Library Annual Reports   Library Services

7-2009

LR&TS Annual Report 2008-2009

St. Cloud State University

Learning Resources & Technology Services

Annual Report • Fiscal Year 2009

ST. CLOUD STATE UNIVERSITY

James W. Miller
Learning Resources Center

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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, and instruction-related training, technical services and equipment.

The library has more than 2.767 million print and non-print items, including more than 570,000 books, 1.9 million units of microform (including federal and state documents), nearly 1,000 periodical titles and more than 15,000 electronic periodical subscriptions, 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 provides campus-wide computing support, networking services, e-mail services/support, the academic HelpDesk, the Computer Store, the SCSU Web environment, instructional television and audio/video conferencing operations, video production services, installation and support for more than 190 electronic classrooms, and maintenance/operation of 625 computers in the Miller Center and 19 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 LR&TS's credit-generating unit of LR&TS, and offers courses for CIM degree and certificate programs.

LR&TS MISSION, VISION AND GOALS FOR 2005-2009

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 Library Services . . . . Ruth Zietlow (beginning 8/08)

Associate Dean for Operations . . . . J.C. Turner

Communication Specialist . . . . Kristin Lyman

Communication Specialist . . . . Dana Drazenovich (half-time temp., Summer)

Office Manager . . . . Ann Chmielewski

Accounts Manager . . . . Jan Vanderlinden (through 8/08)

Accounts Manager . . . . Sonja Estwick (beginning 10/08)

Facilities and Reservations Coordinator . . . . Diane R. Schmitt (part-time)

Office and Administrative Specialist . . . . Lucy Supan (half-time)

Office Assistant . . . . Barb Niebur (temp. to 12/08)

Office Assistant . . . . Crystal May (temp. part-time, beginning 11/08)

Special Projects Coordinator . . . . Missy Northenscold (temp.)

Student Employment Coordinator . . . . Sheila Landucci

Assessment Coordinator . . . . Chris Inkster (half-time)

Minnesota Digital Library

Outreach Coordinator . . . . Marian Rengel (temp.)

Project Director . . . . Keith Ewing

Learning
Center for Information Media

Coordinator . . . . Merton Thompson

Office and Administrative Specialist . . . . Lucy Supan (half-time)

Graduate Coordinator . . . . Marcia Thompson

Faculty . . . . Jeanne Anderson (full-year sabbatical)

. . . . Brad Busse (quarter-time, fixed term)

. . . . Yun Jeong Park (beginning 8/08)

. . . . Luther Rotto (to 5/09)

Adjunct faculty . . . . Laurie Conzemius (Summer)

. . . . Gary Ganje (Spring)

. . . . Bob Lessinger (Fall, Spring)

Graduate Assistants . . . . Mu (Jason) He (Fall, Spring, Summer)

. . . . Tom Schultz (Spring, Summer)

. . . . Emily Stenberg (Summer, Fall, Spring)

InforMedia Services

Coordinator . . . . .Richard Josephson

Desire2Learn (D2L) Support . . . . Tom Hergert

InforMedia Services Faculty . . . . Brad Busse (half-time, fixed term, Fall, Spring, Summer)

. . . . .Plamen Miltenoff

. . . . Karen Thoms

Adjunct statistical consulting faculty. . . . . Randy Kolb (Fall, Spring, Summer)

Graduate Assistants. . . . . .Zaid Ali (Fall, Spring)

. . . . .Neil Andruschak (Fall, Spring)

. . . . Mu (Jason) He (Fall, Spring, Summer)

. . . . .Tom Schultz (Spring, Summer)

. . . . Oumou Sissoko (Fall, Spring, Summer)

Resources

Access Services

Coordinator/Distance Learning Librarian. . . . . Robin Ewing

    Library Technician - Audio-Visual. . . . . Amy Schneider

    Library Technician - Circulation. . . . . Angela Wortham

    Library Technician - E-Reserves & Evening Supervisor . . . . Megan Ballengee

    Library Technician - Reserves. . . . . Pat Sauerer

    Extended Hours Supervisor . . . . Corey Schroeder

Central Minnesota Libraries Exchange Director. . . . . .Patricia Post

    CMLE Administrative Assistant . . . . Jennifer Schwint (through 12/08)

    . . . . Samantha TerBeest (temp, beginning 12/08)

    . . . . .Crystal May (part-time temp, beginning 12/08)

Interlibrary Loan Coordinator . . . . .Michael Gorman (one-quarter time)

    Library Technician - Interlibrary Loan. . . . . Debbie Josephson

    . . . . Hannah Topp-Schefers

    Library Technician - Serials . . . . .Linda Conway

Outreach Librarian . . . . .Susan Motin

Collection Management

Coordinator, Library Systems Librarian . . . . Keith Ewing

    Library Technician - SFX . . . . .Julie Nienaber (temp. 7/08 to 8/08)

    Library Technician - Shelving . . . . Daniel Lavenda (temp. to 8/08, 12/08 to 1/09)

Acquisitions/Collections Manager . . . . .Jo Flanders (to 7/08)

    . . . . Rachel Wexelbaum (beginning 8/08)

    Accounts Manager. . . . . .Molly Mitzel

    Library Technician - Acquisitions . . . . Diane Larson

Cataloging Coordinator . . . . Tina Gross

    Library Technician - Cataloging. . . . . .Catherine Coats

    . . . . .Blair Tosh

E-Resources/Serials Librarian . . . . Jo Flanders (beginning 8/08)

    Library Technician - Serials . . . . Wendy Springer

University Archivist . . . . .Tom Steman
    Archives Assistant . . . . Alissa LaChapelle (part-time, beginning 8/08)

Reference Services

Coordinator . . . . Melissa Prescott
Government Documents Librarian . . . . Sandra Q. Williams
NASA Collection Coordinator. . . . . .Susan Motin
Reference Librarians . . . . Michael Gorman (three-quarter time)
. . . . Cindy Gruwell
. . . . .Fred Hill
. . . . Chris Inkster (half-time)
. . . . .Olivia Olivares
. . . . Jennifer Quinlan
Adjunct faculty . . . . .Susan Chisholm (Fall, Spring)
. . . . Matt Heintzelman (Fall, Spring)
. . . . Alissa LaChapelle (Spring)
. . . . Kristen Mastel (Fall)
. . . . Michele Monson (Fall, Spring)
Multicultural Resource Center Director . . . . Darlene St. Clair (three-quarter time)
    MRC Associate Director. . . . . Kyoko Kishimoto (half-time)
    MRC Grants Developer . . . . Dave Laliberte (adjunct, Spring)
Facilities and Reservations Coordinator. . . . . .Diane R. Schmitt (half-time)

Technology

Information Technology Services

Director. . . . . Phil Thorson
    Computer Systems Administrator . . . . Dan Bauer (temp, beginning 11/08)
. . . . .Clint Forseth
. . . . Jeff Hennen
. . . . John Roberson
. . . . Larry Schafer
. . . . Chris Stanley
    Data Privacy Support . . . . .Naser Ayyub (temp., beginning 5/09)
    Data Warehouse Developer. . . . . Chris Brown
. . . . Mark Nordby (temp., beginning 9/08)
    Information Systems Manager . . . . Wade Nelson
        Application Development Team Lead . . . . Greg Biniek (beginning 11/08)
        Application/Database Developer . . . . Linda Carr
. . . . .Josh Hjelmstad
. . . . .Konstantin Makarov (temp.)
        Application Specialist . . . . Eric Dietz
        Application Support Specialist . . . . .Bob Lessinger
. . . . .Dave Wogen
        Desire2Learn (D2L) Support . . . . .Brad Busse (half-time, temp to 5/09)
        IMS System Administrator. . . . . Charles Kroger (temp.)
. . . . Ben Pratt

Software Licensing Specialist . . . . .Marcus Pohl (temp. to 1/09)
Information Technology Security Coordinator . . . . Darrin Printy
Library Systems Administrator . . . . Gordie Schmitt
Network Specialist. . . . . Tony Sorteberg
. . . . .Thad Wakefield
Planning and Technology Specialist . . . . .Mark Kotcho
    HuskyNet Graduate Assistant. . . . . Robert Scepaniak (Spring, Summer)
Project Analyst . . . . Kim Stangret (temp.)
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 Sales Representative . . . . Tom Peterson (one-quarter time)
    Interim HelpDesk Coordinator. . . . . Mike Schomer (to 12/08)
    HelpDesk Coordinator . . . . .Carol Rose (beginning 1/09)
      HelpDesk Graduate Assistant. . . . . .Ingunn Sverrisdottir (Fall)
      . . . . .Mohammed Hatim Kareem Uddin (Fall, Spring)
    Technology Coordinator - Atwood . . . . Chad Schmitz
    Technology Coordinator - Student Resources. . . . . Ryan Salnar
    ResNet Coordinator/HelpDesk Backup . . . . Mike Schomer
      ResNet/HelpDesk Projects . . . . .Kent Fichtner (temp., 8/08 to 12/08)
    User Accounts Manager. . . . . Diane E. Schmitt

Instructional Technologies & Infrastructure Services

Director. . . . . George Fiedler (to 8/08)
Director. . . . . Randy Evans (temp. part-time 8/08 to 5/09)
    Assistant Director for Multimedia/Web . . . . Sara Grachek
      Multimedia/Web Production Specialist . . . . Karin Duncan
      . . . . Jenny Hill (temp., 6/08 to 8/08)
      . . . . .Greg Jorgensen
      . . . . Mark Monn
      . . . . Mary Shrode
    Audio-Visual Support/Electronic Classroom Support . . . . Dennis Murphy
    CMDLN Operations Manager . . . . Reuben Wagenius
    CMDLN Operations Specialist/Electronic Classroom Support. . . . . .Justin Neis (beginning 2/09)
    Electronic Classroom Specialist Lead. . . . . Kelly Larson
    Electronic Classroom Specialist . . . . Kyle Marles (temp.)
    . . . . Samuel Johnson
    Telecommunication Infrastructure Specialist. . . . . .John Nies
    Video/Multimedia Production Coordinator. . . . . James Bertram
      Video/Multimedia Production . . . . Holly Santiago (temp.)
    Wiring Assistant . . . . Justin Neis (temp. beginning 9/08)

LR&TS Organizational Chart, June 2009

Learning Resources & Technology Services has an organizational structure centered around the concept of flexible workgroups. Most workgroups consist of faculty, professional and clerical staff, and student workers. The workgroups operate under the direction of the dean and coordinate through the Dean's Advisory Council.

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

LR&TS

Reference Services

- Library Instruction
- Multicultural Resource Center
- NASA Educator Resource Center
- Reference & Research

Instructional Technologies & Infrastructure Services (ITIS)

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

Administration

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

Access Services

- Central Minnesota Libraries Exchange
- Circulation
- Government Documents
- 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 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. At the undergraduate level, CIM offers a major, a minor, a certificate and service courses for the College of Education and the university at large. At the graduate level, CIM offers three master's programs, a certificate and courses leading to school library media specialist licensure.

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: Patrons 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: Patrons 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 FY09

Fiscal Year 2009 was one of continued change and adjustment in Learning Resources & Technology Services (LR&TS). The rewriting of the five-year campus technology plan continued, soliciting input from a number of constituent groups across campus. More than $700,000 in technology funding from the Minnesota State Colleges and Universities (MnSCU) system office provided the opportunity to address areas of need on campus.

Each of the broad areas within LR&TS saw significant changes during the course of FY09:

ADMINISTRATION

- Searches were conducted for one new associate dean position and two probationary faculty positions, with all three searches continuing into FY10. Twelve staff positions were searched, resulting in five filled permanently and seven filled by temporary employees.
- The campus technology planning process was continued by leading discussions of the Draft Technology Vision statement with many constituency groups.
- More than 30 different agencies outside of SCSU were provided with a range of services and support through contracts that returned nearly $700,000 to LR&TS. The majority of these funds were for personnel costs associated with providing these services.

LEARNING

- Growth continued in the number of credit hours generated by lower division Information Media courses, reaching a record level of 2,115 credit hours. With IM 260 becoming a requirement for Mass Communications majors and IM 111 approved to satisfy the information literacy goal of the new General Education program, increases are expected to continue.
- Use of Desire2Learn (D2L), the MnSCU-hosted course management system, continued its double-digit increases over the previous year, with the number of D2L courses up 15 percent. More than 13,000 unique SCSU students had at least one course in D2L during FY09, which also was a new high, up nearly three percent from FY08.
- Library instruction sections and attendance both increased over the previous year, up 12.6 and 2 percent, respectively, from FY08.

RESOURCES

- Circulation statistics increased in a number of areas:
  - The number of books checked out increased more than 13 percent, reaching its highest level since FY03; the number of book renewals increased more than eight percent.
  - Check out of student study rooms continued to reach record levels, with more than 17,000 charges in FY09.
  - The library gate count surpassed the one million mark for the sixth time in the past several years, reaching the highest level ever recorded in the Miller Center.
- Since the launch of the new library Web site that features LibData Subject Guides and Course Guides, the usage statistics for these pages has increased dramatically, up 199 percent and 50 percent, respectively.

TECHNOLOGY

- Revenue from the Computer Store increased more than 10 percent over FY08, for total sales of more than $3.1 million.
- Twenty-one additional e-classrooms were installed, bringing the total on campus to 175.
- Although use of ITV for classes declined for the fourth straight year, overall use of video/Web conferencing for classes increased nearly 10 percent due to the use of MediaSite and Adobe Connect for classes. Use of ITV for meetings also continued to grow, with the number of events up 150 percent over FY08.
- The need for networked devices continued to grow, with nearly 500 active Ethernet connections added in FY09, for a total of 8,443 data ports now in use on campus.

Strategic Areas of Focus for FY09

Operationalize the new LR&TS organizational structure.

■ Continue space deliberations: Met throughout the year and developed plans to renovate the northwest corner of the first floor and to put new cubicle structures in rooms on the second floor and in the basement in the Miller Center. Cube furniture was ordered and scheduled for installation in July 2009. Continued working with Buildings and Grounds on scheduling the remaining renovations.

■ Implement the sandbox idea: The LR&TS Dean's Advisory Council (DAC) met once to brainstorm ideas and realized that agreeing on definitions would be important. Piloted a sandbox process with iPod Touch purchases for some workgroups; the people involved presented their findings at an LR&TS enrichment session. Further work is still needed to fully implement the sandbox concept.

■ Implement new reporting structures and governance models: With the hire of the Associate Dean for Library Services, supervisory and reporting authority was moved to this new administrator. A small group of managers began meeting with the dean every other week. Discussions were held on the composition of, meeting times for and the focus of the agenda for the traditional DAC. Recommendations to improve communications include having DAC meet more frequently and adding announcements back on the agenda.

■ Complete the Associate Dean for Instructional & Educational Technology (ADIET) search: Conducted a search and made an offer to a candidate.

Emphasize library efforts in the following areas:

■ Expand outreach efforts: One of the senior librarians took the lead on the library outreach initiative based on a list of expectations for this position developed with the associate dean for library services. A report was brought to DAC for comments and discussion. Work has begun, including revisions to building brochures.

■ Work toward the inclusion of information literacy in the SCSU curriculum: A proposal was developed and shared. The information literacy librarian worked with the General Education Committee, and a new course, IM 111, was approved as meeting the information literacy goal of the revised General Education program.

■ Explore funding options for a digital archives and institutional repository initiative: The proposal submitted to the Office of the Chancellor Enterprise Investment Committee was not selected for funding this year. As plans continue to develop, alternative sources of funding will be explored.

Emphasize technology efforts in the following areas:

■ Work on our processes to prioritize the implementation of new technologies: Made progress internally within the Information Technology Services unit on prioritization, and the dean had initial conversations with the university vice presidents and the president. Began project-planning conversations across units within LR&TS.

■ Make improvements based on the Data Security Assessment: A data security team met monthly to address items included in the assessment report. Good progress was made in a number of areas.

■ Host a technology day event for SCSU: Tech Day '09 was held on January 8, 2009, and by all accounts, it was even more successful than had been anticipated. The keynote speaker was engaging, and the student parlors were well received by those in attendance. Both the discussion tables and the technology show-and-tell areas had good participation.

Move forward with our planning efforts.

■ Make significant progress on the SCSU Comprehensive Technology Plan within the timeline of the Academic Planning efforts: A draft vision document was made available prior to the start of spring semester and was discussed at Tech Day '09. Listening sessions were planned and begun during spring semester and will be continued into the summer. The structure is in place to revise and update the vision statement for further discussion in fall 2009.

■ Revisit the 2005-2009 LR&TS strategic plan to evaluate our progress: This document was briefly reviewed at DAC and plans were made to start the next five-year planning cycle in fall 2009. LR&TS DAC recommended beginning the process anew rather than revising the previous document, as had been done with the last strategic plan.

Expand assessment and evaluation efforts.

- Conduct usability testing: The Web team worked with a class to conduct usability testing for several SCSU Web sites.
- Address customer service issues as effectively as possible given significant cuts in student help: The Service Desk Collaboration Group made recommendations for ways to improve customer service, most of which were implemented. Cuts to work study allocations were devastating in the fall. SCSU employees looked for solutions and additional allocations were received from the Financial Aid Office. One solution that came out of the process was a relationship developed with Multicultural Student Services, which had student employee funding but needed work sites for its students. This also helped diversify the LR&TS student workforce.

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 and technology 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 St. Cloud State University (SCSU).

SUMMARY OF FY09 ACCOMPLISHMENTS

Many resources continued to be directed toward reshaping the LR&TS organization and adjusting use of Miller Center space to meet unit and campus needs. Efforts were made to fill vacant faculty and staff positions, with changes in organizational structure and operations phased in as personnel and resources allowed.

FY09 GOALS

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

- Served on campus-wide committees, including President's Council, Academic Affairs Council, Meet and Confer, Student Technology Fee Committee, Web Council, Academic Calendar Task Force and the Associate Deans working group.
- Represented SCSU on various MnSCU committees, including Chief Information Officers, Library Deans and Directors, Cross-functional Advisory Group, CIO Consultation Committee, Search Committee for the System Director for Intellectual Property, MnSCU IT Roundtable, and the IMS of the Future Task Force.
- Served on the governing boards of the Central Minnesota Libraries Exchange, the Central Minnesota Educational Research & Development Council, the Central Minnesota Distance Learning Network (CMDLN) Executive Committee, 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 TLTR.
- Coordinated the LR&TS Policies and Procedures Committee (PPC). During FY09, the PPC:
  □ Revised the LR&TS Travel Policies and Procedures following review by the Dean's Advisory Council.
  □ Continued work on updating the Emergency Evacuation and Tornado and Severe Weather Policies.
  □ Oversaw incorporation of LR&TS Miller Center standards for acceptable computing behavior into campus General Access computer lab policies.
  □ Updated student worker confidentiality forms and procedures.
  □ Drafted procedures for handling suspended students, so they are unable to receive community patron bar codes or computer accounts.
  □ Began work on a policy and procedure for data retention and archiving of electronic records.

Respond to personnel needs of the unit.

- Completed all the Article 22 and 25 comments, reports and meetings for probationary, tenured and fixed-term faculty lines in LR&TS.
- Supervised the search process for the Associate Dean for Instruction and Educational Technologies; the search continued into FY10.
- Oversaw the initiation of the search process for two probationary faculty positions; both searches continued into FY10.
- Coordinated the initiation of the search process for 12 staff positions in the MMA, MAPE and AFSCME bargaining units; five of these were filled on a permanent basis and the remaining filled temporarily.

Monitor and respond to campus needs related to technology.

- Coordinated the activities of the campus Teaching, Learning, Technology Roundtable (TLTR). Issues addressed during FY09 included:
  □ Discussion of the Draft Technology Vision statement.
  □ Feedback on several campus IT initiatives, including elimination of dial-up service for faculty/staff/emeriti, implementation of hard drive encryption, equipping classrooms for

podcasting, plans for MnSCU's Instructional Management System, Technology Day '09, wikis, support of mobile devices on campus, microcomputing standards, Star Alert emergency notification system, implementation of Windows Vista, use of software to gather computer hardware and software inventory information, use of the Virtual Lab, and the Student Technology Fee's casual computing initiative.

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

- Awarded John G. Berling awards of $100 each to Brad Grabham and Jenny Hill.
- Awarded a Luther Brown scholarship of $750 to Ann Carstens.
- Awarded a Dennis and Ann Fields scholarship of $750 to Mu (Jason) He.
- Awarded a Bonnie Hedin fellowship of $1,000 to Neil Andruschak.
- Awarded Doreen Keable scholarships of $1,000 each to Mark Krueger and Emily Stenberg.
- Awarded an Inez Rank scholarship of $500 to Mark Bremel.
- Awarded a Carl & Marilyn Savage award of $500 to Amy Carney.

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, the Academic Library Survey (IPEDS) and the Association of College & Research Libraries (ACRL) annual survey.

Assessment

As a part of campus-wide assessment efforts, 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 instruction and library and technology services.

SUMMARY OF FY09 ACCOMPLISHMENTS

LR&TS assessment efforts focused on analyzing feedback from FY08 data and planning for improvements as indicated by the assessment instruments. Two major surveys were administered: the fourth telephone survey administered by the SCSU Survey in December and the fifth Miller Center student satisfaction survey in April. The reported levels of student satisfaction with LR&TS services continued to be high. In addition, several work groups conducted focused assessment projects. The dean's office convened its annual Dean's Student Advisory Group in April. Emphasis continued to be placed on using assessment data in the decision-making and goal-setting processes in LR&TS.

FY09 GOALS

Revise and repeat the 2008 Miller Center Student Survey and the SCSU LR&TS Telephone Survey to continue compiling long-term data regarding student awareness of and satisfaction with LR&TS services.

- Continued to see a high level of student satisfaction with LR&TS resources and services, with most measures at or above FY08 levels. The greatest increases in satisfaction were with e-mail help from Reference and with campus wireless service, showing almost 88 and 73 percent increases over FY08, respectively.

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

- Revised the Miller Center Student Survey and the telephone survey with the assistance of members of the LR&TS Assessment Committee. Committee members also assisted with the implementation of the Miller Center Student Survey.

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

- Worked with:
  - The Reference workgroup to conduct assessments of Reference desk assistance and library instruction and to add questions about the newly revised library Web site to the Miller Center survey.
  - The Service Desk Collaboration Group to plan for an assessment to be conducted at service desks in fall 2009.
  - The Collections workgroup to add questions about the library collections to the Miller Center survey.
  - Two other LR&TS faculty members to design and conduct a library survey of graduating seniors.

Continue to analyze SCSU and MnSCU documents and surveys for data applicable to LR&TS assessment.

- Reviewed the most recently available senior survey (spring 2007), which showed that 92 percent agreed or strongly agreed that SCSU provided the type of technology needed for the student to be successful in his/her major. Comments for changes relating to LR&TS included having more computers and study rooms available, 24/7 library hours, a quieter library atmosphere and allowing continued use of Husky-Net accounts following graduation.
- Reviewed the most recently available (spring 2007) National Survey of Student Engagement for questions that relate to LR&TS services.

Continue to participate in SCSU assessment activities by serving on the University Assessment Committee and working on assessment-related activities for the campus.

- Participated on the University Assessment Committee. Activities included serving as an assessment peer consultant, helping plan the assessment luncheon, participating in presentations by assessment experts who visited campus, assisting with the design of University Assessment Committee forms, documents and activities, and contributing two articles to the newly established Assessment Newsletter.

MAJOR CHANGES FROM FY08:

- Data analysis was improved through better use of SPSS. For instance, this year all responses from the telephone survey and selected responses from the Miller Center survey were cross-tabulated and analyzed by first year, sophomore, junior, senior and graduate student categories.

STATISTICS:

See Appendix A

Communication

The 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) to meet communication needs. Communication personnel advise employees and provide project guidance and input as needed.

SUMMARY OF FY09 ACCOMPLISHMENTS

The communication team saw an increase in the number of requests for materials and support specifically related to events, and served on several event planning and host committees. This year, more than 90 e-mail communications were sent from the "lrtsinfo" account, keeping the SCSU community informed about technology downtimes, upgrades, policies, services and events. Communication plans and materials were developed to support many projects, and six enrichment sessions were planned and facilitated in the Miller Center for LR&TS employees.

FY09 GOALS

Raise awareness of the services and resources provided by LR&TS. Inform and provide resources to the campus and community about changes to existing services and tools, new initiatives, policies and procedures, etc.

- Designed a technology assistance advertisement for the 2009-2010 Link publication.
- Wrote and edited messages sent to campus regarding library and technology services, downtimes, workshops and events.
- Served on the LR&TS Web committee and collaboratively redesigned the LR&TS Web site. Final launch is expected to occur in FY10.
- Created and distributed the 2008-09 Student Technology Handbook and the 2008-09 Faculty/Staff Technology Guide.

Coordinate time-sensitive communications to campus efficiently and effectively.

- Wrote and distributed time-sensitive messages regarding issues with Desire2Learn, Internet connectivity, server downtime, File/Web space, e-mail and MnPALS.

- Communicated all LR&TS/Miller Center hours, closings and exceptions via the campus listservs and LR&TS Web sites.

Develop and strengthen relationships with entities outside of LR&TS.

- Partnered with SCSU's Center for Excellence in Teaching and Learning (CETL), the Center for Information Systems (CfIS) the Technology and Pedagogical Resources committee (TPR) and other areas within LR&TS, to plan, promote and execute the events of the first campus technology day, Tech Day '09.
- Worked with SCSU's Public Safety to provide training about on-campus safety readiness to LR&TS employees, including the Star Alert program, the Critical Incident Readiness Team, and the new Emergency Procedure Guide.
- Coordinated IT communications between CfIS and LR&TS.
- Participated in the Teaching, Learning and Technology Roundtable.
- Partnered with University Communications to publicize public events and create a logo for the SCSU Computer Store.
- Met with the LR&TS outreach librarian to begin planning community outreach projects including a Miller Center Community Patron Privileges brochure and revising the self-guided tour.
- Served on the host committee for the five-day 2009 ResNet Symposium at SCSU.

Reach out to and increase support for LR&TS service areas previously under served by the communication team.

- Assisted with the rejuvenation of the liaison program by serving on the library liaison committee and designing a brochure for the G.R. Herberger College of Business library liaisons.
- Helped increase visibility of University Archives & Special Collections by producing a brochure and bookmark, and developing news ways such as the new blog and Miller Center lobby displays to promote archives.
- Collaborated with the Quiet Spaces committee to designate quiet and group spaces throughout the Miller Center library, and designed table tents and posters.
- Worked with Instructional Technology & Infrastructure Services (ITIS) staff to better inform faculty and staff about Web, video and phone conferencing.

Assist in the evaluation and assessment of LR&TS services and initiatives.

- Recruited volunteers for the annual LR&TS Dean's Student Advisory Group and reviewed feedback for ideas on improving LR&TS communications.
- Edited and designed the FY08 LR&TS annual report.

Coordinate and implement plans for LR&TS enrichment sessions and various other events.

- Planned and facilitated six LR&TS enrichment sessions during FY09:
  - □ "LR&TS Policies, Emergency Procedures & Workplace Safety"
  - □ "What Do They Do There Anyway?" eight-part LR&TS workgroup traveling enrichment series
  - □ "Kickin' It Library Style: Web 2.0 tools, working with students, and University Archives updates"
  - □ "On-Campus Safety Readiness" presented by SCSU Public Safety
  - □ "Campus Technology Update: iPod Touch, Web/video/phone conferencing solutions, and summer technology plans"
  - □ "The 2009 Horizon Report: Implications for LR&TS"
- Served on committees and created communication materials for the Tech Day'09, Technology Safari, 30th Annual Children's Literature Workshop, Let's Talk About It: Jewish Literature series, Shoestring Film Fest, Mainstreet/Sidestreet, Gear Up! Days, New Student Orientation, 2009 ResNet Symposium, Graduation Fair, Convocation, Faculty Workshop Days, Staff Development Days, History Day and 4th Annual Sunshine Week.

MAJOR CHANGES FROM FY08:

- The temporary communication specialist position was converted to a permanent, full-time position effective Oct. 1, 2008.

OTHER ITEMS OF NOTE:

- Completed the National Incident Management Systems (NIMS) NFA State/Local Partner-Sponsored Training, Introduction to Incident Command System for Operational First Responders.

Contracts

Learning Resources & Technology Services 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 Central Minnesota Distance Learning Network and the Minnesota Digital Library Consortium. Contracts for lease of SCSU fiber optic cables and for operation of the Miller Center coffee shop provide additional revenue.

SUMMARY OF FY09 ACCOMPLISHMENTS

LR&TS provided a range of services to more than 30 different agencies outside of SCSU. These contracts returned nearly $700,000 to LR&TS, which was used primarily to cover personnel costs associated with providing these services. Services included:

- Desire2Learn (D2L) server and technical support, Active Directory support and LibData host services for MnSCU.
- Interlibrary loan courier service for Minitex and five area libraries.
- ITV and video conferencing operations for the Central Minnesota Distance Learning Network.
- Outreach coordination and assistance for the Minnesota Digital Library Consortium.
- Hosting of the Central Minnesota Libraries Exchange.
- Use of campus fiber optic cables to interconnect networks for four telecommunication providers.
- The Miller Center coffee shop operated by the Fair Trade Café.

FY09 GOALS

Process contracts to support LR&TS initiatives.

- Initiated and processed 12 contracts covering ITV, interlibrary loan, and technical and library services for MnSCU.
- Amended and processed five income contracts covering the lease of fiber optic cables and operation of the Miller Center coffee shop.

Manage contract budgets, including invoicing.

- Managed budgets for 17 different contracts including various intervals of invoicing for 14 of these.

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

- Managed personnel-related aspects of contracts for Desire2Learn, LibData, Central Minnesota Distance Learning Network, Central Minnesota Libraries Exchange and Minnesota Digital Library support.

MAJOR CHANGES FROM FY08:

The hosting of LibData services was expanded to include two additional MnSCU campuses.

STATISTICS:

See Appendix B

Grants

The grant project developer provides research, planning, and grant writing support and service to all units within LR&TS. This support is for seeking internal and external funding and for new initiatives and ongoing projects. The grant project developer serves as a liaison between LR&TS and the Office of Sponsored Programs and the other colleges and departments across campus.

SUMMARY OF FY09 ACCOMPLISHMENTS

Two external grants totaling $47,200 were funded, with $2,500 awarded by the American Library Association/National Endowment for the Humanities to provide programming related to the "Soul of a People" documentary, and $44,700 awarded by Minnesota Learning Commons to provide training on how to use Pachyderm software to create digital objects for the Minnesota Digital Library. There was one internal new researcher grant awarded totaling $2,000 for a multimedia project in University Archives.

FY09 GOALS

Develop grant projects to support LR&TS initiatives.

- Received funding for two library-related external grants with $2,500 awarded to provide programming related to the "Soul of a People" documentary and almost $45,000 awarded to provide training related to the Minnesota Digital Library.
- Received funding for one internal grant of $2,000 awarded for an interactive multimedia project in University Archives.

Collaborate with departments and programs across campus to seek and identify grant projects.

- Submitted five grant applications in cooperation with the SCSU History department to support programming and activities related to the "Lewis & Clark and the Indian Country" traveling exhibit that will be in the Miller Center during fall 2009. These grants are still in process.

Provide grant fulfillment services and support to faculty and staff who are successful in receiving grants.

- Provided support for faculty and staff receiving grants when assistance was requested.

