookseller David Nelson (left) appraises vintage postcards for Mel and Cindy Yoken at the Antiques and Books Appraisal Day.



university's Center for Portuguese Studies and Culture. As part of the event, Bloom delivered a public lecture at the library on "The Atlantic Sublime: Whitman, Pessoa, Saramago." A lover of libraries from the age of eight, Bloom commented about the current state of American libraries as part of his address on accepting his degree:

"These days, public libraries and libraries of public universities throughout the nation are starved. When they are supported, their book budgets are minimal . . . Honesty compels us to admit that we are undergoing a remarkable dumbing-down of our literary culture . . . I do not think that this is reversible. . . Without intellectual and aesthetic standards, we will perish as thinking and feeling women and men . . . our obligation is to the solitary readers yet to be born. Without public libraries and the libraries of public universities, many of those readers will perish as readers . . . And with them, higher hopes will perish also."



Science librarian Elizabeth Winiarz demonstrates the SciFinder Scholar database to Johanna Blasi, a graduate student in Marine Biology, at the 2002 Sigma Xi Annual Research Exhibition.

Selected statistics and information about the University Library for academic year 2001-2002

314,698

The gate count for people entering the library in academic year 2002.

More than 450,000

The number of volumes in the book collection.

More than 2,500

The number of periodical titles (newspapers and journals) we offer in print and microfilm formats.

More than 16,000

The number of electronic full-text journals and newspapers available to UMD students, faculty and staff via the library's Web page (www.lib.umassd.edu).

More than 18,000

The number of non-print items such as videos, audiotapes and recorded music in CD format, in the collection.

733

The number of museum passes circulated this year. The library offers passes to museums with collections that related to students' interests and areas of study. (Passes are available to UMass Dartmouth students, faculty and staff.)

5,047

The number of students served in the library's information literacy classes in AY 2002. Working with faculty from every college and discipline, Information Services librarians taught 276 classes designed to advance the information literacy of students from freshmen through doctoral candidates.

7,460

The number of reference questions answered by librarians at the Reference Desk, from September 2001 to June 2002. (This figure does not include the thousands of questions about directions to other parts of the campus.)

20%

The amount by which the library's expenditures for electronic resources increased. This is primarily a result of the conversion from print formats to electronic formats (available anytime, from anywhere) for reference resources.

For more information about the University Library, please contact Ann Montgomery Smith, Interim Dean, at 508-999-8664 or asmith@umassd.edu, or visit our Web site: www.lib.umassd.edu

News of the staff



Diane Gomes

Diane Gomes of the Access Services Department is an acknowledged expert in using the media scheduling module of Voyager, our online catalog. She has been selected as a member of the media scheduling subcommittee of the national Voyager enhancement committee.

Gomes's insightful suggestions for improving Voyager's media component earned her a place in this group, the members of which are chosen from within the entire Voyager user group worldwide. She presented a session on the Voyager media scheduling module at April's national meeting of Voyager users in Chicago. She also takes the time to respond individually to other Voyager users who approach her with questions.

Ann Montgomery Smith, interim Dean of Library Services, has been appointed to the State Advisory Council on Libraries by the Massachusetts Board of Library Commissioners (MBLC). The council acts as an advisory board to the MBLC for administering federal funds through the Library Services and Technology Act.

Librarians **Mary Adams** and **Beth Lindsay**, both involved in library instruction and active participants in the New England Library Instruction Group (NELIG), participated in its 2002 conference, "Energy and Creativity in Instruction: Librarians Leading the Way" at Boston College. Lindsay co-chaired the planning committee, and Adams served as registrar for the conference. NELIG is an interest group of the New England chapter of the Association of College and Research Libraries.

Elizabeth Winiarz, science librarian, has been awarded two grants for library materials. She received \$28,566.90 from the Northeastern Regional Aquaculture Center (NRAC) for the UMass Dartmouth Library to build a collection of materials to support aquaculture research and practice. A second grant proposal, "UMass Dartmouth Library Resources to Support Cranberry Research" was funded in the amount of \$16,426. The expanding cranberry collection at the UMass Dartmouth Library has already been well used by researchers, growers and members of the community.

Winiarz and **G.B. Hammond**, UMD professor of chemistry, were co-editors of the "Proceedings of the 15th Winter Fluorine Conference." The proceedings appeared as a special issue of Elsevier's *Journal of Fluorine Chemistry*.

