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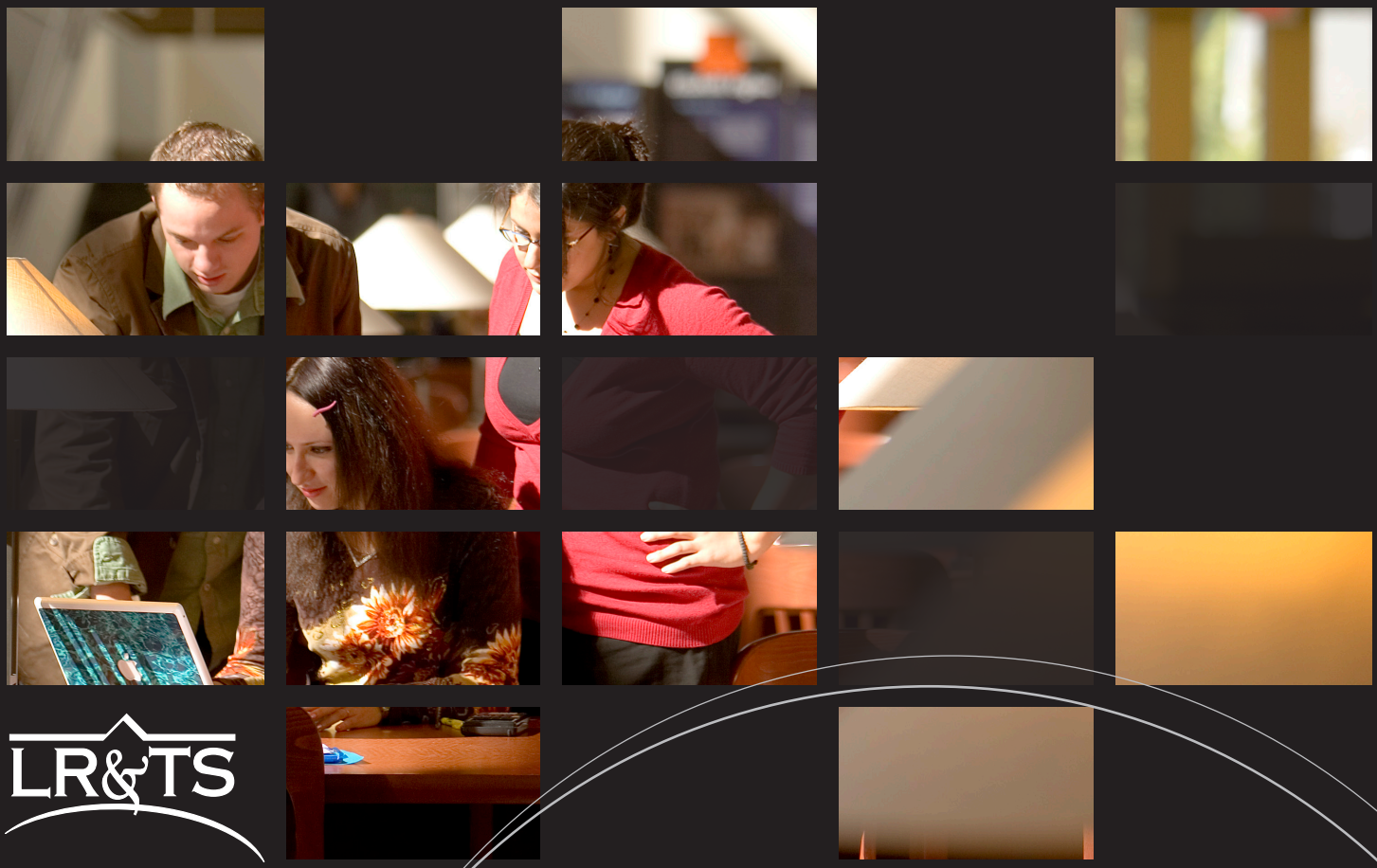

LR&TS

LEARNING RESOURCES & TECHNOLOGY SERVICES

ANNUAL REPORT
FISCAL YEAR 2011

ST. CLOUD STATE UNIVERSITY™

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Introduction

Learning Resources & Technology Services (LR&TS) serves all disciplines of St. Cloud State University and a wide range of users, including students, faculty, staff and community members in Central Minnesota. LR&TS is a comprehensive, campus-wide information organization encompassing the library, academic computing, media and network operations, instruction-related training, technical services and equipment.

The library has more than 2.767 million print and non-print items, including more than 576,000 books, 1.9 million units of microform (including federal and state documents), nearly 800 periodical titles and access to more than 56,000 electronic journals, 1,500 maps, and 26,000 nonprint items (computer software, compact discs, videotapes, DVDs, films, etc.).

The computing and technology services divisions of LR&TS provide campus-wide computing support, networking services, e-mail services, the HelpDesk, the Computer Store, the SCSU Web environment, instructional television and audio/video conferencing operations, video production services, installation and support for more than 205 electronic classrooms, and maintenance/operation of 641 computers in the Miller Center and 18 General Access computer labs across campus.

LR&TS also provides technology training to faculty, staff and students as well as multimedia and instructional design assistance and support to faculty and staff. The Center for Information Media (CIM) is the credit-generating unit of LR&TS, and offers courses for CIM master's degree and certificate programs.

LR&TS MISSION, VISION AND GOALS

Mission

Connecting you with information and technology.

Vision

Learning Resources & Technology Services will promote success in educational pursuits and life-long learning through excellence in information and technology.

Goals

Learning Resources & Technology Services will:

- Provide a safe, healthy, collegial working and learning environment where faculty, staff and students are respected and valued.
- Be central to SCSU student, faculty and staff development in the use of information and technology.
- Provide an environment that will support innovation and excellent service.
- Strive for continual improvement in quality.
- Continue to nurture existing partnerships and develop new relationships with other organizations to further the mission of SCSU.

Personnel

Learning Resources & Technology Services is organized into workgroups, with workgroup leaders, faculty, and some staff, reporting to the dean.

Administration

Learning Resources & Technology Services Dean's Office

- Dean . . . Kristi Tornquist
  - Associate Dean for Instruction and Educational Technology . . . Mark Baas
  - Associate Dean for Library Services . . . Ruth Zietlow
  - Operational Services Supervisor . . . Missy Northenscold
    - Accounts Manager . . . Sonja Estwick
    - Communication Specialist . . . Kristin Lyman
    - Communication Specialist Adjunct Faculty . . . Dana Drazenovich (part-time temp., Summer and Spring)
    - Office and Administrative Specialist . . . Lucy Supan (half-time, through 5/11)
    - Office Assistant . . . Joy Soderberg (temp. 10/10 to 6/11)
    - Reservations Coordinator and Office Manager for Library Services . . . Diane R. Schmitt (three-quarter time)
    - Student Employment and Facilities Coordinator . . . Sheila Landucci
  - Assessment Coordinator . . . Chris Inkster (one-quarter time)

Minnesota Digital Library

- Outreach Coordinator . . . Marian Rengel
- Project Director . . . Keith Ewing
- Graduate Assistant . . . Alex Ames (Fall and Spring)

Learning

Center for Information Media

- Coordinator . . . Merton Thompson
  - Office and Administrative Specialist . . . Lucy Supan (half-time, through 5/11)
- Curriculum Technology Center (CTC) Coordinator . . . Susan Sutton (beginning 8/10)
- Graduate Coordinator . . . Marcia Thompson
- Faculty . . . Jeanne Anderson
  . . . Yun Jeong Park
- Adjunct faculty . . . Brad Busse (Summer)
  . . . Laurie Conzemius (Summer, Fall, Spring)
  . . . Andrea Hudson (Fall)
- Graduate Assistants . . . Lora Bennett (Fall, Spring, and Summer)
  . . . Mary Waite (Fall)
  . . . Sabina Yasmin (Fall and Spring)

InforMedia Services

- Coordinator . . . Richard Josephson
- Faculty . . . Brad Busse (beginning 1/11, fixed term)
  . . . Tom Hergert (full-year Faculty Association President)

. . . . . .Plamen Miltenoff
. . . . . Karen Thoms
Adjunct Faculty, Statistical Consulting . . . . . Randy Kolb (Summer, Fall, Spring, Summer)
Graduate Assistants - InforMedia Services. . . . . Tinashe Mubvumbi (Fall and Spring)
. . . . . Jiangmei Yuan (Fall and Spring)

Resources

Access Services

Coordinator/Distance Learning Librarian. . . . . Robin Ewing (full-year sabbatical)
Interim Coordinator/Distance Learning Librarian . . . . . Sandra Williams (through 5/11)
Extended Hours Supervisor . . . . . Corey Schroeder
Library Technician Audio-Visual . . . . . Amy Schneider
Library Technician Circulation. . . . . .Angela Wortham
Library Technician E-Reserves & Evening Supervisor . . . . . Megan Ballengee
Library Technician Reserves. . . . . Pat Sauerer
Central Minnesota Libraries Exchange Director. . . . . .Patricia Post
Central Minnesota Learning Exchange Information Specialist . . . . . .Kate Bessey
Interlibrary Loan Coordinator . . . . . Sandra Williams (through 5/11)
Library Technician Interlibrary Loan. . . . . Debbie Josephson
. . . . . Hannah Topp-Schefers

Collection Management

Coordinator/E-Resources/Serials Librarian . . . . . .Jo Flanders
Library Technician Serials . . . . . .Linda Conway
. . . . . Wendy Springer
Acquisitions/Collections Manager . . . . . Rachel Wexelbaum
Accounts Manager. . . . . .Molly Mitzel
Library Technician Acquisitions. . . . . Diane Larson
Cataloging Coordinator . . . . . Tina Gross
Library Technician Cataloging . . . . . .Catherine Coats
. . . . . .Alissa LaChapelle (temp, 5/11 to 6/11)
. . . . . .Blair Tosh
Library Systems Librarian. . . . . .Keith Ewing (full-year sabbatical)
University Archivist . . . . . .Tom Steman
Archives Assistant . . . . . .Alissa LaChapelle (half-time)

Reference Services

Coordinator . . . . . .Melissa Prescott (Summer and Fall)
Coordinator . . . . . .Jennifer Quinlan (Spring and Summer)
Government Documents Librarian . . . . . Michael Gorman
Reference Librarians . . . . . Susan Chisholm (beginning 1/11, fixed term)
. . . . . Cindy Gruwell

. . . . . .Fred Hill
. . . . . .Chris Inkster (three-quarter-time)
. . . . . .Olivia Olivares
. . . . . .Susan Motin (half time)
. . . . . .Melissa Prescott (Spring and Summer)
. . . . . .Jennifer Quinlan (Summer and Fall)
Adjunct faculty . . . . . .Sarah Biro (Spring and Sumemr)
. . . . . Susan Chisholm (Fall)
. . . . . .Jeff Ganz (Spring)
. . . . . .Matt Heintzelman (Fall and Spring)
. . . . . Alissa LaChapelle (Fall and Spring)
. . . . . Jacqueline Linn (Spring and Summer)
. . . . . Rachel Sperling (Spring and Summer)
. . . . . .Amy Springer (Fall and Spring)
. . . . . Diana Symons (Spring)
Multicultural Resource Center Director . . . . . Darlene St. Clair (three-quarter-time)
Multicultural Resource Center Associate Director . . . . . Kyoko Kishimoto (half-time)

Technology

Information Technology Services

Director. . . . . Phil Thorson
Computer Systems Administrator Team Lead . . . . . Jeff Hennen
Computer Systems Administrator . . . . . .Clint Forseth
. . . . . John Roberson
. . . . . Larry Schafer (through 5/11)
. . . . . Chris Stanley
Data Warehouse Developer. . . . . Chris Brown
. . . . . Mark Nordby (temp.)
Information Systems Manager . . . . . Wade Nelson
Application Development Team Lead . . . . . .Greg Biniek (through 5/11)
Application/Database Developer . . . . . Linda Carr
. . . . . Josh Hjelmstad
. . . . . .Konstantin Makarov
Application Specialist Team Lead . . . . . Eric Dietz
Application Support Specialist . . . . . Bob Lessinger
. . . . . .Dave Wogen (through 5/11)
Instructional Management System (D2L) Administrator . . . . . Ben Pratt
Information Technology Security Coordinator . . . . . .Darrin Printy
Library Systems Administrator . . . . . Gordie Schmitt
Network Specialist Team Lead. . . . . Tony Sorteberg
Network Specialist. . . . . .Thad Wakefield
Planning and Operations Management Analyst and Project Coordinator . . . . . Kim Stangret
Planning and Technology Specialist . . . . . .Mark Kotcho
Graduate Assistant, HuskyNet. . . . . .Mohammed Hatim Kareem Uddin (Fall, Spring)
Project Coordinator . . . . . .Daryl Scholz

Technology Support Services Manager . . . . . Casey Wagner
College Support Technician - Business . . . . . Dan Michaels
College Support Technician - Education . . . . . Jim Pesta
College Support Technician - LR&TS . . . . . Craig Overboe
College Support Technician - Science & Engineering . . . . . Chris Fandel
College Support Technician - Social Science . . . . . Tom Peterson (three-quarter-time)
Computer Labs Coordinator - General Access . . . . . Sam Barhorst
Computer Store Coordinator . . . . . Carl Schmitt
Computer Store Business Systems Project Coordinator . . . . . Crystal May (temp.)
Computer Store Sales Representative . . . . . Tom Peterson (one-quarter-time)
HelpDesk Coordinator . . . . . Carol Rose
Graduate Assistant, HelpDesk. . . . . Ingunn Sverrisdottir (Fall and Spring)
Technology Coordinator - Atwood . . . . . Chad Schmitz
Technology Coordinator - Student Resources . . . . . Ryan Salner (through 8/10)
. . . . . Michelle Golombiecki (temp. 12/10 to 6/11)
ResNet Coordinator . . . . . Mike Schomer
User Accounts Manager . . . . . Diane E. Schmitt

Instructional Technologies & Infrastructure Services

Assistant Director for Multimedia/Web . . . . . Sara Grachek
Multimedia/Web Production Specialist . . . . . Karin Duncan
. . . . . Greg Jorgensen
. . . . . Mark Monn
. . . . . Mary Shrode
Central Minnesota Distance Learning Network/Audio-Visual Operations Support . . . . . Dennis Murphy (through 8/10)
. . . . . Victor Lukasek (temp. 11/10 to 6/11)
Central Minnesota Distance Learning Network Operations Manager . . . . . Reuben Wagenius
Central Minnesota Distance Learning Network Operations Specialist and Electronic Classroom Specialist . . . . . Justin Neis
Electronic Classroom Specialist Lead . . . . . Kelly Larson
Electronic Classroom Specialist . . . . . Kyle Marles (temp. through 12/10)
. . . . . Samuel Johnson
Telecommunication Infrastructure Specialist . . . . . John Nies
Video/Multimedia Production Coordinator . . . . . James Bertram
Video/Multimedia Production Assistant . . . . . Justin Turkowski (temp. beginning 3/11)
. . . . . Scott Wittrock (temp. through 8/10)

LR&TS Structure, June 2011

Learning Resources & Technology Services has an organizational structure centered around the concept of flexible workgroups. Most workgroups consist of faculty, staff, and student workers.

LEARNING

Center for Information Media (CIM)

- Certificate Programs
- Graduate Programs
- Media Licensure Courses
- Service Courses
- Undergraduate Programs

InforMedia Services (IMS)

- Instructional Development
- Statistics Support
- Technology Training
- User Support

Reference Services

- Government Documents
- Information Literacy
- Multicultural Resource Center
- NASA Educator Resource Center
- Reference & Research

Instructional Technologies & Infrastructure Services (ITIS)

- Electronic Classrooms
- Instructional Technologies
- Media/Web Production
- Telecommunications
- Video Conferencing
- Video Production

Administration

- Budget
- Communication
- Facilities Management
- Grants and Contracts
- Hiring and Personnel
- Scheduling
- Staff Development
- Student Employment

Access Services

- Central Minnesota Libraries Exchange
- Circulation
- Interlibrary Loan
- Reserves

Information Technology Services (ITS)

- College Support Technicians
- Computer Labs User Support
- Computer Store
- Database Development
- HelpDesk
- Network Services
- Operations/User IDs
- ResNet
- Systems Administration

Collection Management

- Acqusitions
- Archives
- Cataloging
- Collection Management
- Library Systems

RESOURCES

TECHNOLOGY

Workgroup Overviews

ADMINISTRATION

The Dean's Office manages all aspects of LR&TS, including overseeing budgets, directing the planning for the unit and coordinating the efforts of the various workgroups. This also includes communication, facilities management, grants and contracts, general operations, policies and procedures, student employment, employee hiring and orientation and staff development. The dean serves on both the President's Council and Academic Affairs Council.

CENTER FOR INFORMATION MEDIA

The Center for Information Media (CIM) is the credit-generating unit of LR&TS, and its primary function is to advise students and offer courses for CIM degree programs. CIM offers three master's programs, three graduate certificates and courses leading to school library media specialist licensure for the College of Education.

INFORMEDIA SERVICES

The faculty members of InforMedia Services (IMS) provide workshops and one-to-one support for specific software applications for faculty and students, as well as for Desire2Learn (D2L), the MnSCU course management system. IMS members assist faculty in incorporating instructional technologies into their courses and also provide statistical consulting and research support for faculty and graduate students.

ACCESS SERVICES

Library patrons receive assistance at a number of locations maintained by Access Services. These include:

- Circulation–Students, faculty, and staff can check out, return and renew books, audio-visual items, and audio-visual equipment (laptops, cameras, etc.). Students may also reserve study rooms.
- Periodicals–Patrons can access nearly 1,000 popular, trade, and scholarly print periodicals.
- Interlibrary Loan–Students, faculty, and staff can request to borrow materials from other libraries.

COLLECTION MANAGEMENT

Collection Management oversees the acquisition and cataloging of library materials, including books, serials (journals, newspapers, etc.), CDs, videos/DVDs and online electronic resources, such as full-text databases. Personnel maintain library systems, such as the library proxy service and the connection to the online catalog. Also included is University Archives and Special Collections, which preserves the official records of, and information about, SCSU.

REFERENCE SERVICES

The Reference Services unit assists students, faculty, staff, and community members with their research needs, including locating and using specific library resources. Support is offered at the reference desk in person or via telephone, e-mail or virtual chat. Reference librarians also provide information through online library guides and research tools and offer course-related library orientation and research instruction. Also included is the Multicultural Resource Center, which provides services and resources for students, faculty, staff and community members to research, teach about, and broaden their knowledge of historically excluded racial and ethnic groups of color in the United States.

INFORMATION TECHNOLOGY SERVICES

The Information Technology Services (ITS) staff is responsible for many of SCSU's campus computing services, including the campus computing network, general access computer labs, campus e-mail, and other servers, development of database applications, the SCSU Computer Store and hardware and software assistance at the HelpDesk via e-mail, telephone and walk-in service.

INSTRUCTIONAL TECHNOLOGIES AND INFRASTRUCTURE SERVICES

Instructional Technologies and Infrastructure Services (ITIS) staff members design, equip and maintain the instructional technology infrastructure of campus, including electronic classrooms and conference rooms, campus audio visual systems, and campus video conferencing. Staff members also maintain SCSU's Web presence and assist faculty in the development of multimedia course materials, as well as produce instructional and promotional videos.

Executive Summary of FY11

Fiscal year 2011 was one of continued change and adjustment in Learning Resources & Technology Services (LR&TS). Each of the broad areas within LR&TS saw significant changes during the course of FY11:

ADMINISTRATION

- Searches were conducted for two fixed-term faculty positions; both were filled successfully. Five staff positions were searched; all five were filled successfully by temporary employees.
- LR&TS provided more than 30 different agencies outside of SCSU with a range of services and support through contracts that returned more than $360,000 to SCSU. The majority of these funds were for personnel costs associated with providing these services.
- FY11 marked the 10 year anniversary of the James W. Miller Learning Resources Center. A committee led by the LR&TS Communication Specialist organized a successful year of celebrations for campus and the community commemorating this milestone.
- Significant time was dedicated to the Academic Support, Administrative and Operating Program and Service Appraisal (ASAOPSA) process that was undertaken by the university. Detailed reports were compiled regarding LR&TS services and employees participated in campus feedback opportunities regarding services.

LEARNING

- CIM faculty offered all graduate courses, with the exception of one class, with a distance learning option utilizing a combination of D2L and Adobe Connect technologies.
- InforMedia Services conducted 75 technology instruction sessions on a variety of topics for a total of 1,536 students.
- Reference Services conducted 236 Library Instruction sessions for a total of 5,522 students.

RESOURCES

- CMLE provided 28,324 assorted materials to academic, public, school and special libraries in central Minnesota. These included interlibrary loan materials, free Spanish newspapers, high school visit materials, History Day onsite visit materials, NASA materials and other SCSU weeded materials flagged for further distribution.
- Electronic resources and periodicals personnel developed a new process for review of licensing contracts for electronic resources whereby licenses are sent on to the AGO for review and comment, then sent on the vendors for suggested changes. This process will help assure electronic database licenses and contracts are in compliance with state directives.
- The Miller Center Reference faculty answered 13,134 questions from students, faculty, staff and the community via in-person (at the reference desk or by individual consultation), e-mail, telephone, or AskMN chat service.
- Statistical Consulting and Research Services (SCRS) assisted 62 graduate student and faculty members with conducting research and analyzing results in FY11. A total of 65 online surveys were created, which was an 8% increase over the previous year.
- University Archives completed a Minnesota Legacy grant project to digitize 93 issues of The Normalia, an SCSU student newspaper published from 1892 to 1904.

TECHNOLOGY

- The Network team led a campus-wide wireless upgrade to the 802.11n wireless technology. All campus access points were upgraded to handle wireless devices that utilize the 802.11n technology and new access points were installed in many locations to improve coverage.
- The Projects and Planning team worked along with Residential Life to integrate a new Student Technology Fee-funded Technology Center computer lab in the redesigned North Shoemaker Hall building. Additionally, the Workstation team assisted in the move of a computer lab in the Education Building. The computer lab formally located in EBA125 was moved to EBB206 to accommodate a new Education Discovery lab.
- The IT area participated in planning for technology needs with campus facilities, including Shoemaker Hall, the Education Building, the National Hockey and Events Center (NHEC), and the Integrated Science and Engineering Laboratory Facility (ISELF).

- The HelpDesk implemented a remote support software tool by Bomgar to provide remote technology support to off-campus faculty, staff, and students.
- Helpful tutorials and documentation were added to the HuskyNet website, and assistance was provided to students during move-in weekend. A new Atwood location of the HelpDesk was launched.
- The server team developed and implemented a server hardware and software replacement cycle. This work included upgrading Exchange 2007 to Exchange 2010, as well as SharePoint 2007 to SharePoint 2010. In addition, this team worked to expand our usage of virtual technologies and consolidated the administrative computing file servers.
- The IT area worked to improve security for current services and implement processes to ensure that new services are deployed in a secure manner. This work included participation in a Payment Card Industry (PCI) compliance evaluation and working with a consultant firm, 403 Labs, on best practices. In addition, the IT team worked with campus dining services, Sodexo, to remove credit card payments from Campus Card server, assisted in Public Safety parking server upgrade planning for PCI compliance, assisted Alumni Relations in becoming PCI compliant with finance-related best practices, and migrated additional Web applications behind the application firewall appliance.

LR&TS Work Plan Initiatives for FY11

Participate and partner on the following campus efforts:

- Participate in campus appraisal activities (SPA and ASAOPSA): all reports were written and submitted
- Review and adjust CIM programmatic emphasis: minor changes were made to the CIM program
- Participate in the Residence Hall renovation planning: technology representatives participated throughout the year in Residence Hall facilities conversations
- Integrate HuskyNet e-mail into the alumni online community: progress was made to move alumni off HuskyNet and over to an Alumni-sponsored platform
- Provide leadership for MnSCU and SCSU Students First integration: the LR&TS dean was a member of the MnSCU Students First Management Team and chaired the SCSU Students First Committee
- Investigate a statewide after-hours HelpDesk service with MnSCU partners: good progress was made on statewide conversations with the Office of the Chancellor sharing leadership for this with SCSU
- Honor Jim Miller and host a 10-year anniversary celebration: the ten-year anniversary celebrations were quite diverse and well-attended; a book to honor Jim Miller was created
- Reduce campus risk for Payment Card Industry (PCI) and HIPAA Medical History: good progress was made on both PCI and HIPAA compliance

Implement and operationalize the following LR&TS efforts:

- Update Miller Center signage: signage was updated
- Advance the student portal initiative: planning conversations took place to conceptualize the components
- Begin phase one of the records retention project and the digital assets project: a vendor was researched and an investment was made
- Finalize Coborn Plaza initial technology installations: Welcome Center, office, and classroom technologies were installed
- Initiate the Web content management project: a product was purchased and planning begun
- Operationalize campus digital signage: digital signage services were in place

Innovate and investigate the following LR&TS efforts:

- Establish services for mobile devices: initial work was done
- Fine tune our outsourcing analysis and recommendations: limited work was done
- Partner on iTunesU/Media Mill—U of M: SCSU personnel participated in the RFP process
- Initiate the playground concept: one "playground" project was attempted

Administration

The Learning Resources & Technology Services (LR&TS) Dean's Office oversees a campus unit with approximately 125 faculty and staff members, and budgets totaling more than $20 million. Working with administration at the campus and Minnesota State Colleges and Universities system levels, the Dean's Office provides the centralized support needed so LR&TS workgroups can focus on the services they provide to campus and various other constituencies.

Learning Resources & Technology Services – Dean's Office

The Dean's Office manages all functions of Learning Resources & Technology Services (LR&TS), overseeing all budgetary aspects of the unit, directing the planning for the unit and coordinating the efforts of the various workgroups. The dean represents the unit in President's Council and Academic Affairs Council, conveying the needs and initiatives of the unit to the rest of campus and working with the colleges to ensure that LR&TS meets the library, technology and instructional needs of the academic community. The dean serves, with the director of the Center for Information Systems, as chief information officer for campus and coordinates the Teaching, Learning, Technology Roundtable (TLTR) for SCSU. Associate deans supervise and evaluate LR&TS faculty, manage day to day operations, an represent their units at appropriate campus and statewide meetings.

SUMMARY OF FY11 ACCOMPLISHMENTS

Care and attention was given this year to the Academic Support, Administrative and Operating Program and Service Appraisal (ASAOPSA) process that was undertaken by the university. Detailed reports were collected and submitted to provide information about LR&TS services. Employees volunteered feedback and ideas in various ways and contributed to the development of recommendation reports that were submitted to the university president for consideration.

Usage of Miller Center classrooms continued to be high, with more than 750 reservations made in FY11. Dean's Office employees led in the design coordination, purchasing and logistical oversight of a renovation to the northwest corner of the first floor of the Miller Center, which will be the new home for the Collection Management workgroup. Evaluation and update of building signage continued. Volunteers staffed the LR&TS Information Desk during the first week of fall and spring semesters, answering more than 650 questions from the campus community. Faculty and staff searches were managed and vacant positions filled as resources allowed. More than 230 student workers were employed to staff various LR&TS work areas. Spending plans and orders for 74 unique cost centers were maintained with accuracy and efficiency.

FY11 GOALS

Serve as SCSU library and technology liaison/representative to various constituencies.

- Served on campus-wide committees, including President's Council, Academic Affairs Council, University Council, Administrative Meet and Confer, Student Technology Fee Committee, Academic Calendar Task Force, Students First Advisory Workgroup, and the Associate Deans working group.
- Represented SCSU on various MnSCU committees, including Chief Information Officers, Library Deans and Directors, Cross-Functional Advisory Group, MnSCU IT Roundtable, Students First Management Team, IFO Salary Review Committee, Reporting and Analytics Committee, and the IMS of the Future Task Force.
- Served on the governing boards of the Central Minnesota Educational Research & Development Council (CMERDC), the Central Minnesota Distance Learning Network (CMDLN) Executive Committee, Minnesota Digital Library Advisory Board, and the Minnesota Learning Network Board.

Provide leadership and direction for LR&TS and its services to campus.

- Presented updates on the status of technology at SCSU to Academic Affairs Council, President's Council and Teaching Learning & Technology Roundtable.
- Coordinated the LR&TS Policies and Procedures Committee (PPC). During FY11, the PPC:
  - Updated the HuskyNet Account Allocation policy.
  - Updated the Student Laptop Checkout policy.
  - Updated the process for submission and development of policies and procedures through PPC.
  - Updated the Community Patron Computer Access policy.
  - Updated the SCSU Student Campus Desktop policy.
  - Completed procedures for the communication of information about suspended students and trespassed patrons.
  - Completed policy for lost and found items in the Miller Center.
  - Completed the Library Collection Development Criteria.
  - Continued work on video production policies and procedures.
  - Continued work on revisions to the current facilities use policies.
  - Drafted updates to interlibrary loan policies.
  - Drafted revisions to the faculty and staff HuskyNet Account Deactivation and Removal policy.
  - Drafted an internal policy for handling requests for information.

Respond to personnel needs of the unit.

- Completed all the Article 22 and 25 comments, reports and meetings for probationary and tenured faculty lines in LR&TS.
- Supervised the search process for two fixed-term faculty positions; both were filled.
- Coordinated the initiation of the search process for five staff positions in the MMA, MAPE and AFSCME bargaining units. Each of the five hires was for temporary employees.

Respond to personnel needs of the unit.

- Coordinated the activities of the campus Teaching, Learning, Technology Roundtable. Issues addressed during FY11 included:
  - Proposal to integrate SCSU's voicemail system into the e-mail messaging and calendaring systems.
  - Overview of new Web content management system, Cascade Server (Hannon Hill).
  - Overview of the institutional repository product, Digital Commons–Berkeley Electronic Press (bepress).
  - Overview of new digital signage system.
  - Proposal of Microsoft Exchange upgrade.
  - Review of deployment of summer lab and e-classroom computers.
  - Review of software request process.
  - Overview of e-timesheets and StarID.
  - Update on PCI credit card security.
  - Review of student and employee portal/intranet projects.
  - Update on Windows XP end of life.
  - Review of Microsoft Visio and Project removal.
  - Overview of Microsoft Office 2010 upgrades.
  - Review of data encryption.

In connection with the Center for Information Media, oversee the awarding of scholarships.

- Awarded the following scholarships:
  - Luther Brown scholarships of $250 each to Emily Stenberg and Michelle Kustermann.
  - Dennis and Anne Fields scholarship of $500 to Lora Bennett.

- Bonnie Hedin scholarship of $500 to Emilie Buesing.
- Carl and Marilyn Savage scholarship of $500 to Michelle Kustermann.
- Mert and Marcia Thompson scholarship of $750 each to Mary Waite and Emilie Buesing.

Provide contracted information and technology services for various campus units and agencies external to SCSU.

- Provided support services to the MnSCU Office of the Chancellor, central operations and oversight of the Central Minnesota Distance Learning Network, and the Central Minnesota Libraries Exchange, as well as LibData hosting services for 28 other academic institutions.

Aggregate and provide information about LR&TS services to various national organizations and services.

- Completed the Educause Core Data survey.
- Completed the Association of College and Research Libraries annual survey.
- Completed the Academic Library Survey.

Assessment

As a part of campus-wide assessment efforts, Learning Resources & Technology Services (LR&TS) gathers data each year for feedback on the services provided to the SCSU community. This information is analyzed, shared with LR&TS workgroups, and used to improve library, technology and instructional services.

SUMMARY OF FY11 ACCOMPLISHMENTS

The major assessment project for FY11—the Miller Center Student Survey—was conducted in spring. Several LR&TS workgroups were assisted in refining and/or developing focused assessment projects. During the reporting stages of the university ASAOPSA reorganization process, assessment data and analysis was provided. LR&TS ASAOPSA reports included data that demonstrated how assessment results have been used to identify areas for improvements and changes throughout the organization. The LR&TS assessment process has provided, in some areas, up to eight years of data about student awareness of and satisfaction with library and technology resources and services.

FY11 GOALS

Continue the second phase of a three-year rotation for major assessment activities, with one major assessment project scheduled for each year. Rotation plan includes LibQUAL+ Survey (FY10), Miller Center Survey (FY11), and SCSU LR&TS Telephone Survey (FY12).

- Conducted the Miller Center Student Survey (major assessment project) in spring 2011. Surveys were returned by 192 students. More than 90 percent of the students indicated satisfaction or agreement with 22 resources or services included on the survey. The most frequently mentioned suggestions for improvement referred to an inadequate number of computers and study areas that are free from distractions.

Revise and repeat the Miller Center Student Survey to continue developing long-term data regarding student awareness of and satisfaction with LR&TS services.

- Revised the 2008-09 Miller Center Student Survey by working individually with all LR&TS workgroup leaders.
- Improved wording of several questions.
- Added questions about student ownership of electronic devices.
- Added sections for students to explain negative answers.
- Made the survey available to students in the Miller Center for a three-week period in April 2011.
- Displayed information about recent LR&TS changes and improvements that were made as a result of student survey responses.

Analyze and report data gathered from the Miller Center Student Survey administered in spring 2011.

- Analyzed results using SPSS and other research methods.
- Distributed results to LR&TS Dean's Advisory Council members and workgroup leaders to help inform any plans for improvement, if warranted.

Utilize the LR&TS Assessment Committee to assist with revisions, formatting and implementation of surveys and analysis strategies.

- Consulted with members of LR&TS Assessment Committee about the format of the Miller Center Student Survey, particularly for the revised and added questions.

Work with LR&TS workgroups that wish to conduct focused assessments.

- Provided comparative and longitudinal assessment data to LR&TS employees who wrote ASAOPSA reports.
- Assisted Technology Support Services with preparation for second use of TechQual Web-based survey to campus community.
- Assisted Reference with preparation of customer satisfaction surveys.
- Prepared Library Instruction user satisfaction surveys.
- Assisted Information Technology Services with preparation of questions about student technology for the SCSU Survey.

Continue to analyze SCSU and MnSCU documents and surveys for data applicable to LR&TS assessment. Examples include NSSE, graduating senior survey, and Continuing Studies surveys.

- Analyzed the spring 2010 graduating senior survey. "Library services needed to succeed in their majors" ranked #1 of the 11 survey questions, with 92 percent agreeing or strongly agreeing. "Technology needed to succeed in their majors" ranked #4 of the 11 survey questions, with 91 percent agreeing or strongly agreeing.
- Other reports were analyzed as they were made available by the Office of Institutional Research.

Continue to participate in SCSU assessment activities, including representation on the University Assessment Steering Committee and participation in assessment-related activities for the campus.

- Participated on the University Assessment Committee. Activities included conducting peer consultant trainings, helping plan the assessment luncheon, facilitating a convocation session on assessment grants from the previous year, and helping with revisions of key documents.
- Attended the final workshop for the Assessment Academy; SCSU "graduated" from the Higher Learning Commission Assessment Academy in 2010.

STATISTICS:

See Appendix A

Communication

The Learning Resources & Technology Services (LR&TS) communication team oversees the planning and implementation of LR&TS communications to internal university and external community audiences. The communication specialist provides professional writing, editing, designing, consulting and planning services to LR&TS as well as some assistance to the Center for Information Systems (CfIS). Communication personnel advise employees and provide project guidance and input.

SUMMARY OF FY11 ACCOMPLISHMENTS

FY11 marked the 10 year anniversary of the James W. Miller Learning Resources Center. The communication team focused on leading LR&TS through a successful year of celebrations commemorating this milestone, coordinating more than eleven events/activities/exhibits. In addition, signage, flyers, brochures, messages, proposals, graphics and other materials were developed for numerous LR&TS projects, events, workshops and initiatives.

FY11 GOALS

Strengthen internal LR&TS communication and collaborative relationships.

- Planned and facilitated eight professional development enrichment sessions for LR&TS employees during FY11
- Met with Information Technology Services on a weekly basis to review projects and plan IT communication needs.
- Participated in the LR&TS Service Desk Collaboration Committee and advised members on communication issues.

Develop and strengthen outreach and partnerships.