STATISTICS:

See Appendix C

Minnesota Digital Library

Learning Resources & Technology Services supports the mission and vision of the Minnesota Digital Library Coalition (MDLC) by dedicating faculty, staff and administrative time and expertise to this statewide project. Support efforts include project development, implementation and coordination, MDLC administration and governance, and grant development and fundraising. Three LR&TS members, including the MDLC outreach coordinator, serve on MDLC 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 eighth year, the MDLC, with LR&TS support, provides developing expertise in digital librarianship across the state.

SUMMARY OF FY09 ACCOMPLISHMENTS

LR&TS provided project management to the MDLC by maintaining the full-time outreach coordinator position. MDL developed 36 digitization projects that brought more than 4,400 photographs, 600 maps and 3,800 document pages into Minnesota Reflections, the MDL's database, which now contains nearly 40,000 digital objects. Projects included: 1) providing transcriptions for 1,800 handwritten pages, 2) developing the Google Mini search device project, 3) helping organizations add their Minnesota Reflections projects to Flickr Commons, and 4) teaching 35 seniors in the education program at SCSU to use the Pachyderm authoring program. LR&TS provided expertise to reorganize the MDL and to seek and receive funding for the MDL from the Minnesota state legislature through the new Arts and Cultural Heritage fund. On behalf of the MDLC, LR&TS was awarded in May 2009 a $44,700 Minnesota Learning Commons grant to teach people to use Pachyderm software during FY10.

FY09 GOALS

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

- Gave more than 12 formal presentations to organizations across the state and in the region.
- Participated in Minnesota Library Association legislative committee meetings.

Work with current and potential institutional participants to acquire content for the Minnesota Digital Library.

- Developed and conducted digitization projects to bring more than 8,800 new digital images into Minnesota Reflections.
- Traveled on more than 15 trips across the state to meet with participants. Also maintained regular voice and e-mail contact with contributors from across the state.

Conduct continuing projects to enhance social networking, wide-area searching and curriculum development projects.

- Worked with consultants to:
  - Enhance the "comment on this item" project.
  - Further advance the MDL search projects, including developing "Minnesota Finder."
  - Train student teachers in the use of the Pachyderm multimedia authoring tool.
  - Conduct an assessment of the people who contribute to and who use the "Minnesota Reflections" collection.

OTHER ITEMS OF NOTE

- The Minnesota Digital Library Coalition, working with its fiscal agent, Minitex Library Information Network, received $250,000 in legislative funding for the next biennium through the Arts and Cultural Heritage fund. Through this funding, LR&TS will contract for a fourth year with Minitex to provide outreach coordination and project director services.
- The MDLC received its eighth Library Services and Technology Act grant from the Minnesota Department of Education to fund digitization and infrastructure development activities in FY10.

STATISTICS:

See Appendix D

Learning

F rom 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 offering courses in cooperation with the College of Education. The primary function is to advise students and offer courses for CIM degree and certificate programs. At the undergraduate level, CIM offers a major, a minor, a certificate, and service courses for the College of Education and the university at large. At the graduate level, CIM offers three master's tracks, three certificate programs and courses leading to school library media specialist licensure.

SUMMARY OF FY09 ACCOMPLISHMENTS

During FY09, faculty continued efforts to recruit students and improve enrollment in CIM courses. With Mass Communications adding IM 260 as a major requirement and IM 111 approved as satisfying a General Education requirement, enrollment is expected to increase in the coming years. In response to the retirement of Luther Rotto in May 2009, CIM received approval to begin conducting a search to fill this position.

FY09 GOALS

Increase undergraduate/graduate program enrollment by 10 percent.
- Increased undergraduate enrollment by 13 percent from FY08 to FY09.
- Increased graduate enrollment by 2.6 percent from FY08 to FY09.
- Total credit hours generated, both undergraduate and graduate, increased by nearly 1 percent.
- Worked with Mass Communications resulting in IM 260 being made a requirement for Mass Communications majors.
- Participated in the Education Minnesota and Minnesota Educational Media Organization conferences as a vendor to promote the CIM programs.

Develop a standard information literacy course framework consistent with university and general education initiatives.
- Created IM 111 and got the course approved through the curriculum process. A requirement in information literacy was added to the campus General Education program proposal and IM 111 was accepted as fulfilling that requirement.

Conduct an annual advisory committee meeting seeking input for the IM programs.

- Conducted the Advisor Board meeting on Nov. 13, 2008 with approximately 15 alumni and friends of the program in attendance, as well as many of the CIM faculty.

Pursue and expand distributed learning options.

- Made all but two of the dual-numbered and graduate-only courses available online. One of the two remaining face-to-face-only courses will be offered online spring 2010.
- Submitted the Instructional Design & Training program to MnSCU for approval for online delivery; following approval, the program was promoted on Minnesota Public Radio.

Review graduate and undergraduate curriculum for scope and sequence of classes.

- Established regular meetings of the undergraduate advisors; a committee is developing a plan to create a training and development certificate and emphasis in the major.
- Planned a thorough review of the scope and sequence of graduate courses for FY10; IM 546 was changed to IM 646.

Continue to implement assessment procedures including performance-based student progress, research-based decision making and student disposition analysis for all programs.

- Developed and implemented a six-year plan to assess the Educational Media/Library Media Specialist Licensure program using 12 assessment strategies. The assessment processes are ongoing through 2014, with most assessment activities taking place annually.

Provide orientation to all CIM faculty, especially in regard to available technology resources and distributed learning options.

- Provided information to all faculty about available teaching technologies, especially for distance delivery. All graduate courses made use of one or more of these resources, including Desire2Learn (D2L), Adobe Connect, blogs and podcasts.

Ensure that all undergraduate and graduate students enrolled in a program are assigned an advisor and receive timely information to progress toward their academic goal.

- Reviewed student files to ensure that students were assigned to an advisor and notified faculty when they had advisees that were due for an advising session or needed to update their program.

MAJOR CHANGES FROM FY08:

Hired Yun Jeong Park to teach primarily in the undergraduate major and the graduate Instructional Design & Training programs.

OTHER ITEMS OF NOTE:

- Offered a study abroad program titled "British Children's Literature and Photography" during July 2008 in Alnwick, England. A total of 14 graduate students participated in the two-and-a-half week program.
- Conducted the 30th Annual Children's Literature Workshop June 22 and 23, which had a total of 157 registrants. Authors and illustrators from across Minnesota presented at the conference.

STATISTICS:

See Appendix E

Course Management Systems

InforMedia Services (IMS) provides 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.

SUMMARY OF FY09 ACCOMPLISHMENTS

Faculty use of D2L continued to grow, albeit at a slower rate than previous years. The number of courses using D2L increased by 15 percent over FY08 and the number of unique students (with at least one course in D2L) increased by 2.9 percent during FY09.

FY09 GOALS

Continue to support Desire2Learn campus-wide.
- Continued and refined the use of the Altiris Help-Desk system to track requests for D2L assistance and to improve efficiency of D2L support.
- Logged 6,215 D2L-related exchanges through the Altiris system for a total of 559.8 hours of total time spent on requests for creation of courses in FY09, and in-person, e-mail and telephone assistance. Informal assistance such as short phone calls, drop-ins by faculty and students, and conversations in various on-campus contexts are not reflected in the Altiris record.

Continue to offer Desire2Learn workshops and training sessions for SCSU faculty and staff.
- Offered 34 D2L sessions with 53 total attendees.
- Provided 95 open consultation sessions with a total attendance of 53.

Communicate with departments regarding faculty questions, concerns, workshops, training and/or one-to-one support on Desire2Learn-related issues.
- Sent periodic announcements to the D2L-Announce listserv to inform users about technology-related issues. MnSCU-level announcements and initiatives were communicated through the D2L-Announce and SCSU-Announce listservs as well as the D2L log-in page.
- Continued to create and display posters in the Miller Center and Centennial Hall to advertise workshops.

STATISTICS:
See Appendix F

Information Literacy

The intent of the information literacy program is to assist 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 FY09 ACCOMPLISHMENTS

Librarians met and exceeded instruction requests from faculty and staff across the campus, local K-12 classes and the St. Cloud community. Collectively, 15 librarians conducted 286 instruction sessions, an increase of almost 13 percent over FY08, and in the process reached a total of 5,852 students. Instruction and information literacy committee work continued, helping to clarify goals.

PERSONNEL

Coordinator: Cindy Gruwell
Scheduling Support: Diane R. Schmitt
Librarians: Keith Ewing, Robin Ewing, Jo Flanders, Michael Gorman, Fred Hill, Chris Inkster, Susan Motin, Olivia Olivares, Melissa Prescott, Jennifer Quinlan, Darlene St. Clair, Tom Steman, Rachel Wexelbaum, Sandra Williams

FY09 GOALS

Convene an information literacy committee composed of library and Center for Information Media (CIM) faculty.

- Transitioned the Information Literacy Task Force into an ongoing LR&TS information literacy committee with representation from both the library and CIM. The committee met bi-weekly and focused on the development of the LR&TS Information Literacy Program. In addition, the library instruction coordinator maintained membership on the St. Cloud State University General Education Committee, representing LR&TS and specifically supporting Goal 11 of the recently proposed General Education Program, "To locate, evaluate critically, and use information to meet an identified information need and develop appropriate information technology skills."

Explore and prepare tentative plans for an information literacy general education requirement.

- Focused the activities of the Information Literacy Committee on the development of an overarching program addressing information literacy standards through both library instruction and specific CIM courses (IM 111 and IM 204). The tentative program under development addresses information literacy competencies standards set forth by the Association of College and Research Libraries and Goal 11 of the recently proposed General Education Program. The competencies were reviewed and incorporated into the framework of the LR&TS Information Literacy Program. Primary achievements included:
  - Completion of the tentative framework for the LR&TS Information Literacy Program.
  - Creation of sub-groups aimed at developing IM 111 course content that will be used to fulfill Goal 11 when the General Education Program is approved.
  - Presentation of both the Information Literacy Program and framework to LR&TS Dean Kristi Tornquist and the Dean's Advisory Council (DAC) in April 2009.

Review assessment tools for library instruction, IM 196 and IM 204 classes.

- Examined the differences between the assessment tools used for library instruction and those used for CIM courses IM 196 (now IM 111) and IM 204. The Information Literacy Committee decided to focus on the CIM courses, as the information garnered from existing assessment tools will inform some of the work taking place with the development of IM 111 content. Review of both IM 111 and IM 204 pre-and post- assessment tests is in process with final proposals to be completed in spring 2010.

MAJOR CHANGES FROM FY08:

- The library liaison program was revived in FY09, and active participation with and presentations to departments generated new instruction sessions.

STATISTICS:

See Appendix G

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 FY09 ACCOMPLISHMENTS

Scholarly and creative work by LR&TS faculty and staff included 18 publications and 29 presentations.

APPENDIX:

See Appendix H

Student Technology Training

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.

SUMMARY OF FY09 ACCOMPLISHMENTS

InforMedia Services continued to offer student workshops on such topics as Dreamweaver, Flash and Podcasting. Student attendance increased nearly 13 percent over FY08. Twenty-five technology instruction sessions were offered for classes across campus, reaching 480 students. A new workshop registration system was implemented, and work continued on workshop standardization.

FY09 GOALS

Continue to offer workshops for students as well as technology instruction sessions (T.I.s).

- Offered 13 workshops for 96 students, which was an increase in attendance of nearly 13 percent over FY08.
- Offered 25 T.I.s for 480 participants in FY09, which was down from FY08. Instead of devoting class time to IMS workshop content, some departmental faculty arranged for IMS to offer separate workshops

for their students, outside of regular class time. These workshops were open to other students as well.

Continue to standardize IMS workshops and training modules.

- Standardized handouts for multi-part workshops so students were able to take sequenced workshops from different presenters with minimal overlap.

Use database technology to improve record-keeping and reporting.

- Improved record-keeping and reporting through the implementation of the MnSCU STARS database system for workshop registration. The system also tracked attendance and allowed students to print certificates of attendance upon completion of the workshops.

STATISTICS:

See Appendix I

Technology Training and Support

InforMedia Services (IMS) provides hardware and software support and training for staff and faculty through workshops, training sessions and in-house opportunities.

SUMMARY OF FY09 ACCOMPLISHMENTS

IMS offered a total of 228 workshops with 437 total participants. Fewer faculty attended workshops, especially the Desire2Learn (D2L) offerings; however, one-to-one consultation requests continued.

FY09 GOALS

Continue to offer workshops and training sessions for SCSU faculty and staff.

- Continued to offer workshops in FY09 as efforts were increased to accommodate one-to-one consultation requests. IMS offered 228 workshops with 437 total participants.

Continue to standardize IMS workshops and training modules.

- Discussed shared handouts for multi-part workshops to standardize workshop content and minimize overlap. New handouts were developed to address new technologies and software applications.
- Updated modules and training materials, which required extensive work, given the changes made during the D2L version upgrade.
- Used a shared network folder for workshop handouts so standard materials were available to all workshop instructors, and the latest versions of handouts were available as soon as updates were made.

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

- Worked with the ITIS workgroup to facilitate training sessions and learn new software skills.
- Continued to work with other workgroups in LR&TS on technology issues, primarily by utilizing a tracking system common to the HelpDesk and other LR&TS workgroups.
- Worked with Center for Excellence in Teaching and Learning (CETL) to plan and coordinate several of the technology workshop offerings for fall convocation and faculty workshop days.

Use database technology to improve record keeping and reporting.

- Improved record-keeping and reporting through the implementation of the MnSCU STARS database system for workshop registration. This conversion required training, adaptation and discussion of system options available.

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

- Communicated in person and through e-mail and telephone to answer questions and provide solutions for technology issues.
- Implemented use of the Altiris system for ticket tracking and incident reporting.
- Promoted workshops through e-mails sent to SCSU-Announce, posters and one-to-one contact through IMS liaisons.

Communicate, collaborate and partner with the Center for Excellence in Teaching and Learning (CETL) on workshops, instructional design and technology initiatives.

- Worked closely with the director of CETL to provide workshops for convocation, faculty workshops days and the Technology Institute, and incorporated pedagogy and technology with skill development.

OTHER ITEMS OF NOTE:

- Participated in the overall planning of SCSU's Tech Day '09, and provided demonstrations of interactive online gaming technologies.

STATISTICS:

See Appendix J

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 FY09 ACCOMPLISHMENTS

After conducting successful searches to fill vacant lines, a collection management librarian and e-resources/serials librarian began work. Workflow processes were documented by Acquisitions and Cataloging along with information about accrediting bodies, scheduled site visits and accreditation reports. The YBP GOBI selection tool saw an increase in use following retraining and one-to-one support for the library liaisons. After analysis of monograph spending statistics from Aleph, the monograph budget allocation process was changed so liaison teams each receive a budget calculated against the FTE of their college. The collection management librarian, e-resources/serials librarian and cataloging librarian became part of the liaison support team to inform liaisons about budgets and new resources as well as provide assistance with accreditation visits and preparation for buying resources for new programs.

FY09 GOALS

Develop a procedures manual documenting acquisitions processes.
- Created flowcharts for monographs ordering and processing, identification and replacement of lost/missing items, and software/CD-ROM license agreement decision-making.
- Drafted procedures for accepting donations.
- Continued investigating the use of a campus-wide wiki that could also be used by LR&TS workgroups to create online manuals for procedures and processes.

Improve customer service and support the outreach work of the library liaison group.
- Assisted college liaison teams with gathering information for accreditation reports, selection and collection analysis projects. Also provided support when colleges wished to make budget transfers for special purchases, get prices for resources and search for alternate resources based on cost or license agreement restrictions.

- Monitored college acquisition budgets beginning in spring 2009. The budgets were calculated against college FTE numbers, and that information was communicated to the library liaison teams.

Investigate expanding the department-level faculty use of YBP GOBI for book selection.

- Determined that department-level faculty use of YBP GOBI would not be viable due to budget constraints and technical issues. Instead, access was expanded for library faculty and a refresher course was provided for library liaisons on how to use GOBI. As a result, selection through GOBI by library faculty increased by 55 percent in FY09.

Investigate "OCLC WorldCat Collection Analysis" or other options to assess collection strengths, weaknesses, and unique and overlapping holdings.

- Investigation of OCLC WorldCat Collection Analysis is on hold due to cost and budget restrictions.

Revise Collection development policies, including "weeding" processes and criteria, and submit to appropriate bodies for review and consideration.

- Reviewed the previous collection development policy with the liaisons, deleted practices that no longer take place and drafted a new set of general collection development guidelines which will serve as the starting point for review and discussion in fall 2009.
- Collaborated with liaisons and workgroup leaders on drafts of new collection development policies for electronic resources, rare books and special collections, Reference, oversize books and items to be displayed in the Multicultural Resource Center.

Continue to investigate ways to work more closely with Access Services.

- Met regularly with Access Services to address issues of common concern.
- Drafted Access and Cataloging procedures for identifying, searching for and replacing missing and lost items.
- Collaborated with Access and the Music Department on phase I of an LP album weeding project.

MAJOR CHANGES FROM FY08:

- Collection Management Librarian Rachel Wexelbaum started in August 2008.
- Jo Flanders became E-Resources/Serials Librarian in August 2008.

STATISTICS:

See Appendix K

Cataloging

Cataloging manages and provides support for all aspects of resource description and classification, including copy cataloging, original cataloging and management of outsourced cataloging, for materials identified in the MnPALS online catalog. The group also provides database maintenance of OCLC and Aleph records, label production and tracking of pending changes in cataloging protocols and standards.

SUMMARY OF FY09 ACCOMPLISHMENTS

In addition to Cataloging's regular workflow, numerous special collections and donations were cataloged during FY09, including the Don Boros Theater Collection, the William Lindgren East Asian Collection, a collection of books donated in memory of Michael Litfin, a collection of historical surveying books donated by the Minnesota Society of Professional Surveyors, and the remainder of the Children, Families and Learning (CFL) materials. Cataloging staff developed procedures for oversize books and participated in the project to implement new oversize book locations. A wiki to document cataloging procedures and practices was begun, and training efforts focused on developing the cataloging technicians' proficiency with Library of Congress Classification.

FY09 GOALS

Recommend and implement new oversize books location and management.

- Established criteria for placement of materials in the oversize collection; collection codes for two new oversize areas were created and applied to materials.
- Implemented new oversize locations for Main Collection and Government Documents oversize materials.

Work with PALS on the Aleph authorities update scheduled for this year to improve the catalog.

- Since PALS delayed this project until August 2009, Cataloging focused on database cleanup projects to improve access, ensure consistency and reduce the impact of problems anticipated when the PALS authorities update takes place.
- Created keyword-searchable hyperlinked access points in the online catalog for several collections and groups, including the NASA Educator Resource Center materials and publications authored by SCSU faculty.

Continue to investigate ways to work more closely with Access Services.

- Continued to meet regularly with Access staff and to collaborate on developing procedures.

OTHER ITEMS OF NOTE:

- Continued to outsource cataloging of SCSU theses to Minitex.
- Investigated the impact of discontinuing the Government Documents cataloging contract with Marcive.
- Contributed to the creation of the "Just for Fun" showcase of books for leisure reading on the library homepage by constructing customized search links for various fiction genres.

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 282 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 FY09 ACCOMPLISHMENTS

CMLE provided interlibrary loan service for 3,838 requests, which was down 37 percent from FY08. More than 65 percent of these requests were for books. Twenty-seven percent of requests were filled using SCSU's collections. Minitex provided materials to fill 35 percent of the requests, and collections at the University of Minnesota were utilized for an additional 14 percent. Communication tools and continuing education, including the popular "More Things on a Stick: A Library Learning 2.0 Program," supported librarians in academic, public, special and school libraries.

FY09 GOALS

CMLE will exercise its leadership role in supporting and advocating for the rights of all libraries and librarians in the Central MN region and statewide.

- Collaborated and coordinated with many library systems and associations, such as the North Star Library Consortium (see goal 2 narrative).
- Worked with Minitex, librarians in the Miller Center, SCSU professors and 202 school media centers in offering a Central Minnesota version of History Day at SCSU.
- Teamed up with librarians at Metronet, Melsa and the U of M libraries, including Minitex, to identify any efficiencies or best practices in offering easy access for K-12 students to borrow materials and secure interlibrary loans of materials not owned at SCSU.
- Advocated for the needs of all libraries through relationship building with legislators and active participation during the legislative session.

- Served on the Minnesota Voluntary Certification Oversight Committee, with responsibility to accredit new statewide trainings for certification.

CMLE will work with its 282 member libraries to increase access to materials through interlibrary loan, backup reference services and other partnerships.

- Provided interlibrary loan for 3,838 requests, filling 88 percent successfully. This was a 37 percent decrease in requests from the previous year and the sixth consecutive annual decrease. Much of the latest decrease can be attributed to three factors:
  - High school students, through PSEO and Senior to Sophomore, checking out material directly rather than through CMLE as in the past.
  - Decreases in the number of media center staff at local schools, who are then not available to make ILL requests for students as required by CMLE guidelines.
  - Two policy changes in FY09: SCSU audio/video materials are no longer available for ILL loan; and CMLE no longer searches outside of the four-state region to fill ILL requests.
- Maintained delivery services through collaborations with SCSU, Great River Regional Library, East Central Regional Library and ISD 742.
- Shipped materials to requesting libraries, including interlibrary loan materials, free Spanish language newspapers, donated materials, reference books, Minnesota Digital Library bookmarks, NASA materials and the Raising Readers publication, utilizing our delivery services. A total of 16,066 free materials were distributed in FY09.
- Worked with the SCSU outreach librarian to formalize a system for organizing, publicizing and distributing materials from the SCSU NASA Educator Resource Center. Twenty-six locations ordered 1,510 of these materials.
- Worked with the SCSU outreach librarian to implement Central Minnesota History Day at SCSU. CMLE has library bar codes with all area schools, enabling students to check out SCSU materials or place orders for materials to be ordered from other libraries in the state that support their topic.
- Supported high school visits to the Miller Center. Seventeen of the 20 classes visiting this year were from CMLE member high schools. The four high

schools that visited and were not part of the Senior to Sophomore Program checked out library materials with the assistance of CMLE. During Senior to Sophomore visits, students check out materials through their individual bar codes. CMLE collaborated with the Center for Continuing Studies with a contract that allows these students to return SCSU library materials through CMLE delivery services at no charge to the students.

■ In FY09, CMLE members had an opportunity to join the North Star Library Consortium (NSLC), which uses Follett's Destiny library management software and is hosted at Region 1 in Moorhead. The NSLC has been in existence for five years and currently has 134 school libraries participating. Through a Federal Enhancing Education Through Technology grant, the NSLC upgraded its software, providing the ability to expand the consortium. Thirty-seven CMLE member libraries comprised the first group to migrate during this expansion. The NSLC was opened up for statewide involvement in January 2009. CMLE continued to provide administrative work for the NSLC, in addition to actively planning and implementing training and professional development activities for consortium members.

CMLE will act in the role of communicator, connector and developer of its academic, public, special and school libraries in 12 counties.

■ Provided timely information and a means to request books, articles and backup reference services through the CMLE Web site.

■ Published four issues of the Exchanger newsletter to communicate national, statewide and regional library-related news to all member libraries.

■ Offered time sensitive grant news, legislative updates and training opportunities through the CMLE e-mail distribution list when appropriate.

■ Connected libraries struggling with issues like new construction, policy development, starting a new library or staffing issues, with others who had solved similar problems.

■ Along with the other multitype systems, offered the popular "More Things on a Stick: A Library Learning 2.0 Program" (in follow-up to last year's "23 Things on a Stick Program") to any staff associated with any type of library. Thirty-four people in the CMLE region were registered; 16 finished all components of the program, and another six finished more than 10 components. Evaluations of

the program were positive, with requests for new content and another round of learning.

■ Continued to maintain current information about all member library facilities and staff for CMLE and for State Library Services at the Minnesota Department of Education.

■ Negotiated discounts for furniture, books, supplies and equipment for all member libraries, with some savings totaling 40 percent.

■ Facilitated and hosted 18 meetings, trainings, workshops and events on various topics, including legislation. In many cases, CMLE coordinated with East Central Regional Library, Great River Regional Library, College of St. Benedict, St. John's University and SCSU to offer low-cost, professional development opportunities for a large group of librarians.

■ Offered monthly MLA/MEMO Legislative Committee meetings via ITV at SCSU for all members of MLA and MEMO using equipment and space in the Miller Center.

■ Hosted the annual CMLE meeting in October at the new St. Cloud Public Library. Annette Atkins was the guest author, and tours of the library, additional presentations and dinner rounded out the event.

MAJOR CHANGES FROM FY08:

■ Policy changes specific to interlibrary loan had an impact on the percentage of filled requests, which decreased from 93.5 pecent in FY08 to 88.2 percent in FY09. In January 2009, CMLE discontinued going beyond the four-state region to fulfill ILL requests; this policy change matches Minitex's policy. CMLE also ceased loaning SCSU videos and media.

■ Jennifer Schwint, a 12-year employee of CMLE, resigned in December 2008. Crystal May was hired as a part-time (eight hours per month) temporary assistant, and Samantha TerBeest was hired as a temporary administrative assistant, both beginning in December 2008.

STATISTICS:
See Appendix L

Circulation

Circulation coordinates access to the library's collections. This includes staffing the Circulation Desk whenever the library is open and providing patron assistance for library resources and services. At the Circulation Desk, patrons can check out, return or renew books, audio-visual items, audio-visual equipment (laptops, cameras, etc.) and obtain study room access. The Circulation Desk also functions as a general information desk where employees answer patron questions in person and by telephone. Additionally, Circulation personnel coordinate traditional and electronic reserves, the media collection and stack maintenance. Staff open and close the library and frequently serve as the initial point of contact for building issues.

SUMMARY OF FY09 ACCOMPLISHMENTS

During FY09, Circulation emphasized customer service, providing a training module on telephone customer service for student workers. Queue lines were added at the Circulation Desk to make it easier to identify patrons needing assistance. Patron traffic was up 2.6 percent over FY08, with the library gate count surpassing the one million mark for the sixth time in the last several years. Newly designated group and quiet zones in the library allowed students to choose the appropriate study location. A blog was created to better communicate with student workers, and a Circulation student worker was named SCSU Student Employee of the Year. New check-out procedures were implemented for student laptops; due to the lengthened checkout periods, circulation statistics for both laptop types decreased during FY09. Media checkouts were down almost 20 percent overall, primarily due to a decrease in checkout of videotapes. Other statistics show that patron traffic for the library was up 2.6 percent over FY08.

FY09 GOALS

Establish/standardize procedures for student worker scheduling.
- Identified sources of problems in scheduling student workers and began to revise processes and procedures to address these. These revisions will continue into FY10.

Improve process management for projects and changes to existing procedures.
- Developed a project charter template to be used for Circulation projects during summer 2009.

Implement booking module beta project.
- Decided to focus on overdue notices instead of implementing the booking module beta. Planning continued for this project with a revised implementation date of fall 2009.

Develop and deliver one customer service session in the spring semester if student worker staffing permits.
- Developed and delivered a session on telephone customer service in spring 2009.

MAJOR CHANGES FROM FY08:

- Short-term laptops are now checked out overnight rather than only for four hours, and the long-term laptops are now checked out for one week instead of three days, to better meet student needs. Consequently there were fewer opportunities for use, and the number of laptop checkouts decreased by 11 percent and 49 percent, respectively.

STATISTICS:

See Appendix M

Electronic Resources and Periodicals

The E-Resources/Periodicals area provides public service and open-stack access to more than 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 LR&TS general phone line. E-Resources/Periodicals manages access to more than 15,000 online titles and more than 150 databases and electronic resources. This includes contract subscriptions and resource licensing, as well as analysis of use for evaluation and assessment.

SUMMARY OF FY09 ACCOMPLISHMENTS

FY09 began with the relocation of the Periodicals service desk as part of the LR&TS space moves plan. The E-Resources/Periodicals team updated and maintained local holding information in order to provide accurate and consistent information for patrons. An online request form and delivery of PDFs for print articles for faculty and staff was established, making this service easier and greener across campus. In addition, an online form for periodicals assessment was developed and will go out to faculty in fall 2009.

FY09 GOALS

Support library efforts especially pertaining to the library liaison groups, the serials committee, and other general periodical issues, concerns and ideas.

- Gathered data on the collection of e-resources/periodicals and provided information on new or requested resources in support for the library liaison groups.
- Convened meetings to discuss and assess title renewals, cancellations and additions.
- Actively participated in each college liaison group, and provided support and information when necessary.
- Negotiated contracts for existing and/or new print and online titles and resources and made the best use of allocated funds.
- Conducted extensive assessment and evaluation of the current microfiche contract to determine overlap with other resources; subsequently canceled a large number of fiche titles, and used the savings to purchase new databases and reference resources.
- Examined ways to improve patron service, including better signage, new microfilm readers and a new

scanner that allowed periodicals to deliver PDF print article requests to faculty via e-mail.

Continue to further develop and maintain the new A-Z journal list and provide training.

- Created a process and developed documentation on maintaining and editing journal holdings (cancellations, title changes, missing titles, incomplete or inaccurate entries, etc.).

Expand assessment and evaluation efforts.

- Explored Ulrich's Serials Analysis and used this product to aid in the analysis and assessment of journal titles.
- Continued current methods of statistical collection, and used the information compiled for research and/or development of current and new online/print journals and databases.
- Developed an online assessment of print serial holdings for faculty and staff, which will be distributed via e-mail in fall 2009.

Participate in space discussions of space needs and reconfigurations, especially those affecting Periodicals and Collection management; identify space requirements for next 5-10 years.

- Participated in discussions regarding space and moving Periodicals from its current location in the northwest corner of the Miller Center.
- Investigated future Periodicals space plans that address location of service areas and service to patrons.
- Documented staff and student worker processes and services to support future plans for the area.

Continue to investigate an Electronic Resource Management (ERM) system to support e-journals management.

- Continued to investigate ERM systems to support e-journal management, (such as Serials Solutions), but did not purchase due to the high cost of this support service.
- Began to examine Summon, a unified electronic discovery service that allows patrons to search and access library print, media and digital content.

Create an online form for faculty requests for copies of print journal articles.

- Created an online form to deliver PDF copies to faculty requesting print copies of journal articles. Early indications are that faculty are very happy with this service and use it regularly.

MAJOR CHANGES FROM FY08:

- Hired Jo Flanders for E-Resources/Serials librarian.

STATISTICS:

See Appendix N

Government Documents

The government documents area in 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 FY09 ACCOMPLISHMENTS

The government documents librarian presented library instruction sessions tailored to specific governmental information and provided reference services for document-related questions. During summer 2008, documents that were housed on the first floor were moved to the basement and those already in the basement were shifted to make room. In spring 2009, both the state and federal collections were evaluated by the documents librarian and many documents were withdrawn.

FY09 GOALS

Provide information to patrons about government document resources in all formats.

- Presented 13 government-related library instruction sessions.
- Posted notices to the SCSU-Announce listserv when a pertinent government item was published or made available electronically.
- Answered government document reference questions, many having to do with statistics or census data, on an individual basis.
- Coordinated the Constitution Day exhibit.

- Made tax forms available to patrons and prepared a handout that listed resources for further information.

Maintain the physical collection so materials can be easily found and used.

- Obtained permission from the Regional Depository to withdraw approximately 150 shelves of materials as the documents were being moved from the first floor to the basement during summer 2008.
- Evaluated both the state and federal collections and subsequently withdrew almost 70 additional shelves of material.

Consult with the catalog librarian on technical issues having to do with government documents.

- Met with the catalog librarian on several occasions to discuss the Marcive subscriptions, item holdings codes and the development of an oversize documents area.

