

7-2008

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Learning Resources & Technology Services



Annual Report • Fiscal Year 2008

ST. CLOUD STATE UNIVERSITY



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INTRODUCTION



Learning Resources & Technology Services (LR&TS) serves all disciplines of St. Cloud State University and a wide range of users, including students, faculty, staff and community members in Central Minnesota. LR&TS is a comprehensive, campus-wide information organization encompassing the library, academic computing, media and network operations, 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 & Technology Services division of LR&TS provides campus-wide computing support, networking services, e-mail services/support, the academic HelpDesk, the Computer Store, instructional television and video conferencing operations, installation, and support for more than 150 electronic classrooms, and maintenance/operation of 625 computers in the Miller Center and 19 general access computer labs across campus.

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 work 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 the workgroup leaders, all faculty, and some staff, reporting to the dean.

Administration

Learning Resources & Technology Services Dean's Office

Dean	Kristi Tornquist
Associate Dean	J.C. Turner
Communication Specialist	Kristin Lyman (temp.)
Communication Specialist	Dana Drazenovich (half-time temp, Summer)
Office Manager	Ann Chmielewski
Accounts Manager	Jan Vanderlinden (beginning 8/07)
Facilities and Reservations Coordinator	Diane R. Schmitt
Office and Administrative Specialist	Lucy Supan (half-time)
Office Assistant	Matt Jenson (temp. to 9/07)
Office Assistant	Mary Pat Denne (temp. beginning – 5/08)
Special Projects Coordinator	Missy Northenscold (temp.)
Student Employment Coordinator	Sheila Landucci (beginning 1/08)
Assessment Coordinator	Chris Inkster (half-time)

Minnesota Digital Library

Outreach Coordinator	Marian Rengel (temp.)
Project Director	Keith Ewing (8 percent time)

Learning

Center for Information Media

Coordinator	Jeanne Anderson
Office and Administrative Specialist	Lucy Supan (half-time)
Graduate Coordinator	Merton Thompson
Faculty	Luther Rotto
.....	John Theis (to 1/08)
.....	Marcia Thompson
.....	Brad Busse (quarter-time, fixed term)
Adjunct faculty	Bryon Anderson (Summer)
.....	Karen LaPlant (Spring)
.....	Bob Lessinger (Fall, Spring)
.....	Gwen Toppe (Summer)
.....	John Tuft (Spring)
Graduate Assistants	Jenny Hill
.....	Emily Stenberg

InforMedia Services

Coordinator	Richard Josephson
D2L Support	Tom Hergert
Statistical Consulting Services Coordinator	Steve Malikowski (to 4/08)
Adjunct statistical consulting faculty	Randy Kolb (Fall, Spring, Summer)
InforMedia Services Faculty	Plamen Miltenoff (full-year sabbatical)
	Karen Thoms
	Brad Busse (half-time, fixed term)
Graduate Assistants	Neil Andruschak (Fall, Spring, Summer)
	Sudhakar Chirravuri (Fall, Spring)
	Deb Skophammer (Summer)

Resources

Access Services

Coordinator/Distance Learning Librarian	Robin Ewing
Library Technician - Audio-Visual	Amy Schneider
Library Technician - Circulation	Angela Wortham
Library Technician - Circulation	Nicole Struck (temp to 3/08)
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 (three-quarter time through 12/07, then full time)
CMLE Administrative Assistant	Jennifer Schwint (80 percent time)
CMLE Administrative Assistant	Mary Pat Denne (part-time temp, beginning 1/08)
Interlibrary Loan Coordinator	Patricia Post (one-quarter time through 12/07)
Interlibrary Loan Coordinator	Michael Gorman (one-quarter time beginning 1/08)
Library Technician - Interlibrary Loan	Debbie Josephson
Library Technician - Interlibrary Loan	Hannah Topp-Schefers
Serials Librarian	Lisa Forslund (fixed-term)
Library Technician - Serials	Linda Conway
Outreach Librarian	Susan Motin

Collection Management

Coordinator, Library Systems Librarian	Keith Ewing
Library Technician - SFX	Julie Nienaber (temp. beginning 5/08)
Library Technician - Shelving	Daniel Lavenda (temp. beginning 5/08)
Acquisitions/Collections Manager	Jo Flanders (fixed-term)
Accounts Manager	Molly Mitzel (beginning 1/08)
Library Technician - Acquisitions	Diane Larson
Library Technician - Serials	Wendy Springer
Cataloging Coordinator	Joy Roberts (fixed-term to 8/07)
Cataloging Coordinator	Tina Gross (beginning 8/07)
Library Technician - Cataloging	Catherine Bongers
Library Technician - Cataloging	Blair Tosh

University Archivist	Tom Steman (beginning 7/07)
Archives Assistant	Susan Nelson (temp. through 3/08)
Archives Assistant	Lisa Savage (temp. beginning 4/08)

Reference Services

Reference Services Coordinator	Melissa Prescott
Government Documents Librarian	Sandra Q. Williams (sabbatical, Spring 2008)
NASA Collection Coordinator	Susan Motin
Reference Librarians	Michael Gorman
.	Cindy Gruwell (beginning 8/07)
.	Fred Hill
.	Chris Inkster (one-quarter time)
.	Olivia Olivares (beginning 8/07)
.	Jennifer Quinlan (beginning 7/07)
Adjunct faculty	Susan Chisholm (Spring)
.	Michelle Grace (Spring)
.	Matt Heintzelman (Fall, Spring)
.	Susan Huber (Fall)
.	Kristen Mastel (Fall, Spring)
.	Michele Monson (Fall, Spring)
Multicultural Resource Center Director	Darlene St. Clair (three-quarter time)
MRC Associate Director	Kyoko Kishimoto (half-time, beginning 8/07)
MRC Grants Developer	Donella Westphal (adjunct, Fall, Spring, Summer)

Technology

Information Technology Services

Director	Phil Thorson
Project Analyst	Kim Stangret (temp.)
Computer Systems Administrator	Clint Forseth
.	Jeff Hennen
.	John Roberson
.	Larry Schafer
.	Gordie Schmitt
.	Chris Stanley
Database/Application Developer	Chris Brown
IT Security Coordinator	Darrin Printy
Planning and Technology Specialist	Mark Kotcho
HuskyNet Graduate Assistant	Jim Barg (Summer, Fall)
Project Coordinator	Daryl Scholz (beginning 11/07)
Network Specialist	Tony Sorteberg
.	Thad Wakefield
Information Systems Manager	Wade Nelson (beginning 2/08)
Application Specialist	Eric Dietz
Application Support Specialist	Bob Lessinger
.	Dave Wogen

Database/Application Developer	Linda Carr
	Josh Hjelmstad (temp.)
	Konstantin Makarov (temp.)
D2L Support	Brad Busse (half-time, beginning 3/08)
IMS System Administrator	Charles Kroger (beginning 2/08)
	Ben Pratt
Software Licensing Specialist	Marcus Pohl (temp.)
Technology Support Services Manager	Casey Wagner
Atwood Technology Coordinator	Chad Schmitz (beginning 1/08)
College Support Technician, Business	Daryl Scholz (to 11/07)
College Support Technician, Business	Dan Michaels (beginning 11/07)
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)
Student Resources Technology Coordinator	Ryan Salnar (beginning 5/08)
Computer Labs Manager, General Access	Sam Barhorst
Computer Store Manager	Carl Schmitt
Computer Store Sales Representative	Tom Peterson (one-quarter time)
HelpDesk Manager	Dan Michaels (to 11/07)
Interim HelpDesk Manager	Mike Schomer (beginning 11/07)
HelpDesk Graduate Assistant	Ingunn Sverrisdottir (Fall, Spring)
ResNet Coordinator/HelpDesk backup	Mike Schomer
User Accounts Manager	Diane E. Schmitt
Data Entry	Jill Lichy (temp. 7/07-9/07)
	Sherry Johanson (temp. 11/07-5/08)

Instructional Technologies & Infrastructure Services

Director	Randy Evans (to 11/07)
Director	George Fiedler (beginning 10/07)
Assistant Director for Multimedia/Web	Sara Grachek
Multimedia/Web Production Specialist	Karin Duncan
	Jenny Hill (temp. beginning 6/08)
	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	Samuel P. Johnson (to 12/07)
Electronic Classroom Specialist (lead)	Kelly Larson
Electronic Classroom Specialist	Kyle Marles (temp.)
Electronic Classroom Specialist	Samuel P. Johnson (beginning 1/08)
Telecommunication Infrastructure Specialist	John Nies
Video/Multimedia Production Coordinator	James Bertram
Video/Multimedia Production	Holly Santiago (temp.)
Video/Multimedia Production	George Sirbasku (temp. through 12/07)

LR&TS Organizational Chart, June 2008

Learning Resources and Technology Services has a unique 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
- Undergraduate Programs

InforMedia Services (IMS)

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

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

Access Services

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

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

Collection Management

- Acquisitions
- Archives
- Cataloging
- Collection Management
- Library Systems

Information Technology Services (ITS)

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

RESOURCES

TECHNOLOGY

Workgroup Overviews

ADMINISTRATION

The Dean's Office manages all aspects of LR&TS, which includes 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-on-one support for specific software applications for faculty and students, as well as for Desire2Learn, the central 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 services at a number of locations maintained by Access Services. These include the circulation and periodicals desks and interlibrary loan office. Patrons can check-out, return or renew books, audio-visual items, audio-visual equipment (laptops, cameras, etc.) and reserve and check-out student study rooms. They can also access nearly 1,000 popular, trade and scholarly print periodicals and 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, 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 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 are 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 via e-mail, telephone and a walk-in service counter.

INSTRUCTIONAL TECHNOLOGIES AND INFRASTRUCTURE SERVICES

Instructional Technologies and Infrastructure Services (ITIS) staff 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 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 FY08

Fiscal Year 2008 was one of continued change and adjustment in Learning Resources & Technology Services (LR&TS). The six faculty and twelve staff hired in FY07 were in their first full year at SCSU, learning about the organization and finding opportunities to contribute; additional hires took place during FY08, so the on-going transformation of the organization will continue. LR&TS also participated in the many changes taking place as part of the recent arrival of SCSU's new president, Earl H. Potter III. The rewriting of the five-year campus technology plan began, and the addition of more than \$500,000 in technology funding from Minnesota State Colleges and Universities (MnSCU) system office provided the opportunity to address campus needs, including the hiring of additional support personnel.

Each of the broad areas within LR&TS saw significant changes during the course of FY08:

ADMINISTRATION

- Searches were conducted for two new associate dean positions (one filled successfully), three probationary faculty positions (all filled successfully), and 12 staff positions (six filled permanently, six filled by temporary employees).
- SCSU received a targeted IT allocation from the Office of the Chancellor, which totaled more than \$550,000 in FY08 and \$750,000 for FY09. LR&TS administration led the process for soliciting, reviewing and recommending IT proposals for funding.
- All sections of the 115-page 2003-2008 campus technology plan were reviewed and the progress made during the past five years was noted. New goals and objectives were drafted for the 2008-2013 plan.
- The assessment process continued to develop and included gathering data for decision-making and goal-setting within LR&TS.
- More than 30 different agencies outside of SCSU were provided with a range of services and support through contracts that returned more than \$500,000 to LR&TS. The majority of these funds were for personnel costs associated with providing these services.
- The dean, as CIO, is now a part of President's Council.

LEARNING

- While the Information Media program continues to reach out and recruit to address falling numbers in the graduate and undergraduate majors and minors, one of the bright spots is the 32 percent increase in the number of undergraduate credits generated by the program. This increase is tied to offering more sections of IM 204 Research Strategies, which meets the diversity/MGM component of general education.
- Use of Desire2Learn, the MnSCU-hosted course management system, continues 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 that used D2L during FY08, which also was a new high, up seven and one half percent from FY07.
- Library instruction sections and attendance both dropped over the previous year, down 15 and 10 percent, respectively, from FY07. Most of this is directly attributable to substantial changes in the format of ENGL 191 instruction, which resulted in 50 fewer library instruction sections.
- The number of technology workshops offered to both students, faculty and staff were down significantly, as greater resources went toward meeting D2L support needs and one-on-one instruction rather than a group workshop environment.

RESOURCES

- The bulk of the growth in library acquisitions came in the purchase of books/monographs, DVDs and Internet resources. An increasing number of state and federal documents are published online rather than in hard copy, and some format types, such as maps, slides and VHS cassettes, actually declined in number.
- Circulation statistics increased in a number of areas:
 - The number of books checked out increased more than five percent, and the number of book renewals increased more than 55 percent.
 - The check-out of non-books items from circulation continued to increase. Equipment checkouts grew by nearly 56 percent, with most of this growth attributable to short-term laptop checkout. The use of study rooms increased by nearly 12 percent.
 - The number of items placed into e-reserves increased by more than 30 percent, with the number of video files reserved increasing from 21 to 294.

- The number of patron accounts increased nearly 11 percent overall, with the greatest growth coming from the number of undergraduate students.
- The library gate count once again surpassed the one million mark.

TECHNOLOGY

- Funding from the Office of the Chancellor technology allocation to SCSU, as well as from contracts for services, allowed for the hiring of five additional employees. These included an information systems manager, an IT project coordinator, two additional departmental support technicians and a third e-classroom support technician.
- Revenue from the Computer Store increased more than 28 percent over FY07, for total sales of more than \$2.8 million. Although up significantly, this was still 16 percent below FY06, due to the cyclical nature of sales, which are dependent on when departments replace computers for employees and students.
- Twenty-seven additional e-classrooms were installed, bringing the total on campus to 154. In addition, as part of the renovation of the 51 Building (former Business Building) 16 e-classrooms were re-installed.
- As new video delivery tools are made available for classes, the use of video for classrooms, seminars/training and meetings continues to increase. Adobe Connect was added as an option for point-to-point video conferencing, and the total number of hours of video use increased almost 25 percent over FY07.
- The need for networked devices continues to grow with more than 450 Ethernet connections added to campus in FY08. There are now more than 8,300 data ports in use on campus.
- The number of IT security incidents increased more than 70 percent, from 55 to 95, in FY08. As areas and services rely more heavily on information technology, the importance of sufficient IT security measures continues to grow.
- The video media production unit purchased a High Definition video camera and began editing HD productions. With the upcoming switch to all digital broadcasting in February 2009 and the growing use of HD telecasts, the area is situated to take full advantage of the new opportunities presented.

Strategic Focus for FY08

Three Dimensional Thinking

TECHNOLOGY

Revise the campus technology plan.

- A summary of the accomplishments for each of the goals in the 2003-2008 plan was completed and a rough draft was developed for a new plan. Over the summer, the deans, vice presidents and the president met twice, along with the directors of IT and Center for Information Systems, to discuss a vision for SCSU's future technology investments.

Plan for the preservation of digital resources/digital repository.

- Extensive research resulted in a planning document that was then used to launch a request for funding at the MnSCU level. Consideration for funding for this plan is underway.

SOCIAL FABRIC

Facilitate user participation in role-based services.

- Progress was made on portal planning, the development of a SharePoint Advisory Group and the addition of MnPALS Plus. Demonstrations were provided in the summer of 2008 for administrators and as part of the fall 2008 convocation offerings.

Improve orientation process for new employees.

- Particular emphasis was placed across the organization on making new LR&TS employees feel welcome and supported. The dean met with probationary faculty once a month. More thorough training was initiated for student employees. Employee orientation procedures were reviewed and refined in an effort to make them as effective as possible.

SERVICE

Improve collaboration across service desks.

- A committee was formed to look at service desk collaboration resulting in several ideas for cooperative initiatives that have been a positive force to improve customer service.

Research support concept.

- This initiative was a campus-wide conversation that began in 2006-2007 and merged into part of the Academic Planning process during FY08.

OTHER ACCOMPLISHMENTS

- Launched the new library Web site.
- Implemented a more formal project planning structure for IT.
- Completed the addition of more compact shelving and shifted the collection to provide space for other options in the Miller Center.
- Strengthened the partnership between our HelpDesk, IMS and the OoC D2L team to support increasing Desire2Learn usage.
- Focused the CIM curriculum and created a graduate certificate for library media specialists.
- Implemented quiet areas in the Miller Center library.
- Expanded our service contract with the Central Minnesota Distance Learning Network.

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 LR&TS 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 FY08 ACCOMPLISHMENTS

Many resources continued to be directed toward reshaping LR&TS as an organization to better respond to the rapidly changing information technology environment. Efforts were made to fill the remaining vacant faculty and staff positions and to address utilization of space within the Miller Center. Changes in organizational structure and operations continued to be phased in as personnel and resources allowed.

FY08 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, the search committee for the Special Advisor to the President, Student Technology Fee Committee, Web Council, Academic Action Plan: Integrating Planning & Budgeting and Online Distance & Off-site Programming committees, Academic Calendar Task Force, Associate Deans working group, and Resource25 Implementation Committee.
- Represented SCSU on various MnSCU committees, including Chief Information Officers, Library Deans and Directors, IFO Salary Review Committee, Cross-functional Advisory Group, and CIO Consultation Committee.
- 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, Minnesota Learning Network Board and the St. Cloud Public Library

Board. Chaired the Minnesota Digital Library Coalition Steering Committee.

- Represented SCSU at national organizational meetings, including Educause and the Broadcast Education Association.

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 FY08, the PPC:
 - Drafted the Policy for Third Party and Law Enforcement Requests for Records and Information, and LR&TS Travel Policies and Procedures for review by the Dean's Advisory Council.
 - Revised the Facilities Use Policy for the Miller Center and Associated Areas, and the Code of Behavior for Users of the Miller Center.
 - Worked to update the Emergency Evacuation and Tornado and Severe Weather Policies.

Respond to personnel needs of the unit.

- Completed all the Article 22 and 25 comments, reports and meetings for 24 probationary, tenured and fixed-term faculty lines in LR&TS.
- Supervised the search process for two new associate dean positions, for Library Services and for Instruction and Educational Technologies. The former position was successfully filled, but the search for the latter position was failed and will be re-advertised in FY09.
- Oversaw the initiation of the search process for three probationary faculty positions; all were completed successfully.
- Coordinated the initiation of the search process for 12 staff positions in the MMA, MAPE and AFSCME bargaining units; 6 of these were filled on a permanent basis and the remaining filled either temporarily or to be completed in FY09.

Monitor and respond to campus needs related to technology.

- Coordinated the activities of the campus Teaching, Learning, Technology Roundtable (TLTR). Issues addressed during FY08 included:
 - Reviewing proposals for IT funding from the Office of the Chancellor which totaled more than \$550,000 for the first year and more than \$750,000 for the second year of the biennium.
 - Providing feedback on several campus IT

initiatives, including deployment of Microsoft Vista, the upgrade to Exchange 2007 and the Faculty/Staff Bulletin Board.

- Reviewing all sections of the 115 page 2003-2008 campus technology plan, noting the progress made during the past five years, and drafting new goals and objectives for the 2008-2013 technology plan.

In connection with the Center for Information Media, oversee the awarding of the Luther Brown, Doreen Keable, and Carl and Marilyn Savage scholarships, as well as the John G. Berling award.

- Awarded John G. Berling awards of \$100 each to Alissa Adams and Paula Masad.
- Awarded Luther Brown scholarships of \$1,000 each to Jill Berg, Ann Carstens and Holly Thompson; Luther Brown scholarships of \$750 each were awarded to Jenny Hill and Romarec Zongo.
- Awarded a Dennis and Ann Fields scholarship of \$1,000 to Prabal Shah.
- Awarded a Carl & Marilyn Savage assistantship of \$500 to Amy Carney.
- Doreen Keable and Bonnie Hedin scholarships were not awarded in FY08.

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, LibData hosting services for 26 other academic institutions, and various telecommunication providers.

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

- Completed the Educause Core Data Survey and the Association of College & Research Libraries (ACRL) annual survey.

MAJOR CHANGES FROM FY07:

- In addition to the general leadership, oversight and operations of the unit, continued to lead the process of transforming the organization to better respond to the needs of our patrons.
- The dean, as CIO, is now a part of President's Council.

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 and used to improve library and technology services.

SUMMARY OF FY08 ACCOMPLISHMENTS

Assessment focused on analyzing feedback from FY07 data and planning for improvements as indicated by the assessment instruments. Feedback from the first LibQUAL+ survey of spring 2007 was emphasized. For FY08, two major surveys were administered: the third telephone survey administered by the SCSU Survey in January and the fourth Miller Center student satisfaction survey in April. In addition, several work groups conducted focused assessment projects. Emphasis continued to be placed on using assessment data in the decision-making and goal-setting process in LR&TS.

FY08 GOALS

Revise and repeat the 2007 Miller Center Student Survey and the SCSU LR&TS Telephone Survey to continue compiling long-term data regarding student satisfaction with LR&TS services.

- Compiled and presented the analysis of the FY07 assessment data in the Annual Assessment Report. The analysis was used as a starting point to revise these assessment instruments.
- Distributed the 2008 Miller Center Student Survey to students in April. In addition, the SCSU Survey conducted a university-wide telephone survey in January that included the LR&TS questions. These two surveys now give LR&TS three to four years of longitudinal data regarding student awareness of and satisfaction with LR&TS resources and services.

Analyze the results of the national LibQUAL+ Survey, which SCSU participated in for the first time in spring 2007.

- Summarized the data from the LibQUAL+ spring 2007 survey and presented it to the Dean's Advisory Council (DAC).
- Met with LR&TS work group leaders to highlight service areas that might be improved, based on survey feedback.
- Classified and shared all open-ended survey comments. After analyzing the comments, the DAC agreed to emphasize customer service skills for student workers and to plan to see an improvement

in these comments when the next LibQual+ survey is conducted in three years. A second area of concern noted in the survey is that the library collection of books, journals and online resources is not always adequate to support academic needs. To prepare the Library Academic Plan, an analysis of collection and resource statistics was devised to compare SCSU to official peer institutions. Generally speaking, SCSU did not compare favorably in this analysis because of financial limitations.

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

- Current data was still not available at the time of this report.

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

- Members of the LR&TS Assessment Committee assisted with revisions for the Miller Center Student Survey and telephone survey. In particular, committee members assisted with the implementation of the Miller Center Student Survey.

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

- Worked with:
 - The Access workgroup to conduct a survey of satisfaction with student study rooms.
 - The Reference workgroup to conduct an assessment of reference desk assistance and library instruction.
 - The ITIS workgroup to do a Web-based survey of equipment and support for e-classrooms on campus.
 - The IMS workgroup to add questions about student perceptions of Desire2Learn to the Miller Center Student Survey.

Gather information required of LR&TS for Technology Performance Indicators for the SCSU Strategic Plan.

- To date, the information supporting the LR&TS role in working toward Technology Performance Indicators has not been requested by the university administration.

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

- Actively participated on the University Assessment Committee. Activities included serving as an Assessment Peer Consultant, helping plan the assessment luncheon, taking the lead on revising the assessment section of the campus Technology Plan, participating in presentations by assessment experts who visited campus, and assisting with the design of University Assessment Committee forms and documents.

MAJOR CHANGES FROM FY07:

- The assessment coordinator has learned the basics of SPSS and is able to perform more in-depth analysis of the data in the Miller Center Student Survey and the telephone survey.
- LR&TS used a Web-based survey to collect data for assessment purposes.

STATISTICS:

See Appendix A

Communication

The LR&TS communication team oversees the planning and implementation of LR&TS communications to external university and community audiences. The communication specialist provided professional writing, editing, designing, consulting and planning services to LR&TS to help meet communication needs. Communication personnel advise the staff and provide project guidance and input as needed.

SUMMARY OF FY08 ACCOMPLISHMENTS

The Communication unit provided writing, editing and publicity assistance for many internal and external LR&TS initiatives, including support for: the 2008-2013 Technology Plan; the Office of the Chancellor IT funding proposal process; upgrades to various library and technology systems, such as MnPALS/Aleph and Desire2Learn; and redesign of the HuskyNet and library Web sites.

The LRTSinfo e-mail account was managed and monitored, and content development and editing was provided for much of the HuskyNet, library and main LR&TS Web sites. The Communication unit also participated in the SCSU Teaching, Learning, Technology Roundtable and served internally on the LR&TS Web Oversight, Technology Web, Library Web and Emerging Technology committees. Editing, writing and design services were provided for annual and ongoing projects such as the Children's Literature Workshop, Student Technology Handbook, QuickConnect Guides and various posters, brochures, fliers and electronic messages.

FY08 GOALS

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

- Designed a three-part technology assistance advertisement for the 2008-2009 Link publication for students.
- Wrote and edited messages sent to students, faculty and staff regarding library and technology services, such as Exchange 2007 and spam solution upgrades, availability of technology workshops, and Desire2Learn and MnPALS/Aleph upgrades.
- Helped redesign the library and HuskyNet Web sites to increase usability and raise awareness of services and resources available to users through both sites.
- Published and distributed the 2007-08 Student Technology Handbook.
- Developed, designed and distributed the 2007-08 Faculty/Staff Technology Guide.

Coordinate time-sensitive communications to campus efficiently and effectively.

- Wrote and distributed time-sensitive communications regarding issues with Desire2Learn, Internet connectivity, server downtime, file/Web space, e-mail and MnPALS, helping to alleviate the need for technologists to take attention away from troubleshooting.
- Coordinated with ITS and the LR&TS dean's office to send out the call for proposals for the 2007-08 Office of the Chancellor IT funding, and to prepare the final proposals for campus comment and consideration.

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

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

- Provided communications support to the Center for Information Systems, including writing, editing and design assistance.
- Worked with several campus areas, including Student Life & Development, Health Services, Center for Continuing Studies, Counseling and Psychological Services, Office of Occupational Safety & Health, Student Disability Services and Campus Recreation, to bring in enrichment speakers for LR&TS employees.
- Partnered with University Communications to publicize events such as the “Alexander Hamilton: The Man Who Made Modern America” national traveling exhibit and the Let’s Talk About It: Jewish Literature series.
- Participated in the Teaching, Learning and Technology Roundtable and worked with several sub-groups on revising and updating the SCSU Technology Plan.
- Collaborated with University Communications on logo designs for events such as the 2009 ResNet Symposium.

Reach out to and increase support for LR&TS service areas previously underserved.

- Collaborated with University Archives on ways to increase its visibility to the campus and community; this included the creation of Miller Center display on the history of the St. Cloud State University yearbook.
- Designed Back-to-School flyers and other promotional pieces for the SCSU Computer Store, and coordinated the marketing efforts for the Shoestring Film Fest (formerly DV Fest).
- Redesigned seven program brochures for the Center for Information Media and designed the brochure and flyer for the 2008 Children’s Literature Workshop.
- Created a library services guide for SCSU faculty and staff and promoted awareness of the library’s reference displays.

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

- Recruited volunteers for the annual LR&TS Dean’s Student Advisory Group held in spring and reviewed feedback provided by the group for ideas on

improving LR&TS communications.

- Assisted with a survey on electronic classroom use that was sent to faculty in spring 2008.
- Edited and designed the FY07 LR&TS annual report.

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

- Organized, offered and promoted seven LR&TS enrichment sessions during FY08, including: Policies, Emergency Procedures & Workplace Safety; Emerging Technology: Second Life, Adobe Connect and Wikis; Winter Health & Wellness Strategies; Workplace Environment; Emerging Technology: Podcasting/iTunes U, Collaboration Sites, and Mashups; Working with Today’s Students: Presentations and discussion about distance/online students and the millennial generation; Library Happenings: 24/7 online chat service, Aleph upgrade, Web redesign, MN Digital Library.
- In addition to the events noted above, created marketing materials (e.g. news releases, Web announcements, calendar postings, Promo TV screens, flyers, brochures, posters, Web pages and graphics, information sheets, tchotchkes, etc.) and communication support for the The Big Read; Mainstreet/Sidestreet; New Student Orientation; Saturday Institute (Center for Information Media); Graduation Fair; Convocation; Faculty Workshop Days; Staff Development Days.

MAJOR CHANGES FROM FY07:

- The additional quarter-time temporary communication position in Spring 2007 ended, and the area reverted to one full-time temporary communication position during FY08.
- A part-time communication student assistant was hired in December 2007.

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 MINITEX. Contracts for lease of SCSU fiber optic cables and for operation of the Miller Center coffee shop provide additional revenue.

SUMMARY OF FY08 ACCOMPLISHMENTS

LR&TS provided a range of services and support to more than 30 different agencies outside of SCSU. These contracts returned more than \$500,000 to LR&TS, which was used primarily to cover personnel costs associated with providing these services. Services included:

- 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.

FY08 GOALS

Process contracts to support LR&TS initiatives.

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

Manage contract budgets, including invoicing.

- Managed budgets for 18 different contracts including various intervals of invoicing for 16 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, Minnesota Digital Library and Online Software Development support.

MAJOR CHANGES FROM FY07:

The hosting of LibData services was expanded to include additional MnSCU campuses, as well as University of Wisconsin-LaCrosse and two area private colleges. The Desire2Learn contract with MnSCU was expanded to include Level 3 support; MnSCU also contracted for support of Active Directory services. CIM contracted with the Spring Lake Park-Blaine-Mounds View Fire Department to provide a graduate assistant to develop online software for fire prevention training.