- Partnered with University Communications to publicize LR&TS-related events to the community.
- Publicized and helped execute the following events and partnerships:
  - Shoestring Film Fest (Computer Store).
  - Children's Literature Workshop (Center for Information Media).
  - Light & Hope Poetry Slam (University Program Board).
  - KVSC Trivia: pre-trivia weekend challenge created by University Archives (KVSC).
  - Movie in the Park: Alice in Wonderland (Center for Student Organizations and Leadership Development).
  - Sinclair Lewis letters to Marcella Powers (University Archives).
  - Miller Center photo contest (St. Cloud, SCSU and online community).
  - Edible Books Festival (St. Cloud community).
  - "Ten Year Evolution of Technology at SCSU" exhibit.
  - "Celebrations of Light" exhibit.
  - "Memories in the Miller Center" exhibit.
  - Love Your Computer Technology Series (SCSU Foundation, Athletic Media Relations, Minnesota Digital Library, Curriculum Technology Center, W3i, Computer Store, Barnes & Noble, Verizon).
  - Central Minnesota History Day at SCSU (SCSU History Department, Central Minnesota Libraries Exchange, Minnesota Digital Library, Minnesota Historical Society).
- Wrote and coordinated IT communications for Center for Information Systems.

Create resources that help educate SCSU students, faculty, staff and external constituents about library and technology services, resources, tools and procedures.

- Designed and edited the Student Technology Handbook and Faculty/Staff Technology Guide.
- Created and updated library and information literacy literature such as Library 101, RefWorks Basics, Community Patrons brochure, Miller Center Map and Self-Guided Tour, bookmarks and flyers.
- Developed communications (e.g. messages, flyers, signage, Web graphics) to promote technology workshops offered by LR&TS, InforMedia Services and Center for Information Systems.
- Designed signage and informational handouts for projects such as the anti-theft initiative, Cyber-Security Awareness month, and the digitization of SCSU's Normalia.
- Wrote and revised content for the library, HuskyNet and LR&TS websites.

Inform SCSU students, faculty, staff and administrators of updates, changes and interruptions to services, tools and resources managed by LR&TS and partners.

- Wrote, advised on and distributed time-sensitive communications to campus regarding interruptions of technology systems such as:
  - MnSCU Office of the Chancellor systems
  - HuskyNet file/web space
  - HuskyNet e-mail/calendaring
  - SCSU website and e-services
  - Desire2Learn (D2L)
  - LibData and MnPALS
- Wrote, advised on and implemented communication plans for the following upgrades and service changes:
  - Wireless hardware upgrades
  - Desire2Learn (D2L) 9.1.0 upgrade
  - StarID partial implementation
  - Adobe Connect 8 upgrade
  - SharePoint upgrade
  - Network upgrade
  - Server upgrade (file space)
  - Exchange 2010 upgrade
- Communicated all LR&TS and Miller Center service and building hours, closings and exceptions.

Create resources that help educate SCSU students, faculty, staff and external constituents about library and technology services, resources, tools and procedures.

- Designed and edited the Student Technology Handbook and Faculty/Staff Technology Guide.
- Created and updated library and information literacy literature such as Library 101, RefWorks Basics, Community Patrons brochure, Miller Center Map and Self-Guided Tour, bookmarks and flyers.
- Developed communications (e.g. messages, flyers, signage, Web graphics) to promote technology workshops offered by LR&TS, InforMedia Services and Center for Information Systems.
- Designed signage and informational handouts for projects such as the anti-theft initiative, Cyber-Security Awareness month, and the digitization of SCSU's Normalia.
- Wrote and revised content for the library, HuskyNet and LR&TS websites.

Strengthen and maintain positive LR&TS presence with internal and external constituents.

- Supported LR&TS presence and communications at campus events such as Mainstreet, Information Fair, Graduation Information Fair, Convocation, January Workshop Days, Gear Up! Days, New Student Orientation.
- Designed and placed a technology assistance advertisement in the 2010-2011 Student Link publication.
- Maintained the general "lrtsinfo" account, responding to and routing messages accordingly.
- Assisted in staffing the Miller Center Information Desk at the beginning of fall and spring semesters.
- Maintained the news application and posted informative announcements on the LR&TS, library and HuskyNet websites.

Engage in and assist with the evaluation and assessment of LR&TS services and initiatives.

- Worked with LR&TS administrators/managers to create the FY10 LR&TS Annual Report.
- Coordinated the annual Dean's Student Advisory Group and reviewed feedback received from students for areas of communication improvement.
- Assisted with communications for the TechQual surveys to campus.

Contracts

Learning Resources & Technology Services (LR&TS) enters into contracts with several entities outside of SCSU to provide a variety of library, information and technology services. This includes contracts with the MnSCU Office of the Chancellor, as well as external organizations, such as the Minnesota Digital Library. Contracts for lease of SCSU fiber optic cables and for operation of the Miller Center coffee shop provide additional revenue.

SUMMARY OF FY11 ACCOMPLISHMENTS

LR&TS provided a range of services and support to more than 30 different agencies outside of SCSU. These contracts returned nearly $370,000 to LR&TS, which was used primarily to cover personnel costs associated with providing these services. Services included:

- LibData host services for MnSCU.
- LibData host services for four institutions of higher education outside of MnSCU.
- Interlibrary loan courier service for Minitex and five area libraries.
- ITV and video conferencing operations for the Central Minnesota Distance Learning Network (CMDLN).
- Outreach coordination and assistance for the Minnesota Digital Library (MDL).
- Use of campus fiber optic cables to interconnect networks for three telecommunication providers.
- The Miller Center coffee shop operated by the Fair Trade Café.

FY11 GOALS

Process contracts to support LR&TS initiatives.

- Initiated and processed five new or amended contracts covering technical and library services for MnSCU, interlibrary loan courier services, Central Minnesota Distance Learning Network (CMDLN) operations and MDL outreach and coordination.

Manage contract budgets, including invoicing.

- Managed seven budgets funded completely or in part by LR&TS-initiated contracts.
- Coordinated invoicing and receipt of funds for 15 unique contracts at various intervals.

Provide appropriate support related to all aspects of contracts including personnel, workspace needs and equipment.

- Managed personnel-related aspects of contracts for LibData, MDL and CMDLN support.

STATISTICS:

See Appendix B

Grants

Learning Resources & Technology Services (LR&TS) faculty and staff participate in grant research, planning, and writing efforts to obtain internal and external funding for new initiatives and ongoing projects. LR&TS administration provides support for faculty and staff who submit and receive grants.

SUMMARY OF FY11 ACCOMPLISHMENTS

Of the six grant proposals developed and submitted, four were funded for a total of $7,829.92. Two of the six proposals submitted were to external entities.

FY11 GOALS

Develop and submit grant proposals for internal and external funding that support SCSU and LR&TS initiatives.

- Developed and submitted proposals for:
  - Short-Term Faculty Improvement Grants to fund training that will increase employee's expertise in use of Drupal, an open-source course management system.
  - Short-Term Faculty Improvement Grants to fund training that will help employees to skillfully manage digital records.

- Two Short-Term Faculty Improvement Grant to fund conference attendance that will contribute to department instructional design expertise and knowledge base.
- Minnesota Historical Society grant to fund the acquisition of microfilm copies of historic St. Cloud Newspapers, including the SCSU student newspaper.
- Campus EAI Consortium funding for a portal application.

Obtain and complete grant projects in support of LR&TS initiatives.

- Completed the Minnesota Historical Society grant-funded project to digitize 93 issues of Normalia, a monthly SCSU student newspaper/journal, which was published between 1892 and 1904.
- Received a Short-Term Faculty Improvement Grant which funded training that will contribute to the development of a strong infusion of information literacy within LR&TS and at SCSU.
- Received a Short-Term Faculty Improvement Grant which funded training that will allow employees to develop expertise in use of Drupal, an open-source course management system.
- Received a Short-Term Faculty Improvement Grant which funded training that will allow employees to skillfully manage digital records.
- Received a Short-Term Faculty Improvement Grant which funded training that will contribute to the development of LR&TS instructional design expertise and knowledge base.

STATISTICS:

See Appendix C

Minnesota Digital Library

Learning Resources & Technology Services supports the mission and vision of the Minnesota Digital Library (MDL) by dedicating faculty, staff and administrative time and expertise to this statewide project. Support and leadership include project development, implementation and coordination, participation in MDL administration and governance, and outreach and promotion for all projects. Three LR&TS members, including the MDL outreach coordinator, served on MDL committees, which include participants from Minnesota State Colleges and Universities (MnSCU), the University of Minnesota, historical organizations, libraries and state government offices. Now in its 10th year, the MDL, with LR&TS support, provides developing expertise in digital librarianship across the state.

SUMMARY OF FY11 ACCOMPLISHMENTS

LR&TS provided project management to the MDL by maintaining, for the fifth year, the full-time outreach coordinator position and adding, for the first time, a graduate assistant. LR&TS staff successfully fulfilled the project management, strategic planning, leadership and communications goals in its contract with Minitex, the state's library information network. On behalf of the MDL, LR&TS staff coordinated work with more than 36 organizations on projects for Minnesota Reflections, digitizing 2,800 photograph and maps and more than 27,000 document pages. The addition of new rapid-scan equipment accounted for the dramatic increase in document scanning. Minnesota Reflections now contains more than 70,000 digital objects. In addition to Minnesota Reflections work, the Teacher Guide project—developed to help teachers make more use of Minnesota Reflections—was planned and completed.

FY11 GOALS

Represent the vision and mission of the Minnesota Digital Library to the state's historical societies, library systems and other organizations to continue building the MDL.

- Conducted face-to-face meetings and training sessions with more than 36 organizations, most of which completed projects with the Minnesota Digital Library.
- Gave more than 20 presentations to historical organizations, teacher organizations, library groups and others, including the Commission of Deaf, DeafBlind and Hard of Hearing Minnesotans at their History Matters celebration.
- Provided support for History Day projects at St. Cloud State University and the Minnesota Historical Society.

Develop new initiatives to increase public and educational awareness of Minnesota Reflections.

- Conducted the initial development of the Minnesota Reflections Teacher Guide project (http://www.mndigital.org/educators/guides), working with five advisory group members and nine additional teachers to create more than 50 guides into Minnesota Reflections for K-12 teachers, all based on Minnesota's Academic Standards. This project will continue in FY12.

Support initiatives that expand the services provided by the Minnesota Digital Library.

- Began investigating the opportunities for creating a digital preservation initiative for Minnesota. LR&TS staff provided advice and support for this project.

Increase work with Minnesota State Colleges and Universities institutions.

- As a special initiative, sought to include more MnSCU schools in Minnesota Reflections. Worked with Rochester Community and Technical College, and Southwest Minnesota State University; their collections will be available online summer 2011.

STATISTICS:

See Appendix D

Learning

From undergraduate students to faculty and staff, Learning Resources & Technology Services (LR&TS) provides classes, workshops and individual support to meet the educational needs of many different groups of users. Whether it is information literacy, the theory and practice of librarianship or how to use specific hardware or software resources, LR&TS provides this support in a variety of modes and venues.

Center for Information Media

The Center for Information Media (CIM) is the credit-generating unit of Learning Resources & Technology Services (LR&TS) offering courses in cooperation with the College of Education. At the undergraduate level, the primary function is to offer courses for CIM degree and certificate programs as well as service courses in the Liberal Education, teacher preparation and Mass Communication programs. At the graduate level, CIM offers three master's tracks, three certificate programs, and courses leading to library media specialist licensure.

SUMMARY OF FY11 ACCOMPLISHMENTS

Faculty continued to recruit students and improve enrollment in CIM courses. Enrollment in IM 260 increased due in part to its being added as a requirement for the major in Mass Communications. All graduate courses (except IM 562) were offered with a distance learning option of D2L and Adobe Connect technologies. The teach-out plan for undergraduate majors and minors was continued.

FY11 GOALS

Increase graduate program enrollment by 10 percent and develop new venues for promoting each of the master's tracks and certificate programs.

- Increased graduate program enrollment by 26.4 percent. Lower division course enrollment was down by 16.7 percent, while upper division courses were up by 11.5 percent. The drop in lower division undergraduate courses may be attributed to the discontinuation of the IM major and minor. New students were not admitted to these programs.

Conduct a scope and sequence review of the graduate curriculum, develop a more efficient plan for offering graduate program courses, and align course content with state and national standards.

- Began a comprehensive review of the graduate curriculum.
- Submitted and received approval for a curriculum change to IM 628 making IM 502 and IM 620 prerequisites for the class.
- Developed a plan to decrease the number of two-credit courses and increase the number of three credit courses without changing the total credits required in the masters' tracks.

- Reviewed and modified the course offering plan to offer graduate classes in a more efficient manner.
- Began work to align course content with INTASC, ISTE, AASL and ISPI standards. Obtained feedback from the CIM Advisory Committee. Final curriculum changes will be instituted in the next academic year.

Monitor the university Liberal Education program and university requirements to consider ways for integrating information literacy into the university curriculum.

- Prepared a proposal for Liberal Education Goal Area 8 Global Perspectives status, but did not submit to UCC. IM 204 was not accepted in the new Liberal Education program.

Conduct a scope and sequence review of the undergraduate Instructional Technology Certificate.

- Reviewed requirements and developed a plan to modify the electives available for the Instructional Technology Certificate in light of the discontinuation of the IM major and minor and the dropping of IM 302, 420 and 469. This will allow the certificate to be targeted to Education, Mass Communications and other degree-seeking students.

Work with departments on campus to promote the undergraduate Instructional Technology certificate.

- Promoted the undergraduate Instructional Technology certificate to departments with majors leading to teaching licensure and Mass Communications through faculty meetings.

Investigate best practices for the delivery of face-to-face and online instruction.

- Continued to review and adjust teaching strategies for classes. IM 562 continued to be the only CIM graduate class offered only in a face-to-face mode.

MAJOR CHANGES FROM FY10:

- Revised IM 260 curriculum and prepared and submitted a proposal for Liberal Education Goal Area 6 Humanities and Fine Arts status to UCC. The proposal was accepted.
- Submitted a curriculum change for IM 423-523 that was approved making CFS/ED 200 a prerequisite for the class.
- Offered IM 302, 420 and 469 for the last time. All students enrolled the IM major and minor were able to complete the requirements for those programs through the Teach Out program.

Course Management Systems

Several workgroups within LR&TS provide SCSU with support for Desire2Learn (D2L), the MnSCU course management system. This includes assisting with requests for new courses and providing training sessions, one-to-one support, assistance through e-mail, and technology instruction sessions for classes. SCSU also provides MnSCU-wide D2L support.

SUMMARY OF FY11 ACCOMPLISHMENTS

Faculty use of D2L continued to grow, albeit at a slower rate than previous years. The number of courses using D2L during spring semester increased by 7 percent over FY10.

FY11 GOALS

Support Desire2Learn campus-wide.

- Logged 2,681 D2L-related exchanges through the Altiris system. These exchanges included requests for creation of courses in FY11 as well as in-person, e-mail and telephone assistance.
- In addition to assistance logged through the Altiris system, approximately 85 faculty in a total of 45 departments across campus were supported for various projects related to their D2L courses. The projects covered a wide range of D2L usage such as quiz test banks, discussions, dropboxes and grades.
- Upgraded D2L MnSCU-wide to version 9.2.

Offer Desire2Learn workshops and training sessions for SCSU faculty and staff.

- Offered three D2L workshops with two total attendees.

Communicate with departments regarding faculty questions, concerns, workshops, training and/or one-to-one support on D2L-related issues.

- Sent periodic announcements to the D2L-Announce and SCSU-Announce listservs to inform users about technology-related issues.
- Continued to update and display posters in the Miller Center and Centennial Hall to advertise workshops.

STATISTICS:

See Appendix E

Information Literacy

The information literacy program assists students in becoming efficient, effective and independent researchers who are able to use a variety of library and information resources, as well as to develop critical thinking skills as they gather and use information. In order to meet these goals, librarians work with faculty across the university to design course-integrated sessions to teach students about research fundamentals, including advanced searching of databases and the Internet, finding books, getting materials from other libraries and considering ethical issues such as plagiarism and copyright.

SUMMARY OF FY11 ACCOMPLISHMENTS

During FY11, librarians met the instructional requests made by a variety of faculty, teacher assistants, graduate assistants and teachers from both the Senior to Sophomore program and area high schools. In addition, new course-integrated study guides were designed and subject guides were updated with newly available online reference resources.

FY11 GOALS

Review the Information Literacy Plan in light of Strategic Program Appraisal (SPA) decisions and consider ideas for integration into the university curriculum.

- The library's information literacy program began a program review and update which will be completed during fall 2011.
- Individual instruction sessions were prioritized based on entry level (e.g. ENGL 191, COLL 150) with subject-specific and graduate courses held upon request. During this process library faculty recognized the need for additional exploration and recommendations for infusing information literacy instruction and coursework into the university curriculum.

Strategize and prioritize the library instruction program in order to maximize reach into the community.

- Community users of the library consist of students in the Senior-to-Sophomore program, area high schools, history day participants, and the community –at-large. Community interest in the library continues to grow with area-schools taking advantage of both tours and library instruction sessions.

STATISTICS:

See Appendix F

Scholarship/Creative Activity

As part of a regional comprehensive university, LR&TS personnel are involved with a variety of scholarly and creative activities that contribute to the disciplines represented in LR&TS. These include presentations at conferences, publications in academic journals and peer-reviewed creative activities.

SUMMARY OF FY11 ACCOMPLISHMENTS

Scholarly and creative work by LR&TS faculty and staff included 23 publications, 28 presentations and 11 other activities.

APPENDIX:

See Appendix G

Technology Training and Support

Technology training sessions for students are provided through the combined effort of faculty and staff, primarily in the InforMedia Services (IMS) workgroup. A variety of topics are covered, and the workshops are marketed in several locations on campus. In addition, specialized technology information/training sessions are offered for targeted groups of students. InforMedia Services (IMS) provides hardware and software support and training for staff and faculty through workshops, training sessions and in-house opportunities.

SUMMARY OF FY11 ACCOMPLISHMENTS

IMS responded to technology questions asked by faculty, staff and students. Workshops and other instructional sessions were provided to support new technologies.

FY11 GOALS

Respond to faculty and department technology requests through D2L and IMS queries.

- Met with departments and faculty representatives about their technology needs.
- Responded to questions about D2L and other technology questions in the form of individual consultations, workshops, e-mail and telephone responses.
- Responded to individual requests for one-to-one training.
- Provided technology training (TIs) in faculty classes as requested. Led 75 technology instruction sessions, serving 1,536 students; a large number of the TI requests were for Dreamweaver Web application instruction.

Respond to faculty and department technology requests through promotion of current, new and emerging technologies.

- Supported current technologies, e.g. Dreamweaver and mobile devices.
- Provided workshops for students, staff and faculty (see statistics in Appendix I for breakdowns). A combined total of 1,659 faculty, staff and student participants attended 169 total sessions. Offered 35 different titles from which faculty, staff and students could choose.
- Met with faculty/departments to promote technologies as requested.
- Explored and developed new technologies as they apply to K-12 and higher education. This includes hands-on instruction as well as discussions of best practices for integrating technology in the classrooms. Workshops as well as one-to-one consultations were used to explore and share the findings.

STATISTICS:

See Appendix H

Resources

The important work of education is augmented by having proper and sufficient resources available. Through LR&TS, a wide assortment of print and non-print items are maintained, including books, federal and state documents, maps, microforms, DVDs and computer software. Beyond these millions of items, patrons have access to thousands of online journals, and may also check out laptop computers and a variety of audiovisual equipment.

Acquisitions

This unit manages and provides support for all aspects of collection management, including the selection, purchase and processing of additions to the library collections. The group is also responsible for processing withdrawals from the collection, on-site binding and repair, preparation of bindery shipments and preparation of SCSU theses for microfilming.

SUMMARY OF FY11 ACCOMPLISHMENTS

Acquisitions performed an analysis of the entire circulating book collection and confirmed that historic development efforts have built a relevant book collection. A self-study of the Acquisitions unit, as well as a study of the number of acquisitions/collection management librarians and staff at peer institutions, was conducted for the ASAOPSA collections report. Phase I of weeding the non-closed captioned VHS was completed in order to make space for future closed captioned DVDs. The E-Book Committee was formed to evaluate e-readers and e-books, as well as share information about e-readers and e-books with LR&TS faculty and staff.

FY11 GOALS

Continue to work on the VHS weeding project and attempt to increase the percentage of AV materials in the library collection with closed captioning for the hearing impaired as well as work to clarify the library's interpretation of closed captioning laws in order to aide liaisons and faculty when making their AV selections.

- Provided information on software licensing and AV performance rights to faculty and students.
- Moved weeded VHS from circulation to storage and will begin the process of disposing of the weeded VHS in FY12.
- Created a procedure to contact vendors about closed captioning for the hearing impaired prior to purchasing DVD's.
- Encouraged faculty to select DVD's with closed captioning whenever possible and to ask for assistance if needed.

Begin library resource modifications in keeping with campus budget and program restructuring.

- Created budgets in Aleph to reflect existing and new departments as defined by the university reorganization for FY12. The college allocations for monographs will be divided by six colleges/schools in FY12, as opposed to five.

Cultivate an e-book committee to investigate and test e-readers and mobile devices for library circulation, cataloging, licensing and access to e-book collections.

- Formed the E-book Committee with representation from multiple LR&TS workgroups. Amazon Kindles, Barnes & Noble Nooks and Sony Readers were evaluated and pros and cons of each were discussed.
- Created a SharePoint site as a repository for e-reader-related articles and correspondence.
- Developed a process that now provides Kindles for checkout to LR&TS faculty and staff. This project serves as a test for future broad circulation of devices.

Investigate streaming video collections.

- Conducted a cost analysis of individual DVD purchasing and streaming video collection subscriptions for major academic disciplines. In some cases, a streaming video collection may be more cost effective than the purchase of individual DVDs. Further research in this area is planned for FY12.

Begin assessment project on circulation statistics for print resources.

- Conducted a circulation analysis for the entire collection using OCLC Collection Analysis and Aleph circulation reports.
- Provided a circulation analysis report to all liaison teams. On average, 85 percent of the books in the circulating collection have been used.

Investigate patron-driven acquisitions.

- Conducted a survey of MnPALS libraries to determine what other libraries in the consortium are doing in regard to patron driven acquisitions. Investigation of patron-driven acquisitions and its effectiveness at SCSU will continue contingent on budget.

Continue to collaborate with Reference and university faculty to determine what resources are most relevant and cost-effective to programmatic goals for the library collection.

- This will be an ongoing, evolving process based on the university reorganization and changing curricula. More of the monographs reference budget will be used for e-reference titles to enhance existing e-reference collections, or for new e-reference collections altogether, based on user preferences and the increase in distance/online education offerings.

STATISTICS:

See Appendix I

Cataloging

Cataloging provides access to materials in the library's physical and digital collections by acquiring and creating bibliographic data to describe and organize library resources. In addition to providing copy cataloging and original cataloging for materials in the MnPALS online catalog, the Cataloging unit updates catalog record coding and access points to provide consistency and reliability in catalog search results. The group also supports management of the library's collections by processing withdrawals and transfers, providing holdings information to support assessment of donated materials, and maintaining registration of local holdings in the WorldCat database for interlibrary loan purposes.

SUMMARY OF FY11 ACCOMPLISHMENTS

Cataloging completed enhancements and projects for the online catalog that addressed longstanding issues resulting from legacy practices. These included correcting almost 2,000 broken or changed URLs, creating new Aleph collection codes for Internet resources to allow for more precise searching and display, and improving the online catalog information about non-circulating collections.

FY11 GOALS

Collaborate with Reference and MnPALS to investigate possible improvements to the MnPALS Plus interface and address problems that arise.

- Tested the functionality of RSS feeds in MnPALS Plus, which allows users to receive personalized updates about new library resources. Communicated with MnPALS about problems with the RSS feed results and will continue to investigate issues that need to be resolved to make the service effective and user-friendly.
- Altered procedures used to temporarily transfer select books from the Joan K. Blaska collection to Curriculum Technology Center (CTC), so that the juvenile collection and CTC materials being transferred display properly in the online catalog.
- Completed a project to fix errors resulting from a long-discontinued cataloging practice of using a bibliographic record for the VHS version of an incoming DVD (when a record for the DVD version was not yet available), which prevented such DVD's from being identified correctly with the MnPALS Plus "Format" facet.

Continue to work on correcting broken links in the online catalog identified in MnPALS "URL check" report.

- Since the URL check report was run in May 2010, about 42 percent (1,847 out of 4,374) of the broken links identified by the report have been addressed through correction, deletion or verification.

Continue to identify enhancement and cleanup projects that would benefit users.

- Created and began to apply 11 new Aleph collection codes to allow for more precise searching and display of the approximately 70,000 Internet resources in the online catalog.
- Added "In-Library Use Only" to online catalog display of non-circulating collections at the request of Archives and Circulation.
- Completed a project to identify and add to the online catalog supplementary materials (such as discussion guides) accompanying older video-recordings which were not bar-coded when initially added to the collection.

Work with Reference and Periodicals to develop criteria for identifying and prioritizing electronic reference titles within licensed collections (such as Credo Reference) to be cataloged, thereby making the collections more accessible for students.

- Discussed cataloging priorities for electronic reference titles in the Credo, SAGE, and Safari collections with Reference and the E-Resource/Serials librarian, and began working on a list of selected Credo titles provided by Reference.

MAJOR CHANGES FROM FY10:

- Developed new procedures for extracting and reporting statistics using Aleph collection codes. The procedures provide for better harvesting of data related to the collection size, format and use. This information is now more closely aligned with data requested by the U.S. Department of Education through their biennial NCES program, the ACRL survey and various accrediting agencies. It will also allow for a clearer and more accurate presentation in future annual reports.
- Created a shared document for tracking deaccessioned items because there is no reliable automated way to calculate withdrawal statistics in Aleph. This will facilitate the reporting of both the net and gross growth of collections.

OTHER ITEMS OF NOTE:

- Hired a temporary, half-time library technician to fill in behind one of the cataloging technicians during a temporary leave.
- Participated in discussions on metadata issues related to management of the university's digital assets and to the development of an institutional repository.

Central Minnesota Libraries Exchange

The Central Minnesota Libraries Exchange (CMLE) is one of seven multicounty, multitype library systems created through Minnesota Statute. The CMLE is overseen by an 11-member governing board, and provides services and resources to a 12-county region in Central Minnesota, with administrative offices located in the Miller Center. The CMLE board contracts with SCSU for these services, which are funded through state grants. CMLE's 319 member libraries include K-12 public and private schools, post-secondary institutions, public libraries and special libraries, such as hospital, law, correctional facility and historical society libraries. Top-rated services include interlibrary loan, discounts and continuing education opportunities.

SUMMARY OF FY11 ACCOMPLISHMENTS

Much of the year was devoted to training and acclimating a new staff member to our many services and systems. This new hire provided a rare opportunity to further examine historical services and the tools used to provide these services. Our 501(c)(3) nonprofit organization was required to engage in the ASAOPSA university reorganization work. All of these activities provided intense internal focus and complemented our interest in applying for and being granted a seat in a cohort of 30 nonprofit organizations participating in the MN Council of Nonprofit's (MCN) Performance Management Leadership Institute. This work will be a nine month commitment focused on building the capacity of our organization.

FY11 GOALS

Provide a library leadership role and a regional advocacy role for all types of libraries. A.) Identify additional funding opportunities. B). Participate in statewide initiatives while representing all library types. C). Identify the issues and needs of all types of libraries.

- Shared weekly e-mails with all member libraries about new opportunities for funding, legislation, advocacy, partnering and other general library news.
- Sent numerous legislative calls-to-action about important library legislation and responded to queries for help in understanding the issues and forming legislative communications.
- Provided a needs assessment to member libraries to best identify the needs and interests of librarians in Central Minnesota. The expressed needs will drive FY12 programming.
- Beginning in FY10, the seven MN multitype directors noted a common desire to grapple with the future of all types of libraries. Other states like New Jersey implemented a Blue Ribbon Taskforce in response to the same need to anticipate the library of the future. Here in Minnesota, all types of libraries were invited to the table and a representative group of librarians was convened to develop a MN Library Futures Initiative. The CMLE director is a member of the Minnesota Library Futures Initiative Executive Committee and provided logistics for ongoing work of the steering committee. A competitive open application process produced a group of 23 "library futurists." The work of the Futurists is to "envision the library in 2025," and will span one year, concluding in fall 2011. Outcomes will be shared with the Minnesota library community at the conclusion of their work. CMLE has two staff involved, one as a futurist and the other on the executive steering committee. CMLE continues to support the work of the futurists in multiple ways including financial contributions. The true value of this work lies in building relationships across library types to deal with complex topics that have impact on all libraries.
- Discovered that many K-12 school media specialists are being asked to shed many traditional dugies in order to help integrate technology in the classroom. Twenty-first century skills were an increasing focus and school districts like Little Falls and Becker engaged in one-to-one iPad initiatives, which had great applicability to Central Minnesota. This year, the use of e-readers and mobile devices like iPads really brought this work to the forefront. Terms like teacher/librarians, technology integrationists, embedded librarians and even an awareness of transliteracy and what that means, reminded us that this is a pivotal point in time. CMLE staff committed to using the new mobile technologies to assist and understand this new world for many of our libraries. Even though devices may be most heavily used in K-12, our public libraries are being asked to assist users with these devices too. CMLE will continue to provide opportunity for sharing of best practices and lessons learned with these devices.

Provide interlibrary loan services and delivery of various loan and

free materials to 319 member libraries in Aitkin, Benton, Chisago, Isanti, Kanabec, Mille Lacs, Morrison, Pine, Sherburne, Stearns, Todd and Wright counties. A). Provide materials to high school AP, honors and Senior to Sophomore students who lack college level materials in their K–12 collections. B). Work collaboratively with the two regional public library systems to ensure cost effective delivery of interlibrary loan, recycled reference materials, Spanish newspapers and other free materials. C). Promote and distribute free science, technology, engineering and math (STEM) materials to 242 schools in Central Minnesota. D). Explore options for electronic or digital delivery of information.

- Provided 28,324 assorted materials to academic, public, school and special libraries in Central Minnesota. These included interlibrary loan materials, free Spanish newspapers, high school visit materials, History Day onsite visit materials, NASA materials and other SCSU weeded materials flagged for further distribution. Distribution included:
  - 2,981 interlibrary loans (see appendix for detail).
  - 6,084 weekly La Prensa Spanish newspapers.
  - 165 items checked out during high school visits.
  - 111 History Day checked out materials.
  - 852 NASA materials.
  - 14 jack boxes (multiple earphones tethered to one audio device).
  - 11,850 ELM brochures.
  - 6,500 MN Book Award bookmarks.
  - 43 MN Book Awards posters.
- One hundred ten Central Minnesota libraries received free delivery of the above materials by using one of CMLE's collaborative delivery services. Agreements for delivery exist between CMLE and SCSU, Minitex, Great River Regional Libraries, East Central Regional Libraries and ISD 742. Physical delivery options are in constant review. Occasionally, Central MN library materials find their way to CMLE offices due to being returned to the wrong location. This year, CMLE supplied courtesy returns of 89 such materials.

Provide mechanisms for Central Minnesota middle and high school students to physically experience SCSU, supporting the transition from high school to college. A). Host events at SCSU and offer high school visits to the Miller Center. B). Continue to offer Central Minnesota History Day support services and events for the benefit of middle and high schools in Central Minnesota. C). Publicize outreach activities and programming to area high schools.

- Supported a total of 21 middle and high school visits to the Miller Center in FY11, from 13 different Central Minnesota schools. Some were from typical classes and others were from honors/advanced placement classes. The largest group of visiting schools were the Senior to Sophomore classes, where students have individual SCSU bar codes. In other cases, CMLE assisted students with checking out materials, ensuring that the materials can be returned using an available CMLE delivery system. CMLE partnered with SCSU reference librarians in hosting these events and with Continuing Studies to assist students in rural areas in returning SCSU library materials through our delivery options.
- Supported the Central Minnesota History Day at SCSU which hosted a day of research and assistance to 139 middle and high school students and their parents and teachers. This event provides an opportunity to visit the Miller Center and use available resources. CMLE helped with partnering opportunities when it appeared other resources were not going to be available. Members of the History Day team in FY11 included SCSU librarians, CMLE staff, Mary Johnson (History Day coordinator), History Day student interns, two staff with Minnesota Digital Library, five SCSU student volunteers with the SCSU Social Sciences Club, Minitex, staff from MN Historical Society, and a volunteer from the St. Cloud Optimist Club. CMLE promoted this event to Central Minnesota schools and provided access to checkout SCSU materials for students along with providing interlibrary loan of any needed materials. Numerous donations were solicited from participating organizations including the SCSU Foundation.
- Worked in cooperation with librarians and communication specialists in the Miller Center library to publicize and promote campus activities, resources and promotions to the Central Minnesota region. Examples this fiscal year included news from the Minnesota Digital Library, available NASA materials, new digital collections from archives, and promoting events held in celebration of the tenth anniversary of the Miller Center.

Assume a "developer" role for all types of librarians in Central Minnesota. A). Offer a scholarship program to assist with costs of professional development. B). Identify subject experts as needed for programming during staff development days and other events. C). Arrange continuing education workshops for staff in

member libraries as appropriate.

- Awarded scholarships to eight librarians for attendance at the following events. Scholarship recipients provided essays sharing what was learned through their opportunity.
  - Fall MEMO conference (2).
  - Scratch conference (1).
  - 2010 TIES conference (3).
  - ISTE Conference (1).
  - Children's Literature Workshop (1).
- Provided ongoing consulting and development support to librarians who contacted us seeking talent or ideas for events they were hosting in their library or school.
- Hosted or assisted in hosting eight events in FY11. They were:
  - MN Library Futures Steering Committee Selection Process event, St. Cloud, Sept. 16.
  - Library Futures Initiative Kick-Off event, St. Paul, Oct. 18.
  - CMLE/MEMO annual meeting, St. Cloud, Nov. 4.
  - ELM + History Day + Time Management, St. Cloud, Nov.19.
  - Central Minnesota History Day at SCSU, St. Cloud, Jan. 22.
  - Creating a Digital Destiny, a North Star Consortium event, Fergus Falls, Jan. 23–24.
  - MEMO/CMLE spring meeting, St. Michael/Albertville, April 11.
  - Overdrive/Nook Workshop, St. Cloud, May 17.

CMLE will communicate about national, state, regional and local library news using multiple communication tools such as Nings, wikis, blogs, websites and e-mail.

- Maintained separate e-mail distribution lists for academic, public, school and special libraries which allowed us to continue sending targeted e-mails to 319 Central Minnesota libraries. These e-mails were sometimes time sensitive and/or legislative in nature. Lists were also used as a conduit for our members who wanted to share news broadly.
- Published four issues of the Exchanger newsletter which appears on our website. This year, through our ALA membership, we shared national news from American Libraries Direct and then focused most closely on regional news in our newsletter.
- Redesigned the website in order to more closely respond to member library needs. New functionality includes live RSS feeds from the International Society for Technology in Education (ISTE) and the American Library Association.
- Updated the CMLE blog weekly with fast breaking news that required immediate publication. The blog feeds directly into the front real estate of our new website. In this way, the site is updated frequently through our blog and the added RSS feed functionality.
- Co-authored an article with the SCSU archivist, capturing our partnership and activities in offering a research day at SCSU for History Day participants.
- Provided ongoing communications around the activities of the Minnesota Library Futurists.
- Working collaboratively with other Minnesota library organizations, CMLE staff wrote a section of the new Primer for Minnesota Library Advocacy to assist those interested in becoming politically active and advocate for the needs of libraries.

Act as a "connector" across library types. A). Act as a Central Minnesota information hub for libraries, by connecting those with common concerns and resources. B). Offer membership in the North Star Library Consortium, so a common library management software solution is available and affordable for all K–12 school media centers.