Retirements

Dr. Donald G. Sweet, dean of the library, retired on August 31, 2001. Sweet's five-year tenure here was the culmination of a career in library leadership at several major university libraries across the country. While at UMass Dartmouth, he promoted the implementation of new technologies, from the Voyager online catalog to the acquisition of hundreds of electronic databases to the expansion of the library's Web-based services. With his encouragement, library staff also undertook a number of projects to improve the library's appearance and service orientation: a new Circulation desk, the periodical reading room and reception area, and increased library instruction.

Roger Lavoie, a professional technician in the Library Systems department, retired in June, 2002, after 28 years of service to the university.

Cynthia Marks, a librarian in the Cataloging Department for ten years, retired at the end of the fall 2001 semester.

Library Associates News

In addition to offering educational and cultural programs, the Library Associates also sponsor fund raising events to benefit the library.

Last year (2000-2001), the Associates contributed \$5,000 to the library to be used for the Archives Renovation Project to move Archives and Special Collections to a new space on the first floor. (See related article.)

This year's major fundraiser was an author's brunch featuring **Arthur Golden**, author of the international best seller *Memoirs of a Geisha*. The event was held in April at the Campus Center.

Mr. Golden's talk was both witty and informative. He described the laborious process of writing and re-writing *Geisha*: it took him almost a decade and three drafts to complete the book, the fictional first-person account of the training, tragedies and triumphs of a geisha in pre-World War II Japan.

Held in conjunction with the brunch, the Associates' successful annual raffle offered dozens of prizes donated by area businesses and Associates members. The group also held its third annual Antiques and Book Appraisal Day in March, drawing on the professional skills of **Duncan Gray** of Compass Rose Auctions and **David Nelson** of D.R. Nelson Booksellers to appraise more than eighty items.

For more information about the Library Associates or upcoming events, contact **Christine Allen** at 508-999-8946 or callen@umassd.edu



(above) Author Arthur Golden, left, chats with Chancellor Jean MacCormack, center, and interim Dean Ann Montgomery Smith at the fundraising brunch.

(below) Golden addresses the group in the Campus Center dining room.



Archives Renovation Project Update The Campaign to Preserve the Past for the Future

Ann Montgomery Smith, interim dean, reports that the Archives project Renovation Fund currently stands at \$24,440. This includes donations from the Library Associates and the library's annual campaigns in both 2001 and 2002.

"While this figure represents less than 10% of the total amount needed to move the Archives to the first floor, we're working our way towards the required amount one step at a time," said Smith.

"This is a very important project that will allow us to preserve materials that document the history of the university and the region, in a new, larger location that is secure, climate-controlled and readily accessible. We have a number of wonderful collections: the Robert F. Kennedy Assassination Archives, collections that capture the immigrant experience, and artifacts that tell the story of the area's textile industry. We want to collect more materials, take proper care of them, and share them with scholars, researchers and the community."

Please contact Ann Montgomery Smith at 508-999-8664 or asmith@umassd.edu if you would like more information or would like to make a donation to the Archives Renovation Project.



Archives donor Frances Sylvia Gracia studies some of the items in the Archives' collections.

Archives & Special Collections News

The past year has been a busy one for Archives and Special Collections. We acquired several important collections, including the papers of Woolworth co-founder Earle Perry Charlton, the papers of Portuguese musician João Cordeiro, Jr., the records of Robert F. Kennedy assassination researcher Floyd B. Nelson and a large collection of early 20th century musical scores from a private collector. Notable university records acquired include 590 architectural drawings of various campus buildings, dating back to 1904.

Two important projects to document ethnic communities in our region are ongoing. One is the grant-funded project to survey and document the Cape Verdean community (Joseph P. Healey Endowment), and the other is the establishment of the Portuguese-American Archives, in conjunction with the Center for Portuguese Studies and Culture. Archivist **Judy Farrar** completed a survey of Cape Verdean-American and Portuguese-American manuscript collections in libraries and archives throughout the region, finding very few significant holdings outside of our own. To date, the Cape Verdean-American Archives at UMD includes artifacts and documents along with four oral histories; the Portuguese-American Archives includes several important printed and manuscript collections as well as 65 oral history interviews of local residents who emigrated from Portuguese-speaking countries. Archives staff members are always in the process of identifying other collections to acquire.