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 FY08 ACCOMPLISHMENTS

With the loss of the previous grant project developer to the Minnesota Digital Library Coalition (MDLC) beginning in FY07, grant development had a lower priority within LR&TS. As part of reorganization, oversight of grants was added to the responsibilities of the associate dean. Aside from the continuation of the Minnesota Digital Library grant, which has become contractual in nature, one external grant totaling \$5,000 was successfully funded.

FY08 GOALS

Develop grant projects to support LR&TS initiatives.

- No large grant projects were actively pursued.

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

- No grant applications were pursued with other programs on campus.

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

- No large grant projects were actively pursued.

STATISTICS:

See Appendix C

Minnesota Digital Library

Learning Resources & Technology Services continues to support the mission and vision of the Minnesota Digital Library Coalition (MDLC) by dedicating faculty, staff and administrative time and expertise to this statewide initiative. 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 the 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 seventh year, the MDLC, with LR&TS support, provides developing expertise in digital librarianship across the state.

SUMMARY OF FY08 ACCOMPLISHMENTS

LR&TS continued to provide project management to the MDLC by maintaining the full-time outreach coordinator position. MDL developed 37 digitization projects that brought more than 3,400 photographs, 1,570 maps and 5,800 document pages into “Minnesota Reflections,” the MDL’s database, which now contains

nearly 30,000 objects. Projects included: 1) providing transcriptions for 1,150 handwritten pages, 2) bringing social networking to Minnesota Reflections, 3) beginning work to allow people to search other online collections in the state, 4) managing a program that taught 11 teachers from across the state to use Pachyderm, an open-source multimedia authoring program. MDL worked closely with MINITEX, the contracting agency, to ensure all project goals for FY08 were met or exceeded. LR&TS personnel also provided expertise to guide these projects, to reorganize the MDL, and to plan the directions for the Minnesota Digital Library for the next five years.

FY08 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 10 presentations to organizations across the state including library, museum and historical organizations.
- Wrote frequent articles for newsletters and had regular contact with people in the library, museum, and educational communities.

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

- Developed and conducted digitization projects to bring more than 10,000 new digital images into Minnesota Reflections.
- Made more than 30 trips across Minnesota to visit and recruit participants.

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

- Worked with consultants to:
 - Implement a “Comment on this Item” service.
 - Conduct a prototype project on searching collections other than “Minnesota Reflections”.
 - Train teachers across Minnesota to create classroom presentations using the Pachyderm multimedia authoring tool and the “Minnesota Reflections” collection.

OTHER ITEMS OF NOTE:

- The Minnesota Digital Library Coalition, through its fiscal agent, MINITEX Library Information Network, received its seventh Library Services and Technology Act grant from the Minnesota Department of Education to fund activities in FY09. Through this grant, LR&TS will contract for a third year with MINITEX to provide outreach coordination and project director services. LR&TS continues its commitment to this ongoing, state-wide collaboration.

STATISTICS:

See Appendix D

LEARNING



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



Center for Information Media

The Center for Information Media (CIM) is the credit-generating unit of Learning Resources & Technology Services, that offers 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, two certificate programs, plus courses leading to school library media specialist licensure.

SUMMARY OF FY08 ACCOMPLISHMENTS

FY08 recruitment efforts resulted in enrollment increases. Much of the graduate program is online, including the Track III - Instructional Design and Training program, which received approval through the Higher Learning Commission, effective fall 2008. Since many new faculty members joined LR&TS in FY08, online orientation and advising guides were created to support their teaching and advising for CIM.

FY08 GOALS

Increase graduate/undergraduate program enrollment by 20 percent.

- Lower division undergraduate enrollment has increased more than 32 percent.
- School Library Media Specialist licensure had an increase in both the number of students (up 16 percent) and number of active students (up 9 percent).
- Summer enrollment shows an increase of 17 percent.
- CIM has increased participation in events, conferences (as a vendor) and other recruitment efforts; it is expected that these efforts will show results over the long-term.
- Listing CIM programs in online databases such as MN online, ISeek and similar listings continues to be pursued.

Pursue and expand distributed learning options.

- The Track III - Instructional Design and Training program is online and has been approved by the Higher Learning Commission and MnSCU. It will soon be listed in Minnesota Online, which should improve awareness of the program.
- All but two of the graduate courses are available via online/distance delivery.

Implement assessment (performance-based student progress) and database decision-making for all programs/levels.

- Assessment was a focus of the National Council for Accreditation of Teacher Education (NCATE) accreditation this year.
- An assessment grant was received and plans are underway to do a follow-up evaluation of the Track II - Educational Media program this year.
- CIM plans to participate in the College of Education assessment database when it becomes available in order to make it easier for students to monitor their progress and faculty to generate reports to evaluate the programs.

Restructure graduate program to meet student and regional needs.

- The program restructuring was designed and will proceed through the curriculum process in FY09.

Ensure all faculty members are current on technology and changes in curriculum, advising, etc. Provide orientation to all new CIM faculty.

- Advising guides were created and distributed to all advisors and meetings were held to discuss them.
- An extensive online orientation is now available in Desire2Learn for all new CIM faculty.

OTHER ITEMS OF NOTE:

CIM faculty coordinated the 29th Annual Children's Literature Workshop which was held June 16-17, 2008, at the Holiday Inn in St. Cloud. Attendance included 115 classroom teachers, reading specialists and school library media specialists from Minnesota, South Dakota, Wyoming and Washington. Seven students registered for IM 445 or IM 545.

Besides purchasing a variety of children's books each year for the LR&TS juvenile collection, the Children's Literature Workshop also pays for LR&TS subscriptions to the following journals: Journal of Children's Literature, Language Arts, Library Media Connection, Library Sparks, Reading Research Quarterly, The Reading Teacher, School Librarians' Workshop, School Library Media Activities Monthly, and Teacher Librarian.

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-on-one support, assistance through e-mail, and technology instruction sessions for classes.

SUMMARY OF FY08 ACCOMPLISHMENTS

Faculty utilization of D2L continues to grow, albeit at a slower rate than previous years. The number of courses using D2L increased by 15 percent and the number of unique students (with at least one course in D2L) increased by 7.5 percent during FY08. As faculty become more sophisticated D2L users, demand for assistance has shifted from workshop attendance to individualized support.

FY08 GOALS

Continue to support D2L campus-wide.

- Implemented the use of the Altiris HelpDesk system to track requests for D2L assistance and to improve efficiency of D2L support. Altiris totalled 12,862 D2L-related exchanges, including e-mail and telephone assistance, one-on-one help in-person, and requests for creation of courses in FY08.

Continue to offer Desire2Learn workshops and training sessions for SCSU faculty and staff.

- During FY08, there was an overall decline in faculty workshop attendance, but an increase in requests for one-on-one support during the semester. Attendance continued to be strong during convocation and faculty workshop days. As faculty become more sophisticated users of D2L, their questions are more focused and tend to require more individualized support.
- Offered 37 Desire2Learn sessions with 119 attendees and 54 open lab consultation sessions with attendance of 42. See Appendix J for workshop statistics.

Communicate with departments regarding faculty questions, concerns, workshops training and/or one-on-one support on Desire2Learn-related issues.

- Sent announcements to the D2L users lists to inform faculty and administrators about technology related issues.
- Continued to create posters to advertise workshops in the Miller Center and Centennial Hall.

Successfully complete search for the half-time Office of the Chancellor-funded D2L support position.

- Completed the search successfully, with Brad Busse beginning work in March 2008.

STATISTICS:

See Appendix F

Library Instruction

The goals of the Library Instruction program are to help students become efficient, effective and independent researchers who are able to use a variety of ever-evolving library and information resources, and to think critically as they gather and use information. These skills are vital to success in academic studies, for global citizenship, and in lifelong learning endeavors. 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 FY08 ACCOMPLISHMENTS

Six new probationary faculty librarians began work in FY08 and were instrumental in augmenting the pool of available instructors and providing subject expertise when available and appropriate. Collectively, 13 faculty librarians taught a total of 254 instruction sessions with 5,737 participants. In addition, task forces on Library Instruction and Information Literacy met regularly. Both served as vehicles to review past programs and over time, to revise, make suggestions and most importantly, develop new directions for program implementation.

PERSONNEL

Coordinator: Cindy Gruwell

Scheduling Support: Diane R. Schmitt

Reference Librarians: Lisa Forslund, Michael Gorman, Fred Hill, Chris Inkster, Olivia Olivares, Melissa Prescott, Jennifer Quinlan, Darlene St. Clair

Additional Librarians: Robin Ewing, Susan Motin, Tom Steman, Sandra Williams

FY08 GOALS

Evaluate library instruction as part of LR&TS assessment efforts and make changes in services accordingly.

- Beginning September 2007 and continuing throughout the academic year, instructors used a revised evaluation form during most of their instructional sessions. This form was used for both hands-on sessions within the library, as well as presentations that took place outside of the library. The evaluations provided feedback and promoted discussions among the faculty librarians as a whole, especially members of the newly formed Library Instruction Task Force.

- Librarians held discussions about unifying presentations for library orientations, especially ENGL 191.
- The Library Instruction Task Force worked to reorganize the library instruction folder on the LR&TS server. Instructors are now able to share resources and handouts, allowing for more efficiency and consistency in creating instruction sessions and presentations.

Participate, develop and highlight information literacy in the curriculum, focusing on new and continuing students along with special programs for library instruction.

- An Information Literacy Task Force was created in an effort to review former information literacy policies and initiatives and to review and set in motion new ideas and objectives for the creation of an information literacy program. This group met on a regular basis during the academic year and achieved the following:
 - Revised an information literacy “working” vision.
 - Explored changing Information Media (IM) 196, a one-credit information skills course, to permanent status (IM 111).
 - Discussed with the Center for Information Media faculty changes to both IM 196 and the elimination of IM 104, which was essentially the same as IM 204 without the MGM component.
 - Submitted IM 111 to the SCSU curriculum committee as a permanent, 1 credit general education course.
 - Promoted and proposed text changes to the general education committee for the SCSU Information Literacy Goal (pending approval).
 - Through membership on the General Education Committee, two Library Instruction Task Force members monitored and promoted IM 111 as either a general education or university requirement.

MAJOR CHANGES FROM FY07:

While there were definitive advances in some instruction areas, major changes in the format of ENGL 191 caused a significant drop in the overall statistics for library instruction. This included a negative 42 percent drop (50 individual sessions) based on FY07 figures. Anticipating this change, new channels of communication with ENGL 191 instructors were pursued.

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 FY08 ACCOMPLISHMENTS

Scholarly and creative work by LR&TS faculty and staff included 17 publications, 33 presentations and the awarding of one advanced degree.

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 FY08 ACCOMPLISHMENTS

InforMedia Services continued to offer student workshops on Dreamweaver and other software programs. The number of technology instruction sections decreased by 20 percent, though the number of students in attendance decreased less than five percent. The number of software training sessions and attendance also decreased by 44 percent and 41 percent, respectively.

FY08 GOALS

Assess student support activities.

- Student assessments were administered in only a few workshops, due to time constraints.

Continue to standardize IMS workshops and training modules.

- Instructors of multi-part workshops discussed and shared handouts to standardize workshop content, so

that students were able to take sequenced workshops from different presenters with minimal content overlap.

Continue to offer workshops and training sessions for SCSU students.

- Continued to offer workshops for students, but the number of workshops and students participants declined.

Explore ways IMS can support the First Year Experience program.

- Due to changes in the office that coordinates the SCSU First Year Experience program and the support required for D2L, this goal was not fulfilled.

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 FY08 ACCOMPLISHMENTS

IMS offered 113 workshops with 396 participants in FY08. This past year, there was a decrease in the number of faculty attending workshops. This is attributed to the number of faculty utilizing more of the sophisticated features of Desire2Learn and requesting one-on-one assistance.

FY08 GOALS

Continue to standardize IMS workshop and training modules.

- 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. This helped ensure that the same materials were presented in the same workshops, regardless of instructor.

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

- Continued to work with other workgroups in LR&TS on technology issues. For example: integrated technology assistance more closely for faculty, staff and students by utilizing a tracking system common to the HelpDesk and other LR&TS workgroups; coordinated convocation and other faculty workshop days across LR&TS; collaborated with LR&TS workgroups (Reference, ITIS, ITS) in offering workshops; assisted with the creation of Web materials for the Children's Literature Workshop.

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

- Offered fewer workshops in FY08 as efforts were focused instead toward one-on-one support. More than 113 workshops for faculty and staff were offered with 396 participants, down 26 percent and nine percent respectively from FY07.

Use database technology to improve record keeping, reporting, outreach and liaison activities.

- Alternative scheduling software is being examined for use in FY09 in an effort to improve access to workshop information.

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

- Continued to publicize workshops via e-mail, convocation sessions and the technology handbooks.

Integrate statistical consulting support and workshops with other IMS services.

- See the Statistical Consulting and Research Services section for details.

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

- Continued to work with CETL on planning for convocation and faculty workshop days. The work primarily consisted of support for LR&TS workshops for these days. IMS is exploring the option to offer other workshops at different times of the year in connection with CETL.

MAJOR CHANGES FROM FY07:

- Full integration of the Altiris customer service ticketing system for the one-on-one support has resulted in increased data on support provided by its division.
- IMS offered fewer faculty workshops.

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 types 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 Learning Resources 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 FY08 ACCOMPLISHMENTS

After conducting successful searches to fill vacant lines, a new catalog librarian and an accounts payable staff member began work. New resources were added, including Safari IT books (e-books), Cabell's Business, Education and Psychology Directories, and SportDiscuss Full Text. As electronic resource management continues to take more time, electronic resource management systems were researched for possible purchase. With the absence of a serials/e-resource librarian, analysis, assessment, and purchasing decisions in this area were covered by the acquisitions group and the periodicals staff person. Overall, with inflationary increases and no bottom line budget increases, it becomes increasingly difficult to add new resources.

FY08 GOALS

Investigate and establish a "proof of concept" test of Blackwell's Collection Manager and YBP's GOBI as a distributed primary selection tool for librarians and departmental faculty.

- Implemented YBP GOBI with library selectors and piloted with faculty in select departments, March 2008; pilot will continue through FY09. Collection Manager was not piloted due to resource limitations.

Continue providing opportunities for training in cataloging, acquisitions and serials.

- Various staff attended appropriate training sessions and workshops sponsored by Minitex and MnPALS.
- Held an in-house GOBI training session for librarians and faculty with a representative from YBP.

Investigate ways to work more closely with Access Services.

- Acquisitions, Circulation, and Cataloging began a series of joint meetings to discuss issues and concerns in this area. It was decided to meet once or twice per semester in the future.

Study and assess print standing order subscriptions, primarily reference materials.

- Assessed print standing orders and brought this to the attention of the reference librarians.
- Developed a standing orders list that included items to keep, cut or move to circulation.
- Tabled the Blackwell standing order subscription until fall 2008 when the possibility of moving more subscriptions from print to online will be explored.

Study and create a five-year budget projection for Acquisitions.

- Created a budget that looked at current pricing for online databases and e-resources.
- Projected out budget needs for the next five years based on inflationary increases of the past three years.
- Worked with the LR&TS dean's office personnel to set up a budget spreadsheet that corresponds more closely with the Business Office and LR&TS budget spreadsheets. This will make it easier for those working in the budget area to communicate and collaborate with each other and among departments.

MAJOR CHANGES FROM FY07:

- Hired a new catalog librarian and accounts payable staff.
- Implemented GOBI, an electronic selection management tool.
- Created a five-year budget projection.

STATISTICS:

See Appendix K

Cataloging

Cataloging manages and provides support for all aspects of resource description and classification for materials identified in the MnPALS online catalog. This includes copy cataloging, original cataloging, and management of outsourced cataloging. 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 FY08 ACCOMPLISHMENTS

Cataloging staff collaborated on an extensive project to create and implement new collection codes for the online catalog, improving display of location information. Backlogs were significantly reduced or eliminated, and access to audiovisual materials by genre and form was initiated. SCSU's application to join the Name Authority Cooperative Program was accepted.

FY08 GOALS

Continue providing opportunities for training in cataloging.

- Held weekly training sessions on Library of Congress subject headings and classification, MARC and AACR2r, with an emphasis on media cataloging.

Support SCSU migration to Aleph version 18 with MnPALS.

- Implemented database clean-up in anticipation of the re-indexing planned by MnPALS as part of migration.

Investigate ways to work more closely with Access Services.

- Participated in joint Circulation/Collections meetings, helping to identify solutions to long-standing problems with OPAC displays.

Acquire subscription to Classification Web and Cataloger's Desktop to improve cataloging processes.

- Acquired both subscriptions, integrated the tools and provided ongoing training in their use.

Establish cataloging record consistency for genre and form for media.

- Devised and implemented procedures for genre/form access to video recordings, incorporating Library of Congress guidelines and practices of MnPALS libraries.

Continue to catalog Children, Families and Learning (CFL), Curriculum Technology Center (CTC), NASA and selected donated materials, with the intent to reduce or eliminate the backlog.

- Integrated CFL, CTC, NASA and donated materials into regular workflow, eliminating the donations backlog and reducing that of CFL, CTC and NASA.

MAJOR CHANGES FROM FY07:

- Hired a new catalog librarian.
- Provided extensive training opportunities for cataloging technicians.
- Began using Classification Web and Cataloger's Desktop, online tools that replace many print resources.

OTHER ITEMS OF NOTE:

- Continued to outsource cataloging of SCSU theses to MINITEX.

Central Minnesota Libraries Exchange

The Central Minnesota Libraries Exchange (CMLE) is one of seven multi-county, 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 James W. Miller Learning Resources Center at St. Cloud State University. 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 the Exchanger newsletter, interlibrary loan and continuing education. A full menu of services, trainings and governance information is available on the CMLE Web site at www.cmle.org.

SUMMARY OF FY08 ACCOMPLISHMENTS

CMLE provided interlibrary loan service for 5,089 requests. More than 66 percent of these requests were for books. Twenty-eight percent of requests were filled using the collections of SCSU. MINITEX provided materials to fill 26 percent of the requests and collections at the U of M were utilized for an additional 20 percent. Communication tools and continuing education, including the new statewide 23 Things on a Stick: A Library Learning 2.0 Program, supported librarians in academic, public, special and school libraries.

FY08 GOALS

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

- Collaborated and coordinated with many library systems and associations, including as chair of the Multitype Library System Directors (MLSD).
- 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.
- Served on the MLA/MEMO Information Literacy Collaborative and Research sub-group.

CMLE will work with its 282 member libraries to increase access to library materials through Interlibrary Loan and backup reference services, maximizing possible uses of the MnLINK Gateway.

- Provided interlibrary loan for 5,089 requests, filling 81 percent successfully.
- Shipped materials to the libraries, including interlibrary loan materials, free Spanish language newspapers, donated materials, reference books, and the Raising Readers publication utilizing our expanded four-options delivery service.
- Hosted five out of the 21 high school classes from the CMLE region that visited the Miller Center this year. Provided checkout of materials through their schools' barcode for five visits. During senior to sophomore visits (16 other visits) students checkout materials through their individual barcodes.
- In FY08, CMLE members had an opportunity to join the North Star Library Consortium, which uses Follett's Destiny software, and is hosted at Region 1 in Moorhead. The Consortium has been in existence for four years, and had 90 school libraries participating. Through an E2T2 grant received by Northern Lights Library Network, Central MN Libraries Exchange, and Region 1, the consortium could move to new upgraded software, which offers the ability to expand the consortium. CMLE member libraries are the first group during this expansion, and 17 schools from the CMLE region will migrate in August 2008. Another group will migrate every six months.

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 23 Things on a Stick: A Library Learning

2.0 Program to any staff associated with any type of library. One hundred thirty people were registered in the program, and CMLE recruited regional coaches to assist in offering advice and feedback to participants. Evaluations of the program were very positive with requests for new content for another round of learning. A second round of the original content will occur during the summer, with new content slated for unveiling during winter 2008.

- Continued to maintain current information about member library facilities and staff in all of its member libraries 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 21 meetings, trainings, workshops and teleconferences on various topics. In many cases, CMLE coordinates with East Central Regional Libraries, Great River Regional Libraries, College of St. Benedict, St. Cloud State University LR&TS and St. John's University 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 at LR&TS.
- Hosted our annual meeting in Mora, MN in November, which included a talk by author Will Weaver. MINITEX staff also presented sessions on Web 2.0 productivity tools.

OTHER ITEMS OF NOTE:

- In January 2008, transitioned supervision of LR&TS Interlibrary Loan services to Reference librarian Michael Gorman.

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 with LR&TS 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 study rooms. The Circulation Desk also functions as a general information desk where personnel answer patron questions in-person and by telephone. Additionally, circulation personnel coordinate traditional and electronic reserves, the media collection, and stack maintenance. Circulation staff open and close the library and frequently serve as the point of contact for building issues.

SUMMARY OF FY08 ACCOMPLISHMENTS

During FY08, Circulation focused on customer service training. In response to patron and staff concerns, the Courtesy Corps was reinstated with a revised format and mission. Circulation checkouts and renewals increased 5 and 55 percent, respectively. Total number of patron records increased by nearly 11 percent. The new lead shelvers revised the training for shelvers and the procedures for shelving, which increased shelving efficiency. The equipment plan developed in FY07 was revised and enhanced. This year, a new laptop cart with 20 laptops was added to the inventory. Students were able to check out these laptops for 4-hour intervals, and their popularity accounted for the bulk of the growth in equipment checkout. Circulation also actively participated in the newly-formed Service Desk Collaboration Committee.

FY08 GOALS

Focus on student worker training.

- Developed a customer service training module.
- Had student workers complete the Information Security module and the Preventing Discrimination in the Workplace training offered by Affirmative Action.
- Reinstated the Courtesy Corps throughout all open hours instead of only during the evenings. This provided a more consistent enforcement of food, beverage and behavior policies.
- Participated in the Homecoming decoration contest as a student worker morale and team building project, and won 1st prize.

Update procedures manual.

- Continued a collaborative effort with circulation lead students and circulation staff to revise the manual.

Get feedback on student worker frustrations.

- Began exploring options for the best method to achieve this goal.

Prepare for implementation of the Aleph booking module.

- Continued preparations; however, the PALS office has yet to implement the booking module.

Determine shelving efficiency and develop plans for increasing if necessary.

- Revised the training for shelvers and the shelving procedures to increase shelving efficiency.

Continue developing and enhancing equipment plan.

- Enhanced the equipment plan and used it to determine checkout equipment purchases.

Develop laptop support process.

- Identified issues with the support process. The audio-visual library technician tracked laptop issues during FY08.

Develop a plan for continual Web site review and revision.

- Developed content for the new library Web site.
- Assigned each Circulation page to a supervisor in order that each page will be reviewed by that person once a semester.

MAJOR CHANGES FROM FY07:

- Converted a temporary evening/weekend supervisor to a permanent appointment.

STATISTICS:

See Appendix M

Copyright

The copyright service provides advice and recommendations to faculty, staff and students on matters related to the proper use of intellectual property in an educational environment. This includes providing continuing education for SCSU personnel on understanding “fair use.” Changes in copyright law and court decisions related to interpretation of those laws are also monitored for the impact on educational use of materials.

SUMMARY OF FY08 ACCOMPLISHMENTS

This year was a transitional one for the Copyright area, with discussion on how best to provide this service within the library. The former copyright librarian continued to answer questions through the fall semester. During spring semester, four LR&TS faculty agreed to answer questions with the former copyright librarian acting as the point person. A copyright course guide was created and linked off the new “Resources for Faculty” Web page as part of the redesign of the library’s Web site.

FY08 GOALS

Provide accurate responses to copyright questions.

- Answered copyright questions in an accurate and timely manner.

Continue to document copyright questions.

- Copyright questions were not documented.

Continue to review video and audio duplication requests for copyright compliance.

- Processed only two requests this year. This service no longer seems to be needed due to changes in technology.

Continue copyright education for SCSU employees.

- Created a copyright course guide and linked it off the new “Resources for Faculty” page as part of the redesign of the library’s Web site. Faculty and staff were also directed to MnSCU’s copyright primer for some questions.

Government Documents

The government documents area in LR&TS has the responsibility of 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 government documents in the same way.

SUMMARY OF FY08 ACCOMPLISHMENTS

The government documents librarian presented library instruction sessions and answered reference questions having to do with government documents. The campus community was kept informed of new developments in documents throughout the year through the SCSU-announce listserv. The Marcive loader became operational during this year, and the Collections technicians were able to clear last year’s backlog of materials waiting for cataloging. As in years past, only a few state documents were added in paper, since most are now available only online. Tax forms were provided to Miller Center patrons.

FY08 GOALS

Provide information about a variety of government document resources in all formats.

- The government documents librarian presented six library instruction sessions during fall semester 2007 that were specifically related to government documents.
- A variety of users were notified of pertinent documents as they became available.
- Government document reference questions were answered.
- Materials were provided for the Constitution Day display.
- Tax forms were made available to Miller Center patrons.

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

- Library technicians in the Collections workgroup received and processed federal documents using the Marcive system.

- After resolving continuing problems with MARCIVE loads to Aleph, technicians completed local edits to catalog records and created holding records, generally within two weeks of each monthly upload; about 90 percent of records are now for online content.
- New procedures were implemented for shelf maintenance of the Code of Federal Regulations collection.

shelf maintenance aspects of this collection, and the Reference workgroup will work with reference, public service and outreach efforts.

STATISTICS:

See Appendix N

MAJOR CHANGES FROM FY07:

The coordination of Government Documents has now been split between two workgroups. The Collections workgroup will handle the administrative, technical and

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 SCSU collections cannot meet the needs of patrons, for a variety of reasons. The 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 ILL office also serves as a regional MINITEX node and acts as a receiving and shipping hub for the Twin Cities-located MINITEX. Through a Last Mile Grant, materials are further disseminated via the SCSU delivery van to the College of St. Benedict/St. John's University, Great River Regional Public Library, St. Cloud Technical College, Rasmussen College and the St. Cloud Hospital.

SUMMARY OF FY08 ACCOMPLISHMENTS

ILL received 10,104 requests for loans of our materials, and requested 15,449 items on behalf of SCSU patrons; an overall increase of ILL services of three percent over FY07. Electronic delivery of articles remains the default option, and 5,759 items were shared via this format this year, compared to 5,454 in FY07, an increase of more than five percent. Another electronic feature of the system is the patron's ability to check the status of their ILL materials online, via Your Borrowing Record. Efforts were continued to inform patrons of this ability to access our services from anywhere with an Internet connection.

FY08 GOALS

Continue providing excellent customer service within the ILL department.

- Borrowing requests were down slightly and lending requests were up significantly in FY08, with a three percent increase overall. Patrons were able to submit requests electronically and utilize the ability to electronically monitor request status and renewals.
- E-mail notifications were sent to patrons regarding material arrivals and overdue items.

Implement Aleph Interlibrary Loan module.

- Interlibrary Loan staff participated in workshops and training in preparation for the transition to Aleph Version 18, which was made during summer 2008.

Integrate new Aleph Interlibrary Loan procedures into existing ILL procedures.

- The Aleph ILL module was implemented and work will continue on the procedures manual. Documents were created for use at the circulation and reference desks to educate staff about the software.

MAJOR CHANGES FROM FY07:

Michael Gorman became the coordinator of the Interlibrary Loan Department in January 2008, taking over for Patricia Post.

STATISTICS:

See Appendix O

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. Library Subject Guides list resources by subject. Course Guides, used primarily in conjunction with library instruction, list resources and services for a specific course. PageScribe can be used to create Web pages for any purpose using the resources in LibData. 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 librarians throughout LR&TS. MnSCU contracts with SCSU for LibData hosting services for 23 institutions. In addition, three non-MnSCU schools also contract with SCSU for these services.

SUMMARY OF FY08 ACCOMPLISHMENTS

In May 2008, the library launched a new Web site that highlights the LibData tools. To make the resources more intuitive, the Research QuickStart and Course QuickStart titles were replaced with Subject Guides and Course Guides, respectively. Also, modifications were made to the database that streamline the organization of elements displayed on the Subject Guides, and editorial guidelines were finalized to promote consistency within the database. New library faculty were trained as LibData contributors and have been creating and updating both Subject Guides and Course Guides. LibData usage statistics seem to reflect a change in the instructional use of Subject Guides versus Course Guides, as the former decreased by more than 25 percent while the latter increased more than 71 percent. Finally, LR&TS provided LibData set up, hosting and training for four additional MnSCU institutions.

PERSONNEL

Coordinator: Melissa Prescott

Systems Librarian: Keith Ewing

Systems Maintenance: Gordie Schmitt

Contributors: Robin Ewing, Lisa Forslund, Michael Gorman, Cindy Gruwell, Fred Hill, Chris Inkster, Susan Motin, Olivia Olivares, Jennifer Quinlan, Darlene St. Clair, Sandra Williams

FY08 GOALS

Finalize LibData Editorial Guidelines document.