Consult with Periodicals staff on issues surrounding the government documents that are housed in the Periodicals area.

- Met with Periodicals and Collections staff on several occasions to determine the status of government periodicals being displayed in the Periodicals area.

Coordinate the transition in oversight of the documents area.

- Prepared materials for training the new documents coordinator, who will begin in FY10. These included policies and rules governing the operations of a selective depository and detailed instructions for obtaining statistical data.

MAJOR CHANGES FROM FY08:

- The state and federal collections of government documents are now all located in the basement of the library.
- It was announced in spring 2009 that a new coordinator of government documents would take over the area as of July 1, 2009. Michael Gorman switched from Interlibrary Loan to Government Documents and Sandra Williams moved from Government Documents to Interlibrary Loan.

STATISTICS:

See Appendix O

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 courier service to the College of St. Benedict/St. John's University, Great River Regional Public Library, St. Cloud Technical College, Rasmussen College and the St. Cloud Hospital.

SUMMARY OF FY09 ACCOMPLISHMENTS

Interlibrary Loan received 10,018 requests for loans of SCSU's materials and requested 17,482 items on behalf of SCSU patrons for an overall increase in services of 7.62 percent over FY08. Incoming requests for SCSU materials were down slightly from FY08 while the number of outgoing requests from SCSU patrons was up 13 percent from FY08, the largest number of outgoing requests reported in the last decade. The increase in usage can be linked in part to increased knowledge of service availability and of citation links in SCSU databases. Electronic delivery of articles remained the default option, and 5,740 items were shared via this format in FY09, compared to 5,759 in FY08.

FY09 GOALS

Continue providing excellent customer service within the ILL department.
- Installed a new scanner in the ILL office, which made it easier to scan bound materials and other documents to provide electronic delivery of requests.
- Implemented an exchange between VDX and Aleph ILL software which streamlined requests from the Great River Regional Library.
- Provided fast and efficient service for an increasing number of requests through electronic delivery of articles, improvements and updates in technology and collaboration within LR&TS, Minitex and regional libraries.

Implement latest Aleph Interlibrary Loan module.
- Participated in workshops and training in preparation for the transition to Aleph version 19, which was made during spring 2009.

MAJOR CHANGES FROM FY08:

- It was announced in spring 2009 that a new coordinator of ILL would take over the area as of July 1, 2009. Sandra Williams moved from Government Documents to Interlibrary Loan and Michael Gorman switched from Interlibrary Loan to Government Documents.

STATISTICS:

See Appendix P

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; and the Assignment Calculator creates a step-by-step schedule for completing assignments. The creation and maintenance of resources and Web pages within LibData is a collaborative effort involving several librarians.

SUMMARY OF FY09 ACCOMPLISHMENTS

Since the launch of the new library Web site in FY08 which features LibData Subject Guides and Course Guides, the usage statistics for these pages has increased dramatically, up 199 percent and 50 percent, respectively. Given the prominence of these pages on the library Web site, it was important to finalize the LibData Editorial Guidelines document and provide refresher sessions for all library faculty who use LibData. Work was continued to improve the user interface for the Subject Guides. Part of this work included configuring a template created at Macalester College that has the potential to help with managing LibData content and its presentation on library Web pages; this feature is being investigated.

PERSONNEL

Coordinator: Melissa Prescott
Systems Librarian: Keith Ewing
Systems Maintenance: Gordie Schmitt
Contributors: Susan Chisholm, Robin Ewing, Michael Gorman, Cindy Gruwell, Fred Hill, Chris Inkster, Kyoko Kishimoto, Michele Monson, Susan Motin, Olivia Olivares, Jennifer Quinlan, Darlene St. Clair, Rachel Wexelbaum, Sandra Williams

FY09 GOALS

Revisit Subject Guide authorship responsibilities and assign pages to liaison teams and individual librarians.
- Reassigned all Subject Guides to librarians on the appropriate liaison teams.

Update library faculty on Editorial Guidelines and best practices for LibData pages.
- Finalized LibData Editorial Guidelines and presented to all LibData contributors.
- Offered refresher sessions for all library faculty and trained new faculty on the use of the LibData database and output components (Subject Guides, Course Guides and PageScribe). This was especially important this year due to the prominence of these guides on the newly redesigned library Web site.

Complete improvements to Subject Guide template design and organization of elements.
- Finished a project that improved the organizational structure and layout of the pages, and worked on post-project database clean-up.
- Added RSS functionality to the guides.

Continue clean-up of database elements including link maintenance, incomplete entries and relational structures.
- Modified and edited pages as needed. Assigned some of this work to adjunct reference faculty.

MAJOR CHANGES FROM FY08:
- Noted a major increase in use of pages likely due to the placement of certain tools and information on the new library homepage.

STATISTICS:
See Appendix Q

Library Outreach

Library Outreach currently encompasses a variety of duties and emphasizes the distribution of library communications, participation in university-wide student events and management of the NASA Education Resource Center. Additional areas of activity include working with some library grants and investigating the possibility of a "Friends of the Library" program.

SUMMARY OF FY09 ACCOMPLISHMENTS

During FY09, the third and final round of the "Let's Talk About It: Jewish Literature" grant was completed. The Friends of the Library project plan was written and presented at a LR&TS Dean's Advisory Council (DAC) meeting in the spring. A reorganization of the NASA Educator Resource Center materials was started.

FY09 GOALS

Complete the third (final round) grant of "Let's Talk About It: Jewish Literature Identity and Imagination." Themes: "Neighbors: The World Next Door," and "Demons, Golems, and Dybbuks: Monsters of the Jewish Imagination."

- Completed the fall and spring discussion groups with 86 total participants from the St. Cloud community, which included SCSU students, staff and faculty. The evaluation results were extremely positive for the book discussion series.

Write Friends of the Library project plan.

- Wrote Friends of the Library project plan and presented it at DAC.

Coordinate NASA Educator Resource Center

- Partnered with the Central Minnesota Libraries Exchange (CMLE) to distribute NASA materials to Central Minnesota K-12 schools. More than 1,000 items (posters, CDs and curriculum materials) were requested and distributed to Central Minnesota teachers. The International Space Station 2009 calendar, Planetary Nebula NGC 2440 and Supernova Remnant SN 1006 lithographs, and the Star Birth in the Eagle Nebula guide, proved to be particularly popular with schools.
- Monitored the NASA e-mail account.

Coordinate the library's participation in campus events.

- Coordinated the library's participation in Mainstreet, Sidestreet, Gear-Up! Days and the Graduation Fair.

Update and create library brochures.

- Updated text for the Miller Center map and self-guided tour.
- Gathered text for a new community outreach brochure.

Collaborate in St. Cloud State University Central Minnesota History Day.

- Collaborated with the SCSU coordinator of Central Minnesota History Day, the university archivist and the CMLE director to create a one-day weekend event to assist Central Minnesota area 6th-12th grade students with History Day projects. The day included presentations on how to locate materials available in the library and other locations and improved their projects/presentations. One-to-one assistance was also provided by history specialists and librarians.

Create and update Celebrations of Light display.

- Updated the Celebrations of Light display, which was in the Miller Center lobby display case from Nov. 25, 2008 to Dec. 31, 2009.
- Worked with the SCSU Music Department for its winter concert highlighting celebrations of light.

Explore creating new READ posters.

- Worked with one of the Reference librarians to create two READ posters that were used in the Black History Month library display.

Library Systems

The Library Systems area manages and provides support for library systems and associated applications, including ExLibris Aleph Integrated Library System, SFX OpenURL service, CSA MultiSearch federated search service, some LR&TS library Web pages, the Journal Title Holdings database, the LibData database and OCLC Connexion. In addition, this area provides support for EZProxy and troubleshoots problems with access to subscription database services. The systems librarian continues to participate in statewide issues, particularly with LibData, the Minnesota Digital Library and MnLINK. MnSCU contracts with SCSU for LibData hosting services for 25 institutions. In addition, three non-MnSCU schools also contract with SCSU for these services.

SUMMARY OF FY09 ACCOMPLISHMENTS

The Library Systems team authored and submitted proposals including the "Digital Archive and Institutional Repository" proposal and a modified MnSCU-wide proposal to the Enterprise Investment Committee for consideration for funding. Several new open source software products were tested and installed: Archon, an archives collection management software; ConPortal, an employee management software; and a test version of MediaWiki, a wiki authoring program. System upgrades included moving to Aleph version 19 and SFX version 2.3. EZProxy was maintained and moved to a new VM server. Library Systems also worked with Reference to modify LibStats in preparation for implementation in FY10, including modifying the interface to incorporate the READ Scale.

FY09 GOALS

Work with SCSU and MnSCU administrations on funding options for implementing a digital archives and institutional repository initiative.
- Authored the "Digital Archive and Institutional Repository" proposal for SCSU; submitted a modified MnSCU-wide proposal to the Enterprise Investment Committee for consideration for funding.

Investigate and negotiate the implementation of Archivist's Toolkit to support management of archives and special collections.
- Tested both Archivist's Toolkit and Archon; with advice from the university archivist, implemented Archon.

Continue to investigate an Electronic Resource Management (ERM) system to support e-journals management.
- Worked with the e-resources/serials librarian to identify options.

Implement a managed wiki to publish collection policies and procedures and "archive" accreditation, collection and peer reports.
- Installed MediaWiki on a test server and worked with the Wiki Working Group to test MediaWiki and TikiWiki. Cataloging began creating a procedures manual using hosted pbwiki as an interim.

Participate in discussions of space needs and reconfigurations, especially those affecting Periodicals and Collection management; identify space requirements for next 5-10 years.
- Created a proposal for relocating the Periodicals service area; managed the subsequent physical move of the periodicals print collection.
- Created an initial proposal for relocating the Collection Management workgroup.
- Consulted on furniture configurations for MC B41 and MC 220.

Investigate how the "sandbox idea" would benefit Library Systems.
- Tested several open source resources prior to implementation. However, continued to have difficulty in defining the "sandbox" concept.

MAJOR CHANGES FROM FY08:
- Keith Ewing relocated to Miller Center 204D and received a reduction in responsibilities for Collections Management over the course of the year.
- Gordie Schmitt moved adjacent to Keith Ewing and became associated with Library Systems full time.
- The hosting of LibData services was expanded to include two additional MnSCU campuses.

STATISTICS:
See Appendix R

Multicultural Resource Center

The Multicultural Resource Center (MRC) provides services and resources for students, faculty, staff and community members to research, teach about and broaden knowledge of historically excluded racial and ethnic groups of color in the United States. Of special interest are the historical and contemporary experiences of people of color in the Midwest.

SUMMARY OF FY09 ACCOMPLISHMENTS

This year, the MRC focused on developing programming such as the MRC Lecture Series and the "Anti-Racist Pedagogy Across the Curriculum" workshop. The MRC co-sponsored four campus events with other SCSU organizations, and personnel served on a variety of committees outside of SCSU. The MRC launched its Web site that includes extensive information about the MRC, courses related to race and diversity and campus initiatives that support diversity. Planning began for the upcoming "Lewis & Clark and the Indian Country" exhibit coming to campus fall 2009.

FY09 GOALS

Develop programming consistent with the MRC mission.

- Organized two events for the MRC Lecture Series. "Gender and Race in the 2008 Election: A Panel Discussion," with Enid Logan, Yolanda Denson Lehman, and Michelle K. Hammas was attended by more than 200 people, and covered by the media ("Tackling taboo topics," St. Cloud Times, Oct. 29, 2008). The second lecture, "Representations Outside the Mainstream," by Vertna Bradley was attended by about 25 people, despite competing, concurrent events taking place.

Reach out to the SCSU campus community.

- Co-sponsored four events with other SCSU organizations:
  - □ Mixed Blood Theatre's "Minnecanos" was co-sponsored with Movimiento Estudiantil Chicano de Aztlán.
  - □ Magdalin Hsu-Li's performance and lecture called "Smashing the Ceiling" and "Redefinition of Identity" was co-sponsored with GLBT Services and Women's Center.
  - □ Glenn Penny's lectures, "Colonial Realities: Germans, 'Massacres,' and New Ulm During the Minnesota Indian War of 1862," and "The German Love Affair with the American Indian" were co-sponsored with the History Department and American Indian Center.
  - □ Women's History Month speaker Angela Davis' lecture, "Feminist Change: A New Era" was co-sponsored by MRC, Center for Student Organizations & Leadership Development, Academic Affairs, and Women's Studies Program. Major contributors to the event included GLBT Services, Multicultural Student Services, Women's Center, Residence Hall Association and St. Cloud State University.
- Worked on projects with campus groups, including Multicultural Student Services, Racial Issues Colloquium, student groups of color, Women's Studies Program, American Indian Center, Department of Ethnic Studies, Department of Human Relations and Multicultural Education, Department of History, CARE, Women's Center, Diversity Task Force, College of Education Climate Task Force, American Indian Institute Task Force, and SCSU American Indian Advisory Board.
- Facilitated a CETL workshop, "Fostering Multilingual Literacy Using MS Word."
- Made a number of classroom presentations on various topics relating to the MRC.

Reach out to communities beyond SCSU.

- The MRC director served on several committees, including the Board of Directors for the Multicultural Center of Central Minnesota, Interview Committee for the Equity Services Director for District 742, Cultural Preservation Board for the Lower Souix Indian Community, Host Committee for the 2009 Native American and Indigenous Studies Association Conference, and the Indigenous People's Planning Committee for the 2009 World Parliament of the World's Religions.
- Continued to be active in the St. Cloud Chapter of the National Asian Pacific American Women's Forum.

Develop MRC initiatives.

- Helped organize and participated in the first "Anti-Racist Pedagogy Across the Curriculum" workshop.
- Helped organize, implement and teach the 3rd Annual American Indian Studies Workshop for Educators.

- Planned public programming for the traveling exhibit, "Lewis & Clark and the Indian Country," which is coming to SCSU fall 2009.

Pursue grants and funding to support the MRC.
- Pursued grants and funding to support the "Oral History of the SCSU Hunger Strike" project.
- Submitted grant applications to fund the public programming for "Lewis & Clark and the Indian Country" traveling exhibit.

Develop information and resource tools.
- Developed and implemented the MRC Web site (http://www.stcloudstate.edu/mrc) that includes information about the MRC (history, MRC programming), academic resources and SCSU courses related to race and diversity, campus initiatives that support diversity, SCSU cultural organizations and community resources (multicultural organizations in St. Cloud and Minnesota, higher education institutions in Minnesota).
- Updated the Subject Guides for Asian Pacific American Studies and African American Studies in consultation with Ethnic Studies faculty.

MAJOR CHANGES FROM FY08:
- Implemented the MRC Web site.
- Organized the "Anti-Racist Pedagogy Across the Curriculum" workshop.

- Planned for the upcoming "Lewis & Clark and the Indian Country" exhibit coming to campus Oct. 15 to Dec. 11, 2009.

OTHER ITEMS OF NOTE:
- A total of 327 questions were answered at the MRC in FY09 (124 in-person, 124 by e-mail, 79 by phone).
- In addition, the MRC director worked at the Reference Desk approximately three hours per week in fall 2008.

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 FY09 ACCOMPLISHMENTS
The Reference team continued to provide traditional services this year, answering nearly 15,000 questions and teaching 286 library instruction sessions. In addition, the group continued to explore ways to provide extended research assistance to students, faculty and staff. The newly redesigned library Web site seemingly contributed to a dramatic increase in the use of online library Subject and Course Guides (up 199 percent and 50 percent, respectively; see LibData report on page 34 for more information). In addition, the group participated in the statewide AskMN Virtual Reference Project that provided 24/7 online reference assistance for SCSU patrons. Other major accomplishments include an Election 2008 student voting initiative, an improved reference statistics database, a draft policy for community patron access to ADA resources and numerous collaborative research projects among reference faculty.

FY09 GOALS

Continue to provide excellent reference service at the Reference Desk, by telephone, AskRef, e-mail service and through personal contacts.

- Staffed the Reference Desk for 60 hours on weekdays (36 of which were double-staffed) 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 nearly 15,000 questions from students, faculty, staff and the community in person and via e-mail, telephone or AskMN chat service. The slight decrease from last year was likely caused by a combination of several factors. First, lab consultants staffed the Reference Desk with the librarians for the first three weeks of fall semester to answer routine printing and technology questions. These questions were previously answered by librarians and were included in the reference statistics. Second, participation in the AskMN chat service required SCSU librarians to answer only a portion of online chat questions coming from SCSU patrons. Third, the significant increase in library Subject and Course Guide use since the redesign of the Library Web site may be an indication that students are finding more of what they need without direct contact with a librarian (see LibData report on page 34).
- 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 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.
- 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, friendly service.
- Collaborated with Library Systems personnel to design a new reference statistics database to provide a more flexible and reliable method for gathering data; use will begin in FY10.
- Began participating in the nationwide Reference Effort Assessment Data (READ) Scale project that measures the effort and skill required to answer reference questions. Starting FY10, this qualitative data will be combined with the quantitative data already being collected to assess the services provided.
- Prepared a draft ADA policy for community patrons with the assistance of a graduate student intern.
- Held enrichment sessions for all faculty who work at the Reference Desk to help everyone keep up with subject-specific databases and resources.
- Sponsored an Election 2008 student voting initiative to assist students with voter registration.

Evaluate and improve the existing print and online Reference collections.

- Drafted a reference collection weeding policy.
- Weeded reference call numbers starting with A and Z, the atlas collection and the general oversize collection.
- Began a concerted discussion about purchasing online versus print reference sources. This issue is convoluted due to ongoing fees for online licensing and maintenance.

Create a healthy work environment.

- Maintained the SCSU Reference Desk blog to facilitate internal communication about reference services.
- Collaborated with one another on conference presentations and publications.
- Supported one another in desk coverage and other responsibilities.

STATISTICS:

See Appendix S

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. An expanding service in this area is the development of online surveys, which allow the researcher to place the survey on the Web to collect the data instantly as the surveys are completed. Student workshops are also offered during each semester on Minitab and SPSS, statistical software programs available to students in the General Access labs.

SUMMARY OF FY09 ACCOMPLISHMENTS

Statistical Consulting and Research Services assisted 90 graduate students and faculty members conducting research and analyzing results during FY09. This was an 87.5 percent increase over the previous year. The increase was prompted primarily by a significant increase in the number of graduate students seeking support. In addition, 17 departments or offices requested service and support for their surveys. The number of online surveys created by the SCRS staff more than doubled from 21 in FY08 to 44 in FY09. SCRS also offered more than 15 statistical workshops for students. Survey Monkey, the online survey software, was continued as the online survey software used by several clients.

FY09 GOALS

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

- Worked with the LR&TS assessment coordinator on surveys and provided some statistical consulting to aid in analyzing the data collected.
- Discussed possible solutions with the information systems team about how to provide a secure online survey for faculty in the College of Education.

Continue to offer workshops and training sessions for SCSU faculty, staff and students.

- Offered 21 workshops to students on Minitab and SPSS statistical software during fall semester; 77 students attended.

Integrate statistical consulting support and workshops with other IMS services.

- Shared workshop marketing efforts with InforMedia Services (IMS) and the Center for Information Systems (CfIS).

- Worked with IMS faculty on a graduate student's thesis research project that incorporated audio components into an online survey.

Integrate SCRS into the IMS workgroup.

- Discussed SCRS services at IMS meetings, and IMS personnel provided support and direction.

MAJOR CHANGES FROM FY08:

- Randy Kolb coordinated the SCRS group on an adjunct basis during FY09.
- Promoted SCRS services through Graduate Studies workshops; many of the attendees later sought support for their research projects.

STATISTICS:

See Appendix T

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 serves 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 Asian Art Collection and the Minnesota Authors Manuscript Collection.

SUMMARY OF FY09 ACCOMPLISHMENTS

A half-time archivist assistant was hired and started in August 2008. The University Archives team completed the identification and documentation of all records, and installed Archon, a collection management software product, to more easily manage materials and improve access. Many records were processed, including the records of commencement, presidential inaugurations and yearbooks. A records retention pilot was initiated and revision of the university's records retention schedule was begun. The Archives' Web site was updated to include additional digital exhibits and an RSS feed. New materials were created such as digital and physical exhibits as well as a bookmark and brochure highlighting services. Two Sinclair Lewis projects neared completion: One included the digitization of 262 letters from Sinclair Lewis to his companion Marcella Powers, 1939-1947, and the other involved creation of an interactive Web site featuring manuscripts of the Sinclair Lewis co-authored theatrical play "The Jayhawker."

FY09 GOALS

Revise Archives and Special Collections development policies.
- Created draft guidelines for access, copying, use and collection development. Refinement and approval of these guidelines are expected in FY10.

Investigate and negotiate the implementation of Archivist's Toolkit to support management of Archives and Special Collections.
- Installed Archon, an open source collection management software package, instead of Archivist's Toolkit. Created by practicing archivists, Archon is designed to maximize labor and streamline archival functions, as well as provide immediate and up-to-date access to users via the Web. Finding aids for archival material and digital objects are available to users and Archives' staff to browse, view and download. Procedures to enter content, as well as the content itself, were added and will be continually revised.

Continue to determine what university records are held by the Archives, where the records are within the Archives, and to create preliminary finding aids for access.
- Finished determining what materials are held in the Archives.
- Created an electronically searchable Word document so materials are now easily identifiable and can be accessed by users and Archives staff.

Begin arrangement and description of selected archival material.
- Analyzed user demand, then processed several record series, including Academic Affairs, Alumni Association, Talahi yearbooks, commencement, past presidential inaugurations, Center for Information Media, Sinclair Lewis letters to Marcella Powers, William Henry Jackson chromolithographs and Jane Grey Swisshelm. The processing of athletic records was begun and will continue into FY10.

Provide assistance to university offices and other individuals and groups regarding records retention.
- Launched a records retention pilot program and worked with participants in the Office of Clinical Experiences in the College of Education, the Political Science department and Athletic Media Relations to test the program's viability. Offices inventoried their records and then began investigating how long the records should be kept based on financial, legal, administrative and historical requirements.
- Provided assistance to offices that contacted the Archives regarding records.
- Created and regularly updated a Web page about records retention at the university and how to transfer records to University Archives.

Provide wider access of material held by Archives through digital methods.
- Scanned 966 items as high resolution TIFF images; 138 of these were shared with the Minnesota Digital Library (MDL) for inclusion on its Minnesota

Reflections Web site. Archives now has 225 images available on Minnesota Reflections.

- Received permission from the Sinclair Lewis estate for the Minnesota Historical Society to scan 262 letters sent from Lewis to his companion Marcella Powers from 1939-1947. The work was funded by an in-kind grant from the MDL, and the letters will be uploaded to the Minnesota Reflections Web site. This will be the first major digital collection of Sinclair Lewis primary resources made available online anywhere.
- Received a $2,000 SCSU grant to create a "proof of concept" interactive media project featuring a small portion of the manuscripts for the theatrical play "The Jayhawker," which was written by Sinclair Lewis and Lloyd Lewis. The manuscripts were donated to the University Archives in October 2007. The project will be showcased to grant-funding agencies to obtain resources to feature the entire play.

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

- Tracked 319 requests for archive resources and identified ways to improve services for users.

MAJOR CHANGES FROM FY08:

- Hired and trained Alissa LaChapelle as a half-time archivist assistant. She began August 2008.
- Completed identification and documentation of all records held in Archives.

OTHER ITEMS OF NOTE:

- Cataloged 1,100 books held as part of the Don Boros Theatre Collection and made available through the library's online catalog.
- Installed a new display, titled "St. Cloud State University Buildings: Faces Behind the Places," in the physical exhibit space and on the Archives' Web site.
- Scanned the 1902/03 and 1903/04 yearbooks and made them available on the Archives' Web site.
- Provided historical photos and timelines to several areas on campus who used them for many projects, such as for the presidential inauguration, photo slide shows from University Communications and in the WOW restaurant in Atwood.

STATISTICS:

See Appendix U

Technology

L R&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 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 FY09 ACCOMPLISHMENTS
The BI team worked together to streamline and revise development processes and continued to work on developing the campus strategy map. A significant amount of time was devoted to building and configuring development and production environments and tools for future use.

FY09 GOALS
Successfully hire a temporary ITS3 for one year.
- Hired an ITS3 technology specialist, Mark Norby, as a data warehouse developer for two years, beginning September 2008.

Present the campus strategy map and measures to the university leadership team.
- Continued to develop the strategy map to present to the leadership team. Completion is anticipated in summer 2009.

Provide at least one university unit with access to DataMart-driven multi-dimensional datasets.
- Implemented and enabled access to the student retention dataset for Admissions, and to the course management dataset for the College of Business.

Model and implement BI development and production environments for the DataMart, Analytics and SharePoint products.
- Built and configured seven servers for development and production to be used for the BI environments, with assistance from the systems administration team.

Streamline and revise data extract-transform-load (ETL) processes in the development environment.
- Implemented Microsoft Service Broker to streamline the ETL process for accessing the data.

College and Departmental Technology Support

Learning Resources & Technology Services 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 FY09 ACCOMPLISHMENTS

This year, the college and departmental technicians collaborated on common support issues and tasks, as well as worked to improve service for users. Monthly college and departmental technician meetings, as well as semi-annual campus technology meetings, helped establish common procedures and practices, and allowed for communication of updates and upcoming changes to IT infrastructure.

FY09 GOALS

Improve communication to faculty and staff in order to inform them of their designated technician and the technology resources and services that are available to them. Determine problem areas where technology support is not widely known and focus on communicating to those users.

- Developed an increased Web presence, including online help ticket submission forms, to route notice of technical problems to the appropriate technician.
- Increased training for HelpDesk student workers to educate them on the proper way to escalate and support various types of users.
- Worked with the Technology Support Services manager and the LR&TS communication specialist to communicate campus-wide issues in a consistent and appropriate manner.

Build a strong team environment within the Technology Support Services (TSS) team.

- Held monthly TSS staff meetings, and college and departmental technician meetings, to foster collaboration and communication across areas.
- Utilized the TSS staff listserv and SCSU-Tech listserv to communicate outages, upcoming changes and other important information.

Determine areas of need for training and make learning opportunities available to technicians.

- Consulted with the technicians both collectively and individually to determine areas of need for training.
- Purchased licensing from Atomic Learning to provide software-based online training modules for technicians.
- Communicated training opportunities widely and encouraged attendance whenever possible, via e-mails to listservs and announcements in meetings.
- Encouraged technicians to share information with others upon returning from training sessions.

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 625 computers are available in 19 General Access labs across campus. There are 70 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. 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 FY09 ACCOMPLISHMENTS

The General Access computer labs were successfully upgraded to Windows Vista and prepared for a printer upgrade that will take place in FY10. Training opportunities for lab support student workers were expanded. An emphasis was placed on improving communication to faculty and increasing collaboration with other service desks in the Miller Center.

FY09 GOALS

Promote more faculty involvement in the lab re-imaging process and raise faculty awareness of the software available in the labs.

- Sent e-mail and paper notification to all campus faculty to help broaden awareness of the software request process.
- Followed up with faculty who had made software requests in the past with telephone and e-mail reminders about software requests.

Improve services in the General Access labs by increasing the training provided to student lab consultants and soliciting feedback on the quality of customer service.

- Encouraged all student lab consultants to attend the three-hour HelpDesk orientation, which is required for those wishing to be considered for a promotion to lead lab consultant.
- Expanded Boot Camp training so it now occurs in both fall and spring semesters.

- Began using Atomic Learning online training modules to improve student staff training and opportunities.
- Created a new troubleshooting section within the labs' wiki that is updated by the T-shooters and has information to assist student lab consultants when doing initial troubleshooting.
- Began planning for a survey to solicit feedback on customer service in the labs; it will be sent out in fall 2009.

Continue to support the redistribution of computers from the Miller Center and General Access labs to other campus units.

- Facilitated the redistribution of more than 200 computers and 90 monitors throughout the campus. Computers were redistributed as new computers came into campus, per the campus-wide replacement cycle.

Collaborate with other service areas within LR&TS.

- Participated in the new Miller Center service desk collaboration committee.
- Worked with Circulation staff to develop a campus-wide lost and found policy.
- Shared the computer lab policy and procedure manual with other service desks and worked with them to develop uniform policies.
- Created a guide of all the services provided at each desk and where to direct patrons for particular problems. Posted the guide in each of the service areas.

MAJOR CHANGES FROM FY08:

- The Windows Vista operating system was installed in all General Access computer labs.
- As part of the remodel of the 51 Building, a new student computer lab was added.

OTHER ITEMS OF NOTE:

- Work orders were processed for 103 printers and 127 computers needing warranty repair.

STATISTICS:

See Appendix V

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 College. Contracts exist with resellers such as Adobe, Apple, Dell, Gateway, Hewlett Packard, Macromedia, Microsoft, SAS and SPSS. Products include peripherals such as printers, external drives, digital cameras, PDAs and computer supplies. Services include sales support, free delivery, preloading of software, system setup and order tracking.

SUMMARY OF FY09 ACCOMPLISHMENTS

The Computer Store generated more than $3.1 million in total sales for FY09, an increase of more than 10 percent over FY08. Throughout the year, the Computer Store worked to increase awareness of its products and services on campus, through targeted campaigns and advertising.

FY09 GOALS

Operate the store effectively so that a reasonable profit is realized.
- Reorganized the store for greater customer appeal.
- Transformed the technician/receiving area to improve work flow.
- Planned for adding a camera security system in an effort to minimize product theft.

- Prepared to add a new point of sale (POS) system to improve inventory tracking and accounting reports.

Actively promote the Computer Store.
- Promoted the Computer Store at events such as Mainstreet, Sidestreet, Gear Up! Days, Shoestring Film Fest, Love Your Computer series and Freshman Orientation.
- Displayed promotions in Atwood and the Miller Center.

Finalize and initiate the new Apple Support program, offering hardware repair services to campus at a cost.
- Worked to finalize a contract with Apple to continue as a reseller of Apple products.
- Successfully utilized Tech Check for all warranty work with the Apple contract.

Facilitate the placement of an Apple Certified Technician at the Computer Store.
- Had many employees learn about Apple hardware and support with plans to have staff take the Apple Certification test in FY10.

STATISTICS:

See Appendix W

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 FY09 ACCOMPLISHMENTS

The Database/Application team made several significant changes in FY09. These included hiring a new lead developer, increasing collaboration with other campus areas, improving group communication, implementing new work processes, enhancing application security and delivering several new or improved Web applications.

FY09 GOALS

Strengthen ties to other development areas on campus and in MnSCU.
- Collaborated with the Center for Information Systems to design and implement an applications

source code repository and control system (Microsoft Team Foundation Server) that will foster cross-departmental collaboration and knowledge-sharing.

Provide development and support for long-term projects that are external to the department.
- Delivered major new functionality to automate and enhance the ability for the College of Education to provide the best match between students and clinicals.
- Implemented a new and enhanced Web-based system to support the annual Student Research Colloquium.
- Moved Microsoft SharePoint sites into production for several colleges and departments, enabling these groups to share documents and work collaboratively.

MAJOR CHANGES FROM FY08:
- Hired Greg Biniek as Lead Applications Developer, November 2008.

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 of 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 by this group.

SUMMARY OF FY09 ACCOMPLISHMENTS

The e-classroom group completed work on the renovation of the Wick Science Building addition and the Public Safety Center. Eleven e-classrooms in the 51 Building were also renovated, and a total of 21 new e-classrooms were added to campus. Several additional projects were completed throughout the year, such as the audio-visual systems upgrade in Ritsche Auditorium, design work for Sycamore Place (the SCSU Graduate Center in Maple Grove), and the beginning stages of design work for the Fifth Avenue Live! project.