- Completed extensive work on revisions to the internal directory of member libraries which included notes about strengths or project focuses of each library.
- Responded to inquiries for other libraries working on similar projects. We highlighted these items in our quarterly newsletter and at some of our events.
- Worked with Northern Lights Library Network, Region 1, Follett Software Co. and other multi-type directors in the expansion and ongoing development of the statewide North Star Library Consortium and its members. At year end, CMLE had 40 schools in this consortium out of more than 215 schools. CMLE continues to work collaboratively in offering programming and resource sharing opportunities to consortium members.

STATISTICS:

See Appendix J

Circulation

Circulation coordinates checkout of library materials and equipment to patrons. The circulation desk is staffed whenever the library is open and functions as a general information resource, often serving as an initial point of contact for building issues. Patrons can check out, return or renew books, print reserves, media items and audio-visual equipment, obtain study room access and pick up materials requested through Interlibrary Loan. Staff and student workers perform Courtesy Corps duties for the library. Personnel also coordinate print and electronic reserves, the media collection and stack maintenance (shelving). Staff open and close the library and supervise 40-45 student employees.

SUMMARY OF FY11 ACCOMPLISHMENTS

The Circulation area continued strengthening relationships with the LR&TS technology workgroups as they provided the technical support for circulating equipment and assisted in writing pathfinders for new equipment. Four Kindle e-readers were put into circulation for LR&TS faculty and staff checkout. The juvenile collection area was restructured and the entire collection was re-shelved to provide easier and more logical use by patrons. Duplicated database entries were removed. All of the student study rooms were updated with new monitors and furniture was updated in five of the rooms.

FY11 GOALS

Develop procedures to improve performance of the Circulation area.

- Prepared more definitive e-reserves information and instructions for faculty in regards to copyright issues. Once approved, the information will be updated online.
- Began updating emergency procedures.
- Finalized the student laptop checkout policy.
- Integrated Aleph version 20 into Circulation's workflow.

Review assessment efforts.

- Due to the university reorganization, much self-assessment took place this year. As a result, some of our procedures were adapted to increase efficiency.

Be open to new ideas in light of budget cuts and restructuring efforts.

- Cross-trained several student workers with the activities of the Interlibrary Loan office.
- Depended on evening and weekend shift student workers to work with some of the returned equipment and books ensuring that they were ready for checkout the next day.

STATISTICS:

See Appendix K

Electronic Resources and Periodicals

The E-Resources/Periodicals area provides public service and open-stack access to approximately 1,000 academic, trade and popular print publications, indexes and abstracts. The E-Resources/Periodicals staff also provide assistance to patrons using the online resources, maintain the Miller Center public photocopiers and provide assistance with incoming calls on the Learning Resources & Technology Services (LR&TS) general phone line. E-Resources/Periodicals manages access to more than 15,000 online titles and more than 150 database and electronic resources. This includes contract subscriptions and resource licensing, as well as analysis of use for evaluation and assessment.

SUMMARY OF FY11 ACCOMPLISHMENTS

The weeding project continued for ERIC microfiche, resulting in the removal of several thousand microfiche from the periodicals file cabinets. The project is close to completion, and the next phase will begin the following year: weeding the government documents fiche, and the map collection. Due to budgetary cuts, it became necessary to conduct an extensive review and assessment of periodical titles, where each title was analyzed for overlap, price, cost per use, and program or accreditation relevance. In the end approximately 130 journal subscriptions were discontinued, and other titles were moved to online. The periodicals and serials technicians continued to work closely together to address and correct

access issues with the link resolver (SFX), making the A-Z list of journals more accurate and relevant for users. A new microfiche/film scanner was purchased (ProScan 2000) at the end of the fiscal year. The machine provides for high resolution scanning of microfilm/fiche.

FY11 GOALS

Continue to update and improve local print and electronic holding information in SFX.

- Continued improving the accuracy of information regarding print and electronic journals holdings. The SFX upgrade from ExLibris brought with it new enhancements and some linkage problems, but overall the upgrade provided needed improvements.

Collaborate with reference librarians to review and assess current standing orders.

- Set up spreadsheets to track standing orders on a title-by-title basis. This provided the information necessary for review and assessment when renewals were due. A number of reference print standing orders were discontinued and online access was added, providing users the option of access to titles from both on and off campus.

Continue to work on the ERIC microfiche (weeding and review) project.

- Nearly completed the ERIC microfiche weeding project. Title lists of ERIC microfiche were compared with what was available online at the ERIC site. It was determined that the majority of the collection is now online so over the past two years, approximately 95,000 non-cataloged ERIC microfiche titles were removed from the periodicals area.

Investigate the possibility of shared resources with other institutions.

- Met with vendors, hospitals and other academic institutions to explore the possibility of shared resources. Unfortunately, it was learned that the vendors do not offer this type of deal. The shared concept is one that will need to be reintroduced several times before progress is made in this area. For this reason, ongoing conversations continue with parties involved.

Begin to review and assess the map collection(s) in the Periodicals area.

- Discussed and formulated a plan for this project. Due to the complexity and scope, it was decided that it would be best to finish the ERIC microfiche weeding project before beginning this one. For this reason, implementation was delayed, and it is hoped to begin next year.

Continue to participate in MnPALS/Cufts ERM beta project.

- Continued to participate in the MnPALS/Cufts ERM beta project. As this project ended, it was decided not to purchase the product. Working in the beta environment showed us that many of the tasks the product was seeking to streamline (regarding Electronic Resource Management), were already in place through spreadsheets set up by the electronic resource/serials librarian and the collections account manager. Since much of the work would be duplicated and much of the same information was already tracked, it did not seem a good investment of time and money.

Begin to evaluate and assess database subscriptions for title and content overlap.

- Reviewed and compared print journal content with electronic content before renewals were due. After a thorough analysis of title and coverage content, approximately 131 print journals were cancelled. The overlap analysis for database titles will continue into next year.

Continue evaluation and review of licenses for electronic resources.

- Developed a new process for review of licensing contracts for electronic resources whereby licenses are sent on to the Attorney General's Office for review and comment, then sent on the vendors for suggested changes. This process will help assure electronic database licenses and contracts are in compliance with state directives.

STATISTICS:

See Appendix L

Government Documents

The government documents area in Learning Resources & Technology Services (LR&TS) is responsible for selecting federal materials in all formats through the Federal Depository Library Program (FDLP); adding them to the collection; maintaining the collection; and providing library instruction, reference service and outreach to campus and community patrons. This area works with state documents in the same way.

SUMMARY OF FY11 ACCOMPLISHMENTS

Students, faculty, staff and community patrons were assisted and informed about government information through reference service, instruction sessions and library displays. The collection was developed through the addition and deletion of materials and maintained through the processing and shelving of materials.

FY11 GOALS

Provide instruction and research assistance to patrons about government documents and information.

- Provided eight instruction sessions related to government documents.
- Provided 22 research/reference consultations related to government documents.

Maintain the physical collection to provide access to materials.

- Deselected 3,600 print documents, 35,000 microfiche documents and 120,000 ERIC microfiche documents.
- Reviewed and updated the microfiche title selection list.

Collaborate with other LR&TS staff.

- Collaborated with the LR&TS communications specialist to promote the Constitution Day display and the availability of tax forms in the library.
- Collaborated with collections staff in the processing and maintenance of government document materials.
- Collaborated with periodicals staff in weeding the ERIC microfiche and in shelving print and microfiche documents.

Provide information about government documents available at the SCSU library and provide access to government information online.

- Recorded that the government documents page—which introduces users to the government documents collection at SCSU—was accessed 648 times in the past year.
- Recorded that the government information page—which lists and annotates links to online government information sources—was accessed 1,045 times last year.

STATISTICS:

See Appendix M

Interlibrary Loan

Interlibrary Loan (ILL) mediates requests for materials from other libraries on behalf of SCSU students, faculty, staff and community patrons. These loans generally happen when the local collections cannot meet the needs of patrons, for a variety of reasons. The ILL department also responds to requests from other libraries for SCSU materials. Direct borrowing among institutions happens easily with the Aleph ILL software and is further supported by Minitex, the statewide ILL coordination entity. The SCSU ILL office also serves as a regional Minitex node and acts as a receiving and shipping hub for the Twin Cities-located Minitex. Through a Last Mile Grant, materials are further disseminated via the SCSU delivery van to the College of St. Benedict/St. John's University, Great River Regional Public Library, St. Cloud Technical College and the St. Cloud Hospital.

SUMMARY OF FY11 ACCOMPLISHMENTS

The Interlibrary Loan office had a successful year as the number of requests processed returned to FY09 levels. Additional details of the year can be seen below in the reports on the ILL goals.

FY11 GOALS

Provide prompt, accurate and timely service to patrons.

- Aleph version 20 was successfully integrated into the workflow of the office in January 2011.

Find time to work on policies and procedures.

- Revised the Interlibrary Loan Borrowing and Interlibrary Loan Lending policies. The policy revisions were submitted to the LR&TS Policies and Procedures Committee for approval.

Explore and share efficiencies, knowledge and resources with CMLE and Circulation.

- Assisted with coverage of the Circulation Desk on occasion in order to become familiar with the circulation activities. Conducted cross-training sessions were conducted so all seven Circulation and Interlibrary Loan staff gained basic understanding of the daily procedures in each area.

STATISTICS:

See Appendix N

LibData

LibData, developed by the University of Minnesota, is both a database and a Web page authoring system that provides research assistance to LR&TS patrons through its various components. Subject Guides list resources by subject; Course Guides list resources for a specific course; PageScribe can be used to create library Web pages for any purpose; Assignment Calculator creates a step-by-step schedule for completing assignments; and LibStats provides an open source statistics solution. The creation and maintenance of resources and Web pages within LibData is a collaborative effort involving several librarians.

SUMMARY OF FY11 ACCOMPLISHMENTS

This year, SCSU hosted and provided LibData, Assignment Calculator and LibStats support for 29 MnSCU institutions and two non-MnSCU subscribers. One more institution implemented LibData and several subscribers added LibStats to their suite of services. In addition, current subscribers were surveyed to determine priorities for future development and enhancements. As the University of Minnesota Libraries prepare to release a new LibData OS in summer 2011, exploration of the open source content management system, Drupal 7, is occurring locally with a focus on improved usability as well as interoperability with other library services. Lastly, a mobile interface for the LibData Subject Guides was developed. This interface will be launched in conjunction with the SCSU library mobile interface.

FY11 GOALS

Begin an upgrade and rewrite of the LibData software to be compatible with the newest version of PHP scripting language.

- Took advantage of the pending rewrite to survey the 31 institutions for which SCSU hosts and supports LibData, in an effort to determine interest levels in specified enhancements to both the administration module as well as the user interface.
- Compiled survey data to create a prioritized list of enhancements that should be developed during rewrite.
- Corresponded with the original LibData developers at the University of Minnesota Libraries to discuss ideas for development. Based on the continued high interest from the MnSCU institutions, they agreed to release another LibData OS that will fix the outdated PHP code and allow for integration of LibData into other systems and programs.
- Participated in Drupal 7 training and installed the software on a local test server. The work with Drupal will continue into next year as opportunities are pursued to collaborate with the University of Minnesota Libraries on future LibData development.

Explore the use of a wiki to provide user documentation.

- Examined a variety of wiki and blogging software as a solution for a LibData user documentation site. The development of this site will occur once the new LibData OS is installed.

Create tutorials that demonstrate LibData setup and maintenance of data.

- This work is on hold until the new LibData OS is installed.

Explore the possibilities for developing a LibData mobile application.

- Secured ITIS services to design and develop a mobile interface to the LibData Subject Guides. The decision to move forward with a mobile interface rather than a mobile application was based on an examination of current research and best practices. The mobile interface is currently being tested.
- Modified LibData structure to improve presentation of data in a mobile environment.
- Designed mobile interface to be scalable and easily implemented by LibData subscribers.

OTHER ITEMS OF NOTE:

- During implementation of the newest version of Assignment Calculator:
  - Installed the new Research Project Calculator (a.k.a. Assignment Calculator) and configured templates for an oral presentation and research paper.
  - -Determined best method for installing multiple instances of Research Project Calculator

STATISTICS:

See Appendix O

Library Systems

The Library Systems area manages and provides support for library systems and associated applications, including the library's Aleph catalog, SFX OpenURL service, OCLC Connexion and the LibData database and Web pages. In addition, this area provides support for EZProxy and troubleshoots problems with access to subscription database services. The systems librarian participates in statewide system discussions, particularly with LibData, the Minnesota Digital Library and MnLINK. SCSU provides LibData hosting services through a contract with the MnSCU Office of the Chancellor to 29 MnSCU and two non-MnSCU subscribers (see LibData section of this report).

SUMMARY OF FY11 ACCOMPLISHMENTS

In FY11, Library Systems staff upgraded Aleph and continued to learn and develop reports from the SFX OpenURL service. Staff also trained on and adopted version SFX4 and participated in planning for the Minnesota Digital Library annual meeting.

FY11 GOALS

Work toward obtaining and implementing an institutional repository.

- Received money for a one-year subscription to an institutional repository service. BEPress was chosen as the vendor.

Work with Graduate Programs to move theses and dissertations away from traditional printing to electronic submission.

- Began discussions to determine the process by which electronic theses and dissertations can be supported. It is anticipated that FY12 will be a transitional year for this project.

OTHER ITEMS OF NOTE:

- The Library Systems librarian was on sabbatical for the 2010-2011 academic year.

STATISTICS:

See Appendix P

Reference Services

The Reference Services team assists students, faculty, staff and community patrons in finding, accessing, evaluating and utilizing information. The librarians provide research assistance to patrons, supporting course work and life-long learning endeavors. On-demand assistance is provided through a variety of means. Services include the reference desk (walk up or telephone, including a toll-free number), e-mail, online chat, library instruction and access to research and study guides through LibData. Information on the latter two areas is covered in separate reports.

SUMMARY OF FY11 ACCOMPLISHMENTS

The Reference team continued to work on ways to extend research assistance by pursing the development of a mobile library site to allow easier access for mobile devices to library resources and developing tutorials to provide assistance with basic library research and specialized business research. Participation was continued in the statewide AskMN virtual reference project and the team explored ways to begin offering a text message reference service. A great deal of time was also invested in hiring and training one fixed term and several adjunct librarians.

FY11 GOALS

Continue to provide excellent reference service at the reference desk by telephone, e-mail and chat, as well as through personal contacts.

- Staffed the reference desk for 60 hours on weekdays and 16 hours on weekends during the academic year. During summer, the reference desk was staffed for 60 hours on weekdays and four hours on Sunday evenings.
- Answered 13,134 questions from students, faculty, staff and the community via in-person (at the reference desk or by individual consultation), e-mail, telephone or AskMN chat service.
- Provided extended online reference service through participation in the statewide AskMN virtual reference project. Through this service, librarians across the country collaborated to provide 24/7 chat reference assistance for library patrons. SCSU librarians offered three hours per week of reference service to the project and in return received 24/7 service for SCSU patrons.
- Explored options for offering a text message reference service.
- Evaluated reference services using appropriate standards as part of LR&TS assessment efforts.
- Conducted a survey one week per semester to assess the effectiveness of reference desk services. Survey responses were overwhelmingly positive and once again validated the importance of the team's commitment to high-quality and friendly service.
- Began developing a mobile library site to allow easier access for mobile devices to library resources.
- Developed tutorials to provide assistance with basic library research and specialized business research.

Provide campus leadership for information literacy initiatives.

- See the Information Literacy section in this report.

Promote Reference Services (outreach) to campus and community.

- Coordinated library participation in Mainstreet and similar student-focused events.
- Continued to create appropriate, informal reference area displays of library materials to highlight library materials, including books from the circulating collection, DVD's, government documents, juvenile collection, and reference books.
- Participated in book selection for the SCSU Common Reading Program. Began working on planning library programming to support the Common Reading Program.
- Participated in the library liaison program.

Evaluate and improve the existing print and online reference collections.

- Continued with transition from print to online reference sources with the purchase of several online encyclopedias and other reference titles.
- Continued the print reference collection review and weeding project by weeding call numbers L-LB (Education) and partial weeding of KT (Law) sections. The juvenile collection was also weeded.

Create a healthy work environment.

- Held a retreat to discuss reference visioning, scheduling, tutorial goals and objectives, and future initiatives for library instruction.

- Maintained an SCSU reference desk blog to facilitate internal communication about reference services and technology issues.
- Collaborated within the workgroup on conference presentations and publications.
- Supported each other in desk coverage and other responsibilities.

STATISTICS:

See Appendix Q

Statistical Consulting and Research Services

The Statistical Consulting and Research Services (SCRS) area provides direct support to graduate students and faculty on various research projects. Assisting with the development of online surveys is an expanding area of service provided as it allows researchers to place their survey on the Web and collect data instantly as the surveys are completed. Student workshops are offered during each semester on Minitab and SPSS, statistical software programs that are available to SCSU students.

SUMMARY OF FY11 ACCOMPLISHMENTS

During FY11, the Statistical Consulting and Research Support (SCRS) area assisted 62 graduate students and faculty members with conducting research and analyzing results. A total of 65 online surveys were created which was an increase of eight percent over the previous year. Survey Monkey, an online survey software, continued to be used. Workshops were also offered to graduate students and faculty describing statistical software, providing hands-on exercises to become familiar with the software.

FY11 GOALS

Communicate, cooperate and partner with other LR&TS workgroups.

- Met with the LR&TS assessment coordinator regarding the LR&TS survey and provided some statistical consulting to aid in analyzing the data collected.
- Met with the systems librarian regarding the MnSCU Library survey and provided some statistical consulting to aid in analyzing the data collected.

Offer and conduct workshops and training for faculty and graduate students conducting research.

- Conducted five statistical software workshops for students during fall and spring semesters. There was a total of 54 attendees.

STATISTICS:

See Appendix R

University Archives and Special Collections

University Archives and Special Collections serves as a repository for university records, as well as special collections and rare books. It maintains the corporate memory of St. Cloud State University by preserving and making available university records and publications that have long-term value. The archives serve as a source of reliable information about university programs, people, policies and property. University Archives also contains and makes available special collections such as the Don Boros Theatre Collection, the William Lindgren Asia Art Collection and the Minnesota Authors Manuscript Collection.

SUMMARY OF FY11 ACCOMPLISHMENTS

Digital content was added to the Archives' website, including yearbooks, course catalogs, two alumni directories and 67 issues of the 1967/68 Chronicle. Collaboration with the Minnesota Digital Library continued, including the addition of 93 issues of SCSU's first student newspaper (The Normalia), course catalogs, and Minnesota State Normal School Board minutes (1859–1898), made available on Minnesota Reflections. Reorganization of university records continued, resulting in greatly improved access to newly reorganized archival collections. Two Minnesota Legacy grant projects were

completed, including the acquisition of 114 microfilm rolls of historic central Minnesota newspapers. The records retention pilot expanded to other university units with additional schedules approved at the department level.

FY11 GOALS

Begin to work on reorganization of records and creation of archival finding aids (or indexes) for more efficient and effective access.

- Reorganized the physical archival material to allow for efficient and effective access by the university community and general public.
- Processed and made available four collections: Theatre, Theater L'Homme Dieu; St. Cloud State alumni, faculty, and staff oral histories; and the Chronicle.
- Continued research on making the St. Cloud State oral histories accessible online.
- Began the reorganization of records for the Center for Student Organizations and Leadership Development (CSOLD) and University Communications.
- Reorganized and processed a total of 67.9 linear feet of existing records with 23.59 linear feet deaccessioned.

Continue digitization of selected archival material based on demand and interest).

- Scanned 718 images and objects as high resolution TIFF images, many by request of patrons, equaling 8,645 scans. Many were then made available on the Archives' website or through its Archon portal (710 objects) for instant accessibility.
- Completed collaboration with the Minnesota Digital Library to scan and publish 10 additional St. Cloud State catalogs, dating between 1890–1900, in Minnesota Reflections. Course catalogs from 1900–1941 were scanned and made accessible on the Archon portal.
- Completed collaboration with the Minnesota Digital Library to scan and publish minutes from the State Normal School Board, which oversaw all normal schools in Minnesota. Consisting of 404 pages, the volume contains meeting minutes from 1859–1898.
- Added additional digital objects to the Archives' website and Archon portal for immediate use, including St. Cloud State's second student newspaper (Normal School Recorder), 1908 and 1940 alumni directories, three yearbooks and 67 issues of the Chronicle (1967–1968).

Continue to investigate and discuss institutional repositories and digital assets with other campus stakeholders.

- Participated in large group discussion about the possibility and feasibility of an institutional repository.
- Participated in a small group to help bring short-term solutions to University Communications to manage their digital images.
- Attended a Society of American Archivists workshop entitled "Managing Electronic Records in Archives and Special Collections" to learn more about the capture, management and preservation of electronic records.
- Continued research and readings on the latest trends and tools in the capture, management, and preservation of electronic records and webpages.

Complete the Minnesota Legacy grant project to digitize 93 issues of The Normalia, an SCSU student newspaper published from 1892–1904.

- Digitized and made available The Normalia using a Minnesota Legacy grant received in FY10. For the first time, an outside vendor was used to digitize the 1,867 pages of the newspaper. Once completed, the scans were processed and metadata added. The completed scans and metadata was uploaded to the Minnesota Digital Library's Web portal, Minnesota Reflections, in March. A publicity campaign was launched by LR&TS's communications office, including a press release, creation of a postcard and contact with relevant and interested central Minnesota parties.

Apply for a Minnesota Legacy grant to acquire microfilm of historic St. Cloud newspapers, including the SCSU student newspaper.

- Applied for and received a Minnesota Legacy grant for $6,247. These funds were used to purchase 114 microfilmed rolls of historic central Minnesota newspapers from the Minnesota Historical Society. This acquisition helped fill gaps, as well as increase access for newspapers not widely available in central Minnesota, including the Visiter and Democrat. These two newspapers were published by local abolitionist Jane Grey Swisshelm, whose office stood on the SCSU campus. Acquired rolls included:
  - SCSU Chronicle (28 rolls): 1924–1995
  - St. Cloud Visiter (1 roll): 12/1857–7/1858
  - St. Cloud Democrat (3 rolls): 8/1858–9/1866
  - Minnesota Advertiser (1 roll): 2/1857–8/1857

- St. Cloud Press (2 rolls): 2/1872–5/1876
- St. Cloud Journal (4 rolls): 9/1866–5/1876
- St. Cloud Daily Times (75 rolls): 1/1910–12/1927

- Moved copies in bound periodicals of the university's student newspaper, the Chronicle, to University Archives as a third copy. An issue-by-issue inventory of the newspapers has begun and will continue through the next academic year.

Continue to investigate and expand records retention and where possible apply the pilot to other parts of campus.

- Digitized and made available The Normalia using a Provided records retention assistance and helped educate university offices on ways to save space and time by destroying records without value according to approved state policy. Answered questions about records retention from many university offices including College of Social Sciences, Learning Resources & Technology Services, Human Resources, Continuing Studies, College of Education, Administrative Affairs, Admissions, Provost, Health Services, and the Center for Information Systems.
- Continued and made significant progress in records retention pilot. Additional schedules were created and approved by Counseling & Psychological Services, Computer Store, Printing Services. The university-wide schedule was updated and revised. Other offices working on the pilot included the College of Education dean's office, University Program Board, Health Services, Information Technology Services, Women's Center, and Affirmative Action. Schedules were approved by the new University Archives Advisory Committee and are awaiting final approval at SCSU before sending them to the Minnesota Historical Society for final approval.
- In collaboration with Center for Information Systems, conducted five sessions on e-mail and records retention for the university community. Sessions were also offered at fall convocation and January workshop days. An Adobe Connect presentation was created for this workshop as well as a presentation for records retention in general at SCSU and about University Archives.

Provide timely and high quality reference service for Archives' users.

- Tracked 436 requests for archive resources and identified ways to improve user services. Eighty-six percent of users were SCSU faculty, staff, students or alumni and 73 percent of the questions were regarding SCSU.

OTHER ITEMS OF NOTE:

- Provided historical photos and information for the following events and projects:
  - Miller Center tenth anniversary celebrations and book
  - 6th Street Grill in Atwood Memorial Center
  - Alumni Room images and murals in Atwood Memorial Center
  - Shoemaker Hall images for renovation
  - St. Cloud State president Joseph Carhart background information
  - Physical transformation of campus, 1869-2011
  - Campus fraternities and sororities chapters since 1970
  - Number of degrees issued by SCSU since 1869
  - History of the Geography department
  - "Building New Connections in Historic St. Cloud" exhibit images at Coborn Plaza.
- Counted all SCSU graduates by academic year and degree and listed social Greek fraternities on campus since 1950 using various archival sources.
- Indexed 15 volumes containing nearly 20,000 student transcripts, 1870s-1930s, for easier searching and use.
- Completed the inventory of rare books and government documents.
- Helped plan and participate in the Central Minnesota History Day at SCSU.
- Created 10 SCSU history quizzes, each containing 10 questions, in coordination with the tenth anniversary celebrations of the opening of Miller Center and KVSC Trivia Weekend.
- Created and posted a physical and digital exhibit on past SCSU library buildings, including Miller Center.
- Convened a University Archives Advisory Committee meeting for the first time in nearly 15 years.
- Created display in Miller Center lobby documenting the history of KVSC's annual trivia weekend in the 1980s.

STATISTICS:

See Appendix S

Technology

LR&TS supports the academic and administrative missions of SCSU by providing design, installation, training, operations and maintenance services for a wide range of technologies. This includes General Access computer labs, electronic classrooms, interactive television (ITV) rooms and audiovisual systems on campus. Personnel support the campus network infrastructure, database applications and servers for e-mail, file and Web space accounts. Users are supported by college technicians, the HelpDesk, the residence halls network (ResNet) and the Computer Store.

Business Intelligence

Business Intelligence (BI) staff support SCSU's Office of Institutional Effectiveness by developing collective processes, tools, technologies and applications that are used to collect and report dynamic information. This information enables the university to make informed decisions through the integration of planning, institutional research and assessment data to encourage the continuous improvement of the university's programs and services.

SUMMARY OF FY11 ACCOMPLISHMENTS

The Business Intelligence (BI) team completed the migration and alignment of the DataMart production and development environments. Staff were relocated to AS 101 in an effort to bring Strategy Planning and Effectiveness personal together in the same work area. The first comprehensive student persistence and completion report using integrated National Student Clearinghouse data was completed. BI was also involved in consulting with several MnSCU institutions to collaborate on designing additional institution-specific BI initiatives.

FY11 GOALS

Design and prototype a model for Graduate Studies program retention. Initiate importing of Graduating Senior Survey data into DataMart.

- Delivered a PowerPoint report on Graduate Studies' retention by program and student.
- Constructed Graduating Senior Survey instrument comparison matrix and evaluated survey instrument continuity.

Provision Office of Sponsored Programs Grants and Contracts database for integration with the DataMart.

- Up-sized Office of Sponsored Programs' database from Microsoft Access to SQL 2005 on SCSUBI5.
- Extract Transform Loaded (ETL) data from the SCSUBI5 server to DataMartStaging and DataMart.

Integrate the user identity table (SCSUPERSON) with the ETL process.

- Integrated the SCSUPERSON process with the ETL process.

Support consulting with other MnSCU institutions to assist with institution–specific BI initiatives.

- Conducted consultations with MCTC, St. Cloud Technical College, and Normandale Community College regarding implementation of an institution-specific BI framework.

Complete the migration of DataMart and DataMartStaging from development to production.

- Migrated DataMart and DataMartStaging to the ETL procedures.

Improve SAMS reports usability, consistency and export functions.

- Improved new SAMS report format and made available a working design with improved consistency, usability and export functions.

Model a dynamic enrollment report reflecting the change in enrollment over time at a course and section level rolled up to a rubric.

- Created a day-by-day course enrollment prototype for the College of Science and Engineering. It is currently being evaluated by the COSE dean with other colleges interested in leveraging the analysis.

Complete the persistence and completion report by integrating National Student Clearinghouse data.

- Made a persistence completion report available through PowerPiviot with National Student Clearinghouse data reflecting student success of students no longer enrolled at SCSU.

Integrate Presidents Council report into the MySAMS collaboration site.

- Moved the President's Council work report from a manual process to a SharePoint interactive and iterative dynamic reporting application delivered through MySAMS.

Initiate modeling Admissions reporting on SAMS.

- Partially designed Admissions model and initiated testing phase.

College and Departmental Technology Support

Learning Resources & Technology Services (LR&TS) has technicians located in many of the academic colleges and other areas on campus. These technicians provide fast, close-at-hand computing and technical help for faculty and staff in classrooms and offices. They also partner with the discipline-specific (non-LR&TS) technicians at SCSU.

SUMMARY OF FY11 ACCOMPLISHMENTS

This past year, collaboration continued to increase among the college and departmental technicians. Technicians again participated in regular monthly meetings to discuss upcoming technology changes as well as common issues. Because of the university reorganization, many shifts in staffing took place. A replacement student resources technician was searched for and hired.

FY11 GOALS

Work to continue implementing laptop encryption across campus.

- Developed an encryption solution for Windows 7 computers. Continued to deploy encryption by request to help secure laptop hard drives.

Migrate computers from the previous Windows XP and Windows Vista operating systems to Windows 7, for increased speed and security for users.

- Developed deployment images for Windows Vista and Windows 7 computers, as well as updated the software packages for compatibility with these new systems.
- Continued to attend training and informational sessions on Windows Vista and Windows 7, and deployed Vista and 7 to faculty and staff by request.

Begin to utilize additional tools to manage security patching for applications.

- Deployed Altiris NS to some staff computers on campus, which allowed easier patching of applications, helping to maintain a secure environment for users.

Computer Labs – General Access

General access computer labs across the campus are open to all currently enrolled SCSU students. Labs in the Miller Center are also open to community patrons. Funds for the facilities are provided by the Student Technology Fee and LR&TS. A total of 642 computers are available in 18 general access labs across campus. There are 67 printers and print release stations supported in general access and curriculum labs. All labs are available during daytime hours throughout the academic year. Most general access labs are also open evenings and weekends. Student lab consultants are on duty to assist users when labs are open. Multi-platform software available on lab computers includes Microsoft Office, Internet browsers, specialized software for Web design, computer graphics, audio and video editing, statistics and other specialized software that supports academics.

SUMMARY OF FY11 ACCOMPLISHMENTS

Card swipes were installed in six Student Tech Fee labs as well as in Mitchell Hall, Hill-Case Halls and Holes Hall labs which were turned into 24 hour labs. Stewart Hall 326 was remodeled with new furniture, providing improved facilities. The Kiehle Visual Arts Center 105 lab was moved to the KVAC 106 area and remodeled with new furniture as well. Sixteen Windows computers from Education Building A125 and 4 Macintosh computers from EB A124 were moved to the new Student Tech Fee lab in EB B206. EB B206 was also rewired and existing furniture from EB A124 and EB A125 was moved into it. Resources were continued to be evaluated in order to make changes in locations, furniture and other features of the labs to better address student needs.

FY11 GOALS

Grow collaboration between the HelpDesk and lab areas.

- Collaborated with the HelpDesk coordinator to plan cross-training, discuss coverage issues and evaluate service offerings.
- Continued to work with the Miller Center Service Desk Collaboration Committee on policies and procedures.
- Met regularly with the HelpDesk coordinator to cover ongoing issues, including hiring practices and other operations.

Improve training for student lab consultants.

- Added training modules on the internal wiki which incorporated Flash. Student workers gave rave reviews of the training materials. Modules will continue to be added in the future.
- Worked with the HelpDesk area to collaborate on and implement fall and spring Boot Camp training for student workers.

Improve management of computer workstation areas without full-time lab consultants.

- Stationed a senior lead student consultant at the new Atwood HelpDesk location, allowing both for greater collaboration between the HelpDesk and labs, as well as increased management of computers in areas without full-time consultants. These consultants performed all first line trouble-shooting, including proper maintenance of the computers and support for all print release stations and printers in the labs without full-time consultants.

Improve student lab consultant evaluations.

- Implemented a mentoring program for all student consultants, facilitating closer collaboration between long-term student workers and newcomers.
- Updated and improved the student evaluation form to dentify the consultant's strengths and weaknesses to identify future training needs.

Improve lab image testing.

- Assigned student lab t-shooters to test the campus core image and work with requestors to test requested software and document testing procedures. Because of this, problems were identified before the software was deployed in labs, improving user satisfaction. The testing procedures were used for training consultants how each piece of software should function and gave the lab student workers a better understanding of the software they support.

Improve collaboration between lab, t-shooter, workstation and IT management teams.

- Expanded the weekly t-shooter meeting to include the workstation team, IT management and the operations student worker. In the past, workstation

team meetings were phased out, which resulted in communication problems and lack of follow-through on on-going technical issues. Due to the new meeting process, workers were better able to communicate and troubleshoot problems in the labs.

Eliminate the need to sign out keys to student workers for the Student Tech Fee computer labs.

- Installed card swipes in Student Tech Fee labs (RG07, EBB206, 51B220, SH326, KVAC105, WSB110).
- Installed card swipes in Mitchell Hall, Hill-Case Halls and Holes Hall labs which were turned into 24-hour labs for students.

Improve the cleaning procedures for Student Tech Fee labs.

- Drafted new procedures—including ongoing activity logs—to have lab equipment cleaned at least once every semester and in some places, on a weekly basis. This includes mice, keyboards, monitors and the dusting of computers and surrounding areas.

MAJOR CHANGES FROM FY10:

- Upgraded lab computers to Adobe CS5 as well as Microsoft Office 2010 for Windows and 2011 for Macintosh.

STATISTICS:

See Appendix T

Computer Store

The Computer Store is a reseller of computer hardware and software to the university, as well as individual sales to students, faculty, staff, emeriti and St. Cloud Technical and Community College. Contracts exist with resellers such as Adobe, Apple, Dell, Hewlett Packard, Microsoft, SPSS and SAS. Products include peripherals such as printers, external drives, iPads, MP3 players and computer supplies. Services include sales support, free delivery, pre-loading of software, system setup and order tracking.

SUMMARY OF FY11 ACCOMPLISHMENTS

The Computer Store met Apple's new sales requirements regarding demonstration area specifications and the release of the iPad 2. New record-keeping standards were implemented including inventory records, deposit reports, financial statements, employee records, semi-annual and annual physical inventory reporting and creation of a new standard operating procedures manual. The Computer Store participated in campus events such as Mainstreet, Husky Expo Days, Husky Spring Track Meet, back-to-school promotional events, move-in weekend, Love Your Computer technology series, and the Shoestring Film Festival. Several new products were added to the store.

FY11 GOALS

Meet Apple's new sales requirements regarding demonstration area specifications and release of the iPad 2.

- Placed furniture, fixtures, signage and marketing materials.
- Reviewed iPad demo area and ensured compliance with requirements for the release of iPad 2.

Implement new record-keeping standards.

- Completed training and implemented new deposit procedure for business office.
- Created and implemented weekly physical inventory counts.

Complete standard operating procedures manual.

- Set up and completed Web-based standard operating procedures manual.

STATISTICS:

See Appendix U

Database/Application Development

The Database/Application Development team designs and maintains software applications and databases to meet campus needs. Staff also write and maintain utility scripts and code that automate processes such as account creation and maintenance.

SUMMARY OF FY11 ACCOMPLISHMENTS

The database/application development team initiated the student portal project, deciding on portal and reduced sign-on frameworks. In addition, the team developed and deployed several new SharePoint team sites, SharePoint-based systems that helped automate business processes, and a new version of the Student Research Colloquium online system.

FY11 GOALS

Provide additional business process automation services to campus.

- Developed a SharePoint application for student advising that allows them to track their appointments with students and to keep a record of their interactions so that service can be reviewed and improved.
- Developed a new automated work flow that streamlines processing of disk quota increase requests.
- Developed and deployed a new version of the Student Research Colloquium online system.

Increase security awareness and improve security of portfolio of applications.

- Completed an initial security review of our SharePoint installation and made several changes to improve security.
- Participated in security training at the MnSCU IT conference and attended secure computing sessions at the Office of the Chancellor.

Initiate the student portal project.