- Completed the LibData Editorial Guidelines, and these will be updated as new issues arise.

Train new library faculty in use of LibData database and authoring components.

- LibData access and basic training was coordinated for the new reference faculty.

Implement Core Resources feature of LibData in new library Web site.

- The launch of the new library Web site was delayed until May 2008, therefore this goal will be addressed in the next fiscal year.

Explore options for integrating LibData components in online tools, e.g. library or SCSU Web sites, D2L, portal, etc.

- LibData Subject Guides, Course Guides and Assignment Calculator are highlighted on the new library Web site. Users can select a Subject Guide directly from the home page. Once the Core Resources feature is implemented (see Goal 3), additional ways to link to these guides will be explored.

Continue to make usability improvements in user interface.

- Resource associations in the LibData database were edited in May 2008, resulting in a less convoluted organization of resources on the Subject Guides and an increased use of student-centered terminology. Many resources needed to be edited by hand and clean up will continue into July and August of the next fiscal year. Several modifications to the colors, fonts and headers were also made to coordinate LibData pages with the new library Web site design.

MAJOR CHANGES FROM FY07:

- Promoted LibData tools on the library Web site.
- Changed Research QuickStart and Course QuickStart branding to Subject Guides and Course Guides, respectively.
- Noted increased use of Course Guides over Subject Guides, likely due to instructional practices of new reference faculty.
- Provided LibData set up, hosting and training for four additional MnSCU institutions.

STATISTICS:

See Appendix P

Library Outreach

Library outreach was a new initiative for LR&TS in FY08, and the outreach librarian position was created. Outreach currently encompasses a variety of duties and areas, including some library grants, college liaison teams, the NASA Education Resource Center, library communication and marketing, and participation in Mainstreet and Sidestreet events.

SUMMARY OF FY08 ACCOMPLISHMENTS

During FY08, the second round of the "Let's Talk About It! Jewish Literature" grant was completed, and a \$5,000 grant for the final round of the program was applied for and received. The American Library Association grant "Alexander Hamilton: The Man Who Made Modern America," was completed, which included several public events related to the exhibit. The library liaison teams were re-established and they developed minimum requirements in consultation with LR&TS librarians. The library participated in the Mainstreet and Sidestreet campus events and continued the annual "Celebration of Lights" holiday display in the Miller Center lobby display case.

FY08 GOALS

Complete the second round grant of "Let's Talk About It! Jewish Literature Identity and Imagination." Theme: A Mind of Her Own: Fathers and Daughters in a Changing World.

- Completed the the discussion group with 42 participants from the St. Cloud community, including SCSU students, staff and faculty. The evaluation results were extremely positive for the book discussion series.

Complete the American Library Association grant "Alexander Hamilton: The Man Who Made Modern America."

- Planned, publicized and presented seven events. These events included an opening reception which featured a Hamilton and Burr duel reenactment, two lectures, several school group tours (elementary and junior high) and presentations, and a display in the Miller Center lobby display case. The evaluations and guest book feedback were both very positive about the exhibit and events.

Apply for the final round grant of "Let's Talk About It! Jewish Literature Identity and Imagination."

- Applied for and received a grant for \$5,000 to host two book discussion series, fall 2008 and spring 2009.

Coordinate implementation of college liaison teams.

- Re-established college liaison teams and developed minimum requirements in consultation with LR&TS librarians. A timetable was created for assessment of this service for academic year 2008-2009.

Coordinate NASA Educator Resource Center.

- Updated NASA Educator Resource Center Web site as part of the library Web site redesign.
- Contacted national NASA Education Resource Coordinator to update contact information, seek out training possibilities and inquire about reporting requirements.
- Responded to one request for information regarding center materials.

Create library brochure for community patrons.

- Met with LR&TS communication specialist to discuss design ideas for the brochure.

Research Friends of the Library groups.

- Began research on Friends of the Library groups through books and articles.
- Sought out and reviewed other Friends of the Library group plans.

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 state-wide issues, particularly with LibData, the Minnesota Digital Library, and MnLINK.

SUMMARY OF FY08 ACCOMPLISHMENTS

In FY08, Library Systems began the transition of Gordie Schmitt from the ITS workgroup to Library Systems. The transition to Aleph Integrated Library System version 18 was completed in May 2008. Significant portions of LibData content was edited and dynamically integrated into the new library Web site. A draft proposal for a “Digital Archive and Institutional Repository for SCSU” was investigated and authored. LibData participation in MnSCU was expanded by four institutions. YBP GOBI was implemented to facilitate distributed book selection management.

FY08 GOALS

Improve access through the enhancement of the catalog and LR&TS Web site.

- Created new collection codes, re-indexed books on the second and third floors of the Miller Center, and updated all holdings labels in catalog to include physical location.
- Worked with the Reference coordinator on the new library Web site, which launched May 2008. Edited scripts to execute MnPALS and WebFeat searches and edited LibData files to integrate with the new library Web site.
- Made global changes to LibData content in accordance with new editorial guidelines established by Reference.
- Started implementing the SFX A-Z directory service to replace the SCSU serials database, to be implemented in fall 2008.

Increase the number and variety of resources for electronic information; develop, implement, and integrate information technologies.

- Cancelled the MultiSearch federated search service due to several performance problems encountered during spring 2007.
- Implemented WebFeat federated search services, which were integrated into the new library Web site.
- Added several new database services to LibData: ArtStor, Historic New York Times (1851-), Cabell’s Directory of Publishing Opportunities, OECD Monthly Statistics of International Trade, and Gale Opposing Viewpoints Resource Center.

Pursue and participate in collaborative efforts with other institutions.

- Researched collaborative cataloging and collection management initiative at Denison University and Kenyon College in Ohio. Discussed potential opportunity with Joan Roca, MSU-Mankato; MnSCU does not support such a collaborative environment at this time.
- The DAIR Proposal (see Goal 4) is ideally suited to a MnSCU-wide collaboration and will be pursued as a possible grant initiative in the future.
- Continued to support MnSCU LibData initiative for 23 institutions. Provided training for 13 people in November 2007.

Provide leadership to investigate and recommend an appropriate solution for a digital archive for university records, an institutional repository for university scholarship, and enhanced indexing for physical resources in University Archives.

- Completed a draft proposal, “DAIR: Digital Archive and Institutional Repository for St. Cloud State University,” and submitted to the dean of LR&TS.

Investigate and establish a “proof of concept” test of Blackwell’s Collection Manager and YBP’s GOBI as a distributed primary selection tool for librarians and departmental faculty.

- Implemented YBP GOBI with library selectors and piloted with faculty in selected departments in March 2008; will continue the pilot through FY09. Blackwell’s Collection Manager was not yet piloted due to resource limitations.

Support and manage SCSU migration to Aleph version 18 with MnPALS; implement Booking module.

- Completed implementation of CMLE as a “branch” library for interlibrary loan in Aleph.
- Migration to Aleph v.18 delayed at the state level until the end of May 2008; booking module will not be implemented until fall 2008. Updated staff permissions in version 18 and verified XML forms in preparation for migration.

Continue to investigate the acquisition of an Electronic Resource Management system.

- Continued the investigation but made no firm commitments due to lack of assured funding and continuing searches to replace faculty librarians.

MAJOR CHANGES FROM FY07:

- Gordie Schmitt was assigned to provide technical support for library systems; transition began in earnest during late spring 2008, but his responsibilities remained primarily with ITS.
- MnPALS began investigating “discovery tool” options for a catalog interface with faceted results, user options for reviews, and Google mash-ups for book jackets and content summaries; piloted both Solr and VUFind open source products during spring 2008.

OTHER ITEMS OF NOTE:

- Started investigating the Archivist Toolkit to provide better indexing and content management for archives collections.
- Investigated D-Space and Fedora open source environments for electronic theses and dissertations and institutional repository for faculty publications.

STATISTICS:

See Appendix Q

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 FY08 ACCOMPLISHMENTS

Outreach to students of color organizations was a focus for the MRC in FY08. The MRC received two cultural diversity grants: Programming Collaborations: the Multicultural Resource Center and Students of Color Organizations; and Creating Connections with Community Youth. The MRC Lecture Series and other public programming continued to have strong attendance. A community public hearing on racial profiling and the campus Speak Out! Against Hate Crimes was co-sponsored by the MRC.

FY08 GOALS

Develop programming consistent with the MRC mission.

- Continued to organize the MRC Lecture Series including six lectures:
 - Christopher Lehman presented Politics and Race in 1960s Animation, attended by 150 people.
 - Erika Lee presented The History of Asian Exclusion in the Americas and What it Tells Us About Today's Immigration Debates, attended by more than 100 people.
 - The Council on Black Minnesotans presented a Public Hearing on Racial Profiling, attended by more than 350 people.
 - Flor Chrisostomo presented The Politics of Immigration: NAFTA, Globalization and Mexican Immigration, attended by more than 100 people.
 - Speak Out! presented Against Hate Crimes, a three hour event.
 - Mixed Blood Theatre presented Dr. King's Dream, attended by more than 150 people.

Reach out to the SCSU campus community.

- Collaborated with the Hmong Student Organization to coordinate several lectures, activities and/or events:
 - Gary Yia Lee presented Hmong Origins, attended by 70 people.

- Yang Dao presented The Secret War, attended by 54 people.
- The Hmong Student Organization held a student retreat, a student recruitment and retention event at Sibley State Park, attended by 45 people.
- Assisted the Somali Student Association with Somali Night by providing funds to encourage participation and attendance by community youth.
- Collaborated with the Council of African American Students to host the Mixed Blood Theatre's Black Eagle, attended by more than 80 people.
- The MRC Director continues to act as faculty advisor for the All Tribes Council.
- The MRC Associate Director is the faculty advisor for Asian Students in Action.

Reach out to communities beyond SCSU.

- Continued to be active on the Board of the Multicultural Center of Central Minnesota (MCCM).
- Co-sponsored the MCCM event, Global Beats, and an event at the Whitney Senior Center, which was well attended.
- Continued to be active in the St. Cloud chapter of the National Asian Pacific American Women's Forum (NAPAWF).
- Attended monthly meetings, leadership training in Washington, D.C., and several required workshops from AAPIP (Asian Americans and Pacific Islanders in Philanthropy) which funded the Teen Retreat for Asian American girls.
- Helped organize, attend, chaperon and lead a workshop during the Teen Retreat held at the Arrowwood Resort, Alexandria, Minn.

Pursue grants and funding to support the MRC.

- The MRC wrote proposals and received \$1,500 from the Cultural Diversity Committee to collaborate on programming with two student organizations. The MRC staff is pursuing funds for an oral history of the 1995 SCSU Student Hunger Strike.

MAJOR CHANGES FROM FY07:

- Greatly increased collaborations with student of color organizations at SCSU.
- Kyoko Kishimoto was appointed as MRC Associate Director.

Periodicals

The Periodicals area provides public service, maintenance and open-stacks access to nearly 1,000 academic, trade and popular print publications, indexes, and abstracts by keeping the collection organized and accessible.

The Periodicals staff also manage more than 20,000 electronic titles which are available online. Online usage data and statistics are collected and maintained. The staff maintains the microform readers and provides assistance to patrons in using the microequipment. Periodicals staff also maintains the Miller Center public photocopiers and answers the incoming LR&TS general phone line.

SUMMARY OF FY08 ACCOMPLISHMENTS

The number of journals available electronically continued to grow, with subscriptions up nearly 14 percent and the number in aggregate databases up nearly 38 percent. Periodicals worked on three large-scale projects this year: shelf-reading of the microfiche journal titles, correcting and updating the journal holdings list, and reconciling this with the SFX-read oversized maps and books section. A larger team met to develop a plan to purchase new micro-viewing machines. Progress continued to be made with updating holdings and working with SFX issues.

FY08 GOALS

Support and enhance access to the periodicals collection in all formats.

- Continued to clean up the journal holdings database to make it as accurate as possible.
- Conducted frequent reviews of current journal issues on shelves, with prompt removal of older issues needing to be sent to bindery or to Serials Exchange. This aided in ease of patron use and optimized shelf space.
- Performed a large-scale microfiche journal titles shelf-reading project.
- Sent SFX problems to the systems librarian, as needed.

Continually assess and improve the assistance given at the periodicals service desk.

- Monitored the print and microforms collection to ensure proper shelving for convenient patron access.
- Provided log sheets that were completed by student workers during evening and weekend shifts to apprise the Periodicals staff of any significant problems or issues that may affect public service.

Assess whether the journal collection meets the curriculum needs and research interests of students, faculty and staff.

- Collected statistics and reviewed usage patterns to know what is being used and what may be targeted for discontinuation.
- Developed a new form for collecting faculty requests for journal subscriptions to better track requests made and to follow-up with responses given.

Continue providing opportunities for training in cataloging, acquisitions and serials.

- Faculty and staff attended MnPals Serials module training in Mankato.
- Staff member attended MnPALS Consortium user group meetings.
- Periodicals staff completed Customer Service Training.
- All student workers completed online SuDoc training to ensure proper reshelving of documents.

Assess print journal collection for the 08-09 renewal cycle with EBSCO.

- This was delayed, pending the hiring of a new electronic/serials librarian.

Study and assess print standing order subscriptions, primarily reference materials.

- Assessed print standing orders (SO) and brought this to the attention of the reference librarians. This assessment project took several months, but eventually a SO list was developed that included items to keep, cut, or move to circulation. The Blackwell SO subscription was tabled until fall, when we will look into the possibility of moving more SO subscriptions from print to online.

Continue to investigate the acquisition of an Electronic Resource Management system.

- Set up a trial for Serials Solutions, and began to examine its various components.

MAJOR CHANGES FROM FY07:

- Filled the serials librarian position with a fixed-term faculty.
- Removed one photocopier from periodicals copy room due to reduction in total copies made and higher maintenance costs, leaving six total public copiers in the Miller Center.

OTHER ITEMS OF NOTE:

- Many users reshelve their own periodicals after browsing, which cannot be reflected in statistics.
- The Write Place service continued to offer their services in the Periodicals area.

STATISTICS:

See Appendix R

Reference Services

Reference Services assist students, faculty, staff and community patrons in finding, accessing, evaluating and applying information. The Reference team provides research assistance to patrons as support for course work or as part of 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, virtual chat, library instruction and access to research and study tools and aids through LibData. Information on the latter two areas is covered in separate reports.

SUMMARY OF FY08 ACCOMPLISHMENTS

The Reference team was fully staffed in FY08 following the hiring of faculty librarians for four vacant positions. While it was a year of transition, the group managed to accomplish several goals. Chat reference was reinstated and the Reference team also participated in a 24/7 state-wide virtual reference project. The group worked with Student Disability Services and ITS to develop policies and provide access to computers with assistive technology. The library launched a new Web site that highlights Reference services. Along with these major accomplishments, the Reference team maintained traditional Reference services, answering more than 15,500 questions and teaching 254 library instruction sessions.

FY08 GOALS

Continue to provide excellent reference service at the Reference Desk, by telephone, by e-mail 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. The desk was also open 40 hours per week during all term breaks (except holidays and workshop days).

- Answered more than 15,500 questions for students, faculty, staff and the community via in person (at the reference desk or by individual appointment), e-mail, telephone or chat service. This total shows an overall decrease from last fiscal year, but this was the first full year of collecting statistics with the new online database and people are still getting used to completing an online form for each reference transaction. Additionally, six new librarians provided reference service this year and may be defining directional questions differently than reference faculty in previous years. The Reference team will discuss this as a group to ensure more consistent reporting next year.
- Evaluated Reference Services using appropriate standards as part of LR&TS assessment efforts.
- Conducted a survey one week each semester to assess the effectiveness of Reference Desk services. Survey responses were overwhelmingly positive and validated the importance of the team's commitment to high-quality, friendly service.
- Conducted an instant message chat pilot project and participated in the first phase of the MINITEX Statewide Virtual Reference Project, AskMN.
- Collaborated with Student Disability Services and ITS to develop policies and provide access to computers with assistive technology.

Provide education and training on the use of the library's resources through the Library Instruction program.

- See the Library Instruction report.

Promote Reference Services to campus community.

- Worked with LR&TS Communication Specialist to promote Reference Services, including participation at Mainstreet and other campus events, as well as assistance with the Highlights publication and the LR&TS Web site Showcase.
- Participated in establishing the mission and goals for the Library Liaison program.
- Created a new library Web site that promotes Reference Services through the Ask a Librarian button available on all library pages.
- Created guidelines for displays in the Reference area.

Focus on the Reference Collection and other collections in all formats.

- Continued a gradual shift of the reference collection from paper to online to facilitate use. This included purchase of the online version of Opposing Viewpoints and moving paper copies to the circulating collection.
- Shifted the entire reference collection, as a follow up to last year's weeding project, to eliminate space problems in crowded sections.
- Started discussions about downsizing the legal collection and moving all government documents to the basement.
- Evaluated reference standing orders.
- Used the new library Web site to promote reference resources, which are now listed on homepage.

Work effectively as a reference group.

- Trained and supported four new faculty librarians.
- Used a reference wiki and blog as orientation and informational tools for the workgroup.
- Coordinated and participated in a peer mentoring group that focused on IM 204 teaching tips.

MAJOR CHANGES FROM FY07:

- Trained and supported four new faculty librarians.
- Conducted an instant messaging chat pilot project and participated in the first phase of the MINITEX Statewide Virtual Reference Project.
- Launched the new library Web site that features reference services via Ask a Librarian as well as LibData guides and tools.

- Robin Ewing, access coordinator, assumed reference coordinator responsibilities while Melissa Prescott was on parental leave in late summer and fall 2008.

STATISTICS:

See Appendix S

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 and the William Lindgren Asian Art Collection, as well as the Minnesota Authors Manuscript Collection.

SUMMARY OF FY08 ACCOMPLISHMENTS

A permanent university archivist was hired and started in July 2007. The university archivist, assisted by a staff member and a student worker, began several projects which included: creating basic finding aids for university and organizational records; developing procedures for transfer and accessioning records; tracking reference use; scanning photographs as high resolution TIFF images; conducting a space inventory and assessment; developing a proposal to revive the university's records management program; and mounting a physical and virtual exhibit highlighting the past presidents of St. Cloud State University.

FY08 GOALS

Begin and continue project to determine what university records are held by the Archives, where the university records are within the Archives and to create finding aids to access them.

- Basic control measures of university and organizational records were developed, making access easier and more efficient. This project will continue into FY09.

Develop a new transmittal process for university offices, departments and individuals for how records are to be transferred to Archives.

- To maximize the limited space in Archives and to make records accessible as soon as they arrive, procedures were developed and implemented to educate offices on what records to transfer and not to transfer, as well as how offices are to prepare and send records to University Archives.

Develop a new process of accessioning and tracking records transferred to University Archives.

- Past documentation of who was transferring what records to the University Archives was lacking. In response, procedures were created and implemented to ensure that a proper paper trail existed to track what records were transferred, when the transfer occurred, and the volume sent to University Archives.

Develop statistical method to track reference service and provide high quality reference services for Archives users.

- Developed and used procedures to track what records were used, which offices asked for information, and how users contacted University Archives. The information gained will help determine what services University Archives should offer in the future.
- In FY08, 285 requests were serviced and 1,225 photocopies provided.

Provide assistance to university offices and other individuals and groups regarding records retention.

- Devised a plan to revitalize the records management program at St. Cloud State University. The plan proposed that the university support a small pilot project to assist the Archives in learning the resources needed to successfully implement a campus-wide program, identifying the kinds of records (both digital and paper) that are being created on campus, and the development of reliable and understandable records retention schedules.

Develop digital scanning procedures for photographs and other resources held by Archives.

- Created new scanning and metadata procedures for scanning University Archives' images. The goal now is to scan images, which appear as photographic prints or in university publications, as high resolution TIFF images, which then can be used in many different ways. A database to hold the image metadata was also developed.
- Using the new procedures, metadata was revised for the 88 images from Archives that appear in the Minnesota Digital Library. Newly scanned images will be submitted to the Minnesota Digital Library.

Work with other LR&TS faculty and staff to investigate the development of an institutional repository at St. Cloud State University.

- Worked with other LR&TS faculty and staff to investigate the creation of an institutional repository at St. Cloud State University. As offices and individuals continue to make greater use of electronic documents, digital content that is created must be properly managed.

MAJOR CHANGES FROM FY07:

- Tom Steman was appointed as University Archivist and began work in July 2008.
- Began search for a half-time, permanent staff position.

OTHER ITEMS OF NOTE:

- The University Archives received a donation of material from the family of Hubert Irej Gibson. In the fall of 1933, Gibson served as the secretary for author Sinclair Lewis. During that time Sinclair wrote the play/novel *The Jayhawker* with Lloyd Lewis (no relation). Gibson kept copies of successive drafts of *The Jayhawker*, including a copy of the final manuscript. These materials were arranged, described and made available to the community shortly after their arrival.
- University Archives created a physical and Web-based display entitled *Hail to the Chief! Presidents of St. Cloud State University, 1869-2007* that highlighted past St. Cloud State University presidents.

STATISTICS:

See Appendix T

TECHNOLOGY



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



College and Departmental Technology Support

Learning Resources & Technology Services has technicians located in some of the academic colleges, as well as many other areas on campus. These technicians provide fast, close-at-hand computing and technical help for faculty and staff in classrooms and offices.

SUMMARY OF FY08 ACCOMPLISHMENTS

Technicians worked collaboratively with other IT areas such as the HelpDesk, workstation team and Computer Store, to provide support for their campus areas. Two new technicians were added to support areas on campus previously without a technician. Technicians continued to work with the Altiris Asset Management System project and will continue to do so into FY09.

FY08 GOALS

Improve communication to faculty and staff regarding available technology resources and services.

- Worked with the TSS manager, ITS team and LR&TS communication specialist to coordinate communications to users.
- Established a technology support e-mail address for each technician that automatically submits user's

e-mails to the HelpDesk trouble ticketing system for improved tracking and timely issue resolution.

Build a strong team environment within the TSS team.

- Technicians participated in meetings/groups such as Apple Working Group, Vista Working Group, HelpDesk User Group, Asset Management User Group and Pointsec Pilot Group, to improve ongoing project communication. In addition to two yearly "SCSU Technicians" meetings, they attended ongoing status meetings every six weeks.
- Piloted a SharePoint site for project collaboration.

MAJOR CHANGES FROM FY07:

Two new technicians were hired:

- Atwood Technology Coordinator - to provide technology support for the Atwood building and staff.
- Student Resources Technology Coordinator - to provide technology support for many areas on campus, including Athletics, Campus Recreation, Student Life & Development, Continuing Studies, Undergraduate Studies, etc.

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 606 computers (85 Macs, 521 Windows) are available in 12 buildings. There are 80 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 when labs are open to assist users. 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 FY08 ACCOMPLISHMENTS

Semi-annual training was conducted for more than 80 student lab consultants and HelpDesk workers prior to the start of fall and spring semester classes. All policy and procedure documentation was updated to ensure the consultants had current information. CustomGuide Online training was required in order to keep consultants up-to-date. Consultants completed training on Microsoft Word, Excel, PowerPoint and Outlook (8-9 hours per consultant, for a total of more than 500 modules). Two-hundred hours and 9,000 modules of mandatory training were completed in preparation for fall 2008. Lab consultants were given the opportunity to take additional training and be promoted to other positions, such as lead consultants, troubleshooters, HelpDesk consultants and lab supervisors. General Access staff continued to take a thorough inventory of all lab furniture and ratings and condition codes were assigned as a part of a furniture replacement plan.

FY08 GOALS

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

- Continued to promote the Web version of the software request form. Also, e-mails and letters were sent out to all faculty to inform them of pending changes in software and to seek their input.

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

- Increased the amount of online training to cover Microsoft Office software.
- Promoted hands-on training classes offered by the Center for Information Systems trainer.
- Required consultants to complete self-evaluations of their software knowledge and general lab information.
- Scheduled lead consultants to give one-on-one trainings to those consultants who needed help.
- Formally evaluated the performance of consultants and lead consultants who will return fall 2008 to find out their level of knowledge and skills. These evaluations were also given to those wishing to be promoted. Fifteen consultants were interviewed for the lead position and three lead consultants and two supervisors were interviewed for the new supervisor positions.
- More than 30 students were interviewed for the lab consultant positions; of those, ten were chosen.

Collaborate with other services within LR&TS.

- Held monthly LR&TS-wide service desk collaboration meetings.
- Held meetings between HelpDesk management and lab management to solidify areas of expertise and duties for the student workers.

MAJOR CHANGES FROM FY07:

- Separated lab supervisor duties and responsibilities into three categories: Personnel, Training, and Operations. Assigned a supervisor, based on their skills, to one of the above categories.
- Relocated the Riverview General Access lab to the 51 Building and removed five computers.
- Determined that upon hiring, all HelpDesk employees must work for at least one semester as a lab consultant before moving to the HelpDesk.
- Temporarily took over staffing needs of the Mitchell Hall lab until security cameras could be purchased. After camera installation is complete, the Mitchell Hall lab will be open 24 hours a day.

STATISTICS:

See Appendix U

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, SPSS and SAS. Products include peripherals such as printers, external drives, digital cameras, PDAs and computer supplies. Services include sales support, free delivery, pre-loading of software, system setup and order tracking.

SUMMARY OF FY08 ACCOMPLISHMENTS

The Computer Store generated more than \$2.8 million in total sales in FY08, an increase of more than 28 percent over FY07; overall sales of computer systems increased more than 32 percent. The Computer Store participated in many events on campus, including: the Shoestring Film Fest, Husky High School Classic, Earth Day, Mainstreet, Sidestreet, Career Day and the Graduation Fair. A “Back to School” sale flyer was sent to all incoming first-year students, which generated sales of approximately 200 laptops. A camera system for the Computer Store and storage rooms was investigated as a theft deterrent and to increase security.

FY08 GOALS

Actively promote the Computer Store.

- The Computer Store began to develop a stronger presence on campus:
 - Redesigned and launched a new Computer Store Web site in order to provide the most current sale information.
 - Began working more closely with the LR&TS Communications team to create posters, sale fliers and other promotional materials to help develop a consistent voice and style.
 - Hosted the Shoestring Film Festival (formerly DV Fest) and worked to promote the event throughout campus. In coordination with ITIS, the entries were posted in the the new SCSU iTunes U Web site.
 - Worked on the promotion of the “Back to School” sale for fall 2008.

Operate the store effectively so that a reasonable profit is realized.

- Researched new “point of sale” systems that would include an e-commerce function. The Computer

Store anticipates selecting a system in FY09 that will work with the current university systems and the Business Office requirements.

Conduct maintenance on the Computer Store server.

- Worked to upgrade the operating system on the current server, the server software and the Web server software. This major project involved the entire store inventory and sales database, and was important in order to remain current with the new software releases.

MAJOR CHANGES FROM FY07:

- Apple now requires sales centers to also be service centers. A Computer Store technician is currently going through the Apple Service Specialist certification process in order to meet this requirement.

STATISTICS:

See Appendix V

Database/Application Development

Database/Application Development personnel develop and maintain software applications and databases that meet campus needs. Personnel also write and maintain utility scripts and code that automate processes, such as account creation and maintenance.

SUMMARY OF FY08 ACCOMPLISHMENTS

The Database/Applications Development team implemented several new applications in FY08 while continuing to maintain and enhance previously deployed applications to meet changing campus needs. The team continued work on several long-term strategic partnership initiatives as well. In partnership with the ITIS Web team, the SCSU Web site was redesigned with new functions and a new appearance. The Athletics Web site added new features, making it easier to keep their information current while enhancing the look and functionality of the site. The reach and functionality of the Lab Seats monitors was expanded so that students can find available computers more easily. Additional metrics and reporting capability were added to help identify improved ways to block e-mail spam. The mandated Central Access Point (CAP) security project was completed and work began on the mandated conversion to Oracle 10g.

FY08 GOALS

Strengthen ties to other development areas on campus and MnSCU.

- Worked on several collaborative projects with the Center for Information Systems, including the set up of a .Net environment and using agile team development methods on a new Web header/footer Web service.
- Continued to work with the Office of the Chancellor on a variety of projects such as CAP, and with Center for Information Systems on implementation of seamless core and Oracle 10g.

Provide development and support for long-term projects that are external to the department.

- Partnered with the College of Education and the Office of Institutional Effectiveness on long-term initiatives. The first phase of the Cooperating Teacher Registration system was finished in FY08 and is in production. This system helps the Office of Clinical Experiences collect and maintain information about teachers participating in the Clinical

Experience program in order to make the best student placements. The second phase of this project will be available to the Office of Clinical Experiences in fall 2008.

- Partnered with the Office of Institutional Effectiveness to work on the Business Intelligence project. This cooperative project will enhance the use of data in university planning and budgeting, streamline access to disparate data sources for institutional decision makers, and increase accountability to internal and external stakeholders. In FY08, the development team focused efforts on expanding the DataMart to include the ability to conduct instructional workload analysis, and to maintain true historical records of the data. At the close of FY08, discussions were underway to expand the work of SCSU and Winona State University to the five other universities in the MnSCU system.