FY09 GOALS

Migrate Crestron e-classroom database to Roomview 7.0 Assets.
- Began manual migration to Roomview 7.0 Assets, with completion scheduled for early FY10.

Complete the Riverview, Brown Hall, Wick, Public Safety Center and 51 Building renovations.
- Adjusted installation schedules for Riverview and Brown Hall due to construction delays, with completion scheduled for summer 2009 and January 2010, respectively.

- Completed renovations of the Wick Science Building addition and the Public Safety Building.
- Renovated 11 e-classrooms in the 51 Building.

Continue National Hockey Center design and budgeting.
- Worked with the architects on planning and design; however, the project has been delayed an additional year, until 2011.

MAJOR CHANGES FROM FY08:
- Used the Altiris ticket system to track e-classroom problems, with a total of 486 incidents reported in FY09. Tickets could be accessed remotely using smartphones, which helped improve response times and resolution of the incidents.

OTHER ITEMS OF NOTE:
- Provided support for the MnSCU CIO Meeting hosted by SCSU, as well as for Tech Day '09.

STATISTICS:
See Appendix X

HelpDesk

The HelpDesk serves as a point of contact for technology questions, problems and the status of services. Student staff provides advice and information for multiple technologies, with priority given to academic uses. Staff members are 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, giving priority to academic endeavors. In addition, the HelpDesk works with the Center for Information Systems (CfIS) by routing all administrative support requests to CfIS for resolution.

SUMMARY OF FY09 ACCOMPLISHMENTS

The HelpDesk and computer labs coordinators increased collaboration and workflow between the two areas. HelpDesk workers and lab consultants attended shared training sessions. Use of the Nortel Call Center, door counter and Altiris statistics were evaluated to better

assess staffing and incident levels, which resulted in providing increased hours during move-in weekend. An application was developed to decrease the amount of time needed to enter incidents into Altiris and increase the accuracy of the number of incidents that are logged.

FY09 GOALS

Provide assistance for users of SCSU technology services.

- Served as the primary support contact for personal computers of students, faculty/staff and emeriti, and on-campus departments and student organizations.
- Provided increased assistance during periods of high demand, such as move-in weekend, the ResNet Symposium and the phase out of faculty/staff/emeriti dial-up service.

Improve training for student workers at the HelpDesk.

- Established a training outline for all new employees.
- Continued training at weekly meetings.
- Encouraged student worker attendance at the spring and fall Boot Camp, an all-day training program for both HelpDesk and lab consultant students.
- Subscribed to Atomic Learning to provide student workers with access to online training.

Enhance collaboration between the HelpDesk and the computers labs.

- Participated in group training with the lab consultants.
- Established a process that allows lab consultants to transfer to the HelpDesk, creating more opportunities.
- Continued workflow collaboration through regular meetings between the HelpDesk and lab coordinators.
- Established the new HelpDesk coordinator as a team lead to coordinate the training and support efforts of the HelpDesk, ResNet and lab areas.

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

- Developed an application to decrease the amount of time needed to enter incidents into Altiris and increase the accuracy of the number of incidents that are logged.
- Mandated the use of the Hardware Release and Indemnity form in order to improve tracking of incidents and hardware.
- Developed a form for verification of data backups before formatting hard drives to protect against unintentional reformats and loss of data.

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

- Student workers participated in training sessions given by full-time ITS employees.
- Worked with the campus technicians to provide a consistent computing environment on campus.
- Participated in monthly college and departmental technician meetings to ensure that all technicians are communicating consistent messages to users and collaborating on common problems and issues.

Become more proactive though better internal communication.

- Conducted weekly staff meetings for student workers which featured presentations by staff members of ITIS and ITS workgroups.
- Distributed weekly agendas and e-mails to the student worker listserv to ensure consistent communication.
- Spent scheduled time developing the Wiki Knowledge Base (a tool for troubleshooting).

Actively promote the SCSU HelpDesk services.

- Partnered with the Computer Store and ran a "Love Your Computer" campaign, aimed at customer awareness of:
  - Data loss prevention
  - Protection against malware and viruses
  - Wireless network security
  - Recommended best practices
- Provided information at the Mainstreet and Sidestreet events.
- Increased visibility by hosting a new booth at Advising and Registration Days, to help inform new students of the technology services available.
- Participated in the 16th Annual ResNet Symposium hosted at SCSU to gain insight into what other service desk operations are doing to promote their services.

MAJOR CHANGES FROM FY08:

- A new HelpDesk Coordinator, Carol Rose, was hired in January 2009.

STATISTICS:

See Appendix Y

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 FY09 ACCOMPLISHMENTS

Created project update reports that were sent bi-weekly to ITS management and team leads to facilitate communication within the different workgroups. Introduced the concept of "managed projects" and facilitated several initiatives.

FY09 GOALS

Improve project prioritization techniques based on project portfolio management best practices.

- Facilitated a once-a-semester project prioritization process with ITS management and team leads to evaluate and discuss prioritization of projects within the workgroups.

Provide leadership in planning and projects for the effective use of technology on campus.

- Project-managed the Digital Dashboard project for Business Intelligence within the Office of Institutional Effectiveness.
- Initiated and facilitated management of projects funded by the Office of the Chancellor IT dollars for FY09 to include faculty and staff computer replacement, Web content management and centralization of programming code.

Continue the maturation of project management methodologies including time estimation and resource allocation.

- Established a one-page project manager spreadsheet for each workgroup to show resource allocation projections within each weekly timeframe.
- Sent out bi-weekly project update reports to help communicate the status of projects within ITS.
- Introduced the concept of "managed projects," which identified the projects with which the Project and Planning area would be involved.

Assist in the integration of technology through involvement in campus-wide facilities planning.

- Provided project management for a number of projects, including the Maple Grove Graduate Center, renovations of Riverview and 51 Building, the casual computing initiative, campus digital signage, the Business Intelligence Digital Dashboard and the upgrade of HuskyPrint.

Provide leadership and technology resources to assist the Student Technology Fee Committee.

- Served as ex-officio committee member and project manager.
- Facilitated weekly Student Tech Fee Committee meetings and the semester software proposal process.

MAJOR CHANGES FROM FY08:

- Kim Stangret joined the area part time and managed projects four hours per week.

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 reviews of university IT services, resources and policies.

SUMMARY OF FY09 ACCOMPLISHMENTS

IT security incidents continued to grow, both in quantity and complexity. New case logs were up nearly 50 percent over FY08; this followed a 70 percent increase the previous year. The number of inquiries not requiring a documented case log also grew. Questions ranged from proper disposal of storage media and data destruction to appropriate use of computers. As IT security issues became more ubiquitous, IT Security interacted with an increasing number of internal and external groups.

FY09 GOALS

Manage growth and complexity of IT data security incidents.

- Investigated and documented 142 IT security incidents during FY09, which was nearly a 50 percent increase from FY08. Incident response continued to involve both campus and third party contacts.

Coordinate efforts with MnSCU and state agencies on behalf of SCSU.

- Participated in the MnSCU IT Security Guidelines working group and IT Security Steering Committee.
- Participated in the newly formed Security Training Advisory Group (STAG) at the request of the MnSCU Office of the Chancellor.
- Assisted as a campus IT security contact for the MnSCU-wide Payment Card Industry (PCI) assessment program.

Raise awareness of MnSCU security standards and move toward compliance verification.

- Assisted with and answered questions about the MnSCU Information Security Awareness program offered through Desire2Learn.

Coordinate security review/consulting for various campus entities.

- Assisted the Business Computer Information Systems department in completing the National Security Agency application for recognition as a National Center of Academic Excellence in Information Assurance Education.
- Arranged for ongoing secure destruction and disposal of hard drives and other storage media with the existing campus recycling contractor.
- Consulted with the College of Education on securely handling confidential data.
- Worked with Public Safety on security for its IT network and new parking ramp system.
- Collaborated with both campus and corporate Sodexo support staff to assess and improve the security of their campus Point of Sale (POS) systems.
- Reviewed the new Blackboard/Campus Card implementation plans for proper security measures.
- Reviewed the findings from the 2008 MnSCU Information Security Assessment of Non-Academic Business Units on campus. Based on the review, an IT Security Small Group was formed to 1) prioritize the concerns identified, and 2) document follow-up action taken. Work will continue into FY10, following up with departments identified.
- Participated in the Campus Emergency Notification Communication subcommittee.

Provide a consistent and timely incident response on behalf of SCSU.

- Continued to build relationships with Public Safety, local law enforcement and the county attorney's office.
- Assisted the Stearns County Attorney's office with a successful prosecution of a theft case involving campus property; this case took about 14 months to resolve.
- Continued to work with the Special Advisor to the President as requested to assist with incident responses and data requests.
- Complied with all requests from Student Life and Development to suspend certain students' LR&TS accounts as a result of disciplinary procedures.

Provide IT security education/best practices to campus audiences.

- Educated students and employees through one-to-one opportunities.
- Sent communications to campus warning of spam, fraudulent e-mails and peer-to-peer (P2P) file sharing.
- Introduced Check Point encryption software to campus.

STATISTICS:

See Appendix Z

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 FY09 ACCOMPLISHMENTS

The 2008-2009 school year saw many improvements in the ITV/Video/Web Conferencing area. Two SCSU video conferencing classrooms were upgraded to high definition (HD) and 18 other CMDLN classrooms were updated. Although use of ITV for classes declined for the fourth straight year, overall use of video/Web conferencing for classes increased nearly 10 percent due to use of MediaSite and Adobe Connect. Use of ITV for meetings also continued to grow, with the number of events up 150 percent over FY08.

FY09 GOALS

Upgrade three video conferencing rooms at SCSU to high definition (HD).
- Upgraded two of the five video conferencing classrooms to HD. The third classroom is scheduled to be updated at the end of summer 2009.

Improve reporting response time and accuracy.
- Utilized automated reporting features of the Web and video conferencing systems, and saw a decrease in the number of incidents due to human error and improved response to requested usage reports.

Program the AMX systems for Central Minnesota Distance Learning Network sites.
- Hired an ITS2 staff member to complete the programming needs for the CMDLN.
- Programmed 14 of the 21 AMX systems with plans to complete the last seven early in FY10.

Develop Adobe Connect training for campus technicians.
- Developed Adobe Connect training and scheduled sessions to take place July 2009. All campus technicians will be trained by fall 2009 in how to set up Adobe Connect sessions.

MAJOR CHANGES FROM FY08:
- Eighteen ITV classrooms were updated on the CMDLN in FY09.
- The number of Adobe Connect classes doubled over FY08, and evening Connect support was added.

OTHER ITEMS OF NOTE:
- The Learning Network of Minnesota, University of Minnesota and CMDLN have agreed to fund the development of a streaming video system for state-wide use to be implemented in FY10. Plans include secure logon, multi-format streams and automated content management among other features.

STATISTICS:
See Appendix AA

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 Web sites 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 FY09 ACCOMPLISHMENTS

In FY09, emphasis was placed on major Web site redesigns for areas such as Atwood, Center for Continuing Studies and the College of Science and Engineering. In addition, the Multimedia/Web Production team integrated social networking tools into the SCSU Web environment for sites such as the Department of Music. Collaboration with students enrolled in English 332 resulted in usability testing for the landing pages for current students, faculty and staff, and parents and families, providing data to help redesign these pages to better fit the needs of those audiences. Standardized Web site statistical reports were created and distributed to select departments and offices. RSS feeds were added to numerous Web sites such as university news, athletics, HuskyNet and music. There were significant increases in a number of project areas, including Web site redesigns, conversions of video and D2L production support.

FY09 GOALS

Foster a collaborative environment for introduction to and assistance with innovative multimedia technologies in support of teaching and learning.

- Participated in working groups for podcasting, wikis and iPod Touch.
- Helped research how the iPod Touch could be used for teaching, learning and marketing.
- Explored using a Nokia N810 Internet tablet, noting strengths and weaknesses of the device.
- Created a draft charge for a blog working group that will be brought to TLTR for discussion in fall 2009.
- Identified and integrated social networking tools into the SCSU Web environment, such as links to Facebook, RSS feeds, YouTube and blogs.

Accurately track projects.

- Explored using SharePoint as a project-tracking system, but found that with fine-tuning, the current tracking system worked best.
- Identified items to be tracked.

Create initiatives to encourage official Web site content accuracy and timeliness.

- Helped develop workshops on using Contribute and writing for the Web.
- Partnered with University Communications to send out a notice to all Contribute users reminding them to check their Web site content for accuracy.
- Implemented changes to Web site pages, which improved statistical tracking.
- Created Web statistical reports that are automatically generated and e-mailed to 11 departments and offices.
- Analyzed statistical data to identify possible changes to improve Web users' experience.

Design, create, implement and evaluate a process for usability testing of Web sites, applications and multimedia projects, moving towards incorporation of a user-centered design program.

- Collaborated with students in ENGL 332 both fall and spring semesters to test the usability of the existing landing pages (current students, faculty and staff, parents and families). Information from this testing will be used to create new landing pages scheduled to launch fall 2009.

MAJOR CHANGES FROM FY08:

- The number of departments using Adobe Connect for classes increased from 19 to 29.
- The number of departments and offices needing D2L production support rose from 24 to 39, and included more administrative uses by offices such as Human Resources, International Studies, Athletics and Buildings and Grounds.
- The number of audio/video conversions increased dramatically from FY08, up more than 200 percent. This was primarily due to a few departments doing one-time conversions of curricular materials.

STATISTICS:

See Appendix BB

Networking

Networking staff design, install and maintain 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 FY09 ACCOMPLISHMENTS

Nearly 500 active Ethernet connections were added across campus, bringing the total ports in use to 8,443. Campus Internet bandwidth was increased from 120 Mbps to 180 Mbps, with the capability to burst up to 250 Mbps; new equipment will need to be purchased and installed to accommodate this change, as the current Packetshaper can only handle 200 Mbps. New fiber optic cables were added to campus, and the network core router was moved to the new Centennial Hall data center. Additional 802.11n wireless access points were installed in three more areas of campus. Network services were extended to the Husky Hub and the new Richard Green House using point-to-point wireless systems. Network documentation was brought up-to-date.

FY09 GOALS

Implement plan to convert the network to a dual-core router design.
- Added new fiber optics cables between Centennial Hall, Miller Center and Atwood. The primary core router moved to Centennial Hall, and the secondary core router was located to the Miller Center data center.

Expand 802.11n wireless network pilot on campus.
- Installed and piloted access points with 802.11n capabilities in the Public Safety Center, Garvey Commons and Ritsche Auditorium.
- Disabled all of the 802.11n functions across campus after discovering connectivity and reliability issues.

Introduce wireless point-to-point systems to extend network connectivity to areas of campus.
- Installed point-to-point wireless systems to extend network services to the Husky Hub and the new Richard Green House.

Revise the network diagram showing all network hardware and interconnectivity as recommended by the MnSCU security assessment.
- Created and updated an SCSU network diagram using Microsoft Visio software.

OTHER ITEMS OF NOTE:
- Completed the Riverview and Brown Hall projects and began to work on Sycamore Place.
- Planned for and consulted on the Fifth Avenue Live!, Administrative Services and National Hockey Center projects.
- Discontinued dial-up for faculty, staff and emeriti on June 30, 2009.

STATISTICS:
See Appendix CC

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 FY09 ACCOMPLISHMENTS

The HelpDesk/ResNet office was open during move-in weekend for the first time in fall 2008, and a substantial number of students were served during that weekend. The number of Macintosh computers and game consoles (Xbox 360, PS3, Wii) registered on the network continued to increase from previous years. The 16th Annual ResNet Symposium was hosted by St. Cloud State University in June 2009 and had 140 registrants from the United States and Canada.

FY09 GOALS

Evaluate and plan for a wireless network upgrade in the residence halls during summer 2009.

- Delayed this project due to problems encountered with the new access points. When the access points were running in 802.11n mode, numerous connectivity problems were noticed. Until these issues can be resolved, there is not a compelling reason to upgrade the wireless network.

Investigate bandwidth use and provide a plan for management.

- Provided monthly bandwidth reports to IT management.
- Reviewed bandwidth reports over FY09 and assessed that the campus is using its maximum allotment of bandwidth during most of the day. However, due to an increase in bandwidth over FY08 and efficient traffic shaping, there were comparatively fewer bandwidth complaints.
- Determined that additional bandwidth will be needed for FY10.

Plan and execute a successful ResNet Symposium.

- Worked with ResNet Inc.'s Board of Directors to plan and host the 16th Annual ResNet Symposium. The event, which lasted June 26-30, attracted 140 registrants from the United States and Canada.

MAJOR CHANGES FROM FY08:

- Instead of hosting the ResNet Installation Fair this year, which typically took place in the residence halls during the first week of classes, the HelpDesk/ResNet office was open for technical support during move-in weekend. In the past, there was no technical support provided during move-in weekend. The HelpDesk/ResNet door count indicated 791 visitors, including faculty, staff and students.

OTHER ITEMS OF NOTE:

- The number of wired network registrations continued to decline as more students adopted wireless as their primary and singular connection method.
- The percentage of Macintosh computers registered on the network in the resident halls increased from 8 percent in FY08 to 13 percent in FY09.
- The number of game consoles (Xbox 360, PS3, Wii) registered on the network continued to increase. Approximately 450 consoles were registered in FY09 compared to approximately 300 in FY08.

STATISTICS:

See Appendix DD

Servers/Authentication Systems

Staff members maintain and offer assistance with campus-wide computer servers, including e-mail, Web, database and Desire2Learn (D2L) services and the many departmental file and print servers.

SUMMARY OF FY09 ACCOMPLISHMENTS

The systems team was actively involved with IT projects and provided assistance with IT solutions and implementation through FY09. Projects ranged from providing students with remote access to applications to providing business intelligence support for the management staff. The systems team was also involved in building the infrastructure to host the growing demand for servers and storage. The Centennial Hall data center was remodeled to include new cooling and power infrastructure; these updates position the university to meet future server and storage demands. In addition to several other projects, blade servers and virtual servers were also implemented to significantly reduce data center energy consumption.

FY09 GOALS

Develop standard operations and monitoring practices to ensure maximum uptime and reliability of current and future services.

- Researched and implemented a log consolidation and monitoring appliance.
- Customized and deployed an application-based firewall to help protect public Web sites against attacks.

Develop and implement a server hardware and software replacement cycle to ensure systems are up-to-date.

- Rebuilt and/or consolidated 23 servers to keep system hardware and software current. The server rebuild process included virtualizing 12 out of the 23 servers.

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

- Implemented server virtualization technologies using VMWare ESX server.
- Customized and deployed production SharePoint sites used for collaboration; these sites promote centralized document management and team collaborations projects.

Secure current services more effectively and implement processes to ensure that new services are deployed in a secure manner.

- Administered an application firewall to protect public Web sites.
- Upgraded the Active Directory server to Server 2008 software.
- Deployed a log monitoring and consolidation appliance.

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

- Filled the identity management (IDM) position funded through a contract with the Office of the Chancellor (OoC) and continued to work with the OoC IDM core team on the StarID project.
- Worked on documenting current practices and procedures for identity and access management.

Instigate a departmental staff development plan with individual plans for growth.

- Participated in a variety of user and customer forums and attended several training and conferences throughout the year to invest in professional development.

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.

- Added a backup generator and new power and cooling units to the Centennial Hall data center to provide greater redundancy.
- Implemented VMWare ESX to provide more a resilient infrastructure.

STATISTICS:

See Appendix EE

Telecommunications Infrastructure

This 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 FY09 ACCOMPLISHMENTS

More than 500 data runs were added to campus, including 350 in the Wick Science Building addition and 50 in the Public Safety Center. Work continued on Riverview and Brown Hall renovations. Design and planning began on projects such as the National Hockey Center and Administrative Services renovations, Twin Cities Graduate Center, and the Fifth Avenue Live! project. Upgrades were also made to the campus wireless and Campus Card systems.

FY09 GOALS

Install all cabling in a neat and orderly manner.
- Completed all work to national code standards.

Document all data and fiber cabling.
- Documented all new data and fiber runs as part of installation procedures.

Install all cabling in a timely manner.
- Strived to complete installations within three weeks of the request.

Complete the Riverview and Brown Hall renovation projects.
- Adjusted schedules for Riverview and Brown Hall due to construction delays, with completion set for FY10.

Complete the Sycamore Project by Aug. 15, 2009.
- Finished planning and awaited construction completion.

Continue planning for new projects.
- Helped with the planning and design work for the National Hockey Center renovation, Administrative Services renovation and the Fifth Avenue Live! projects.

MAJOR CHANGES FROM FY08:
- Established a priority to upgrade the copper infrastructure whenever possible.

OTHER ITEMS OF NOTE:

Refer to Appendix CC, Table 67 to see 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 FY09 ACCOMPLISHMENTS

New HuskyNetIDs were created for 153 department accounts, 260 faculty/staff accounts and 19 student organization accounts in FY09. More than 1,100 community patron accounts were either created, renewed or required maintenance. The demand for network storage space continued to grow, with file/Web and e-mail storage space all having double-digit percentage increases over FY08.

FY09 GOALS

Continue to process HuskyNet account reports and audits regularly.
- Conducted regular HuskyNet account audits and reviewed audit reports as scheduled in procedures.

Document and evaluate the processes for all HuskyNet account reports and audits in order to assure accuracy and consistency.
- Created several documents to outline account procedures, such as account creation, naming conventions, audit timelines and other policies and procedures.

MAJOR CHANGES FROM FY08:
- Planned for implementation of new password guidelines established by MnSCU, effective FY10.

STATISTICS:

See Appendix FF

Video Media Production

Instructional and promotional video services are provided for the campus community and colleges. The video production staff provides technical and creative expertise through 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 FY09 ACCOMPLISHMENTS

The Video Media Production team experienced an equal mix of live event recordings and planned productions throughout FY09. Additional staffing was required for specialized projects, and the team was able to utilize graduate and undergraduate students to fill this need. There was a noticeable decline in demand for services during the second half of FY09, which may be attributed to the budgetary concerns departments are currently addressing throughout the campus. Installation of a dedicated video server and system upgrades to the edit stations were completed. The production team worked with the admissions staff to update the current recruiting video as well as translate it into Hmong, Spanish and Somali languages. In addition to other events, the team also provided video coverage for fall and spring convocations, the presidential inauguration and graduation.

FY09 GOALS

Integrate the video server into the editing operation.
- Completed installation during summer 2008.

Continue transition to high definition technology.
- Recorded selected productions in the 1080i HD format.

Begin production of new recruiting video.
- Taped new campus scenes/events and interviews of alumni and students for replacement in current video. Completion is scheduled for July 2009.

Establish media production work space for audio and studio setups.
- Other building space issues for staffing have taken priority to this need, and consequently, the new spaces were not established.

Workstation/Application Support

The Workstation/Application Support team services all of the publicly available workstations in the James W. Miller Learning Resources Center, as well as those in SCSU's General Access computer labs, electronic classrooms and conferences rooms. The primary goal of this team is to provide reliable desktop systems, equipment acquisition and hardware/software maintenance.

SUMMARY OF FY09 ACCOMPLISHMENTS

In addition to the everyday duties of providing reliable, stable and flexible computing systems that meet the needs of users, the Workstation/Application Support team also made significant progress in a number of areas in FY09. Projects included deploying Windows Vista in many areas on campus, rolling out encryption capability for Windows machines, participating in green initiatives, deploying Altiris Notification Server, supporting a new version of the Macintosh operating system and continuing to build the team's overall capacity.

FY09 GOALS

Establish repeatable, consistent and, where possible, automated processes to reduce Total Cost of Ownership (TCO) on campus workstations.

- Began to deploy a new software tool (Altiris Client Mangement Suite) to provide additional management and automation capabilities in General Access computer labs. Also created a technical recommendation document requesting management approval to deploy additional software tools that will further lower TCO.

Continue to provide data security via encryption, expanding the services offered where appropriate and supportable.

- Deployed a technical solution that allows Windows desktop and laptop computer hard drives to be encrypted and created an encryption planning document for management review.

Collaborate with campus technical colleagues and technology stakeholders to ensure delivered solutions are appropriate.

- Held regular meetings with campus technicians and with the Apple working group.
- Helped with technical setup, staffing and support for the Technology Safari and the 16th Annual ResNet Symposium held at SCSU.

Centralize and expand purchasing initiatives supported by processes to leverage campus resources.

- Explored ways to be more "green" in our purchasing.
- Bought computers in bulk to lessen packaging waste.
- Set all lab, public and e-classroom computers to go to sleep after two hours of inactivity in order to reduce power consumption.

Provide focus for the Macintosh platform by delivering technology solutions to enable success.

- Implemented support for Apple's Leopard operating system and began preparations to support the new Snow Leopard operating system.
- Purchased and deployed a new Macintosh server to support campus Macintosh operations.
- Researched alternatives for deploying Macintosh software in an automated fashion, proposed a solution, and began the work of testing and proving the proposed solution will work to meet campus needs.

Continue to integrate the information systems manager into cyclical processes of team and department.

- The information systems manager was very involved in this year's cyclical processes, such as hardware rollouts and software image updates. This involvement has resulted in some proposed changes to these processes.

MAJOR CHANGES FROM FY08:

- Software licensing specialist Marcus Pohl resigned in January 2009 and was not replaced.

Appendices

	FY06	FY07	FY08	FY09
General Satisfaction with LR&TS resources and services	95	95	93	96
Items with satisfaction by at least 90% of users (% of users satisfied listed below):				
Library				
Subject guides like RQS	90	96	87	89
Help at Reference Desk	94	94	88	96
E-mail help from Reference	90	93	85	97
Fulltext journal articles	89	91	88	88
ILL options	92	90	88	89
Online renewal	90	88	88	89
Library webpage (redesigned fall 2008)				90
Technology				
Received help with D2L	90	93	95	92
Technical help in computer labs	90	91	86	90
Software programs adequate for academic needs	90	91	93	95
Off-campus access to resources	95	86	98	94
Computer hardware adequate for academic needs	92	92	93	93
Computers updated often enough	93	94	92	94
Campus wireless			71	96
Equipment for checkout (laptops, digital cameras, recorders, etc.)				94
HuskyNet webpage				98
Miller Center Facilities				
Study rooms available for checkout	96	94	90	98
MC employees (not student workers) helpful	98	92	91	95
Adequate variety of study areas	92	91	89	96
Helpful student workers	77	90	83	92
General				
LR&TS has helped with my assignments in the past	96	97	92	96
LR&TS services and resources support my academic learning	96	95	95	95
LR&S Websites (08 - average of Library and HuskyNet webpages)	95	94	94	94
Promotional materials	90	90	92	90
Items with dissatisfaction by at least 20% of users (% of users dissatisfied listed below):				
Miller Center has an adequate number of computers	40	47	51	34
Miller Center study areas are free of distractions for the most part ("quiet areas" in 08)	25	28	26	19
Recommend to a friend				
Would recommend library resources and services to a friend		84	84	not asked
Would recommend technology resources and services to a friend		75	77	not asked
Top reasons for using the Miller Center (open-ended responses listed alphabetically; top <u>two reasons</u> asked in 2007-2009)				
Academic work (study, read, etc.)	21	46	55	54
Computer access	21	39	41	30
E-mail	5		5	
Environment / facilities	17	41	31	37
Group work	8		8	
Research (general and academic)	15	20	29	33
Use printer		11		

National Survey of Student Engagement (Spring 07) - Questions related to LR&TS services	1st year	Seniors
Communicated with an instructor via email	76%	84%
Used listserv, chat group, etc. to discuss or complete an assignment	48%	58%
Worked on a culminating senior experience (may have required library resources)		63%
Used computing and information technology	69%	81%
Spent quite a bit of time or very much time studying and on academic work	68%	76%
Read at least five books that were not assigned	13%	23%

Appendix B – Contracts
Table 2: Contract Activity

	FY07 Amount	FY08 Amount	FY09 Amount	% Change
Income Contracts				
Fiber Leases	$18,000	$18,000	$18,000	0.00%
Coffee Shop Commissions/Lease	$12,345	$14,906	$14,694	-1.42%
Online Software Development	--	$10,000	$0	-100.00%
Library Services	Amount	Amount	Amount	% Change
LibData hosting	$16,000	$26,500	$26,500	0.00%
ILL Courier Service	$6,985	$6,985	$7,818	11.92%
Minnesota Digital Library	$48,896	$92,424	$91,303	-1.21%
Technology Services	Amount	Amount	Amount	% Change
MnSCU D2L Support	$94,630	$173,559	$254,947	46.89%
Active Directory Support	--	$33,632	$104,869	211.81%
ITV/Video Conferencing	$117,874	$124,946	$171,800	37.50%
Total	$314,730	$500,952	$689,930	37.72%

Appendix C – Grants
Table 3: External Grants

Project Title	Funding source	Source type	Date submitted	Amount requested	Amount received
Soul of a People: Voices from the Writers' Project	American Library Association/National Endowment for the Humanities	Private/Federal	7/11/2008	$2,500.00	$2,500.00
Minnesota Digital Library Pachyderm Training Project	Minnesota Learning Commons	Private	1/12/2009	$49,952.00	$44,700.00
Total	**2**			**$52,452.00**	**$47,200.00**

Appendix C – Grants
Table 4: Internal Grants

Project Title	Funding source	Source type	Date submitted	Amount requested	Amount received
Jayhawker: An Interactive Multimedia Proof of Concept	New Researcher Award	SCSU	12/23/2008	$2,000.00	$2,000.00
Student Project Displays	Cultural Diversity Committee	SCSU	4/6/09	$4,756.00	$0.00
Total	**3**			**$6,756.00**	**$2,000.00**

Appendix C – Grants
Table 5: Grants in Progress

Project Title	Funding source	Source type	Date submitted	Amount requested	Amount received
Public Programs: Lewis & Clark and the Indian Country	Land O' Lakes Foundation	Private	2/13/2009	$18,883.00	
Public Programs: Lewis & Clark and the Indian Country	Whitney ARCEE Foundation	Private	2/13/2009	$18,883.00	
Public Programs: Lewis & Clark and the Indian Country	Wilkie Brothers Foundation	Private	2/13/2009	$18,883.00	
Public Programs: Lewis & Clark and the Indian Country	Casey Albert T. O'Neil Foundation	Private	2/13/2009	$18,883.00	
Public Programs: Lewis & Clark and the Indian Country	Otto Bremer Foundation	Private	4/24/09	$17,883.00	
Total	**5**			**$93,415.00**	**$0.00**

Appendix C – Grants
Table 6: Grant Activity Comparison

	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09
External Grants submitted	7	9	6	5	6	6	4	2	2
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
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
Success rate	2.00%	4.90%	13.37%	56.49%	42.08%	0.49%	6.44%	0.54%	89.99%
Internal Grants	1	6	5	1	3	9	8	1	3
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
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
Success rate	100.00%	93.14%	49.43%	0.00%	77.38%	23.71%	8.00%	100.00%	100.00%

