St. Cloud State University

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7-1999

LR&TS Annual Report 1998-1999

St. Cloud State University

Learning Resources & Technology Services

Annual Report
1998 • 1999

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LR&TS Faculty and Staff

Dean's Office
Dean .... Kristi Tornquist
    Administrative Assistant .... Linda Kappes / Ann Chmelewski
    Faculty Assistant to the Dean................................ Christine Inkster

Academic Computer Services (ACS)
Director .... Randy Kolb
    Clerk Typist .... Lisa Rarick / Lisa Brand
    Computer Store.. Carl Schmitt
    Unix Systems Administrator.................................. Larry Schafer
    VAX/VMS Systems Administrator....................... Gordie Schmitt
    Operations/User IDs.. Diane Schmitt
    Computer Lab Manager.. Dave Wogen
    User Services, College of Business......................... Dan Michaels
    User Services, College of Education....................... Jim Pesta
    HelpDesk / Computer Store .... Mike Graveen
    User Services, COSS / Computer Store.................. Daryl Scholz

Access Services
Coordinator .... Harlan Jensen
Interlibrary Loan Coordinator................................... Karen Thoms
    Library Technician... Joan O'Driscoll
Distribution Coordinator.. Harlan Jensen
    Librarian Technician... Jacolyn Hansen
    Clerk Typist .... Jan Pietron
    Audio Visual Aide.. Marilyn Moser
Circulation Coordinator.. Harlan Jensen
    Library Technician .... Laurie McClintock

Center for Information Media (CIM)
Coordinator .... Doreen Keable
    Clerk Typist 3.. Lucy Supan
CIM faculty .... Luther Rotto
    .... Dennis Fields
    .... Jeanne Hites
    .... Mert Thompson
    .... Judith Rodgers (fixed term)
    .... Marcia Thompson (fixed term)
    .... Robert Strack (fixed term)

Collection Services
Coordinator / Acquisitions Coordinator...................... Phyllis Lacroix
    Library Technician.. Diane Larson
    Office and Administrative Specialist, Senior .... Mary Krafnick
    Office and Administrative Specialist, Intermediate Wendy Springer
    Office Temp.. Mary Otremba (spring only)
Cataloging Coordinator.. Bonnie Hedin
    Library Technician.. Bonnie Theis
    Library Technician.. Melodie Dukowitz
    Cataloger .... Richard Iten (fixed term)
Systems Librarian .... Keith Ewing (sabbatical spring)

InforMedia Services (IMS)

Coordinator ....Jeanne Hites / Rich Josephson
    Library Technician...Pat Sauerer
    Information Technology Specialist 1.............................Sara Grachek
    Information Officer 2..Mary Shrode
    Audio Visual Education Specialist...............................Debbie Josephson
Technology Training...Jim Pehler
IMS faculty ....Celina Byers
    ....J. M. Nelson
    ....Fred Polesak
    ....Tom Stachowski

LR&TS Grants & Contracts

Coordinator ....Rich Josephson
    Media ....Ron Williams
    Information Officer 2..Jim Bertram

Technical Support Services (TSS)

Coordinator ....Randy Evans
    Shop Supervisor / Telecommunication Supervisor..........John Nies
        Distant Learning / AV Systems ....Dennis Murphy
    Central MN Distance Learning Network.......................Reuben Wagenius
        University Television ....Sam Johnson
        Electronic Classroom Support...................................Kelly Larson
        ITV Technician..Jeff Gallus
Network Engineering Coordinator..............................Phil Thorson
    Resident Hall Networks...Clint Forseth
    Info. Syst. Spec. 2...Thad Wakefield
    Info. Syst. Spec. 2...Jeff Hennen
    Info. Syst. Spec. 1...Tony Sorteberg
    Database ....Chris Brown
    Y2K..Tom Helin

User Services

Coordinator ....Sandra Williams
Government Documents Coordinator ....Sandra Williams
    Library Technician...Connie Hoffman
Periodicals Coordinator..Susan Motin
    Library Technician...Angela Wortham
Reference Coordinator..Robert Hauptman
    Library Technician...Debbie Binsfeld
Reference Librarians ....Fred Hill
    ....Chris Inkster
    ....Richard Iten (fixed term)
    ....Dae Lee
    ....Larry Lockway
    ....Bryan Miyagishima
    ....Renee Rude (sabbatical spring)
Central Minnesota Library Exchange (CMLE) Director..Trish Peterson
    Office Specialist..Jennifer Schwint
    Volunteer...Bill Kraft
University Archivist...Pat Schenk

Additional workers: 6 graduate assistants, about 150 student workers each term, and several volunteers.

LR&TS Mission, Vision, and Goals

LR&TS Mission:
Connecting You with Information and Technology
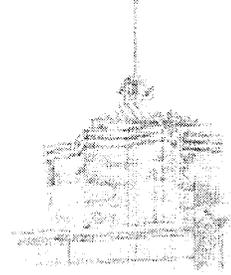
LR&TS Vision:
LR&TS will be an exemplary model for leadership and excellence in information and technology services for our learning community.

LR&TS Goals: LR&TS will . . .

- provide a safe, healthy, collegial work environment where faculty, staff, and student employees are respected and valued

- be an environment where innovation and excellent patron service will flourish

- be central to faculty and staff development in the use of information and technology

- continue to establish partnerships with business and educational institutions within central Minnesota

- receive foremost recognition from MnSCU and the legislature in information distribution, access, and technology, and the highest priority for funding

- strive for one national grant and national recognition per year

LEARNING RESOURCES AND TECHNOLOGY SERVICES
ACTIVITY SUMMARY for 1998/1999

Facts from 1998-1999:
- 375 computers in open labs
- 4300 requests supported by the Help Desk
- 468,000 dial up sessions
- 13,783 Tigger accounts
- 1,000 Resnet users
- $2,000,000 in sales by the Computer Store
- 137,000 books, media, reserves and government documents circulated
- 3,635 pieces of media equipment distributed
- 142 ITV courses, events and teleconferences delivered
- 20,418 interlibrary loan requests processed
- 6,800 additional items shared in the region via CMLE
- 348 students in Center for Information Media
- Materials budget: $536,815 serials
  - $477,680 books
  - $140,394 media
  - $1,154,889 total
- Serials: 1,307 paper subscriptions
  - 6,258 electronic subscriptions
  - 7,565 total subscriptions
- 575,000 people through Centennial Hall exit gates
- 20,572 reference questions answered
- 483 people used the archives
- 303 library instruction sessions for 4000 people
- 628 projects in Informedia Services
- 76 technology training sessions for 387 faculty and staff
- $1.6 million in grants
- 65 electronic classrooms
- 11 new, 9 redesigned , and 77 revised web sites
- 1,000 average user sessions per day on the LR&TS web site (4,000 hits)
- 9,600 average user sessions per day on SCSU web sites (138,000 hits)

LR&TS Dean's Office

During the third year of Dr. Kristi Tornquist's leadership, LR&TS continued to plan for transition to the new library facility, participated in several major planning activities, located additional resources to meet goals, and added or improved many services.
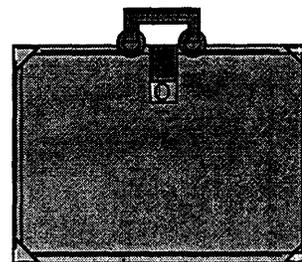
LR&TS Major Accomplishments:

Began construction of our new building
Began our strategic planning efforts
Reorganized to better serve our users
Conducted numerous faculty and staff searches
Obtained a $1.485 million regional center grant
Increased the number of electronic classrooms to nearly 60 by fall 1999
Began the development of intellectual property policies
Added evening staff coverage
Started transition planning
Completed our first unit-wide annual report
Engaged in Year 2000 planning
Added a full-time HelpDesk coordinator
Created a new LR&TS home page
Analyzed Computer Store operations
Added new databases
Increased our faculty and staff technology training
Began project development teams
Participated in MnLink discussions
Obtained statewide collection development monies
Met with all colleges to begin serials evaluation process
Hosted the 20th annual Children's Literature Workshop
Converted to semesters successfully

Statistics:

faculty members..27
support staff members..46
    AFSCME......................................21
    MAPE...22
    MMA..3

Challenges and Opportunities / Priorities for 1999-2000   (from Dean's Convocation address to LR&TS faculty and staff):

Year 2000   We must continue to serve as the leaders on campus.