Successfully complete search for IS manager position and Database/Applications lead position.

- Hired Wade Nelson in February 2008 as IS manager.
- The search for a new Database/Applications lead is still in process.

Implement CAP environment within timeline.

- Completed implementation successfully and ahead of the Office of the Chancellor's deadline.

MAJOR CHANGES FROM FY07:

- Wade Nelson was hired as the IS Manager in February 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 on all A/V equipment in general purpose classrooms. A majority of non-academic A/V systems across campus, such as those in conference rooms, are also managed through this group.

SUMMARY OF FY08 ACCOMPLISHMENTS

The E-Classrooms group completed their component of the renovation of Centennial Hall under budget and on-time. They began using the HelpDesk's incident reporting system to track issues with e-classrooms. A half-time staff position was added for a total of three e-classroom technicians on campus. The group also completed the renovation of 16 e-classrooms in the 51 Building and added 27 more e-classrooms to campus.

FY08 GOALS

Maintain e-classroom operational uptime rates near 100 percent.

- E-classroom downtimes have been limited, with no room ever unavailable for more than a few hours.

Respond to e-classroom problems within 30 minutes.

- The HelpDesk documents all calls for assistance through their incident reporting system. However, not all information for e-classrooms was entered properly, resulting in incomplete and inaccurate information. Changes were implemented to correct this.

Introduce e-classroom monitoring software to college technicians and train them on use.

- Provided information and training sessions to technicians to explain the support software. All technicians now have the capability to see the status of the supported classrooms and respond if help is needed.

Complete the classrooms and other A/V systems in Centennial Hall.

- Completed the Centennial Hall projects on-time and within budget.

Distribute responsibilities across the E-Classrooms/Audiovisual Support team.

- Transferred lamp inventory duties to newest full-time staff member.
- Transferred database entry to newest full-time e-classroom staff member.

Research new touchpanel look/feel for classrooms and other educational classroom technologies.

- Attended the InfoComm conference in FY08 and learned about several new technologies that will be considered for future implementation.

MAJOR CHANGES FROM FY07:

- Increased staffing to three full-time personnel for e-classrooms.
- Transitioned to working with a new ITIS workgroup supervisor.
- Completed a tentative 7-year e-classroom budget.
- Added 22 new e-classrooms in Centennial Hall and five additional classrooms across campus.
- Re-installed 16 e-classrooms as part of the 51 Building renovations.

STATISTICS:

See Appendix W

HelpDesk

The SCSU technology HelpDesk serves as a point of contact for technology questions, problems and the status of services. Student staff provide advice and information for multiple types of technology, with priority given to academic uses. Staff are responsible for resolving or routing problems relating to all HuskyNet-related services, including accounts, network access, file storage, Desire2Learn, e-classrooms and computer lab issues. The HelpDesk provides backup to college and departmental technology technicians, as well as primary workstation support for 10 centers/programs on campus. In addition, 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.

SUMMARY OF FY08 ACCOMPLISHMENTS

The HelpDesk coordinator and computer labs coordinator worked to increase collaboration and workflow between the two areas. HelpDesk workers and lab consultants attended shared training sessions at the beginning of fall 2007. A process by which lab consultants can be promoted and trained into HelpDesk workers has been established. A door counter was installed at the entrance to the HelpDesk which, in addition to telephone call and incident ticket statistics, should provide a better gauge for the number of customers assisted. The number of incident tickets decreased nearly 18 percent from FY07. The addition of the Atwood and campus technicians may explain this decrease.

FY08 GOALS

Enhance training of student workers at the HelpDesk.

- Included the HelpDesk student workers in the spring "Boot Camp", an all day training program provided for lab consultants.

Provide assistance for users of SCSU technology services.

- Continued to be the primary support contact for students, faculty/staff/emeriti (personal computers) and several on-campus departments.

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

- Student employees attended training sessions provided by ITS employees.

- In order to provide a consistent campus computing environment, employees continued to coordinate support efforts with campus technicians.
- Successfully transferred control of over 400 workstations to two new campus technicians.

Help support the General Access computer labs by handling certain types of troubleshooting and escalation.

- Continued to handle troubleshooting and escalation of certain lab related issues.
- Developed an enhanced workflow for tracking and fixing Campus Desktop Profile problems.

Enhance collaboration between the HelpDesk and the computer labs.

- Participated in group training opportunities with the computer lab consultants.
- Enhanced workflow through regular meetings between the HelpDesk coordinator and computer lab coordinator.

MAJOR CHANGES FROM FY07:

- Two new campus technicians that have a direct effect on the HelpDesk were hired. The new Atwood technician now supports approximately 100 workstations in the Atwood Memorial Center previously supported by the HelpDesk. The new Student Resources technician supports more than 300 workstations across campus that were previously supported by the HelpDesk. Approximately 100 workstations on campus are still supported by the HelpDesk.

STATISTICS:

See Appendix X

Information Technology Projects and Planning

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

SUMMARY OF FY08 ACCOMPLISHMENTS

The Project and Planning area provided oversight to major projects that include: Migration to Exchange 2007 from Exchange 2003, remote access to software via Citrix (virtual computer lab), the implementation of the SCSU Bulletin Board, and the submission, evaluation, and implementation of the Office of the Chancellor (OoC)-funded technology projects. The area was also instrumental in the continued development of a campus portal, iTunes U for podcasting and the identity management (IdM) project.

FY08 GOALS

Improve project plans so that the scope of projects is clearly defined, measures of time are accurately estimated and documentation is available on project delivery.

- Continued work to define scope, time estimation, and documentation on all ITS projects.

Successfully complete search for Project Coordinator position.

- Hired Daryl Scholz in fall 2007 as project coordinator.

Implement project matrix so that resources are properly assigned for the most efficient use.

- Began using SharePoint for collaboration and created a site for each of the major projects to store and share information.

Facilitate prioritization of projects for summer 2008.

- Identified and documented potential projects for summer 2008. ITS team leads met to discuss the different projects and prioritization. The ITS management team then met to finalize project priorities.

Provide leadership for the spring 2008 Office of the Chancellor (OoC) technology funding process.

- Created a Microsoft Word template to input project proposal information including project description, measurable outcomes and project costs.

- Communicated through e-mail and meetings on how to submit projects for funding consideration.
- Helped people create project plans and verified that all proposal information was present.
- Facilitated the process with ITS team leads to identify which proposals had technology requirements that were not identified in IT plans and then communicated this information back to the proposal creator.
- Created a Web site for the campus community to view and provide feedback regarding the proposals.
- Compiled feedback from TLTR on project proposals.

MAJOR CHANGES FROM FY07:

- The IT Projects and Planning area was created in FY08.
- Daryl Scholz was hired in fall 2007 as a project coordinator.

Information Technology Security

The Information Technology security coordinator works with all parties involved (internal and external) to provide a consistent and coordinated response to IT related security issues, ranging from virus outbreaks and identity theft to unauthorized use of university IT resources. In addition, the IT security area coordinates security assessment and reviews of university IT services, resources and policies.

SUMMARY OF FY08 ACCOMPLISHMENTS

FY08 began with IT security incidents, committee work and outreach efforts comparable to the previous year. By January 2008, overall activity increased significantly, especially with incident responses and MnSCU initiatives. The number of security incidents increased more than 70 percent over FY07. MnSCU-wide, SCSU had one of the highest percentage of employees who completed the MnSCU Information Security Awareness training.

FY08 GOALS

Manage growth and complexity of IT data security incidents.

- Following a decrease in number of cases from FY06 to FY07, IT security incidents reached a new high in FY08, taking a greater percentage of time than previous years. Incident responses involving both campus entities and third party contacts increased.

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

- Continued participation in the MnSCU IT Security Standards & Guidelines working group.
- Joined the MnSCU IT Security Steering Committee.
- Participated in the Pointsec hard drive encryption software working group with other MnSCU schools.
- Hosted a MnSCU regional Pointsec training.
- Co-hosted MnSCU Information Security Assessment program site assessment.
- Coordinated MnSCU Vulnerability Management Initiative (VMI) deployment for campus.
- Continued to assist with MnSCU Information Security Awareness program offered through Desire2Learn.

Continue to raise awareness of MnSCU Security standards and move toward compliance verification.

- Awareness efforts are ongoing through both formal and informal contact. Formal awareness has primarily been through being the contact for questions

related to the MnSCU Information Security Awareness program offered through Desire2Learn. Informal contact has been through one-on-one conversions throughout campus.

Continue to coordinate security review/consulting for various campus entities.

- Met with an ABET accreditation representative as part of accreditation process.
- Joined a sub-committee of the campus Community Emergency Response Teams (CERT).

Provide a consistent and timely incident response on behalf of the university.

- Complied with data breach procedures to escalate possible data breach incidents to the SCSU legal council and Office of the Chancellor General Council within the conditions of data security policies.

MAJOR CHANGES FROM FY07:

- MnSCU IT security increased their engagement with campuses related to IT security initiatives.
- Continued to see the complexity of incidents grow.
- Experienced significant increase in general IT security inquiries.

STATISTICS:

See Appendix Y

ITV/Video 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 conferencing unit is to schedule and provide connectivity for video conferences and ITV-based academic programs. This is a technically complex operation which requires a highly trained staff to operate successfully and to provide the users with a quality experience. The staffing for the 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 FY08 ACCOMPLISHMENTS

In FY08, the ITV/Video team provided video conferencing and Web media delivery connections to 18 MnSCU campuses and 11 states, as well as to Canada, China, Honduras and Spain. Web video delivery through Adobe Connect was deployed and operated with a 99 percent success rate. Overall use of video delivery tools for classroom, seminars/training, and meetings continued to increase, with total events up nearly 6 percent and total hours up almost 25 percent over FY07.

FY08 GOALS

Improve MediaSite training and scheduling to increase usage.

- Completed integration of MediaSite into the video conferencing scheduling system. Individual training was provided to each of the six new users. Overall MediaSite use increased 30 percent over FY07.

Plan and implement use of Adobe Connect for distance learning.

- Put Adobe Connect into full production and it was used by 14 classes in FY08.

Assist in completion of the three new Centennial Hall video conferencing classrooms.

- Dedicated more than 40 hours for disassembly and removal of equipment for room renovation, followed by reassembly of the rooms.

Work with e-classroom and network support personnel to plan codec installations in ITV classrooms.

- Documented what is needed to complete installation of an HD codec into Centennial Hall 106, and installed equipment in June 2008.

Research and plan video conferencing conversion to high-definition (HD) video transmissions.

- Installed codec systems in classrooms to convert the Learning Network of Minnesota to HD. A pilot project started in summer 2008, with the first classes scheduled to broadcast in HD fall 2008.

MAJOR CHANGES FROM FY07:

Three video conferencing rooms in Centennial Hall were rebuilt. The St. Cloud to Brainerd connection was transferred to another network provider. All video conferencing equipment had major software updates. Adobe Connect was added to the delivery tools.

STATISTICS:

See Appendix Z

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 SCSU's course management system, Desire2Learn (D2L), and in supporting campus clientele with presentation and multimedia materials.

SUMMARY OF FY08 ACCOMPLISHMENTS

Much of early FY08 was spent fine-tuning the SCSU Web site as a result of the redesign launched in summer 2007. Emphasis was also placed on major Web site redesigns for HuskyNet, athletics, library and College of Education. Adobe Connect conferencing software was deployed to and supported for 19 departments and offices for curricular and administrative purposes. The Google Mini search appliance was implemented to provide a better search tool for the SCSU Web site. There were large increases in demand for dynamic database Web development and electronic presentation production, with both up over FY07.

FY08 GOALS

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

- In order to improve the current students' landing page, the Multimedia/Web team began a process of usability testing through focus groups and a survey tool.

Audit the accessibility of the official campus Web environment.

- Participated in accessibility training.
- Audited the top two tiers of the official SCSU Web site for accessibility issues and made changes where needed.
- Developed an accessibility checklist that is now being used before new and redesigned sites are published.
- Began developing an accessibility workshop, in conjunction with Center for Information Systems and University Communications.

Continue support for campus-wide multimedia projects.

- Continued providing production support for podcasting and iTunes U.
- Created several online training modules using a combination of PowerPoint and Adobe Connect.

Continue to build partnerships with other departments and individuals across campus in support of instructional and student-centered initiatives.

- Provided production support to:
 - Career Services to create an online advising presentation for students.
 - Adapt the Respect and Responsibility training for delivery via Adobe Connect and D2L.
 - Pilot using iTunes U for delivery of curricular and extracurricular audio/video content.
 - Counseling and Psychological Services through the creation of a variety of multimedia elements to support the UChoose initiative.

MAJOR CHANGES FROM FY07:

- Successfully launched the redesigned SCSU Web site in summer 2007.
- Increased support for podcasting and Adobe Connect efforts on campus.
- Noted a marked increase in electronic presentation production and dynamic database Web projects (71 and 171 percent, respectively).

STATISTICS:

See Appendix AA

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 FY08 ACCOMPLISHMENTS

Campus Internet bandwidth was increased from 90Mbps to 120Mbps and equipment was purchased and installed to accommodate the change. A plan to provide the campus network with increased redundancy is in place and work is being done to facilitate the plan. Plans are being developed to increase network security to the campus data centers and data networks. The conversion of the wireless network to Lightweight Access Point Protocol (LWAPP) was completed and all supporting servers were configured. More than 450 Ethernet connections were added across campus, bringing the total ports in use to more than 8,300.

FY08 GOALS

Create a plan to convert the network to a dual core router design.

- Created a plan to convert the core network to a dual core design. This plan called for new fiber optic cables and an upgrade of the Miller Center Cisco Catalyst 6509. Fiber optic cable was installed winter of 2008. Upgrade of Cisco Catalyst 6509 will occur during the summer of 2008.

Replace and upgrade campus packetshaper.

- Replaced the Packeteer PacketShaper in summer 2007 to accommodate the increase in campus Internet bandwidth.

Replace and upgrade campus firewalls.

- Replaced the Cisco firewalls in summer 2007 to accommodate the increase in campus Internet bandwidth.

Review NetSPI security assessment and devise plan for integration.

- Reviewed the NetSPI security assessment.
- Began to devise plans to formally secure the campus data centers, based on the assessment suggestions. Plans could include the installation of additional firewalls.
- Made plans to increase compliance with network security best practices.

Convert Wireless network to Lightweight Access Point Protocol (LWAPP).

- Installed and configured wireless LAN controllers and management servers in fall 2007.
- Converted most campus wireless access points from autonomous to LWAPP mode. Point-to-point networks and Health Services remain autonomous.

OTHER ITEMS OF NOTE:

- 802.11n wireless technology is being investigated and tested.
- New wireless access points have been installed in Miller Center and Atwood Memorial Center.
- A full wireless network upgrade is scheduled for summer 2009.

STATISTICS:

See Appendix BB

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 FY08 ACCOMPLISHMENTS

During the summer of 2007, new network switches were deployed to all the wiring closets in the residence halls. Fall 2007 startup went well; when compared with previous years, there was substantial decrease in the need for help during the first week of the semester. Few questions were received about wired registrations, and there were very few virus/spyware problems. A wireless auto-configuration tool was purchased and deployed which, in conjunction with the new QuickConnect Guides, made wireless setups much easier for the end user. Our winning bid to host the 2009 ResNet Symposium was officially announced at the 2007 ResNet Symposium in San Diego. Work continued throughout the year to prepare for the event in 2009.

FY08 GOALS

Provide a simple and successful fall startup process for students to register their computers when first coming to campus.

- Provided a mostly successful fall 2007 startup. Very few requests for help came through the ResNet Install Fair. The decline in requests was most likely due to two factors:
 - The Install Fair was moved to Stearns Hall because Garvey was under renovation. The change from our typical location possibly confused some residents, even though signage was prominent.
 - The simplified wireless setup likely alleviated the majority of support needs.

Promote WPA for wireless networking vs. the VPN client. Simplify the process of connecting to the wireless WPA network.

- Purchased a wireless auto-configuration tool that simplifies the process of connecting to WPA.
- Created and distributed QuickConnect guides to make configuration instructions easier and readily available.

Complete the deployment of upgraded network equipment.

- Replaced network switches in all Residence Hall wiring closets by the middle of July 2008.

MAJOR CHANGES FROM FY07:

- Merged the information from the ResNet User Guide into the Student Technology Handbook for a unified publication.
- Transferred all configuration instructions into the newly created QuickConnect Guides, one for each of the popular operating systems.
- The number of Macintosh computers which registered on the network increased over FY07 from 6 to 8 percent.

OTHER ITEMS OF NOTE:

- Although the majority of users still register a wired device at some point, a growing number of users are opting for wireless-only access. This trend is expected to continue.
- The number of additional device registrations continues to increase significantly. The majority of these devices are games consoles, such as the Xbox or PlayStation.

STATISTICS:

See Appendix CC

Servers/Authentication Systems

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

SUMMARY OF FY08 ACCOMPLISHMENTS

The Servers/Authentication Systems team upgraded the campus e-mail system to Exchange 2007, providing fault tolerance and higher availability for campus e-mail. A new e-mail SPAM solution was implemented to reduce administrative overhead and provide better protection against unwanted e-mails. The Adobe Connect collaboration application was implemented, allowing faculty, staff and students to collaborate in new ways. With the assistance of Center for Information Systems, a central access point (CAP) server was implemented to meet the security requirements from MnSCU for connecting to ISRS data. A new hardware load balancer appliance was installed to provide better security and higher availability for campus Web-based applications. Several other services were upgraded, including the ImageNow scanning application, the Alumni Foundation database server and the file services servers. The team also put into effect the production business intelligence (BI) servers for Institutional Effectiveness office. In addition, more applications were made available through the Virtual Lab.

FY08 GOALS

Ensure encryption and eliminate clear text passwords where possible.

- Continued to move users and servers from FTP to SFTP to eliminate clear text FTP access.
- Implemented SSL Web services to eliminate user-names and passwords in clear text.

Develop collaborative work endeavors with the MnSCU Office of the Chancellor.

- Continued to work with MnSCU on Desire2Learn application support. Worked with MnSCU to develop two additional Desire2Learn support positions to be hosted at SCSU.

Design, test and implement enterprise technologies.

- Upgraded the Exchange campus e-mail system.
- Implemented a new e-mail spam solution.

Provide more reliable off-campus access to services and improve overall performance.

- Implemented the Adobe Connect application to allow collaboration from on- and off-campus users.
- Implemented additional applications in the Virtual Lab for remote access.

Successfully complete search for the Office of the Chancellor funded AD support position.

- Began search in June 2008.

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 allows 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 fall and spring semesters on Minitab and SPSS, statistical software programs available to students in the General Access labs.

SUMMARY OF FY08 ACCOMPLISHMENTS

Statistical Consulting and Research Services assisted 48 graduate students and faculty members with conducting research and analyzing results. In addition, there were 12 departments or offices requesting service and support for their online surveys. SCRS also offered more than 15 workshops describing statistical software. SurveyMonkey, the online survey software, was continued as the online survey software used by several clients.

FY08 GOALS

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

- Offered 15 statistical software workshops (Minitab and SPSS) attended by 101 students during fall semester; although these workshops were also conducted during spring semester, registration and record keeping for spring workshops were not kept so it is uncertain how many students attended these workshops.
- Assisted 48 graduate students and faculty members with their research.
- Assisted 12 offices/departments with their online surveys and research.

Integrate statistical consulting support and workshops with other IMS services.

- Worked with InforMedia Services (IMS) and the Center for Information Systems (CIS) to schedule and promote workshops for students by sharing marketing efforts and scheduling workshops so IMS and CIS workshops did not compete with SCRS workshops.

Integrate SCRS into the IMS workgroup.

- Discussed SCRS services in IMS meetings.
- IMS provided SCRS with ongoing support and direction.

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

- Teamed with Technology Services to develop an online survey for faculty and students providing feedback on the LR&TS Web sites.

MAJOR CHANGES FROM FY07:

- Steve Malikowski resigned his position as IMS faculty and coordinator of SCRS in April 2008. Randy Kolb was hired on a part-time basis to coordinate the SCRS area until a decision is made on how best to provide research support to campus.

STATISTICS:

See Appendix DD

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 FY08 ACCOMPLISHMENTS

This was a very busy year due to the Centennial Hall project delays, which required more than 1,000 data lines and 300 phone lines to be installed in a compressed time frame. The former business building (now the 51 Building) was renovated, including 75 data runs and more than 50 phone lines. Planning and budgets for several projects were also completed: the Wick addition, the new Public Safety building, and the Riverview and the Brown Hall renovation projects. Also, 350 additional campus data runs were installed, including upgrades for the wireless network access points.

FY08 GOALS

Complete the data, fiber and phone installation for Centennial Hall.

- Completed the Centennial Hall project on schedule.

Develop the installation plans for the data, phone and fiber for the Wick addition.

- Completed and submitted plans for 350 data lines, 25 phone lines and 12 multi-mode and 6 single-mode fiber runs.

Continue planning for the data, phone and fiber extension for the Riverview renovation.

- Completed and submitted the installation plans for the 160 data lines, 50 phone lines and fiber. Actual work began in June 2008.

Begin planning for the data, phone, and fiber for the new Public Safety building.

- Completed and submitted the installation plans for the 50 data lines, 24 phone lines and fiber. Most of the work was completed by June 2008, with the remainder scheduled for fall 2008, once all furnishings are installed.

Continue with the new wireless campus connections.

- Continued with new wireless connections as new buildings and/or building renovations were completed.

Planning for 650 data, 140 phone, and fiber extension for the Brown Hall renovation.

- Completed and submitted the installation plans for the 650 data lines, 140 phone lines and fiber. The work is scheduled to begin fall 2008.

Install 24 data projector mounts in campus buildings.

- Completed this project as each room became available.

MAJOR CHANGES FROM FY07:

- The 2008 NEC (National Electric Code) now requires that all unused cable be removed or tagged with weatherproof labels for future use.

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. An audit of accounts is performed each summer. Community patron accounts are also managed by this area. Other area responsibilities include coordination of the redistributed workstations from the General Access computer labs to other units on campus; the tracking of disk space used by faculty, staff and students; and coordination of laser printer maintenance and workstation warranty repair.

SUMMARY OF FY08 ACCOMPLISHMENTS

New HuskyNetIDs were created for 216 department accounts, 227 faculty/staff accounts and 22 student organizations during FY08. More than 1,100 community patron accounts were either created, renewed or required password maintenance. Support log tickets included service for 112 printers, and 122 PC and Mac units needing warranty repair. During spring semester, work began with a consulting company to evaluate the current identity management process and determine any potential changes that might need to take place in the future to ensure that our processes are efficient and secure. This work will continue into FY09.

FY08 GOALS

Continue to support the "Change in Employment Status Checklist" process so that it is properly implemented and follows LR&TS and university policies.

- Worked with MnSCU and Human Resources to keep the St. Cloud State faculty and staff more informed about the "Change in Employment Status" form. In coordination with the User Accounts team, HR sent out notices to supervisors that this form must be completed. As a follow-up, the User Accounts area performed an audit using a MnSCU report and noted anyone whose status has changed every two weeks, to ensure accuracy and the completion of this form.

Audit accounts on a regular schedule.

- Worked to determine a schedule to conduct account audits, in order to ensure accuracy in the database and security in terms of access to SCSU services and systems.

- Every two weeks, audited the group of employees who have changed status.
- Continued to conduct a summer user account audit to determine which accounts were still active, and deactivated any unnecessary accounts.
- Continued to conduct several scheduled audits to ensure that accounts are being deactivated and created properly and documented a schedule to track each of these reports throughout the year.

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

- Distributed the following equipment from computer labs to campus:
 - 31 desktops to student organizations
 - 15 PC and 29 Mac desktops to departments
 - 8 laptops to departments
 - 3 printers to departments
 - 40 flat screen monitors to departments

STATISTICS:

See Appendix EE

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 tape formats along with CD-ROM, DVD, Web and broadcast applications. Also available are marketing and design services. Funding generated by productions is used to maintain and upgrade equipment, purchase supplies, hire additional personnel and fund other expenses. Video productions are an integral part of the recruiting and retention tools used by University Communications, Alumni Relations, Admissions, Sponsored Programs, Career Services, Undergraduate Studies and the university president.

SUMMARY OF FY08 ACCOMPLISHMENTS

Video Media Production continued to experience high demand for video productions and its client base broadened. A second production assistant was hired for the first half of FY08. The move to more High Definition productions continued. The emphasis for productions was on student recruitment and retention.

FY08 GOALS

Continue development of High Definition (HD) integration into production workflow.

- Purchased a HDV production video camera.
- Edited 1080i footage for several productions.
- Attended AJA/Kona vendor demonstration of HD conversion solutions for future integration.

Develop data management strategies to optimize video server application within multiple user environments.

- Planned for deployment of X-San video server in July 2008.

Integrate SCSU marketing productions within the mission objectives of University Communications, Admissions and individual colleges.

- Provided video services and footage for new marketing ads and recruiting/retention projects.

Address need for growing staff and workspace demands.

- Received support for additional temporary staff member during the first half of FY08. Staff reduction during the second half of FY08 resulted in more

outsourcing of projects and delays in response to requests.

- Attempted to address workspace needs, but progress was delayed.

Explore possible solutions to the continual demand for a quality audio recording facility.

- Developed a decision paper for an audio facility in the Miller Center and submitted it to the LR&TS Space Committee for review.

Complete the productions scheduled for academic year.

- Completed 49 productions in FY08 inclusive of all those that were scheduled.
- Generated additional funds through the increased production workload, but due to the high cost of HD conversion and additional personnel costs, upgrade expenditures will need to be spread out over several fiscal years.

Coordinate campus-wide production issues regarding talent releases, closed-captioning and special event planning.

- Provided input regarding drafts of updated talent release forms. The video production team is still awaiting the revised form.
- Added captioning options into major productions. Discussions continued on how to best fund additional costs of this service.
- Continued dialogue between departments on how to best coordinate and gain approval for taping events.

MAJOR CHANGES FROM FY07:

- Began shooting and editing HD footage.
- Changed major focus for video productions to first-year students and retention.

Workstation Support

The Workstation and Application Support team services all of the publicly available workstations in the James W. Miller Learning Resources Center, as well as those in the 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 FY08 ACCOMPLISHMENTS

The Workstation Support team established computer standards for workstation distribution and began the rollout of encrypted authentication to eliminate transmission of clear text passwords. The team also worked to improve communication between campus departments on projects and initiatives, leveraged purchasing power through coordination of workstation purchases, focused on resolving connectivity and data storage issues for Macintosh computers and successfully searched for and hired an information systems manager.

FY08 GOALS

Set campus computer standards for distribution to workstations.

- Established processes and cross-campus technical collaborations to ensure a consistent methodology.

Ensure encrypted authentication is used and eliminate transmission of clear text passwords where possible.

- Began rollout of full-disk encryption technology and established plan for phase-out of unsecured POP and IMAP e-mail.

Improve communication between campus departments on projects and initiatives of the work area.

- Continued meetings of Apple Working Group and TSS Technicians provided monthly feedback and input.
- Established recurring meetings and working groups to discuss and share ideas.

Leverage purchasing power through central purchasing of software and hardware.

- Coordinated hardware and software orders with campus technicians to ensure cost savings.

Increase the reliability of connectivity and data storage for Macintosh computers on campus.

- Revised the Macintosh support model to respond to issues identified by users.

Successfully complete search for information systems manager position.

- Hired and mentored a new information systems manager. Worked to integrate the new position into the work team.

MAJOR CHANGES FROM FY07:

- Hired Wade Nelson as the new information systems manager.
- Adopted full-disk encryption technology.
- Hired Marcus Pohl as software licensing specialist.
- Partnered with campus technicians for consistent hardware and software deployment methodologies.