Appendix C – Grants
Chart 1: External Grant Funding Received, FY01-FY09
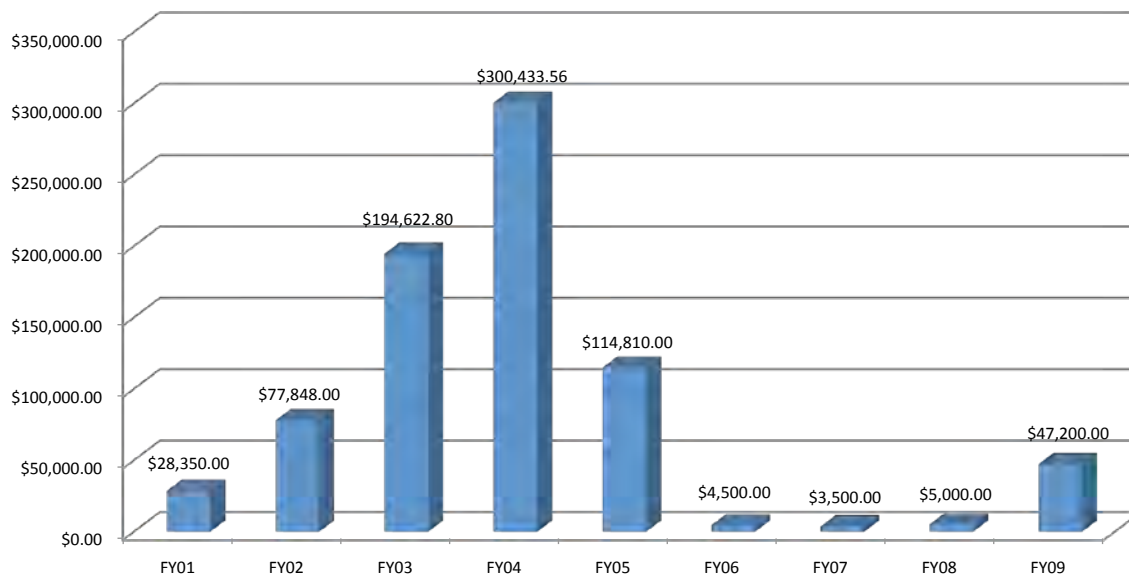
Appendix D – Minnesota Digital Library
Table 7: Grant Awards by Year

Year	Amount Awarded	Amount spent
FY02	$25,000.00	$23,584.09
FY03	$49,832.00	$47,982.24
FY04 - FY05*	$299,983.56	$284,665.68
FY06	$113,818.00	$112,540.67
FY07	$221,674.00	$221,672.42
FY08	$224,925.00	$224,925.00
FY09	$234,953.00	$234,953.00
Total	**$1,170,185.56**	**$1,150,323.10**

*Original award covered 18 months, but was extended to cover two full fiscal years

Appendix E – Center for Information Media
Table 8: Graduate Student Counts

Student Degree Category	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	% change
Total Master's Degree	201	205	210	213	206	210	155	150	156	4.00%
Active Students*					50	71	62	41	41	0.00%
Information Technologies (Track I)	**	**	**	**	45	46	32	30	33	10.00%
Active Students*					8	15	13	7	7	0.00%
Educational Media (Track II)	**	**	**	**	98	101	85	77	76	-1.30%
Active Students*					34	51	36	27	26	-3.70%
Instructional Design/Training (Track III)	**	**	**	**	63	63	38	43	48	11.63%
Active Students*					8	17	9	7	8	14.29%
School Library Media Specialist Licensure	82	80	69	73	81	88	79	92	87	-5.43%
Active Students*					26	35	35	38	54	42.11%
Graduate E-learning Certificate Program	0	0	0	4	8	6	5	9	9	0.00%
Active Students*					8	4	3	1	7	600.00%
Graduate Instructional Technology Certificate Program	17	29	38	33	20	22	18	18	23	27.78%
Active Students*					15	9	7	7	11	57.14%
Total Graduate Students	300	314	317	323	315	326	257	269	276	2.60%

*Active students are those who took coursework during the academic year
**Not tracked previously

Appendix E – Center for Information Media
Table 9: Undergraduate Student Counts

Student Degree Category	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	% change
Undergraduate Major	25	23	32	31	32	29	18	12	13	7.69%
Undergraduate Minor	--	29	34	37	34	36	22	19	24	20.83%
Undergraduate Certificate	17	42	38	43	36	42	20	9	9	0.00%
Total Undergraduate Students	42	94	104	111	102	107	60	40	46	13.04%

Appendix E – Center for Information Media
Table 10: Credit Hours Generated

Course Level	FY03	FY04	FY05	FY06	FY07	FY08	FY09	% change
Lower Division	1,767	1,860	1,536	1,902	1,541	2,043	2,115	3.52%
Upper Division	1,765	1,533	1,368	1,305	1,360	1,146	1,095	-4.45%
Graduate	1,089	939	827	659	754	657	671	2.13%
Information Media Total	**4,621**	**4,332**	**3,731**	**3,866**	**3,655**	**3,846**	**3,881**	**0.91%**

Appendix E – Center for Information Media
Table 11: Degree and Certificates Awarded (Program Completions)

	FY03	FY04	FY05	FY06	FY07	FY08	FY09
Undergraduate	5	6	4	6	16	5	7
Graduate	52	39	29	22	17	10	16
Total	**57**	**45**	**33**	**28**	**33**	**15**	**23**
Change from previous year		-21.05%	-26.67%	-15.15%	17.86%	-54.55%	53.33%

Appendix F – Course Management Systems
Table 12: WebCT/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

Appendix F – Course Management Systems
Chart 2: Course Use Comparison
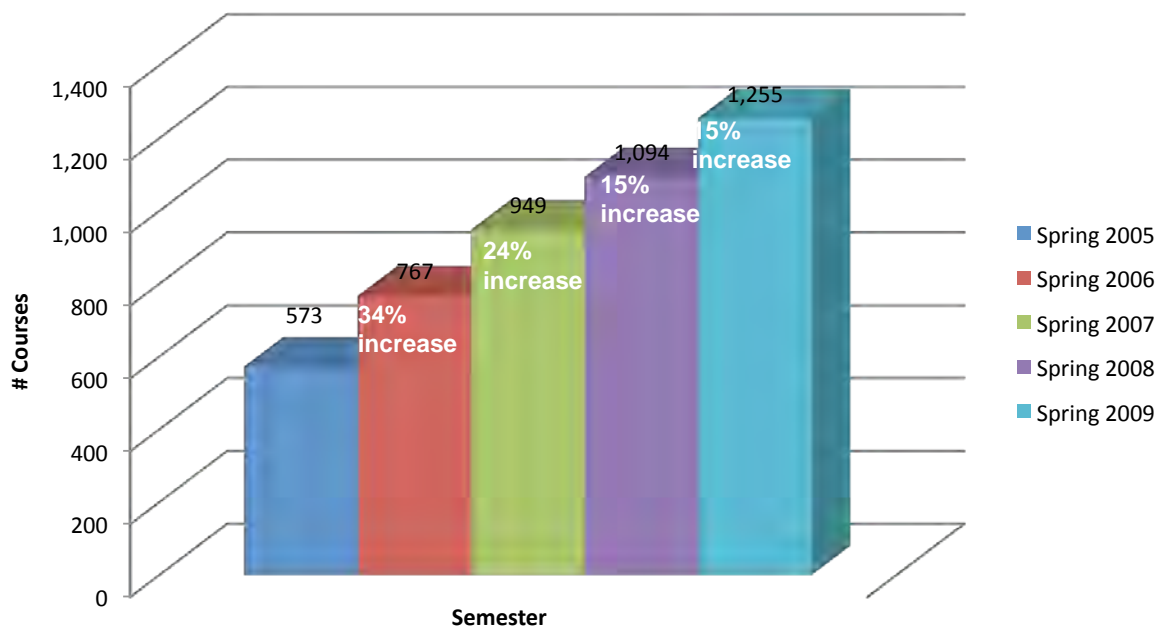
Appendix F – Course Management Systems
Chart 3: Student Use Comparison
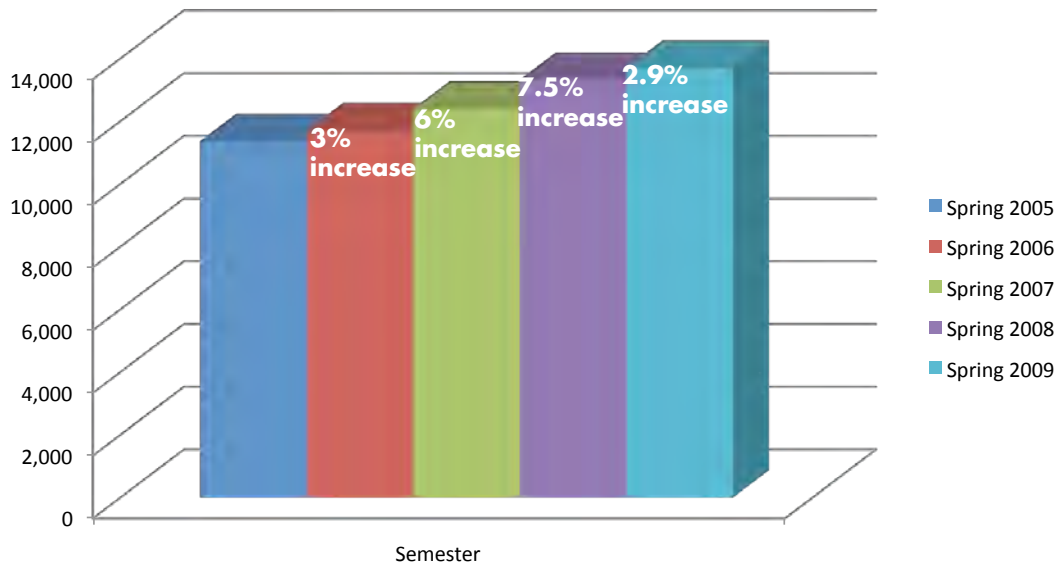
Appendix F – Course Management Systems
Table 13: Desire2Learn (D2L) Altiris Ticket Log Comparison*

	FY07	FY08	FY09
Q1 (Jul/Aug/Sept)	77	1,769	1,997
Q2 (Oct/Nov/Dec)	51	1,075	1,497
Q3 (Jan/Feb/Mar)	904	1,192	1,495
Q4 (Apr/May/Jun)	1,381	1,031	1,226
Totals	2,413	5,067	6,215

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

Appendix G – Information Literacy
Table 14: Library Instruction Sessions

Term	Number of Sessions	Number of Students
Summer 2008		
Session 1	10	147
Session 2	7	139
Sub-total	17	286
Fall 2008		
August	9	164
September	53	1,064
October	52	1,023
November	42	845
December	1	20
Sub-total	157	3,116
Spring 2009		
January	21	441
February	30	656
March	42	883
April	18	426
May	1	44
Sub-total	112	2,450
Totals	286	5,852

Appendix G – Information Literacy
Table 15: Library Instruction Annual Comparison

	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	# Change
Number of Sessions	276	245	305	274	298	293	300	254	286	32
Number of Students	6,458	7,012	8,623	7,465	7,372	6,299	6,376	5,737	5,852	115

Appendix G – Information Literacy
Chart 4: Changes in Number of Students Served
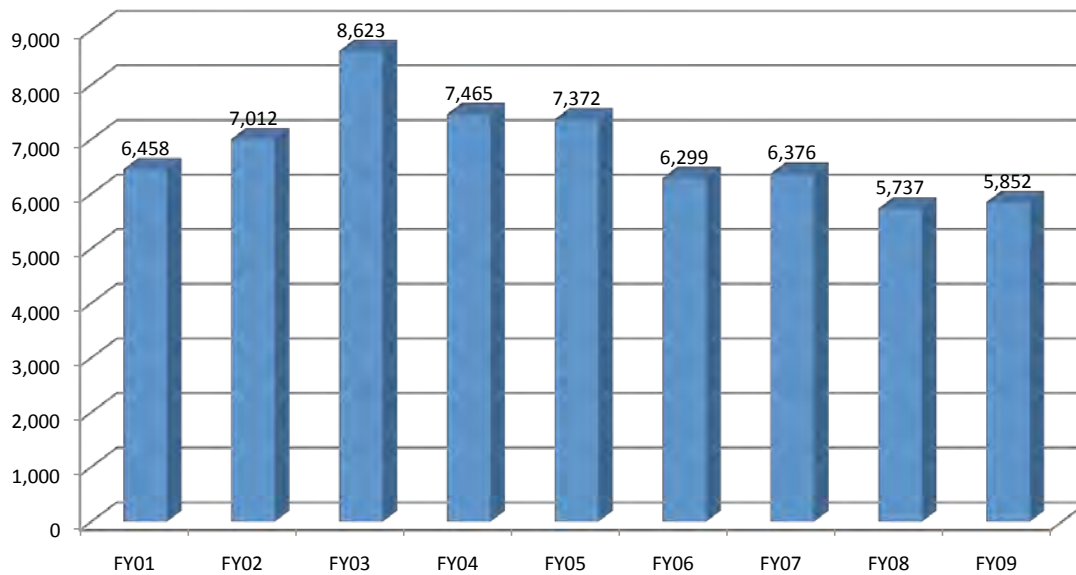
Appendix G – Information Literacy
Table 16: Library Instruction by Type Comparison

Number of Sessions:	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	% Change
Classes presented outside MC 218	53	79	91	110	137	106	48	66	38%
High school classes	17	6	7	7	9	12	7	6	-14%
Senior to Sophomore program	9	10	16	16	14	18	18	16	-11%
After 5 p.m.	27	50	54	49	38	33	40	24	-40%
ENGL 191 total	90	89	70	106	82	118	68	74	9%
Upper level research courses				14	13	42	51	59	16%
Graduate courses				18	16	14	13	19	46%
RefWorks						18	7	5	-29%
Graduate students						7	5	4	-20%
By College:									
College of Business	2	5	6	7	6	3	5	16	220%
College of Education	50	32	34	29	40	30	34	40	18%
College of Fine Arts & Humanities	119	105	159	167	168	152	99	105	6%
College of Science & Engineering	6	7	11	9	7	6	10	11	10%
College of Social Sciences	35	39	35	63	39	44	41	46	12%
University-wide (Honors, Coll. Transition)	0	8	6	23	10	10	11	14	27%
Other institutions (Anoka-Ramsey, Sartell Middle, MRC Junior High Program)	0	9	16	5	11	12	10	21	110%

Appendix H – LR&TS Scholarship/Creative Activity

PUBLICATIONS

- Anderson, J. (2009). PT certification in education. *PerformanceXpress*.

- Anderson, J. (2009). Learning after the end of knowledge: Instructional technology in the age of interpretive meaning by Raymond G. Taylor. [Book review] *P&I Journal, 48* (4), 57-59.

- Hill, F.E. (2008). [Review of the book Old Friend from Far Away]. *BusinessCentral*. July/August.

- Hill, F.E. (2008). Just Ask. [Review of the book Leading with Questions]. *BusinessCentral*. September/October.

- Hill, F.E. (2008). Side-By-Side. [Review of the book How to Reduce Workplace Conflict and Stress]. *BusinessCentral*. November/December.

- Hill, F.E. (2009). Transformation. [Review of the Big Ideas to Big Results]. *BusinessCentral*. January/February.

- Hill, F.E. (2009). Seize the Moment [Review of the book The Last Lecture]. *BusinessCentral*. March/April.

- Hill, F.E. (2009). Breaking the Code [Review of the book Great Business Teams]. *BusinessCentral*. May/June.

- Hill, F.E. (2009). The Island of Lost Maps; a true story of cartographic crime [Book review]. *Journal of Information Ethics.*

- Miltenoff, P., Hoover, J., & Tzokov, G. (2008). Comparisons of online literacy between the United States and Eastern European countries: Online literacy among students and faculty. In E. Ng (Ed.). *S. Hong Kong Institute of Education*: Hong Kong, SAR.

- Miltenoff, P., Hoover, J., & Tzokov, G. (2008). Interaction among students and faculty: A comparative study. *Proceedings of the 2008 Informing Science and IT Education conference,* Varna, Bulgaria.

- Motin, S. H. (2009). Bullying or mobbing: Is it happening in your academic library? In Dawn Mueller (Ed.) *Pushing the Edge: Explore, Extend, Engage.* Association of College and Research Libraries [Conference Proceedings].

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- Olivares, O. (2009). Latin America and Spain. *Magazines for Libraries* (17th edition). New York: Bowker.

- Steman, T.D. (2009). Olympic history on the World Wide Web. *Midwest Archives Conference (MAC) Newsletter*, 36(3), 14-15.

- Thoms, K. (2008). The Formation of Scholars: Rethinking doctoral education for the twenty-first century by George Walker, Chris Golde, Andrea Bueschel, Laura Jones, and Pat Hutchings; Jossey-Bass. [Book review]. *The National Teaching & Learning Forum, 17* (5).

- Thoms, K. (2009). "Learning Spaces: Information Age Out, Integration Age In." Proceedings of Fourteenth Annual Mid-South Instructional Technology Conference (ITCONF), Middle Tennessee State University, Murfreesboro, TN.

- Williams, S. Q. (2008). Cataloging 101: Cataloging made (almost) easy. *Knowledge Quest 36* (5).

PRESENTATIONS

- Anderson, J., He, M. & Zongo, R. (2009). *Analysis in the Global Context.* International Society for Performance and Instruction (ISPI) Annual Conference, Orlando, FL, April 21.

- Anderson, J. (2009). *Get educated about the education industry sub-team.* International Society for Performance and Instruction (ISPI) Annual Conference, Orlando, FL, April 20.

- Anderson, J. & He M. (2009). *Analysis in the Global Context.* Chicago ISPI Conference Preview. Chicago, IL, March 28.

- Brewer, J., Kroger, C., Wenz, K. (2009). *D2L What's new in the next release.* Realizing Student Potential/ITeach 2009, Minneapolis, MN, February 27.

- Ewing, K. (2009). *The Minnesota Digital Library: Expanding Directions.* MnSCU Reference Work Day, St. Paul, April 3.

- Forseth, C. & Pratt, B. (2009). *Web Application Firewalls at SCSU Why and How.* Educause Sec 09, Atlanta, GA, April 21.

- Grabham, B. & Wagner, C. (2009). *What's all the Twitter about?* Staff Development Days, St. Cloud, MN, May 14.

- Gross, T. (2009). *Trust, authority and power: The intersection of IO professionals with users, standards, and institutions.* Ethics of Information Organization Conference. Milwaukee, WI, May 23.

- Gruwell, C. (2009). *Information literacy instruction: Theory and practice.* Special Libraries Association, Second Life Information Literacy Panel, Info Island Open Air Auditorium, Second Life, April 29.

- Gyoshev, B., Miltenoff, P., Schnellert, G., Tzokov, G. (2009). *Online Interaction: How Free is Free and How Low is Low-Cost?* Realizing Student Potential/ITeach 2009, Minneapolis, MN, February 27.

- Hergert, T. R. (2008). *How visually literate is information literacy?* Presented at the International Visual Literacy Association (IVLA) Annual Conference, Blacksburg, VA, October 17.

- Hergert, T.R. and Motin, S. H. (2008). *Celebrating light: A university installation tradition.* International Visual Literacy Association (IVLA) Annual Conference, Blacksburg, VA, October 17.

- Hergert, T. R., Busse, B. W., Miltenoff, P., Thoms, K. (2009). *Enriching online student discussions.* Realizing Student Potential/ITeach 2009, Minneapolis, MN, February 27.

- Inkster, C. D., Clark, K., Gorman, M. S., & Quinlan, J. M. (2009). *Studying your students: Adapting research from the University of Rochester study.* Association of College and Research Libraries (ACRL) 14th National Conference, Seattle, WA. March 13.

- Jorgensen, G., Grabham, B. (2009). *Adobe Connect: Meetings, Multimedia, Classroom Collaboration and More!* Realizing Student Potential/ITeach 2009, Minneapolis, MN, February 27.

- Jorgensen, G. (2009). *Adobe Connect: Meetings, Multimedia, Classroom Collaboration and More!* The CTL Faculty Lodge...An Online Learning Place! (MnSCU CTL), Presented virtually via Adobe Connect, June 17.

- Miltenoff, P. (2008). *Distance cooperation: Possibilities for common work between librarians, based on Web 2.0 and Web 1.0 technologies.* University Libraries – bridge to unified European educational space conference. Arbanasi Village, Bulgaria, November 17.

■ Miltenoff, P., Flanders, J. (2009). *Teaching with Web 2.0 tools.* Realizing Student Potential/ITeach 2009, Minneapolis, MN, February 27.

■ Motin, S. H. (2009) *Bullying or mobbing: Is it happening in your academic library.* Association of College and Research Libraries 14th National Convention. Seattle, WA, March 14.

■ Olivares, O. (2009). *Teaching market research skills as a function of information literacy.* Presented at the Special Libraries Association Annual Conference, Business and Finance Division, Washington, DC. June 15.

■ Pratt, B. (2009). *Web Application Firewalls at SCSU: Why and How.* ResNet Symposium, St. Cloud, MN, June 29.

■ Rengel, M. R. (2009). *Minnesota Digital Library Project.* Minnesota Council for the Social Studies Annual Conference, Prior Lake, MN, March 6.

■ Rengel, M. R. (2009). *Minnesota Digital Library Where We Are.* Midwest Library Technology Conference, St. Paul, MN, March 18.

■ Steman, T.D. and Quinlan, J.M. (2009) *Primary Sources Engage Students Across the Disciplines.* Realizing Student Potential/ITeach 2009, Minneapolis, MN, February 27.

■ Thompson, Ma. & Rutten, I. (2008). *Collaboration plus: Publishing predictable books in the classroom.* Minnesota Educational Media Organization Fall Conference, Minneapolis, MN, October 3.

■ Thompson, Ma. (2008). *Top of the stack: A sampling of children's and young adult literature titles.* Presented at the Great River Regional Library System Wide Education Day, St. Cloud, MN, October 4.

■ Thoms, K. (2009). *Learning Spaces: Information Age Out, Integration Age In.* Realizing Student Potential/ITeach 2009, Minneapolis, MN, February 27.

■ Thoms, K. (2009). *Learning Spaces: Information Age Out, Integration Age In.* 14th Annual Instructional Technology Conference, Murfreesboro, TN, March 29-31.

■ Wexelbaum, R. (2009). *Acquisitions Workflow/Loading Orders.* MnPALS Acquisitions Workday, St. Paul, MN, April 23.

Appendix I – Student Technology Training
Table 17: Technology Instruction Sessions

	Fall 2008		Spring 2009		Summer 2009		Total	
	# Sessions	Attend.	# Sessions	Attend.	# Sessions	Attend.	# Sessions	Attend.
Technology Instruction	13	280	16	263	0	0	25	480

Appendix I – Student Technology Training
Table 18: Technology Instruction Comparison

	FY06	FY07	FY08	FY09	% Change
# Sessions	17	40	32	25	-21.88%
Attendance	785	546	523	480	-8.22%

Appendix I – Student Technology Training
Table 19: Software Training Comparison

	FY05	FY06	FY07	FY08	FY09	% Change
# Sessions	48	43	43	24	13	-45.83%
Attendance	340	217	143	85	96	12.94%

Appendix J – Technology Training and Support
Table 20: Workshop Offerings and Participation

	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	% Change
Workshop Titles Offered	29	77	65	60	51	70	24	9	40	344.44%
Workshops Offered	137	167	143	176	246	272	152	113	228	101.77%
Participants	665	1,122	917	767	1,304	1,848	436	396	437	**10.35%**

Appendix K – Acquisitions
Table 21: Materials Inventory Holdings

Collection	Taken 7/13/2005 Bibs	Items	Taken 7/1/2006 Bibs	Items	7/11/07 Bibs	Items	7/1/08 Bibs	Items	7/1/09 Bibs	Items	Difference FY08 to FY 09 Bibs	Items
Circ	423,960	500,626	429,096	506,866	437,544	516,743	443,016	522,593	449,079	528,995	6,063	6,402
Ref	9,617	24,059	9,591	24,258	7,239	19,116	7,182	19,030	6,976	18,069	-206	-961
Juv	23,002	25,399	23,506	26,003	23,812	26,316	24,263	26,777	24,868	27,413	605	636
Rare	1,401	1,608	1,418	1,670	1,462	1,796	1,469	2,525	1,496	1,842	27	-683
Tech Services	106	206	102	170	104	171	106	173	98	142	-8	-31
Theses	4,929	4,547	5,224	4,834	5,431	5,038	5,562	5,165	5,564	5,170	2	5
US Doc	104,829	173,080	117,869	189,845	123,892	196,866	125,547	197,348	128,601	195,260	3,054	-2,088
Mn Doc	13,871	22,598	13,950	22,836	13,968	22,705	13,976	22,734	14,004	22,720	28	-14
Classified microfilm	1,850	2,690	1,840	2,691	1,839	2,691	1,834	2,671	1,835	2,659	1	-12
Microcard	53	53	53	53	53	53	53	53	53	53	0	0
Classified fiche	17,530	17,748	17,528	17,735	17,528	17,753	17,527	17,754	17,528	17,751	1	-3
CD-ROM	174	172	179	180	192	198	193	206	130	140	-63	-66
CD-Aud	2,335	2,449	2,388	2,516	2,402	2,531	2,398	2,525	2,404	2,524	6	-1
Aids	223	228	234	254	254	273	255	273	264	280	9	7
Map	1,259	1,548	1,270	1,562	1,269	1,564	1,267	1,560	1,294	1,606	27	46
Film	59	57	57	57	57	57	57	57	59	57	2	0
Filmstrip	343	238	332	239	331	238	331	238	323	219	-8	-19
Records	1,223	1,251	1,226	1,256	1,225	1,256	1,225	1,256	1,111	1,125	-114	-131
Slides	289	323	247	312	246	325	246	321	246	279	0	-42
Audio cassettes	1,511	1,793	1,504	1,788	1,503	1,790	1,501	1,786	1,508	1,786	7	0
Video cassettes	13,020	15,846	13,107	16,033	13,256	16,216	13,268	16,215	13,464	16,363	196	148
Video disks	162	296	34	36	34	36	34	36	34	36	0	0
Software	130	125	85	125	85	125	84	125	4	4	-80	-121
DVD	655	681	1,001	1,150	1,530	1,812	1,971	2,329	2,457	2,828	486	499
Per	6,576	153,449	6,458	154,063	6,436	151,352	6,452	151,237	7,276	149,594	824	-1,643
Archives	76	128	95	148	112	165	121	170	181	219	60	49
Archives-Boros									1,095	1,251	1,095	1,251
Internet Resources	40,590	30,844	47,163	28,934	50,701	30,280	57,098	30,584	64,715	30,494	7,617	-90
CMHC - Rare	37	35	37	35	37	35	37	35	37	35	0	0
Equipment			115	611	88	558	69	457	77	629	8	172
CTC Library							1,374	1,624	1,536	1,626	162	2
CURR-Materials									54	47	54	47
	669,810	982,077	695,709	1,006,260	712,630	1,018,059	728,516	1,027,857	748,371	1,031,216	19,855	3,359

Appendix K – Acquisitions
Table 22: Library Materials Holdings

	FY05	FY06	FY07	FY08	FY09
Books & theses	556,445	563,801	569,180	576,263	581,631
Government documents	195,678	212,681	219,571	220,082	217,980
Microforms	20,491	20,497	20,497	20,478	20,463
Periodicals	153,449	154,063	151,352	151,237	149,594
Media	25,007	25,508	26,421	26,927	27,247
Other	43,812	42,533	43,845	31,246	34,301

Appendix K – Acquisitions
Chart 5: Library Materials Holdings

■ Books & theses
■ Government documents
■ Microforms
■ Periodicals
■ Media
■ Other
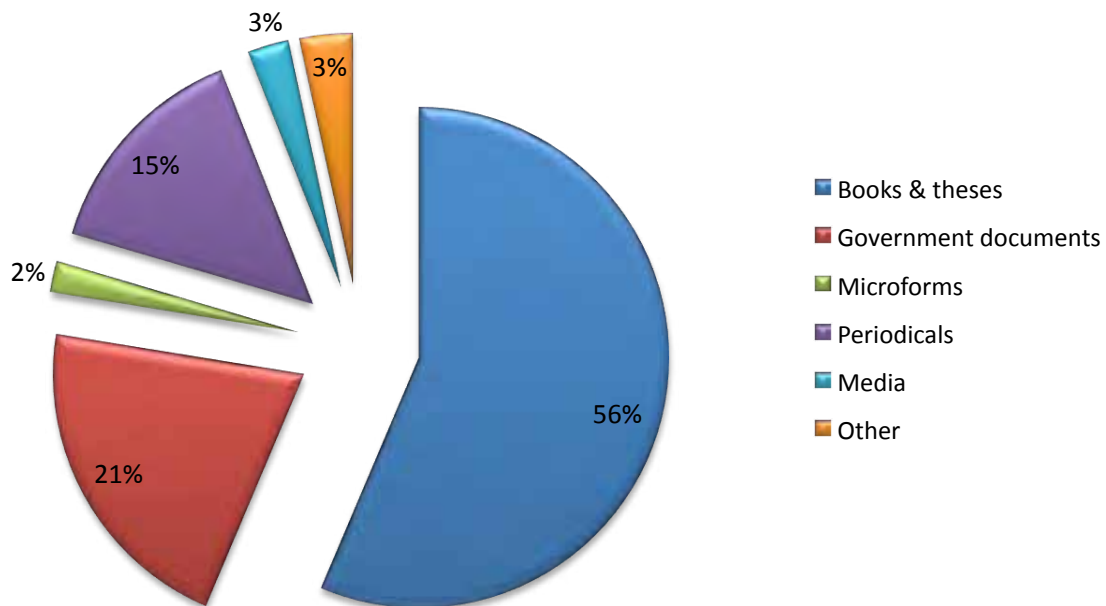
Appendix K – Acquisitions
Table 23: Acquisitions Expenditures

	FY05	FY06	FY07	FY08	FY09
One-time Purchases					
Books/monographs	$293,339.07	$234,375.83	$227,455.41	$216,739.40	$173,185.63
Serials backfiles (paper/micro)	0.00	28.00	484.13	63.32	0.00
Electronic resources (software, databases, CD-ROM's)	1,033.74	828.72	0.00	0.00	0.00
Ongoing Commitments					
Monographic standing orders	141,560.36	147,154.97	178,937.62	113,991.09	59,375.49
Serials subscriptions (paper/micro)	447,070.41	465,687.56	327,602.77	374,185.33	489,054.71
Electronic resources	271,426.00	372,206.26	569,643.33	614,433.69	636,445.52
Other Library Materials					
Audiovisual materials (video, audio, kits)	$42,627	39,305.42	59,906.59	62,041.81	39,519.17
Other Materials (manuscripts, maps, etc.)	0	823.43	0.00	2,789.57	0.00
Total Library Materials Expenditures	**$1,197,056.72**	**$1,260,410.19**	**$1,364,029.85**	**$1,384,244.21**	**$1,397,580.52**
Related Expenses					
Preservation (repair, archives)*	5,172.95	3,516.24	4,442.85	5,592.48	5,791.18
Contract binding*	7,320.15	8,450.02	7,788.22	9,042.75	9,401.36
Bibliographic Utilities (OCLC, Marcive)*	34,287.52	35,698.75	47,501.17	51,515.06	42,422.59
Total Related Expenditures	**$46,780.62**	**$47,665.01**	**$59,732.24**	**$66,150.29**	**$57,615.13**
Total Collection Management Expenditures	**$1,243,837.34**	**$1,308,075.20**	**$1,423,762.09**	**$1,450,394.50**	**$1,455,195.65**

* These numbers have been altered from previous years' reports for accuracy.