- Obtained project approval, funding and staffing.
- Worked with the Student Technology Fee Committee to define project deliverables.
- Decided on portal (uPortal) and reduced sign-on (CAS) frameworks.

Electronic Classrooms/Audiovisual Support

This area manages design, budgeting, installation and maintenance of all electronic classrooms and ITV rooms on campus, as well as maintenance on all A/V equipment in general purpose classrooms. A majority of non-academic A/V systems across campus, such as those in conference rooms, are also managed through this group.

SUMMARY OF FY11 ACCOMPLISHMENTS

The E-classroom/AV support team became involved with digital signage on campus, particularly in regards to the display and transmission components. The team installed and replaced several displays across campus. With these display updates, more power management was added to digital signage, improving hardware life expectancy and reducing energy waste. The team replaced projectors and screens in several of the larger classrooms on campus, and assessed the image and age of the projectors in general purpose classrooms, replacing them on an as-needed basis. Upgrading of the classroom digital signal began in anticipation of the 2015 analog cutoff from many computer and video equipment manufacturers. The team also worked with several groups on special events such as convocation, MnSCU IT conference, Tech Day, and the Children's Literature Workshop.

FY11 GOALS

Design and install AV technology in facilities campus-wide.

- Performed technology installation for Fifth Avenue Live facility.
- Designed and installed state-of-the-art observation lab for Counselor Education, continuing to adapt the system as needed.
- Replaced and upgraded equipment according to spending plan and quality control inspections.
- Installed AV equipment at the SCSU Welcome Center, continuing to add options to the systems at the user's request.
- Replaced projectors in the classrooms based on the replacement cycle and the quality of the image of said projector. Computers were also upgraded based on the schedule, but the computer monitors were moved from a three-year replacement cycle to a six-year replacement schedule due to budget constraints. All other scheduled equipment replacements were halted with equipment being replaced only as it failed.

Enhance maintenance and support operations for existing AV systems.

- Performed quality control inspection of existing e-classrooms to determine which equipment required immediate replacement.
- Trained new lead student worker to assist with operations and projects and to direct the after-hours cleaning crew.
- Compiled results of Crestron Roomview 7 usability tests and deployed upgrades to other buildings.
- Adapted the routine of a weekend cleaning person to go through all e-classrooms and clean the AV equipment. During the process, quality control testing of equipment was performed and issues were reported.

Collaborate with other workgroups to develop practices intended to reduce the number of preventable HelpDesk tickets.

- Collaborated with college technicians to develop periodic training opportunities to help instructors become proficient with e-classroom technology.
- Collaborated with IT to develop technological solutions to prevent activities that lead to e-classroom failures.
- Started semesterly meeting with HelpDesk to discuss issues and plan better communications.

STATISTICS:

See Appendix V

HelpDesk

The HelpDesk serves as a point of contact for technology questions, problems and the status of services. Student consultants provide advice and information for multiple technologies, with priority given to academic uses. The HelpDesk is responsible for resolving or routing problems pertaining to all HuskyNet-related services, accounts, network access, file storage, Desire2Learn, e-classrooms and computer lab issues. Employees provide backup to college and departmental technicians, as well as primary workstation support for 10 centers/programs on campus. The HelpDesk provides advanced services, such as data recovery, and handles problems with personal computers that cannot be solved over the phone. In addition, the HelpDesk works with the Center for Information Systems (CfIS) by routing all administrative support requests to CfIS for resolution.

SUMMARY OF FY11 ACCOMPLISHMENTS

The HelpDesk continued to improve customer service by implementing Bomgar remote support software. Helpful tutorials and documentation were added to the HuskyNet website, and assistance was provided to students during move-in weekend. Additionally, the HelpDesk and general access lab team collaborated throughout the year and together coordinated staffing for the Atwood location.

FY11 GOALS

Improve training for student workers at the HelpDesk.

- Modified training plan.
- Mandated diversity training for all student supervisors.
- Encouraged advanced learning opportunities through Atomic Learning.
- Increased training at weekly meetings.

Update and explore new technology and procedures at the HelpDesk to provide better support for customers.

- Implemented Bomgar remote support software. This enables HelpDesk personnel to connect to off-site personal computers and provide remote support for students, faculty and staff on a variety of platforms and devices.

Work with Information Technology Services (ITS) and other campus technicians to improve support of all campus users.

- Encouraged cross-training of students who assist college technicians.
- Provided extended support to campus during move-in weekend.
- Participated in technician meetings to foster collaboration.

Improve internal communication.

- Held mandatory weekly meetings for all HelpDesk student consultants, which included demonstrations and lectures.
- Sent weekly e-mail updates to all student consultants.

Actively promote the SCSU HelpDesk services.

- Participated in the new student advising and registration days, Mainstreet and the Information Fair (formerly Sidestreet).
- Hosted the Love Your Computer technology series which encouraged data and computer security.

Improve documentation and tutorials on the HuskyNet Web site.

- Revised and remodeled much of the online documentation in order to improve clarity of instructions and provide better support to end users.

MAJOR CHANGES FROM FY10:

- The HelpDesk opened a satellite location in Atwood during summer 2010 and much of the early part of the year was spent getting this facility up and running, allowing for greater visibility of our services for students.

STATISTICS:

See Appendix W

Information Technology Projects and Planning

The Information Technology Projects and Planning area provides leadership in project coordination for technology-related initiatives. The Projects and Planning staff work closely with stakeholders to identify the scope, timelines and deliverables for core IT projects.

SUMMARY OF FY11 ACCOMPLISHMENTS

The Information Technology Projects and Planning team assisted in campus technology integration through involvement in campus-wide facilities planning and visioning sessions with stakeholders. Staff participated in and completed primary technology surveys and served on the Transition Coordinating Team for the university academic reorganization.

FY11 GOALS

Participate in planning for technology needs with campus facilities.

- Participated in technology planning and design for the following:
  - Redesign of Shoemaker Hall.
  - Technology center and conference room in Shoemaker Hall.
  - Remodel of the computer lab in Education Building B206.
  - National Hockey and Events Center.
  - Integrated Science and Engineering Laboratory Facility.

Provide leadership for completing core national technology surveys.

- Participated in the Educause Core Data Survey.
- Conducted and participated in the TechQual+ campus survey.
- Participated in the national Campus Computing Survey.

Work on project development and prioritization strategies.

- Conducted tiered approach to categorize projects.
- Continued to refine project management processes and to strengthen project prioritization by including the management team.
- Initiated change management principles through Collabr8 meetings.
- Created an ITS Dashboard which gives employees one place to view and interact with services, operations and projects.

Information Technology Security

The Information Technology (IT) security coordinator works with all parties involved (internal and external) to provide a consistent and coordinated response to IT-related security issues, from virus outbreaks and identity theft to unauthorized use of university IT resources. The IT security area also coordinates security assessment and review of university IT services, resources and policies as well as general data security education and communication to campus.

SUMMARY OF FY11 ACCOMPLISHMENTS

The IT Security area continued to be involved in technology-related investigations as well as those where technology services were a part of a fact-finding process. IT security incidents increased for the fourth consecutive year. The IT Security team also participated in the review of campus compliance with the Payment Card Industry Data Security Standards (PCI-DSS), Higher Education Opportunity Act (HEOA), Red Flags Rules, and Health Information Portability and Accountability Act (HIPAA). In addition, training and assistance was provided to the Business Office for implementing IT security best practices for electronic banking, avoiding malware infections and identifying fraudulent e-mails and websites.

FY11 GOALS

Participate in Payment Card Industry (PCI) compliance best practices.

- Engaged with Qualified Security Assessor to conduct PCI evaluation and GAP analysis with campus stakeholders.
- Continued working with campus merchants to work towards compliance with PCI-DSS.
- Attended Treasury Institute PCI-DSS training.
- Developed and delivered first PCI training to campus merchants.

Coordinate data security efforts on campus.

- Implemented enhanced data security network zone for Health Services' electronic health records server and workstations.
- Assisted Health Services with updating their HIPAA documentation.

Raise awareness of security standards and compliance verification.

- Spoke to campus media (newspaper, radio, TV) and Student Government about new federal requirements under the HEOA.
- Continued responding to Digital Millennium Copyright Act take down notices and educated users.
- Offered seven data security/malware education sessions open to the campus.
- Offered data security/malware education sessions for Alumni Relations/Foundation and Financial Aid.
- Continued to implement critical data security work in Public Safety, Campus Card and Health Services areas.
- Continued to respond to potential loss of data incidents and participate in technology theft prevention and recovery.
- Continued to provide representation on the MnSCU Security Steering Committee as well as the MnSCU Guidelines Working Group, developing policy/guidelines for the entire system.
- Assisted with policy and best practice reviews of application, service and project request.
- Provided educational information in conjunction with Cyber Security Awareness Month during October.

STATISTICS:

See Appendix X

ITV/Video/Web Conferencing

This area provides services not only to St. Cloud State University but to K-12 and higher education institutions throughout the state. The primary function of the ITV/Video/Web Conferencing unit is to schedule and provide connectivity for video conferences and ITV-based academic programs. This is a technically complex operation that requires a highly trained staff to successfully operate and provide the users with a quality experience. The staffing for the network operations center is funded through a consortium of higher education institutions within Central Minnesota and is known as the Central Minnesota Distance Learning Network (CMDLN).

SUMMARY OF FY11 ACCOMPLISHMENTS

In FY11, the high definition (HD) transmission upgrade project was completed, and a CMDLN grant allowed use of the HD enhancements for 17 of the 18 SCSU classes. MediaSite usage increased again this year and was used for six local events, including MnDEMO, which was sold out locally and has had more than 200 remote views providing SCSU with increased national exposure.

FY11 GOALS

Improve video conferencing classrooms.

- Upgraded unsupported projection systems to HDMI compatible HD systems. Projected lifespan for these systems is five to eight years. All document cameras and classroom cameras were upgraded to HD resolution standards.

Update mobile video conferencing system.

- Upgraded the unsupported video conferencing unit, monitor and camera. Modifications were made to the mobile cart to reduce waste and project cost. In FY11, this unit was used for 52 meetings, reducing travel costs and increasing efficiency for users.

Develop classroom capture system.

- Developed three designs for classroom capturing systems, in addition to the MediaSite system currently used. The new systems are being tested and are expected to be in place fall 2011.

MAJOR CHANGES FROM FY10:

- ITV rooms are now fully high definition (HD), including cameras, displays and transmission.
- Hybrid classes of traditional classroom and distance learners using Adobe Connect were seen across campus. Connect was used for synchronous and asynchronous instruction by instructors that hadn't used distance learning solutions in the past.
- MediaSite use increased due to live capturing of campus events. Three departments utilized MediaSite as a classroom capture solution.
- There was a 25 percent decline in video conferencing classes, the lowest in a five-year trend.

OTHER ITEMS OF NOTE:

- A regional initiative by the Learning Network of Minnesota has led to joint purchasing of video conferencing infrastructure equipment and a memorandum of understanding between the six higher education regional networks. This will increase capabilities and reduce costs. St. Cloud State University is a member of the central region.

STATISTICS:

See Appendix Y

Multimedia/Web Production Services

The Multimedia/Web Production team is responsible for developing and maintaining the official SCSU Web environment, as well as supporting faculty who are developing curricular websites and materials. In addition, assistance is offered in the development of curricular materials for use in Desire2Learn (D2L), SCSU's course-management system, and in supporting campus clientele with presentation and multimedia materials.

SUMMARY OF FY11 ACCOMPLISHMENTS

In late FY11, emphasis was placed on updating and restructuring more than 50 academic websites in addition to creating five new college/school Web presences to reflect the new academic organizational structure. Three notable new sites created included a presence for the new Welcome Center, a university policy site resulting from a Lean event, and the Ignite (Teacher Preparation) initiative. An mobile SCSU Web presence was created and launched. Team members received training on the new Web content management system. Electronic presentation support was provided for the campus profile presented to the MnSCU Board of Trustees in April.

FY11 GOALS

Work in conjunction with appropriate technology groups, content providers and stakeholders to begin implementation of the new enterprise Web content management system.

- Attended hands-on training for the new Web content management system, Hannon Hill's Cascade Server.
- Participated in vendor's "Quick Start" which converted an existing website into the new system.
- Explored potential solutions for implementing legacy applications in Cascade Server.
- Created an implementation plan and timeline.

Expand our presence and services through partnerships with other offices/departments on campus.

- Helped co-facilitate user group meetings on pedagogy and technology.
- Collaborated with InforMedia Services in offering workshops and training.
- Partnered with Career Services to produce online training for resume writing.

Expand mobile Web offerings.

- Created and developed a mobile SCSU Web presence (m.stcloudstate.edu) which included access to the campus map, events calendar, news, athletics information and people/directory search.
- Collaborated with campus stakeholders to identify next steps to expand the mobile Web presence in FY12.
- Created mobile interface for LibData module including templates for use by other institutions.

MAJOR CHANGES FROM FY10:

- There was an increase in the number of new websites created during FY11, both academic and service related.
- Use of Adobe Connect Web conferencing increased. Adobe Connect is increasingly being used by those outside the campus community for webinars such as the recent CETL hosted "Learning and the Brain." Other uses included meeting overflow, thesis defense, interaction with Chile for foreign language learning, surveys and a publishing point for presentations and lectures.

STATISTICS:

See Appendix Z

Networking

Networking staff designs, installs and maintains campus data networks. The team provides wired and wireless networking services for the campus community and also establishes and maintains SCSU's connection to the Internet.

SUMMARY OF FY11 ACCOMPLISHMENTS

The networking team added 420 new network drops across campus. The total number of Ethernet ports in use increased by 7 percent, bringing the total ports in use to 9,363. Wireless use continued to increase with the emergence of the new 802.11n technology being used on devices. The number of wireless users on campus increased with a total of 15,096 users logging into the wireless system.

FY11 GOALS

Continue to support the telecommunications infrastructure needs within Fifth Avenue Live.

- Completed the data communication room for the SCSU Welcome Center and Coborn Plaza Apartments.

Contribute to the development of planning of the National Hockey Center Renovation, Education Building, and first floor of the Administrative Services building.

- Attended on-going project meetings to stay informed of new developments and be able to change plans as needed.
- Kept budgets current.

Participate in several campus projects that are near completion.

- Completed the following:
  - Kiehle Hall computer lab.
  - Brown Hall basement data upgrade.
  - Headley Hall computer lab switch.

Upgrade all wireless access points to 802.11n technology.

- Replaced the campus wireless access points and upgraded the network to 802.11n.

Upgrade the Virtual Private Network (VPN) remote access system for faculty/staff.

- Replaced the Virtual Private Network (VPN) concentrator to support Windows Vista and Windows 7 users.

Broaden the campus network to include the Minnesota Highway Safety Center.

- Created a dedicated Virtual Private Network (VPN) connection across a vendor-provided Internet connection which accomplished this goal.

Install network management software.

- Installed Ciscoworks LAN Management System (LMS) 4.0 software for network monitoring and maintenance.

STATISTICS:

See Appendix AA

ResNet

ResNet provides wired and wireless connectivity to the students living in the residence halls, as well as technical support in partnership with the technology HelpDesk.

SUMMARY OF FY11 ACCOMPLISHMENTS

ResNet continued to partner with the technology HelpDesk to provide support for students during move-in weekend. As was the trend in previous years, the majority of questions posed were regarding wireless network access. The number of registered wired devices decreased by almost 40 percent compared to FY10. ResNet efforts continued to focus on the wireless network, completing the 802.11n wireless upgrade and planning for the addition of 50 more wireless access points. FY11 saw the introduction of a new residence hall, Coborn Plaza Apartments. ResNet worked closely with Residential Life on the upcoming Shoemaker Hall North and Hill-Case renovations.

FY11 GOALS

Ensure a successful technology launch at Coborn Plaza Apartments.

- Coordinated with Residential Life and ITS to bring Coborn Plaza Apartments, a new residential hall, online.
- Staffed move-in weekend to assist new residents.
- Added 10 wireless access points in fall to supplement coverage at Coborn Plaza Apartments.

Continue to ensure technology needs are met with new residence hall renovations.

- Coordinated with Residential Life and others in ITS to ensure the technology needs were met with the new Shoemaker North renovations, including wired and wireless network access and public workstation availability.
- Began early planning for the Hill-Case renovations next year.

Upgrade wireless access points in all residence halls.

- Installed 108 new wireless access points with 802.11n technology. The new access points support more connections per unit and offer greater end-user bandwidth.

Performed a new wireless site survey of the residence halls.

- Re-evaluated wireless network performance in the residence halls and identified 50 locations where weak coverage could be supplemented with new wireless access points. The new access points will be installed summer 2011.

Continue to evaluate campus bandwidth needs.

- Modified the guest wireless application to allow students to sponsor guest wireless accounts.

Continue to evaluate and assess the SCSU campus bandwidth needs.

- Increased the maximum available bandwidth on campus from 350 Mbps to 400 Mbps in spring 2011.

OTHER ITEMS OF NOTE:

- Approximately 1,000 non-computer devices (such as game consoles) were registered on the network in FY11 compared to approximately 600 in FY10.
- Wired network registrations continued to decline as more students adopted wireless as their primary and singular connection method.

STATISTICS:

See Appendix BB

Servers/Authentication Systems

Staff members maintain and offer assistance with the campus-wide computer servers, including e-mail, Web, database and Desire2Learn services and the many departmental file and print servers.

SUMMARY OF FY11 ACCOMPLISHMENTS

Work was continued on the virtulization of servers and storage infrastructure for campus. The systems team participated in the campus Payment Card Industry (PCI) analysis, providing guidance on system standards, and coordinated the SharePoint collaboration system and Exchange e-mail system upgrades.

FY11 GOALS

Develop and implement a server hardware and software replacement cycle.

- Upgraded the e-mail server from Exchange 2007 to Exchange 2010.
- Continued to implement server and storage consolidation using virtual technologies.
- Upgraded the collaboration system from SharePoint 2007 to SharePoint 2010.
- Consolidated the administrative computing SCTC 5 file server.

Research and implement new technologies to provide added value to the SCSU learning community.

- Installed Cisco Nexus switch infrastructure in the data center.
- Expanded current server and storage infrastructure.
- Deployed new virtual machines from physical servers.

Improve security for current services and implement processes to ensure that new services are deployed in a secure manner.

- Participated in Payment Card Industry (PCI) compliance evaluation.
  - Worked with consultant firm, 403 Labs, on best practices.
  - Worked with campus dining services, Sodexo, to remove credit card payments from Campus Card server.
  - Assisted in Public Safety parking server upgrade planning for PCI compliance.
  - Assisted Alumni Relations in becoming PCI compliant with finance-related best practices.
- Migrated additional Web applications behind the application firewall appliance.

Continue to improve process and documentation to be more efficient in managing accounts and identity management.

- Implemented Harris System Portal for the Alumni Foundation to provide students with Web applications and e-mail for life.
- Continued working with the Office of the Chancellor to assist in the planning and proof of concept for StarID implementation.

Continue to explore ways to ensure systems and services are configured and implemented to provide the greatest amount of redundancy to protect against machine or site failures.

- Implemented a new tape library and disk backup appliance to keep up with increased backup demand.
- Implemented changes proposed in the MnSCU backup guidelines.
- Migrated critical servers to Centennial Hall data center: this datacenter provides increased infrastructure, including backup power and cooling.
- Added additional monitoring infrastructure to Centennial Hall and Miller Center data centers.

STATISTICS:

See Appendix CC

Telecommunications Infrastructure

This service area provides the campus with coordination, consultation, design, installation and maintenance of the telecommunications infrastructure. The telecommunications infrastructure serves many functions, ranging from the network connections for all of the computers on campus, to the wiring that makes the parking gates work. Virtually all of the devices on campus that use either a copper or fiber optic connection are managed by this service area.

SUMMARY OF FY11 ACCOMPLISHMENTS

The Telecommunications team completed a total 407 computer labs and new requests in FY11. Several moves, adds and changes throughout campus were also completed, and the wireless system was improved by new technology, repositioning of the antennae and adding more access points.

FY11 GOALS

Coordinate and perform installation of data, phone and fiber systems in university construction and renovation projects.

- Completed computer lab in Kiehle 105 in August 2010.
- Completed computer lab in the Education Building B206 in April 2011.
- Completed a total of 407 new requests.
- Completed numerous moves, adds and changes throughout the campus.
- Began work on the Miller Center northwest corner renovation.
- Began work on the Shoemaker Hall renovation.

Develop plans for the data, phone and fiber systems in upcoming university projects.

- Timely revisits for projects on hold such as ISELF, NHEC, Ed Building etc. Started plans for a 10 year project:
  - Renovate all the dorm buildings.
  - Shoemaker North planning is done.
  - Case-Hill dorm planning is next.

Contribute to the development of policies that support the installation of industry-standard data and signal transmission lines.

- Assisted in standardizing the specifications for data and phone runs in the dorm renovations. Areas of standardization to consider included the number of communication rooms, room size and locations, review of other technologies (phone, cable TV, Trane, etc.) located in the communication rooms as well as identifying and locating wireless access point areas.

Continue to support the telecommunications infrastructure needs of the campus environment.

- Installed data requests and wireless access points as soon as possible.
- Installed cable for the high definition (HD) TV control.

OTHER ITEMS OF NOTE:

- A list of communication room requirements was submitted to the university's building project coordinator, and the specifications are now used to aid the renovation/new building designers.
- Requests for card swipes continued to increase.
- Refer to Appendix for the number of new network drops (data runs) installed.

User Accounts

This service area administers the creation and management of HuskyNet accounts for faculty, staff, students and other users. Request forms for new accounts are processed as they are received and an audit of accounts is performed each summer. Community patron accounts are also managed by this area.

SUMMARY OF FY11 ACCOMPLISHMENTS

The user accounts team established an on-going process to support users through the password changes required by MnSCU guidelines. In addition, due to the university reorganization, a great deal of time was spent on name changes, account changes, and other issues affecting the accounts area.

FY11 GOALS

Continue to process HuskyNet account reports and audits on a regular schedule.

- Conducted account audits per the normal process.
- Established new audits for VPN access and other new services.

Work with campus reorganizations for HuskyNet accounts rename and ownership changes.

- Began working with departments to assist them in changing their account names and other rights as a needed due to the university reorganization.

Develop documentation about account procedures and processes.

- Documented HuskyNet account requests and naming conventions to ensure proper assignment of names as new requests are submitted.

MAJOR CHANGES FROM FY10:

- Added more annual, semi-annual or monthly reports to the account review process in order to ensure that accounts are being processed correctly.

STATISTICS:

See Appendix DD

Video Media Production

Instructional and promotional video services are provided for the campus community. The video production staff provides technical and creative expertise and offers production assistance to students, staff and faculty. Completed productions are distributed in numerous formats for DVD, Web and broadcast applications. Also available are marketing and design services. Funding generated for productions is used to maintain and upgrade equipment, purchase supplies and hire production assistance. Video productions are an integral part of the recruiting, retention and instructional tools used by University Communications, Admissions, Alumni Relations, Sponsored Programs, Career Services, Continuing Studies and the university administration.

SUMMARY OF FY11 ACCOMPLISHMENTS

The demand for video services increased despite the reorganization activities of the campus. Updates to existing productions were required to reflect changes in the academic programs and departments. The temporary production assistant position was vacated in August and remained open until March when it was refilled. The admissions office took the lead in utilizing social media in its marketing efforts which required video for Apple and Android mobile apps and a dedicated YouTube channel. The video team received national recognition in the industry by winning a Telly award for the Riverview documentary.

FY11 GOALS

Update HD acquisition format for increased quality and workflow efficiency.

- Replace HDV format with newer HD format technology.
- Experimented with HDSLR processes for possible future applications.
- Attended National Association of Broadcasters conference to research the newest camera technologies to be purchased in FY12.

Explore advances in uses of video for social media and mobile devices.

- Acquired and utilized new technologies such as G4 iPhone and iPad to stay current on new forms of delivery for video.
- Assisted areas interested in the use of new video delivery methods in achieving their goals by providing timely and effective production service.
- Acquired iPad2 and iPod Touch devices for use in mobile app projects.
- Created and provided content for the Admissions YouTube channel and mobile tour app for Apple and Android devices.

Continue to resolve funding of service.

- Addressed chargeback arrangement and the increase in pro bono requests.
- Provided free video service to LR&TS.

STATISTICS:

See Appendix EE

Workstation/Application Support

The Workstation/Application Support team implements and supports the computer workstations and associated software applications located in the general access computing areas, electronic classrooms and conference rooms located across campus. The primary goal of this team is to provide reliable access to desktop systems and software to students and other campus constituents and to keep these systems up-to-date.

SUMMARY OF FY11 ACCOMPLISHMENTS

In addition to our core mission of keeping the computer labs and e-classrooms up-to-date and secure, the Workstation/Application Support team also achieved several additional goals. The team expanded their footprint into several areas, most notably Coborn's Plaza Welcome Center, Student Accessibility Services, and Health Services. They implemented significant process improvements in support of the new summer teaching schedule that allowed us to replace computer hardware in most e-classrooms and update software in all e-classrooms and computer labs across campus without impacting classroom instruction. The team started a new strategic initiative to use virtualization and remote access technologies to provide quicker and more flexible access to campus software.

FY11 GOALS

Replace ADA computer equipment and refine support process with Student Disability Services.

- Implemented new accessibility computers in the Miller Center and Student Disability Services. The new computers provide students with visual limitations access to the same software that is available in general access labs.

Develop plans to implement software upgrades across campus.

- Implemented Office 2010 for Windows, Office 2011 for Mac, Adobe CS5 and many other software packages across campus.
- Partnered with the Herberger Business School to begin pilot implementation of SAS JMP software as a supplement and possible replacement for Minitab.
- Deployed new Macintosh anti-virus software that provides better security.
- Implemented a new software licensing server.
- Implemented Pointsec for Windows 7 which allows faculty and staff to fully encrypt the contents of their hard drives for increased security.

Initiate development of workstation inventory management system with consultant (Altiris 7).

- Put this project on hold pending additional work with campus committees.

Implement a computer workstation inventory management system.

- Put this project on hold pending additional work with campus committees.

Explore technologies to enhance delivery of software.

- Had an ongoing Virtual Application Design and Delivery (VADD) team working on additional deliverables.

Finalize Coborn Plaza Apartments initial technology installations.

- Completed this project successfully.

OTHER ITEMS OF NOTE:

- Redesigned the annual computer hardware update processes in order to be able to upgrade hardware in electronic classrooms over the summer even though the window of time when they are not in use and are available for upgrades. These changes were made in support of the new summer sessions schedule that was implemented this year.
- Implemented the new Health Services medical records and pharmacy applications in response to a federal mandate for electronic medical records.
- Implemented new electronic classrooms and computer kiosks at the new Welcome Center.
- Improved student printing services by making it quicker and easier for students to log in and print quickly.
- Refined the security patching processes to limit classroom interruptions while still maintaining a secure computing environment in electronic classrooms.

STATISTICS:

See Appendix FF

APPENDICES

Appendix A – Assessment

Table 1: Miller Center Satisfaction Survey Comparison

	FY06	FY07	FY08	FY09	FY10*	FY11
General Satisfaction with LR&TS resources and services	**95**	**95**	**93**	**96**		**95**
At least 90% of users were satisfied at some point with the following items (% satisfied):						
Library						
Subject guides to start research	**90**	**96**	87	89		**96**
Help at Reference Desk	**94**	**94**	88	**96**		**94**
E-mail help from Reference	**90**	**93**	85	**97**		80
Fulltext journal articles	89	**91**	88	88		**92**
ILL options	**92**	**90**	88	89		81
Online renewal	**90**	88	88	89		89
Library webpage (redesigned fall 2008)				**90**		**95**
Library book collection						**91**
Library instruction sessions for classes						**90**
Technology						
Received help with D2L	**90**	**93**	**95**	**92**		**97**
Technical help in computer labs	**90**	**91**	86	**90**		85
Software programs adequate for academic needs	**90**	**91**	**93**	**95**		**91**
Off-campus access to resources	**95**	86	**98**	**94**		**98**
Computer hardware adequate for academic needs	**92**	**92**	**93**	**93**		**93**
Computers updated often enough	**93**	**94**	**92**	**94**		**93**
Campus wireless			71	**96**		**90**
Equipment for checkout (laptops, digital cameras, recorders, etc.)				**94**		87
HuskyNet webpage				**98**		**94**
Laptop checkout for students						**96**
Technology instruction sessions for class to learn technology for assignments						**94**
Miller Center Facilities						
Study rooms available for checkout	**96**	**94**	**90**	**98**		**96**
MC employees (not student workers) helpful	**98**	**92**	**91**	**95**		**94**
Adequate variety of study areas	**92**	**91**	89	**96**		**91**
Helpful student workers	77	**90**	83	**92**		87
General						
LR&TS has helped with my assignments in the past	**96**	**97**	**92**	**96**		**94**
LR&TS services and resources support my academic learning	**96**	**95**	**95**	**95**		**95**
LR&S Websites (08 - average of Library and HuskyNet webpages)	**95**	**94**	**94**	**94**		**94**
Promotional materials	**90**	**90**	**92**	**90**		**97**
At least 20% of users were dissatisfied at some point with the following items (% dissatisfied):						
Miller Center has an adequate number of computers	40	47	51	34		32
Miller Center study areas are free of distractions for the most part ("quiet areas" in 08)	25	28	26	19		21
Top reasons for using the Miller Center (open-ended response)						
Academic work (study, read, etc.)	21	46	55	54		50
Computer access	21	39	41	30		29
Environment / facilities	17	41	31	37		30
Research (general and academic)	15	20	29	33		10
Attend class						16

Natl. Survey of Stud. Engagement ques.s related to LR&TS services	FY 07 1st yr	FY 07 Seniors	FY 09 1st yr	FY 09 Seniors
Communicated with an instructor via email	76%	84%	78%	89%
Used listserv, chat group, etc. to discuss or complete an assignment	48%	58%	51%	57%
Worked on a culminating senior experience (may have required library resources)		63%		66%
Used computing and information technology	69%	81%	76%	82%
Spent quite a bit of time or very much time studying and on academic work	68%	76%	79%	78%
Read at least five books that were not assigned	13%	23%	26%	23%
SCSU Senior Survey (Spring 10)				
SCSU provided type of library resources I needed to be successful in my major.				**96**
SCSU provided the type of technology I needed to be successful in my major.				**92**

*Survey not administered in FY10 in accordance with the three-year rotation for major assessment activities.

Appendix B – Contracts
Table 2: Contract Activity

	FY07	FY08	FY09	FY10	FY11	
Library Service Contracts	**Amount**	**Amount**	**Amount**	**Amount**	**Amount**	**% Change**
ILL Courier Service	$6,985	$6,985	$7,818	$7,818	$7,818	0.00%
LibData hosting	$16,000	$26,500	$26,500	$26,500	$26,500	0.00%
Minnesota Digital Library	$48,896	$92,424	$91,303	$97,288	$118,630	21.94%
Technology Service Contracts	**Amount**	**Amount**	**Amount**	**Amount**	**Amount**	**% Change**
Fiber Leases	$18,000	$18,000	$18,000	$14,400	$14,400	0.00%
ITV/Video Conferencing	$117,874	$124,946	$171,800	$177,813	$188,482	6.00%
MnSCU Active Directory Support	$0	$33,632	$104,869	$155,835	$0	-100.00%
MnSCU D2L Support	$94,630	$173,559	$254,947	$286,250	$0	-100.00%
Online Software Development	$0	$10,000	$0	$0	$0	0.00%
Other Service Contracts	**Amount**	**Amount**	**Amount**	**Amount**	**Amount**	**% Change**
Coffee Shop Commissions/Lease	$12,345	$14,906	$14,694	$14,872	$14,164	-4.76%
Total	**$314,730**	**$500,952**	**$689,930**	**$780,775**	**$369,994**	**-52.61%**

Appendix C – Grants
Table 3: External Grants Applied for in FY11

Project Title	Funding source	Source type	Date submitted	Amount requested	Amount received
Campus EAI Consortium Portal Application	Campus EAI Consortium	Private entity	9/8/2010	up to $1,000,000	$0.00
Historic Newspaper Microfilm	Minnesota Historical Society	State	9/23/2010	$6,888.00	$6,247.00
Total	**2**			**$1,006,888.00**	**$6,247.00**

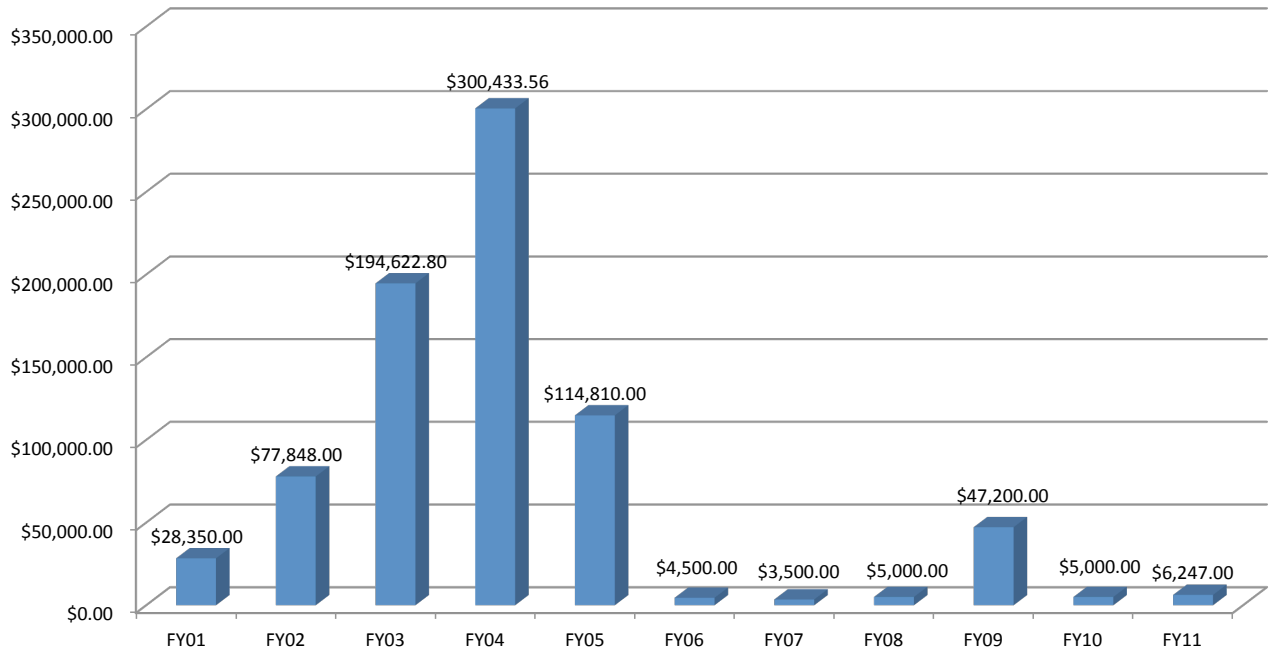
Appendix C – Grants
Table 4: Internal Grants Applied for in FY11

Project Title	Funding source	Source type	Date submitted	Amount requested	Amount received
Getting Started with Drupal, American Library Association Preconference	Short-Term Grant	SCSU	3/11/2011	$540.97	$540.97
Managing Electronic Records in Archives and Special Collections	Short-Term Grant	SCSU	3/11/2011	$1,041.95	$1,041.95
Professors of Instructional Design and Technology	Short-Term Grant	SCSU	3/11/2011	$1,099.50	$0.00
Professors of Instructional Design and Technology	Short-Term Grant	SCSU	4/15/2011	$1,368.05	$1,368.05
Total	**4**			**$4,050.47**	**$2,950.97**