New Building We are being called upon to have this building be the foremost library and technology center in the State. It is central to the campus goal to be among the top-ten comprehensive universities in the nation. It is central to the University theme of leadership in information technology.

LR&TS Strategic Planning We have made a good start on this plan. We have a good framework. Now we need to supply the details of how we will accomplish our goals. Our fully developed strategic plan will chart our path into the new millennium.

Distributed Learning as opposed to Distance Learning How are we going to provide information and technology resources to all of our users in all locations and at all times? The concept of distributed learning is broader than distance learning. As more and more of our teaching, learning, and scholarly activities depend on electronic resources, all learning has become"distributed" learning.   We need to constantly revamp how we think about serving our constituents. Next year we will have a clearly defined focus of service for all users at all times and in all locations.

Welcoming New Hires We need to work with all new hires to help them feel at home and provide them the focus they need to be productive in our environment so they will be integral parts of the LR&TS organization.

Taking Care of Each Other This coming year will be a hard year. We need to take care of each other throughout this process throughout this coming year. Next year at this time we will be organizationally and individually healthy, happy, focused, and productive.

A Commendation We are well on our way to achieving our vision of being an exemplary model for leadership and excellence in information and technology services for our learning community.   This year will be pivotal as we address the details of Y2K, the new building, our strategic plan, and distributed learning. Make it a fun year. Make it a year where we can look back next fall as we sit in our new auditorium and realize that all the details have been taken care of and we can celebrate our achievements.

Reorganization of Computing and Technology Services

Information Technology Services directed by Phil Thorson
    network services
    lab technology support
    server support

Instructional Technology and Infrastructure Services directed by Randy Evans
    ITV
    electronic classrooms
    audio/visual systems
    TV studio
    communications infrastructure

Computing and Technology User Services directed by Randy Kolb
    College technicians
    Help Desk
    Computer Store
    lab user support
    statistical support

Dean's Presentations at Conferences and Workshops:
    Keynote address (with Bob Hauptman)
        Iowa Library Association, ALA Spring Conference (Cedar Falls, Iowa)
    Program Chair: Faculty Teaching and Curriculum
        American Education Research Association (Montreal)
    Roundtable Facilitator: Scenarios
        Association of College & Research Libraries Conference (Detroit, Michigan)
    Panel Speaker: Distance Learning Perspectives
        Academic & Research Libraries Day (Anoka, Minnesota)
    Panel Speaker: Distance Education and Library Sources
        Minnesota Library Association (Rochester, Minnesota)

Faculty Assistant to the Dean

The Faculty Assistant to the Dean is a half time faulty position.
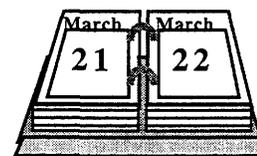
Progress on Meeting Stated Goals / Other Accomplishments

Personnel Issues
> Coordinated requests for staff training
> Coordinated planning and implementation of monthly LR&TS Enrichment
>   Sessions
> Planned and implemented a number of staff-recognition activities
> Coordinated graduate assistantship program
> Revised procedures for GA coordination

Building / SecurityResponsibilities
> Collaborated with others in LR&TS to plan calendars for LR&TS services,
>   readjusting services to accommodate semesters
> Served as liaison to University Public Safety and LR&TS maintenance staff
>   for building security issues
> Coordinated spring state-wide tornado drill efforts in LR&TS

Public Relations Activities and Special Projects
> Arranged for LR&TS display for New Faculty Information Fair in Atwood
> Sent messages to SCSU_Faculty as needed to publicize new things at LR&TS
> Coordinated collection and final report of data for IPEDS report and other
>   statistical requests
> Chaired major revision of Student Technology Handbook

Challenges and Opportunities:
> Assisting with transition to new Faculty Assistant to the Dean

Resource Needs:
> Continued need for Associate Dean of LR&TS

Academic Computer Services (ACS)

ACS's overall goal is to position LR&TS as the campus and regional leader in the areas of information and delivery, education, and service. To achieve that goal, ACS has concentrated on rethinking the concept and practice of service and support, modeling technology usage, communicating with and educating each other as well as clients and constituents, and continuing to equip our classrooms, labs, and learning facilities with up-to-date technology.
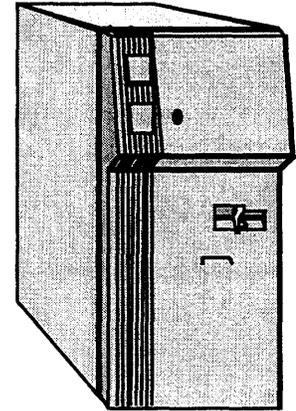
Progress on Meeting Stated Goals / Other Accomplishments:

Replaced support staff
    full-time position in COB
    half-time position in COSS
    half-time position in Computer Store
Managed 375 computers in open labs
    purchased and installed 96 computers
    purchased and updated software
    monitored and documented utilization of new laser printers installed
       prior to fall semester
Recorded approximately 317,000 student open lab contact hours (an increase from 100,000 student open lab contact hours FY 97-98), with overall utilization rate of about 39%
Increased utilization of mainframe servers (Tigger and Condor) services
Increased dialup access lines from 128 to 144 (April, 1999)
Recorded over 468,000 hours of connect time to students, faculty, and staff on network dialup access lines
Provided HelpDesk support to over 4,000 faculty, staff, and students
Salvaged 30 upgraded 486 PCs from Fingerhut donation of 60 PCs
Provided extensive statistical support to over 60 faculty and graduate students with small staff of 2 undergraduates and guidance from David Robinson, Statistics Department
Coordinated referral calls for outsourcing repair of 266 pieces of equipment
Provided 87 student-oriented workshops with overall attendance of 762 students

Statistics:

Tigger accounts 13,873
    Faculty 797
    Students 12,846
    Staff 230

User logins..7,603,484 sessions
    Processor time...............................12,381 hours
    Connect time...............................669,185 hours
    Pages printed...............................90,826 pages

HelpDesk
    Student requests...............................3,541 (82.5%)
    Faculty requests...............................548 (13.8%)
    Staff requests...............................201 (4.0%)
    Total requests...............................4,290

Open Computer Labs
    Pages printed on lab laser printers..... 1,185,362 pages
    Total student contact hours...................316,896 hours

                                  (8.5% growth from 1997-98)

Dialup Accesses (128 accesses most of the year; now 144)
    User contact hours...............................468,969 hours

                                  (40% growth from 1997-98)

    Typical user profile
        Students...............................85.1%
        Faculty / staff...............................14.9%

Challenges and Opportunities:

Providing access to quality student computing facilities in support of their needs

Providing adequate staff support for a rapidly expanding base of users with limited increases in staff

Developing a working environment that promotes a team atmosphere

Providing a financial plan that supports the ongoing technology needs of the University

Remaining technologically knowledgeable so as to be proficient in the various work activities and be able to discuss future changes in our environment

Providing easy access to all users of open labs with a security system tied to a common card system

Working within the policies of MnSCU and SCSU and providing the best service and products possible to the University and its constituents

Working within the LR&TS Strategic Planning framework and provide the best service and products to students, faculty and staff

Properly addressing the Year 2000 situation and ensuring that all modifications needed to make systems work beyond 2000 will be made

Establishing a student computing leasing program for students
Establishing a Computer Service Center in conjunction with a third-party
vendor which would provide service to University and its constituents

Resource Needs:

Recent increases in staffing should help alleviate the backlog of work in
supporting faculty and students in their use of computing and other
technologies
Staff reorganization within LR & TS needs to continue
Equipment needs are still a high priority
With increased staff, additional workstations are needed.
Computer Store procedures need to be finalized so that all of the people
involved with it will have a clear picture of how the various activities
will be accomplished
A new messaging/calendaring system is needed for the entire campus
A significant improvement in support of statistical analysis is needed on
campus
Training funds needed for student workers and staff