Appendix K – Acquisitions
Chart 6: Change in Acquisitions Expenditures
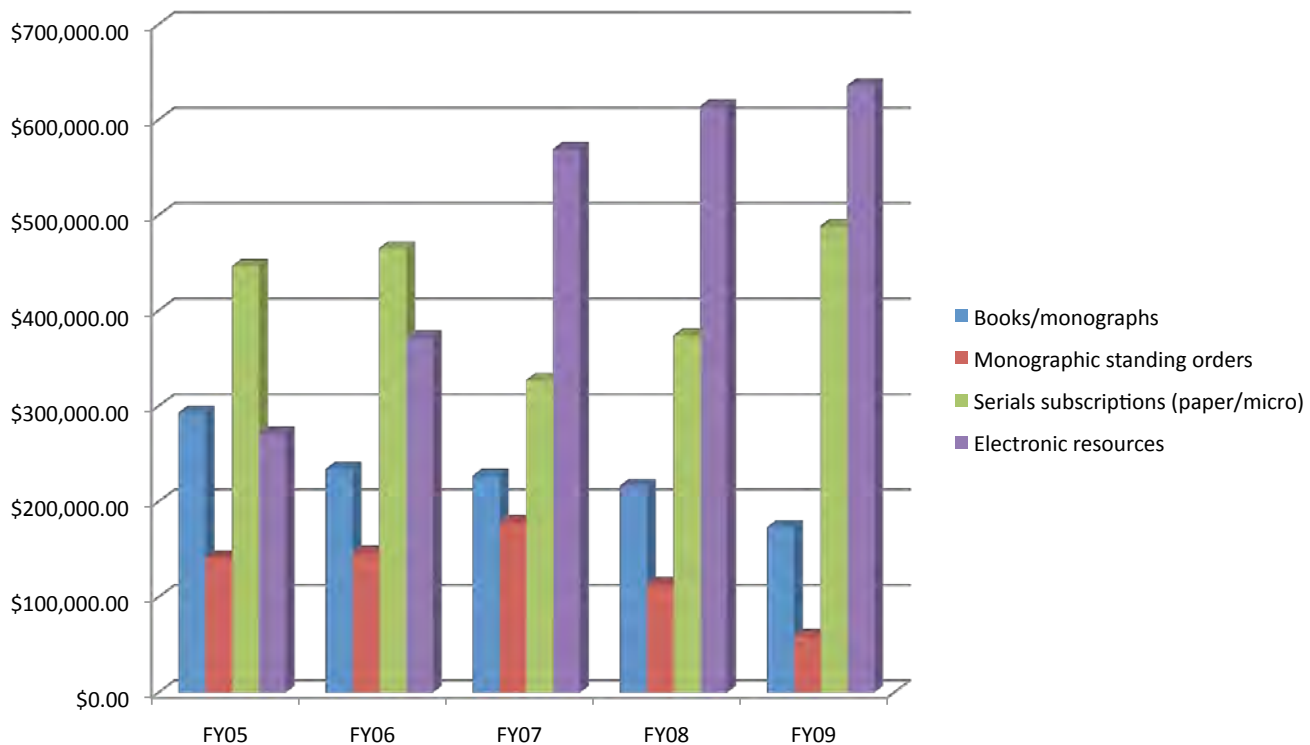
Appendix L – Central Minnesota Libraries Exchange (CMLE)
Table 24: CMLE Membership Types

Type	Number
K-12 public	173
K-12 private	32
Public library branches in 2 regional systems	45
Post-secondary institutions	9
Special libraries (law, hospital, correctional facilities, historical societies)	23
Total	**282**

Appendix L – Central Minnesota Libraries Exchange (CMLE)
Table 25: CMLE Interlibrary Loan Statistics

	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	% Change
Total requests received	8,580	8,649	7,697	7,245	7,175	6,107	4,723	3,838	-18.74%
Borrowing libraries	129	104	101	84	79	75	62	58	-6.45%
Lending sources	115	98	64	72	124	157	138	128	-7.25%
Requests filled	8,167	8,219	7,333	6,891	6,762	5,619	4,416	3,386	-23.32%
Requests unfilled/cancelled	413	430	367	354	413	488	307	465	51.47%
Books	5,187	5,415	4,724	4,542	4,352	3,879	3,023	2,502	-17.23%
Articles (photocopies)	2,938	2,878	2,577	2,267	2,528	1,950	1,644	1,319	-19.77%
Fill Rate	**95.19%**	**95.03%**	**95.27%**	**95.11%**	**94.24%**	**92.01%**	**93.50%**	**88.22%**	

Appendix M – Circulation
Table 26: Circulation Transactions

	FY02*	FY03*	FY04	FY05	FY06	FY07	FY08	FY09	% Change
Books checked out at desk	73,060	81,848	58,010	34,760	36,814	40,159	41,073	45,401	10.54%
ILL Books checked out at desk	†	†	†	†	790	3,219	4,064	4,885	20.20%
Books checked out at self-check	6,750	9,574	765§	8,408	7,759	7,119	7,944	9,774	23.04%
Total books checked out	79,810	91,422	58,010	43,168	45,363	50,497	53,081	60,060	13.15%
Book renewals	7,550	16,409	8,666	16,328	16,320	5,795	8,993	9,729	8.18%
Federal document checkouts & uses				3,851	2,926	4,254	3,618	3,813	5.39%
State document checkouts & uses				554	559	113	92	116	26.09%
Total items browsed	52,575	44,825	59,215	56,059	52,616	51,765	46,165	58,445	26.60%
New community barcode applications	436	443	381	393	280	184	129	132	2.33%

* 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.

Appendix M – Circulation
Table 27: Patron Records

	FY04*	FY05	FY06	FY07	FY08	FY09	% Change
Faculty/Staff	1,524	1,614	1,518	1,620	1,947	2,226	14.33%
Retired Faculty/Staff	7	22	28	28	37	36	-2.70%
Undergraduate Students	12,534	19,149	19,431	17,835	19,438	20,315	4.51%
Graduate Students	1,281	2,404	2,970	2,255	2,801	3,156	12.67%
CMLE	223	226	244	243	252	255	1.19%
Community (active)	381	849	786	544	509	459	-9.82%
Total	**15,953**	**24,264**	**24,977**	**22,525**	**24,984**	**26,447**	**5.86%**

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

Appendix M – Circulation
Table 28: Traditional Reserves

	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	% Change
Records added	2,395	3,348	5,573	3,970	2,260	1,644	1,087	911	**-16.19%**
Total charges	28,939	39,083	24,480	28,384	25,555	14,954	12,278	8,163	**-33.52%**
# of professors using	*	*	311	210	211	180	330	211	**-36.06%**
# of classes using	*	*	401	330	308	221	406	268	**-33.99%**

*not tracked previously

Reserve charge numbers and records added are less due to more material being processed for
e-reserves and a processing change for traditional reserves.

Appendix M – Circulation

Table 29: Electronic Reserves, Files Added Comparison

	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	% Change
Video files	31	5	4	2	0	86	21	294	536	82.31%
Audio files	474	43	419	10	8	5	41	32	0	-100.00%
PDF files	115	213	1,203	1639	885	911	1013	1069	949	-11.23%
Other (html, rtf, doc, etc.)	0	1	63	413	2	29	64	87	8	-90.80%
Total	**620**	**262**	**1689**	**2064**	**895**	**1031**	**1139**	**1482**	**1493**	**0.74%**
# Profs Using				197		111	120	137	149	8.76%
# Classes Using				172		288	330	398	462	16.08%

Appendix M – Circulation

Chart 7: Changing Nature of Reserves: Items Added by Fiscal Year
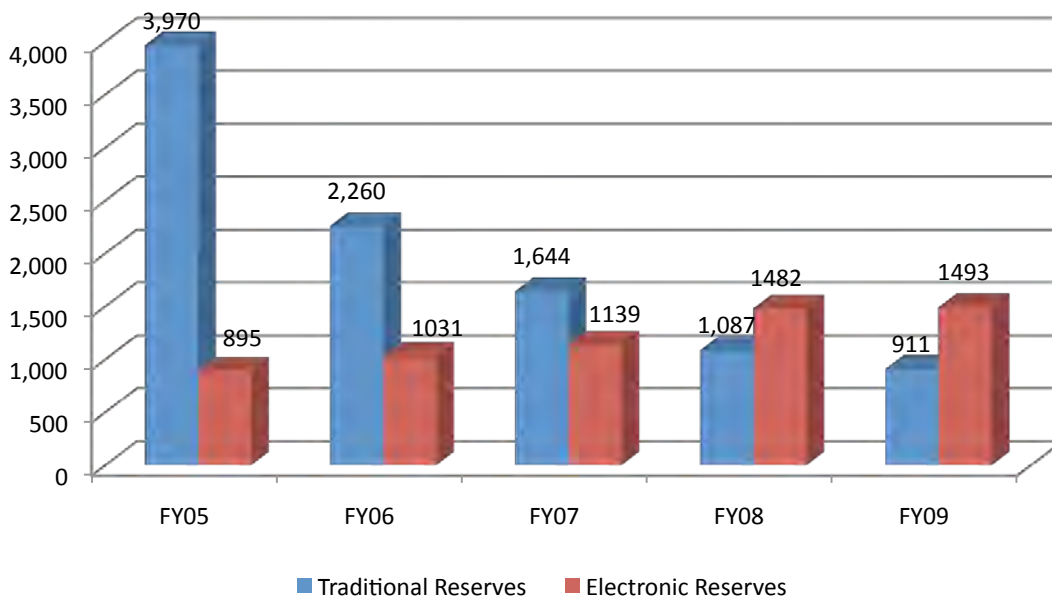
Appendix M – Circulation
Table 30: Facilities Check-out

	FY04 Charges	FY05 Charges	FY06 Charges	FY07 Charges	FY08 Charges	FY09 Charges	% Change
Student study rooms	13,325	13,677	13,614	14,796	16,526	17,078	3.34%
Study room accessories (keyboards, markers, remotes)					15,437	16,018	3.76%

Appendix M – Circulation
Table 31: Equipment Check-out

Items	FY04 Charges	FY05 Charges	FY06 Charges	FY07 Charges	FY08 Charges	FY09 Charges	% Change
Audio Equipment (cassette and digital recorders, CD boombox, PA systems)	356	889	621	730	1,072	444	-58.58%
Data projectors	174	363	397	408	349	352	0.86%
Digital cameras (video & still)	250	502	482	524	663	655	-1.21%
Faculty laptop computers	265	504	407	354	438	437	-0.23%
Student long-term laptop computer	344	242	893	996	1,243	638	-48.67% *
Student short-term laptop computer			659	1,876	4,745	4,234	-10.77%
Projectors (slide, overhead,film & filmstrip)	30	68	46	49	31	27	-12.90%
VHS camcorders	428	295	232	206	140	98	-30.00%
Total	**1,847**	**2,863**	**3,737**	**5,143**	**8,681**	**6,885**	**-20.69%**

* Increased checkout period

Appendix M – Circulation
Chart 8: Annual Equipment Check-out Comparison
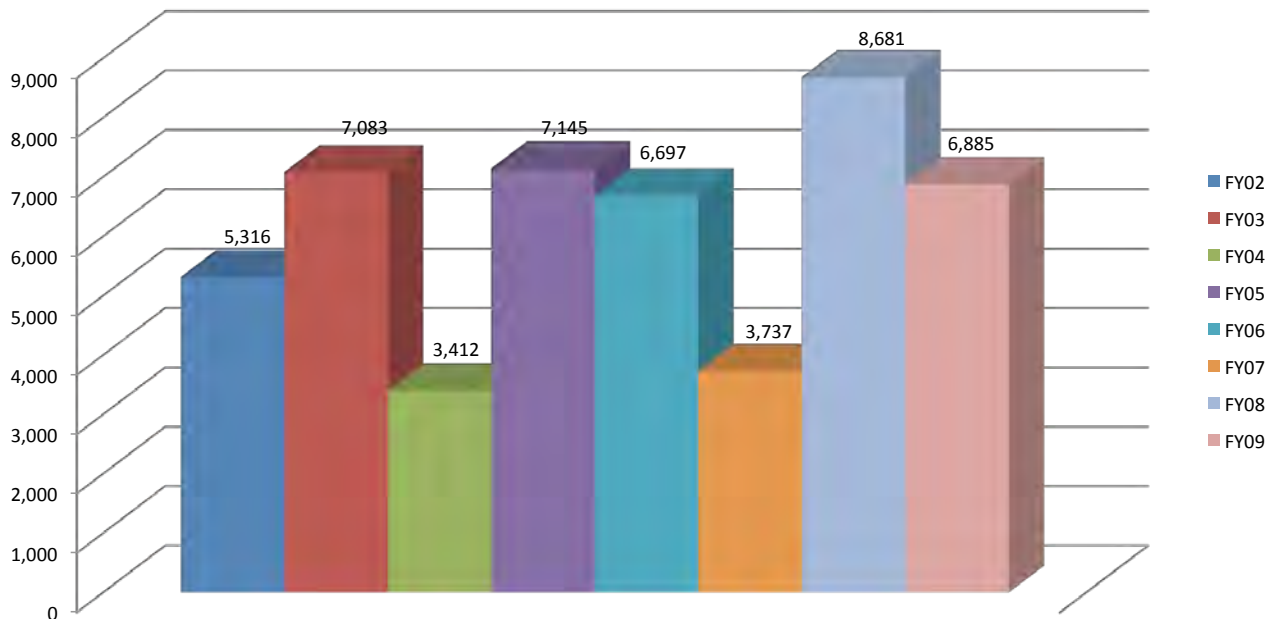
Appendix M – Circulation
Table 32: Media Check-out

	FY04 Charges	FY05 Charges	FY06 Charges	FY07 Charges	FY08 Charges	FY09 Charges	% Change
Software & CD-ROMs	68	101	4	22	25	61	144.00%
Cassette tapes	99	91	106	63	40	2	-95.00%
Visual aids	26	32	38	36	30	11	-63.33%
Audio CDs	1,051	957	899	886	721	41	-94.31%
Records	31	23	16	10	12	0	-100.00%
Films & filmstrips	7	3	7	3	1	0	-100.00%
Slides	8	20	7	2	0	2	
Videodiscs	16	18	1	1	0	0	
Videotapes	11,361	9,587	7,330	5,807	4,703	3,597	-23.52%
DVDs	1,039	2,074	3,500	4,556	4,936	4,684	-5.11%
Total	**13,706**	**12,906**	**11,908**	**11,386**	**10,468**	**8,398**	**-19.77%**

Appendix M – Circulation
Chart 9: Annual Media Check-out Comparison
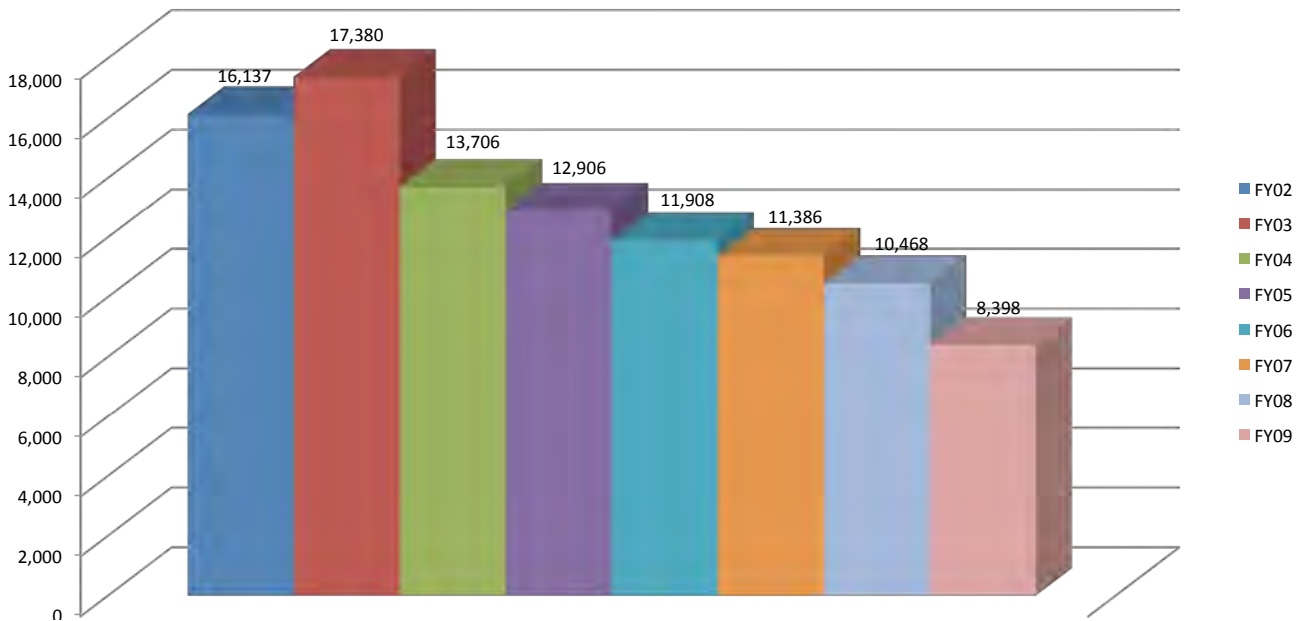
Appendix M – Circulation
Table 33: Monthly Gate Count Statistics

Month	FY02	FY03	FY04	FY05 *	FY06	FY07	FY08	FY09	% Change
July	33,501	37,633	34,968	28,573	28,249	30,554	32,727	33,402	**2.06%**
August	31,706	27,288	24,881	25,435	28,845	30,699	30,809	52,337	**69.88%**
September	129,689	124,616	127,483	109,870	101,314	107,625	116,397	134,573	**15.62%**
October	124,056	151,410	146,403	116,055	127,344	142,671	149,574	135,762	**-9.23%**
November	119,398	119,618	119,311	112,410	119,265	127,165	127,520	111,859	**-12.28%**
December	101,192	101,113	99,643	87,895	90,010	90,827	89,147	100,118	**12.31%**
January	67,273	67,585	65,496	42,211	48,420	54,313	57,145	69,568	**21.74%**
February	105,725	105,299	110,412	103,500	104,643	105,102	113,337	109,954	**-2.98%**
March	90,716	97,756	105,753	99,044	97,473	95,583	98,141	102,061	**3.99%**
April	136,811	136,241	132,192	119,395	122,933	129,454	139,976	135,918	**-2.90%**
May	55,991	50,856	42,969	68,008	70,644	68,027	56,489	49,687	**-12.04%**
June	30,592	29,804	30,818	26,060	25,438	29,241	28,938	31,969	**10.47%**
Total	1,026,650	1,049,219	1,040,329	938,456	964,574	1,011,259	1,040,200	1,067,208	**2.60%**

* one of four gate counters was malfunctioning from September through January in FY05

Appendix M – Circulation
Chart 10: Gate Count by Fiscal Year
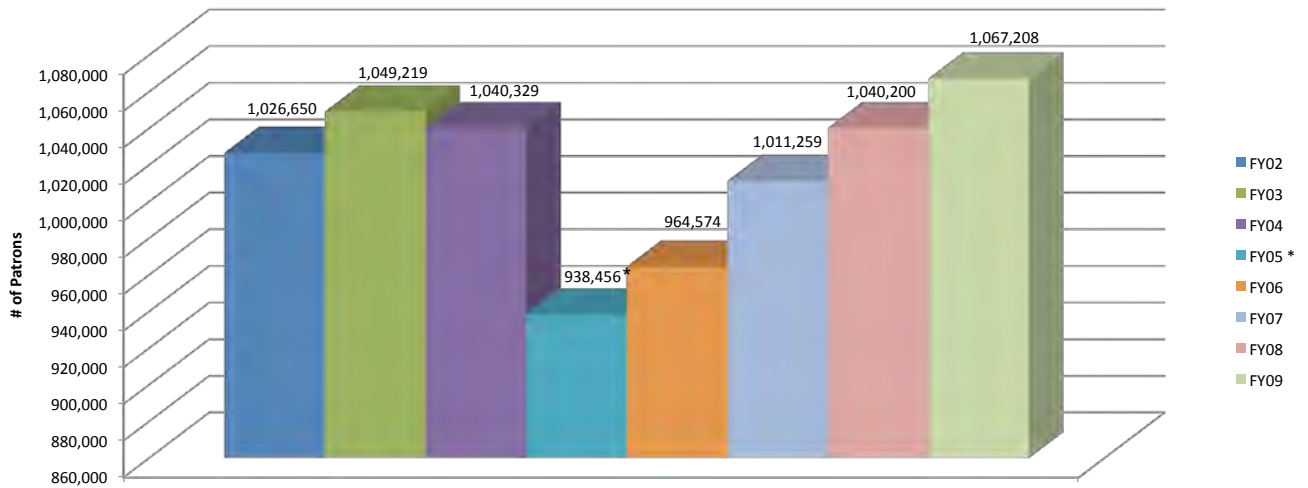
* One of four gate counters was malfunctioning Sept. through Jan. FY05

Appendix N – Electronic Resources and Periodicals
Table 34: Serial Subscriptions Comparison

	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	% Change
Current periodical print subscriptions (total titles including bound/fiche):	1,441	1,796	1,737	1,615	1,565	985	955	836	-12.46%
Electronic journal subscriptions:	1,785	2,474	2,194	2,614	3,033	6,369	7,256	8,600	18.52%
Electronic journals held in aggregated databases	14,042	14,695	16,139	9,206	12,904	15,623	21,529	23,115	7.37%
Electronic databases for indexing/abstracting	41	63	55	37	40	43	44	44	0.00%
Electronic databases for full-text reference sources	19	20	21	25	32	39	45	50	11.11%

Appendix N – Electronic Resources and Periodicals
Table 35: Patrons Assisted Comparison

FY02	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	
Patrons Assisted	466	382	1,133	1,672	1,632	729	658	1,378	1,381	1,337	301	272	11,341	
Faculty Copying Requests														
Items Requested:	3	8	8	10	7	11	8	5	5	4	13	9	91	
Pages Copied:	109	364	217	630	303	304	262	144	148	92	757	338	3,668	
Number of Items Shelved	2,553	2,783	2,698	3,307	4,041	1,867	2,334	2,898	3,230	4,359	3,016	2,510	35,596	

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%

Appendix O – Government Documents
Table 36: Government Documents Comparison

	FY05 Total	FY06 Total	FY07 Total	FY08 Total	FY09 Total	% Change
Documents – Federal						
Paper	173,080	189,845	196,866	197,348	195,260	-1.06%
Checkouts & uses	3,851	2,926	4,254	3,618	3,813	5.39%
Documents – State						
Paper	22,598	22,836	22,705	22,734	22,720	-0.06%
Checkouts & uses	554	559	113	92	116	26.09%

Appendix P – Interlibrary Loan
Table 37: Annual Totals

	LENDING Total Incoming Requests		BORROWING Total Outgoing Requests	
	Requests received by SCSU from:	Requests filled by SCSU for:	Requests from SCSU sent to:	Requests from SCSU filled by:
MnPALS	7,454	5,463	16,642	11,271
OCLC	2,564	1,238	840	585
St. Ben's (MNF)	506	362	316	219
St. John's (MNJ)	312	221	314	171
GRRL	208	187	0	0
Total	**10,018**	**6,701**	**17,482**	**11,856**

	Total requests filled by SCSU for:	Total requests from SCSU filled by:
Returnable	4,992	5,181
Non-Returnable	1,709	6,675
Total	**6,701**	**11,856**

Appendix P – Interlibrary Loan
Table 38: Minnesota Electronic Document Delivery

Month	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09
July	2	75	21	231	94	276	337	349
August	-	61	8	183	78	210	208	849
September	-	58	85	148	130	289	373	845
October	-	127	274	334	475	907	977	553
November	4	116	188	224	298	826	868	342
December	6	69	136	328	145	382	356	301
January	7	54	96	111	80	297	340	652
February	35	138	157	193	166	559	686	528
March	28	117	247	170	525	637	437	444
April	49	98	152	164	280	602	548	191
May	71	156	137	86	219	249	300	233
June	122	71	142	147	224	220	329	453
Total	**322**	**1,140**	**1,643**	**2,319**	**2,714**	**5,454**	**5,759**	**5,740**
Change from previous year		254.04%	44.12%	41.14%	17.03%	100.96%	112.20%	-0.33%

Appendix P – Interlibrary Loan
Table 39: Transaction Request Comparisons

	FY99	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	% 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	**13.16%**
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	**11.02%**
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	**-0.85%**
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	**-5.31%**
Total transactions	**20,418**	**23,711**	**24,371**	**21,840**	**24,238**	**17,996**	**14,885**	**18,783**	**24,790**	**25,553**	**27,500**	**7.62%**
Change from Previous Year		**16.13%**	**2.78%**	**-10.39%**	**10.98%**	**-25.75%**	**-17.29%**	**26.19%**	**31.98%**	**3.08%**	**7.62%**	

Appendix P – Interlibrary Loan
Table 40: 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%
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%

Appendix Q – LibData
Table 41: Use Comparison

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

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

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

Top 5 pages with number of hits FY09:
Psychology: 5,442 (7%)
Nursing: 3,353 (4%)
Biology: 2,983 (4%)
Communication Studies: 2,785 (4%)
Business (General): 2,665 (4%)

Course Guides (formerly Course QuickStart)	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09
Total Course Guide pages:	0	0	0	0	46	75	134	174
Total Course Guide user hits	N/A	N/A	N/A	N/A	8,090	11,201	19,207	28,896
Change in hits from previous year						38.45%	137.42%	50.45%

Top 5 pages with number of hits FY09:
English (ENGL) 191: 4,913 (17%)
Social Work (SW) 350/360: 2,493 (9%)
Social Studies (SST) 253/453: 1,471 (5%)
Communication Studies (CMST) 192: 1,219 (4%)
College of Business (COB) 111: 1,182 (4%)

PageScribe	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09
Total PageScribe pages:	0	0	0	0	47	77	88	89

Appendix R – Library Systems
Table 42: Electronic Subscription Services Use Comparison

	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09
Database Searches/Sessions	218,765	312,737	386,014	464,135	794,740	914,367	1,424,512	1,298,563	1,328,787
% Change from Previous Year		42.96%	23.43%	20.24%	71.23%	15.05%	55.79%	-8.84%	2.33%
Full Text Retrievals*	54,072	480,727	583,279	529,155	517,815	532,099	494,426	568,393	622,201
% Change from Previous Year*		789.0%	21.3%	-9.3%	-2.1%	2.8%	-7.1%	15.0%	9.5%

* FY01-FY09 data has been revised for accuracy.

Appendix R – Library Systems
Table 43: Electronic Subscription Services Monthly Use FY09

Database Name/Service	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Total FY09
AccessScience (McGraw-Hill; total hits)	3	4	61	62	75	36	3	15	18	17	4	30	328
African American Biographical Database (searches)	7	11	0	21	7	1	0	7	0	0	0	0	54
AP Multimedia Archive (requests)	2	0	7	215	55	0	0	0	0	0	0	0 Change	279
Bibliography of Asian Studies	8	7	28	74	66	56	18	20	25	45	1	15	363
Books In Print (searches) (12/03-)	25	0	0	0	81	0	61	0	317	20	16	2	522
ChemAbs - SciFinder Scholar (12/03-) (activity)	4	133	71	87	254	245	105	292	174	343	64	24	1,796
Classical Music Library (sessions)	na	na	116	130	56	97	85	188	205	237	77	19	1,210
Cochrane Library (Total requests)	na	na	na	na	na	na	na (Cancelled)						
CollegeSource Online (searches)	3	2	1	5	5	2	1	5	0	7	1	11	43
ComAbstracts (CIOS) (total accesses)	542	366	1,271	4,249	3,515	2,046	687	2,413	4,519	3,704	1,512	454	25,278
COS Scholar Universe: Social Science (Searches)	6,489	4,325	18,036	10,128	6,012	4,256	2,109	6,917	5,155	5,373	1,435	1,339	71,574
CQ Researcher (1/02-) (sessions)	38	26	427	1,537	1,048	541	93	380	752	590	61	96	5,589
CQ Weekly (1/02-) (sessions)	8	7	28	74	66	56	18	20	25	45	1	15	363
CSA - Criminal Justice Abstracts (Searches)	1,558	1,262	4,612	3,038	1,865	1,247	527	1,698	1,437	1,635	450	290	19,619
CSA - EconLit (Searches)	1,735	1,681	6,077	3,534	1,887	1,172	920	2,120	1,715	1,869	511	376	23,597
CSA - ERIC (Searches)	3,318	1,763	7,977	4,684	3,543	1,868	1,169	3,077	2,804	3,063	836	972	35,074
CSA - GeoRef [6/00-] (Searches)	743	445	1,653	967	562	417	315	706	531	818	168	42	7,367
CSA - GeoRef In Process [9/01-] (Searches)	12	24	49	108	92	74	41	76	41	168	5	0	690
CSA - MLA Directory of Periodical (searches)	93	19	23	194	137	137	31	75	39	199	17	58	1,022
CSA - MLA International Bibliography (searches)	656	448	1,843	1,159	869	527	117	594	470	644	206	205	7,738
CSA - Philosopher's Index (10/05- (searches)	657	499	1,877	1,070	594	469	196	532	469	689	208	152	7,412
CSA - PILOTS (searches)	297	283	1,341	1,101	784	313	156	298	108	255	2	38	4,976
CSA - PsycInfo [9/01-] (searches)	5,761	4,010	14,259	9,862	7,665	3,826	1,979	7,676	6,146	7,156	2,455	1,314	72,019
CSA - RILM (searches)	648	422	1,709	1,065	546	446	152	554	442	661	199	143	6,987
CSA - Social Svcs Abs (Searches)	1,363	1,118	4,920	2,906	1,774	1,181	651	2,522	1,405	1,565	452	271	20,128
CSA - Sociological Abs (Searches)	1,494	1,241	5,148	3,320	1,908	1,336	521	2,024	1,466	1,681	442	345	20,926
CSA - Web Resources Related to Natural Science (searches)	1,290	802	3,185	1,702	804	636	274	948	893	970	292	80	11,876
CSA - Web Resources Related to Soc Sci (searches)	10,023	7,515	24,856	11,262	4,107	2,869	1,525	3,997	3,702	4,181	1,226	780	76,043
CSA - Worldwide Political Science Abs (Searches)	1,329	1,077	4,156	2,567	1,338	877	415	1,282	1,130	1,337	378	224	16,110
CSA/SAGE - Health Sciences (Searches)	321	363	1,415	1,288	811	315	173	189	Subscription change see Sage Premier Table 44				4,875
CSA/SAGE - Management & Organization Studies (1948-)	1,148	1,005	3,422	2,089	1,292	727	296	207	Subscription change see Sage Premier Table 44				10,186
CSA/SAGE - Materials Science (1995-)	14	17	47	33	54	74	26	58	Subscription change see Sage Premier Table 44				323
CSA/SAGE - Meteorological & Geoastrophysical Abstracts (2006-)	671	431	1,619	938	491	391	181	549	513	654	152	41	6,631
CSA/SAGE - Political Science: A SAGE Full-Text Collection (1982-)	300	288	1,302	1,128	801	325	183	178	Subscription change see Sage Premier Table 44				4,505
CSA/SAGE - Psychology (queries) (1970-)	415	386	1,730	1,324	1,111	438	194	221					5,819
CSA/SAGE - Sociology (1982-)(Searches)	303	307	1,461	1,222	965	380	195	187					5,020
CSA/SAGE - Urban Studies & Planning (1982-) (searches)	303	286	1,330	1,135	776	321	156	178					4,485
EBSCOHost Academic Search Premier (sessions)	1	2,983	26,093	22,072	18,154	12,243	4,938	12,775	14,809	20,707	4,327	3,852	142,954
EBSCOHost America: History and Life (sessions)	1,041	812	3,333	1,764	1,029	676	332	744	767	915	130	117	11,660
EBSCOHost Business Source Premier (sessions)	1,389	1,418	4,570	2,503	2,072	1,465	998	2,276	2,489	3,603	630	926	24,339
EBSCOHost CINAHL Plus w/ full-text (sessions)	1,065	697	2,935	2,001	1,331	838	397	1,495	1,739	1,541	387	377	14,803
EBSCOHost Communication & Mass Media Complete (sessions)	827	588	2,461	1,840	1,591	1,268	354	1,261	1,534	1,941	603	380	14,648
EBSCOHost Film & Television Literature Index (sessions)	607	388	97	129	239	164	39	146	153	190	62	56	2,270
EBSCOHost Historical Abstracts (sessions)	1,029	757	3,079	1,663	876	616	254	675	721	835	132	113	10,750
EBSCOHost Library, Info Science & Technoloy Abs (sessions)	336	203	744	536	436	279	134	411	412	499	102	97	4,189
EBSCOHost MasterFILE Premier (sessions)	655	370	1,439	1,164	926	627	321	776	875	975	223	223	8,574
EBSCOHost MegaFILE (sessions)	456	264	1,249	1,003	1,279	916	300	1,162	995	1,179	244	281	9,328
EBSCOHost Mental Measurements Yrbk (sessions)	22	19	238	1,408	538	274	170	179	181	276	61	47	3,413
EBSCOHost Regional Business News (sessions)	895	659	2,340	1,114	824	556	183	881	968	1,164	178	213	9,975
EBSCOHost Scientific American Archive Online (sessions)	80	62	135	180	201	58	93	117	178	112	4	95	1,315
EBSCOHost Social Work Abstracts (sessions)	74	54	37	242	240	269	39	321	219	275	91	58	1,919
EBSCOHost SportDiscus (sessions)	54	16	292	352	489	266	120	309	387	524	139	154	3,160
EBSCOHost Teacher Reference Ctr (sessions)	13	16	80	136	198	142	44	103	138	145	53	64	1,132
EBSCOHost Tests in Print (sessions)	4	17	70	105	168	122	33	100	112	142	45	46	964
Emerald Insight (4/02-) (searches)	89	81	229	276	318	226	82	361	270	357	139	92	2,520
Facts.com (visits)	3	1	120	199	144	95	101	201	251	235	13	27	1,390
FirstSearch - Alternative Press Index (FS:Searches run)	2,885	1,964	9,324	3,944	905	765	193	697	794	944	323	142	22,880
FirstSearch - Alternative Press Index Archive (FS - Searches run)	298	208	1,085	534	316	241	85	362	333	372	92	27	3,953
FirstSearch - ArticleFirst (FS)													
FirstSearch - Arts & Hum Citation Index (FS:Searches run)	443	265	1,158	647	350	266	137	308	327	355	167	126	4,549