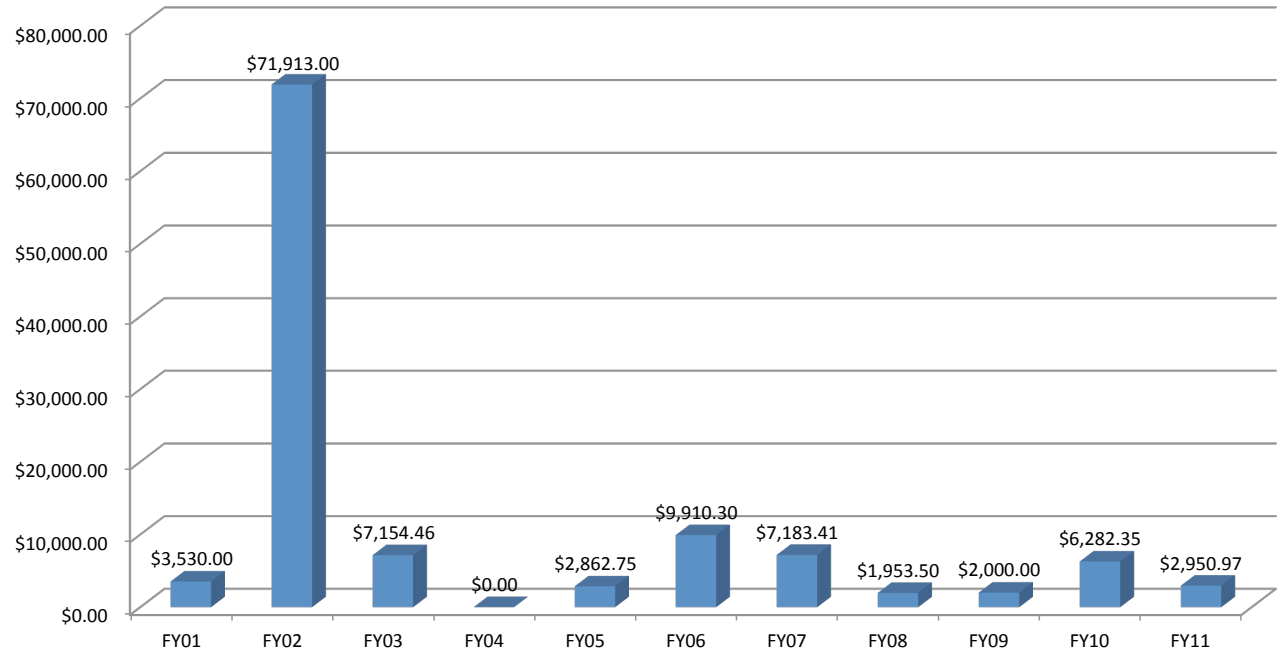
Appendix C – Grants
Table 5: Grant Activity Comparison

	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11
External Grants submitted	7	9	6	5	6	6	4	2	2	2	0
Amount requested	$1,416,341.00	$1,587,595.00	$1,455,604.82	$531,872.32	$272,846.80	$910,743.00	$54,307.00	$927,061.22	$52,452.00	$10,255.00	$1,006,888.00
Amount received	$28,350.00	$77,848.00	$194,622.80	$300,433.56	$114,810.00	$4,500.00	$3,500.00	$5,000.00	$47,200.00	$5,000.00	$6,247.00
Success rate	2.00%	4.90%	13.37%	56.49%	42.08%	0.49%	6.44%	0.54%	89.99%	48.76%	0.62%
Internal Grants	1	6	5	1	3	9	8	1	3	6	6
Amount requested	$3,530.00	$77,213.00	$14,475.15	$3,930.00	$3,699.60	$41,796.55	$89,799.10	$1,953.50	$2,000.00	$17,409.39	$4,050.47
Amount received	$3,530.00	$71,913.00	$7,154.46	$0.00	$2,862.75	$9,910.30	$7,183.41	$1,953.50	$2,000.00	$6,282.35	$2,950.97
Success rate	100.00%	93.14%	49.43%	0.00%	77.38%	23.71%	8.00%	100.00%	100.00%	36.09%	72.86%

Appendix C – Grants
Chart 1: External Grant Funding Received



Appendix C – Grants
Chart 2: Internal Grant Funding Received



Appendix D – Minnesota Digital Library

Table 6: Contracts Awarded to SCSU by Year

Year	Amount Awarded
FY07	$80,959.00
FY08	$88,469.00
FY09	$91,303.00
FY10	$95,288.00
FY11	$118,630.00
Total	**$474,649.00**

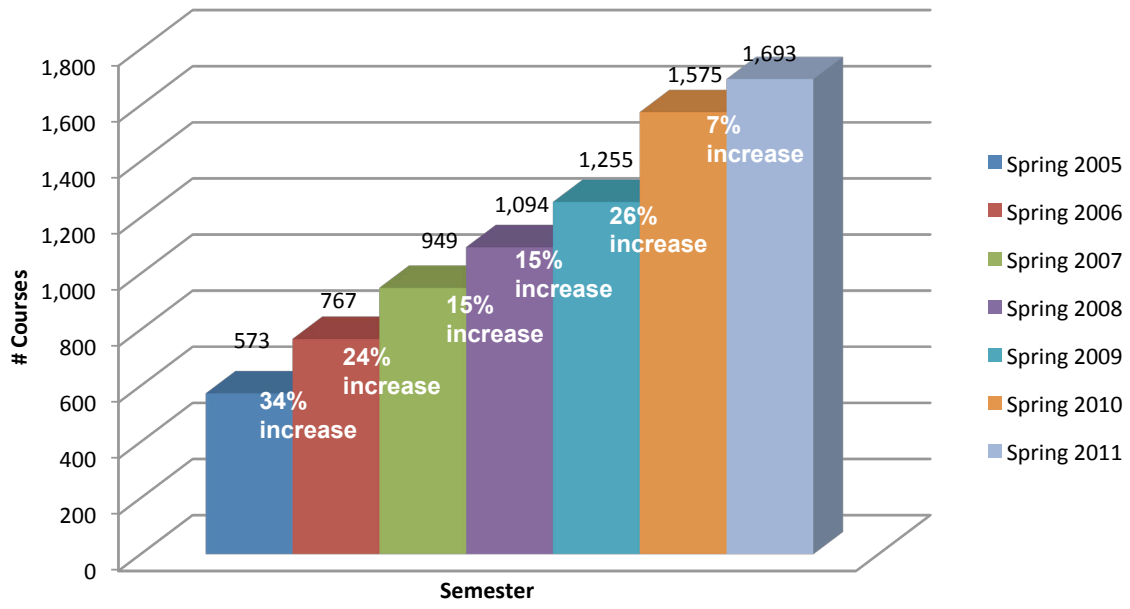
Appendix E – Course Management Systems

Table 7: Desire2Learn Use

Semester	Courses	Students	Instuctors
Fall 2004	471	10,859	204
Spring 2005	573	11,372	243
Fall 2005	715	12,187	332
Spring 2006	767	11,712	365
Fall 2006	952	13,142	451
Spring 2007	949	12,396	437
Fall 2007	1,032	13,849	458
Spring 2008	1,094	13,323	451
Fall 2008	1,230	14,549	536
Spring 2009	1,255	13,703	551
Fall 2009	1,400	15,393	586
Spring 2010	1,575	14,901	594
Fall 2010	1,632	15,962	619
Spring 2011	1,693	14,839	605

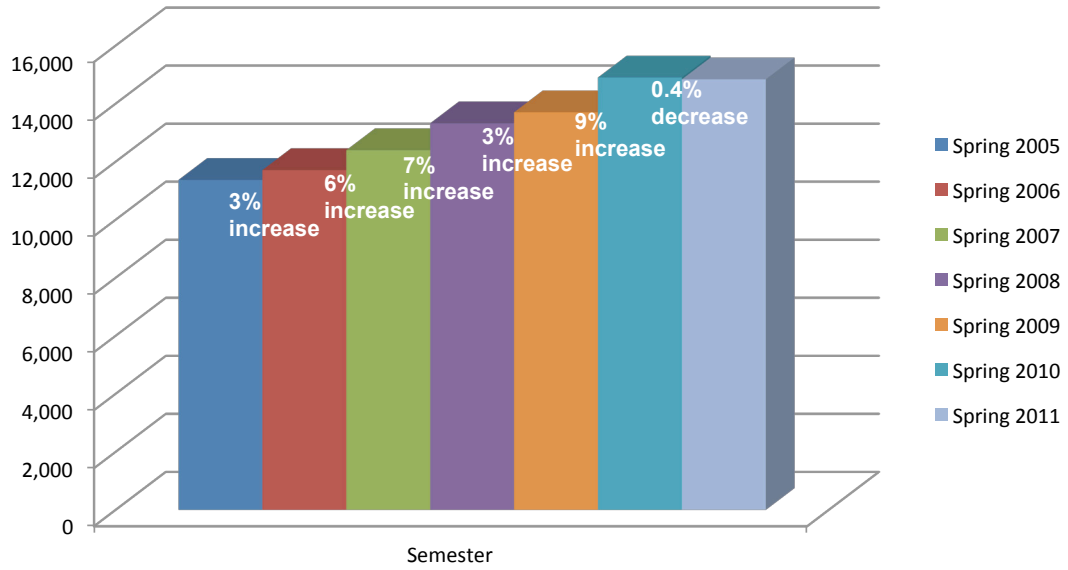
Appendix E – Course Management Systems

Chart 3: Spring Course Use Comparison



Appendix E – Course Management Systems

Chart 4: Spring Student Use Comparison



Appendix E – Course Management Systems

Table 8: Desire2Learn (D2L) Altiris Ticket Log Comparison*

	FY07	FY08	FY09	FY10	FY11
Q1 (Jul/Aug/Sept)	77	1,769	1,997	2,390	953
Q2 (Oct/Nov/Dec)	51	1,075	1,497	550	504
Q3 (Jan/Feb/Mar)	904	1,192	1,495	707	753
Q4 (Apr/May/Jun)	1,381	1,031	1,226	524	471
Totals	**2,413**	**5,067**	**6,215**	**4,171**	**2,681**

* Reflects number of unique tickets/incidents logged into Altiris. Numbers do not reflect any subsequent modifications to a unique ticket/incident.

Appendix F – Information Literacy

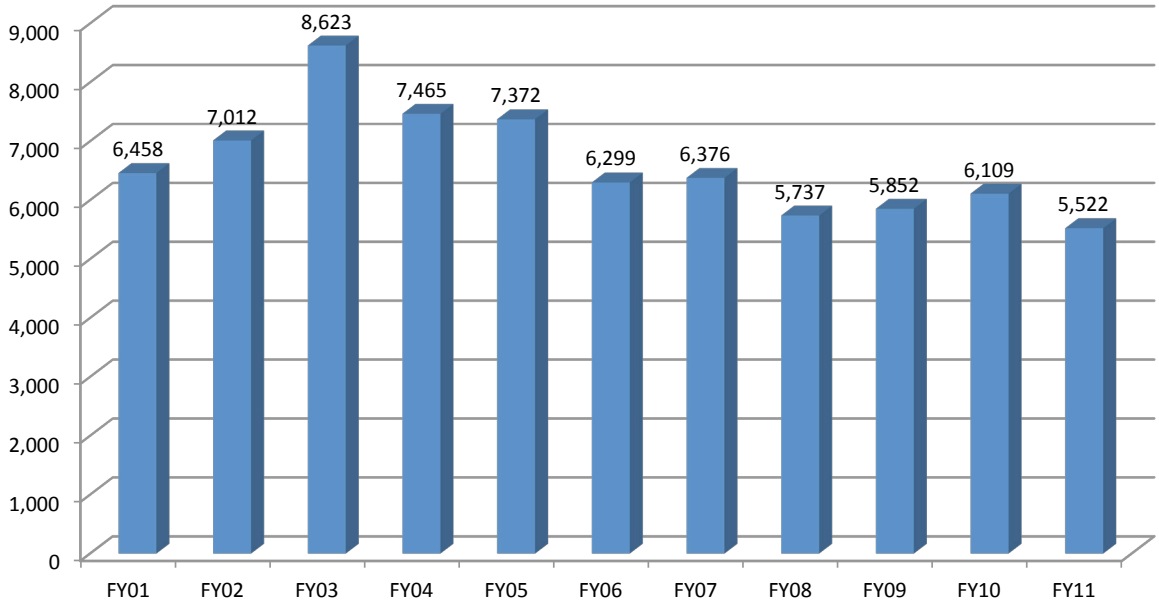
Table 9: Library Instruction Sessions

Term	Number of Sessions	Number of Students
Summer 2010		
Session 1	8	118
Session 2	3	39
Sub-total	11	157
Fall 2010		
August	11	325
September	59	1,591
October	43	993
November	24	539
December	7	126
Sub-total	144	3,574
Spring 2011		
January	19	446
February	26	606
March	21	419
April	15	320
May	0	0
Sub-total	81	1,791
Totals	**236**	**5,522**

Appendix F – Information Literacy
Table 10: Library Instruction Annual Comparison

	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	# Change	% Change
Number of Sessions	276	245	305	274	298	293	300	254	286	272	236	-36	**-13.24%**
Number of Students	6,458	7,012	8,623	7,465	7,372	6,299	6,376	5,737	5,852	6,109	5,522	-587	**-9.61%**

Appendix F – Information Literacy
Chart 5: Changes in Number of Students Served



Appendix F – Information Literacy
Table 11: Library Instruction by Type Comparison

Characteristics of Sessions:	**FY02**	**FY03**	**FY04**	**FY05**	**FY06**	**FY07**	**FY08**	**FY09**	**FY10**	**FY11**	**% Change**
Classes presented outside MC 218	53	79	91	110	137	106	48	66	72	63	-13%
High school classes	17	6	7	7	9	12	7	6	5	5	0%
Senior to Sophomore program	9	10	16	16	14	18	18	16	24	21	-13%
After 5 p.m.	27	50	54	49	38	33	40	24	32	27	-16%
ENGL 191 total	90	89	70	106	82	118	68	74	58	41	-29%
Upper level research courses				14	13	42	51	59	59	44	-25%
Graduate courses				18	16	14	13	19	27	16	-41%
RefWorks						18	7	5	7	4	-43%
Graduate students						7	5	4	3	7	133%
By College:											
College of Business	2	5	6	7	6	3	5	16	22	7	-68%
College of Education	50	32	34	29	40	30	34	40	46	42	-9%
College of Fine Arts & Humanities	119	105	159	167	168	152	99	105	84	83	-1%
College of Science & Engineering	6	7	11	9	7	6	10	11	12	7	-42%
College of Social Sciences	35	39	35	63	39	44	41	46	28	34	21%
University-wide (Honors, Coll. Transition)	0	8	6	23	10	10	11	14	27	23	-15%
Other institutions (Anoka-Ramsey, Sartell Middle, MRC Junior High Program)	0	9	16	5	11	12	10	21	19	3	-84%

Appendix G – LR&TS Scholarship/Creative Activity

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- Wexelbaum, R. (2011, January 5). Citizen, Invert, Queer: Lesbianism and War in Early Twentieth-Century Britain by Deborah Cohler [Book review]. Lambda Literary. http://www.lambdaliterary.org/reviews/nonfiction/01/05/citizen-invert-queer/
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- Duncan, K. & Monn, M. (2011). "Developing a Mobile Presence for the St. Cloud State University Website," MnSCU IT Conference, Brainerd, MN, April 20-22.
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- Wexelbaum, R. (2011). Did You Know? The LGBT Community in Central Minnesota. Human Rights Commission Newsletter, May 2011, Third Edition.
- Wexelbaum, R. (2011). Did You Know? Serious Mental Illness (SMI). Human Rights Commission Newsletter, June 2011, Fourth Edition.

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Appendix H – Technology Training and Support
Table 12: Student-Only Technology Instruction (T.I.) Sessions

	Fall 2010		Spring 2011		Summer 2011		Total	
	# Sessions	Attend.	# Sessions	Attend.	# Sessions	Attend.	# Sessions	Attend.
T.I.s (Technology Instructions)	44	1,081	31	455	0	0	75	1,536

Appendix H – Technology Training and Support
Table 13: Student-Only Technology Instruction (T.I.) Sessions Comparison

	FY06	FY07	FY08	FY09	FY10	FY11	% Change
# Sessions	17	40	32	25	81	75	-7.41%
Attendance	785	546	523	480	1,206	1,563	29.60%

Appendix H – Technology Training and Support
Table 14: Combination Session Comparison (excludes student-only and faculty/staff-only)

	FY05	FY06	FY07	FY08	FY09	FY10	FY11	% Change
# Sessions	48	43	43	24	13	128	81	-36.72%
Attendance	340	217	143	85	96	166	27	-83.73%

Appendix H – Technology Training and Support
Table 15: Combination Session Comparison (excludes student-only T.I.s)

	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	% Change
Workshop Titles Offered	29	77	65	60	51	70	24	9	40	112	35	-68.75%
Workshops Offered (excludes T.I.s)	137	167	143	176	246	272	152	113	228	282	94	-66.67%
Participants	665	1,122	917	767	1,304	1,848	436	396	437	521	123	-76.39%

Appendix H – Technology Training and Support
Table 16: Workshops Offerings and Participation by Audience

	Sessions	Attendees
Student only (T.I.s)	75	1,536
Faculty/Staff only* (e.g. Convocation, January Workshop Days, Technology Institute, D2L)	13	96
Combination sessions (students and faculty/staff)	81	27
Totals	**169**	**1,659**

* The Faculty/Staff only totals include 3 D2L sessions with a total of 2 attendess for FY11. Two D2L Help Desk Sessions, and 8 convocation sessions.

Appendix I – Acquisitions

Table 17: Materials Inventory Holdings

	7/1/2009		7/1/2010		7/1/2011		Added in FY 2011		Withdrawn in FY 2011		Difference FY10 to FY11	
Collection	Bibs	Items	Bibs	Items	Bibs	Items	Bibs	Items	Bibs withdrawn	Items withdrawn	Bibs	Items
Main	449,079	528,995	452,819	533,168	456,606	538,232	4,861	6,155	1,074	1,091	3,787	5,064
Ref	6,976	18,069	6,827	18,242	6,862	18,359	36	126	1	9	35	117
Juv	24,868	27,413	25,322	27,888	25,643	27,331	321	(557)	-	-	321	(557)
Tech Services	98	142	98	142	100	144	2	2	-	-	2	2
Theses	5,564	5,170	5,795	5,396	5,824	5,426	60	500	31	470	29	30
US Doc	128,601	195,260	130,276	196,034	128,257	186,981	(2,019)	(9,053)	-	-	(2,019)	(9,053)
Mn Doc	14,004	22,720	13,989	22,755	13,986	22,775	(3)	20	-	-	(3)	20
Classified Microforms (Not including Periodicals or Gov Docs)	19,416	20,463	19,407	20,454	19,353	20,117	(54)	(337)	-	-	(54)	(337)
Video	16,014	19,284	16,208	19,704	15,737	19,349	(471)	(355)	-	-	(471)	(355)
Audio	5,023	5,435	4,979	5,651	4,972	5,470	2,945	6,995	2,952	7,176	(7)	(181)
Graphic	833	778	844	790	839	785	(5)	(5)	-	-	(5)	(5)
Cartographic	1,294	1,606	1,183	1,477	1,007	1,301	(176)	(176)	-	-	(176)	(176)
Electronic Media (Non-internet)	134	144	132	143	132	143	-	-	-	-	-	-
Periodicals	7,276	149,594	7,180	148,748	7,090	147,403	(90)	(1,345)	-	-	(90)	(1,345)
Archives	1,276	1,470	1,297	1,483	1,317	1,491	20	8	-	-	20	8
Rare	1,496	1,842	1,505	1,856	1,513	1,865	8	9	-	-	8	9
CMHC Rare	37	35	36	35	36	35	-	-	-	-	-	-
Equipment	77	629	79	541	75	563	(4)	22	-	-	(4)	22
CTC Library	54	1,673	1,988	2,491	2,081	2,571	93	80	-	-	93	80
Total	682,120	1,000,722	689,964	1,006,998	691,430	1,000,341	5,524	2,089	4,058	8,746	1,466	(6,657)

Reporting criteria was modified in FY11 to match data needed for peer surveys and was applied to historical data.

Appendix I – Acquisitions
Table 18: Library Materials Holdings

Format	FY05	FY06	FY07	FY08	FY09	FY10	FY11
Print Books	752,251	776,630	788,916	796,515	746,597	750,047	752,546
Microforms	20,491	20,479	20,497	20,478	194,476	197,519	190,914
Media	23,334	23,821	24,732	25,242	28,091	28,798	28,385
Other	155,032	156,271	153,509	153,289	29,928	30,634	28,496
Total	**951,108**	**977,201**	**987,654**	**995,524**	**999,092**	**1,006,998**	**1,000,341**

Appendix I – Acquisitions
Table 19: Cataloged Library Internet Resources

Format	FY05	FY06	FY07	FY08	FY09	FY10	FY11
All internet resources	40,590	47,163	50,701	57,098	64,715	67,027	69,778
Internet government documents	0	0	0	0	0	0	3,091
E-books in catalog (all)	0	0	0	0	0	0	14,990
E-books In catalog (paid for)	0	0	0	0	0	0	12,696
Total	**40,590**	**47,163**	**50,701**	**57,098**	**64,715**	**67,027**	**100,555**

Appendix J – Central Minnesota Libraries Exchange (CMLE)
Table 20: CMLE Membership Types

Type	Number
K-12 public	210
K-12 private	32
Public library branches in 2 regional systems	46
Post-secondary institutions	9
Special libraries (law, hospital, correctional facilities, historical societies)	22
Total	**319**

Appendix J – Central Minnesota Libraries Exchange (CMLE)

Table 21: CMLE Interlibrary Loan Statistics

	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	% Change
Total requests received	8,580	8,649	7,697	7,245	7,175	6,107	4,723	3,838	3,501	3,625	3.54%
Borrowing libraries	129	104	101	84	79	75	62	58	62	52	-16.13%
Lending sources	115	98	64	72	124	157	138	128	14	15	7.14%
Requests filled	8,167	8,219	7,333	6,891	6,762	5,619	4,416	3,386	2,999	2,981	-0.60%
Requests unfilled/cancel	413	430	367	354	413	488	307	465	493	644	30.63%
Books	5,187	5,415	4,724	4,542	4,352	3,879	3,023	2,502	2,231	2,801	25.55%
Articles (photocopies)	2,938	2,878	2,577	2,267	2,528	1,950	1,644	1,319	1,238	798	-35.54%
Fill Rate	**95.19%**	**95.03%**	**95.27%**	**95.11%**	**94.24%**	**92.01%**	**93.50%**	**88.22%**	**85.66%**	**82.23%**	**-16.95%**

Appendix K – Circulation

Table 22: Circulation Transactions

	FY02*	FY03*	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	% Change
Books checked out at desk	73,060	81,848	58,010	34,760	36,814	40,159	41,073	45,401	41,838	39,818	-4.83%
ILL Books checked out at desk	†	†	†	†	790	3,219	4,064	4,885	4,877	4,856	-0.43%
Books checked out at self-check	6,750	9,574	765§	8,408	7,759	7,119	7,944	9,774	0‡		
Total books checked out	79,810	91,422	58,010	43,168	45,363	50,497	53,081	60,060	46,715	44,674	-4.37%
Book renewals	7,550	16,409	8,666	16,328	16,320	5,795	8,993	9,729	9,596	9,938	3.56%
Federal document checkouts & uses				3,851	2,926	4,254	3,618	3,813	1,624	1,715	5.60%
State document checkouts & uses				554	559	113	92	116	72	87	20.83%
Total items browsed	52,575	44,825	59,215	56,059	52,616	51,765	46,165	58,445	38,271	38,524	0.66%
New community barcode applications	436	443	381	393	280	184	129	132	186	78	-58.06%

* Some circulation activities were double-counted in PALS; double-counting was eliminated with the move to Aleph in FY04.
† ILL books began being checked out from the Circulation Desk in March 2006. This is due to the implementation of the Aleph ILL module.
§ Due to migration to Aleph, the self-check machine was not operational July through mid-April of FY04.
‡ The self-check machine failed permanently on 12/22/09. No stats are available for July through December 2009.

Appendix K – Circulation

Table 23: Patron Records

	FY04*	FY05	FY06	FY07	FY08	FY09	FY10	FY11	% Change
Faculty/Staff	1,524	1,614	1,518	1,620	1,947	2,226	2,171	2,138	-1.52%
Retired Faculty/Staff	7	22	28	28	37	36	37	27	-27.03%
Undergraduate Students	12,534	19,149	19,431	17,835	19,438	20,315	20,853	21,087	1.12%
Graduate Students	1,281	2,404	2,970	2,255	2,801	3,156	3,492	3,211	-8.05%
CMLE	223	226	244	243	252	255	244	244	0.00%
Community (active)	381	849	786	544	509	459	495	374	-24.44%
Total	**15,953**	**24,264**	**24,977**	**22,525**	**24,984**	**26,447**	**27,292**	**27,081**	-0.77%

* Due to the migration to Aleph, there were some discrepancies in counts, particularly for students and community patrons.

Appendix K – Circulation
Table 24: Traditional Reserves

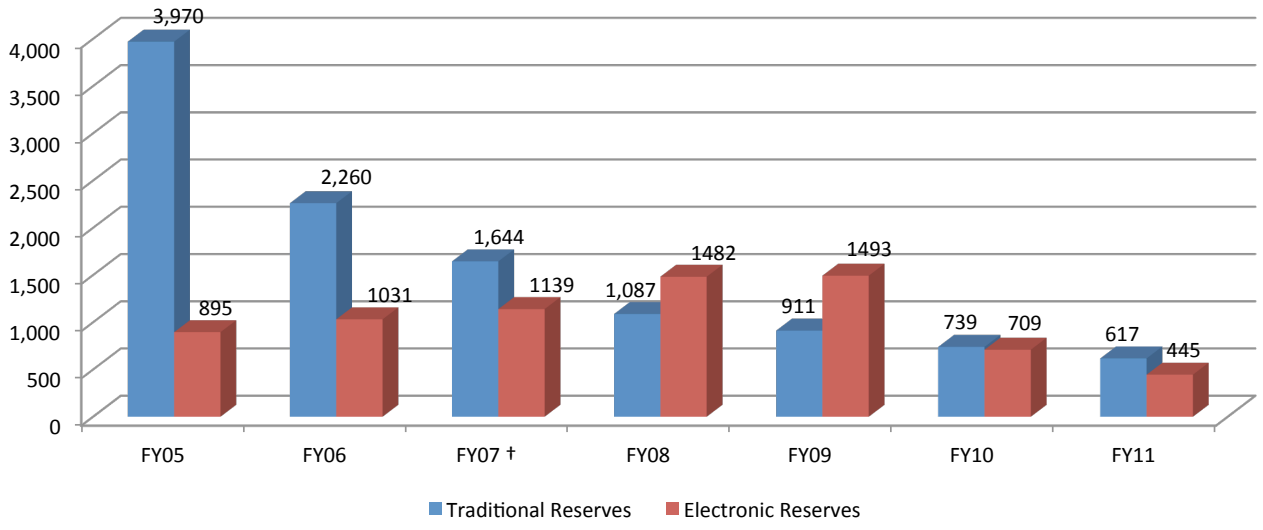
	FY02	FY03	FY04	FY05	FY06	FY07 †	FY08	FY09	FY10	FY11	% Change
Records added	2,395	3,348	5,573	3,970	2,260	1,644	1,087	911	739	617	**-16.51%**
Total charges	28,939	39,083	24,480	28,384	25,555	14,954	12,278	8,163	9,166	6,405	**-30.12%**
# of professors using	*	*	311	210	211	180	330	211	184	158	**-14.13%**
# of classes using	*	*	401	330	308	221	406	268	192	175	**-8.85%**

* Not tracked previously

Appendix K – Circulation
Table 25: Electronic Reserves, Files Added Comparison

	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	% Change
Video files	31	5	4	2	0	86	21	294	536	296	156	-47.30%
Audio files	474	43	419	10	8	5	41	32	0	0	6	100.00%
PDF files	115	213	1,203	1639	885	911	1013	1069	949	408	280	-31.37%
Other (html, rtf, doc, etc.)	0	1	63	413	2	29	64	87	8	5	3	-40.00%
Total	**620**	**262**	**1689**	**2064**	**895**	**1031**	**1139**	**1482**	**1493**	**709**	**445**	-37.24%
# Profs Using				197		111	120	137	149	156	160	2.56%
# Classes Using				172		288	330	398	462	510	514	0.78%

Appendix K – Circulation
Chart 6: Changing Nature of Reserves: Items Added by Fiscal Year



Appendix K – Circulation
Table 26: Facilities Check-out

	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11*	% Change
Student study rooms	13,325	13,677	13,614	14,796	16,526	17,078	16,737	15,416	-7.89%
Study room accessories (keyboards, markers, remotes)					15,437	16,018	14,906	26,535	78.02%

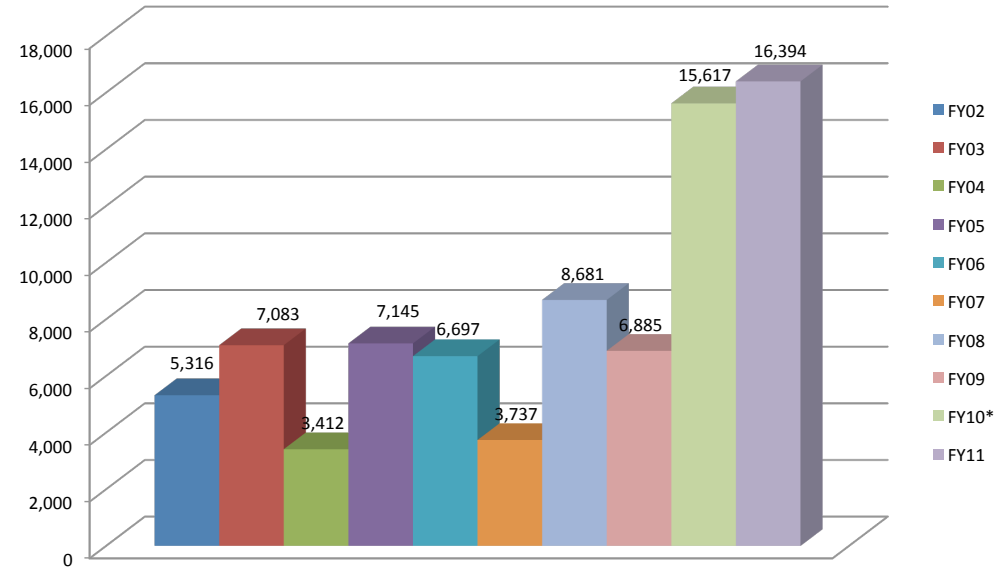
*Increase due to procedural change (new study room computer mouse is checked out separately).

Appendix K – Circulation
Table 27: Equipment Check-out

Items	FY04 Charges	FY05 Charges	FY06 Charges	FY07 Charges	FY08 Charges	FY09 Charges	FY10 Charges	FY11 Charges	% Change
Audio Equipment (cassette and digital recorders, CD boombox, PA systems)	356	889	621	730	1,072	444	470	433	-7.87%
Data projectors	174	363	397	408	349	352	325	407	25.23%
Digital cameras (video & still)	250	502	482	524	663	655	958	1,069	11.59%
Faculty laptop computers	265	504	407	354	438	437	370	227	-38.65%
Student long-term laptop computer	344	242	893	996	1,243	638*	729	518	-28.94%
Student short-term laptop computer			659	1,876	4,745	4,234	3,289	4,005	21.77%
Misc equipment (e.g. adapters, cables, mouses)							9,441	9,729	3.05%
Projectors (slide, overhead, film & filmstrip)	30	68	46	49	31	27	13	6	-53.85%
VHS camcorders***	428	295	232	206	140	98	22	0	
Total	**1,847**	**2,863**	**3,737**	**5,143**	**8,681**	**6,885**	**15,617**	**16,394**	**4.98%**

* Increased checkout period.
** The total percent change does not include data for the "Misc equipment" category as that category is a new addition and thus doesn't have comparable FY09 data.
***VHS camcorder checkout discontinued fall 2010.
NOTE: All check-out statistics fluctuate due to equipment being out of commission at various times of the year due to issues such as late returns, lost or stolen items or equipment repairs.

Appendix K – Circulation
Chart 7: Annual Equipment Check-out Comparison

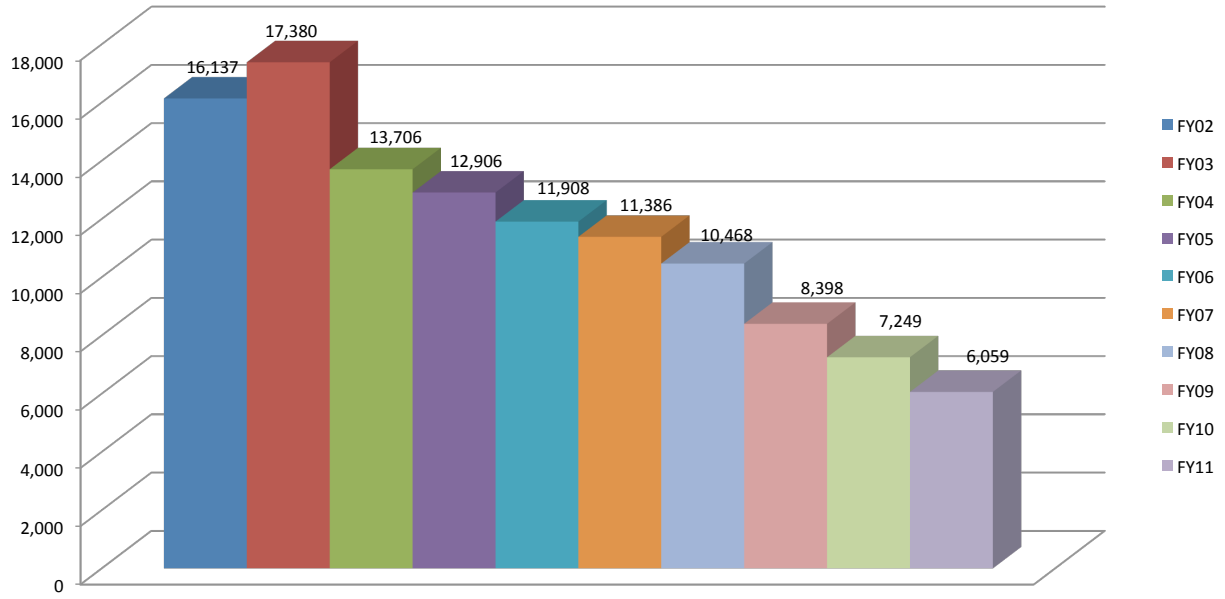


* The large increase in FY10 checkouts is partially due to adding and counting the new "Misc. equipment" category which wasn't recorded in previous years.