Two dedicated student assistants processed many of the Archives' new collections. **Lillian Gould**, an art major, meticulously repaired the enormous chipboard model of the library constructed in the 1970s by a faculty member. **Joelle Burdette** processed collections from the Center for Jewish Culture.

In August, Farrar and members of the Acquisitions Department attended an auction of local historical materials and purchased 16 lots of books on local topics, late 19th and early 20th century city directories, institutional and town histories, photographs, maps, and journals. One significant acquisition was a handwritten notebook dating to 1907, which lists many then-existing mansions of New Bedford, detailing such information as original color, architect, cost and owner(s). This will be a valuable resource to historic preservationists. Another important purchase was a rare 1911 Walker Atlas of the City of New Bedford. To balance our collection of antique map books, we subsequently purchased an 1883 Walker Atlas of Fall River, another very fine and useful addition to our rare book collection.

This year, the Archives staff assisted a total of 358 patrons, the majority of whom were university staff or students.

Archives now has two new brochures—one of general information and one highlighting the Portuguese-American Archives. An updated RFK Assassination Archives brochure is in progress. Contact Judy Farrar at 508-999-8686 or jfarrar@umassd.edu if you would like a copy of the brochures.

—Judy Farrar, Archivist

The Book Plate Program

The University Library's Book Plate Program offers a unique way to combine a love of books with a desire to remember or honor someone special.

A gift to the program allows the library to purchase one or more books needed for the collection. Acquisitions librarian **Bruce Barnes** selects and purchases each gift book, which is typically a recently published volume that fits the library's collection development goals.

"The cumulative effect of the bookplate program is significant to the growth of the library's collections," said Barnes. "Literally thousands of titles have been added over the years because of this program. The library and its borrowers are forever grateful."

The program is conducted in partnership with the library's friends group, the Library Associates, which introduced the concept in the 1970s.

"Many people know about this wonderful program and make gifts to the library on a regular basis," said **Rita Raymond**, assistant treasurer of the Associates. "But we'd like to get the word out to others who don't know about book-plating opportunities."

An attractive bookplate is placed inside the front cover of each gift book, noting the person or persons honored, those who made the gift, and other details as appropriate for the particular gift. The library sends letters of acknowledgement, including the titles of the books and copies of the bookplates, to those who have been honored and to those who made the gift.

Special events, such as anniversaries, birthdays and graduations, are perfect opportunities to honor someone with a book plate gift.

Donors often find that a plated book is a thoughtful way to express sympathy and make a memorial gift in the name of a deceased family member, friend, neighbor or business associate. In that case, the deceased person's family is notified of the gift.

Bookplate gifts may begin with as little as \$25. Gifts in the \$500 to \$1,000 range allow the donor to select a subject from the library's extensive list of subject specialties, which range from art and the humanities to engineering and the health sciences.

State Senator **Mark C. W. Montigny** '84 has established a bookplate fund that concentrates on books about human rights. The Montigny collection now includes more than 450 books.

Barnes said that former Massachusetts state senator **William O. MacLean** has been one of the program's longstanding and most generous benefactors, having regularly contributed to the library through the program for nearly 20 years.

Another strong supporter of the program is Little People's College (LPC), a system of eleven pre-schools throughout southeastern Massachusetts founded in 1980 by **Joyce (Avila) de Sousa** '68.

"We have contributed to the bookplate program since 1998," said **Melissa de Sousa**, LPC's marketing director. "In memorializing someone with a book related to his or her life interests, we hope to further educate those who share that passion. The bookplate program is a lasting way to remember someone special."

For more information about the Book Plate Program, contact Bruce Barnes at 508-999-8666 or bbarnes@umassd.edu.



The sunny first floor is a popular place for study, reading and contemplation.



Gifts to the book plate program provide more books for our students.

Thank You

A most sincere thank you to all of the donors who give to the library through the university's Annual Fund, special University Foundation funds, Archives and Special Collections fund raising efforts, the Book Plate Program, and membership in and support of the Library Associates. We appreciate your continuing generosity and support.

Dr. and Mrs. William Abesh
Mrs. Charles A. Adams
Ms. Christine M. Agnitti '84
Dr. L. Bryce Andersen
Anonymous
Professor Yukio Asato
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