Appendix R – Library Systems
Table 43: Electronic Subscription Services Monthly Use FY09

Service													Total
FirstSearch - Dissertation Abs (FS:Block)	244	158	694	300	172	140	85	225	179	166	48	21	2,432
FirstSearch - PAIS (FS)													
FirstSearch - WorldCat (FS:MTX)	1,236	1,376	2,378	3,773	2,780	2,679	1,839	1,581	1,583	1,366	1,002	872	22,465
Gale Biography & Genealogy Master Index (searches)	12	7	16	57	29	17	15	117	68	26	5	0	369
Gale Discovering Collection (searches)	12	13	20	118	115	25	40	18	14	42	8	2	427
Gale Educator's Reference (searches)	12	13	4	124	115	22	40	18	15	42	2	2	409
Gale Expanded Academic ASAP (searches)	12	13	4	124	121	22	40	18	14	42	22	2	434
Gale Virtual Reference Library (searches)	16	13	3	127	119	27	40	18	26	42	3	2	436
Gale General Science (searches)	14	13	3	124	115	22	40	18	14	42	2	2	409
Gale Informe (searches)	12	14	5	120	119	34	40	36	30	78	16	2	506
Gale Informe - Archive (searches)	0	5	3	115	113	22	40	18	14	42	0	2	374
Gale Junior Edition (searches)	4	0	1	25	8	0	0	0	0	0	0	5	43
Gale Kid's Edition (searches)	103	0	3	91	20	3	3	8	15	1	8	6	261
Gale Kid's InfoBits (searches)	2	0	0	24	6	0	3	0	8	3	0	36	82
Gale LitFinder (searches)	0	0	20	48	37	8	34	20	23	40	9	32	271
Gale Nineteenth Century Newspapers (searches)	0	0	0	0	0	0	0	0	0	0	13	0	13
Gale Opposing Viewpoints Resource Ctr (searches)	77	262	1,112	10,771	8,963	3,453	1,638	3,166	5,144	5,398	466	206	40,656
Gale Professional Collection (searches)	58	16	137	242	193	46	68	64	83	85	15	73	1,080
Gale Student Edition (searches)	3	0	0	14	16	34	0	0	10	2	0	14	93
Gale Student Resource Center Gold (searches)	12	13	6	131	115	22	44	18	14	42	2	2	421
Gale Times Digital Archive (searches)	0	0	0	0	0	0	0	0	0	1	0	0	1
Grove Encyclopedia of Art (Sessions)	5	21	85	130	70	64	6	17	9	16	1	16	440
Grove Encyclopedia of Music (Sessions)	14	16	33	47	28	41	15	65	65	50	15	29	418
HAPI (no stats available)													
HarpWeek Civil War (visits) (Stats provided periodically)													
IEEE Xplore (searches; COUNTER 4)	46	130	327	269	244	90	106	103	101	89	28	91	1,624
Ingenta (Sessions) (IngConnect and Select together)	189	120	260	617	590	434	175	388	305	64	14	50	3,206
JSTOR (searches)	1,901	1,696	7,434	6,562	9,175	6,161	2,976	6,198	6,290	8,785	2,445	1,856	61,479
L-N Academic Universe (searches)	498	537	2,113	2,431	2,908	1,639	1,155	2,822	3,072	2,895	575	784	21,429
L-N Congressional Universe (searches)	25	28	189	136	106	40	95	86	80	43	1	64	893
L-N Current Issues (searches)													
L-N Statistical Universe (searches)	31	4	102	112	173	54	6	110	127	201	81	30	1,031
MathSciNet (9/05-) (sessions)	13	2	24	83	15	47	10	4	15	5	2	7	227
MnPALS (visits)	10,354	13,795	15,420	17,174	17,310	12,645	10,206	14,899	14,239	15,831	6,630	5,865	154,368
MRI+ Reporter (10/04-) (logins)	64	51	69	19	71	39	89	47	56	64	10	6	585
National Criminal Justice Ref Svc Abs: SAGE (queries)													0
NetLibrary (Mtx; accesses)	627	328	750	1,107	1,078	879	316	707	706	772	216	363	7,849
Oxford English Dictionary (sessions)	86	197	872	502	580	303	333	1,034	400	160	42	46	4,555
PIO(Chadwyck-H) [1/00-] (searches)	2	5	16	39	34	2	15	18	8	15	2	1	192
Polling the Nations (4/02-) (sessions)	6	1	3	9	6	1	1	14	3	5	1	0	51
ProQuest - ABI/Inform (total searches) [8/01--]	3,108	6,585	10,287	11,519	9,445	1,037	5,206	8,295	8,916	5,315	2,703	2,569	74,985
Proquest - Ethnic Newswatch (full-text)	158	276	693	1,705	2,191	1,037	1,381	2,338	2,906	2,172	498	365	15,720
Proquest - Gender Watch (full-text)	87	185	513	1,111	1,303	590	213	602	825	531	175	121	6,256
Proquest - Historical Minneapolis Tribune (1867-1922) (fulltext)													
Proquest - Historical New York Times (1851 - 2003) (full-text)	604	1,250	1,570	985	1,498	1,563	680	739	1,836	1,498	156	159	12,538
Proquest - Newspapers(searches) (use PQN)	593	2,257	3,727	3,728	3,158	1,672	1,397	2,041	2,388	1,770	635	452	23,818
Proquest - Safari Tech Books (R1-6 sessions)	36	51	95	76	90	63	42	37	32	45	26	88	681
Proquest - Sanborn Maps of Minnesota (7/02-) (visitors)	18	0	0	0	4	2	2	4	6	2	0	8	46
RIA Checkpoint (7/02-, sessions)	47	18	131	120	10	6	95	106	23	16	6	356	934
ScienceDirect (no. searches)	283	319	925	861	1,702	865	438	731	1,274	1,112	421	227	9,158
Scopus (no. searches)	997	3,209	10,245	8,483	9,729	6,940	3,062	6,745	8,425	8,704	2,449	2,010	70,998
Westlaw (Campus Research) (4/03-) (total connect)													0
Wiley - AnthroSource (?)													
Wiley - Cochrane Library (sessions)	1	2	26	16	24	18	33	97	61	36	8	13	335
Wiley - Current Protocols (sessions													38
Wiley - Journals (sessions)	263	359	1,190	1,513	1,559	1,346	493	1,246	1,229	1,820	558	223	11,799
WilsonWeb - Art Index (searches 1/04-)	3	7	68	194	126	31	27	31	54	73	7	13	634
WilsonWeb - Library Lit (FS:Block -12/03, Wilson searches 1/04-)	161	149	633	382	192	153	86	224	153	265	54	69	2,521
Women Writers Online (Brown Univ) (hits)	12	2	21	8	86	51	15	28	30	35	14	13	315
World Almanac (requests)													
TOTAL	75,846	75,908	239,367	194,282	155,235	94,443	55,637	121,038	124,016	135,015	38,772	31,947	1,341,544

Appendix R – Library Systems
Table 44: Electronic Subscription Services Use Comparison

Database Name/Service	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	# Change	% Change
Academic Press IDEAL (fulltext)	1,091	1,648	1,196 Subscription merged with ScienceDirect								
Access Science (content retrievals)	NA					481	686	458	324	-134	-29%
ACS Chemistry Journals (full text article requests)	844	1,241	3,588	7,817		2,089	2,281	2,174	2,428	254	12%
ACM Digital Library					1,633			1,398	961	-437	-31%
African American Biographical Database (FT)	NA						20	118	16	-102	-86%
Caliber (University of California Press full-text)					142	129	100	121	127	6	5%
Cambridge Journals Online (full-text)					299	434	621	632	892	260	41%
Classical Music Library (tracks played)						259	776	2,681	9,008	6,327	236%
Cochrane Library (FT requests)							141	118	200	82	69%
CollegeSource Online (catalogs viewed)		89	104	58	65	83	9	10	11	1	10%
CQ Researcher (FT requests)		Not collected							5,700	5,700	
CQ Weekly (FT requests)									87	87	
CSA/SAGE - Fulltext (all disciplines)						12,887	10,148	13,701	4,974	-8,727	-64%
EBSCOHost Academic Search Premier (full-text)					233,012	246,195	178,826	183,294	180,825	-2,469	-1%
EBSCOHost Alternative HealthWatch (full-text)											
EBSCOHost Business Source Premier (full-text)					27,185	23,287	21,697	23,381	25,869	2,488	11%
EBSCOHost CINAHL Plus w/ full-text (full-text)						70	7,201	8,527	9,134	607	7%
EBSCOHost Communication & Mass Media Complete (full-text)						94	6,522	10,052	11,738	1,686	17%
EBSCOHost Consumer Health Complete (full-text)									7	7	
EBSCOHost Film & Television Literature Index (full-text))							115	4,448	601	-3,847	-86%
EBSCOHost GreeFILE (full-text)									49	49	
EBSCOHost Health Source: Consumer (full-text)											
EBSCOHost Health Source: Nursing (full-text)											
EBSCOHost Library, Info Science & Technolgy Abs (fulltext)						31	39	Not collected			
EBSCOHost MasterFILE Premier (full-text)					2,156	3,559	1,481	7,458	7,039	-419	-6%
EBSCOHost MegaFILE (full-text)							2,188	5,836	8,213	2,377	41%
EBSCOHost Mental Measurements Yrbk (full-text)							1,222	1,602	482	-1,120	-70%
EBSCOHost Middle Search Plus (full-text)											
EBSCOHost Points of View Reference Center (full-text)									111	111	
EBSCOHost Professional Development Collection (full-text)											
EBSCOHost Regional Business News (full-text)					606	371	242	966	3,969	3,003	311%
EBSCOHost Science Reference Center (full-text)											
EBSCOHost Scientific American Archive Online (full-text)					142	841	638	1,033	1,332	299	29%
EBSCOHost Social Work Abstracts (full-text)									197	197	
EBSCOHost SportDiscus (full-text)						35	109	1,610	3,355	1,745	108%
EBSCOHost Teacher Reference Ctr (fulltext)							71	Not collected	19	#VALUE!	
Emerald Insight (4/02-) (FT article requests)		20	257	637	993	1,760	3,929	2,183	2,989	806	37%
Facts.com (requests - closest to full-text)	7,987	2,491	4,832	3,969	1,223	1,211	635	3,343	6,385	3,042	91%
Gale (InfoTrac) Discovering Collection (fulltext)	NA						82	125	10	-115	-92%
Gale Educators Reference Complete (fulltext)	NA								11	11	
Gale (InfoTrac) Expanded Academic ASAP (full-text)	NA	212,229	235,947	193,180	2,914 Cancelled				272	272	
Gale General Business File (fulltext)	NA	38,738	40,420	26,716	23	Cancelled					
Gale Virtual Reference Library (fulltext)							53	22	34	12	55%
Gale Science Collection (fulltext)					133 Cancelled				2	2	
Gale Health Reference	NA	Not collected									
Gale Informe	NA	19,932	20,506	15,718			73	127	146	19	15%

Appendix R – Library Systems
Table 44: Electronic Subscription Services Use Comparison

Service										Change	%
Gale Junior Edition (fulltext)	NA	Not collected					45	36	19	-17	-47%
Gale Kid's Edition (fulltext)	NA	Not collected					22	31	23	-8	-26%
Gale Kid's InfoBits (fulltext)	NA	Not collected					44	193	15	-178	-92%
Gale LitFinder (fulltext/views)	NA	243	1,692	1,502	1,444	1,395	Not collected	1,280	341	-939	-73%
Gale Nineteenth Century US Newspapers (fulltext)								6,406	18,589	12,183	190%
Gale Opposing Viewpoints Resource Ctr (fulltext)					23,866	10,404	6,106	1,695	892	-803	-47%
Gale Professional Collection (fulltext)											
Gale Student Edition (fulltext)							592	151	42	-109	-72%
Gale Student Resource Center Gold (fulltext)	NA	Not collected							71	71	
Gale Times Digital Archive											
Oxford (Grove) Encyclopedia of Art (Full Content Units Reqs)		135	160	489	504	1,167	2,761	1,772	1,212	-560	-32%
Oxford (Grove) Encyclopedia of Music (Full Content Units Reqs)			38	470	1,037	1,726	4,777	3,616	1,206	-2,410	-67%
HarpWeek (fulltext)	Provided by vendor infrequently								0	0	
Health Sciences: SAGE FT (Searches)					606	1,827	2,870	11,773	4,686	-7,087	-60%
Highwire Press (full-text)								4,448	18,589	14,141	318%
IEEE Xplor (fulltext; COUNTER 1)							1,362	1,110	1,249	139	13%
InfoTrac--Business & Company Resource Ctr	NA	4,081	8,277	8,366	23	Cancelled	Not collected				
InfoTrac--Computer Database	NA	7,525	5,076	3,113	Not collected	Cancelled					
InfoTrac--General BusinessFile (retrievals)	NA	38,738	40,420	26,816	Not collected	Cancelled					
InfoTrac--General Reference (retrievals)	NA	27,518	27,339	18,591	Not collected	Cancelled					
InfoTrac--Health Reference (retrievals)	NA	19,932	20,506	15,718	133	Cancelled					
Ingenta (Full-text)				2,394	464	839	930	435	3,206	2,771	637%
JSTOR (article requests-views)	3,334	8,781	15,351	24,901	38,502	54,681	86,034	93,977	84,157	-9,820	-10%
L-N Academic Universe (docs retrieved)	38,238	79,866	114,539	116,378	78,217	56,509	35,103	27,171	20,555	-6,616	-24%
L-N Congressional Universe (docs retrieved)	NA	1,645	1,276	1,433	458	948	665	2,023	660	-1,363	-67%
L-N Current Issues	NA	8,012	3,830	Ceased							
L-N Statistical Universe (docs retrieved)	NA	4,110	3,476	3,211	2,002	1,699	870	717	617	-100	-14%
MetaPress (full-text)					63	280	67	453	1,870	1,417	313%
Naxos Music Library (Total Music Clips Streamed)						1,274	224	1,503	662	-841	-56%
netLibrary (activity by title)			284	2,546	5,622	4,981	7,245	8,576	7,317	-1,259	-15%
Oxford English Dictionary (Full Context Unit requests)						10,374	16,332	8,322	6,243	-2,079	-25%
PILOTS (SAGE) searches								9,621	4,976	-4,645	-48%
Project MUSE (fulltext requests)		2,641	1,886	2,518	3,235	3,337	7,256	6,326	6,631	305	5%
Proquest - ABI/Inform (FT use) [8/01--]		5,100	9,957	20,359	39,883	30,732	29,525	33,638	53,027	19,389	58%
Proquest - Ethnic Newswatch (full-text)		862	1,277	3,177	7,759	7,395	6,032	5,786	13,356	7,570	131%
Proquest - Gender Watch (full-text)	NA		4,546	2,316	4,794	4,562	3,241	3,077	4,739	1,662	54%
Proquest - Historical New York Times (1851 - 2003) (full-text)					5,130	15,226	4,087	8,079	11,098	3,019	37%
Proquest Newspapers (full-text) (use PQN)						12,351	15,694	14,526	20,695	6,169	42%
Proquest - Safari Tech Books (book usage)							2,162	2,269	2,632	363	16%
Proquest - Sanborn Maps of Minnesota (7/02-) (images fetched)			680	962	857	451	1,049	3,009	1,960		187%
Sage Premier Journals (fulltext)	Change from CSA/SAGE								4,259		
ScienceDirect (fulltext)		4,365	9,708	15,556	23,373	24,711	22,327	32,766	34,766	2,000	6%
Wiley - AnthroSource (fulltext)								0	0	0	
Wiley - Books/Reference (fulltext)								3	3	3	
Wiley - Cochrane Library (fulltext)						141		118	200	82	69%
Wiley - Current Protocols (fulltext)								3	11	8	267%
Wiley - Journals (fulltext)						168	204	285	3,061	2,776	974%
Total	**54,072**	**480,727**	**583,279**	**529,155**	**517,815**	**532,099**	**494,567**	**568,649**	**622,201**	**53,552**	**9%**

Appendix S – Reference Services
Table 45: Reference Questions Serviced Comparison

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	% Change
Number of questions	16,159	25,659	20,862	25,436	28,022	25,198	21,181	16,958	15,513	14,905	-3.92%
Number of reference transactions in a typical week (ALS/IPEDS):				825	766	834*	672	556	497	406	-18.31%

*excludes virtual reference/chat

Appendix S – Reference Services
Chart 11: Reference Questions Serviced Comparison
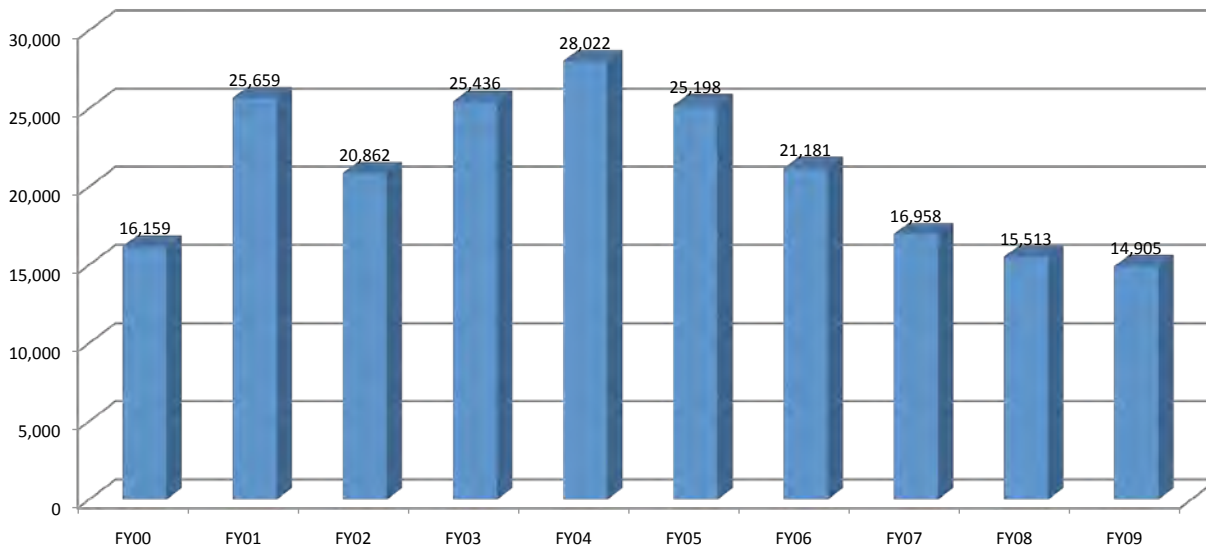
Appendix S – Reference Services
Table 46: Reference Question/Transaction Types

Question type	Count	% of Total
Reference	9,004	60.41%
Technology	2,749	18.44%
Directional	3,152	21.15%
Total	**14,905**	100.00%

Transaction type	Count	% of Total
In person	12,511	89.72%
Telephone	931	6.68%
E-mail (AskRef)	445	3.19%
AskMN chat/IM chat	58	0.42%
Total	**13,945**	100.00%

Totals include 327 transactions from the Multicultural Resource Center
Each transaction could have multiple questions

455 AskMN chat questions actually asked by SCSU patrons.
As part of the AskMN Virtual Reference consortial project, SCSU librarians only needed to answer 54 questions.

Appendix T – Statistical Consulting
Table 47: Project Category Comparison

Graduate student and/or faculty projects

Fall 2008	42
Spring 2009	48
Subtotal	**90**

External projects

Fall 2008	0
Spring 2009	0
Subtotal	**0**

University department/organization

Fall 2008	8
Spring 2009	9
Subtotal	**17**

Online Surveys

Fall 2008	19
Spring 2009	25
Subtotal	**44**

Course evaluations

Fall 2008	8
Spring 2009	14
Subtotal	**22**
Total Projects	**173**

Appendix T – Statistical Consulting
Table 48: Project Fiscal Year Comparison

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

Appendix T – Statistical Consulting
Table 49: Software Training Comparison

	FY05	FY06	FY07	FY08*	FY09
# Sessions	47	49	51	15	21
Attendance	309	299	119	101	77

* Reflects Fall 2007 totals only; no records were kept Spring 2008.

Appendix U – University Archives and Special Collections
Table 50: Archive Reference Requests by Type

Request Type	FY08 Requests	FY09 Requests	% Change
University-related	200	217	8.50%
Minnesota authors manuscript collections	20	10	-50.00%
Records retention	17	17	0.00%
Rare books and special collections	17	45	164.71%
Central Minnesota Historical Center	3	3	0.00%
Other	28	27	-3.57%
Total	**285**	**319**	**11.93%**

Appendix U – University Archives and Special Collections
Table 51: Archive Reference Requests by Patron Affiliation

Patron Type	FY08 Requests	FY09 Requests	% Change
Faculty	36	38	5.56%
Staff	92	114	23.91%
Student	83	103	24.10%
Alumni	14	10	-28.57%
Community member	60	54	-10.00%
Total	**285**	**319**	**11.93%**

Appendix U – University Archives and Special Collections
Table 52: Copies Provided by Type

Copy Type	FY08 # Provided	FY09 # Provided	% Change
Photocopies	1,022	760	-25.64%
Scans	194	449	131.44%
Loans	9	8	-11.11%
Total	**1,225**	**1,217**	**-0.65%**

Appendix U – University Archives and Special Collections
Table 53: Linear Feet of Archives Added Comparison

	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09
Linear feet added	129	191.5	170	108	122	105	76	59
Total linear feet	1,441.25	1,632.75	1,802.75	1,910.75	2,032.75	2,137.75	2,213.70	2,272.70

Appendix U – University Archives and Special Collections
Table 54: Images Added to Archives Digital Collection

	FY08	FY09
Images added	186	966
Total # images	275	1,241

Appendix V – Computer Labs – General Access
Table 55: Number of General Access Workstations

Lab	Room	Mac	Windows	Total
AMC Cultural Center	AMC 117A	3	5	8
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	3	7	10
Academic Learning Center	CH 222		28	28
Training Center	CH 351		25	25
Business General Access Lab	CH 454		20	20
Business Classroom Lab	CH 455		40	40
Curriculum Technology Center Classroom	EB A124	24		24
Curriculum Technology Center General Access Lab	EB A125		16	16
Engineering General Access Lab	ECC 103	6	43	49
Holes Hall General Access Lab	HH 121A	2	10	12
Kiehle General Access Lab	KVAC 105	20		20
Miller Center Extended Hours Study Room	MC 102		20	20
Miller Center Coffe Shop	MC 125	1	7	8
Miller Center Reference	MC 140		27	27
Miller Center 2nd Floor East	MC 201	24	96	120
Miller Center 2nd Floor Middle	MC 216		18	18
Miller Center 2nd Floor West	MC216B		49	49
Miller Center 3rd Floor	MC 313		36	36
51B General Access Lab	51B 220		20	20
Student Recreation Center General Access Lab	SRC 57A	2	6	8
Stewart Hall General Access Lab	SH 326		20	20
Total		**85**	**516**	**601**

Appendix W – Computer Store
Table 56: Computer Store Sales by Product and Customer Type

Customer Type	Systems Macintosh	Windows	Printers	Software	Supplies	Other Items	FY09 $ Sales	FY08 $ Sales	% Change
University Departments	$463,896	$1,095,824	$11,145	$135,556	$125,189	$400,666	$2,232,276	$1,920,861	16.21%
Faculty	$84,690	$9,161	$4,250	$17,557	$11,127	$15,077	$141,862	$152,249	-6.82%
Staff	$24,210	$4,302	$1,131	$6,609	$4,862	$4,394	$45,508	$40,284	12.97%
Students	$364,502	$79,679	$13,585	$157,817	$53,080	$68,526	$737,189	$753,221	-2.13%
Total	**$937,298**	**$1,188,966**	**$30,111**	**$317,539**	**$194,258**	**$488,663**	**$3,156,835**	**$2,866,614**	**10.12%**

Appendix W – Computer Store
Table 57: Computer Store Systems Sold Comparison

Customer Type	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	% Change
University Departments	505	552	1154	536	1040	1344	824	1159	1167	0.69%
Faculty	38	53	30	35	61	73	43	66	68	3.03%
Staff	50	12	14	21	25	22	17	19	24	26.32%
Students	43	83	160	188	222	309	260	312	314	0.64%
St Cloud Technical College						0	66	42	18	-57.14%
Total	**636**	**700**	**1,358**	**780**	**1,348**	**1,748**	**1,210**	**1,598**	**1,591**	**-0.44%**

Total MAC Sold FY09
608
Total PC Sold FY09
1057
Total Handhelds Sold FY09
479

Appendix X – Electronic Classrooms/Audiovisual Support
Table 58: 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
Total	**175**	

Appendix X – Electronic Classrooms/Audiovisual Support
Chart 12: Electronic Classroom Growth
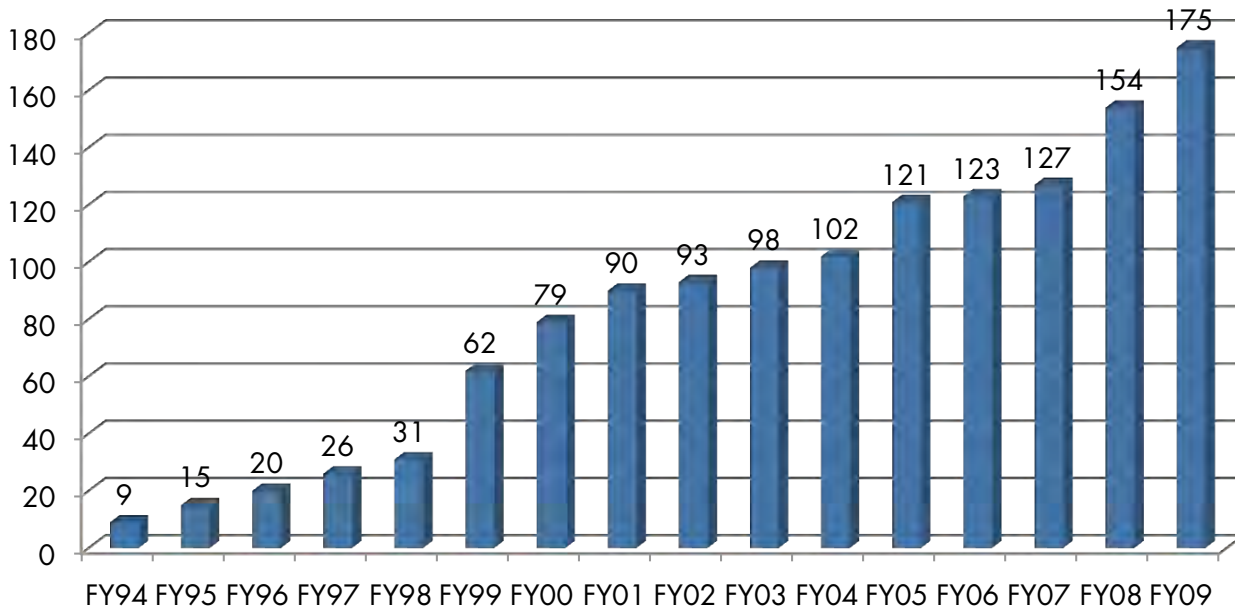
Appendix X – Electronic Classrooms/Audiovisual Support
Table 59: Equipment for All Classrooms (includes e-classrooms)

Number of Classrooms with

Item	FY04	FY05	FY06	FY07	FY08	FY09	% Change
LCD projectors	139	127	129	140	167	204	22.16%
Computers	105	126	126	137	167	175	4.79%
Televisions	159	144	147	147	147	147	0.00%
VCRs	90	101	137	137	116	152	31.03%
DVD players	35	55	89	89	116	152	31.03%
Document projectors/ systems/cameras	66	100	110	121	152	188	23.68%
SmartBoards	3	7	7	7	7	7	0.00%

Appendix Y – HelpDesk
Table 60: HelpDesk Ticket Comparison

Semester	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09*
Fall	2,543	3,296	3,879	6,436	7,633	4,442	4,998	4,528	3,082	3,265
Spring	2,465	4,617	5,079	6,635	7,073	5,354	7,030	3,319	3,357	3,279
*Summer (to 7/1)**										*1,026*
*Summer (7/1 to Fall)**										*973*
Total (Fall, Spring only)	5,008	7,913	8,958	13,071	14,706	9,796	12,028	7,847	6,439	6,544
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%