Academic Computer Services • Computer Store

The Computer Store, located in ECC 101, provides the
following services to students, faculty, and staff of SCSU: special
educator discounts on Macintosh, Digital/Compaq, and
Gateway computers; sale of printers, peripherals, and software;
payment plans; and consultation and installation assistance.
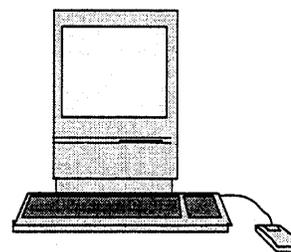
Progress on Meeting Stated Goals / Other Accomplishments:
> Worked with Legislative audit team and SCSU Business Office to review and
> revise Computer Store's bookkeeping, documentation, and procedures
> Planned for changes suggested by audit
> Planned for location in new library facility

Statistics:

<u>Sales to SCSU constituents</u>

university	$ 1,677,125
faculty	$ 117,537
staff	$ 40,139
students	$ 169,881
TOTAL sales	**$ 2,004,683**

<u>Equipment purchased for university</u> (with net profits from sales)

4 laptops and 1 video projector	$ 18,635
8 workstations for ACS staff	$ 19,400
HelpDesk software	$ 3,600
3 workstations for HelpDesk	$ 6,500
TOTAL purchases	**$ 110,000**

Challenges and Opportunities:

> Planning for new work environment in new facility
> Remaining technologically knowledgeable so as to be proficient in the
> various work activities and be able to discuss future changes in our
> environment
> Establishing a Computer Service Center in conjunction with a third-party
> vendor which would provide service to university and its constituents
> Examining ways to improve services, especially self-service approaches using
> technology
> Responding to SCSU Business Office recommendations to change operations

Resource Needs:
> Adequate facilities in new building to provide quality sales front and
> sufficient space to provide followup customer service

Access Services • Circulation

Circulation manages the checkout, return, renewal, and shelving of items in the general collection, the juvenile collection, and the reserve collection. Borrowing policies were implemented to adapt to the semester schedule, with the basic borrowing period extended from 3 weeks to 28 days.
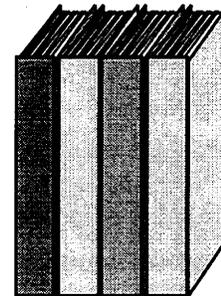
Progress on Meeting Stated Goals/Other Accomplishments:

Incorporated new system for processed fines for materials not returned on time

Implemented PALS changes as needed

Participated in PALS User Group meetings

Continued to plan for circulation services in the new facility

Installed Depcon Software and printer to daily print and distribute all LR&TS library reports from PALS

Installed MnSCU software; now enter all library fines for LR&TS departments directly on the student account

Adjustments (credits) can be charged directly to the student account, and new accounts can be created for non-SCSU student or community patrons

Updated faculty/staff listing

Updated graduate student list and adjunct faculty lists

Initiated process of e-mailing overdue notices to SCSU students and others with e-mail addresses; continued to develop other uses for e-mailing library notices (holds available, missing books found, recalls, etc.)

Assisted other groups in LR&TS in establishing e-mail for their library notices

Re-entered many of the library records that were not transferred from the old system to the new MnSCU system

Completed audit of all outstanding student fine accounts to determine which accounts had been transferred in

Shifted books to the top shelves in all quadrants because of a shortage of shelf space and an increase in the number of new books received; the space crunch continues

Updated fine and check-out policy to provide longer check-out period and longer grace period, to increase number of renewals from one to two, and to send overdue/reminder notices

Statistics:

See **Attachment A** for detailed summary.

Statistics Summary:

Books checked out...82,960
Books renewed...11,686
Reserve items checked out..39,994
Overdues processed...14,938

Challenges and Opportunities:

Training and retaining competent student workers
Continuing to plan for the start of MnLINK
Continuing to plan for changes in circulation procedures in the new facility
Maintain adequate storage for books as their numbers increase
Integration of new campus card

Resource Needs:

Retention of fines collected for replacement of lost/stolen items
On-going student worker assignments to maintain Circulation coverage

Attachment A

Circulation Statistics
July 1, 1998 - June 30, 1999

Books Checked Out..82,960
Book Renewals...11,686
Items checked out / Reserve Collection.............39,994

Overdues Processed...14,938

Fines Processed...7,741
Fines Collected... 4,413
Dollar Amount of Fines Collected.................. $ 23,477
Average Dollar Amount Per Fine........................$ 5.30

Book Carts Shelved...1,623

New Non-SCSU Barcode Applications................... 456
    community, alumni, non-SCSU MNSCU students, non-SCSU MnSCU faculty
Graduate Student Library Status Applications.......253
Barcodes Given on IDs... 4,500
    new applications, replacement barcodes

Missing Book Claims (forms received).................. 481
Found Missing Books...271
Withdrawn Books from Missing............................114
Withdrawn Books (Lost and Paid For)...................395
Withdrawn Books Repair.. 57

Overdue Notices e-mail notices sent
    (10/23/98-5/12/99)... 2,685
Recall and Holds Available e-mail notices sent
    (12/10/98-5/12/99)... 270
Missing (Available & Unavailable)
    e-mail notices sent (2/1/99-4/22/99).................. 91

Access Services • Distribution

Distribution Services provides campus-wide access to
instructional technology (VCRs, laserdisc projectors, movie
projectors, slide projectors), to nonprint media (videos, CD-
ROMs, 16 mm films, laserdiscs, instructional kits, etc.), and to
ITV facilities for courses and teleconferences.
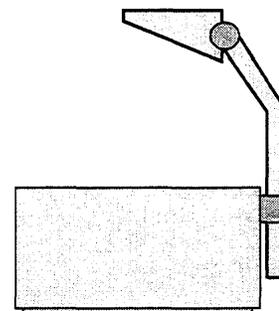
Progress on Meeting Stated Goals/Other Accomplishments:
> Assisted with preparing documentation for troubleshooting smart classrooms
> Added laptops for Distribution checkout for faculty and staff
> Hired evening supervisor for LR&TS
> Rearranged all videotapes in collection by Library of Congress call number
> Updated videotape checkout to PALS system
> Rearranged and weeded old materials from audio/visual section
> Beta tested and implemented new PALS booking module
> Trained workers on new PALS booking module
> Began decentralization of equipment from Distribution to campus buildings
> Began creating a long-range equipment plan
> Reviewed 225 theses, starred papers, and creative works
> Processed 60 outside (external) equipment repairs
> Surplused (weeded) 105 state-numbered inventory equipment items and
> > about 100 LR&TS in-house inventory items through Inventory Control

Statistics:
> See **Attachment B**.

Challenges and Opportunities:
> Creating policies and procedures for use of laptop computers
> Hiring, training, and retaining replacement staff and student workers
> Planning for how Distribution Services will work in the new facility
> Training staff and student workers in PALSTAC
> Supervising all LR&TS student workers during the evening hours
> Serving as troubleshooter for technical problems during evening
> Planning for updating of classrooms, including ITV and technology-enhanced
> > classrooms
> Maintaining copyright integrity and adherence to guidelines/laws
> Training faculty in the copyright laws and infringement penalties
> Creating a long-range replacement plan for equipment housed both in
> > LR&TS and decentralized in departments on campus

Resource Needs:
> Funds to continue updating equipment currently assigned to Distribution
> Funds to facilitate decentralization of Distribution, effective Fall 1999

Attachment B

Distribution Statistics *

	Charges	Renewals	Overdues Processed	Fines Processed	Dollars Collected	Records Added	Records Dropped**
Software & CD-ROM	225	7	93	1	$ 3.00	77	2
Cassette Tapes	545	14	114	11	116.00	86	117
Aids	78	9	20	0	.00	42	142
CD-Audio	1,550	11	279	18	82.00	220	4
Filmstrips	41	1	3	0	.00	0	505
Slides	68	2	21	9	90.00	5	287
Videodiscs	63	0	12	0	.00	14	0
Videotapes	9,394	1	1,089	148	1,455.94	1,221	32
Totals	11,964	45	1,631	187	$1,746.94	1,665	1,089

*   Due to the fact that PALSTAC runs by the calendar year rather than fiscal year, there was no way to run statistics from July 1, 1998, through June 30, 1999. Starting with July 1999, statistics will be run and retained monthly so that the 1999-2000 Annual Report will have statistics from the appropriate time period.