Appendix K – Circulation
Table 28: Media Check-out

	FY04 Charges	FY05 Charges	FY06 Charges	FY07 Charges	FY08 Charges	FY09 Charges	FY10 Charges	FY11 Charges	% Change
Software & CD-ROMs	68	101	4	22	25	61	85	97	14.12%
Cassette tapes	99	91	106	63	40	2	3	2	-33.33%
Visual aids	26	32	38	36	30	11	19	21	10.53%
Audio CDs	1,051	957	899	886	721	41	124	237	91.13%
Records	31	23	16	10	12	0	5	15	500.00%
Films & filmstrips	7	3	7	3	1	0	1	1	100.00%
Slides	8	20	7	2	0	2	3	0	-100.00%
Videodiscs	16	18	1	1	0	0	0	0	100.00%
Videotapes	11,361	9,587	7,330	5,807	4,703	3,597	2,954	2,078	-29.65%
DVDs	1,039	2,074	3,500	4,556	4,936	4,684	4,055	3,608	-11.02%
Total	**13,706**	**12,906**	**11,908**	**11,386**	**10,468**	**8,398**	**7,249**	**6,059**	-16.42%

Appendix K – Circulation
Chart 8: Annual Media Check-out Comparison

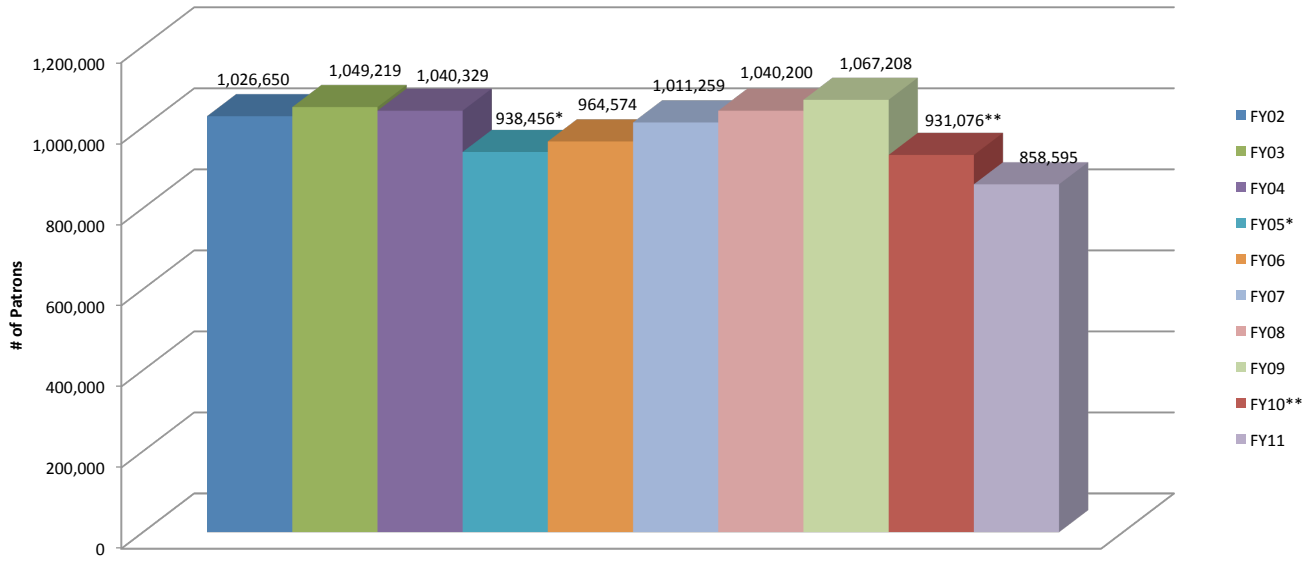


Appendix K – Circulation
Table 29: Monthly Gate Count Statistics

Month	FY02	FY03	FY04	FY05*	FY06	FY07	FY08	FY09	FY10**	FY11	% Change
July	33,501	37,633	34,968	28,573	28,249	30,554	32,727	33,402	29,567	26,445	**-10.56%**
August	31,706	27,288	24,881	25,435	28,845	30,699	30,809	52,337	52,291	51,115	**-2.25%**
September	129,689	124,616	127,483	109,870	101,314	107,625	116,397	134,573	110,892	105,228	**-5.11%**
October	124,056	151,410	146,403	116,055	127,344	142,671	149,574	135,762	104,312	100,608	**-3.55%**
November	119,398	119,618	119,311	112,410	119,265	127,165	127,520	111,859	100,262	98,291	**-1.97%**
December	101,192	101,113	99,643	87,895	90,010	90,827	89,147	100,118	82,441	72,314	**-12.28%**
January	67,273	67,585	65,496	42,211	48,420	54,313	57,145	69,568	64,563	61,839	**-4.22%**
February	105,725	105,299	110,412	103,500	104,643	105,102	113,337	109,954	97,326	85,513	**-12.14%**
March	90,716	97,756	105,753	99,044	97,473	95,583	98,141	102,061	95,009	81,644	**-14.07%**
April	136,811	136,241	132,192	119,395	122,933	129,454	139,976	135,918	121,660	108,157	**-11.10%**
May	55,991	50,856	42,969	68,008	70,644	68,027	56,489	49,687	42,884	41,976	**-2.12%**
June	30,592	29,804	30,818	26,060	25,438	29,241	28,938	31,969	29,869	25,465	**-14.74%**
Total	**1,026,650**	**1,049,219**	**1,040,329**	**938,456**	**964,574**	**1,011,259**	**1,040,200**	**1,067,208**	**931,076**	**858,595**	**-7.78%**

* One of four gate counters was malfunctioning from September through January in FY05
** A new gate counter system was installed that replaced the old system.

Appendix K – Circulation
Chart 9: Gate Count by Fiscal Year



* One of four gate counters was malfunctioning Sept. through Jan. FY05.
** Changed to a new gate counting system on July 1, 2009.

Appendix K – Circulation
Table 30: Total Open Library Hours by Fiscal Year

	FY08	FY09	FY10	FY11	% Change
Total hours open	4,665.50	4,786.00	4,511.50	4,672.00	3.56%

Appendix L – Electronic Resources and Periodicals

Table 31: Serial Subscriptions Comparison

	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	% Change
Current periodical print subscriptions (total titles including bound/fiche):	1,441	1,796	1,737	1,615	1,565	985	955	836	830	745	-10.24%
Electronic journal subscriptions:	1,785	2,474	2,194	2,614	3,033	6,369	7,256	8,600	5,428	3,170	-41.60%
Electronic journals held in aggregated databases	14,042	14,695	16,139	9,206	12,904	15,623	21,529	23,115	42,507	47,843	12.55%
Electronic databases for indexing/abstracting	41	63	55	37	40	43	44	44	40	44	10.00%
Electronic databases for full-text reference sources	19	20	21	25	32	39	45	50	51	51	0.00%

Note: The substanial change shown in lines 7 and 8 are due in part to SFX cleanup and correction, changes in subscription access (such as changing from direct to aggregated) and changes in reporting.

Appendix L – Electronic Resources and Periodicals

Table 32: Patrons Assisted Comparison

FY03	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	% Change
Patrons Assisted	245	230	1,008	1,106	985	556	509	1,112	904	1,135	401	520	8,711	-23.19%
Faculty Copying Requests														
Items Requested:	2	3	4	9	3	2	6	5	6	7	4	2	53	-41.76%
Pages Copied:	43	24	50	157	77	45	137	137	174	328	117	29	1,318	-64.07%
Number of Items Shelved	2,947	2,706	5,097	7,366	7,295	3,932	5,734	7,921	6,476	9,089	4,866	4,993	68,422	92.22%

FY04	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	% Change
Patrons Assisted	375	182	1,032	1,207	935	783	355	614	728	643	211	311	7,376	-15.33%
Faculty Copying Requests														
Items Requested:	6	7	4	3	5	5	1	23	10	1	20	3	88	66.04%
Pages Copied:	300	56	63	130	174	131	4	462	418	7	450	97	2,292	73.90%
Number of Items Shelved	4,192	1,848	5,009	6,302	5,868	3,712	5,267	3,845	7,136	4,603	4,328	3,642	55,752	-18.52%

FY05	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	% Change
Patrons Assisted	334	205	580	787	685	325	251	510	464	555	201	206	5,103	-30.82%
Faculty Copying Requests														
Items Requested:	12	5	11	2	3	4	7	11	16	4	6	9	90	2.27%
Pages Copied:	595	170	413	13	79	82	285	310	296	62	51	208	2,564	11.87%
Number of Items Shelved	2,879	3,389	3,947	4,318	4,418	4,276	3,513	4,033	4,414	3,846	3,941	3,336	46,310	-16.94%

FY06	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	% Change
Patrons Assisted	132	129	373	402	414	195	178	311	254	387	83	86	2,944	-42.31%
Faculty Copying Requests														
Items Requested:	5	3	5	2	3	2	4	5	4	2	4	1	40	-55.56%
Pages Copied:	104	29	97	28	24	94	103	161	47	13	55	90	845	-67.04%
Number of Items Shelved	3,033	3,315	4,313	4,366	4,975	3,617	2,716	3,408	4,231	4,792	4,364	5,982	49,112	6.05%

FY07	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	% Change
Patrons Assisted	97	92	455	466	395	246	167	325	240	309	132	130	3,054	3.74%
Faculty Copying Requests														
Items Requested:	3	2	5	5	6	1	2	6	3	0	1	0	34	-15.00%
Pages Copied:	63	27	105	75	76	9	42	82	75	0	15	0	569	-32.66%
Number of Items Shelved	3,504	2,686	3,346	3,207	2,995	2,772	2,584	2,524	2,876	1,419	2,297	1,962	32,172	-34.49%

FY08	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	% Change
Patrons Assisted	161	66	469	555	450	293	250	554	386	395	148	104	3,831	25.44%
Faculty Copying Requests														
Items Requested:	0	1	3	1	1	0	0	1	4	0	0	1	12	-64.71%
Pages Copied:	0	22	138	13	16	0	0	27	62	0	0	2	280	-50.79%
Number of Items Shelved	3,003	2,744	2,114	3,383	3,343	2,903	3,208	3,596	2,365	3,665	2,194	2,387	34,905	8.49%

FY09	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	% Change
Patrons Assisted	143	166	545	508	432	334	264	434	419	365	146	150	3,906	1.96%
Faculty Copying Requests														
Items Requested:	2	6	3	4	2	3	3	2	6	4	6	3	44	266.67%
Pages Copied:	39	201	46	70	61	15	34	14	47	17	76	16	636	127.14%
Number of Items Shelved	2,682	1,667	4,077	3,255	2,492	2,577	2,064	2,674	2,544	2,501	1,991	1,700	30,224	-13.41%

FY10	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	% Change
Patrons Assisted	122	210	571	351	399	177	254	458	330	376	75	162	3,485	-10.78%
Faculty Copying Requests														
Items Requested:	7	1	13	6	10	3	0	1	3	1	4	0	49	11.36%
Pages Copied:	41	3	229	80	176	92	0	10	53	42	79	0	805	26.57%
Number of Items Shelved	2,145	1,926	2,813	3,150	2,666	3,017	1,972	2,843	2,546	2,346	2,135	2,411	29,970	-0.84%

FY11	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	% Change
Patrons Assisted	138	245	601	422	366	181	281	302	204	260	118	116	3,234	-7.20%
Faculty Copying Requests														
Items Requested:	0	6	15	4	1	4	7	14	1	4	4	1	61	24.49%
Pages Copied/Scanned:	0	69	94	63	11	27	61	113	14	80	29	5	566	-29.69%
Number of Items Shelved	1,450	1,684	3,480	3,048	2,379	2,018	3,130	2,163	1,982	2,180	2,295	1,991	27,800	-7.24%

Appendix M – Government Documents

Table 33: Government Documents Comparison

Government Documents	FY05 Total	FY06 Total	FY07 Total	FY08 Total	FY09 Total	FY10 Total	FY11 Total	% Change
Physical collection	195,678	212,681	219,571	220,082	217,980	218,789	209,756	-4.13%
Checkouts & uses	4,405	3,485	4,367	3,710	3,929	1,716	2,008	17.02%
Online page loads*					1,602	1,667	2,307	38.39%

*Online page loads measure the traffic on the two government document resources pages on the library's website.

Appendix N – Interlibrary Loan

Table 34: Interlibrary Loan via MnPALS - Lending

	Incoming Requests for SCSU Loans									
Borrowers	Book Requests Received by SCSU from	Book Requests Filled by SCSU for	% Filled Book Requests	Article Requests Received by SCSU from	Article Requests Filled by SCSU for	% Filled Article Requests	Total incoming requests	Total requests filled by SCSU for	% Filled Total	Average Fill Days
MnPALS	5,887	4,505	76.52%	799	559	69.96%	6,686	5,064	75.74%	0
St. Ben's	456	325	71.27%	1	1	100.00%	457	326	71.33%	1.59
St. John's	244	186	76.23%	32	20	62.50%	276	206	74.64%	1.08
GRRL	946	718	75.90%	9	3	33.33%	955	721	75.50%	1.19
Total	7,533	5,734	76.12%	841	583	69.32%	8,374	6,317	75.44%	

Appendix N – Interlibrary Loan

Table 35: Interlibrary Loan via MnPALS - Borrowing

	Outgoing SCSU Requests for MnPALS Loans									
Lenders	Book Requests from SCSU Sent to:	Book Requests from SCSU Filled by:	% Filled Book Requests	Article Requests from SCSU Sent to:	Article Requests from SCSU Filled by:	% Filled Article Requests	Total Outgoing Requests:	Total Requests from SCSU Filled by:	% Filled Total	Average Fill Days
MnPALS	4,514	2,793	61.87%	10,299	7,553	73.34%	14,813	10,346	69.84%	0
St. Ben's	375	290	77.33%	30	11	36.67%	405	301	74.32%	2.16
St. John's	318	191	60.06%	27	11	40.74%	345	202	58.55%	4.06
GRRL	206	206	100.00%	287	284	98.95%	493	490	99.39%	0
Total	5,413	3,480	64.29%	10,643	7,859	73.84%	16,056	11,339	70.62%	

Appendix N – Interlibrary Loan

Table 36: Interlibrary Loan via the OCLC Consortium

	Incoming Requests via OCLC for SCSU Loans						Outgoing SCSU Requests for OCLC Loans					
	Total Requests Received	Total Requests Filled	% Requests Filled	Requests Filled through Loan	Requests Filled through Copy	Average Fill Days	Total Requests Sent	Total Requests Filled	% Requests Filled	Requests Filled through Loan	Requests Filled through Copy	Average Fill Days
FY 2010	2,567	1,269	49.44%	795	474	1.11	536	434	80.97%	243	191	8.3
FY 2011	2,340	1,116	47.69%	684	432	1.12	488	404	82.79%	216	188	7.45

Appendix N – Interlibrary Loan

Table 37: Minnesota Electronic Document Delivery

Month	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11
July	2	75	21	231	94	276	337	349	289	232
August	-	61	8	183	78	210	208	849	336	196
September	-	58	85	148	130	289	373	845	877	532
October	-	127	274	334	475	907	977	553	822	526
November	4	116	188	224	298	826	868	342	742	517
December	6	69	136	328	145	382	356	301	331	218
January	7	54	96	111	80	297	340	652	249	371
February	35	138	157	193	166	559	686	528	592	478
March	28	117	247	170	525	637	437	444	653	448
April	49	98	152	164	280	602	548	191	529	358
May	71	156	137	86	219	249	300	233	229	174
June	122	71	142	147	224	220	329	453	246	136
Total	**322**	**1,140**	**1,643**	**2,319**	**2,714**	**5,454**	**5,759**	**5,740**	**5,895**	**4,186**
Change from previous year		**254.04%**	**44.12%**	**41.14%**	**17.03%**	**100.96%**	**5.59%**	**-0.33%**	**2.70%**	**-28.99%**

Appendix N – Interlibrary Loan

Table 38: Transaction Request Comparisons

	FY99	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	% Change
Requests initiated by SCSU (outgoing)	11,501	13,150	12,970	10,994	12,757	8,761	7,776	10,738	16,253	15,449	17,482	20,793	16,544	**-20.43%**
Requests initiated by SCSU and filled (outgoing)	10,152	11,520	11,322	9,776	11,052	7,733	6,920	9,148	11,825	10,679	11,856	14,658	11,743	**-19.89%**
Requests received by SCSU (incoming)	8,917	10,561	11,401	10,846	11,481	9,235	7,109	8,045	8,537	10,104	10,018	13,631	10,714	**-21.40%**
Requests filled by SCSU (incoming)	6,700	8,175	8,754	8,018	8,605	5,785	4,138	5,146	5,525	7,077	6,701	9,638	7,433	**-22.88%**
Total transactions	**20,418**	**23,711**	**24,371**	**21,840**	**24,238**	**17,996**	**14,885**	**18,783**	**24,790**	**25,553**	**27,500**	**34,424**	**27,258**	**-20.82%**
Change from Previous Year		**16.13%**	**2.78%**	**-10.39%**	**10.98%**	**-25.75%**	**-17.29%**	**26.19%**	**31.98%**	**3.08%**	**7.62%**	**25.18%**	**-20.82%**	

Appendix N – Interlibrary Loan

Table 39: Fill-Rate Comparisons

Requests received by SCSU (incoming)	Received	Filled	Difference	Request Fill rate
FY99	8,917	6,700	2,217	75%
FY00	10,561	8,175	2,386	77%
FY01	14,354	11,302	3,052	79%
FY02	10,846	8,018	2,828	74%
FY03	11,481	8,605	2,876	75%
FY04	9,235	5,785	3,450	63%
FY05	7,109	4,138	2,971	58%
FY06	8,045	5,146	2,899	64%
FY07	8,537	5,525	3,012	65%
FY08	10,104	7,077	3,027	70%
FY09	10,018	6,701	3,317	67%
FY10	13,631	9,638	3,993	71%
FY11	10,714	7,433	3,281	69%

Requests initiated by SCSU (outgoing)				
FY99	11,501	10,152	1,349	88%
FY00	13,150	11,520	1,630	88%
FY01	19,205	16,832	2,373	88%
FY02	10,994	9,776	1,218	89%
FY03	12,757	11,052	1,705	87%
FY04	8,761	7,733	1,028	88%
FY05	7,776	6,920	856	89%
FY06	10,738	9,148	1,590	85%
FY07	16,253	11,825	4,428	73%
FY08	15,449	10,679	4,770	69%
FY09	17,482	11,856	5,626	68%
FY10	20,793	14,658	6,135	70%
FY11	16,544	11,743	4,801	71%

Appendix O – LibData

Table 40: Use Comparison

NOTE: New method for collecting statistics began mid-year FY05

	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11
Total LibData database resource entries:	600	1,082	1,226	1,226	1,762	1,910	2,041	2,252	2,445	2,659
Total resources created:	600	482	144	0	536	148	131	211	193	214

Subject Guides (formerly Research QuickStart)	**FY02**	**FY03**	**FY04**	**FY05**	**FY06**	**FY07**	**FY08**	**FY09**	**FY10**	**FY11**
Total Subject Guide pages:	56	78	78	78	88	93	99	105	106	107
Total Subject Guide user hits:	3,467	19,125	27,447	5,921	17,178	34,094	25,370	75,903	62,281	71,951
Change in hits from previous year		451.63%	43.51%	-78.43%	190.12%	98.47%	47.69%	199.18%	-17.95%	15.53%

Top 5 pages with number of hits FY11:
Psychology: 5,327
Nursing: 4,881
Social Work: 2,518
Business (General): 2,438
History (United States): 1,948

Course Guides (formerly Course QuickStart)	**FY02**	**FY03**	**FY04**	**FY05**	**FY06**	**FY07**	**FY08**	**FY09**	**FY10**	**FY11**
Total Course Guide pages:	0	0	0	0	46	75	134	174	206	205
Change in hits from previous year						63.04%	78.67%	29.85%	18.39%	-0.49%
Total Course Guide user hits	N/A	N/A	N/A	N/A	8,090	11,201	19,207	28,896	25629	20,151
Change in hits from previous year						38.45%	137.42%	50.45%	-11.31%	-21.37%

Top 5 pages with number of hits FY11:
English (ENGL) 191: 2,546
Social Studies (SST) 253/453: 1,303
Management (MGMT) 497: 871
Masters of Business Administration (MBA) 629: 629
Nursing (NURS) 308/403: 589

PageScribe	**FY02**	**FY03**	**FY04**	**FY05**	**FY06**	**FY07**	**FY08**	**FY09**	**FY10**	**FY11**
Total PageScribe pages:	0	0	0	0	47	77	88	89	96	100

Appendix P – Library Systems

Table 41: Database Usage Statistics by Month

Database Name/Service	Statistic Type	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Total
AccessScience	Searches	2	9	21	28	17	9	13	25	30	48	14	5	**221**
Access Science	FT Content Retrieval	-	1	23	30	37	10	23	6	13	29	4	2	**178**
ACS Journals	Sessions	32	68	136	452	372	200	64	493	187	201	5	32	**2,242**
ACS Chemistry Journals	FT Article Requests	67	85	171	393	421	199	132	316	288	408	114	78	**2,672**
ACM Digital Library	Searches	23	27	133	200	189	44	47	200	120	154	13	16	**1,166**
ACM Digital Library	FT Journal Requests	9	17	75	45	112	32	48	89	76	94	8	5	**610**
AP Multimedia Archive	Requests	2	-	36	68	20	64	5	5	14	306	-	332	**852**
African American Biographical Database	FT Requests	-	-	-	-	-	-	-	-	1	-	-	-	**1**
ArtStor	Sessions	9	18	74	61	129	21	22	64	73	61	6	6	**544**
ArtStor	Images Viewed	94	35	412	492	865	58	182	469	662	735	-	34	**4,038**
Bibliography of Asian Studies	Searches	2	3	3	28	20	4	-	17	24	46	-	-	**147**
Books In Print	Sessions	31	36	36	37	149	356	135	196	75	44	149	31	**1,275**
Caliber	Sessions	2	1	26	11	33	14	Incorporated with JSTOR stats as of 1/1/11						**87**
Caliber	FT Requests	12	10	37	19	51	41	Incorporated with JSTOR stats as of 1/1/11						**170**
Cambridge Journals Online	Sessions	8	11	15	29	17	4	6	20	2	15	-	-	**127**
Cambridge Journals Online	FT Requests	12	10	63	53	72	118	32	107	36	74	20	11	**608**
Cambridge Historical Statistics of the US	Sessions	-	1	-	1	1	-	-	-	1	2	10	1	**17**
Cambridge Historical Statistics of the US	FT Requests	-	3	-	-	1	-	-	-	1	4	16	2	**27**
CAS - SciFinder Scholar	Activity	225	77	200	465	280	41	164	386	183	161	30		**2,212**
Classical Music Library	Sessions	7	43	96	123	66	69	123	170	40	43	-	-	**780**
Classical Music Library	Tracks Played	9	75	1,111	483	388	47	79	151	107	151	-	-	**2,601**
Chadwyck - African American Biographical Database	Sessions	-	-	-	2	2	-	1	-	1	2	-	-	**8**
Chadwyck - Peiodical Indexes Online	Sessions	3	2	16	23	23	20	5	6	11	11	7	2	**129**
CollegeSource Online		Cancelled												**-**
ComAbstracts (CIOS)	Accesses	163	510	900	903	666	74	152	1,424	1,586	1,720	333	185	**8,616**
CQ Historic Documents	Searches	1	-	1	-	-	-	1	-	-	-	-	-	**3**
CQ Researcher	Searches	48	22	183	533	366	174	150	474	523	391	46	20	**2,930**
CQ Researcher	FT Requests	89	40	318	1,072	634	350	415	994	1,240	811	111	30	**6,104**
CQ Weekly	Searches	3	3	10	13	28	14	9	16	7	9	2	3	**117**
CQ Weekly	FT Requests	-	4	9	19	62	21	17	6	3	8	-	-	**149**
CQ (general)	Searches	18	7	21	72	76	40	18	68	102	86	8	4	**520**
Credo Reference	Sessions	54	81	369	306	250	250	136	567	231	413	204	59	**2,920**
Credo Reference	FT Requests	77	117	662	432	428	466	349	1,106	378	791	596	124	**5,526**
CSA/SAGE		Cancelled												**-**
CSA - COS Scholar Universe: Social Science	Searches	1,012	975	2,810	2,079	2,486	1,106	1,449	2,452	2,002	2,487	1,001	596	**20,455**
CSA - Criminal Justice Abstracts	Searches	319	283	729	731	1,021	286	515	590	686	811	464	355	**6,790**
CSA - EconLit	Searches	280	298	798	676	940	342	687	799	721	675	472	330	**7,018**
CSA - ERIC	Searches	935	499	1,783	1,496	2,003	818	1,224	1,902	1,581	1,816	746	511	**15,314**
CSA - GeoRef [6/01-]	Searches	12	39	142	203	111	22	68	196	146	101	41	11	**1,092**
CSA - GeoRef In Process [9/01-]	Searches	5	2	34	64	40	2	13	27	22	22	17	1	**249**
CSA - Meteorological & Astrogeophysical Abstracts	Searches	12	8	47	76	73	22	37	49	52	36	24	8	**444**
CSA - MLA Directory of Periodical	Searches	17	-	32	78	59	4	11	24	30	32	6	-	**293**
CSA - MLA International Bibliography	Searches	95	67	185	329	318	193	43	134	150	127	76	27	**1,744**
CSA - Philosopher's Index	Searches	105	22	366	353	224	206	61	162	65	97	58	26	**1,745**
CSA - PILOTS	Searches	50	30	44	95	180	46	31	145	73	48	21	23	**786**
CSA - PsycInfo	Searches	2,365	1,715	4,654	3,974	5,206	3,526	2,286	5,048	3,986	5,205	3,155	739	**41,859**
CSA - Recent References Related to Social Sciences	Searches	345	627	1,427	1,053	1,064	657	572	1,213	1,089	1,295	426	147	**9,915**
CSA - RILM	Searches	25	6	71	242	125	138	15	74	113	63	35	3	**910**
CSA - Social Svcs Abs	Searches	206	598	1,320	808	916	206	483	701	572	734	530	371	**7,445**
CSA - Sociological Abs	Searches	254	311	824	749	1,066	368	538	507	627	891	553	339	**7,027**
CSA - Web Resources Related to Natural Science	Searches	19	42	154	215	143	42	92	218	173	115	48	18	**1,279**
CSA - Web Resources Related to Soc Sci	Searches	1,075	897	2,621	2,025	2,275	1,318	1,373	2,705	2,253	2,587	763	353	**20,245**
CSA - Worldwide Political Science Abs	Searches	179	230	627	548	829	156	438	528	417	497	422	319	**5,190**
CSA/SAGE - Health Sciences	Searches	Merged into miscellaneous SAGE collections												**-**
CSA/SAGE - Management & Organization Studies (1948-)	Searches													**-**
CSA/SAGE - Materials Science (1995-)	Searches													**-**
CSA/SAGE - Meteorological & Geoastrophysical Abstracts (2006-)	Searches													**-**
CSA/SAGE - Political Science: A SAGE Full-Text Collection (1982-)	Searches													**-**
CSA/SAGE - Psychology (1970-)	Queries													**-**
CSA/SAGE - Sociology (1982-)	Searches													**-**
CSA/SAGE - Urban Studies & Planning (1982-)	Searches													**-**
Duke Univ Press Journals	FT Requests	55	10	17	46	79	-	13	15	61	25	12	1	**334**
EBSCOHost Academic Search Premier	Sessions	3,631	2,281	11,416	15,575	18,760	10,664	5,425	12,038	13,519	18,318	4,433	2,487	**118,547**
EBSCOHost Academic Search Premier	FT Requests	6,324	3,671	17,627	26,046	31,736	18,564	9,499	19,048	21,570	22,951	2,995	4,388	**184,419**
EBSCOHost AgeLine	Sessions	73	74	269	629	589	294	208	452	477	378	114	44	**3,601**
EBSCOHost Alt HealthWatch	Sessions	74	77	239	351	445	213	153	322	364	281	107	48	**2,674**
EBSCOHost Alternative HealthWatch	FT Requests	8	3	28	31	124	14	18	54	76	38	20	6	**420**
EBSCOHost America: History and Life	Sessions	97	98	325	598	598	584	145	357	362	353	104	49	**3,670**
EBSCOHost Business Source Premier	Sessions	308	413	1,276	1,135	1,441	724	659	1,436	1,318	1,244	529	269	**10,752**
EBSCOHost Business Source Premier	FT Requests	407	596	2,422	1,647	2,046	1,407	1,226	4,975	2,740	1,911	335	359	**20,071**
EBSCOHost CINAHL Plus w/ full-text	Sessions	190	122	635	1,240	1,466	533	522	948	1,596	990	291	128	**8,661**
EBSCOHost CINAHL Plus w/ full-text	FT Requests	195	91	656	1,257	2,028	612	774	1,273	2,626	740	50	83	**10,385**
EBSCOHost Communication & Mass Media Complete	Sessions	260	301	622	1,110	986	456	362	892	817	978	210	157	**7,151**
EBSCOHost Communication & Mass Media Complete	FT Requests	295	316	696	941	1,011	424	270	814	887	918	143	200	**6,915**
EBSCOHost Consumer Health Complete	Sessions	6	2	14	35	63	20	-	3	7	18	1	2	**171**
EBSCOHost Consumer Health Complete	FT Requests	6	2	14	50	132	18	27	14	64	80	14	4	**425**
EBSCOHost ERIC	Sessions	96	86	250	412	452	227	190	372	383	318	101	63	**2,950**
EBSCOHost Film & Television Literature Index	Sessions	75	62	200	451	376	198	119	358	292	267	85	50	**2,533**
EBSCOHost Film & Television Literature Index	FT Requests	13	8	103	57	87	21	9	68	39	42	2	7	**456**
EBSCOHost Funk & Wagnall's New World Encyclopedia	Sessions	66	59	131	312	332	172	112	291	268	223	80	40	**2,086**
EBSCOHost Funk & Wagnall's Encyclopedia	FT Requests	303	236	660	1,521	1,603	852	390	1,019	1,587	942	309	176	**9,598**
EBSCOHost GreenFILE	Sessions	67	68	235	534	426	195	133	330	318	268	87	44	**2,705**
EBSCOHost GreenFILE	FT Requests	-	-	2	3	3	-	-	-	1	-	-	-	**9**
EBSCOHost Health Source - Consumer Ed.	Sessions	71	69	218	377	413	204	156	341	319	272	89	49	**2,578**
EBSCOHost Health Source - Consumer Ed.	FT Requests	12	-	19	21	12	5	4	23	45	29	6	-	**176**
EBSCOHost Health Source - Nursing/Academic Ed.	Sessions	87	80	265	432	491	238	175	429	400	306	110	54	**3,067**
EBSCOHost Health Source: Nursing	FT Requests	13	-	43	168	224	62	69	119	157	66	14	2	**937**
EBSCOHost Historical Abstracts	Sessions	102	77	164	226	538	456	144	331	332	340	100	49	**2,859**
EBSCOHost Library, Info Science & Technoloy Abs	Sessions	92	90	177	278	415	194	173	301	300	300	101	47	**2,468**

Appendix P – Library Systems

Table 41: Systems Database Usage Statistics by Month

Database Name/Service	Statistic Type	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Total
EBSCOHost MAS Ultra - School ed.	Sessions	67	61	138	267	348	183	126	300	281	234	80	46	**2,131**
EBSCOHost MAS Ultra - School ed.	FT Requests	3	4	6	26	58	29	3	11	25	17	2	3	**187**
EBSCOHost MasterFILE Premier	Sessions	100	98	239	461	542	296	175	406	394	481	103	65	**3,360**
EBSCOHost MasterFILE Premier	FT Requests	31	65	92	260	375	261	104	238	227	241	19	33	**1,946**
EBSCOHost MegaFILE	Sessions	336	245	778	1,014	1,326	837	598	1,010	1,076	1,321	438	187	**9,166**
EBSCOHost MegaFILE	FT Requests	398	313	929	1,195	1,775	946	684	1,017	1,143	1,005	128	162	**9,695**
EBSCOHost Mental Measurements Yrbk	Sessions	72	62	169	-	-	-	113	326	308	256	114	43	**1,463**
EBSCOHost Mental Measurements Yrbk	FT Requests	-	-	75	2,350	2,649	954	374	992	1,553	986	325	245	**10,503**
EBSCOHost Middle Search Plus	Sessions	69	60	146	337	374	196	120	356	287	245	79	45	**2,314**
EBSCOHost Middle Search Plus	FT Requests	7	5	20	38	45	30	1	105	41	19	3	29	**343**
EBSCOHost Points of View Reference Ctr	Sessions	32	5	205	288	288	174	89	162	218	343	99	34	**1,937**
EBSCOHost Points of View Reference Center	FT Requests	64	1	102	251	350	132	50	84	176	446	61	65	**1,782**
EBSCOHost Primary Search	Sessions	73	66	158	274	397	192	140	334	306	278	91	53	**2,362**
EBSCOHost Primary Search	FT Requests	5	-	-	14	15	-	-	6	1	3	-	2	**46**
EBSCOHost Professional Development Collection	Sessions	222	175	380	539	673	390	292	527	494	270	88	52	**4,102**
EBSCOHost Professional Development Collection	FT Requests	228	145	347	356	422	258	207	232	275	23	12	5	**2,510**
EBSCOHost Regional Business News	Sessions	83	82	167	260	375	178	123	339	333	258	85	44	**2,327**
EBSCOHost Regional Business News	FT Requests	6	11	13	22	33	10	10	44	41	24	1	1	**216**
EBSCOHost Science Reference Ctr	Sessions	74	82	224	353	479	243	148	372	334	310	103	53	**2,775**
EBSCOHost Science Reference Center	FT Requests	17	8	87	121	129	90	24	92	84	95	20	17	**784**
EBSCOHost Social Work Abstracts							Cancelled							**-**
EBSCOHost SportDiscus	Sessions	157	151	442	873	918	684	320	792	688	853	225	105	**6,208**
EBSCOHost SportDiscus	FT Requests	146	113	422	895	1,144	972	300	838	864	955	112	120	**6,881**
EBSCOHost Teacher Reference Ctr	Sessions	80	65	153	451	356	200	143	338	284	248	84	52	**2,454**
EBSCOHost Teacher Reference Ctr	FT Requests	343	273	775	2,238	1,723	986	505	1,224	1,667	1,131	320	245	**11,430**
Emerald Insight (4/02-)	Searches	104	17	158	106	339	48	129	394	598	614	231	149	**2,887**
Emerald Insight (4/02-)	FT Article Requests	144	80	307	205	373	157	140	172	262	265	120	71	**2,296**
Facts.com	Sessions	5	1	38	95	43	26	59	53	46	49	8	1	**424**
Facts.com	FT Requests	16	2	151	345	217	207	383	284	282	392	36	1	**2,316**
FirstSearch - Alternative Press Index	Sessions	11	11	39	73	77	40	25	7	-	-	-	-	**283**
FirstSearch - Alternative Press Index Archive	Sessions	9	5	11	45	103	45	1	-	-	-	-	-	**219**
FirstSearch - ArticleFirst	Sessions	15	9	39	74	89	31	21	48	39	62	19	10	**456**
FirstSearch - Arts & Hum Citation Index	Sessions	11	11	39	73	77	40	4	-	-	-	-	-	**255**
FirstSearch - Clase & Periiodica	Sessions	-	-	3	4	2	1	4	22	13	23	4	3	**79**
FirstSearch - Dissertation Abs	Sessions	70	14	58	61	86	22	29	50	30	56	13	23	**512**
FirstSearch - Electronic Books	Sessions	3	4	22	33	26	7	12	20	15	40	8	7	**197**
FirstSearch - Electronic Collections Online	Sessions	6	4	26	62	43	14	14	32	27	54	15	8	**305**
FirstSearch - ERIC	Sessions	-	-	4	2	3	-	-	2	1	1	-	2	**15**
FirstSearch - GPO Monthly Catalog	Sessions	-	1	1	1	2	7	3	3	1	2	3	-	**24**
FirstSearch - Medline	Sessions	9	8	59	174	128	75	36	78	105	71	41	50	**834**
FirstSearch - 0AISTER	Sessions	-	3	21	31	22	5	11	19	15	38	8	6	**179**
FirstSearch - PapersFirst	Sessions	-	-	4	4	5	-	1	5	7	-	-	2	**28**
FirstSearch - ProceedingsFirst	Sessions	-	-	1	2	4	3	-	2	-	2	-	-	**14**
FirstSearch - World Almanac	Sessions	1	-	1	3	7	1	-	1	2	1	1	-	**18**
FirstSearch - WorldCat	Sessions	325	351	526	451	412	196	339	282	303	347	288	280	**4,100**
FirstSearch - WorldCat Dissertations & Theses	Sessions	14	9	27	44	32	14	15	26	26	44	10	11	**272**
Gale Biography & Genealogy Master Index	Sessions	-	5	28	21	21	22	11	230	7	14	11	-	**370**
Gale Discovering Collection	Sessions	10	3	81	90	72	33	16	79	23	42	2	9	**460**
Gale Discovering Collection	FT Requests	13	3	81	197	132	60	34	188	45	66	5	9	**833**
Gale Educator's Reference	Sessions	158	68	298	323	290	158	108	294	196	304	88	86	**2,371**
Gale Educators Reference	FT Requests	242	109	433	496	455	294	199	391	564	637	185	188	**4,193**
Gale Expanded Academic ASAP	Sessions	96	58	261	411	422	225	135	273	256	374	12	81	**2,604**
Gale Expanded Academic ASAP	FT Requests	205	104	461	602	631	313	208	411	472	791	207	138	**4,543**
Gale Virtual Reference Library	Sessions	-	-	16	9	29	13	3	11	11	24	5	-	**121**
Gale Virtual Reference Library	FT Requests	-	-	48	24	74	32	3	13	30	74	9	-	**307**
Gale General Science	Sessions	-	-	13	6	26	10	3	11	10	18	1	-	**98**
Gale General Science	FT Requests	-	-	41	19	68	28	3	13	27	31	5	-	**235**
Gale Informe	Sessions	3	4	34	14	23	11	9	22	14	17	1	-	**152**
Gale Informe	FT Requests	1	10	72	18	37	10	8	17	11	15	1	-	**200**
Gale Informe - Archive							Cancelled							**-**
Gale Junior Edition	Sessions	-	-	8	2	12	3	-	1	2	3	-	4	**35**
Gale Junior Edition	FT Requests	-	-	1	5	26	2	-	1	3	2	-	5	**45**
Gale Junior Reference Collection	Sessions	-	-	15	2	10	1	-	-	-	3	-	14	**45**
Gale Junior Reference Collection	FT Requests	-	-	39	5	28	-	-	-	-	2	-	55	**129**
Gale Kid's Edition	Sessions	-	2	1	1	1	-	1	3	2	2	-	-	**13**
Gale Kid's Edition	FT Requests	-	2	1	3	6	-	1	7	3	7	-	-	**30**
Gale Kid's InfoBits	Sessions	-	2	38	6	13	39	-	5	5	3	6	8	**125**
Gale Kid's InfoBits	FT Requests	-	1	96	12	28	87	-	32	12	2	2	19	**291**
Gale LitFinder	Sessions	4	1	10	53	21	9	6	8	51	13	4	1	**181**
Gale LitFinder	FT Requests	14	4	45	122	65	22	41	50	144	29	5	-	**541**
Gale Literature Criticism Online	Sessions	-	-	-	14	21	-	1	38	35	30	30	9	**178**
Gale Nineteenth Century Newspapers	Sessions	14	61	69	46	84	20	40	152	22	24	3	22	**557**
Gale Nineteenth Century US Newspapers	FT Requests	35	271	215	139	317	81	116	490	65	70	4	69	**1,872**
Gale Opposing Viewpoints Resource Ctr	Sessions	64	44	14	10	26	10	143	161	566	503	26	18	**1,585**
Gale Opposing Viewpoints Resource Ctr	FT Requests	105	15	62	22	80	29	535	507	1,738	1,460	68	52	**4,673**
Gale Professional Collection	Sessions	35	14	90	62	89	56	31	114	39	83	18	19	**650**
Gale Professional Collection	FT Requests	55	23	138	112	172	98	29	145	81	232	36	50	**1,171**
Gale Something About the Author Online	Sessions	-	-	-	14	-	-	1	24	3	3	7	30	**82**
Gale Student Edition	Sessions	-	-	16	5	13	3	-	-	3	3	-	4	**47**
Gale Student Edition	FT Requests	-	-	27	11	26	-	-	-	5	2	-	3	**74**
Gale Student Resource Center Gold	Sessions	-	-	3	3	11	-	-	2	-	3	-	-	**22**
Gale Student Resource Center Gold	FT Requests	-	-	12	5	28	-	-	-	-	2	-	-	**47**
Gale Times Digital Archive	Sessions	-	33	166	14	51	58	60	80	160	139	152	92	**1,005**
Gale Times Digital Archive	FT Requests	-	230	1,642	88	456	831	531	1,315	1,760	2,053	2,729	985	**12,620**
HAPI	Visits	2	1	13	19	14	4	46	95	15	19	4	-	**232**
HarpWeek Civil War (Stats provided periodically)	Visits	4	4	48	268	49	6	182	154	98	18	-	-	**831**
HarpWeek	FT Requests	8	12	312	3,860	1,391	392	6,292	5,914	4,614	248	33	9	**23,085**
Highwire Press	FT Requests	691	406	1,199	1,526	1,878	1,087	792	1,205	1,535	1,853	754	280	**13,206**
IEEE Xplore	Sessions	116	188	243	354	312	146	153	399	251	287	85	66	**2,600**
IEEE Xplore	FT Requests	57	75	112	109	119	97	89	118	166	178	40	24	**1,184**