Appendices

Appendix A – Assessment

Table 1: Miller Center Satisfaction Survey Comparison

	FY06	FY07	FY08
General Satisfaction with LR&TS resources and services	95	95	93
At least 90% of users were satisfied with the following items (% satisfied):			
Library			
Subject guides like RQS	90	96	87
Help at Reference Desk	94	94	88
E-mail help from Reference	90	93	85
Fulltext journal articles	89	91	88
ILL options	92	90	88
Online renewal	90	88	88
Technology			
Received help with D2L	90	93	95
Technical help in computer labs	90	91	86
Software programs adequate for academic needs	90	91	93
Off-campus access to resources	95	86	98
Computer hardware adequate for academic needs	92	92	93
Computers updated often enough	93	94	92
Miller Center Facilities			
Study rooms available for checkout	96	94	90
MC employees (not student workers) helpful	98	92	91
Adequate variety of study areas	92	91	89
Helpful student workers	77	90	83
General			
LR&TS has helped with my assignments in the past	96	97	92
LR&TS services and resources support my academic learning	96	95	95
LR&TS Websites	95	94	94
Promotional materials	90	90	92
At least 20% of users were dissatisfied with the following items (% dissatisfied):			
Miller Center has an adequate number of computers	40	47	51
Miller Center study areas are free of distractions for the most part	25	28	26
Checkout equipment available when I need it for academic purposes	7	21	26
Recommend to a friend			
Would recommend library resources and services to a friend		84	84
Would recommend technology resources and services to a friend		75	77
Top reasons for using the Miller Center			
Academic work (study, read, etc.)	21	46	55
Computer access	21	39	41
Environment / facilities	17	41	31
Research (general and academic)	15	20	29
Use printer		11	
Group work	8		8
E-mail	5		5

Appendix B – Contracts

Table 2: Contract Activity

	FY07	FY08	
Income Contracts	Amount	Amount	% Change
Fiber Leases	\$18,000	\$18,000	0.00%
Coffee Shop Commissions/Lease	\$12,345	\$14,906	20.74%
Online Software Development	--	\$10,000	
Library Services	Amount	Amount	% Change
LibData hosting	\$16,000	\$26,500	65.63%
ILL Courier Service	\$6,985	\$6,985	0.00%
Minnesota Digital Library	\$48,896	\$92,424	89.02%
Technology Services	Amount	Amount	% Change
MnSCU D2L Support	\$94,630	\$173,559	83.41%
Active Directory Support	--	\$33,632	
ITV/Video Conferencing	\$117,874	\$124,946	6.00%
Total	\$314,730	\$500,952	

Appendix C – Grants

Table 3: External Grants

Project Title	Funding source	Source type	Date submitted	Amount requested	Amount received
Let's Talk About It: Jewish Literature	American Library Association	Private	11/26/2007	\$5,000.00	\$5,000.00
Recruiting and Mentoring Minnesota's School Library Media Specialists	Institute for Museum and Library Services	Federal	12/13/2007	\$907,564.92	\$0.00
St. Cloud State University - St. Cloud Technical High School Language Initiative	Minnesota Campus Compact	State	10/1/2007	\$19,650.00	\$0.00
Total		3		\$932,214.92	\$5,000.00

Appendix C – Grants

Table 4: Internal Grants

Project Title	Funding source	Source type	Date submitted	Amount requested	Amount received
Programming Collaborations: The Multicultural Resource Center and Students of Color Organizations	Cultural Diversity Committee	SCSU	4/27/07	\$3,000.00	\$1,500.00
Creating Connections with Community Youth	Cultural Diversity Committee	SCSU	4/27/07	\$2,000.00	\$800.00
Connecting with Recent Graduates of the Educational Media Program	SCSU Assessment	SCSU	11/10/07	\$2,000.00	\$0.00
Assessing Dispositions of School Library Media Specialist Candidates	SCSU Assessment	SCSU	11/27/2007	\$1,953.50	\$1,953.50
D2L Fusion Conference	SCSU Short-Term Grant	SCSU	5/7/2008	\$1,503.50	\$0.00
Total		5		\$10,457.00	\$4,253.50

Appendix C – Grants

Table 5: Grants in Progress

Project Title	Funding source	Source type	Date submitted	Amount requested	Amount received
Oral History of the St. Cloud State University Student Hunger Strike	History Channel	Non-government	6/5/2008	10,000.00	\$0.00
Total		1		\$10,000.00	\$0.00

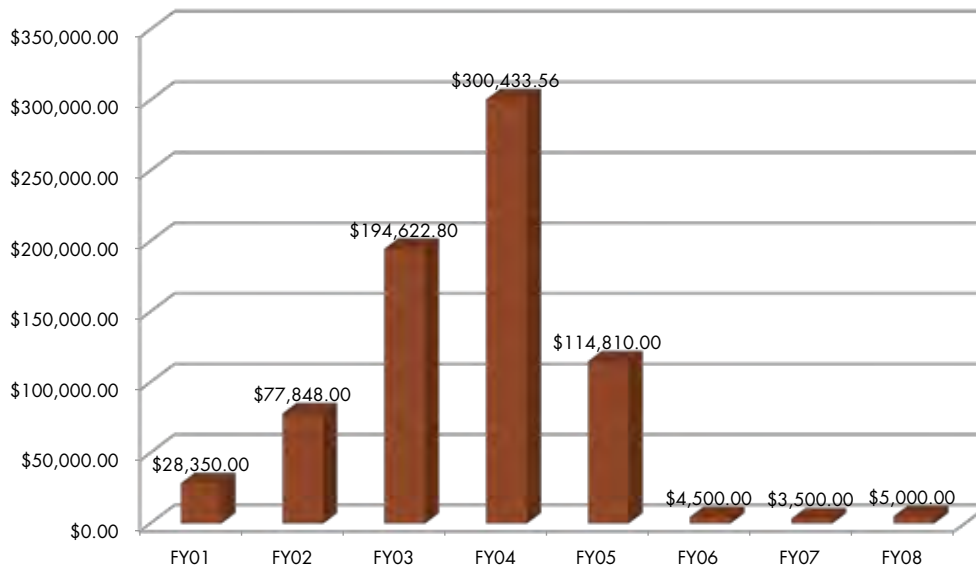
Appendix C – Grants

Table 6: Grant Activity Comparison

	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08
External Grants submitted	7	9	6	5	6	6	4	3
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	\$932,214.92
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
Success rate	2.00%	4.90%	13.37%	56.49%	42.08%	0.49%	6.44%	0.54%
Internal Grants	1	6	5	1	3	9	8	5
Amount requested	\$3,530.00	\$77,213.00	\$14,475.15	\$3,930.00	\$3,699.60	\$41,796.55	\$89,799.10	\$10,457.00
Amount received	\$3,530.00	\$71,913.00	\$7,154.46	\$0.00	\$2,862.75	\$9,910.30	\$7,183.41	\$4,253.50
Success rate	100.00%	93.14%	49.43%	0.00%	77.38%	23.71%	8.00%	40.68%

Appendix C – Grants

Chart 1: External Grant Funding Received, FY01-FY08



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
Total	\$935,232.56	\$915,370.10

*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	% change
Total Master's Degree	201	205	210	213	206	210	155	150	-3.23%
Active Students*					50	71	62	41	-33.87%
Information Technologies (Track I)	**	**	**	**	45	46	32	30	-6.25%
Active Students*					8	15	13	7	-46.15%
Educational Media (Track II)	**	**	**	**	98	101	85	77	-9.41%
Active Students*					34	51	36	27	-25.00%
Instructional Design/Training (Track III)	**	**	**	**	63	63	38	43	13.16%
Active Students*					8	17	9	7	-22.22%
School Library Media Specialist Licensure	82	80	69	73	81	88	79	92	16.46%
Active Students*					26	35	35	38	8.57%
Graduate E-learning Certificate Program	0	0	0	4	8	6	5	9	80.00%
Active Students*					8	4	3	1	-66.67%
Graduate Instructional Technology Certificate Program	17	29	38	33	20	22	18	18	0.00%
Active Students*					15	9	7	7	0.00%
Total Graduate Students	300	314	317	323	315	326	257	269	4.67%

*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	% change
Undergraduate Major	25	23	32	31	32	29	18	12	-33.33%
Undergraduate Minor	--	29	34	37	34	36	22	19	-13.64%
Undergraduate Certificate	17	42	38	43	36	42	20	9	-55.00%
Total Undergraduate Students	42	94	104	111	102	107	60	40	-33.33%

Appendix E – Center for Information Media

Table 10: Credit Hours Generated

Course Level	FY03	FY04	FY05	FY06	FY07	FY08	% change
Lower Division	1,767	1,860	1,536	1,902	1,541	2,043	32.58%
Upper Division	1,765	1,533	1,368	1,305	1,360	1,146	-15.74%
Graduate	1,089	939	827	659	754	657	-12.86%
Information Media Total	4,621	4,332	3,731	3,866	3,655	3,846	5.23%

Appendix E – Center for Information Media

Table 11: Degree and Certificates Awarded (Program Completions)

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

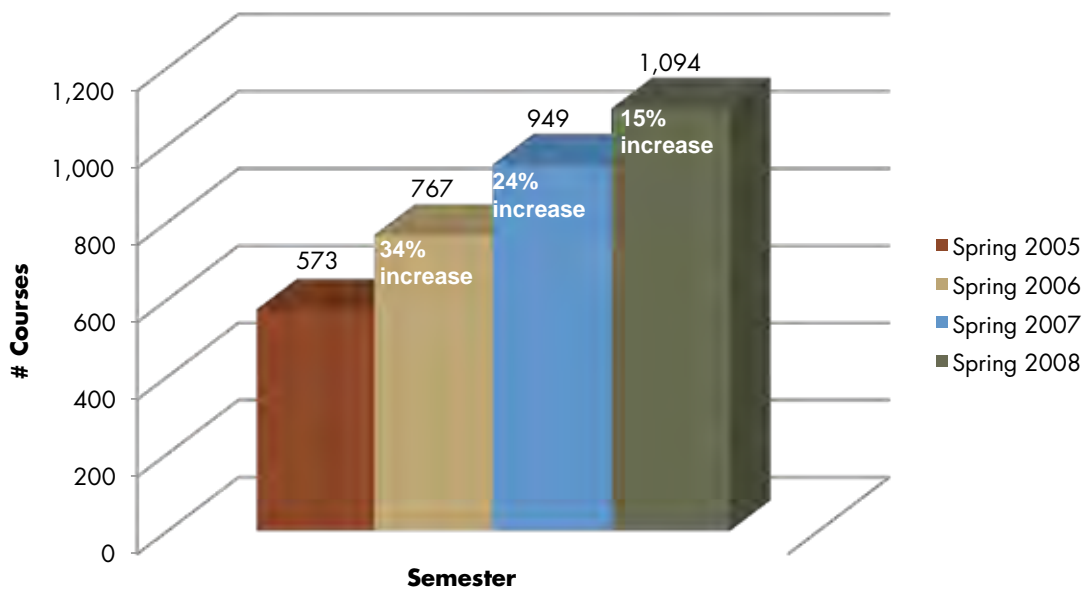
Appendix F – Course Management Systems

Table 12: WebCT/Desire2Learn Use

Semester	Courses	Students	Instructors
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

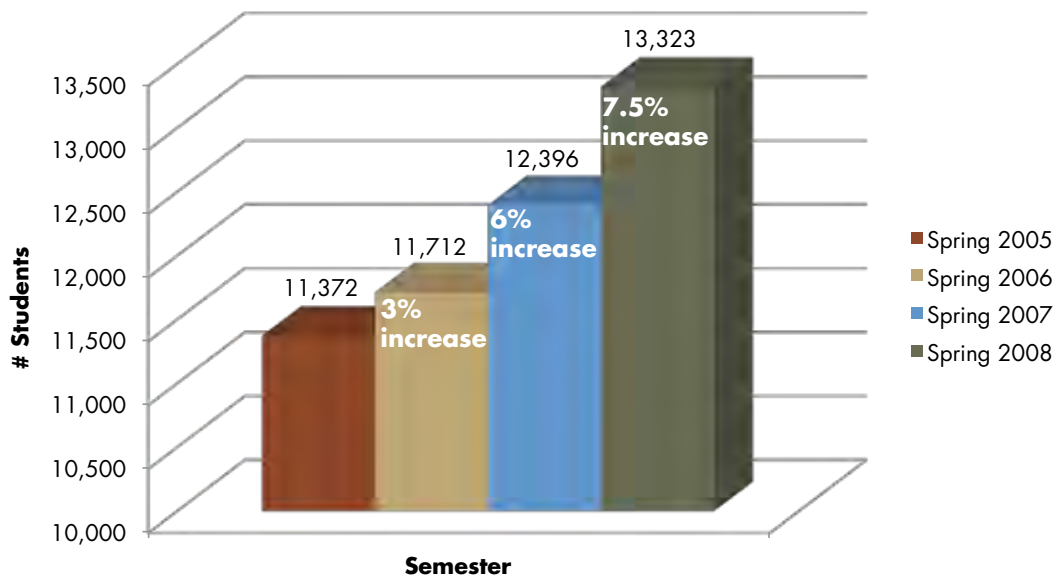
Appendix F – Course Management Systems

Chart 2: Course Use Comparison



Appendix F – Course Management Systems

Chart 3: Student Use Comparison



Appendix F – Course Management Systems

Table 13: D2L Altiris Ticket Log Comparison

	FY04	FY05	FY06	FY07	FY08
Q1 (Jul/Aug/Sept)		1,785	1,415	2,493	4,576
Q2 (Oct/Nov/Dec)		805	771	1,482	2,574
Q3 (Jan/Feb/Mar)	29	874	1,167	2,558	3,256
Q4 (Apr/May/Jun)	46	788	1,153	3,137	2,456
Totals	75	4,252	4,506	9,670	12,862

*does not include e-mails sent or tickets modified from individuals e-mails or Altiris cues

Appendix G – Library Instruction

Table 14: Library Instruction Sessions

Term	Number of Sessions	Number of Students
Summer 2007		
Session 1	8	152
Session 2	4	60
Sub-total	12	212
Fall 2007		
September	52	1,372
October	64	1,413
November	23	509
December	4	47
Sub-total	143	3341
Spring 2008		
January	20	427
February	37	920
March	27	504
April	15	333
May	0	0
Sub-total	99	2,184
Totals	254	5,737

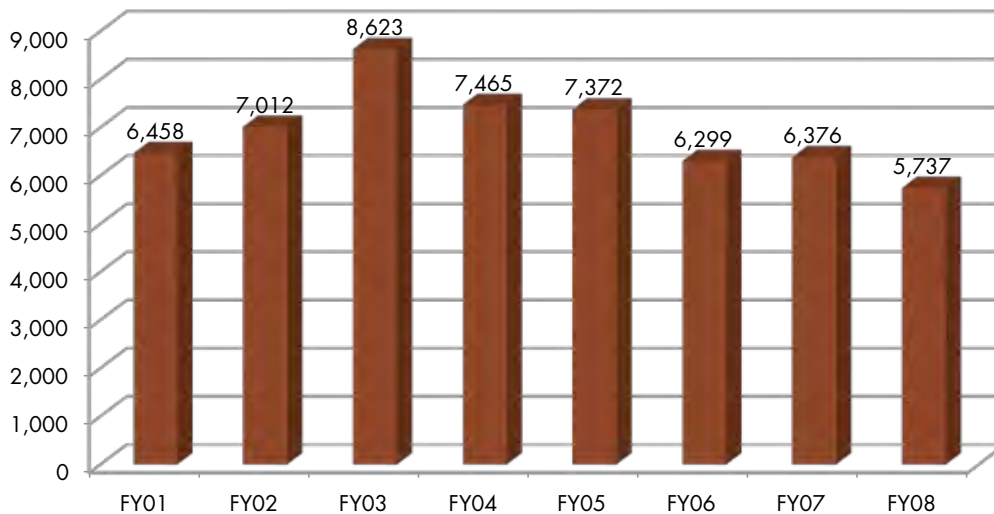
Appendix G – Library Instruction

Table 15: Library Instruction Annual Comparison

	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	# Change	% Change
Number of Sessions	276	245	305	274	298	293	300	254	-46	-15.33%
Number of Students	6,458	7,012	8,623	7,465	7,372	6,299	6,376	5,737	-639	-10.02%

Appendix G – Library Instruction

Chart 4: Changes in Number of Students Served



Appendix G – Library Instruction

Table 16: Library Instruction by Type Comparison

Number of Sessions:	FY02	FY03	FY04	FY05	FY06	FY07	FY08	% Change
Classes presented outside MC 218	53	79	91	110	137	106	48	-55%
High school classes	17	6	7	7	9	12	7	-42%
Senior to Sophomore program	9	10	16	16	14	18	18	0%
After 5 p.m.	27	50	54	49	38	33	40	21%
ENGL 191 total	90	89	70	106	82	118	68	-42%
Upper level research courses				14	13	42	51	21%
Graduate courses				18	16	14	13	-7%
RefWorks						18	7	-61%
Graduate students						7	5	-29%
By College:								
College of Business	2	5	6	7	6	3	5	67%
College of Education	50	32	34	29	40	30	34	13%
College of Fine Arts & Humanities	119	105	159	167	168	152	99	-35%
College of Science & Engineering	6	7	11	9	7	6	10	67%
College of Social Sciences	35	39	35	63	39	44	41	-7%
University-wide (Honors, Coll. Transition)	0	8	6	23	10	10	11	10%
Other institutions (Anoka-Ramsey, Sartell Middle, Multicultural Student Services)	0	9	16	5	11	12	10	-17%

Appendix H – LR&TS Scholarship/Creative Activity

PUBLICATIONS

- Bertram, J. (2007). *Minnesota 13*. Provided original illustrations for local history publication.
- Bertram, J. (2007, 2008). *The Wall Street Journal*. Cartoons published in the “Pepper...and Salt” panel.
- Brown, C.G., Guster, D.C., & Jansen, B. (2008). An Algorithm to Restore Data Base Content to Past Dates in Real Time. In Proceedings of the Midwest Instruction and Computing Symposium, 41st Annual Conference, La Crosse, WI, April 11-12, 2008 (pp. 424-435). River Falls, WI: University of Wisconsin-River Falls.
- Ewing, R.L., & Martin J.L. (2008). Finding your inner gamer: Adapting instruction for digital natives. In *Proceedings of the Thirty-Fourth National LOEX Library Instruction Conference*, College Park, MD, 4-6 May 2006 (pp. 13-16). Ypsilanti, MI: LOEX Press.
- Gross, T. (2008) Los encabezamientos de materia en español y la Lista Sears: Una historia interamericana. In I. Calimano (Ed.), *Sears: Lista de Encabezamientos de Materia* (pp. xiii-xviii). New York: H.W. Wilson.
- Gross, T. (2008) Who moved my pinakes? Cataloging and change. In K.R. Roberto (Ed.), *Radical Cataloging: Essays at the front* (pp. 141-147). Jefferson, NC: McFarland.
- Gruwell, C. A. (2007). Evolution of the web revolution. *Medical Reference Services Quarterly*, 26(3), 85-90.
- Hill, F. E. (2007). What Are You Thinking? [Review of the book *The Secret*]. *BusinessCentral*, July/Aug, 14.
- Hill, F. E. (2007). Read Me! [Review of the book *You've Got To Read This Book!*]. *BusinessCentral*, Sep/Oct, 16.
- Hill, F. E. (2007). Purposeful Engagement. [Review of the book *Mindset: The New Psychology of Success*]. *BusinessCentral*, Nov/Dec, 14.
- Hill, F. E. (2008). If This Is Monday... [Review of the book *The Intellectual Devotional*]. *BusinessCentral*, Jan/Feb 2008, 14.
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- Inkster, C., Miltenoff, P., & Williams, S. (2007). College Liaison Teams at St. Cloud State University. In Steven J. Bell and John D. Shank (Eds.). *Academic Librarianship by Design: A Blended Librarian's Guide to the Tools and Techniques*. (pp. 77-79). Chicago: American Library Association.
- Miltenoff, P., Hoover, J., & Tzokov, G. (2008). Online Interaction among Students and Faculty: A Comparative Study. Proceedings of the Informing Science & IT Education (InSITE) 2008. In *Proceedings of the 2008 Informing Science and IT Education conference*, Varna, Bulgaria. (pp 77-90).
- Wilkins, J., Hoover J., and Miltenoff, P., and Downing, T. (2007). New Communication Technologies and the Emergence of Cyberbullying. *The International Journal of Interdisciplinary Social Sciences*, 2(3), 407-412.

- Williams, S. Q. (2008). Cataloging 101: Column 4, What's it All About. *KQ on the Web*, vol. 36, Issue 3. <http://www.ala.org/ala/aasl/aaslpubsandjournals/kqweb/kqarchives/volume36/363/363williams.cfm>

PRESENTATIONS

- Braith, W., Buske, D., DeGroot, D., Shrode, M., Spitzer, M., (2007) *Practices Worthy of Attention (PWOA): Campus Reports*. Redesigning Developmental Mathematics: Standards of Responsible Practice, Austin, TX, July 16-17.
- Chew, K., Fine, E., Gruwell, C. A., & Loftus, W. (2007). *Teaching the Publication Process: Road to Collaboration at the University of Minnesota*. Poster session presented at the annual conference of the Midwest Chapter, Medical Library Association, Omaha, NE, October 12-16.
- Ewing, R.L., & Forslund, L.J. (2007). *Pay it forward: Mentoring temporary & part-time employees*. Presented at the Minnesota Library Association Annual Conference, Mankato, MN. October 26.
- Ewing, R.L. (2007). *Measure for measure: Developing an assessment plan for access services*. Presented at Brick & Click: An Academic Library Symposium, Maryville, MO. November 2.
- Ewing, R.L., & Prescott, M.K. (2008). *Teaching Web 2.0 to student 1.5: Effective methods for introducing new information tools*. Session presented at Academic & Research Libraries Division day of the Minnesota Library Association, Chanhassen, MN, April 25.
- Ewing, R.L., & Prescott, M.K. (2008). *Teaching Web 2.0 to student 1.5: Effective methods for introducing new information tools*. Presented at the LOEX 2008 Conference, Oakbrook, IL. May 2.
- Forslund, L.J. (2007). Use of Wikis in an Academic Library. Poster session presented at Presented at the Minnesota Library Association Annual Conference, Mankato, MN. October 24.
- Grachek, S., Johnson, T., Lazar, A., & Monn, M. (2008). *Major Website Overhaul: Conversations from the Trenches*. 10th Annual Minnesota State Colleges and Universities Information Technology Conference, Brainerd, MN, April 21-23.
- Gross, T. (2008). *Material Aspects of Native Texts: Cataloging, Organization and Research*. Moderator for panel conducted at the 53rd Seminar on the Acquisition of Latin American Library Materials, New Orleans, Louisiana, May 30-June 3.
- Gross, T. (2008). *Waquichastati? Aymara and Quechua in the Cataloging of Bolivian Materials*. Presented at the 53rd Seminar on the Acquisition of Latin American Library Materials, New Orleans, Louisiana, May 30-June 3.
- Guster, D. C., Schmidt, M., Hall, C., & Brown, C. (2008). Evaluating performance data and scalability issues in distributed data mining: A first level analysis. Presentation at the International Academy of Business and Public Administration Disciplines (IABPAD) Conference, Orlando, FL, January 3-6.
- Hjelmstad, J. & Wagner, C. (2008). *Bridging the Gaps with Online Collaboration Tools*. 10th Annual Minnesota State Colleges and Universities Information Technology Conference, Brainerd, MN, April 21-23.
- Inkster, C. D., M. S. Gorman, R. Josephson, & J. M. Quinlan. (2008). *Is the computer lab dead? Strategic directions based on increased laptop use*. Session presented at iTeach Conference 2008, Minnesota State Colleges and Universities Center for Teaching and Learning, Minneapolis, MN, February 29.

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- Jorgensen, G. (2008). *Adobe Connect – Meetings, multimedia, Classroom Collaboration and more!* 10th Annual Minnesota State Colleges and Universities Information Technology Conference, Brainerd, MN, April 21-23.
 - Kotcho, M. (2008). *Student Technology Fee: Playing an Active Role on Campus to Enrich the Student Experience*. 10th Annual Minnesota State Colleges and Universities Information Technology Conference, Brainerd, MN, April 21-23.
 - Kotcho, M., & Wagner, C. (2008). *Implementing Windows Vista*. 8th Annual GusDay Conference, St. Peter, MN, February 6.
 - Kroger, C., Morris, C., Pratt, B., & Wenz, K. (2008). *D2L (IMS) Top Ten Goals Progress Reports*. 10th Annual Minnesota State Colleges and Universities Information Technology Conference, Brainerd, MN, April 21-23.
 - Kroger, C., Morris, C., Pratt, B., & Wenz, K. (2008). *D2L Purge and Archive Tools*. 10th Annual Minnesota State Colleges and Universities Information Technology Conference, Brainerd, MN, April 21-23.
 - Kroger, C., Morris, C., Pratt, B., & Wenz, K. (2008). *D2L Q & A for Campus Site Administrators and Trainers*. 10th Annual Minnesota State Colleges and Universities Information Technology Conference, Brainerd, MN, April 21-23.
 - Kroger, C., Morris, C., Pratt, B., & Wenz, K. (2008). *D2L version 8.3 Upgrade*. 10th Annual Minnesota State Colleges and Universities Information Technology Conference, Brainerd, MN, April 21-23.
 - Miltenoff, P., Schnellert, G., & Tzokov, G. (2008). *Leadership and Planning in Educational Technology: Globalization and Local Decisions*. Presented at the Fifth International Conference: Teaching, Learning And Quality In Higher Education, Pravetz, Bulgaria, June 13.
 - Miltenoff, P., Schnellert, G., & Tzokov, G. (2008). *Comparing Academic Doctoral Programs at the University of North Dakota and Plovdiv University*. Presented at the Bulgarian Studies Association Conference 2008: Bulgarian-American Dialogs, Varna, Bulgaria, June 14.
 - Miltenoff, P. (2008). *Online Interaction among Students and Faculty: A Comparative Study*. Presented at the *Informing Science and IT Education 2008* conference, Varna, Bulgaria, June 25.
 - Miltenoff, P. (2008). *Applying Podcasting to Academia; German Instruction: High School Partnership*. Presented at Realizing Student Potential/ITeach 2008 Conference Minneapolis, MN, February 29.
 - Miltenoff, P. (2008). *Clickers-Trickers: Why? When? How?* Presented at Realizing Student Potential/ITeach 2008 Conference Minneapolis, MN, February 29.
 - Olivares, O. (2008). *Religious symbols in Bless Me, Ultima*. Panel presentation for The Big Read event, St. Cloud, MN, April 8.
 - Quinlan, J. M., M. S. Gorman, C. D. Inkster, & R. Josephson. (2008). *Visioning a student-centered library: Quick and easy methods for listening to our students*. Session presented at Academic & Research Libraries Division day of the Minnesota Library Association, Chanhassen, MN, April 25.
 - Thompson, K. & Dietz, E. (2008). *Deploying Pointsec for PCs*. 10th Annual Minnesota State Colleges and Universities Information Technology Conference, Brainerd, MN, April 21-23.
 - Turner, J.C. (2008). *Where's the Audience? On Location, On Demand, Where I Am*. Fifty-third Annual Broadcast Education Association Convention, Las Vegas, NV, April 16-19.
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- Turner, J.C. (2008). Panel respondent, *Web 2.0 and Interactive Media Frontiers*. Fifty-third Annual Broadcast Education Association Convention, Las Vegas, NV, April 16-19.
- Wagner, C. (2007). *Understanding Wireless Technologies*. Community Broadband: Making the Right Choices (Blandin Foundation's 4th annual broadband conference), St. Cloud, MN, Nov 7-8.
- Wagner, C. (2008). *Ticket Tracking at SCSU*. 8th Annual GusDay Conference, St. Peter, MN, February 6.
- Wilkins, J., & Miltenoff, P. (2008). The Nature of Cyberbullying: The Current State of Knowledge. Presented at the European *Social Science History Conference*, Lisbon, Portugal, February 29.
- Williams, S. Q. (2007). "Kids and Government Websites: Together @ Your Library," at the American Association of School Librarians (AASL) national conference, Reno, NV, October 26.

OTHER

- Christopher G. Brown received the 2008 MnSCU ITS Excellence Award for providing outstanding work and exemplary service in the field of Information Technology, April 23, 2008.
- Plamen Miltenoff received his Ph.D. in Education from Shumen University, Bulgaria, April 2008.