**   Records dropped for a number of reasons including out-of-date material, non-usage of material, and lost items.

Distribution Statistics from Audio/Visual Checkout FY98

	Total Quantity	Total Charges
Videotapes	11,689	**9,375
Camcorder	50	841
Tripods	61	602
TV/VCR Sets	72	812
Cassette Player/Recorder	128	315
Video Projector	11	303
Overhead Projector	170	281
Slide Projector	83	181
Laptops	4	62
Computer Projector	3	57
Tripod Screens	37	56
16mm Films	290	41
Public Address System	19	39
16mm Projector	25	25
Videodisc Player	3	20
Total Charges		3,635

*   These statistics were drawn from the audio/visual database and do run from July 1, 1998, through June 30, 1999. Next year these statistics will not be included, as this system will no longer be used for checking out items; all items will be checked out with the PALS booking module.

**   Total amount of video tapes in entire collection. Both the audio/visual statistics and the PALSTAC statistics are based on this total number.

Access Services • Interactive Television (ITV)

ITV facilities for courses and teleconferences are
scheduled and supported through Access Services. SCSU
supports five spaces for ITV reception and delivery for
courses, seminars, meetings, and teleconferences:
        Centennial Hall 62
        Centennial Hall 130
        Centennial Hall 133
        Education Building 230A
        Administrative Services Conference Room
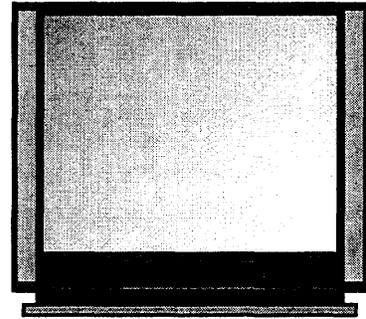
Progress on Meeting Stated Goals/Other Accomplishments:
        Organized ITV courses, including:
           scheduling
           room identification
           training and support to faculty
           publicity and promotion
        Organized teleconferences as requested by campus constituents
        Maintained ITV equipment as needed
        Assisted with preparing/updating documentation for troubleshooting smart
           classrooms
        Central Minnesota Distance Learning (CMDLN) moved from St. Cloud
           Technical College to SCSU
        Hired database technician to manage CMDLN
        Increased average number of ITV courses offered per term from 9.75 / quarter
           to 12.3 / semester

Statistics: (from LR&TS information and Continuing Studies)

    See **Attachment C.**

        Number of teleconferences...28
        Number of ITV courses scheduled.. 37
            (includes 10 Post Secondary Options courses)
        Number of events (SCSU host/receive)................................77
        Number of ITV hours used
            (includes classes, meetings, other events on ITV)......1,578
        Number of SCSU students in ITV classes............................. 751

Challenges and Opportunities:

    Meeting the challenges of increased ITV demand

Solving problems related to distance education (transmission, quality of teaching/learning, copyright issues, and availability of sites)

Maintaining currency in copyright issues related to ITV

Training faculty to use ITV effectively

Increasing the number of ITV offerings each term

Expanding the number of locations where we offer ITV courses and meetings

Resources Needed:

Evaluating the need to increase the number of ITV classrooms on campus

Funding to continue updating existing ITV classrooms and adding additional ITV classrooms on campus if needed

Funding to continue support of Central Minnesota Distance Learning (CMDLN)

Funding for staff and student workers to manage/trouble shoot CMDLN

Training for staff to maintain currency with new distance education equipment, systems, and guidelines

Attachment C

ITV Usage — 1993 - 1999

	Number of Courses	Number of Students
1993-94		
Summer 1993	3	43
Fall 1993	8	76
Winter 1994	11	169
Spring 1994	10	206
TOTAL	32	494
1994-95		
Summer 1994	6	120
Fall 1994	10	39
Winter 1995	11	235
Spring 1995	8	168
TOTAL	35	562
1995-96		
Summer 1995	10	158
Fall 1995	11	184
Winter 1996	13	245
Spring 1996	11	263
TOTAL	45	850
1996-97		
Summer 1996	6	179
Fall 1996	17	379
Winter 1997	17	448
Spring 1997	11	251
TOTAL	51	1,257
1997-98		
Summer 1997	5	94
Fall 1997	13	328
Winter 1998	12	240
Spring 1998	9	881
TOTAL	39 (9.75 / qtr.)	1,543
1998-99		Note: Changed to semesters this year
Summer Session II 1998	4	82
Fall 1998	12	203
Spring 1999	17	359
Summer Session I 1999	4	107
TOTAL	37 (12.3 / sem.)	751

ITV Courses 1998-99

(From Continuing Studies)	Stud. Sec 49	Stud. Sec 51	Stud. Sec 49	Stud. Sec 51	Stud. S49/51	Term Total
Course/Term						
Summer 1998						
EDAD 612 (Proc. + Assess. Evaluation Techniques)			11	11	22	
EDAD 654 (Leadership in Rural Schools)			13	11	24	
EDAD 655 (Technical Applications in Ed. Admin.)			13	10	23	
IM 683 (Teaching via ITV)			8	5	13	82
Fall 1998						
CFS 404/504 (Birth Order in Families)	7	0	1	4	12	
ENGL 461/561 (Teaching ESL)	0	0	1	2	3	
GEOG 490/590 (Issues in Urban Geography)	7	0	0	1	8	
IM 624 (Organization of Information Research)			5	4	9	
MATH 632 (Teaching Math in Secondary School)			5	2	7	
MATH 636 (Teaching Algebra in Secondary School)			3	1	4	
SPC 192 (Introduction to Speech Communication)	12	16			28	
ECON 201 (Intro. to Economics) **(PSEO)**	16	0			16	
MUSM 126 (History of Rock/Roll) **(PSEO)**	28	12			40	
POL 111 (In tro. to American Gov't.) **(PSEO)**	23	6			29	
FREN 101 (Elementary French I) **(PSEO)**	16	4			20	
SPAN 101 (Elementary Spanish I) **(PSEO)**	16	11			27	203
Spring 1999						
CFS 260 (Children in a Changing World)	20	6			26	
CFS 404/504 (Birth Order in Families)	8	0	5	1	14	
CJS 421/521 (Peace Officers Standards/Tr.: 1, 4, 6, 7)	11	0	5	1	17	
EDAD 620 (Introduction to School Law)			22	7	29	
EDAD 622 (Legal Aspects of Educ. Admin.)			20	17	37	
ENGL 463/563 (ESL and Culture)	6	2	18	3	29	
FIRE 378 (Real Estate Principles)	16	1			17	
MGMT 467/567 (Organization Theory)	20	6	1	2	29	
COMM 605 (Ethics & Critical Anal. in Mass Comm)			4	1	5	
COMM 630 (International Mass Communication)			1	3	4	
MATH 634 (Teaching Geometry in Secondary Sch.)			2	1	3	
SPC 192 (Introduction to Speech Communication)	12	13			25	
ENGL 184 (Into. to Literature) **(PSEO)**	25	5			30	
FREN 102 (Elem. French II) **(PSEO)**	17	0			17	
GEOG 111 (Intro. Global Geography) **(PSEO)**	25	0			25	
SSCI 104 (General Social Studies) **(PSEO)**	15	19			34	
SPAN 102 (Elem. Spanish II) **(PSEO)**	18	0			18	359
Summer I 1999						
EDAD 630 (Intro. Personnel Administration)			15	14	29	
EDAD 654 (Leadership in Rural Schools)			17	11	28	
IM 620 (School Info. Technologies Program)			16	11	27	
WS 405/505 (???)	17	4	2	0	23	107
TOTALS	335	105	188	123	751	751

Total Courses:....................................37

Total Number of Students: 751

* PSEO Post-Secondary Education Option

Access Services • Inter-Library Loan (ILL)

The ILL office provides interlibrary loan services for students, faculty, and staff primarily through MINITEX (the statewide ILL coordination office) and a courier service with area libraries (including College of St. Benedict, St. John 's University, Great River Regional Library, and other libraries). Because of our past record of efficiency, the ILL office procedures at LR&TS are used by MINITEX as a model for other institutions.
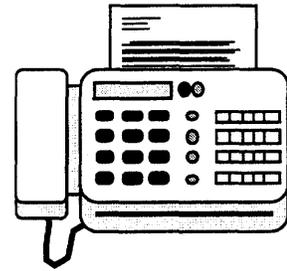
Progress on Meeting Stated Goals/Other Accomplishments:

Continued to provide fast and efficient service for ILL requests

Trained new student workers in office procedures

Added the Ariel transmission system (investigated software and hardware requirements, purchased software, adapted computer for Ariel software, purchased compatible scanner, connected a designated scanner to system, and trained staff in use)

Processed 9% increase in outgoing SCSU ILL requests and 2% increase in incoming ILL requests over 1997-1998

Achieved a 75% fill-rate on incoming ILL requests

Provided an 88% fill-rate on ILL requests made for SCSU patrons

Evaluated 15 requests for videotape duplications (3/99 through 6/99) 9 requests were filled, 6 were denied

Screened 1 request for permission for inclusion of copyrighted material on a Web

Answered 4 requests for copyright advice on print requests from Printing Services

Statistics:

See **Attachment D**.