Appendix P – Library Systems

Table 41: Systems Database Usage Statistics by Month

Database Name/Service	Statistic Type	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Total
Ingenta (IngConnect and Select together)	Sessions	67	58	88	145	161	95	84	153	136	169	63	47	**1,266**
Ingenta	FT Requests	8	11	6	10	12	3	14	34	15	33	17	6	**169**
JSTOR	Searches	958	774	2,988	3,732	4,151	3,179	3,414	4,568	5,776	7,771	2,541	691	**40,543**
JSTOR	FT Article Requests	2,370	1,610	6,514	8,177	8,828	6,691	3,687	4,901	7,361	9,545	3,185	881	**63,750**
L-N Academic Universe	Searches	782	655	1,601	1,945	2,282	1,410	991	1,223	1,812	1,833	619	423	**15,576**
L-N Academic Universe	Docs Retrieved	645	627	1,263	2,067	1,964	1,126	871	953	1,526	1,630	624	401	**13,697**
L-N Congressional Universe	Searches	1	4	10	29	25	8	18	15	36	28	3	-	**177**
L-N Congressional Universe	Docs Retrieved	-	2	6	31	27	12	46	16	20	16	-	-	**176**
L-N Statistical Universe	Searches	17	5	41	57	55	46	15	38	59	71	16	6	**426**
L-N Statistical Universe	Docs Retrieved	4	9	13	26	33	39	7	47	79	53	27	2	**339**
MathSciNet (9/05-)	Sessions	3	10	39	24	46	4	157	204	131	126	17	9	**770**
MetaPress	FT Requests	42	48	53	133	529	535	32	69	103	100	60	13	**1,717**
MnPALS	Visits	4,946	5,451	4,210	4,230	3,735	3,642	3,407	3,199	3,212	2,797	2,299	2,059	**43,187**
MRI+ Reporter (10/04-)	Logins	18	2	39	198	35	32	52	75	184	21	23	-	**679**
Naxos Music Library	Sessions	9	13	46	95	91	39	71	118	103	88	28	34	**735**
Naxos Music Library	Music Clips Streamed	50	21	136	364	521	134	201	297	383	538	315	441	**3,401**
netLibrary	Activity	156	202	282	328	364	228	192	390	306	573	172	129	**3,322**
Oxford (Grove) Encyclopedia of Art	Sessions	29	3	156	77	124	36	21	14	21	11	-	16	**508**
Oxford (Grove) Encyclopedia of Art	Full Content Requests	46	11	247	256	296	38	68	17	25	50	-	27	**1,081**
Oxford (Grove) Encyclopedia of Music	Sessions	36	20	23	28	10	15	7	16	48	20	7	-	**230**
Oxford (Grove) Encyclopedia of Music	Full Content Requests	95	43	35	61	21	30	21	39	91	72	12	-	**520**
Oxford Biblical Studies Online	Sessions	6	7	3	2	2	5	4	14	16	36	3	-	**98**
Oxford Biblical Studies Online	FT Requests	4	5	1	-	3	10	-	38	38	107	-	-	**206**
Oxford English Dictionary	Sessions	22	64	414	550	261	97	153	300	121	117	43	-	**2,142**
Oxford English Dictionary	Entry Displays	150	150	1,322	1,754	595	117	131	559	210	221	71	2	**5,282**
Polling the Nations (4/02-)	Sessions	-	2	1	2	9	3	18	4	5	8	2	-	**54**
Polling the Nations	Doc Report Hits	-	-	3	-	8	15	4	-	9	2	-	-	**41**
Project MUSE	Sessions	88	34	544	818	637	384	66	501	348	399	102	31	**3,952**
Project MUSE	FT Requests	171	126	596	981	799	532	243	624	478	640	227	95	**5,512**
ProQuest - ABI/Inform [8/01--]	Sessions	240	155	551	874	936	465	420	629	823	928	228	143	**6,392**
Proquest - ABI/Inform [8/01--]	FT Requests	542	452	1,072	1,738	1,975	907	991	1,505	1,945	1,924	975	288	**14,314**
Proquest - Ethnic Newswatch	Sessions	103	58	245	553	618	383	207	274	440	425	179	80	**3,565**
Proquest - Ethnic Newswatch	FT Requests	34	5	78	450	478	480	62	103	484	279	114	10	**2,577**
Proquest - Gender Watch	Sessions	95	65	233	448	486	301	267	272	286	360	155	81	**3,049**
Proquest - Gender Watch	FT Requests	9	12	47	201	197	198	385	95	77	134	60	11	**1,426**
Proquest - Historical Minneapolis Tribune	Sessions	1	-	12	3	5	9	5	3	4	11	8	-	**61**
Proquest - Historical Minneapolis Tribune	FT Requests	-	-	1	17	-	-	5	4	2	5	-	-	**34**
Proquest - Historical New York Times (1851-2003)	Sessions	10	9	114	168	147	265	60	121	90	92	110	14	**1,200**
Proquest - Historical New York Times (1851-2003)	FT Requests	19	8	209	323	331	1,153	264	378	95	186	472	21	**3,459**
Proquest - Newsstand	Sessions	115	90	419	586	634	381	219	310	536	616	247	144	**4,297**
Proquest - Newsstand	FT Requests	170	99	757	834	930	562	388	421	885	1,234	1,059	239	**7,578**
Proquest - St. Cloud Times	Sessions	118	91	426	602	651	389	221	316	584	631	266	147	**4,442**
Proquest - Safari Tech Books	Sessions	13	13	10	10	2	1	21	20	50	26	33	10	**209**
Proquest - Safari Tech Books	Book Usage	77	333	187	51	3	3	29	74	1,333	798	695	107	**3,690**
Proquest - Sanborn Maps of Minnesota	Visitors	2	4	3	4	-	-	2	-	5	2	1	2	**25**
Proquest - Sanborn Maps of Minnesota	Images Fetched	1,724	197	3,653	203	-	-	111	-	339	1,124	20	84	**7,455**
RIA Checkpoint	Sessions	146	18	156	17	22	11	16	220	13	5	1	15	**640**
Sage Premier Journals	FT Requests	624	380	1,122	1,436	1,737	1,033	736	1,169	1,434	1,756	729	-	**12,156**
ScienceDirect	Sessions	650	466	1,444	1,928	2,277	1,593	771	1,456	1,701	1,984	524	305	**15,099**
ScienceDirect	FT Requests	1,861	1,064	3,074	3,947	4,863	3,700	1,922	2,853	4,734	4,274	1,402	1,186	**34,880**
Scopus	Sessions	154	100	423	838	1,269	788	333	833	713	904	420	219	**6,994**
Westlaw (Campus Research)	Connections	61	7	122	63	106	45	146	196	179	279	159	57	**1,420**
Wiley - Books/Reference	Sessions	-	-	-	10	4	4	3	9	12	2	1	-	**45**
Wiley - Books/Reference	FT Requests	-	-	-	10	4	4	3	9	12	2	1	-	**45**
Wiley - Cochrane Library							Cancelled							**-**
Wiley - Current Protocols							Cancelled							**-**
Wiley - Journals	Sessions	318	59	Statistics no longer available due to changing interface										377
Wiley - Journals	FT Requests	177	157	392	641	767	530	392	530	545	725	340	-	**5,196**
WilsonWeb - Art Index	Sessions	-	3	30	58	69	31	4	17	26	14	1	4	**257**
WilsonWeb - Art Index (fulltext)	FT Requests	17	31	79	109	107	51	25	48	103	70	47	16	**703**
WilsonWeb - Library Lit	Sessions	15	23	33	51	52	27	21	32	29	32	20	17	**352**
Women Writers Online (Brown Univ)	Hits	2	2	2	10	4	5	3	2	1	1	-	-	**32**
TOTAL		**44,546**	**35,098**	**112,226**	**143,866**	**160,539**	**94,843**	**70,971**	**126,415**	**137,746**	**144,737**	**47,674**	**27,157**	**1,145,818**

Appendix Q – Reference Services

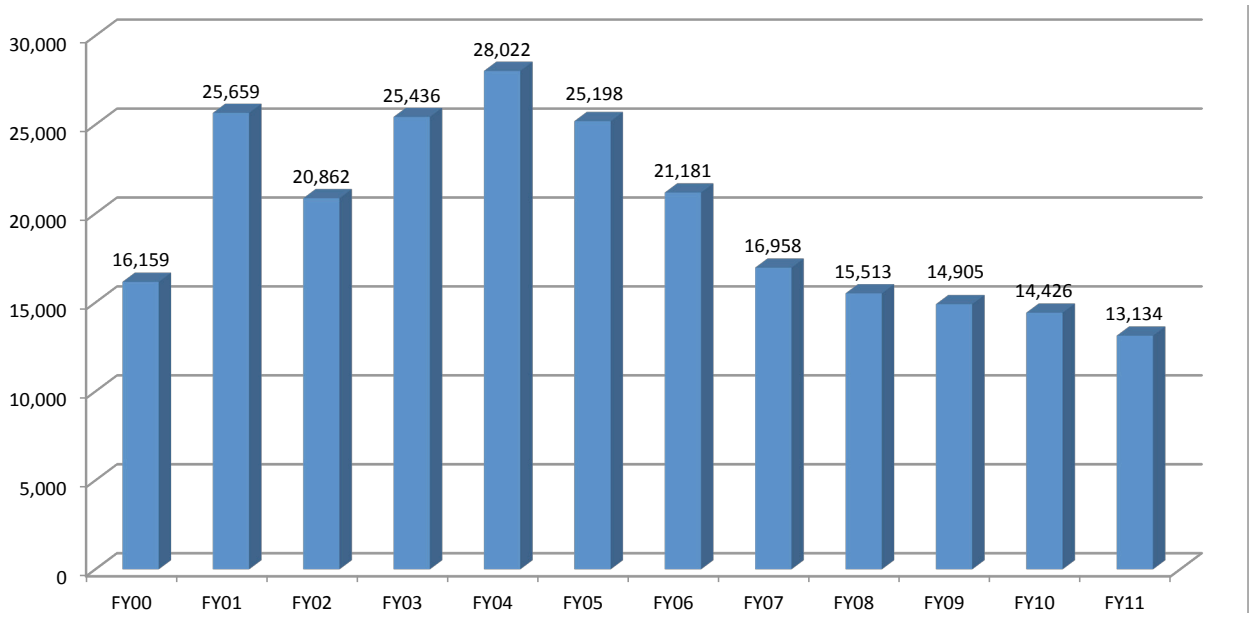
Table 42: Reference Questions Serviced Comparison

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	% Change
Number of questions	16,159	25,659	20,862	25,436	28,022	25,198	21,181	16,958	15,513	14,905	14,426	13,134	-8.96%

* Excludes virtual reference/chat

Appendix Q – Reference Services

Chart 10: Reference Questions Serviced Comparison



Appendix Q – Reference Services

Table 43: Reference Question/Transaction Types

Question type	Count	% of Total
Reference*	7,019	53.44%
Technology	2,770	21.09%
Directional	3,345	25.47%
Total	**13,134**	100.00%

Transaction type	Count	% of Total
In person	11,692	89.02%
Telephone	668	5.09%
E-mail (AskRef)	417	3.17%
AskMN chat/IM chat-questions responded to by SCSU librarians	81	0.62%
AskMN chat/IM chat–questions responded to by AskMN partner librarians	276	2.10%
Total	**13,134**	100.00%

* Total includes 357 total AskMN chat questions.
Note: SCSU librarians answered 37 SCSU and non-SCSU chat questions and provided follow up on 44 SCSU chat questions (initially answered by AskMN partner librarians).
Note: Statistics for the Multicultural Resource Center (MRC) can be found in the MRC appendix.

Appendix Q – Reference Services

Table 44: Reference Effort Assessment Data (READ) for Reference Questions

READ* score	Count	% of Total
1	5,274	41.28%
2	3,313	25.93%
3	2,958	23.15%
4	1,007	7.88%
5	197	1.54%
6	28	0.22%
Total	**12,777**	100.00%

*The READ Scale (Reference Effort Assessment Data) is a six-point scale tool used to record a librarian's effort, knowledge, skills and teaching when responding to reference questions and research needs. A score of one indicates the least effort and score of six indicates the most effort and time expended.
Note: Questions from teh Multicultural Resource Center and AskMN chat service were not scored this year with the READ score and are thus not included.

Appendix R – Statistical Consulting
Table 45: Project Category Comparison

Graduate student and/or faculty projects	
Fall 2010	23
Spring 2011	39
Subtotal	**62**
External projects	
Fall 2010	0
Spring 2011	0
Subtotal	**0**
University department/organization	
Fall 2010	3
Spring 2011	3
Subtotal	**6**
Online Surveys	
Fall 2010	23
Spring 2011	42
Subtotal	**65**
Course evaluations	
Fall 2010	12
Spring 2011	6
Subtotal	**18**
Total Projects	**151**

Appendix R – Statistical Consulting
Table 46: Project Fiscal Year Comparison

	FY05	FY06	FY07	FY08	FY09	FY10	FY11
Graduate student and/or faculty projects	45	55	56	48	90	81	62
External projects	2	3	4	0	0	1	0
University department/organization	6	12	6	12	17	7	6
Online Surveys	0	27	19	21	44	60	65
Course evaluations	29	23	33	26	22	24	18
Total Projects	**82**	**120**	**118**	**107**	**173**	**173**	**151**

Appendix R – Statistical Consulting
Table 47: Software Training Comparison

	FY05	FY06	FY07	FY08*	FY09	FY10	FY11
# Sessions	47	49	51	15	21	67	5
Attendance	309	299	119	101	77	57	54

*** Reflects fall 2007 totals only; no records were kept spring 2008**

Appendix S – University Archives and Special Collections
Table 48: Archive Reference Requests by Type

Request Type	FY08 Requests	FY09 Requests	FY10 Requests	FY11 Requests	% Change
University-related	200	217	320	320	0.00%
Minnesota authors manuscript collections	20	10	2	7	250.00%
Records retention	17	17	31	28	-9.68%
Rare books and special collections	17	45	38	42	10.53%
Central Minnesota Historical Center	3	3	2	6	200.00%
Other	28	27	28	33	17.86%
Total	**285**	**319**	**421**	**436**	**3.56%**

Appendix S – University Archives and Special Collections
Table 49: Archive Reference Requests by Patron Affiliation

Patron Type	FY08 Requests	FY09 Requests	FY10 Requests	FY11 Requests	% Change
Faculty	36	38	68	63	-7.35%
Staff	92	114	164	144	-12.20%
Student	83	103	90	139	54.44%
Alumni	14	10	35	32	-8.57%
Community member	60	54	64	58	-9.38%
Total	**285**	**319**	**421**	**436**	**3.56%**

Appendix S – University Archives and Special Collections
Table 50: Copies Provided by Type

Copy Type	FY08 # Provided	FY09 # Provided	FY10 # Provided	FY11 # Provided	% Change
Photocopies	1,022	760	899	739	-17.80%
Scans	194	449	2188	655	-70.06%
Loans	9	8	21	13	-38.10%
Total	**1,225**	**1,217**	**3,108**	**1,407**	**-54.73%**

Appendix S – University Archives and Special Collections
Table 51: Linear Feet of Archives Added Comparison

	FY02	FY03	FY04	FY05	FY06	FY07*	FY08	FY09	FY10	FY11
Linear feet added	129.00	191.50	170.00	108.00	122.00	105.00	75.95	59.00	83.00	74.60
Linear feet removed*	x	x	x	x	x	0.00	0.00	13.61	87.00	23.59
Total linear feet	1,441.25	1,632.75	1,802.75	1,910.75	2,032.75	3,097.71	3,173.66	3,218.99	3,214.99	3,266.00

* In FY07, linear feet records were updated, and linear feet deaccessioned (removed) began to be tracked by the new university archivist.

Appendix S – University Archives and Special Collections
Table 52: Images Added to Archives Digital Collection

	FY08	FY09	FY10	FY11
Images added	186	966	555	718
Total # images	275	1,241	1,796	2,514

Appendix T – Computer Labs – General Access

Table 53: Number of General Access Workstations

Lab	Room	Windows	Mac	Total
AMC Cultural Center	AMC 117A	5	3	8
AMC Cultural Center	AMC 117C	4	0	4
AMC Information Desk	AMC 166	2		2
AMC Student Activities	AMC 172	9		9
AMC East Lounge	AMC A109	3		3
AMC The Quarry	AMC B19	9		9
Case-Hill Hall	CSH B16	7	3	10
Academic Learning Center	CH 222	28		28
Training Center	CH 351	16	6	22
Business General Access Lab	CH 454	20		20
Business Classroom Lab	CH 455	40		40
Curriculum Technology Center Classroom	EB A124		24	24
Education General Access Lab*	EB B206	16		16
Engineering General Access Lab	ECC 103	43	6	49
Holes Hall General Access Lab	HH 121A	10	2	12
Kiehle General Access Lab	KVAC 105		20	20
Miller Center Extended Hours Study Room	MC 102	20		20
Miller Center Coffee Shop	MC 125	7	1	8
Miller Center Reference	MC 140	27		27
Miller Center 2nd Floor East	MC 201	96	24	120
Miller Center 2nd Floor Middle	MC 216	18		18
Miller Center 2nd Floor West	MC 216B	49		49
Miller Center 3rd Floor	MC 313	36		36
51B General Access Lab	51B 220	20		20
Riverview Hall General Access Lab	R G07	18		18
Student Recreation Center General Access Lab	SRC 57A	6	2	8
Stewart Hall General Access Lab	SH 326	20		20
Wick Science General Access Lab	WSB 110	22		22
Total		**551**	**91**	**642**

* Lab moved from EBA125 in FY11.

Appendix U – Computer Store

Table 54: Computer Store Sales by Product and Customer Type

	Systems						FY09	FY10	FY11	
Customer Type	**Macintosh**	**Windows**	**Printers**	**Software**	**Supplies**	**Other Items**	**$ Sales**	**$ Sales**	**$ Sales**	**% Change**
University Departments	$252,791	$619,960	$35,225	$111,999	$99,684	$551,769	$2,232,276	$1,402,823	$1,671,429	19.15%
Faculty	$111,060	$17,313	$964	$17,976	$5,792	$47,214	$141,862	$128,795	$200,319	55.53%
Staff	$19,295	$11,498	$637	$6,873	$3,298	$22,009	$45,508	$51,941	$63,610	22.47%
Students	$417,043	$33,130	$1,764	$157,119	$22,417	$161,820	$737,189	$856,398	$793,292	-7.37%
Total	**$800,189**	**$681,902**	**$38,589**	**$293,966**	**$131,191**	**$782,812**	**$3,156,835**	**$2,439,957**	**$2,728,650**	**11.83%**

Appendix U – Computer Store

Table 55: Computer Store Systems Sold Comparison

Customer Type	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	% Change
University Departments	505	552	1154	536	1040	1344	824	1159	1167	883	944	6.91%
Faculty	38	53	30	35	61	73	43	66	68	87	86	-1.15%
Staff	50	12	14	21	25	22	17	19	24	5	27	440.00%
Students	43	83	160	188	222	309	260	312	314	418	326	-22.01%
St Cloud Technical and Community College							66	42	18	0	16	100.00%
Total	**636**	**700**	**1,358**	**780**	**1,348**	**1,748**	**1,210**	**1,598**	**1,591**	**1,393**	**1,399**	0.43%

Total Mac Sold FY11: 533; Total PC Sold FY11: 866; Total Handhelds Sold FY11: 781

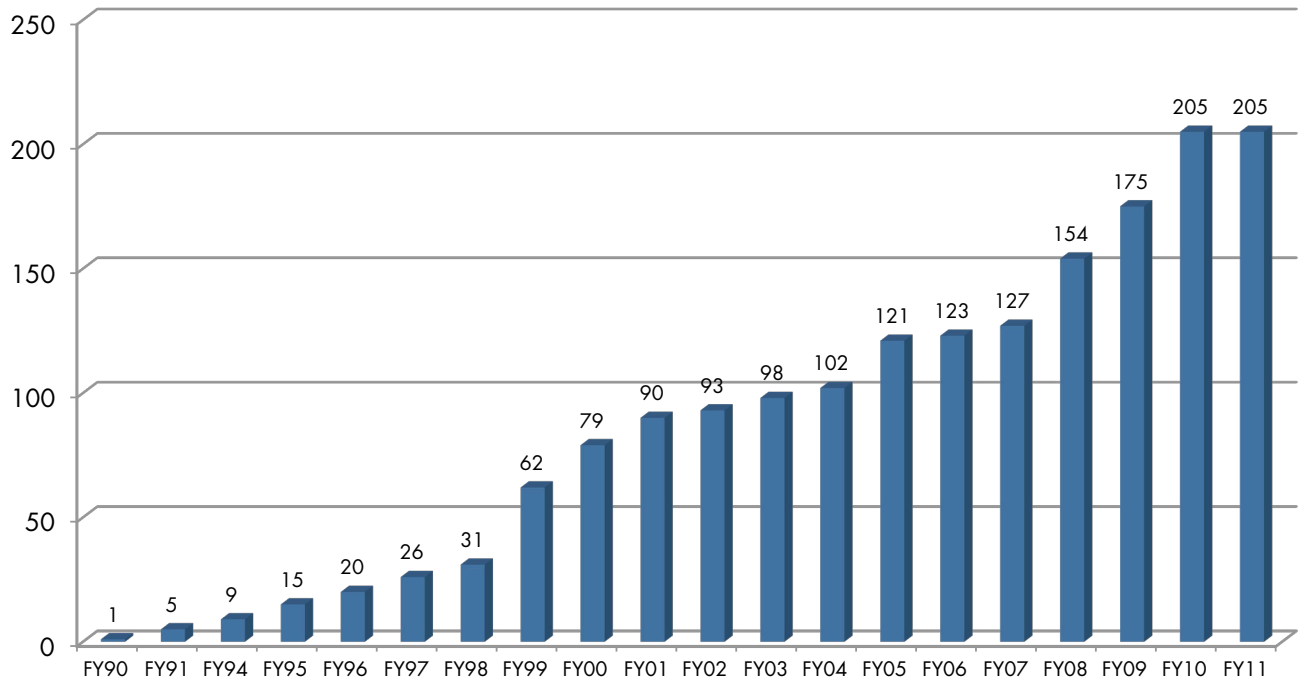
Appendix V – Electronic Classrooms/Audiovisual Support

Table 56: Electronic Classroom Growth

Year	# Added	Total Rooms
FY90	1	1
FY91	4	5
FY94	4	9
FY95	6	15
FY96	5	20
FY97	6	26
FY98	5	31
FY99	31	62
FY00	17	79
FY01	11	90
FY02	3	93
FY03	5	98
FY04	4	102
FY05	19	121
FY06	2	123
FY07	4	127
FY08	27	154
FY09	21	175
FY10	30	205
FY11	0	205
Total	**205**	

Appendix V – Electronic Classrooms/Audiovisual Support

Chart 11: Electronic Classroom Growth



Appendix V – Electronic Classrooms/Audiovisual Support

Table 57: Equipment for All Classrooms (includes e-classrooms)

	Number of Classrooms with								
Item	**FY04**	**FY05**	**FY06**	**FY07**	**FY08**	**FY09**	**FY10**	**FY11**	**% Change**
LCD projectors	139	127	129	140	167	204	234	239	2.14%
Computers	105	126	126	137	167	175	205	208	1.46%
Televisions	159	144	147	147	147	147	141	141	0.00%
VCRs	90	101	137	137	116	152	182	182	0.00%
DVD players	35	55	89	89	116	152	182	184	1.10%
Document projectors/ systems/cameras	66	100	110	121	152	188	218	221	1.38%
SmartBoards	3	7	7	7	7	7	7	11	57.14%

Appendix W – HelpDesk

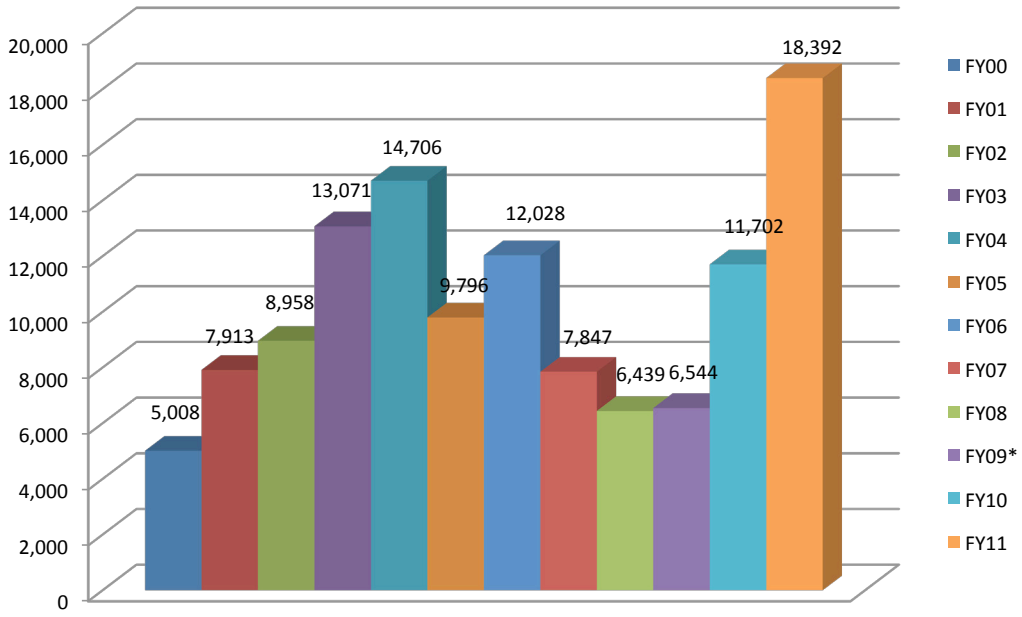
Table 58: HelpDesk Ticket Comparison

Semester	**FY00**	**FY01**	**FY02**	**FY03**	**FY04**	**FY05**	**FY06**	**FY07**	**FY08**	**FY09***	**FY10**	**FY11**
Fall	2,543	3,296	3,879	6,436	7,633	4,442	4,998	4,528	3,082	3,265	5,691	10,789
Spring	2,465	4,617	5,079	6,635	7,073	5,354	7,030	3,319	3,357	3,279	6,011	7,603
*Summer (to 7/1)**										*1,026*	*2,085*	2,141
*Summer (7/1 to Fall)**										*973*	*1,818*	*3,117*
Total (Fall, Spring only)	5,008	7,913	8,958	13,071	14,706	9,796	12,028	7,847	6,439	6,544	11,702	18,392
Change from Previous Year (Fall, Spring only)		**58.01%**	**13.21%**	**45.91%**	**12.51%**	**-33.39%**	**22.78%**	**-34.76%**	**-17.94%**	**1.63%**	**78.82%**	**57.17%**

*FY09 marks the beginning of a more thorough reporting system which now provides statistics for tracking system ticket counts. Summer counts are NOT figured into the above FY09 total and previous year percent change.

Appendix W – HelpDesk

Chart 12: HelpDesk Ticket Comparison for Fall and Spring Semesters



Appendix W – HelpDesk
Table 59: HelpDesk Door Count

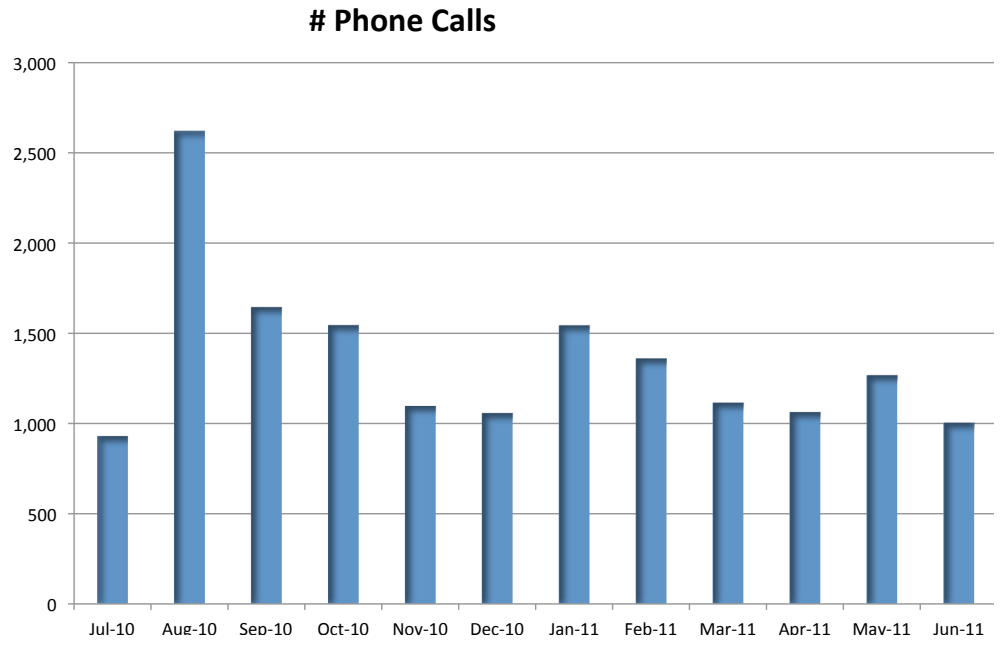
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	% Change
FY08 (counter installed 2/08)								546	2,712	2,541	2,717	1,491	10,006	571.28%
FY09	1,434	3,925	2,861	2,444	2,676	2,517	2,845	2,875	2,738	3,198	1,801	1,976	31,290	212.73%
FY10	1,625	4,655	3,435	3,072	2,725	2,370	3,488	3,329	3,333	3,009	1,760	1,835	34,636	10.69%
FY11 *	1,642	4,480	3,915	3,747	3,203	2,802	2,800	2,871	2,919	3,270	2,088	1,977	35,714	3.11%

* A second HelpDesk location in Atwood Memorial Center was added summer 2010.