Appendix I – Student Technology Training

Table 17: Technology Instruction Sessions

	Fall 2007		Spring 2008		Summer 2008		Total	
	# Sessions	Attend.	# Sessions	Attend.	# Sessions	Attend.	# Sessions	Attend.
Technology Instruction	18	277	12	222	2	24	32	523

Appendix I – Student Technology Training

Table 18: Technology Instruction Comparison

	FY06	FY07	FY08	% Change
# Sessions	17	40	32	-20.00%
Attendance	785	546	523	-4.21%

Appendix I – Student Technology Training

Table 19: Software Training Sessions Offered

Topic/Software	Fall 2007		Spring 2008		Total	
	# Sessions	Attend.	# Sessions	Attend.	# Sessions	Attend.
Dreamweaver	6	34	6	32	12	66
File Management			2	0	2	0
Photoshop	1	4			1	4
Basic Web Design	6	13	3	2	9	15
Virtual Lab	1	0				
Digital Photography			1	1		
Total	13	51	11	35	24	85

Appendix I – Student Technology Training

Table 20: Software Training Comparison

	FY05	FY06	FY07	FY08	% Change
# Sessions	48	43	43	24	-44.19%
Attendance	340	217	143	85	-40.56%

Appendix J – Technology Training and Support

Table 21: Software Training Sessions Offered

Topic/Software	Fall 2007		Spring 2008		Total	
	# Sessions	Attend.	# Sessions	Attend.	Sessions	Total Attend.
Convocation/Workshop Days	9	172	3	25	12	197
D2L Open Lab	26	20	28	22	54	42
D2L Quickstart	4	6	3	9	7	15
Dreamweaver	1	2			1	2
D2L Features	10	20	20	84	30	104
Basic Web Design	4	1	1	0	5	1
Adobe Connect	1	25			1	25
Bulletin Board	2	10			2	10
Virtual Lab	1	0			1	0
Total	58	256	55	140	113	396

Appendix J – Technology Training and Support

Table 22: Workshop Offerings and Participation

	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	% Change
Workshop Titles Offered	29	77	65	60	51	70	24	9	-62.50%
Workshops Offered	137	167	143	176	246	272	152	113	-25.66%
Participants	665	1,122	917	767	1,304	1,848	436	396	-9.17%

Appendix K – Acquisitions

Table 23: Materials Inventory Holdings

Collection	Taken 7/13/2005		Taken 7/1/2006		7/11/07		7/1/08		Difference FY07 to FY 08	
	Bibs	Items	Bibs	Items	Bibs	Items	Bibs	Items	Bibs	Items
Circ	423,960	500,626	429,096	506,866	437,544	516,743	443,016	522,593	5,472	5,850
Ref	9,617	24,059	9,591	24,258	7,239	19,116	7,182	19,030	-57	-86
Juv	23,002	25,399	23,506	26,003	23,812	26,316	24,263	26,777	451	461
Rare	1,401	1,608	1,418	1,670	1,462	1,796	1,469	2,525	7	729
Tech Services	106	206	102	170	104	171	106	173	2	2
Theses	4,929	4,547	5,224	4,834	5,431	5,038	5,562	5,165	131	127
US Doc	104,829	173,080	117,869	189,845	123,892	196,866	125,547	197,348	1,655	482
Mn Doc	13,871	22,598	13,950	22,836	13,968	22,705	13,976	22,734	8	29
									0	0
Classified microfilm	1,850	2,690	1,840	2,691	1,839	2,691	1,834	2,671	-5	-20
Microcard	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	-1	1
CD-ROM	174	172	179	180	192	198	193	206	1	8
CD-Aud	2,335	2,449	2,388	2,516	2,402	2,531	2,398	2,525	-4	-6
Aids	223	228	234	254	254	273	255	273	1	0
Map	1,259	1,548	1,270	1,562	1,269	1,564	1,267	1,560	-2	-4
Film	59	57	57	57	57	57	57	57	0	0
Filmstrip	343	238	332	239	331	238	331	238	0	0
Records	1,223	1,251	1,226	1,256	1,225	1,256	1,225	1,256	0	0
Slides	289	323	247	312	246	325	246	321	0	-4
Audio cassettes	1,511	1,793	1,504	1,788	1,503	1,790	1,501	1,786	-2	-4
Video cassettes	13,020	15,846	13,107	16,033	13,256	16,216	13,268	16,215	12	-1
Video disks	162	296	34	36	34	36	34	36	0	0
Software	130	125	85	125	85	125	84	125	-1	0
DVD	655	681	1,001	1,150	1,530	1,812	1,971	2,329	441	517
Per	6,576	153,449	6,458	154,063	6,436	151,352	6,452	151,237	16	-115
Archives	76	128	95	148	112	165	121	170	9	5
Internet										
Resources	40,590	30,844	47,163	28,934	50,701	30,280	57,098	30,584	6,397	304
CMHC - Rare	37	35	37	35	37	35	37	35	0	0
Equipment			115	611	88	558	69	457	-19	-101
CTC Library							1,374	1,624	1,374	1,624
									0	0
	669,810	982,077	695,709	1,006,260	712,630	1,018,059	728,516	1,027,857	15,886	9,798

FY08 Notes:

Prior to FY08 there were 12,805 brief cataloged items in the CTC Library. A major reorganization and weeding project in 2006-2008 reduced the total holdings; the FY08 numbers represent the number of cataloged bibliographic records and barcoded items. Among the "loss" of 11,181 items are several hundred uncataloged items; a decision is yet to be made how to handle these publisher curriculum sets.

Substantial reorganization of the collection codes resulted in a general improvement in the online public access catalog (OPAC) for users (improved location display), but also highlighted some previous inconsistencies in catalog maintenance. These are being addressed.

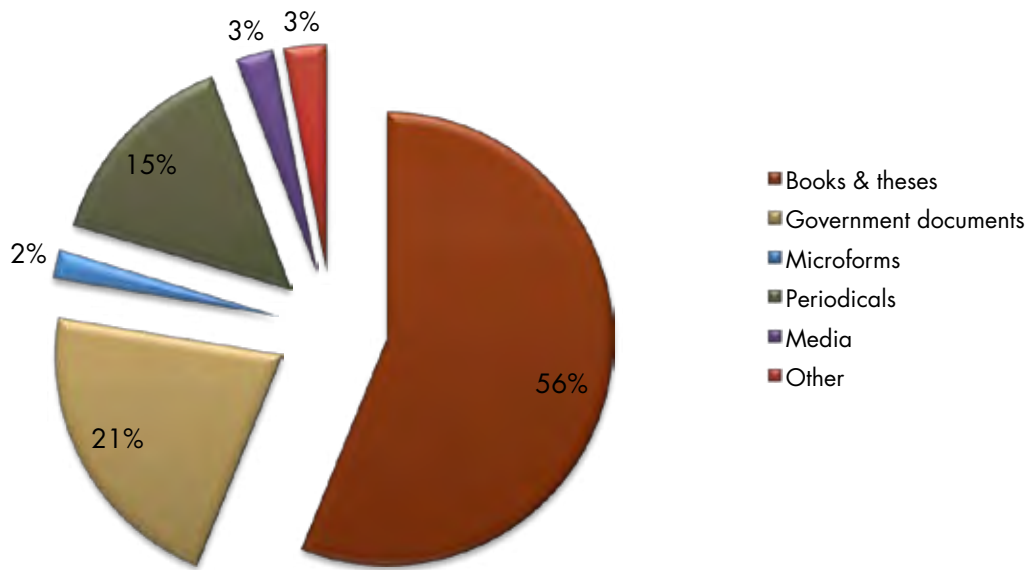
Appendix K – Acquisitions

Table 24: Library Materials Holdings

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

Appendix K – Acquisitions

Chart 5: Library Materials Holdings



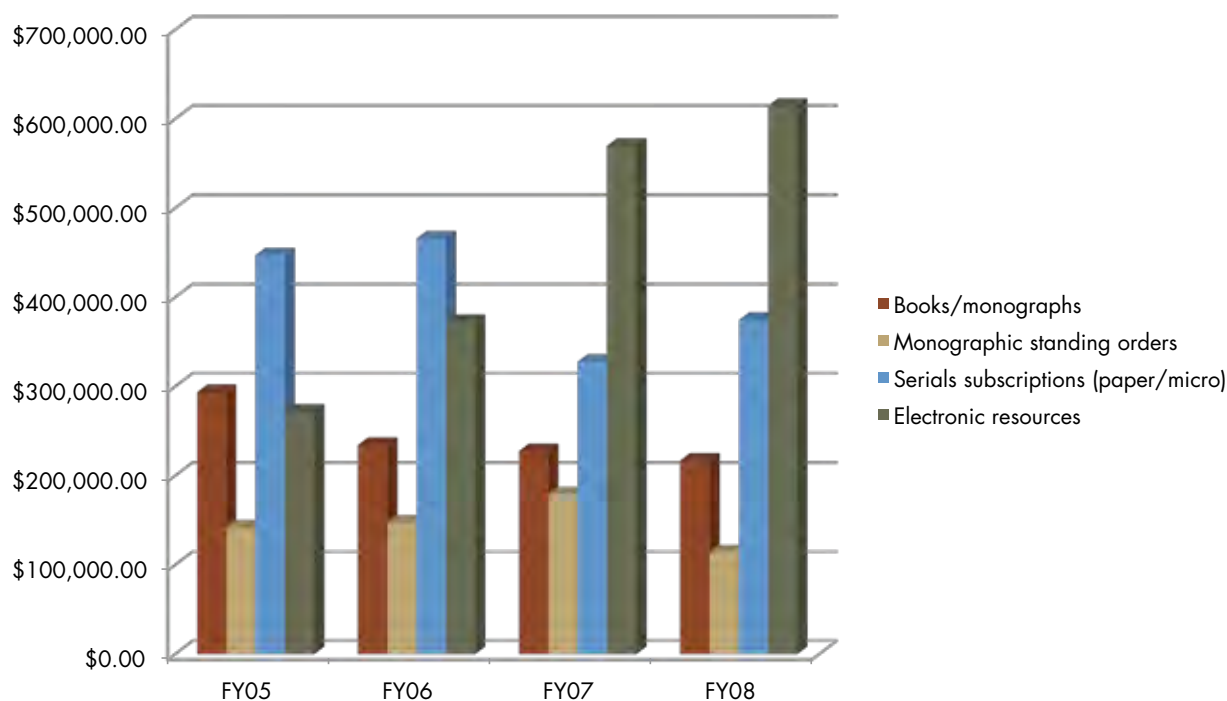
Appendix K – Acquisitions

Table 25: Acquisitions Expenditures

	FY05	FY06	FY07	FY08
One-time Purchases				
Books/monographs	\$293,339.07	\$234,375.83	\$227,455.41	\$216,739.40
Serials backfiles (paper/micro)	0.00	28.00	484.13	63.32
Electronic resources (software, databases, CD-ROM's)	1,033.74	828.72	0.00	0.00
Ongoing Commitments				
Monographic standing orders	141,560.36	147,154.97	178,937.62	113,991.09
Serials subscriptions (paper/micro)	447,070.41	465,687.56	327,602.77	374,185.33
Electronic resources	271,426.00	372,206.26	569,643.33	614,433.69
Other Library Materials				
Audiovisual materials (video, audio, kits)	\$42,627	39,305.42	59,906.59	62,041.81
Other Materials (manuscripts, maps, etc.)	0	823.43	0.00	2,789.57
Total Library Materials Expenditures	\$1,197,056.72	\$1,260,410.19	\$1,364,029.85	\$1,384,244.21
Related Expenses				
Preservation (repair, archives)	4,291.00	1,505.89	2,296.06	3,269.43
Contract binding	14,201.00	10,983.66	8,801.46	10,289.75
Bibliographic Utilities (OCLC, Marcive)	37,757.00	4,679.20	4,411.52	4,398.04
Total Related Expenditures	\$56,249.00	\$17,168.75	\$15,509.04	\$17,957.22
Total Collection Management Expenditures	\$1,253,305.72	\$1,277,578.94	\$1,379,538.89	\$1,402,201.43

Appendix K – Acquisitions

Chart 6: Change in Acquisitions Expenditures



Appendix L – Central Minnesota Libraries Exchange (CMLE)

Table 26: CMLE Membership Types

	FY02	FY03	FY04	FY05	FY06	FY07	FY08
K-12 public	177	173	173	173	173	173	173
K-12 private	31	32	32	32	32	32	32
Public library branches in 2 regional systems	45	45	45	45	45	45	45
Post-secondary institutions	9	9	9	9	9	9	9
Special libraries (law, hospital, correctional facilities, historical societies)	23	23	23	23	23	23	23
Total	285	282	282	282	282	282	282

Appendix L – Central Minnesota Libraries Exchange (CMLE)

Table 27: CMLE Interlibrary Loan Statistics

	FY02	FY03	FY04	FY05	FY06	FY07	FY08	% Change
Total requests received	8,580	8,649	7,697	7,245	7,175	6,107	4,723	-22.66%
Borrowing libraries	129	104	101	84	79	75	62	-17.33%
Lending sources	115	98	64	72	124	157	138	-12.10%
Requests filled	8,167	8,219	7,333	6,891	6,762	5,619	4,416	-21.41%
Requests unfilled/cancelled	413	430	367	354	413	488	307	-37.09%
Books	5,187	5,415	4,724	4,542	4,352	3,879	3,023	-22.07%
Articles (photocopies)	2,938	2,878	2,577	2,267	2,528	1,950	1,644	-15.69%

Appendix M – Circulation

Table 28: Circulation Transactions

	FY02*	FY03*	FY04	FY05	FY06	FY07	FY08	% Change
Books checked out at desk	73,060	81,848	58,010	34,760	36,814	40,159	41,073	2.28%
ILL Books checked out at desk	†	†	†	†	790	3,219	4,064	26.25%
Books checked out at self-check	6,750	9,574	765§	8,408	7,759	7,119	7,944	11.59%
Total books checked out	79,810	91,422	58,010	43,168	45,363	50,497	53,081	5.12%
Book renewals	7,550	16,409	8,666	16,328	16,320	5,795	8,993	55.19%
Federal document checkouts & uses				3,851	2,926	4,254	3,618	-14.95%
State document checkouts & uses				554	559	113	92	-18.58%
Total items browsed	52,575	44,825	59,215	56,059	52,616	51,765	46,165	-10.82%
New community barcode applications	436	443	381	393	280	184	129	-29.89%

* 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 Alep
 § Due to migration to Aleph, the self-check machine was not operational July through mid-April of FY04.

Appendix M – Circulation

Table 29: Patron Records

	FY04*	FY05	FY06	FY07	FY08	% Change
Faculty/Staff	1,524	1,614	1,518	1,620	1,947	20.19%
Retired Faculty/Staff	7	22	28	28	37	32.14%
Undergraduate Students	12,534	19,149	19,431	17,835	19,438	8.99%
Graduate Students	1,281	2,404	2,970	2,255	2,801	24.21%
CMLE	223	226	244	243	252	3.70%
Interlibrary Loan	3	0	4	1	1	0.00%
Community (active)	381	849	786	544	509	-6.43%
Total	15,953	24,264	24,981	22,526	24,985	10.92%

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

Appendix M – Circulation

Table 30: Traditional Reserves

	FY02	FY03	FY04	FY05	FY06	FY07	FY08	% Change
Records added	2,395	3,348	5,573	3,970	2,260	1,644	1,087	-33.88%
Total charges	28,939	39,083	24,480	28,384	25,555	14,954	12,278	-17.89%
# of professors using	*	*	311	210	211	180	330	83.33%
# of classes using	*	*	401	330	308	221	406	83.71%

*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.

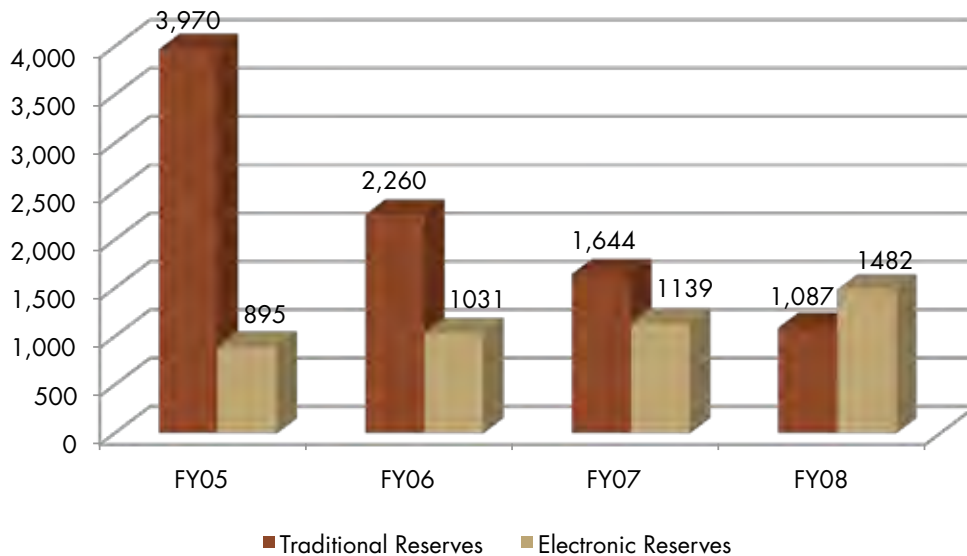
Appendix M – Circulation

Table 31: Electronic Reserves, Files Added Comparison

	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	% Change
Video files	31	5	4	2	0	86	21	294	1300.00%
Audio files	474	43	419	10	8	5	41	32	-21.95%
PDF files	115	213	1,203	1639	885	911	1013	1069	5.53%
Other (html, rtf, doc, etc.)	0	1	63	413	2	29	64	87	35.94%
Total	620	262	1689	2064	895	1031	1139	1482	30.11%
# Profs Using				197		111	120	137	14.17%
# Classes Using				172		288	330	398	20.61%

Appendix M – Circulation

Chart 7: Changing Nature of Reserves: Items Added by Fiscal Year



Appendix M – Circulation

Table 32: Facilities Check-out

	FY04 Charges	FY05 Charges	FY06 Charges	FY07 Charges	FY08 Charges	% Change
Student study rooms	13,325	13,677	13,614	14,796	16,526	11.69%
Study room accessories (keyboards, markers, remotes)					15,437	

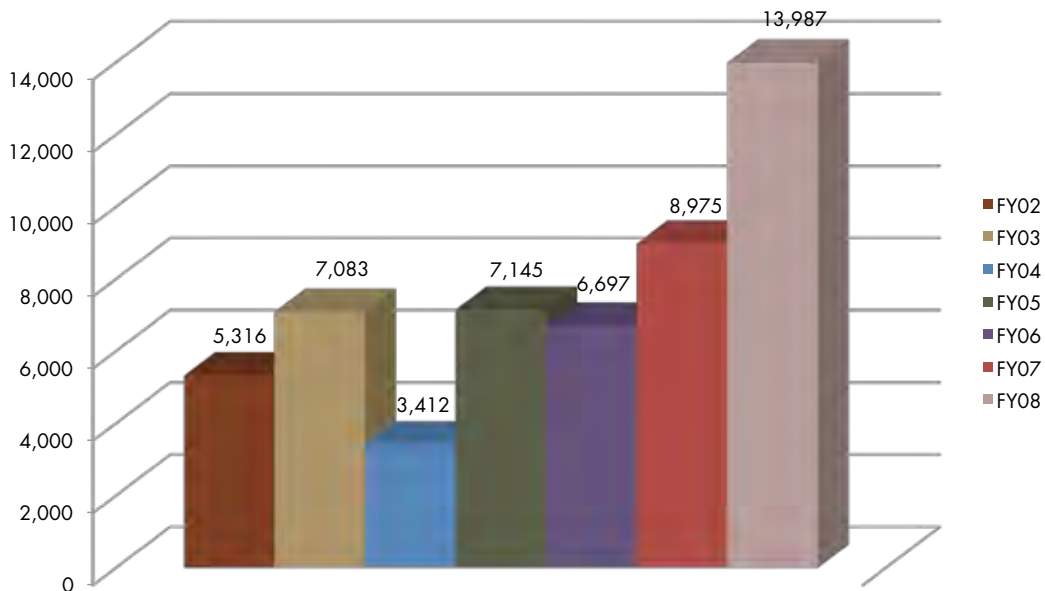
Appendix M – Circulation

Table 33: Equipment Check-out

Items	FY04 Charges	FY05 Charges	FY06 Charges	FY07 Charges	FY08 Charges	% Change
Accessories (headphones, microphones, camcorder batteries, tripods)	1,050	4,239	2,908	3,733	5,091	36.38%
Audio Equipment (cassette recorders, CD boomboxes, PA systems)	356	889	621	730	1,072	46.85%
Data projectors	174	363	397	408	349	-14.46%
Digital cameras (video & still)	250	502	482	524	663	26.53%
Faculty laptop computers	265	504	407	354	438	23.73%
Student laptop computers	344	242	893	996	1,243	24.80%
Short term laptop computer (new item, laptops from laptop cart)			659	1,876	4,745	152.93%
Miscellaneous (projection screens, microphone stands, etc.)	487	13	19	76	200	163.16%
Projectors (slide, overhead, film & filmstrip)	30	68	46	49	31	-36.73%
VHS camcorders	428	295	232	206	140	-32.04%
Video equipment (TV/VCR, DVD player, VCR)	28	30	33	23	15	-34.78%
Total	3,412	7,145	6,697	8,975	13,987	55.84%

Appendix M – Circulation

Chart 8: Annual Equipment Check-out Comparison



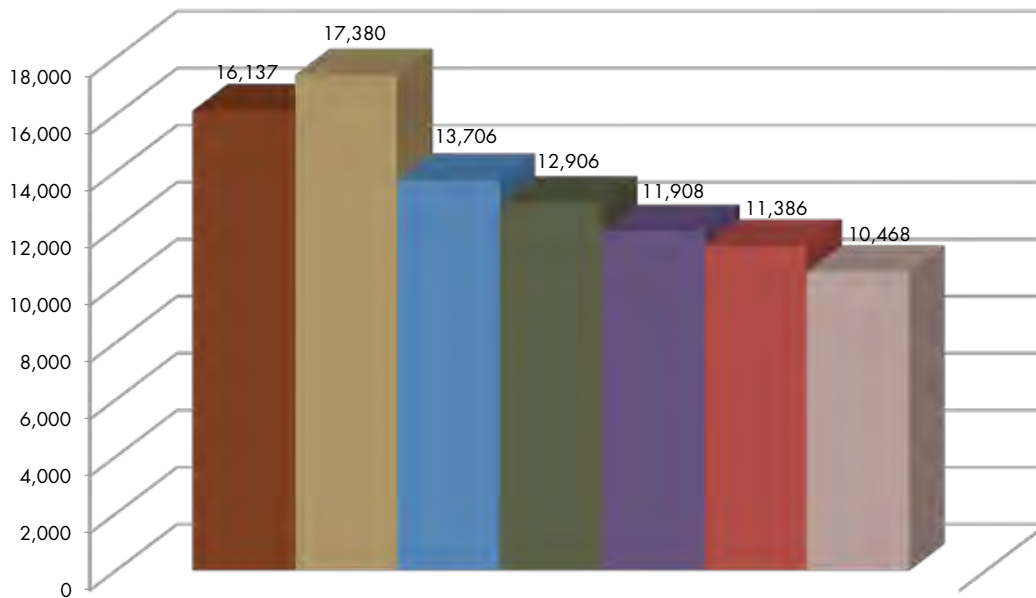
Appendix M – Circulation

Table 34: Media Check-out

	FY04 Charges	FY05 Charges	FY06 Charges	FY07 Charges	FY08 Charges	% Change
Software & CD-ROMs	68	101	4	22	25	13.64%
Cassette tapes	99	91	106	63	40	-36.51%
Visual aids	26	32	38	36	30	-16.67%
Audio CDs	1,051	957	899	886	721	-18.62%
Records	31	23	16	10	12	20.00%
Films & filmstrips	7	3	7	3	1	-66.67%
Slides	8	20	7	2	0	-100.00%
Videodiscs	16	18	1	1	0	-100.00%
Videotapes	11,361	9,587	7,330	5,807	4,703	-19.01%
DVDs	1,039	2,074	3,500	4,556	4,936	8.34%
Total	13,706	12,906	11,908	11,386	10,468	-8.06%

Appendix M – Circulation

Chart 9: Annual Media Check-out Comparison



Appendix M – Circulation

Table 35: Monthly Gate Count Statistics

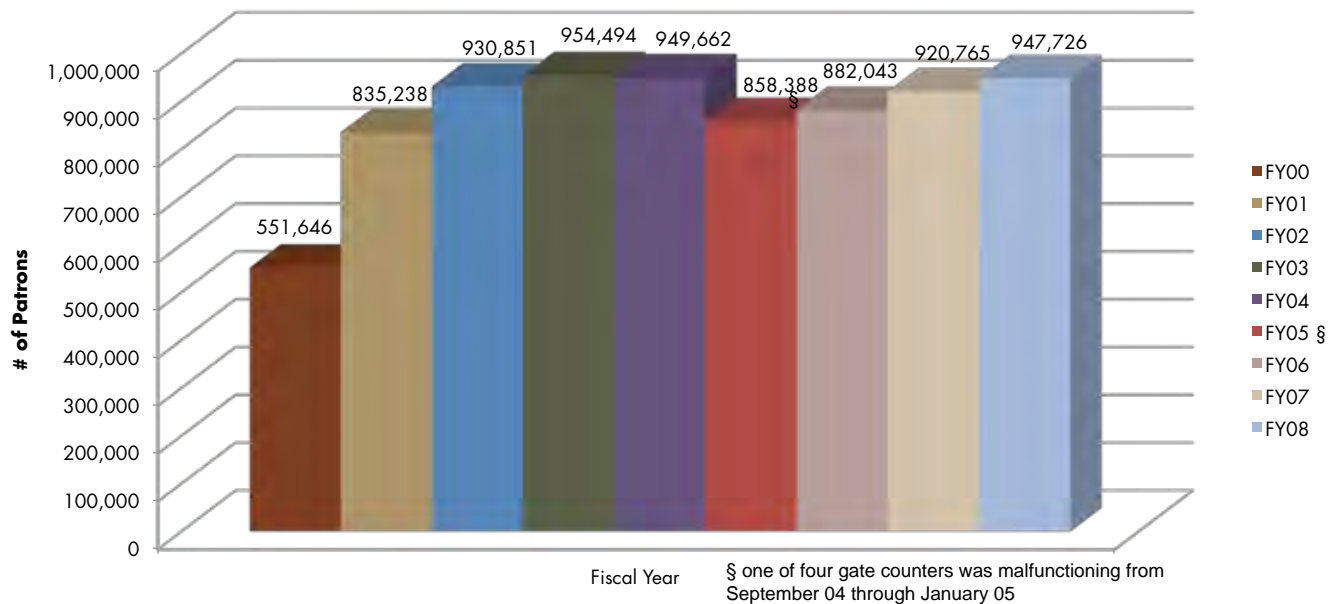
Month	Centennial Hall		Miller Center							% Change
	FY00	FY01	FY02	FY03	FY04	FY05 §	FY06	FY07	FY08	
July	22051	*	33,501	37,633	34,968	28,573	28,249	30,554	32,727	7.11%
August	17237	*	31,706	27,288	24,881	25,435	28,845	30,699	30,809	0.36%
September	66,575	85,020	129,689	124,616	127,483	109,870	101,314	107,625	116,397	8.15%
October	76,906	115,797	124,056	151,410	146,403	116,055	127,344	142,671	149,574	4.84%
November	80,445	123,339	119,398	119,618	119,311	112,410	119,265	127,165	127,520	0.28%
December	66,375	90,207	101,192	101,113	99,643	87,895	90,010	90,827	89,147	-1.85%
January	30,845	54,180	67,273	67,585	65,496	42,211	48,420	54,313	57,145	5.22%
February	62,441	98,333	105,725	105,299	110,412	103,500	104,643	105,102	113,337	7.84%
March	55,894	93,366	90,716	97,756	105,753	99,044	97,473	95,583	98,141	2.68%
April	72,690	116,087	136,811	136,241	132,192	119,395	122,933	129,454	139,976	8.13%
May	39,475	58,909	55,991	50,856	42,969	68,008	70,644	68,027	56,489	-16.96%
June	20,908	30,164	30,592	29,804	30,818	26,060	25,438	29,241	28,938	-1.04%
Total	611,842	865,402	1,026,650	1,049,219	1,040,329	938,456	964,574	1,011,259	1,040,200	2.86%

* Centennial Hall gate counter was no longer operational in FY01

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

Appendix M – Circulation

Chart 10: Gate Count, September - May Comparison



Appendix N – Government Documents

Table 36: Government Documents Comparison

	FY05 Total	FY06 Total	FY07 Total	FY08 Total	% Change
Documents – Federal					
Paper	173,080	189,845	196,866	197,348	0.24%
Checkouts & uses	3,851	2,926	4,254	3,618	-14.95%
Documents – State					
Paper	22,598	22,836	22,705	22,734	0.13%
Checkouts & uses	554	559	113	92	-18.58%

Appendix O – Interlibrary Loan

Table 37: Term Summaries

	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:
Summer 2007				
MnPALS	1,063	859	2,158	1,465
OCLC	405	186	166	95
Mail, fax, email	74	62	0	0
St. Ben's (MNF)	49	42	48	34
St. John's (MNJ)	30	23	67	45
GRRL	74	62	0	0
<i>Subtotal</i>	1,542	1,107	2,324	1,560
Fall 2007				
MnPALS	2,830	2,182	5,941	4,203
OCLC	978	435	477	305
Mail, fax, email	84	75	0	0
St. Ben's (MNF)	146	107	129	81
St. John's (MNJ)	126	94	146	103
GRRL	84	75	0	0
<i>Subtotal</i>	3,892	2,692	6,418	4,508
Spring 2008				
MnPALS	3,365	2,630	6,146	4,241
OCLC	1,163	523	561	370
Mail, fax, email	142	125	0	0
St. Ben's (MNF)	186	125	93	74
St. John's (MNJ)	133	102	86	57
GRRL	142	125	0	0
<i>Subtotal</i>	4,670	3,278	6,707	4,611
Annual Totals				
MnPALS	7,258	5,671	14,245	9,909
OCLC	2,546	1,144	1,204	770
Mail, fax, email	300	262	0	0
St. Ben's (MNF)	381	274	270	189
St. John's (MNJ)	289	219	299	205
GRRL	300	262	0	0
Total	10,104	7,077	15,449	10,679

Items show local resource sharing; stats are included in totals above. GRRL is a manual e-mail process.