Statistics Summary:

Requests received by LR&TS................8,917   75% of requests received
Requests filled by LR&TS.....................6,700   by LR&S were filled

Requests from LR&TS sent.................11,501   88% of requests sent from
Requests from LR&TS filled...............10,152   LR&S were filled

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Challenges and Opportunities:

Training student workers in the ILL procedures/processes

Maintaining currency in all aspects of copyright issues affecting ILL

Improving turnaround time for all ILL requests, including very complicated ones involving labor-intensive searches

Applying copyright laws and guidelines on ILL requests, as needed

Checking ILL periodical requests to see if full-text document is already available to patron through licensed database

Increasing numbers of requests due to patron-initiated forms on WebPALS

Exploring use of e-mail to notify patrons of arrival of ILL books and articles at LR&TS

Exploring additional implementation of electronic sharing of ILL items

Preparing for the move to the new facility

Identifying a more effective work flow environment for new facility

Increasing fill-rate of incoming ILL requests

Determining reason(s) for inability to fill some requests (missing but not checked out materials, unavailability of materials, etc.)

Resources Needed:

Additional staff person to assist with ILL processing and e-mail notification to patrons of arrival of ILL materials

Additional student workers to provide coverage throughout the day so that permanent staff can be away from their desks and at the same time providing coverage in the office

Continued training resources for office staff to maintain currency in ILL practices and procedures, especially as the MnLINK implementation date draws nearer

Attachment D

Interlibrary Loan Statistics
1998-1999 Term Summaries

	Incoming Requests		Outgoing Requests	
	Total requests received by SCSU from	Total requests filled by SCSU for	Total requests from SCSU sent to	Total requests from SCSU filled by
Summer 1998				
Minitex	363	291	1,423	1,297
PALS	461	420	227	192
Mail and Fax	19	14	1	1
OCLC	415	212	11	8
St. Ben's (MNF)	41	38	25	19
St. John's (MNJ)	120	104	68	47
GRRL	201	187	0	0
Subtotal	1,620	1,266	1,755	1,564
Fall Sem.1998				
Minitex	669	521	3,618	3,238
PALS	1,206	1,007	562	458
Mail and Fax	23	22	1	1
OCLC	490	151	54	49
St. Ben's (MNF)	335	288	218	173
St. John's (MNJ)	265	219	173	124
GRRL	81	77	0	0
Subtotal	3,069	2,285	4,626	4,043
Spring Sem. 1999				
Minitex	837	675	3,917	3,538
PALS	1,750	1,447	801	676
Mail and Fax	66	62	0	0
OCLC	707	245	33	29
St. Ben's (MNF)	379	307	190	149
St. John's (MNJ)	355	299	179	153
GRRL	134	114	0	0
Subtotal	4,228	3,149	5,120	4,545
Annual Totals				
Minitex	1,869	1,487	8,958	8,073
PALS	3,417	2,874	1,590	1,326
Mail and Fax	108	98	2	2
OCLC	1,612	608	98	86
St. Ben's (MNF)	755	633	433	341
St. John's (MNJ)	740	622	420	324
GRRL	416	378	0	0
Total	8,917	6,700	11,501	10,152

PAT (Patron Initiated Requests — separate count no longer made available)

	year	requests	change from FY 97-FY98
Requests **initiated by** SCSU (outgoing)	FY 99	11,501	
	FY 98	-10,519	
		982	+ 9%
Requests **initiated by** SCSU and filled (outgoing)	FY 99	10,152	
	FY 98	-9,440	
		712	+ 7.5%

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Requests **received by** SCSU (incoming)	FY 99	8,917	
	FY 98	-8,768	
		149	+ 2%
Requests **filled by** SCSU (incoming)	FY 99	6,700	
	FY 98	-6,774	
		(74)	- 1%
Requests (requested-**filled) by SCSU**	FY 99	2,217	
	FY 98	-1,994	
		223	+11%
Total number of transactions	FY 99	20,418	
	FY 998	-19,287	
	Total increase	1,313	+ 5.6%
FY 99 (requests **received by** SCSU) **(incoming)**	Received	8,917	
FY 99 (requests **filled by** SCSU) (incoming)	Filled	-6,700	
Fill-rate percentage of incoming requests	Difference	2,217	75%
FY 98 (requests **received by** SCSU) (incoming)	Received	8,768	
FY 98 (requests **filled by** SCSU) (incoming)	Filled	-6,774	
Fill-rate percentage of incoming requests	Difference	1,994	77%
FY 99 (requests initiated by SCSU) (outgoing)	Requested	11,501	
FY 99 (requests filled for SCSU) (outgoing)	Filled	-10,152	
Fill-rate percentage of outgoing requests	Difference	1,349	88%
FY 99 (requests initiated by SCSU) (outgoing)	Requested	10,519	
FY 98 (requests filled for SCSU) (outgoing)	Filled	- 9,440	
Fill-rate percentage of outgoing requests	Difference	1,079	89%

Access Services • Student Workers

Student workers for all service areas in Centennial Hall are managed through Access Services. LR&TS service areas employing, training, and supervising student workers include the following:

Dean's Office	Government Documents *
Acquisitions	IMS Desk *
Cataloging	Interlibrary Loan
CIM Office	Main Desk *
Circulation *	Periodicals *
Distribution *	Reference
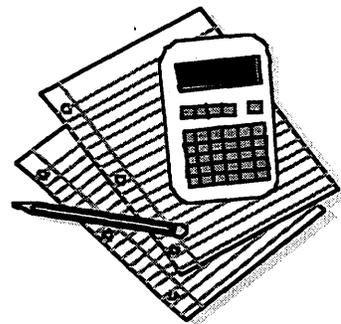
* staffed by student workers during open building hours, including evenings, weekends, and breaks   .

Progress on Meeting Stated Goals/Other Accomplishments:
Hired total of 866 student workers for various areas in LR&TS
Scheduled student workers (average = 10.5 hrs/week)
Handled student worker payroll
Continued encouragement of experienced student workers to maintain employment at LR&TS by increasing student pay rate for selected eligible student workers
Assisted with Student Worker Appreciation Day activities
Processed 26 faculty requests for rental of videos not owned by SCSU
Converted to/implemented new MnSCU computer payroll system

Statistics:
Student worker time sheets handled..............................866
    150 per semester (300)
      67 each summer session (134)
      48 during each break (432)
Student worker budget... $367,957
    (work study and others)
Student worker full-time equivalent (FTE)....................39
    (average hrs. / week = 10.5)

Challenges and Opportunities:
Hiring, training, and retaining competent student workers.

Resource Needs:
Maintain adequate student worker budgets.
Funds to create an automated time clock system.
Possible need to increase basic student worker hourly wages.