Appendix W – HelpDesk
Table 60: HelpDesk Phone Calls Received by Month in FY11

Month	# Phone calls
Jul-10	930
Aug-10	2,621
Sep-10	1,644
Oct-10	1,544
Nov-10	1,097
Dec-10	1,057
Jan-11	1,543
Feb-11	1,360
Mar-11	1,115
Apr-11	1,063
May-11	1,267
Jun-11	1,004
Total	**16,245**

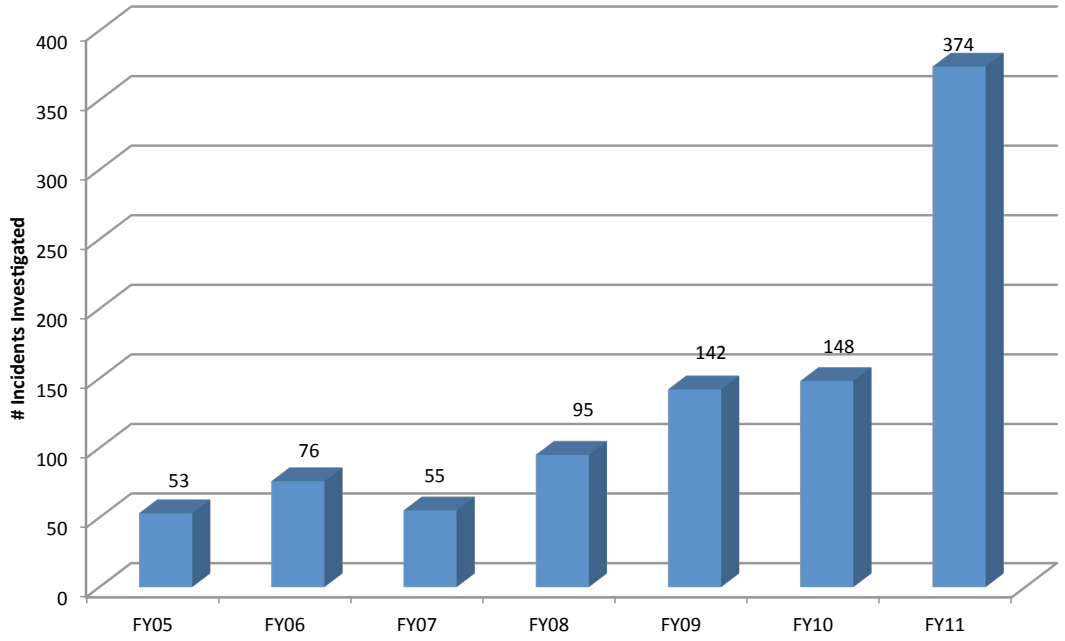
Appendix W – HelpDesk
Chart 13: HelpDesk Phone Calls Received by Month in FY11



Appendix X – Information Technology Security
Table 61: Incidents Investigated

	FY05	FY06	FY07	FY08	FY09	FY10	FY11	% Change
Total # Incidents Investigated	53	76	55	95	142	148	374	152.70%

Appendix X – Information Technology Security
Chart 14: Incidents Investigated



Appendix Y – ITV/Video/Web Conferencing
Table 62: Total Conferencing Events and Hours Fiscal Year Comparison

	FY06				FY07				FY08				FY09			
Events	**ITV**	**MediaSite**	**Connect**	**Total**	**ITV**	**MediaSite**	**Connect**	**Total**	**ITV**	**MediaSite**	**Connect**	**Total**	**ITV**	**MediaSite**	**Connect**	**Total**
Classes	59	14		**73**	47	28		**75**	42	35	16	**93**	25	37	40	**102**
Meetings	55	3		**58**	66	0		**66**	50	0	15	**65**	121	0	7	**128**
Seminars/Training	0	9		**9**	2	41		**43**	6	28	3	**37**	3	42	3	**48**
Total	**114**	**26**		**140**	**115**	**69**		**184**	**98**	**63**	**34**	**195**	**149**	**79**	**50**	**278**
% Change from previous year								**31.43%**				**5.98%**				**42.56%**
Hours																
Classes	1,785	192		**1,977**	1,242	819		**2,061**	1,280	640	750	**2,670**	807	1554	837	**3,198**
Meetings	87	6		**93**	152	0		**152**	78	0	21	**99**	300	0	40	**340**
Seminars/Training	0	18		**18**	5	50		**55**	15	33	9	**57**	10	32	34	**76**
Total	**1,872**	**216**		**2,088**	**1,399**	**869**		**2,268**	**1,373**	**673**	**780**	**2,826**	**1,117**	**1,586**	**911**	**3,614**
% Change from previous year								**8.62%**				**24.60%**				**27.88%**

	FY10				FY11			
Events	**ITV**	**MediaSite**	**Connect**	**Total**	**ITV**	**MediaSite**	**Connect**	**Total**
Classes	30	39	44	**113**	18	33	20	**71**
Meetings	131	0	8	**139**	77	16	14	**107**
Seminars/Training	0	35	23	**58**	1	25	5	**31**
Total	**161**	**74**	**75**	**310**	**96**	**74**	**39**	**209**
% Change from previous year				**11.51%**				**-32.58%**
Hours								
Classes	1,070	1594	872	**3,536**	646	800	1026	**2,472**
Meetings	394	0	40	**434**	189	14	97	**300**
Seminars/Training	0	44	40	**84**	11	5	37	**53**
Total	**1,464**	**1,638**	**952**	**4,054**	**846**	**819**	**1,160**	**2,825**
% Change from previous year				**12.17%**				**-30.32%**

Appendix Y – ITV/Video/Web Conferencing

Table 63: ITV Events and Hours Hosted/Received

Events Type Hosted	Summer 2010	Fall 2010	Spring 2011	FY11 Total
For credit courses	0	10	8	18
Meetings	3	10	6	30
Seminars	0	0	0	0
Total	**3**	**20**	**14**	**48**
Hours Hosted				
For credit courses	0	326	243	569
Meetings	5	22	14	41
Seminars	0	0	0	0
Total	**5**	**348**	**257**	**610**

Events Type Received	Summer 2010	Fall 2010	Spring 2011	FY11 Total
For credit courses	0	1	1	2
Meetings	7	32	19	58
Seminars	0	0	1	1
Total	**7**	**33**	**21**	**61**
Hours Received				
For credit courses	0	42	85	127
Meetings	19	93	46	158
Seminars	0	0	11	11
Total	**19**	**135**	**142**	**296**

Appendix Y – ITV/Video/Web Conferencing

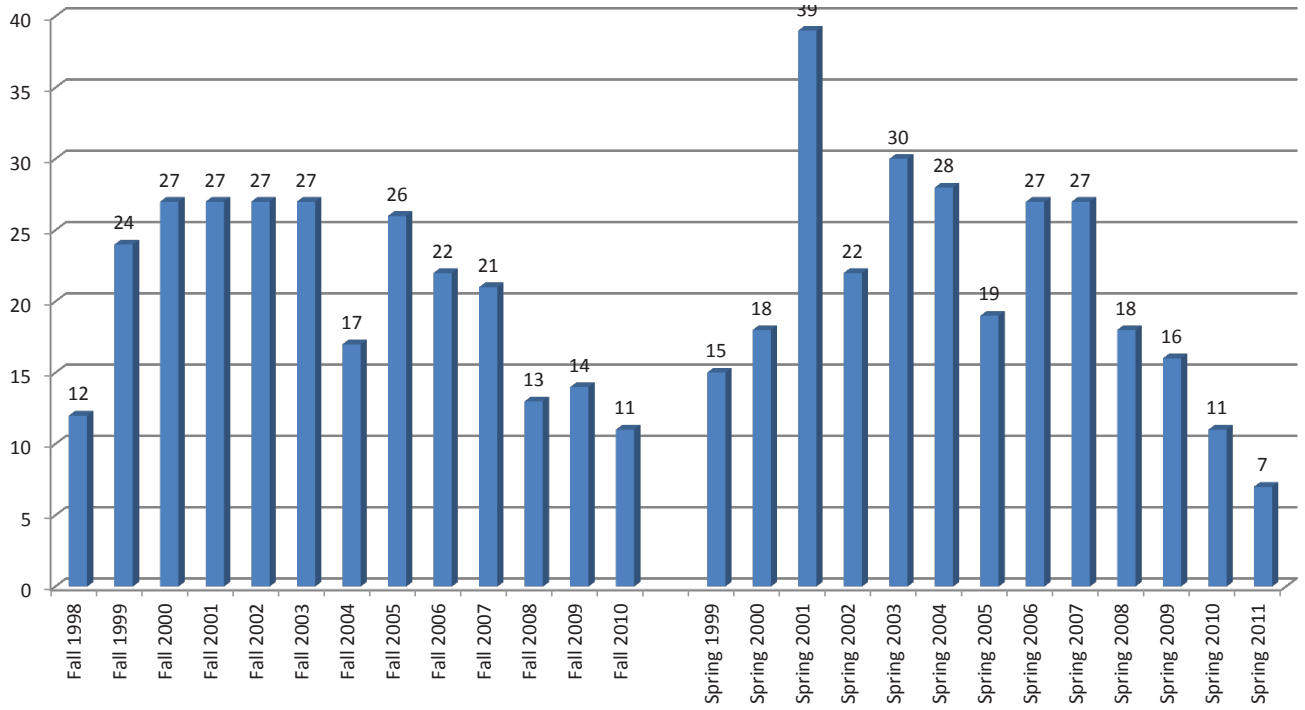
Table 64: ITV Events and Hours Hosted/Received Comparison

Events Type Hosted	FY06 Total	FY07 Total	FY08 Total	FY09 Total	FY10 Total	FY11 Total	% Change
For credit courses	54	45	39	25	22	18	-18.18%
Meetings	16	9	14	35	30	30	0.00%
Seminars	0	1	5	3	0	0	0.00%
Total	**70**	**55**	**58**	**63**	**52**	**48**	-7.69%
Hours Hosted							
For credit courses	1,727	1,186	1,240	807	789	569	-27.88%
Meetings	26	22	23	67	58	41	-29.31%
Seminars	0	3	11	10	0	0	0.00%
Total	**1,753**	**1,211**	**1,274**	**884**	**847**	**610**	-27.98%

Events Type Received	FY06 Total	FY07 Total	FY08 Total	FY09 Total	FY09 Total	FY10 Total	
For credit courses	5	2	3	0	8	2	-75.00%
Meetings	39	57	36	86	101	58	-42.57%
Seminars	0	1	1	0	0	1	100.00%
Total	**44**	**60**	**40**	**86**	**109**	**61**	**-44.04%**
Hours Received							
For credit courses	58	56	40	0	281	127	-54.80%
Meetings	61	130	55	233	336	158	-52.98%
Seminars	0	2	4	0	0	11	100.00%
Total	**119**	**188**	**99**	**233**	**617**	**296**	**-52.03%**

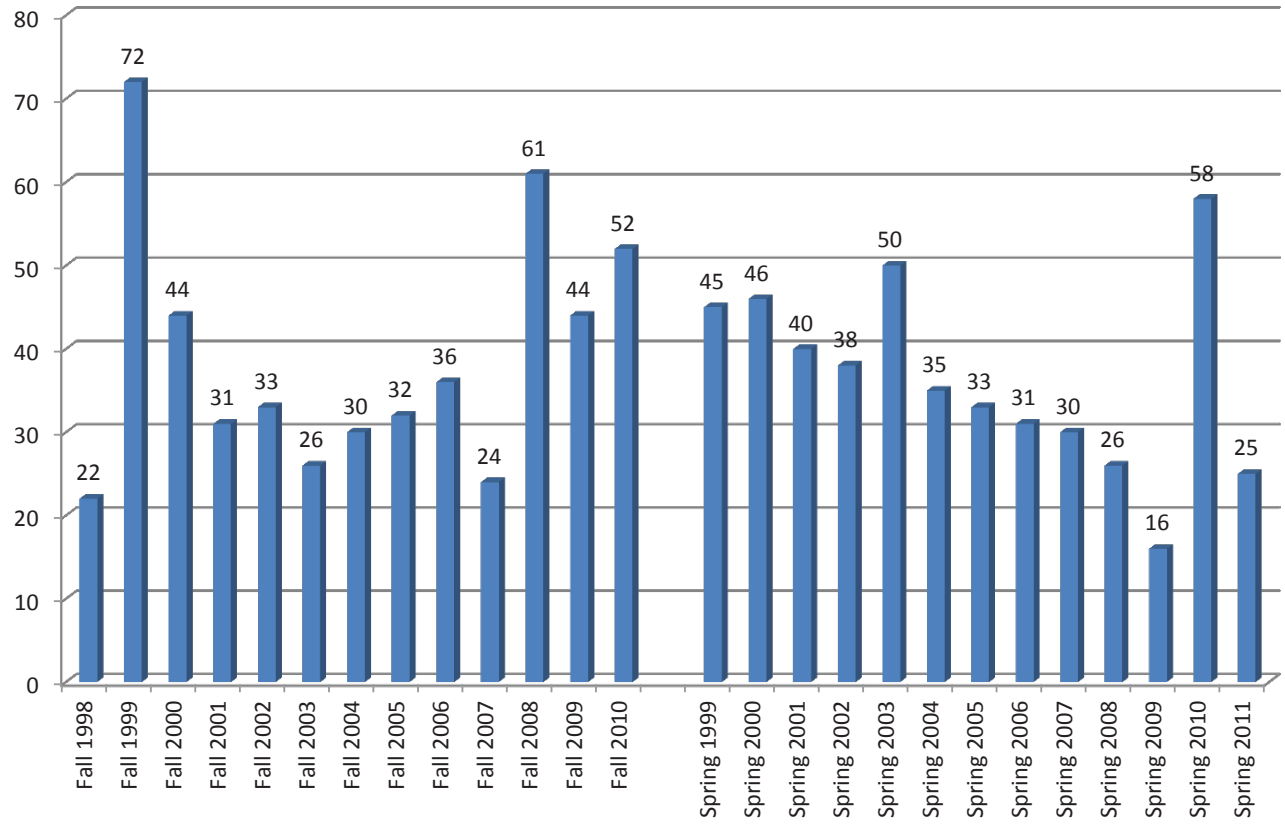
Appendix Y – ITV/Video/Web Conferencing

Chart 15: ITV Classes Hosted/Received at SCSU



Appendix Y – ITV/Video/Web Conferencing

Chart 16: ITV Meetings Hosted/Received at SCSU



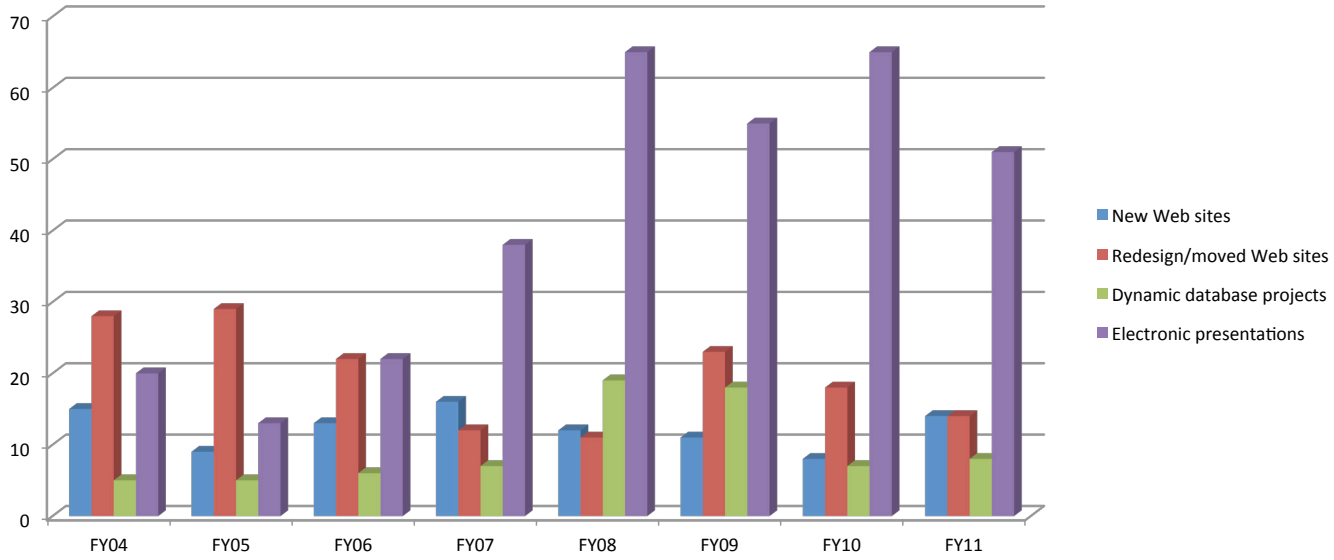
Appendix Z – Multimedia/Web Production Services

Table 65: Multimedia/Web Projects Comparison

	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	% Change
New Web sites	15	9	13	16	12	11	8	14	75.00%
Redesign/moved Web sites	28	29	22	12	11	23	18	14	-22.22%
Dynamic database projects	5	5	6	7	19	18	7	8	14.29%
Electronic presentations	20	13	22	38	65	55	65	51	-21.54%
CD/DVD projects	7	25	56	64	31	27	16	9	-43.75%
CDs created	608	480	857	829	850	884	354	505	42.66%
DVDs created	10	795	2281	313	400	827	317	260	-17.98%
Online/D2L projects	38 faculty 15 departments	66 projects 26 departments	88 projects 24 departments	134 projects 30 departments	61 faculty 24 departments	66 faculty 39 departments	70 faculty 31 departments	85 faculty 45 departments	
Adobe Connect					52 users 19 departments	83 users 29 departments	126 users 46 departments	147 users 40 departments	
Video/Audio Conversions					47 videos 12 departments	197 videos 22 departments	193 videos 25 departments	31 videos 24 departments	
Podcasting					16 departments	14 departments	10 departments	13 departments	

Appendix Z – Multimedia/Web Production Services

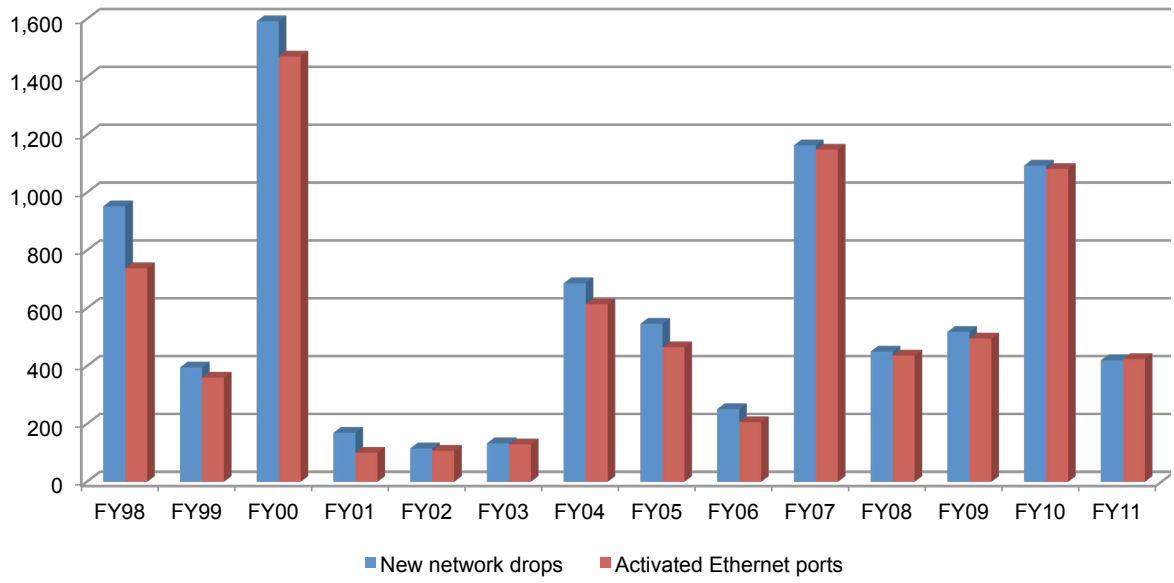
Chart 17: Multimedia/Web Projects Comparison



Appendix AA – Networking
Table 66: Campus Ethernet Infrastructure Statistics

	FY98	FY99	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11
New network drops	952	395	1,592	169	115	133	686	546	251	1,163	450	518	1,093	420
Activated Ethernet ports	738	360	1,470	100	107	129	614	465	206	1,148	436	495	1,081	424

Appendix AA – Networking
Chart 18: Campus Ethernet Infrastructure Statistics



Appendix AA – Networking
Table 67: Total Campus Ethernet Ports

	FY08	FY09	FY10	FY11
Assigned to patch panel ports	7,845	7,933	8,449	8,867
Ports in use	8,363	8,443	8,693	9,363

Appendix AA – Networking
Table 68: Network/System Uptime

Year	Uptime	Total Hours	Total Downtime	Avg. Monthly Hours Downtime
FY00	99.43%	8,760	50	4.17
FY01	99.57%	8,760	38	3.17
FY02	99.10%	8,760	78.84	6.57
FY03	99.18%	8,760	71.42	5.95
FY04	99.80%	8,784	18.00	1.50
FY05	99.73%	8,760	23.67	1.97
FY06	99.90%	8,760	9.00	0.75
FY07	99.93%	8,760	6.00	0.50
FY08	99.94%	8,784	5.25	0.44
FY09	99.93%	8,760	5.83	0.49
FY10	99.90%	8,760	8.50	0.71
FY11	**99.93%**	**8,760**	**6.25**	**0.52**

Appendix AA – Networking
Table 69: Reasons for Network/System Downtime

	Hours Down								
Downtime Reason	**FY03**	**FY04**	**FY05**	**FY06**	**FY07**	**FY08**	**FY09**	**FY10**	**FY11**
Maintenance	4	12	4.17	2.00	2.00	2.50	2.50	5.00	4.00
Equipment/Technical malfunction	67	4	18.50	4.00	3.00	1.75	3.33	3.50	2.25
Security/Virus/Denial of service, etc.	0	2	1.00	3.00	1.00	1.00	0.00	0.00	0.00
Total	**71**	**18.00**	**23.67**	**9.00**	**6.00**	**5.25**	**5.83**	**8.50**	**6.25**

Appendix AA – Networking
Table 70: Number of Registered Campus Wireless Users

	Number	% HuskyNet Accounts	Total HuskyNet Accounts
FY00	0		
FY01	0		
FY02	0		
FY03	85		
FY04	552	3.04%	18,172
FY05	1,474	6.64%	22,202
FY06	5,588	19.66%	28,416
FY07	6,420	23.21%	27,658
FY08	7,153	26.83%	26,658
FY09	8,731	32.95%	26,497
FY10	13,040	49.21%	26,497
FY11	**15,096**	58.66%	25,736

Appendix AA – Networking

Table 71: Campus Wireless Network Coverage

Building	Building Coverage	Nodes	% of Campus
51 Building	100%	10	4.00%
525 Building	100%	1	2.00%
801 Building	0%	0	0.00%
Administrative Services	100%	6	3.00%
Alumni House	100%	1	2.00%
American Indian Center	100%	1	2.00%
Atwood Memorial Center	100%	10	4.00%
Brown Hall	100%	10	4.00%
Carol Hall	100%	1	2.00%
Centennial Hall	100%	14	4.00%
Eastman Hall	60%	2	2.00%
Education Building	100%	7	3.00%
Engineering & Computing Center	100%	11	4.00%
Garvey Commons	100%	3	2.00%
Halenbeck Hall	90%	10	3.00%
Headley Hall	100%	5	3.00%
Health Services	100%	2	2.00%
Heating Plant	80%	1	1.00%
Husky Hub	100%	1	2.00%
James W. Miller Learning Resources Center	100%	17	4.00%
Kiehl Visual Arts Center	100%	5	3.00%
Lawrence Hall	100%	3	2.00%
Maintenance Building	100%	1	2.00%
National Hockey Center	100%	5	3.00%
North Office Center	100%	1	2.00%
Performing Arts Center	100%	7	3.00%
Public Safety Center	100%	1	2.00%
Rec Center/Stadium	100%	8	3.00%
Richard Green House	100%	1	2.00%
Riverview	100%	6	3.00%
South Office Center	100%	1	2.00%
Stewart Hall	100%	14	4.00%
Sycamore Place	100%	3	2.00%
Whitney House	100%	3	2.00%
Wick Science Building	100%	14	4.00%
Wick Science Building Addition	100%	6	3.00%
Women's Center	100%	1	2.00%
Total		**193**	**97.00%**

Appendix AA – Networking

Table 72: Residence Hall Wireless Network Coverage

Residence Halls	Building Coverage	Nodes	% of Residence Halls
Benton Hall (North and South)	100%	10	7.00%
Coborn Plaza Apartments	100%	42	28.00%
Hill-Case Hall	100%	13	9.00%
Holes Hall	100%	16	10.00%
Lawrence Hall	100%	4	3.00%
Mitchell Hall	100%	12	8.00%
Sherburne Hall	100%	17	10.00%
Shoemaker Hall	100%	18	11.00%
State View North	100%	2	2.00%
State View South	100%	2	2.00%
Stearns Hall	100%	16	10.00%
Total		**152**	**100.00%**

Appendix BB – ResNet

Table 73: ResNet Wired Connections Comparison

Year	Total Connections	% Change
FY98	704	--
FY99	1,026	45.74%
FY00	1,415	37.91%
FY01	1,733	22.47%
FY02	2,095	20.89%
FY03	2,233	6.59%
FY04	2,737	22.57%
FY05	2,747	0.37%
FY06	2,573	-6.33%
FY07	2,429	-5.60%
FY08	2,362	-2.76%
FY09	2,190	-7.28%
FY10	1,656	-24.38%
FY11	1,018	-38.53%

Appendix BB – ResNet

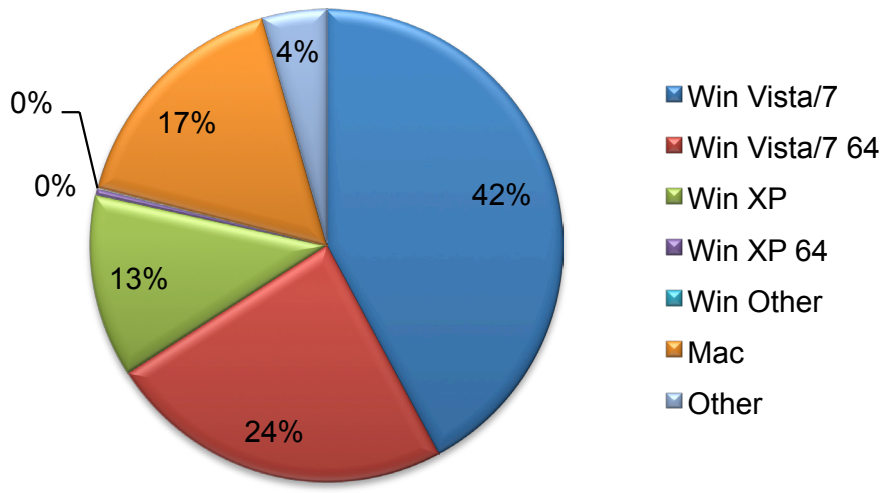
Table 74: Percentage of Residence Hall Rooms with One or More Active Wired Connections

	Fall 1998	Fall 1999	Fall 2000	Fall 2001	Fall 2002	Fall 2003	Fall 2004	Fall 2005	Fall 2006	Fall 2007	Fall 2008	Fall 2010	Fall 2011
# Rooms	1,594	1,594	1,594	1,594	1,594	1668*	1,668	1,668	1,668	1,668	1,668	1,668	1,787
# with active connections	660	888	1,160	1,299	1,462	1,530	1,501	1,476	1,446	1,420	1,334	1,080	798
% active	41.41%	55.71%	72.77%	81.49%	91.72%	91.73%	89.99%	88.49%	86.69%	85.13%	79.98%	64.75%	44.66%

* Stateview Apartments & Lawrence Hall added

Appendix BB – ResNet

Chart 19: Residence Hall Operating System Registration, FY11



Appendix CC – Servers/Authentication Systems

Table 75: Number of Servers

	FY09			FY10			FY11		
	Physical Servers	Virtual Servers	Total	Physical Servers	Virtual Servers	Total	Physical Servers	Virtual Servers	Total
Administrative Servers	12	2	14	7	7	14	7	7	14
Development Servers	12	4	16	8	11	19	7	10	17
General Servers	58	10	68	47	17	64	44	31	75
Management Servers	12	0	12	10	4	14	9	7	16
Student Services Servers	12	4	16	9	6	15	10	9	19
Web Servers	14	0	14	9	2	11	6	8	14
Totals	**120**	**20**	**140**	**90**	**47**	**137**	**83**	**72**	**155**
% Change from previous year				**-25%**	**135%**	**-2%**	**-8%**	**53%**	**13%**

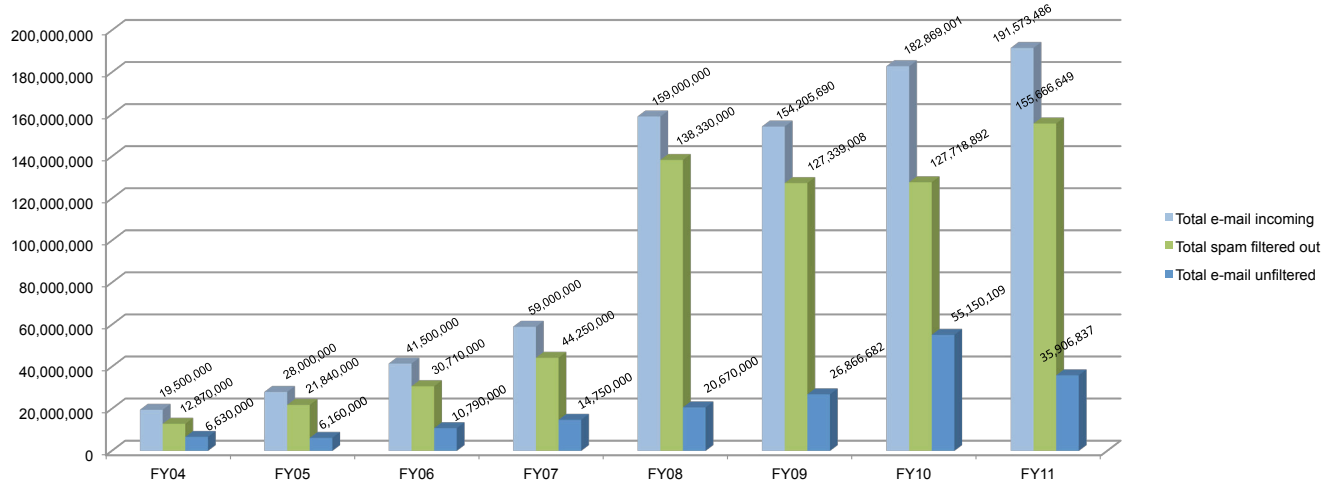
Appendix CC – Servers/Authentication Systems

Table 76: Spam report by fiscal year

Year	Total e-mail incoming	Total spam filtered out	Total e-mail unfiltered	% Total of spam	% Total of unfiltered e-mail
FY04	19,500,000	12,870,000	6,630,000	66.00%	34.00%
FY05	28,000,000	21,840,000	6,160,000	78.00%	22.00%
FY06	41,500,000	30,710,000	10,790,000	74.00%	26.00%
FY07	59,000,000	44,250,000	14,750,000	75.00%	25.00%
FY08	159,000,000	138,330,000	20,670,000	87.00%	13.00%
FY09	154,205,690	127,339,008	26,866,682	82.58%	17.42%
FY10	182,869,001	127,718,892	55,150,109	69.84%	30.16%
FY11	191,573,486	155,666,649	35,906,837	81.26%	18.74%

Appendix CC – Servers/Authentication Systems

Chart 20: Spam report by fiscal year



Appendix DD – User Accounts

Table 77: HuskyNet Accounts Created

	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11
Faculty/staff		127	293	239	227	260	235	150
Departmental accounts		77	236	163	216	153	154	261
Student organizations		27	33	10	22	19	40	33
Special student accounts		12	20	16	8	10	22	22
Emeritus accounts		2	3	7	1	2	1	2
Community patron		950	1,110	1,047	1,108	1,115	984	1,006
Total	**1,281**	**1,195**	**1,695**	**1,482**	**1,582**	**1,559**	**1,436**	**1,474**
% Change from previous year		-6.71%	41.84%	-12.57%	6.75%	-1.45%	-7.89%	2.65%

Appendix DD – User Accounts

Table 78: HuskyNet File Space Use – Snapshot in July 2011

UserDescription	Total Accounts	Active Accounts	Disabled Accounts	File Space (MB)	# Using File Space	Web Space (MB)	# Using Web Space	Total File & Web (MB)	Profile Space (MB)	Mail (MB)
Department	98	98	0	4,817	39	34	3	4,851	277	9,956
Department, supplemental	1,261	1,159	102	57,843	433	4,465	253	62,308	3,931	49,667
Emeritus	332	298	34	28,793	252	1,987	44	30,780	261	86,719
Faculty/staff	2,142	1,899	243	754,102	1,951	38,303	364	792,405	1,607	1,018,555
Faculty/staff, supplemental	6	4	2	52	3	50	0	102	0	563
Student Organizations	260	249	11	12,730	155	4,140	113	16,870	0	19,142
Student Organizations, supplemental	10	10	0	1,081	8	195	4	1,276	0	516
Students	32,965	21,176	11,789	3,331,403	29,786	36,837	3,450	3,368,240	1,353,469	1,583,092
Type B & C users	10	8	2	553	8	606	2	1,159	0	2,732
Camp & Temporary Accounts	300	300	0	0	0	0	0	0	0	0
Community Patron	515	515	0	0	0	0	0	0	0	0
Resource Accounts	23	20	3	0	0	0	0	0	0	747
Totals	**37,922**	**25,736**	**12,186**	**4,191,374**	**32,635**	**86,617**	**4,233**	**4,277,991**	**1,359,545**	**2,771,689**

*space totals are for active accounts

Appendix DD – User Accounts

Table 79: HuskyNet File Space Use Comparison

Date	Active Accounts	Disabled Accounts	File Space (MB)	# Using File Space	Web Space (MB)	# Using Web Space	Total File & Web (MB)	Profile Space (MB)	Mail (MB)
October 2003	18,564	3,944	105,259	7,456	14,817	2,177	120,092	33,978	*
July 2005	22,202	4,939	626,725	15,766	53,808	3,734	680,532	188,118	*
July 2006	28,416	2,385	1,271,570	17,711	88,553	4,555	1,360,050	235,281	*
July 2007	27,658	2,624	1,250,199	12,685	63,109	2,546	1,313,329	217,741	*
July 2008	26,658	2,164	2,106,425	21,991	79,059	6,825	2,185,484	414,013	850,721
July 2009	26,497	3,511	3,142,825	25,274	92,819	5,827	3,234,242	696,949	1,326,443
July 2010	30,259	2,330	3,496,390	25,681	103,010	6,315	3,599,400	1,072,764	1,824,377
July 2011	25,736	12,186	4,191,374	32,635	86,617	4,233	4,277,991	1,359,545	2,771,689
% Change from previous year	**-2.87%**	**247.08%**	**33.36%**	**29.12%**	**-6.68%**	**-27.36%**	**32.27%**	**95.07%**	**108.96%**

* Not previously reported

Appendix EE – Video Media Production

Table 80: Completed Video Projects by Fiscal Year

	FY10	FY11	% Change
Productions			
Instructional	7	6	-14.29%
Marketing	7	23	228.57%
Events	2	2	0.00%
Total	**16**	**31**	**93.75%**
Live Recordings			
Instructional	7	4	-42.86%
Marketing	1	0	-100.00%
Events	13	8	-38.46%
Total	**21**	**12**	**-42.86%**

Appendix FF – Workstation/Application Support

Table 81: Total Workstations Supported in FY11

	Building	Lab Name/Purpose
General Access Computing Labs	Atwood Memorial Center	Cultural Center
	Atwood Memorial Center	Information Desk
	Atwood Memorial Center	East Lounge
	Atwood Memorial Center	Quarry
	Atwood Memorial Center	Student Activities
	Case-Hill	General Access Lab-Res Hall
	Centennial	Academic Learning Center
	Centennial	Training Center
	Centennial	General Access Lab
	Centennial	Classroom Lab
	Education	Curriculum Tech Center Classroom
	Education	General Access Lab
	Engineering & Computing Center	General Access Lab
	Kiehle	General Access Lab
	Kiosks	SH, GC, EB, WSB
	Miller Center	2nd Floor East
	51B	General Access Lab
	Riverview	General Access Lab
	Student Rec Center	General Access Lab
	Stewart Hall	General Access Lab
	WW Holes Hall	General Access Lab-Res Hall
	Wick Science	General Access Lab
	Study Abroad-England	General Access Lab
Miller Center Public Computing Labs	Miller Center	Coffee Shop
	Miller Center	MC 102 Extended Study Room
	Miller Center	1st Floor Reference
	Miller Center	1st Floor West
	Miller Center	2nd Floor East
	Miller Center	2nd Floor Middle
	Miller Center	3rd Floor
Miller Center Computer Classrooms	Miller Center	MC 206
	Miller Center	MC 207
	Miller Center	MC 218
	Miller Center	MC B31
	Miller Center	Conference Rooms
Long-term Laptops	Miller Center	1st Floor Circulation
Short Term Laptops	Miller Center	1st Floor Circulation
Library Express	Miller Center	Basement, 1st, 3rd
ADA computers	Miller Center	1st Floor
Microfiche computers	Miller Center	1st Floor
Student Study Room	Miller Center	Group Study
Mitchell Hall ResLife	Mitchell Hall	MH 276
eClassrooms Tech Fee	Campus	Campus
eClassrooms ITV	Campus	Campus
eClassrooms All	Campus	Campus

Total workstations