	Total requests filled by SCSU for:	Total requests from SCSU filled by:
Returnable	5,789	3,208
Non-Returnable	1,288	7,471
Total	7,077	10,679

Appendix O – Interlibrary Loan

Table 38: Minnesota Electronic Document Delivery

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

Change from previous year **254.04%** **44.12%** **41.14%** **17.03%** **100.96%** **5.59%**

(These numbers are included in Tables 29 and 31)

Appendix O – Interlibrary Loan

Table 39: Transaction Request Comparisons

	FY99	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	% 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	-4.95%
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	-9.69%
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	18.36%
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	28.09%
Total transactions	20,418	23,711	24,371	21,840	24,238	17,996	14,885	18,783	24,790	25,553	3.08%
Change from Previous Year		16.13%	2.78%	-10.39%	10.98%	-25.75%	-17.29%	26.19%	31.98%	3.08%	

Appendix O – 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%
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%

Appendix P – LibData

Table 41: Use Comparison

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

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

Subject Guides (formerly Research QuickStart)

	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Total Subject Guide pages:	56	78	78	78	88	93	99
Total Subject Guide user hits:	3,467	19,125	27,447	5,921	17,178	34,094	25,370
Change in hits from previous year		451.63%	43.51%	-78.43%	190.12%	98.47%	-25.59%

Top 5 pages with number of hits FY08:

Nursing: 2,041 (8%)
Marketing: 1,428 (6%)
Social Work: 1,277 (5%)
Business (General): 1,186 (5%)
Government Documents: 942 (4%)

Course Guides (formerly Course QuickStart)

	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Total Course Guide pages:	0	0	0	0	46	75	134
Total Course Guide user hits	N/A	N/A	N/A	N/A	8,090	11,201	19,207
Change in hits from previous year						38.45%	71.48%

Top 5 pages with number of hits FY08:

English (ENGL) 191: 4,010 (21%)
Communication Studies (CMST) 192: 1,215 (6%)
College of Business (COB) 111: 952 (5%)
Social Work (SW) 360: 717 (4%)
Social Studies (SST) 253/453: 690 (4%)

PageScribe

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

Appendix Q – Library Systems

Table 42: Electronic Subscription Services Use Comparison

	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08
All Database Searches	218,765	312,737	386,014	464,135	794,740	914,367	1,424,512	1,286,403
% Change from Previous Year		42.96%	23.43%	20.24%	71.23%	15.05%	55.79%	-9.70%
Full Text Searches	45,801	418,404	520,008	484,175	512,037	607,161	591,586	640,098
% Change from Previous Year		813.53%	24.28%	-6.89%	5.75%	18.58%	-2.57%	8.20%

Appendix Q – Library Systems
Table 43: Electronic Subscription Services Monthly Use FY08

Database Name/Service	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Total FY08
ABI/Inform (total searches) [8/01--]	2839	6050	10293	12152	10081	3642	7952	11429	11018	7075	2871	1540	86,942
AccessScience (McGraw-Hill; total hits)	1	2	67	46	102	12	41	62	28	33	4	38	436
African American Biographical Database (searches)	0	0	12	3	21	5	0	0	2	0	0	8	53
Alternative Press Index (FS:Searches run)	53	205	183	982	11566	7247	1086	6367	6631	9299	2955	2503	49,077
Alternative Press Index Archive (FS -Searches run)	18	12	33	413	9896	5812	1789	5446	5695	7717	2359	836	40,026
America: History & Life (ABC) (searches)	65	20	138	279	372	124	14	145	110	198	91	251	1,807
AP Multimedia Archive (requests)	6	2	2	9	46	88	11	1	2	20	3	7	197
Art Index (Wilson searches 1/04-)	50	24	78	338	355	49	10	67	110	120	20	0	1,221
Arts & Hum Citation Index (FS:Searches run)	23	10	106	234	614	282	91	324	287	470	290	527	3,258
Books in Print (searches) (12/03-)	75	38	207	220	224	147	113	165	164	221	94	72	1,740
ChemAbs - SelfFinder Scholar (12/03-) (activity)	26	82	128	322	307	61	48	374	127	96	17	8	1,596
Classical Music Library (sessions)	34	53	93	113	93	105	65	23	70	166	71	18	904
Cochrane Library (Total requests)	19	13	26	38	17	16	5	34	25	64	11	1	268
CollegeSource Online (searches)	13	0	2	5	4	6	1	3	7	1	3	1	46
ComAbstracts (CIOS) (total accesses)	235	258	1301	3036	1007	4515	2457	6612	5171	6729	3189	6138	58,337
COS Scholar Universe: Social Science (Searches)	2434	1210	4014	6770	9155	421	146	512	763	668	156	39	58,394
CO Researcher (1/02-) (sessions)	40	34	118	789	365	421	53	5	51	34	13	4	4,051
CO Weekly (1/02-) (sessions)	2	1	10	71	64	53	5	22	51	34	13	4	330
Criminal Justice Abstracts (Searches)	1198	674	1216	2163	2684	1269	554	2030	2048	2309	875	1238	18,258
Dissertation Abs (FS:Block)	49	27	68	195	157	96	79	114	103	137	85	238	1,348
EBSCOHost Academic Search Premier (sessions)	3177	2061	7980	14686	31949	17970	6128	19521	20118	25444	8065	9023	166,122
EBSCOHost Business Source Premier (sessions)	295	237	1342	1437	2650	1263	1262	2306	2108	2341	1169	2076	18,486
EBSCOHost CINAHL Plus w/ full-text (sessions)	246	88	400	1016	1618	700	477	1384	1188	1498	616	1198	10,429
EBSCOHost Communication & Mass Media Complete (sessions)	210	172	619	1080	1753	1020	308	932	1170	1515	809	910	10,498
EBSCOHost Film & Television Literature Index (sessions)	10	2	21	207	676	279	97	345	341	523	412	697	3,610
EBSCOHost Library, Info Science & Technology Abs (sessions)	30	8	45	183	175	95	23	124	106	172	86	323	1,370
EBSCOHost MasterFILE Premier (sessions)	81	53	177	655	1157	700	283	959	919	975	320	660	6,939
EBSCOHost MegaFILE (sessions)	74	24	81	362	457	436	347	1160	1161	1198	394	329	6,023
EBSCOHost Mental Measurements Yrbk (sessions)	16	9	31	90	57	171	5	34	53	97	33	20	616
EBSCOHost Regional Business News (sessions)	28	20	93	238	1151	468	497	967	838	1047	553	1353	7,253
EBSCOHost Scientific American Archive Online (sessions)	48	14	102	224	166	28	25	157	146	113	20	75	1,118
EBSCOHost SportDiscus (sessions)	35	26	94	176	185	123	54	316	249	322	79	64	1,723
EBSCOHost Teacher Reference Ctr (sessions)	29	20	74	108	64	34	14	50	46	54	20	18	531
EconLit (CSA) (Searches)	1280	760	1199	2106	3357	1654	1259	2579	2432	3157	1328	1959	23,070
Emerald Insight (4/02-) (searches)	103	83	160	267	229	104	53	144	97	182	70	101	1,593
ERIC (CSA)*	1289	1007	3365	5462	1477	1990	1768	3631	2825	3553	1196	3121	30,684
Ethnic Newswatch (searches)	722	1394	3462	6603	6503	2442	366	1202	2402	2054	671	151	27,972
Facts.com (visits)	3	2	223	40	147	82	38	54	159	127	9	20	904
Gale Virtual Reference Library (searches)													1,786
Gale Opposing Viewpoints Resource Ctr (searches)	600	1164	2779	5264	6503	2110	514	1076	1476	1038	285	52	13,780
Gender Watch (searches)	58	44	141	272	715	1990	80	437	526	715	334	657	22,861
GeoRef (CSA)* [6/00-]	36	38	73	130	91	287	29	118	112	164	16	23	5,969
GeoRef In Process (CSA) [9/01-]	23	13	28	73	74	46	20	29	49	53	14	11	1,117
Grove Encyclopedia of Art (Sessions)	29	39	41	48	86	85	28	81	68	86	41	42	433
Grove Encyclopedia of Music (Sessions)	29	39	41	48	86	85	28	81	68	86	41	42	433
Health Sciences: SAGE FT (Searches)	1173	647	1139	2012	31-Aug	600	355	1312	1319	1391	280	206	11,773
Historical Abs (ABC) (searches)	59	6	117	204	230	411	7	211	88	171	88	290	1,882
Historical New York Times (1851 - 2003) (searches)	901	808	1155	1180	1119	695	304	538	855	840	716	436	9,547
IEEE Xplore (searches)	58	75	188	218	139	166	126	200	140	136	36	63	1,545
InfoTrac--Biography and Genealogy Master Index (Gale; sessions)	17	2	22	42	40	24	6	19	22	10	11	24	409

Appendix Q – Library Systems
Table 43: Electronic Subscription Services Monthly Use FY08

Database Name/Service	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Total FY08
InfoTrac--Discovering Collection (Gale) (sessions)	7	11	80	73	93	72	20	84	92	65	14	3	1,985
InfoTrac--Inform													1,738
InfoTrac--Junior Edition - K12 (searches)													187
InfoTrac--Kid's Edition - K12 (searches)													288
InfoTrac--Kids InfoBits													746
InfoTrac--Student Edition - K12 (sessions)	9	8	17	49	16	2	10	10	10	3	1	12	384
InfoTrac--Professional Collection (sessions)	63	28	175	188	169	107	61	138	135	125	49	42	2,537
Informel (7/03-) (Sessions)	7	11	66	73	83	78	19	150	112	98	22	6	725
Ingenta (Sessions) (InConnect and Select together)							154	461	312	558	217	168	1,870
JSTOR (searches)	2163	1419	6435	7699	10121	6496	2394	7671	6575	18065	3,827	983	73,848
L-N Academic Universe (searches)	887	599	1442	4005	3419	2075	1352	2956	2488	2928	1118	803	24,072
L-N Congressional Universe (searches)	16	20	438	181	198	52	29	113	70	80	16	6	1,219
L-N Statistical Universe (searches)	18	35	177	257	272	146	24	105	87	218	95	19	1,453
Library Lit (FS:Block, Wilson searches 1/04-)	52	49	72	225	138	97	64	107	75	79	51	179	1,188
LitFinder (searches)	45	2	209	548	103	48	61	111	146	65	16	53	1,407
Materials Science: A SAGE Full-Text Collection (1995-)	20	32	73	53	63	34	56	74	104	48	8	11	576
MathSciNet (9/05-) (sessions)	56	11	54	37	30	17	6	202	16	18	8	5	460
Meteorological & Geostrophical Abstracts: SAGE FT Collection (2006-)	54	40	80	235	612	265	56	74	104	48	8	11	1,587
MLA Directory of Periodical SAGE(queries)	101	111	144	204	182	84	62	255	222	263	32	93	1,753
MLA International Bibliography SAGE (queries)	157	192	249	688	957	422	172	607	647	973	505	822	6,391
MnPALS (visits)	5193	10593	15501	16462	10032	7818	7898	11959	11370	13547	6781	5985	123,129
National Criminal Justice Ref Svc Abs: SAGE (queries)	1123	516	Discontinued										1,639
NetLibrary (Mix; accesses)	428	278	746	1194	1388	1091	270	587	795	1239	487	370	8,873
Oxford English Dictionary (sessions)	77	62	389	2269	611	163	106	166	285	292	153	86	4,659
PIO(Chadwyck-H) [1/00-] (searches)	18	7	61	119	68	42	25	23	112	59	24	2	560
PILOTS (SAGE) searches	1132	645	1039	1814	1195	557	349	1130	1134	1304	273	181	10,703
Philosopher's Index (CSA) (10/05-)	110	160	204	248	989	372	161	488	535	742	439	814	5,272
Political Science: A SAGE Full-Text Collection (1982-)	1138	647	1039	1771	1198	552	316	1176	1155	1305	245	161	10,703
Polling the Nations (4/02-) (sessions)	0	0	11	3	10	17	6	11	22	12	2	0	94
ProQuest Newspapers(searches) (use PQN)	1003	2390	5662	7870	6609	2653	2357	3493	3608	2619	114	385	38,763
PsychInfo (CSA) [9/01-] (queries)	3337	2002	6053	8426	10549	4675	3607	8299	6566	7124	2778	4830	68,246
Psychology: A SAGE Full-Text Collection (queries) (1970-)	1256	655	1323	2177	1586	649	540	1923	1429	1473	279	217	13,507
RILM (CSA)	112	114	151	398	893	404	131	516	539	725	417	786	5,186
Sanborn Maps of Minnesota (7/02-) (visitors)	1	2	0	1	4	0	2	0	0	1	0	3	14
ScienceDirect (no. searches)	333	276	789	1403	1247	610	410	1227	1119	1753	339	271	9,777
Scopus (no. searches)	250	285	487	1310	2013	790	437	1077	1310	1397	499	927	10,782
Social Svcs Abs (CSA)*(Searches)	1177	665	1338	2358	2820	1235	536	2235	1957	2148	821	1150	18,440
Sociological Abs (CSA)*(Searches)	1315	825	1631	2628	3480	1744	640	2786	2220	2900	1155	1281	22,605
Sociology: A SAGE Full-Text Collection (1982-)(Searches)	1170	651	1199	2042	1385	639	339	1444	1314	1367	287	181	12,018
Urban Studies & Planning: A SAGE Full-Text Collection (1982-)	1142	646	989	1791	1199	555	326	1112	1178	1268	258	155	10,619
Web Resources Related to Natural Science (CSA)	76	46	335	1150	466	112	589	708	1032	574	1214		6,302
Web Resources Related to Soc Sci (CSA)	4804	2703	5516	7518	12551	6204	3658	8724	7399	9050	4941	9901	82,969
Westlaw (Campus Research) (4/03-) (total connect)	8	10	16	17	7	6	4	4	22	112	18	1	225
Women Writers Online (Brown Univ) (hits)	21	10	49	130	130	250	37	34	147	188	37	7	1,040
World Almanac (requests)	0	0	248	19	36	12	16	0	0	0	0	0	331
WorldCat (FS:MTX)	1656	1393	2516	3239	2096	1754	2056	2203	2063	2053	1566	987	23,582
Worldwide Political Science Abs (CSA)*(Searches)	1145	648	1029	1940	2375	1213	442	1752	1713	2029	792	1070	16,148
TOTAL	49490	46328	101278	155363	192630	104035	58738	139821	133644	163248	60686	70335	1,286,403

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

Database Name/Service	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	# Change	% Change
ABI/Inform (total searches) [B(01)-]		6,260	7,924	17,057	40,787	35,934	127,501	86,942	-40,559	-32%
AccessScience (McGraw-Hill; total hits)	722	1,340	3,588	1,356	1,483	1,037	335	436	101	30%
African American Biographical Database (searches)	558	47	57	98	85	63	40	53	13	33%
Alternative Press Index (FS;Searches run)		2,583	6,972	3,960	5,112	7,134	10,409	49,077	38,668	371%
Alternative Press Index Archive (FS - Searches run)					1,224	1,741	3,588	40,026	36,438	1016%
America: History & Life (ABC) (searches)	1,138	800	1,272	1,615	2,210	1,594	8,169	1,807	-6,362	-78%
AP Multimedia Archive (requests)		1,383	1,471	885	623	634	93	197	104	112%
Art Index (Wilson searches 1/04-)		275	792	1,662	1,498	1,550	2,768	1,221	-1,547	-56%
Arts & Hum Citation Index (FS;Searches run)		261	591	471	715	1,196	635	3,258	2,623	413%
Books in Print (searches) (12/03-)				1,772	3,817	1,958	1,739	1,740	1	0%
Books in Print (searches) (12/03-) (activity)				1,514	1,855	2,094	2,248	1,596	-652	-29%
Classical Music Library (sessions)						295	401	904	503	125%
Cochrane Library (Total requests)							616	268	-348	-56%
CollegeSource Online (searches)		438	667	498	313	283	69	46	-23	-33%
ComAbstracts (CIOS) (total accesses)	12,702	3,892	8,145	8,885	67,184	39,223	19,945	5,837	-14,108	-71%
COS Scholar Universe: Social Science (Searches)								58,394	58,394	
CO Researcher (1/02-) (sessions)		93	1,268	1,299	7,757	16,716	3,356	4,051	693	21%
CO Weekly (1/02-) (sessions)							211	330	119	56%
Criminal Justice Abstracts (Searches)	1,140	820	810	1,129	7,757	16,716	19,473	18,258	-1,215	-6%
Dissertation Abs (FS;Block)	1,145	845	879	1,094	956	825	875	1,348	473	54%
EBSCOHost Academic Search Premier (sessions)					96,696	105,380	217,008	166,122	-50,886	-23%
EBSCOHost Business Source Premier (sessions)					12,335	11,740	17,475	18,486	1,011	6%
EBSCOHost CINAHL Plus w/ full-text (sessions)						143	8,390	10,429	2,039	24%
EBSCOHost Film & Television Literature Index (sessions)						320	7,556	10,498	2,942	39%
EBSCOHost Film & Television Literature Index (sessions)							302	3,610	3,308	1095%
EBSCOHost Library, Info Science & Technology Abs (sessions)						76	518	1,370	852	164%
EBSCOHost MasterFILE Premier (sessions)					1,249	1,423	1,289	6,939	5,650	438%
EBSCOHost MegaFILE (sessions)				368	422	472	487	616	129	26%
EBSCOHost Mental Measurements Yrbk (sessions)					606	371	464	7,253	6,789	1463%
EBSCOHost Regional Business News (sessions)					188	1,000	722	1,118	396	55%
EBSCOHost Scientific American Archive Online (sessions)					721	1,090	14,558	1,723	-12,835	-88%
EBSCOHost SportDiscus (sessions)						98	589	531	-58	-10%
EconLit (CSA) (Searches)	967	1,789	2,060	4,796	11,249	18,524	19,018	23,070	4,052	21%
Emerald Insight (4/02-) (searches)		34	705	1,411	1,793	10,977	2,585	1,593	-992	-38%
ERIC (CSA)*	11,011	14,831	12,462	20,157	23,939	32,491	37,776	30,684	-7,092	-19%
Ethnic Newswatch (searches)	744	862	1,277	2,742	17,432	19,706	70,091	27,972	-42,119	-60%
Facts.com (visits)	7,987	2,491	598	652	721	509	808	904	96	12%
Gale Opposing Viewpoints Resource Ctr (searches)								1,786	1,693	1820%
Gale Opposing Viewpoints Resource Ctr (searches)	658	957	1,441	1,842	13,301	16,458	66,304	13,780	-43,443	-66%
Gender Watch (searches)	711	348	674	778	996	2,448	5,163	806	806	16%
GeoRef (CSA)* [6/00-]		138	192	230	753	1,105	925	1,117	192	21%
GeoRef In Process (CSA) [9/01-]		106	179	203	184	224	782	433	-349	-45%
Grove Encyclopedia of Art (Sessions)		41	226	310	337	345	969	674	-295	-30%
Grove Encyclopedia of Music (Sessions)								11,773	11,773	0%
Health Sciences: SAGE FT (Searches)								1,862	-5,487	-74%
Historical Abs (ABC) (searches)	719	431	633	1,255	3,821	1,333	7,369	1,862	-5,487	-74%
Historical New York Times (1851 - 2003) (searches)								9,547	4,463	88%
IEEE Xplore (searches)								1,709	-1,64	-10%
InfoTrac--Biography and Genealogy Master Index (Gale; sessions)		4,324	798	919	962	590	288	409	121	42%
InfoTrac--Discovering Collection (Gale) (sessions)			No Data (ND)				456	1,985	1,529	335%
InfoTrac--Informa	ND						73	1,738	1,665	2281%

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

Database Name/Service	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	# Change	% Change
InfoTrac--Junior Edition - K12 (searches)	ND						100	187	87	87%
InfoTrac--Kids Edition - K12 (searches)	ND						69	288	219	317%
InfoTrac--Kids InfoBits	ND						142	746	604	425%
InfoTrac--Student Edition - K12 (sessions)	ND						727	384	-343	-47%
InfoTrac--Professional Collection (sessions)							9,396	2,537	-6,859	-73%
InfoTrac--(Sessions)				23,866	10,404		117	725	608	520%
InfoTrac--(Sessions) (IngConnect and Select together)				248						
Ingenta (Sessions)				3,148	3,445		5,189	1,870	-3,319	-64%
JSTOR (searches)	3,334	8,781	15,351	24,901	35,469	43,066	52,984	73,848	20,864	39%
L-N Academic Universe (searches)	32,191	44,254	63,401	57,024	56,067	43,763	27,114	24,072	-3,042	-11%
L-N Congressional Universe (searches)	1,137	1,204	894	1,047	699	1,478	969	1,219	250	26%
L-N Statistical Universe (searches)	2,848	3,350	3,228	3,411	3,310	2,897	1,884	1,463	-431	-23%
Library Lit (FS:Block, Wilson searches 1/04)	365	494	350	807	1,014	1,140	870	1,188	318	37%
LitFinder (searches)		243	1,692	1,502	1,444	1,395	ND	1,407	1,407	0%
Materials Science: A SAGE Full-Text Collection (1995-)						986	768	576	-192	-25%
MathSciNet (9/05-) (sessions)					2,175		5,690	460	-5,230	-92%
Meteorological & Geostrophysical Abstracts: SAGE FT Collection (2006-)							4,871	1,587	-3,284	-67%
MLA Directory of Periodical SAGE(queries)							1,352	1,753	401	30%
MLA International Bibliography SAGE (queries)							10,744	6,391	-4,353	-41%
MnPALS (visits)	1,079	485	2,218	983	1,724	2,527	10,744	123,129	11,512	10%
National Criminal Justice Ref Svc: Abs: SAGE (queries)					110,884	116,463	111,617			
National Criminal Justice Ref Svc: Abs: SAGE (queries)					5,381	12,615	9,913	1,639	-8,274	-83%
NetLibrary (Mtx: accesses)	284	1,154	2,345	2,538	5,622	5,086	7,439	8,873	1,434	19%
Oxford English Dictionary (sessions)					10,595	17,620	2,039	4,423	236	5%
PfO(Chadwyck-H) [1/00-] (searches)	467	468	531	972	1,286	1,529	497	560	63	13%
Philosopher's Index (CSA) (10/05-)							5,612	5,272	-340	-6%
Political Science: A SAGE Full-Text Collection (1982-)					12,649		9,956	10,703	747	8%
Poling the Nations (4/02-) (sessions)		17	116	140	1,071	158	49	94	45	92%
ProQuest Newspapers(searches) (use PQIN)				9,494	19,464	23,958	81,612	38,763	-42,849	-53%
PsyInfo (CSA) [9/01-] (queries)		19,360	16,394	22,467	37,937	48,987	62,153	68,246	6,093	10%
Psychology: A SAGE Full-Text Collection (queries) (1970-)						14,040	42,575	13,507	-29,068	-68%
RIACheckpoint (7/02-, sessions)					1,427	264	402	0	-402	-100%
RILM (CSA)	442	344	347	571	1,707	2,669	4,434	5,186	752	17%
Sanborn Maps of Minnesota (7/02-) (visitors)				96	138	105	61	32	14	-18
ScienceDirect (no. searches)	1,091	6,918	10,702	13,900	21,595	15,253	9,166	9,777	611	7%
Scopus (no. searches)					2,065	8,052	18,007	10,782	-7,225	-40%
Social Svcs Abs (CSA)(Searches)	10,563	2,379	2,366	2,706	8,048	15,684	17,631	18,440	809	5%
Sociological Abs (CSA)(Searches)	2,374	4,682	3,471	5,260	12,781	23,039	29,566	22,605	-6,961	-24%
Sociology: A SAGE Full-Text Collection (1982-)(Searches)					13,640		10,809	12,018	1,209	11%
Urban Studies & Planning: A SAGE Full-Text Collection (1982-)					12,727		9,918	10,619	701	7%
Web Resources Related to Soc Sci (CSA)	16,092	28,019	28,573	50,064	73,184	81,814	116,131	82,969	-33,162	-31%
Web Resources Related to Natural Science (CSA)			131	1,806	4,022	860	105	225	120	114%
Westlaw (Campus Research) (4/03-) (total connect)	737	263	380	414	535	644	934	1,040	106	11%
Women Writers Online (Brown Univ) (hits)				97	224	283	328	331	3	1%
WorldAlmanac (requests)							29,238	23,582	-5,656	-19%
WorldCat (FS:MTX)	5,399	9,033	15,440	23,988	22,878	18,552	29,238	23,582	-5,656	-19%
Worldwide Political Science Abs (CSA)(Searches)	1,041	992	1,294	1,522	6,173	13,491	16,332	16,148	-184	-1%
TOTAL	119,646	188,424	242,621	304,958	794,559	913,983	1,423,855	1,286,403	-137,452	-10%

Appendix R – Periodicals

Table 45: Serial Subscriptions Comparison

	FY02	FY03	FY04	FY05	FY06	FY07	FY08	% Change
Current periodicals subscriptions (total titles including bound/fiche):	1,441	1,796	1,737	1,615	1,565	985	955	-3.05%
Electronic journal subscriptions:	1,785	2,474	2,194	2,614	3,033	6,369	7,256	13.93%
Electronic journals held in aggregated databases	14,042	14,695	16,139	9,206	12,904	15,623	21,529	37.80%
Electronic databases for indexing/abstracting	41	63	55	37	40	43	44	2.33%
Electronic databases for full-text reference sources	19	20	21	25	32	39	45	15.38%

Appendix R – Periodicals

Table 46: 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 S – Reference Services

Table 47: Reference Questions Serviced Comparison

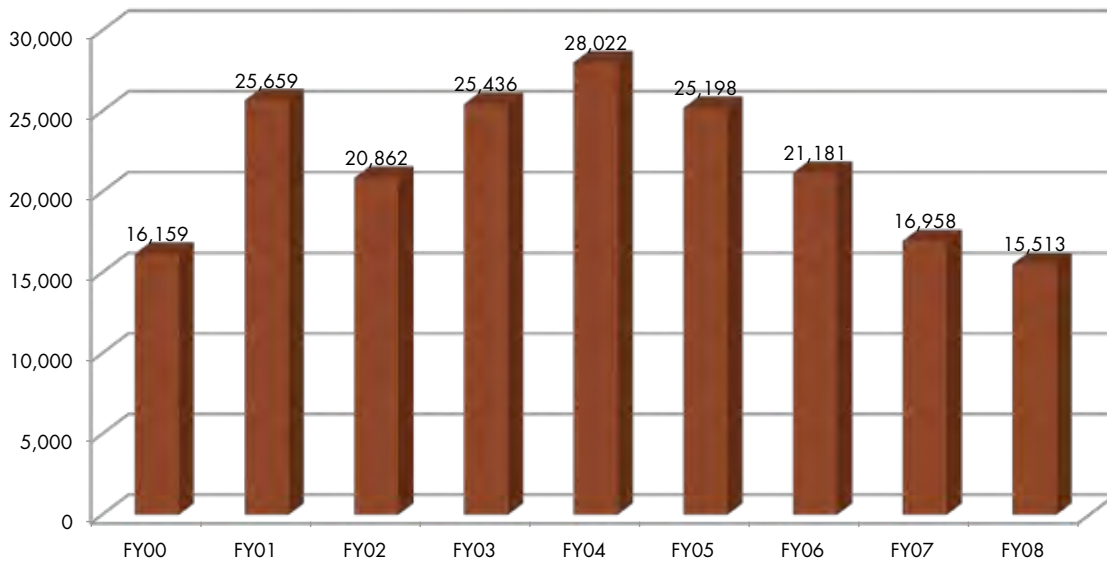
	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	% Change
Number of questions	16,159	25,659	20,862	25,436	28,022	25,198	21,181	16,958	15,513	-8.52%
Number of reference transactions in a typical week (ALS/IPEDS):				825	766	834*	672	556	497	-10.61%

*excludes virtual reference

Decrease from FY07 possibly due to new staff and different approaches to recording directional questions

Appendix S – Reference Services

Chart 11: Reference Questions Serviced Comparison



Appendix S – Reference Services

Table 48: Reference Question/Transaction Types

Question type	Count	% of Total
Reference	9,504	61.26%
Technology	2,640	17.02%
Directional	3,369	21.72%
Total	15,513	100.00%

Transaction type	Count	% of Total
In person	12,783	89.37%
Telephone	949	6.63%
E-mail (AskRef)	518	3.62%
IM chat	54	0.38%
Total	14,304	100.00%

Totals include transactions from the Multicultural Resource Center
 Each transaction could have multiple questions
 Some IM chat transactions were probably not recorded since this had to be done manually after the IM chat session was completed

Appendix T – University Archives and Special Collections

Table 49: Archive Reference Requests by Type

Request Type	Requests
University-related	200
Minnesota authors manuscript collections	20
Records retention	17
Rare books and special collections	17
Central Minnesota Historical Center	3
Other	28
Total	285

Appendix T – University Archives and Special Collections

Table 50: Archive Reference Requests by Patron Affiliation

Patron Type	Requests
Faculty	36
Staff	92
Student	83
Alum	14
Community member	60
Total	285