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

Appendix Y – HelpDesk
Chart 13: HelpDesk Ticket Comparison for Fall and Spring semesters
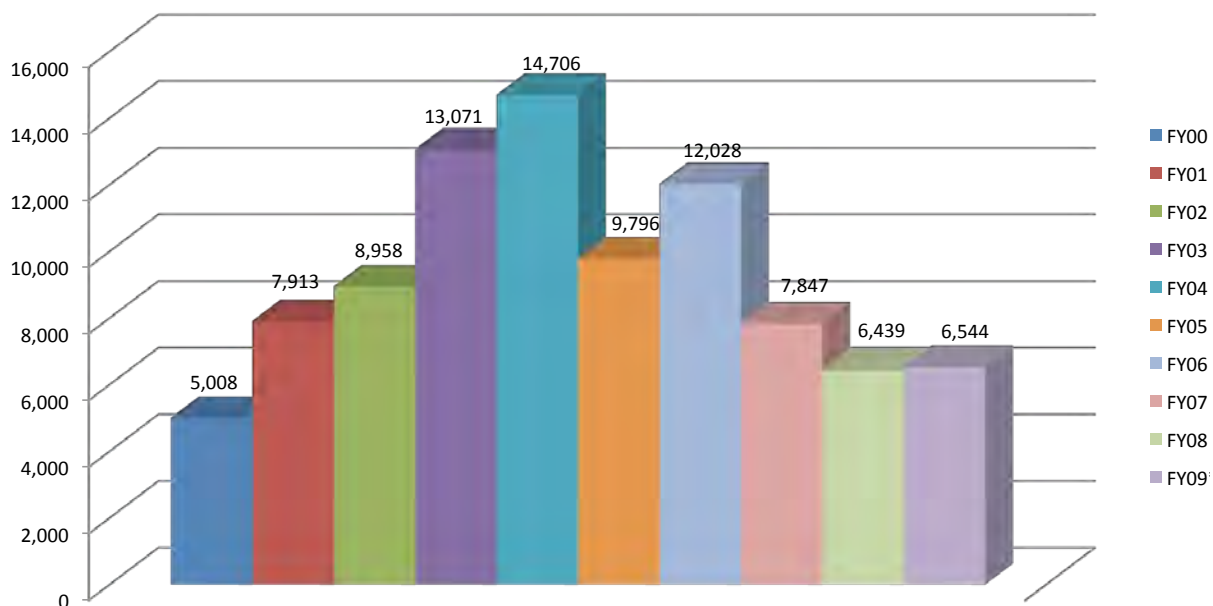
Appendix Y — HelpDesk
Table 61: HelpDesk Door Count

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April
FY08 (counter installed 2/08)								546	2,712	2,541
FY09	1,434	3,925	2,861	2,444	2,676	2,517	2,845	2,875	2,738	3,198

Appendix Y — HelpDesk
Table 62: HelpDesk phone calls received by month in FY09

Month	# Phone calls
Jul-08	1,015
Aug-08	2,006
Sep-08	1,663
Oct-08	1,292
Nov-08	1,020
Dec-08	1,057
Jan-09	1,316
Feb-09	1,042
Mar-09	998
Apr-09	1,027
May-09	835
Jun-09	1,019
Total	**14,290**

Appendix Y — HelpDesk
Chart 14: HelpDesk phone calls received by month in FY09
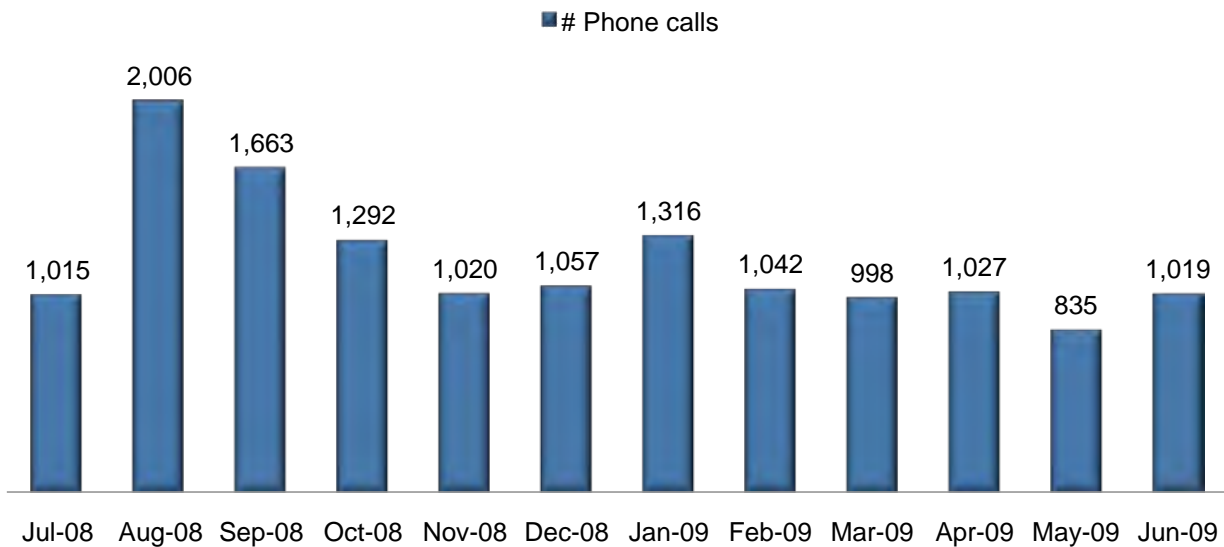
Appendix Z – Information Technology Security
Chart 15: Incidents Investigated
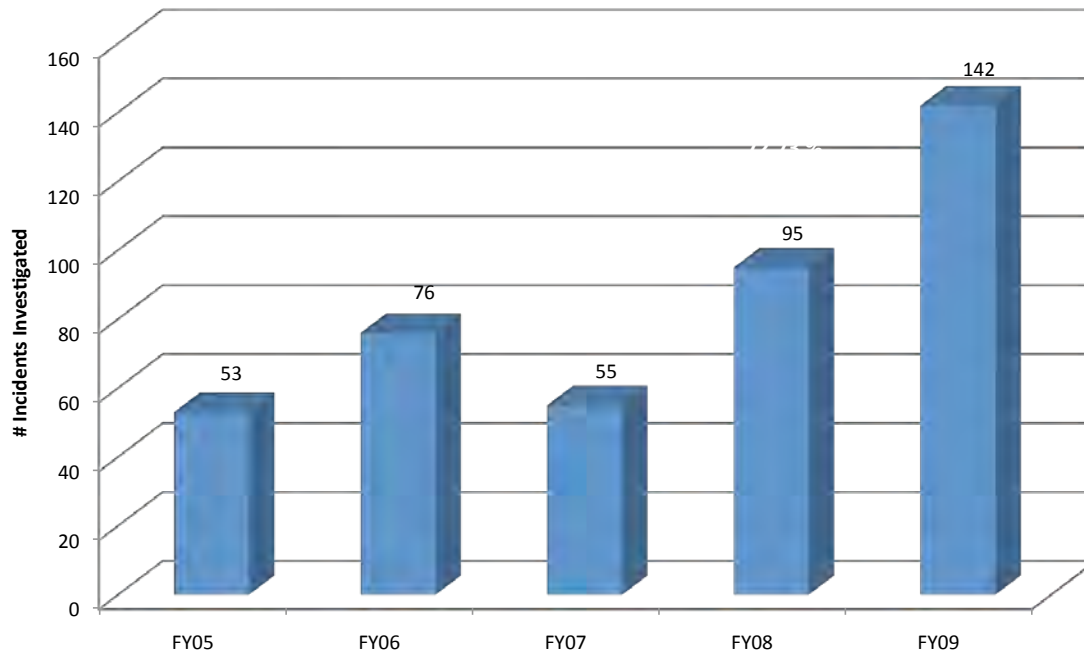
Appendix AA – ITV/Video/Web Conferencing
Table 63: Total Conferencing Events and Hours Comparison

	FY06			FY07			FY08				FY09			
Events	ITV	MediaSite	Total	ITV	MediaSite	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%**

Appendix AA – ITV/Video/Web Conferencing
Table 64: ITV Events and Hours Hosted/Received

Events Type Hosted	Summer 2008	Fall 2008	Spring 2009	FY09 Total
For credit courses	11	13	1	25
Meetings	14	16	5	35
Seminars	3	0	0	3
Total	**28**	**29**	**6**	**63**

Hours Hosted				
For credit courses	401	399	7	807
Meetings	40	16	11	67
Seminars	10	0	0	10
Total	**451**	**415**	**18**	**884**

Events Type Received	Summer 2008	Fall 2008	Spring 2009	FY09 Total
For credit courses	0	0	0	0
Meetings	30	45	11	86
Seminars	0	0	0	0
Total	**30**	**45**	**11**	**86**

Hours Received				
For credit courses	0	0	0	0
Meetings	75	141	17	233
Seminars	0	0	0	0
Total	**75**	**141**	**17**	**233**

Appendix AA – ITV/Video/Web Conferencing
Table 65: Events and Hours Hosted/Received Comparison

Events Type Hosted	FY06 Total	FY07 Total	FY08 Total	FY09 Total	% Change
For credit courses	54	45	39	25	-35.90%
Meetings	16	9	14	35	150.00%
Seminars	0	1	5	3	-40.00%
Total	**70**	**55**	**58**	**63**	**8.62%**

Hours Hosted					
For credit courses	1,727	1,186	1,240	807	-34.92%
Meetings	26	22	23	67	191.30%
Seminars	0	3	11	10	-9.09%
Total	**1,753**	**1,211**	**1,274**	**884**	**-30.61%**

Events Type Received	FY06 Total	FY07 Total	FY08 Total	FY09 Total	% Change
For credit courses	5	2	3	0	-100.00%
Meetings	39	57	36	86	138.89%
Seminars	0	1	1	0	-100.00%
Total	**44**	**60**	**40**	**86**	**115.00%**

Hours Received					
For credit courses	58	56	40	0	-100.00%
Meetings	61	130	55	233	323.64%
Seminars	0	2	4	0	-100.00%
Total	**119**	**188**	**99**	**233**	**135.35%**

Appendix AA – ITV/Video/Web Conferencing
Chart 16: ITV Classes Hosted/Received at SCSU
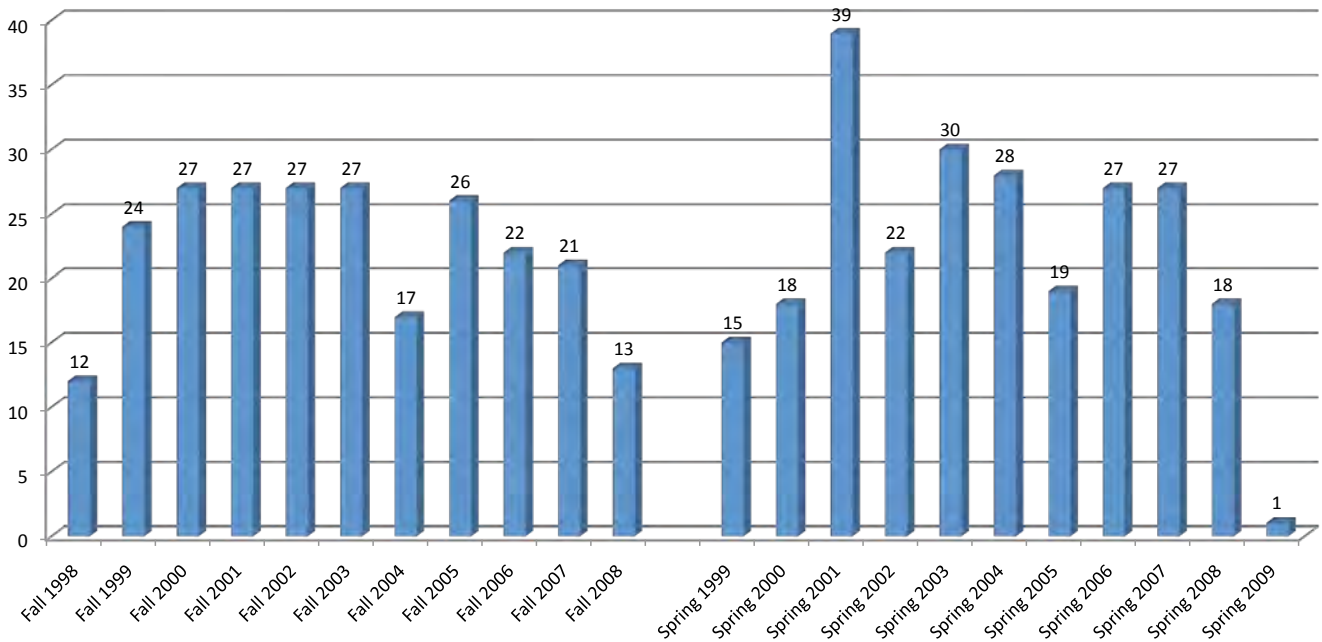
Appendix AA – ITV/Video/Web Conferencing
Chart 17: ITV Meetings Hosted/Received at SCSU
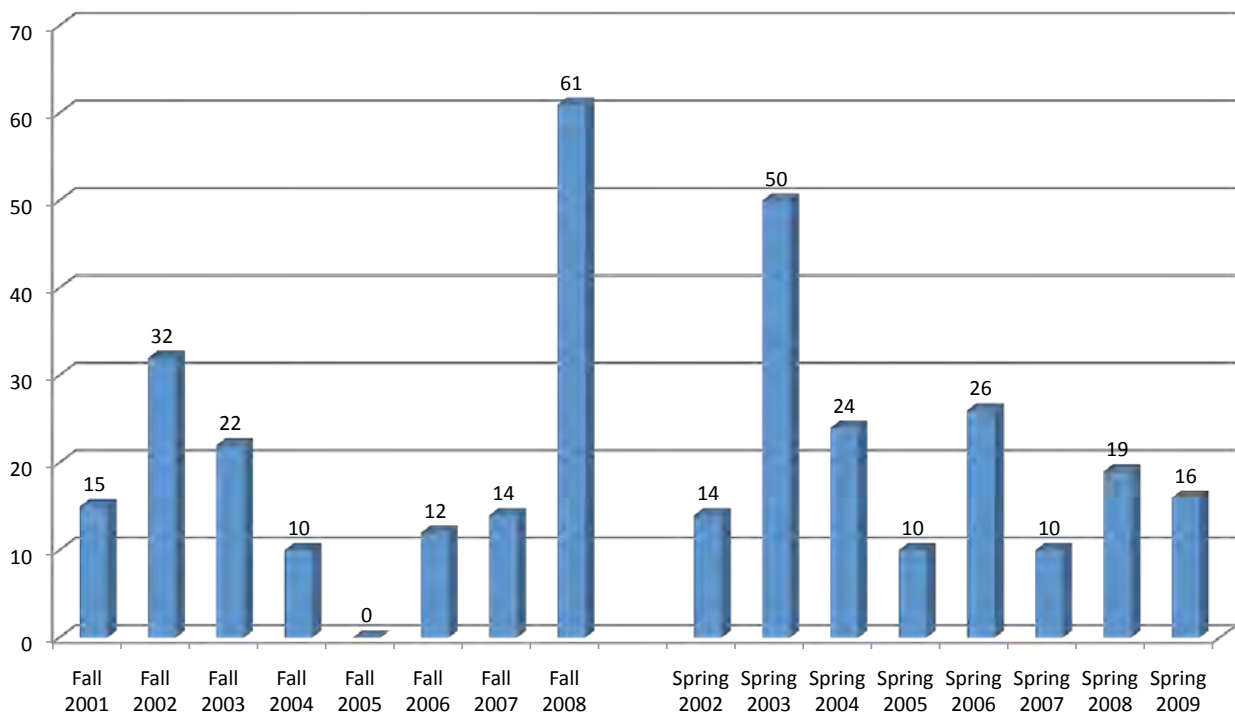
Appendix BB – Multimedia/Web Production Services
Table 66: Multimedia/Web Projects Comparison

	FY04	FY05	FY06	FY07	FY08	FY09	% Change
New Web sites	15	9	13	16	12	11	-8.33%
Redesign/moved Web sites	28	29	22	12	11	23	109.09%
Dynamic database projects	5	5	6	7	19	18	-5.26%
Electronic presentations	20	13	22	38	65	55	-15.38%
CD/DVD projects	7	25	56	64	31	27	-12.90%
CDs created	608	480	857	829	850	884	4.00%
DVDs created	10	795	2281	313	400	827	106.75%
Online/D2L projects	38 faculty	66 projects	88 projects	134 projects	61 faculty	66 faculty	
	15 departments	26 departments	24 departments	30 departments	24 departments	39 departments	
Adobe Connect					52 hosts	83 hosts	
					19 departments	29 departments	
Video/Audio Conversions					47 videos	197 videos	
					12 departments	22 departments	
Podcasting					16 departments	14 departments	

Appendix BB – Multimedia/Web Production Services
Chart 18: Multimedia/Web Projects Comparison
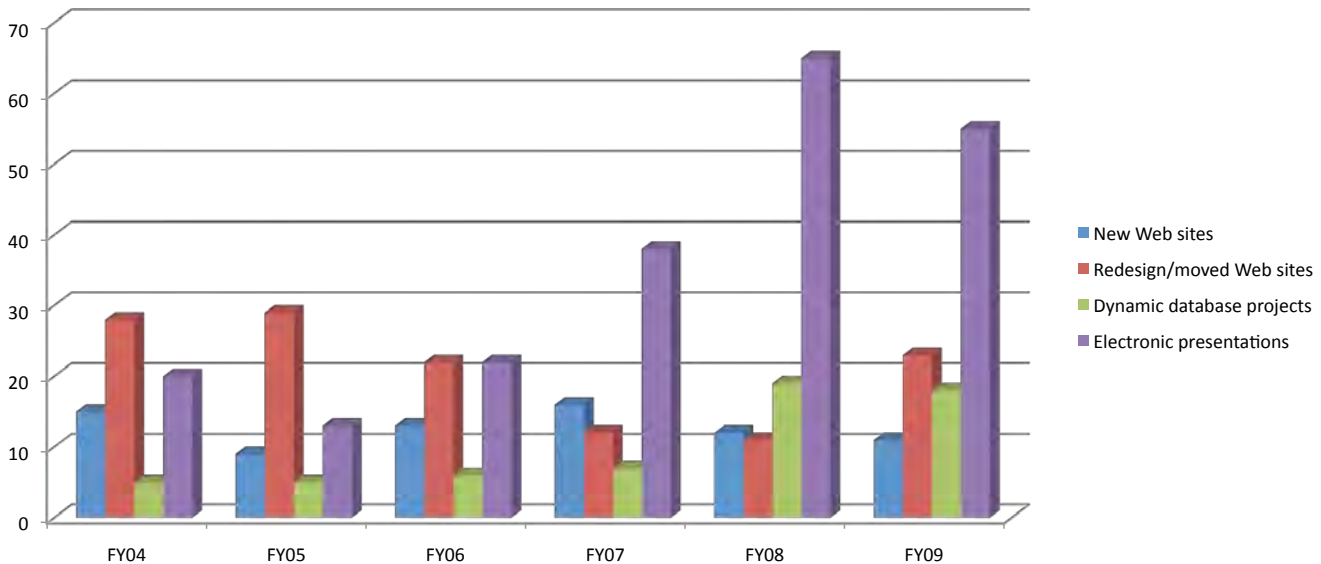
Appendix CC – Networking
Table 67: Campus Ethernet Infrastructure Statistics

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

Appendix CC – Networking
Chart 19: Campus Ethernet Infrastructure Statistics

■ New network drops   ■ Activated Ethernet connections
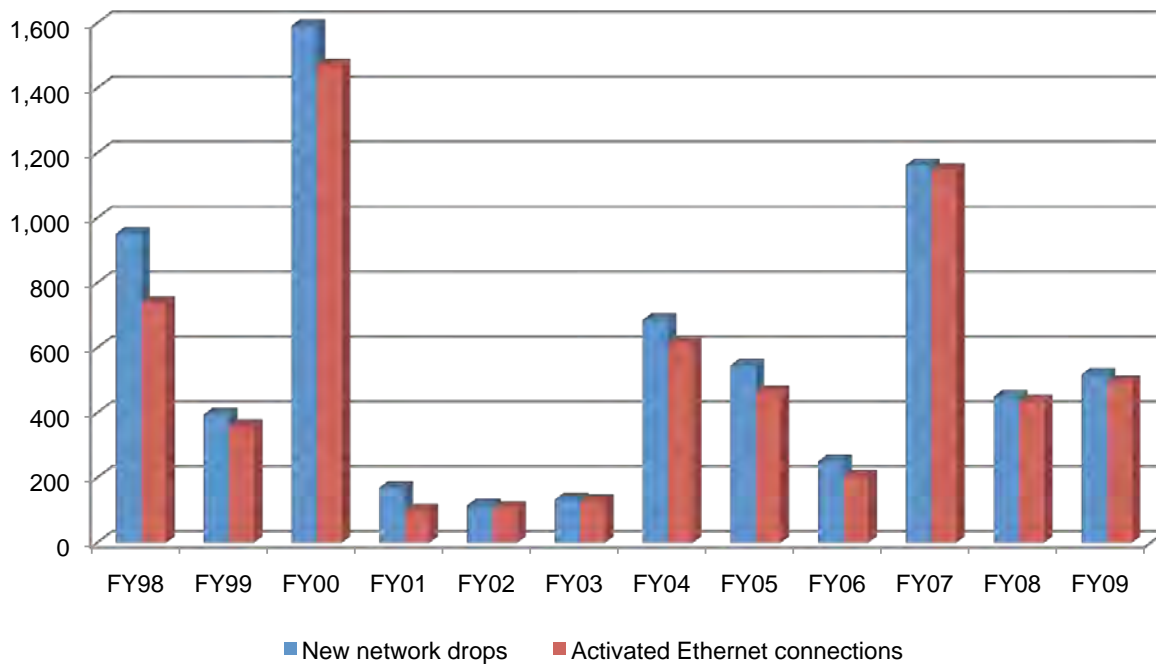
Appendix CC – Networking
Table 68: Total Campus Ethernet Ports

	FY08	FY09
Assigned to patch panel ports	7,845	7,933
Ports in use	8,363	8,443

Appendix CC – Networking
Table 69: 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**

Appendix CC – Networking
Table 70: Reasons for Network/System Downtime

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

Appendix CC – Networking
Table 71: Number of Registered Campus Wireless Users

	Number	% HuskyNet Accounts	Total HuskyNet Accouts
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**

Appendix CC – Networking
Table 72: Campus Wireless Network Coverage

Building	Building Coverage	Nodes	% of Campus
801 Building	100%	2	2.00%
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	0%	0	0.00%
525 Building	100%	1	2.00%
51 Building	100%	10	4.00%
Carol Hall	100%	1	2.00%
Centennial Hall	100%	14	4.00%
Eastman Hall	100%	3	2.00%
Education Building	100%	7	3.00%
Engineering & Computing Center	100%	11	4.00%
Garvey Commons	100%	3	2.00%
Halenbeck Hall	85%	8	3.00%
Husky Hub	100%	1	2.00%
Headley Hall	100%	5	3.00%
Health Services	100%	2	2.00%
Heating Plant	80%	1	1.00%
Kiehl Visual Arts Center	100%	5	3.00%
Lawrence Hall	100%	3	2.00%
Maintenance Building	100%	1	2.00%
Wick Science Building	100%	12	4.00%
Wick Science Building Addition	100%	6	3.00%
James W. Miller Learning Resources Center	100%	13	4.00%
National Hockey Center	100%	5	3.00%
North Office Center	100%	1	2.00%
Nursing Lab	100%	1	2.00%
Performing Arts Center	100%	7	3.00%
Public Safety Center	100%	1	2.00%
Rec Center/Stadium	100%	8	4.00%
Richard Green House	100%	1	2.00%
Riverview	100%	6	3.00%
South Office Center	100%	1	2.00%
Stewart Hall	100%	13	4.00%
Whitney House	100%	2	2.00%
Women's Center	100%	1	2.00%
Total		174	96.00%

Appendix CC – Networking
Table 73: Residence Hall Wireless Network Coverage

Residence Halls	Building Coverage	Nodes	% of Residence Halls
Benton Hall (North and South)	100%	10	12.00%
Hill-Case Hall	100%	13	12.00%
Holes Hall	100%	16	12.00%
Lawrence Hall	100%	4	6.00%
Mitchell Hall	100%	12	12.00%
Sherburne Hall	100%	17	12.00%
Shoemaker Hall	100%	18	12.00%
State View North	90%	1	5.00%
State View South	90%	1	5.00%
Stearns Hall	100%	16	12.00%
Total		**108**	**100.00%**

Appendix DD – ResNet
Table 74: 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%

Appendix DD – ResNet
Table 75: 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
# Rooms	1,594	1,594	1,594	1,594	1,594	1668*	1,668	1,668	1,668	1,668	1,668
# with active connections	660	888	1,160	1,299	1,462	1,530	1,501	1,476	1,446	1,420	1,334
% active	41.41%	55.71%	72.77%	81.49%	91.72%	91.73%	89.99%	88.49%	86.69%	85.13%	79.98%

* Stateview Apartments & Lawrence Hall added

Appendix DD – ResNet
Chart 20: Residence Hall Operating System Registration, FY09

Legend:
- Win Vista
- Win Vista 64
- Win XP
- Win XP 64
- Win NT/2000
- Mac
- Other
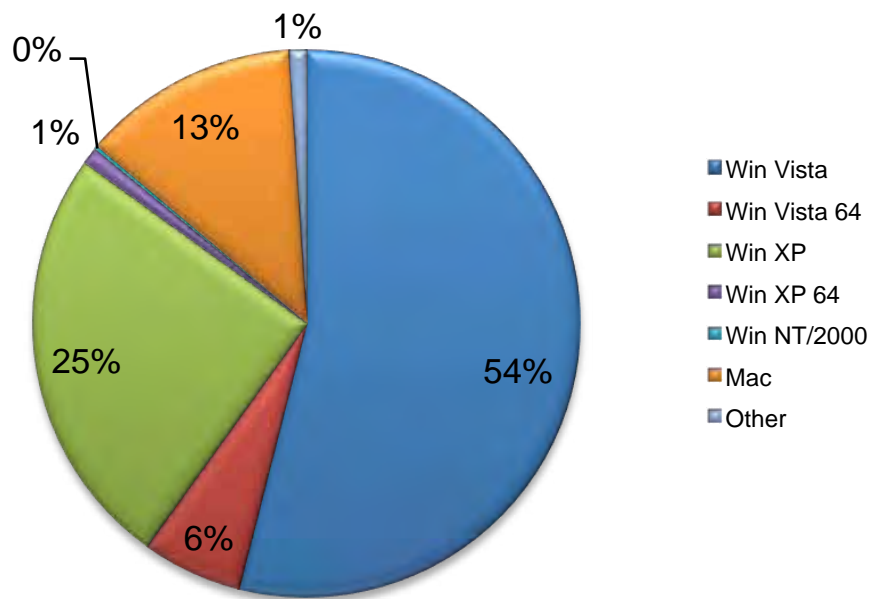
Appendix EE – Servers/Authentication Systems
Table 76: Number of Servers

	FY09	
	Physical Servers	**Virtual Machines**
Administrative Servers	12	2
Development Servers	12	4
General Servers	58	10
Management Servers	12	0
Student Services Servers	12	4
Web Servers	14	0
Totals	**120**	**20**

Total Servers Supported **140**

Appendix EE – Servers/Authentication Systems
Table 77: Spam report by fiscal year

Year	Total e-mail received	Spam e-mail filtered	% Total of spam
FY04	19,500,000	12,870,000	66.00%
FY05	28,000,000	21,840,000	78.00%
FY06	41,500,000	30,710,000	74.00%
FY07	59,000,000	44,250,000	75.00%
FY08	159,000,000	138,330,000	87.00%
FY09	154,205,690	127,339,008	82.58%

Appendix EE – Servers/Authentication Systems
Chart 21: Spam report by fiscal year
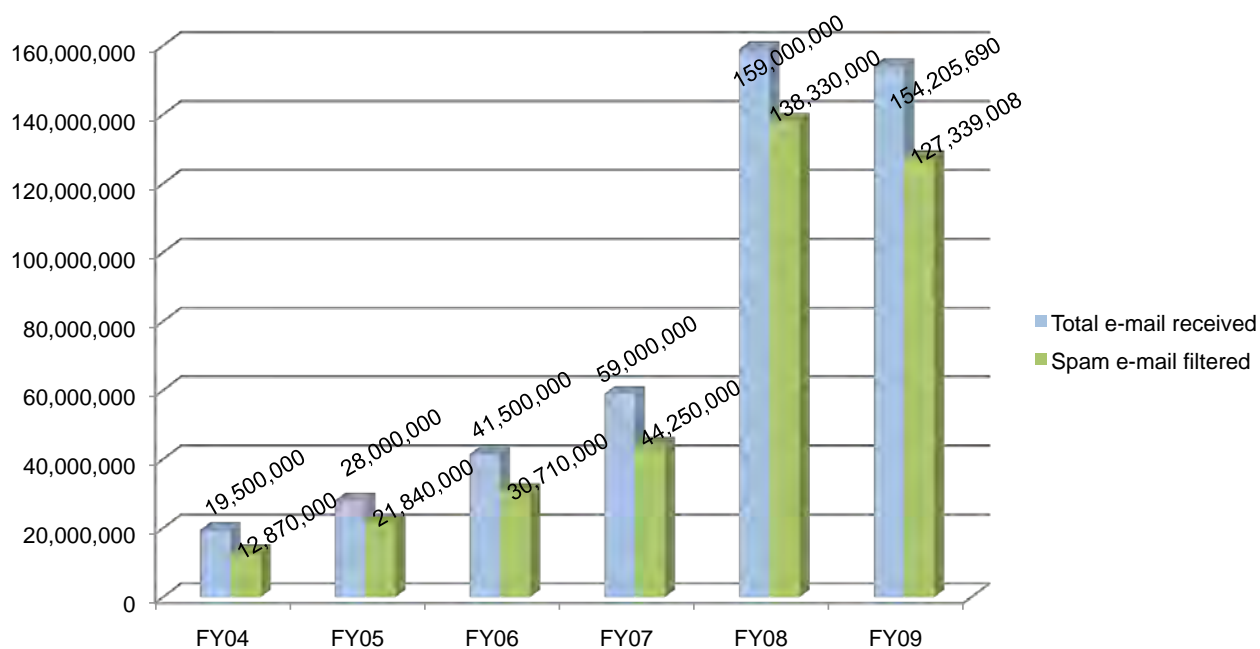
Appendix FF – User Accounts
Table 78: HuskyNet Accounts Created

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

Appendix FF – User Accounts
Table 79: HuskyNet File Space Use – Snapshot in July 2009

UserDescription	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	95	0	33,317	32	16	2	33,333	0	3,003
Department, supplemental	589	49	39,158	323	1,986	64	41,145	0	18,562
Emeritus	248	1	8,989	155	1,321	38	10,310	0	27,215
Faculty/staff	1,837	149	474,528	1,773	33,449	501	507,977	4,548	550,790
Faculty/staff, supplemental	5	2	243	5	50	1	293	0	344
Student Organizations	218	9	9,698	155	4,165	138	13,863	0	6,942
Student Organizations, supplemental	9	0	751	6	199	4	950	0	151
Students	22,643	3,296	2,574,451	22,597	51,633	5,078	2,626,084	689,278	718,021
Type B & C users	9	0	287	5	0	1	287	0	1,292
Camp & Temporary Accounts	371	0	1,403	223	0	0	0	3,123	0
Community Patron	452	4	0	0	0	0	0	0	0
Resource Accounts	21	1	0	0	0	0	0	0	123
Totals	**26,497**	**3,511**	**3,142,825**	**25,274**	**92,819**	**5,827**	**3,234,242**	**696,949**	**1,326,443**

Appendix FF – User Accounts
Table 80: 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
% Change from previous year	**-0.60%**	**62.25%**	**49.20%**	**14.93%**	**17.40%**	**-14.62%**	**47.99%**	**68.34%**	**55.92%**

* Not previously reported