Center for Information Media (CIM)

Faculty with primary responsibility with CIM were Doreen
Keable (unit coordinator), Dennis Fields, Jeanne Hites,
Luther Rotto, Mert Thompson and three fixed-term
faculty members (Marcia Thompson, Robert Strack, and
Judith Rodgers). CIM classes are taught by faculty on the LR&TS roster. There has
been a great deal of activity in the Center for Information Media during the 1998-99
year. It was again a year of transition and a year of adjustments. Yet, it was also a
year of major accomplishments.
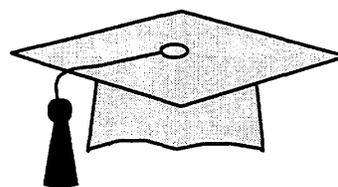
Progress on Meeting Stated Goals / Other Accomplishments:

Began delivery of semester curriculum
Advised students in undergraduate and graduate IM programs:
    masters degree programs -- 240 students
    media generalist licensure -- 99 students
    undergraduate major
    undergraduate minor
    undergraduate instructional technology certificate program
    graduate instructional technology certificate program
Designed classroom and CIM spaces for new building
Planned and facilitated 20th Annual Children's Literature Workshop, with
    210 attending
Signed contract with University of North Texas for collaborative offering of
    ALA-approved master's program; program is expected to begin in fall 1999
    with a cohort of approximately 25 people
Began to teach courses at the District 287 Administration Building in
    Plymouth, MN in fall of 1998
Marketed Plymouth cohort with assistance from Continuing Studies
Continued to upgrade CIM classrooms with layout redesigns, ergonomic
    furniture, and "smart classroom" technologies
Redesigned layout of CIM office space
Developed "grid" for assessing licensure competencies
Determined software and hardware needs for use of $14,802 in technology fee
    replacement monies
Published and distributed two issues of *CIM News*
Awarded Luther Brown Scholarship to four individuals
Awarded Carl and Marilyn Savage Assistantship for first time
Offered previewing and duplicating services of NASA Teacher Resource
    Room to area educators and any other interested patrons
Collaborated with a graduate assistant to develop an assessment of student
    satisfaction by assessing approximately 120 graduate student evaluations of
    the MS IM program from between 1986 and 1999

Statistics:

degrees earned
     undergraduate major (first major to graduate)......................1
     undergraduate minor...8
     graduate...41
          Track I..11
          Track II...19
          Track III..11

licensure completed
     media generalist licensure -- permanent......................31
     media generalist licensure -- provisional 19

graduate students currently active in programs
     Track I..44
     Track II...138
     Track III 84
     licensure ....82 *
     TOTAL..**348**

*   This number includes only graduate students who declare they are seeking licensure; others
     may obtain licensure as part of the Track II master's program but not declare themselves as
   seeking licensure.

Challenges and Opportunities:

Offering sufficient sections to meet demand for undergraduate service and
    General Education, especially IM 260 and IM 421
Planning course schedule around limited access to CH 232 computer lab
Possible impact of phased retirements
Maintaining latest technology in CH 232 lab
Handling heavy advising loads
Offering sufficient courses for major, minor, technology certificate, and
    graduate program
Offering sufficient sections of IM 260 and IM 421 to meet demand of COE
    students
Increasing the number of faculty who are qualified to teach technology-
    intensive courses (IM 260, IM 421 in particular)

Resource Needs:

Additional secretarial support for Center for Information Media
Possible additional faculty to meet needs of courses
Equipment money for updating CH 232 lab equipment

Classes Taught

Access Workgroup	Fall '98	Spring '99	Summer '99
Harlan Jensen - Unit Leader			
Karen Thoms	4/521 & 4/552	4/521 & 4/552 (2)	
Collection Services Workgroup			
Phyllis Lacroix	620		
Keith Ewing	4/552		4/552
Bonnie Hedin	104		624
Iten, Richard		104	
CIM Workgroup			
Doreen Keable-Unit Leader	682	628; 682	682
Dennis Fields	502; 632 (2) One at Plymouth; 680	444; 502; 634; 680	502; 680; 686 (.5)
Luther Rotto	260;4/555;Grant buy-out	260 (2); 656	4/555; 618 Plymouth
Judith Rodgers	4/521 (2); 469; 638 Plymouth	4/521 (2); 504; 612	4/554; 4/554 Plymouth
Merton Thompson	4/504;4/521;Lab School.5	4/521 & 4/552; Lab School .5;	4/504; 4/521 &4/542
Marcia Thompson	260 (2); 4/521; 622	4/521 & 4/552	260
Robert Strack	204; 4/554	4/554	620
Ellingson, Rick	4/521	4/521	
Jeanne Hites		104; 320; 4/556	4/586; 608; 4/586
Nancy Evans			612; 622
Robert Kochmann			4/555
Marshall Johnson			4/521 & 4/552
John Theis			260
InforMedia Services Workgroup			
Jeanne Hites-Unit Leader	608		
Rich Josephson		618	686 (.5)
J. Michael Nelson	204		
Fred Polesak	4/521	4/521 & 4/552; 4/562	4/562
Tom Stachowski	245	245	4/521 & 4/542; 4/586
Jim Pehler		260	4/586
Users Services Workgroup			
Sandra Williams-Unit Leader	624 (ITV) Plymouth		4/545 (.5)
Robert Hauptman		616	
Fred Hill	104 (2) DGS	104 (2) DGS; 638	
Dae Lee			
Larry Lockway	104	204	
Bryan Miyagishima	4/521	4/552	4/521 & 4/552 (2)
Susan Motin	260	260	
Trish Peterson			
Renee Rude		204	
Chris Inkster		4/521	4/545 (.5)

Collection Services

Faculty and staff of the Collection Services work outside the public eye to review and acquire information resources for LR&TS collections and provide appropriate and accurate ways of accessing LR&TS resources, including growing access to electronic media. Collection Services is made up of three areas: Acquisitions and Processing, Cataloging, and Library Systems.
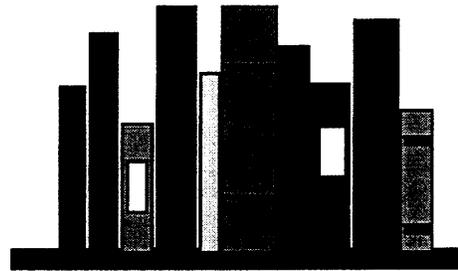
Progress on Meeting Stated Goals / Other Accomplishments:

Selected, purchased, and processed print, non-print, and serials for the collection

Handled $371,889 in new legislative funding for collections

Added numerous electronic databases

Completed cataloging e-journals subscribed to by LR&TS

Started to catalog other electronic resources

Worked on cleaning up the Library of Congress subject headings in the WebPALS database and corrected "unmatched" Library of Congress subject headings

Continued inventory and weeding of the 4th floor print collection

Completed cataloging for St. Cloud Technical College

Worked on statewide collection development project (met with SCSU faculty members interested in assisting with special collections, e.g. Theatre Department regarding international films)

Worked with MINITEX to: 1) identify and select electronic subscription resources, 2) take part in writing an RFP for core database services, 3) negotiate a statewide license for NetLibrary

Assisted with serials review

Switched periodicals vendors from Faxon to Ebsco

Transferred select number of government document periodicals to the periodicals area

Moved in-house PALS printing from Acquisitions to Circulation

Participated in PALS, MnLINK, Collection Management, and professional improvement meetings at local, state-wide, and national levels

Statistics:

See **Attachments F, G, and H.**

Challenges and Opportunities:

Planning for and participating in the transition to the new library

Completing all processing and cataloging of materials prior to moving to the new library

Working on statewide collection development, inventory, cleaning up databases, etc.

Remaining on the cutting edge in both acquiring and cataloging electronic resources

Working closely with the serials librarian to evaluate the serials collection

Involvement with integrating the new campus card with the MnSCU/PALS records

Resource needs:

Because of new legislative money for library collections, we are comfortable about the budget for the coming year and believe it will allow us to strengthen our collection so that we are in good shape as we move into the Library for a New Century.

Will need additional clerical assistance to keep up with increased volume of materials ordered and processed as a result of legislative funding.