Appendix T – University Archives and Special Collections

Table 51: Copies Provided by Type

Copy Type	# Provided
Photocopies	1,022
Scans	194
Loans	9
Total	1,225

Appendix T – University Archives and Special Collections

Table 52: Linear Feet of Archives Added Comparison

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

Appendix T – University Archives and Special Collections

Table 53: Images Added to Archives Digital Collection

	FY08
Images added	186
Total # images	275

Appendix U – Computer Labs – General Access

Table 54: 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
Riverview General Access Lab	R 10		25	25
Student Recreation Center General Access Lab	SRC 57A	2	6	8
Stewart Hall General Access Lab	SH 326		20	20
Total		85	521	606

Appendix V – Computer Store

Table 55: Computer Store Sales by Product and Customer Type

FY08 Customer Type	Systems						FY08 \$ Sales	FY07 \$ Sales	% Change
	Macintosh	Windows	Printers	Software	Supplies	Other Items			
University Departments	\$366,470	\$1,020,801	\$69,222	\$177,758	\$192,109	\$94,501	\$1,920,861	\$1,559,695	23.16%
Faculty	\$94,427	\$14,849	\$2,445	\$24,152	\$8,728	\$7,647	\$152,249	\$95,371	59.64%
Staff	\$16,567	\$8,435	\$656	\$8,384	\$3,518	\$2,724	\$40,284	\$37,382	7.76%
Students	\$244,145	\$263,372	\$7,734	\$179,339	\$29,563	\$29,069	\$753,221	\$534,615	40.89%
Total	\$721,609	\$1,307,456	\$80,057	\$389,633	\$233,918	\$133,941	\$2,866,614	\$2,227,063	28.72%

Appendix V – Computer Store

Table 56: Computer Store Systems Sold Comparison

Customer Type	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	% Change
University Departments	505	552	1154	536	1040	1344	824	1159	40.66%
Faculty	38	53	30	35	61	73	43	66	53.49%
Staff	50	12	14	21	25	22	17	19	11.76%
Students	43	83	160	188	222	309	260	312	20.00%
St Cloud Technical College						0	66	42	-36.36%
Total	636	700	1,358	780	1,348	1,748	1,210	1,598	32.07%

Total MAC Sold FY08
439
Total PC Sold FY08
1159
Total Handhelds Sold FY08
326

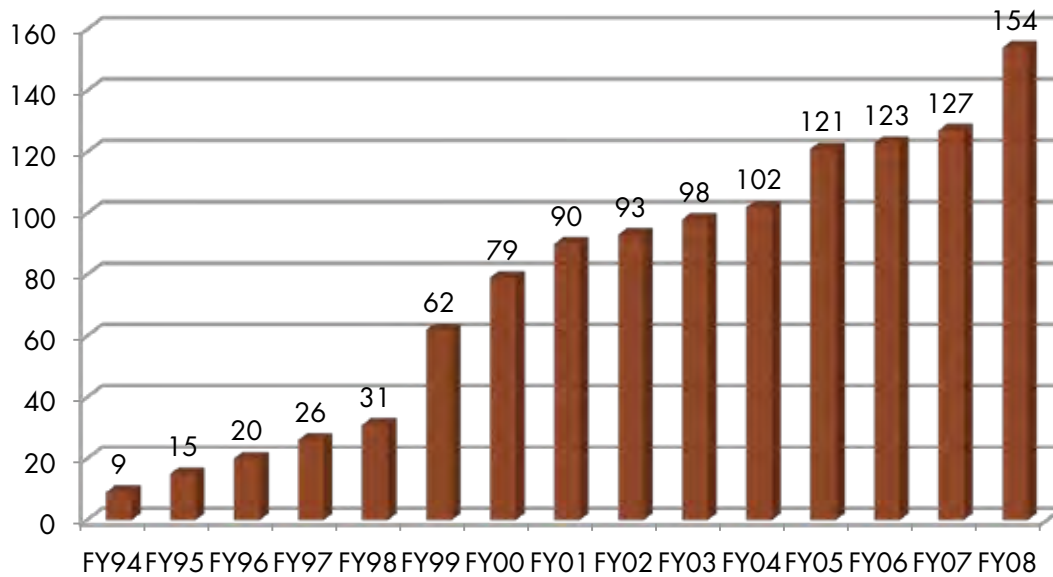
Appendix W – Electronic Classrooms/Audiovisual Support

Table 57: 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
Total	154	

Appendix W – Classroom/Audiovisual Support

Chart 12: Electronic Classroom Growth



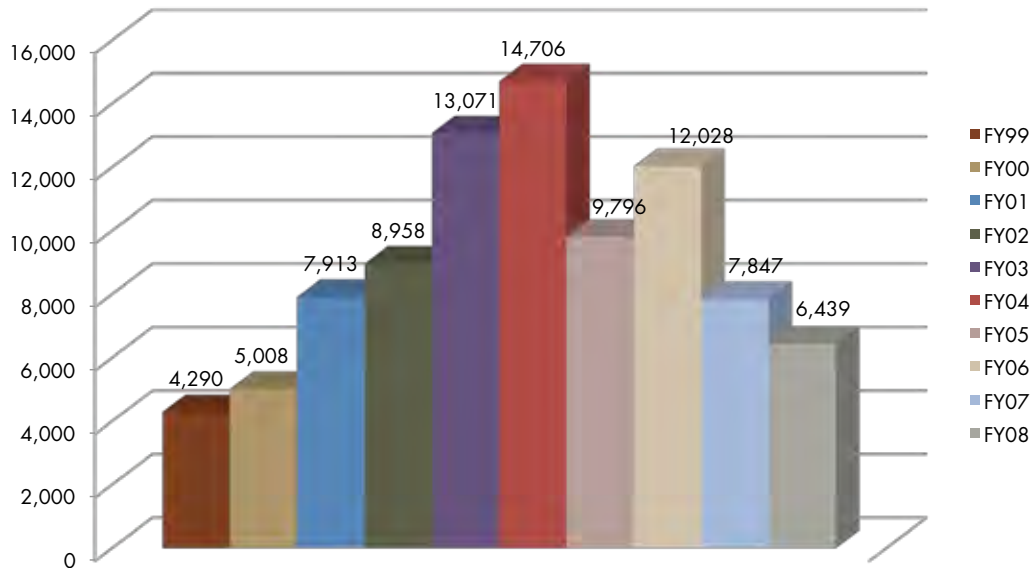
Appendix X – HelpDesk

Table 59: HelpDesk Ticket Comparison

Semester	FY99	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Fall	2,477	2,543	3,296	3,879	6,436	7,633	4,442	4,998	4,528	3,082
Spring	1,813	2,465	4,617	5,079	6,635	7,073	5,354	7,030	3,319	3,357
Total	4,290	5,008	7,913	8,958	13,071	14,706	9,796	12,028	7,847	6,439
Change from Previous Year		16.74%	58.01%	13.21%	45.91%	12.51%	-33.39%	22.78%	-34.76%	-17.94%

Appendix X – HelpDesk

Chart 13: HelpDesk Ticket Comparison



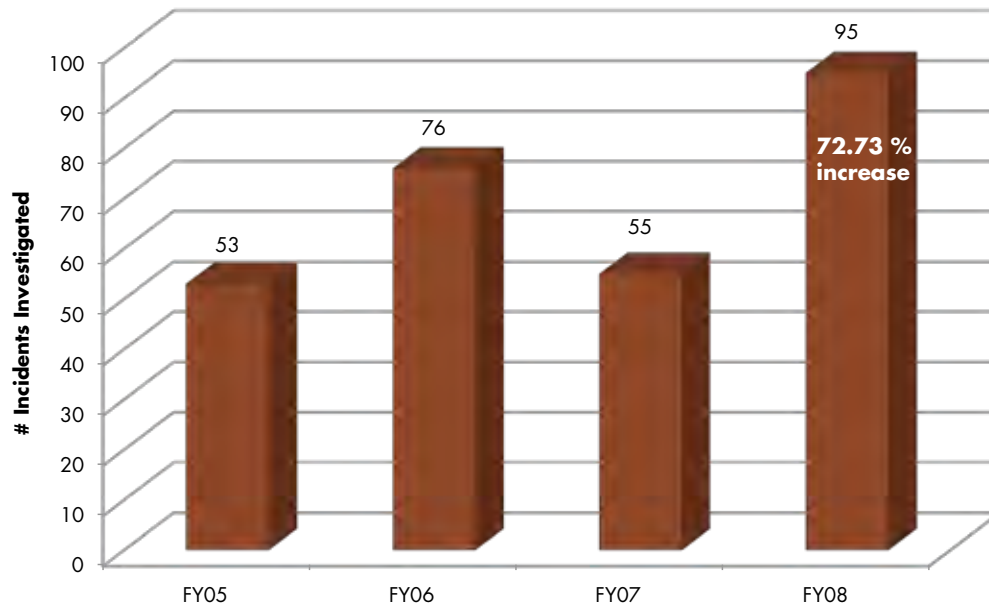
Appendix X – HelpDesk

Table 60: HelpDesk Door Count

	February	March	April	May	June	FY08 Total
Door Counter installed 2/08	546	2,712	2,541	2,717	1,491	10,006

Appendix Y – Information Technology Security

Chart 14: Incidents Investigated



Appendix Z – ITV/Video Conferencing

Table 61: Total Video Conferencing Events and Hours Comparison

Events	FY06			FY07			FY08			
	ITV	MediaSite	Total	ITV	MediaSite	Total	ITV	MediaSite	Connect	Total
Classes	59	14	73	47	28	75	42	35	16	93
Meetings	55	3	58	66	0	66	50	0	15	65
Seminars/Training	0	9	9	2	41	43	6	28	3	37
Total	114	26	140	115	69	184	98	63	34	195
% Change from previous year						31.43%				5.98%
Hours										
Classes	1,785	192	1,977	1,242	819	2,061	1,280	640	750	2,670
Meetings	87	6	93	152	0	152	78	0	21	99
Seminars/Training	0	18	18	5	50	55	15	33	9	57
Total	1,872	216	2,088	1,399	869	2,268	1,373	673	780	2,826
% Change from previous year						8.62%				24.60%

Appendix Z – ITV/Video Conferencing

Table 62: ITV Events and Hours Hosted/Received

Events Type Hosted	Summer 2007	Fall 2007	Spring 2008	FY08 Total
For credit courses	3	19	17	39
Meetings	2	5	7	14
Seminars	0	1	4	5
Total	5	25	28	58
Hours Hosted				
For credit courses	72	598	570	1,240
Meetings	3	8	12	23
Seminars	0	2	9	11
Total	75	608	591	1,274
Events Type Received				
For credit courses	0	2	1	3
Meetings	8	9	19	36
Seminars	0	1	0	1
Total	8	12	20	40
Hours Received				
For credit courses	0	24	16	40
Meetings	14	17	24	55
Seminars	0	4	0	4
Total	14	45	40	99

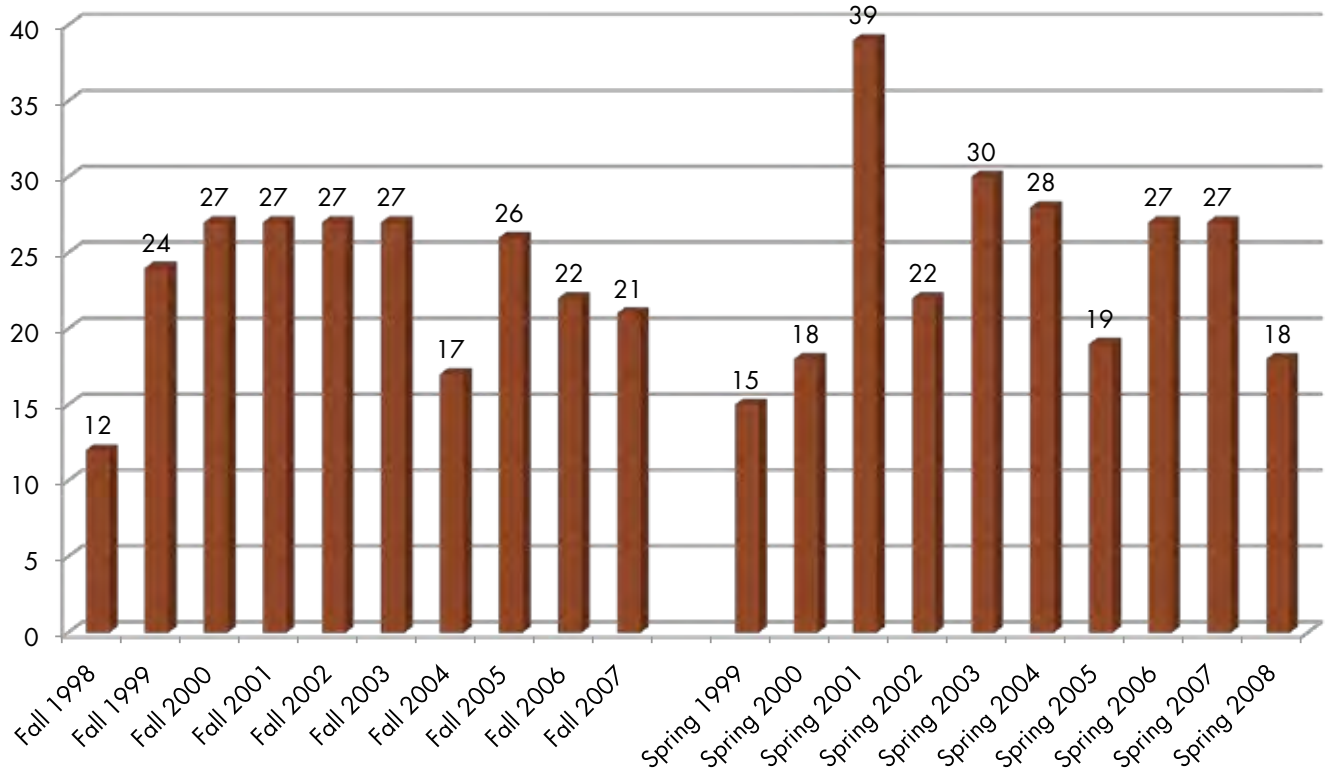
Appendix Z – ITV/Video Conferencing

Table 63: ITV Events and Hours Hosted/Received Comparison

Events Type Hosted	FY06 Total	FY07 Total	FY08 Total	% Change
For credit courses	54	45	39	-13.33%
Meetings	16	9	14	55.56%
Seminars	0	1	5	400.00%
Total	70	55	58	5.45%
Hours Hosted				
For credit courses	1,727	1,186	1,240	4.55%
Meetings	26	22	23	4.55%
Seminars	0	3	11	266.67%
Total	1,753	1,211	1,274	5.20%
Events Type Received				
For credit courses	5	2	3	50.00%
Meetings	39	57	36	-36.84%
Seminars	0	1	1	0.00%
Total	44	60	40	-33.33%
Hours Received				
For credit courses	58	56	40	-28.57%
Meetings	61	130	55	-57.69%
Seminars	0	2	4	100.00%
Total	119	188	99	-47.34%

Appendix Z – ITV/Video Conferencing

Chart 15: ITV Classes at SCSU



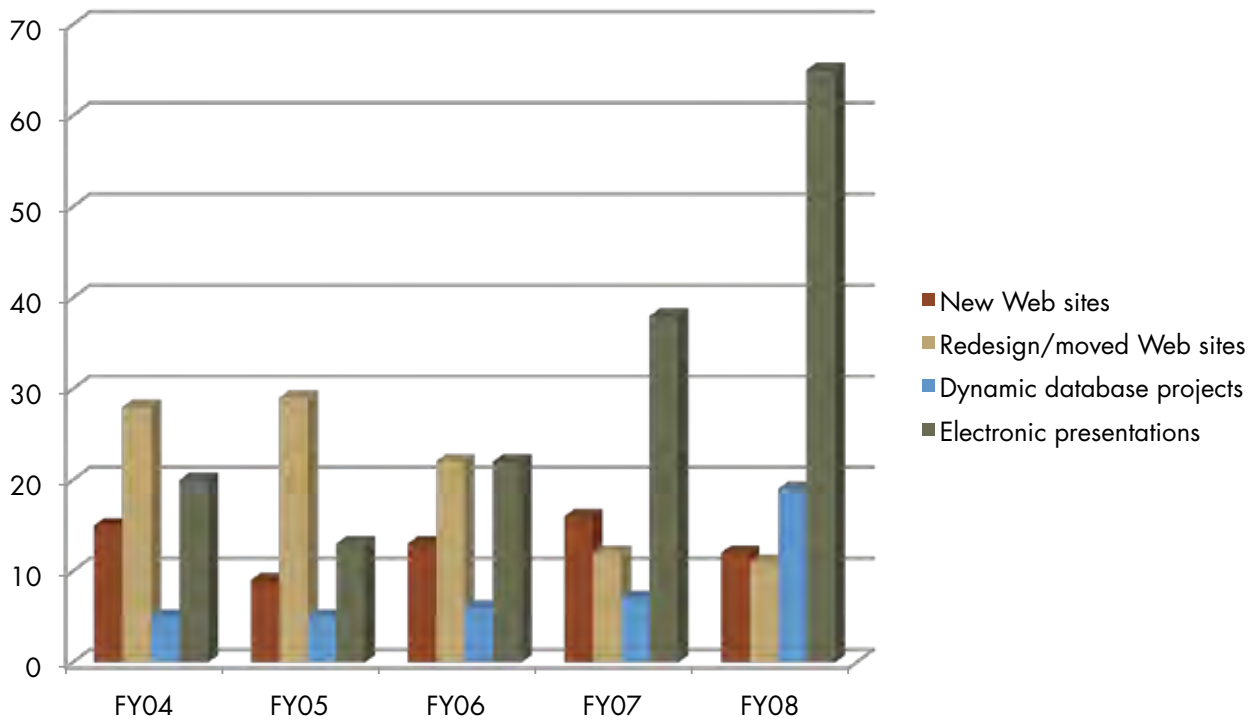
Appendix AA – Multimedia/Web Production Services

Table 64: Multimedia/Web Projects Comparison

	FY04	FY05	FY06	FY07	FY08	% Change
New Web sites	15	9	13	16	12	-25.00%
Redesign/moved Web sites	28	29	22	12	11	-8.33%
Dynamic database projects	5	5	6	7	19	171.43%
Electronic presentations	20	13	22	38	65	71.05%
CD/DVD projects	7	25	56	64		-100.00%
CDs created	608	480	857	829	850	2.53%
DVDs created	10	795	2281	313	400	27.80%
Online/D2L projects	38 faculty 15 departments	66 projects 26 departments	88 projects 24 departments	134 projects 30 departments	61 faculty 24 departments	

Appendix AA – Multimedia/Web Production Services

Chart 16: Multimedia/Web Projects Comparison



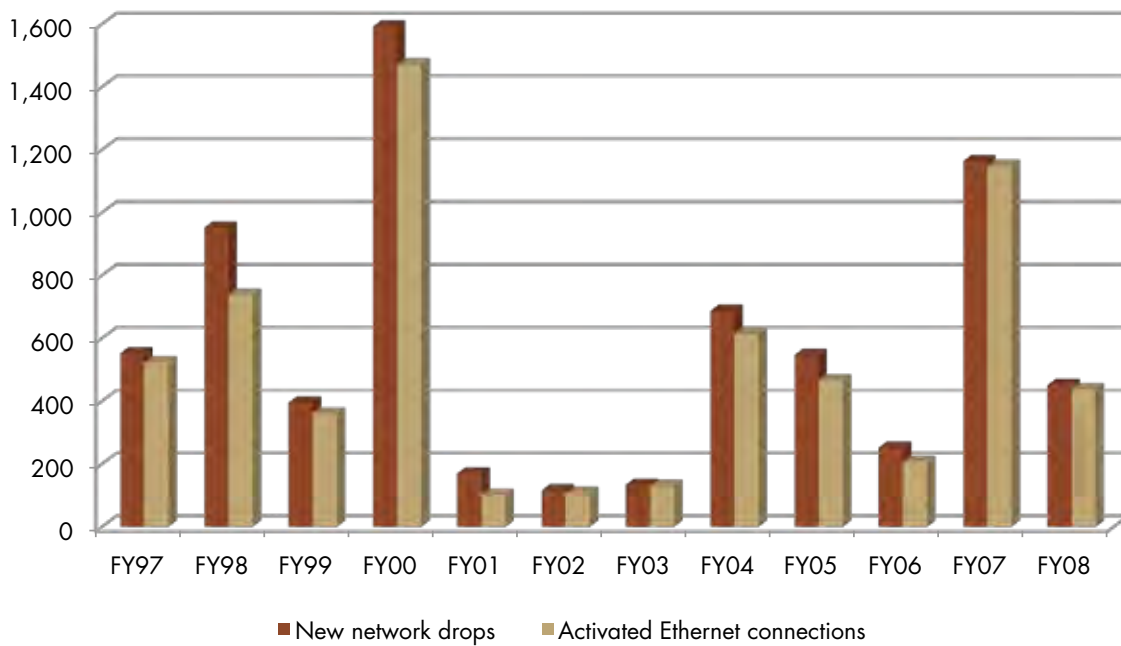
Appendix BB – Networking

Table 65: Campus Ethernet Infrastructure Statistics

	FY97	FY98	FY99	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08
New network drops	551	952	395	1592	169	115	133	686	546	251	1,163	450
Activated Ethernet connections	523	738	360	1470	100	107	129	614	465	206	1,148	436

Appendix BB – Networking

Chart 17: Campus Ethernet Infrastructure Statistics



Appendix BB – Networking

Table 66: Total Campus Ethernet Ports

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

Appendix BB – Networking

Table 67: Network/System Uptime

Year	Uptime	Total Hours	Avg. Monthly	
			Total Downtime	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%	8,760	5.25	0.44

Appendix BB – Networking

Table 68: Reasons for Network/System Downtime

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

Appendix BB – Networking

Table 69: Number of Registered Campus Wireless Users

	Number	% HuskyNet Accounts	Total HuskyNet Accounts
FY00	0		
FY01	0		
FY02	0		
FY03	85		
FY04	552	3.04%	18,172
FY05	1,474	6.64%	22,202
FY06	5,588	19.66%	28,416
FY07	6,420	23.21%	27,658
FY08	7,153	26.83%	26,658

Appendix BB – Networking

Table 70: Campus Wireless Network Coverage

Building	Building Coverage	Nodes	% of Campus
801 Building	100%	2	3.00%
Administrative Services	100%	6	4.00%
Alumni House	100%	1	2.00%
American Indian Center	100%	1	2.00%
Atwood Memorial Center	100%	9	4.00%
Brown Hall	100%	6	3.00%
Business 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	4.00%
Engineering & Computing Center	100%	10	4.00%
Garvey Commons	100%	3	3.00%
Halenbeck Hall	85%	7	4.00%
Harold E. Anderson Entrepreneurial Center	0%	0	0.00%
Headley Hall	100%	5	4.00%
Health Center	100%	2	2.00%
Heating Plant	80%	1	2.00%
Kiehl Visual Arts Center	100%	5	4.00%
Lawrence Hall	100%	3	4.00%
Maintenance Building	100%	1	2.00%
Wick Science Building	100%	11	4.00%
James W. Miller Learning Resources Center	100%	12	4.00%
National Hockey Center	100%	5	4.00%
North Office Center	100%	1	2.00%
Performing Arts Center	100%	7	4.00%
Public Safety	100%	1	2.00%
Rec Center/Stadium	100%	8	4.00%
Richard Green House	100%	1	2.00%
Riverview	0%	0	0.00%
Stewart Hall	100%	13	4.00%
Whitney House	100%	2	4.00%
Women's Center	100%	1	2.00%
Total		159	99.00%

Appendix BB – Networking

Table 71: 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 CC – ResNet

Table 72: 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%

Appendix CC – ResNet

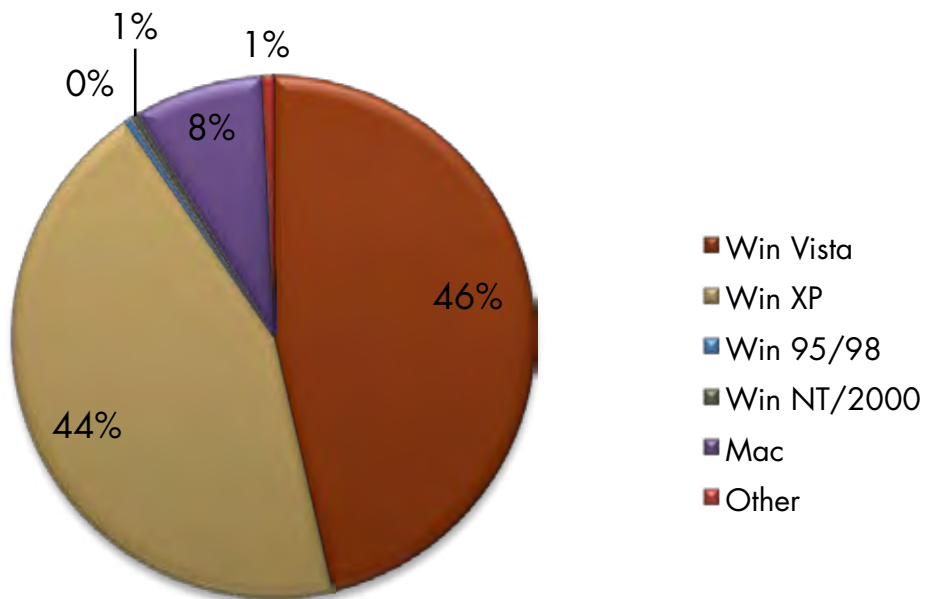
Table 73: Percentage of Residence Hall Rooms with One or More Active Wired Connections

	Fall 1998	Fall 1999	Fall 2000	Fall 2001	Fall 2002	Fall 2003	Fall 2004	Fall 2005	Fall 2006	Fall 2007
# Rooms	1594	1594	1594	1594	1594	1668*	1668	1668	1668	1668
# with active connections	660	888	1160	1299	1462	1530	1501	1476	1446	1420
% active	41.41%	55.71%	72.77%	81.49%	91.72%	91.73%	89.99%	88.49%	86.69%	85.13%

* Stateview Apartments & Lawrence Hall added

Appendix CC – ResNet

Chart 18: Residence Hall Operating System Registration, FY08



Appendix DD – Statistical Consulting

Table 74: Project Category Comparison

Graduate student and/or faculty projects	
Fall 2007	18
Spring 2008	30
Subtotal	48
External projects	
Fall 2007	0
Spring 2008	0
Subtotal	0
University department/organization	
Fall 2007	7
Spring 2008	5
Subtotal	12
Online Surveys	
Fall 2007	7
Spring 2008	14
Subtotal	21
Course evaluations	
Fall 2007	15
Spring 2008	11
Subtotal	26
Total Projects	107

Appendix DD – Statistical Consulting

Table 75: Project Fiscal Year Comparison

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

Appendix DD – Statistical Consulting

Table 76: Software Training Comparison

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

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

Appendix EE – User Accounts

Table 77: HuskyNet Accounts Created

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

Appendix EE – User Accounts

Table 78: HuskyNet File Space Use – Snapshot in July 2008

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	93	0	2,182	27	16	1	2,198	0	2,859
Department, supplemental	871	44	40,013	278	4,382	62	44,395	91	13,057
Emeritus	243	1	6,386	136	1,012	33	7,398	0	21,194
Faculty/staff	1,800	59	384,908	1,619	24,759	486	409,667	2,953	398,641
Faculty/staff, supplemental	8	1	81	5	49	1	130	0	420
Student Organizations	218	1	9,068	150	4,647	196	13,715	0	5,322
Student Organizations, supplemental	9	0	622	6	341	4	963	0	88
Students	22522*	2,056	1,650,987	19,600	43,853	6,041	1,694,840	407,953	408,206
Type B & C users	9	0	12	5	0	1	12	0	738
Camp & Temporary Accounts	300	1	12,166	165	0	0	12,166	253	146
Community Patron	564	0	0	0	0	0	0	2,763	0
Resource Accounts	21	1	0	0	0	0	0	0	50
Totals	26,658	2,164	2,106,425	21,991	79,059	6,825	2,185,484	414,013	850,721

*Student numbers reflect allowing graduated students to retain their e-mail accounts

Appendix EE – User Accounts

Table 79: HuskyNet File Space Use Comparison

Date	Active Accounts	Disabled Accounts	File Space (MB)	# Using File Space	Web Space (MB)	# Using Web Space	Total File & Web (MB)	Profile Space (MB)	Mail (MB)
October 2003	18,564	3,944	105,259	7,456	14,817	2,177	120,092	33,978	*
July 2005	22,202	4,939	626,725	15,766	53,808	3,734	680,532	188,118	*
July 2006	28,416	2,385	1,271,570	17,711	88,553	4,555	1,360,050	235,281	*
July 2007	27,658	2,624	1,250,199	12,685	63,109	2,546	1,313,329	217,741	*
July 2008	26,658	2,164	2,106,425	21,991	79,059	6,825	2,185,484	414,013	850,721
Change from previous year	-3.62%	-17.53%	68.49%	73.36%	25.27%	168.07%	66.41%	90.14%	NA

*not previously reported