Attachment F

Acquisitions Expenditures by Department

College of Business:			College of Science and Engineering:		
Accounting			Aviation	$3,462	
BCIS	$1,578		Biol. Sci.	$2,841	
FIRE			Chemistry	$1,963	
Management	$1,446		Comp. Sci.	$1,527	
Marketing	$8,860		Earth Sci.	$5,284	
			Elec. Eng./Mfg.	$15,199	
Total COB	$11,884		EVTS	$4,517	
			Math	$3,097	
College of Education:			Physics/Astr.	$14,755	
Applied Psy	$1,911		Stats	$6,553	
CFS	$859				
DEAL	$0		Total CSE	$59,198	
Hum. Rel.	$450				
IM	$3,273				
PERSS	$3,445				
Special Ed.	$2,830		College of Social Sciences		
Teacher Dev.	$1,590		Comm. Studies	$4,049	
			Criminal Justice	$3,581	
Total COE	$14,358		Economics	$4,700	
			Geography	$3,057	
College of Fine Arts & Humanities:			History	$6,405	
Art	$5,430		Minority Studies	$2,172	
Comm. Disorders	$4,222		Political Sci.	$5,258	
English	$1,352		Psychology	$5,602	
For. Lang.	$6,218		Social Work	$3,461	
Mass Comm.	$8,860		Soc. & Anth.	$4,875	
Music	$4,016		Women's Studies	$2,151	
Philosophy	$5,770				
Speech Comm	$6,257		Total	$45,311	
Theater/Film/Dance	$5,275				
Total CFAH	$43,178				
		All Colleges:	$173,929		

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Attachment G

SCSU Materials Expenditures 1998-99

Regular allocation:	Serials	Books	Non-print*	Sub-totals	Total
LRS	$536,815	$92,319.38	$30,773.13	$659,908	
Colleges		$92,319.38	$30,773.13	$123,093	
Total expenditures	$536,815	$184,639	$61,546		$783,000
MnSCU allocation:					
LRS	$0	$166,884	$0	$166,884	
Colleges	$0	$126,157	$0	$126,157	
Equipment (include non-print	$0	$0	$78,848	$78,848	
Total MnSCU allocation	$0	$293,041	$78,848		$371,889
Total materials expenditures	$536,815	$477,680	$140,394		$1,154,889
Rollover to FY00	$22,352				$22,352
Total FY99 budget					$1,177,241

Attachment H

Materials Inventory

Holdings: June 30, 1999

Item			Total 7/1/1998	Added 1998-99	Withdrew 1998-99	Reinstated 1998-99	Total 6/30/1999
Books			609,692	12,770	9,470	295	613,287
Documents- Federal							0
a. Paper			202,964	6,577	5,038		204,503
b. Microcards (units)			264,583	0	0		264,583
c. Microfiche (titles)			749,665	7,042	485		756,222
d. Microfilm (reels and Titles)			2,543	0	0		2,543
e. CD-ROMS			1,971	568	28		2,511
Documents- State							0
a. Paper			21,355	346	18		21,683
b. Fiche			34,193	413	0		34,606
Microforms (other than documents)							0
a. Periodicals (Fiche and reels)			121,622	15,392	0		137,014
b. Classified collections			5,673	3	0		5,676
(titles and volumes)							0
c. ERIC (titles)			402,927	12,376	0		415,303
d. LAC (Library of American Civilization)							0
Microbooks			40,151	0	0		40,151
e. LEL (Library of English Literature)							0
Microbooks			42,424	0	0		42,424
Films (motion: 8 mm and 16 mm)			642	0	0		642
Filmstrips (sets)			2,360	0	336		2,024
Audio							0
a. Phonograph Records			7,067	0	5		7,062
b. Tapes			4,874	18	210	1	4,683
c. Compact Disks			975	153	6		1,122
Maps / Atlas			61,414	158	191		61,381
Slides (sets)			683		167		516
(includes slide-tape sets)							0
Video							0
a. Videotapes (sets)			12,164	731	50	5	12,850
b. Video Disk			287	11	0		298
Computer Software			699	22	4		717
Aids			59	36	69		26
*CD-ROMS			207	31	0		238
		TOTAL ITEMS	2,591,194	56,647	16,077	301	2,632,065
*Beginning March 1998 books packaged with CD-ROMS have been accessioned as books.							
Periodicals and Serials							
a. Current periodicals subscriptions (total titles including bound/fiche)						1,307	
b. Electronic journal subscriptions						8,142	

InforMedia Services (IMS)

InforMedia Services includes Reserve, Centennial Hall Computer Labs, the Faculty Development Lab, Work Wide Web development, graphics and video production, and technology training. IMS also provides a variety of production services, including video, presentation, Web, print, mounting, and laminating.
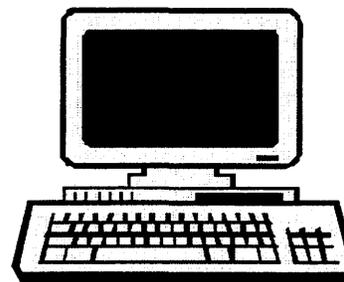
Progress on Meeting Stated Goals / Other Accomplishments:
>Helped SCSU campus community to create web pages
>Improved consistency of technology by working with Technology Support Services staff hired to support LR&TS technology
>Improved consistency of services in Centennial Hall student computer lab.
>Improved communications with Academic Computer Services regarding student computer lab.
>Received two national video production awards and one state commendation from the governor for a grant project

Statistics:

        Number of orders processed...... 628
        Web order...288
        Graphic items produced..1,417
        Participants attending training workshops...................387
        Number of video / special projects..............................29
        Number of Grant / Contract projects............. 12
        Over-the-Counter Production
            Copystand slides...383
            Slide duplication...771
            Audio duplication..237
            Video duplication...13
            Closed caption video..6
            Laminating...2,269
            Mount or Mount/Lam.................................... 1,094
            Copicard Laminating.....................................1,814
            Copicard Scans..53

Challenges and Opportunities:

>Rapid changes in technology and instructional applications
>Keeping IMS faculty and staff current on cutting-edge technologies and software
>Improving internal communications with other LR&TS work groups
>Improving client communications

Completion of IMS Handbook/Manual to clarify pricing, and procedures
Development of technical Liaison Group idea
Hire "lead" student workers
Number of video requests greatly exceeds our ability to accommodate requests

Resource Needs:

Planning on new faculty member in IMS beginning fall 1999 to spearhead
   special library technology projects
Hiring of additional staff person to assist with Web development
Upgrades of equipment and software

InforMedia Services (IMS) •
Assessment Activities
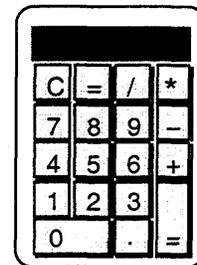
During the past year, InforMedia faculty and staff were involved in a wide variety of assessment activities. Areas where assessment activities were concentrated included: technology, faculty, and students.

Technology Assessment
Continued third year of ongoing project to query group of students
(Residence Hall councils and Student Organization leaders) regarding
their use of the technologies for scholarship; several of these organizations
were also used as focus groups
Collected morning start-up data and plotted the data on control charts based
on standard production models
Discussed these charts in lab manager meeting to address concerns about
equipment reliability discovered as a result of this assessment
Worked with other lab managers interested in replicating this assessment
strategy in other labs.

Faculty 98-99
Began in spring of 1998 to contact a random sample of 100 faculty (they were
more difficult to contact than presumed)
Survey completed during the 1998-99 academic year

Computing Handbook Survey
Added to the Technology Assessment questionnaire a question about the
Student Computing Handbook
Created and used in one class a separate instrument to query awareness, use,
evaluation, value, and suggestions for Student Computing Handbook

Library Instruction
In spring of 1999 solicited instructor and student feedback from two classes for
each librarian who had provided library instruction earlier in the semester

West Lab (Arcade)
Informally explored several alternatives for West Lab's maintenance and
management with both TSS and ACS
Implemented two assessment projects to assist with deliberations
During 2 weeks in 1998-99 (Nov. and March), each person in the West Lab
was asked to fill out a feedback form regarding hardware, software,
purpose, and products for their work session

Email Preferences
Students using the open computer lab were asked their preferences regarding
email utilities

InforMedia Services (IMS) •
Technology Training and Development
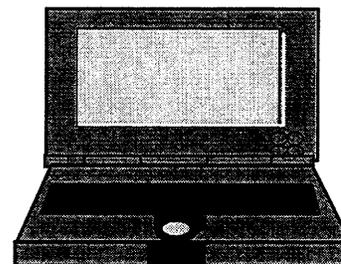
Technology Training and Development's overall objective is to establish a consistent, on-going technology improvement program for SCSU faculty and professional staff.

Progress on Meeting Stated Goals / Other Accomplishments:

Expanded and firmly established itself as an integral part of the service functions associated with LR&TS

Used IMS professionals as instructors in the classroom, as tutors, and as support personnel for continual development of individual growth

Implemented mailing list of academic departments and service units as well as e -mail to all faculty and staff listserves

Expanded previous collaboration with Academic Computer Services to include the Center for Information Services (Administrative Computer Services)

Increased number of participants 113% from 1997-98

Arranged for several appropriate sites for technology training:
  CH 134 (shared use with ACS)
  CH 126 (shared with Center for Information Media)
  SH 329 (designated PC lab used)

Designated Web-CT as product of choice for Web-based course development

Developed central registration phone number

Trained Graduate Assistants for in classroom and tutorial support of developmental needs

Spoke with departments and colleges about opportunities available through the Technology Program Development

Continually updated and standardized materials and software available in various training sites

Set up procedure for IMS staff to assist with technological help for individuals working on material development for instructional use

Implemented Net-G as another basic tool for faculty, professional staff, and student self-instruction

Developed standard evaluation form for all technology development classes

Statistics:

Year	Semester	Hrs of Instruction	Participants	Total Participants	
FY 98	fall	4	58		
	winter	5	67		
	spring	10	57	182	
FY 99	fall	35	175		
	spring	41	21	387	+112%

Training Courses Presented:

ClarisWorks
Copyright
Electronic Databases
Eudora (E-Mail)
HTML
PhotoShop
PowerPoint
Slide, Photo, and Text Scanning
Smart Classroom
Your Mac, Your PC
Web as a Research Tool
WEB-CT (7 parts)
Windows 95

Challenges and Opportunities:

Identifying and receiving input regarding faculty and professional staff development needs
Maintaining updates of changing technology and software
Continuing support for older existing technology and software
Continuing training for IMS staff and faculty on new technology and software
Continuing support through graduate assistants and student employment
Continuing improvement of working relationship and collaboration between the Center for Information Services, Academic Computer Services, and the Technology Training and Development area of IMS
Developing integrated database for storage and assessment of results from training for the Center for Information Services, Academic Computer Services, and the Technology Training and Development area of IMS
Continuing professional commitment and support for efficient operation of the Technology Training and Development area of IMS

Resource Needs:

Training at workshops and conferences for IMS staff
Continued need for graduate assistant to assist with management tasks

InforMedia Services (IMS) •
World Wide Web (WWW)

The SCSU Web Team continues to handle
the bulk of the Web development for
campus, departments, offices, services and
centers in addition to providing help for
online curriculum development.

Progress on Meeting Stated Goals / Other Accomplishments:

Continued to work with departments and university offices to create and
    revise Web sites
Learned new software and other technologies as needed to enhance Web
    development
Trained student workers and graduate assistants in Web technologies
Provided training in HTML and online Web course development to faculty
    and staff
Created online campus events calendar

Statistics:

	FY 98	FY 99
Web sites created	12	11
Web sites revised	40	77
Web sites redesigned	not available	9

Challenges and Opportunities:

Providing accurate and timely data; checking and maintaining web links
Providing timely maintenance for existing Web sites
Analyzing server and web site data
Finding training funds for workshops and conferences
Keeping current with dynamic technologies to remain on cutting edge of Web
    development (database, CSS, DHTML)
Training students workers and graduate assistants in new technologies
Demands on time from WebCT users and general campus public for HTML

Resource Needs:

Training at workshops and conferences for ITS staff
Purchase of new software and upgrades to current software as needed
Upgrades to hardware as needed
Search engine and site maintenance software
Continued need for skilled student workers and/or graduate assistants

LR&TS Faculty Annual Report

Faculty members in LR&TS have both service and teach-
ing responsibilities. A summary of faculty accomplish-
ments beyond service area contributions and classroom
teaching reported elsewhere in this Annual Report follows.

Faculty Accomplishments
  Provided presenters for LR&TS Enrichment sessions
  Informed university community of new services in LR&TS through campus
    email, New Faculty Information Fair, new faculty newsletter, phone calls
    to new faculty, *Chronicle, UNews*, posters, and library instruction
    workshops
  Provided .5 faculty position for Faculty Assistant to the Dean

Articles Published in the Following Journals:
  Chronicle of Higher Education   *Language Arts*
  EduCom Review   *Library Talk*
  Excellence in Teaching Journal   *National Forum*
  The Internet and Higher Education   *Periodical Review*
  JASIS (Journal of the American   *The Reference Librarian*
    Society of Information Scientists)   (editors of spring issue)
  Journal of Academic Librarianship   *Rhetoric Review*
  Journal of Information Ethics   *The Social Critic*
  Journal of Information Ethics (editor) *T.H.E. Journal*

Publications in the Following Books:
  Ethics and Electronic Information in the 21st Century -- introduction
  Adventures in Reading, National Council of Teachers of English -- chapter

Presentations at the Following Conferences and Workshops:
  American Research Libraries Day (Anoka, MN)
  EduCom Preconference (Orlando, FL)
  MEMO (Minnesota Educational Media Organization) Fall Conference (St.
    Cloud, MN)
  Mid-South Instructional Technology Conference (Murfreesboro, TN)
  Minneapolis Schools Inservice Conference (Minneapolis, MN)
  Minnesota Business Educators Fall Conference (Minneapolis, MN)
  P.O.E.T.S. (St. Cloud, MN)
  Professional and Organizational Development in Higher Education Network
    (POD) (Salt Lake City, UT)
  SCSU Faculty Development Panel: MnSCU Learning by Doing Grant
    Recipients (St. Cloud State University Faculty Workshop Day)
  Syllabus 99 Conference (Santa Clara, CA)
  Texas A&M Distance Learning Conference (San Antonio, TX)

University of MN Symposium on Reference Service (Minneapolis, MN)
Web Workshop for Instruction and Library Services Workshop (Menlo
    College, CA)

Faculty Grants Received:
Improving Access for the Visually Impaired...............................$1,200
MnSCU Learning by Doing Grant --
    Electronic Portfolios for Preservice Teachers (3 faculty)........$3,000
SCSU Faculty Research Grant for research on
    Electronic Text and Critical Thinking $3,000

(See also LR&TS Grants section in Annual Report.)

University Service:

Library service to the university:
    Library liaisons to academic departments
    Proxy server implementation
    New faculty Information Fair
    Help Desk Software Committee
    Student Technology Handbook Committee
    Multicultural Displays in LR&TS

College of Education service:
    Learning Connections Lab (technology component)
    NCATE committees
    Guest speakers at classes

University service through Committees and Organizations:
    IFO Academic Affairs Committee
    Advisory Committee for SCSU Center for Holocaust and Genocide
        Education
    IFO Contract Negotiations
    General Education
    International Studies Committee (2 faculty)
    Master Calendar
    Meet and Confer
    MGM Task Force for Core 5 Issues
    Phi Kappa Phi (6 faculty members; 2 officers -- treasurer and publicity)
    Strategic Planning Committee
    University Nominations and Elections

State and regional library and information media service:
    International Board of Standards for Training, Performance, and
        Instruction member

MnLINK Gateway and System X Technical Investigations Committee
MINITEX Electronic Information Resources Task Force
MEMO (Minnesota Educational Media Organization) state officer

Community Service:
American Association of University Women, St. Cloud Branch Co-President
Knowledge Bowl and Academic Triathlon Coach
Knowledge Bowl and Academic Triathlon competitions judge
McKinley Elementary School poetry festival judge
Learning Connections Lab with St. Cloud schools
Sartell Band Parents Association

Degrees Earned
second masters degree -- 1

Promotions
to professor -- 3

Retirements -- 1

Faculty Searches
InforMedia Services -- 2
Reference -- 1

LR&TS Grants

LR&TS worked on 12 grants/projects during the past year. In addition to the experience gained by working on these projects, SCSU has received many direct benefits. Knowledge gained from these projects has also been integrated into many Center for Information Media courses and into other aspects of LR&TS.
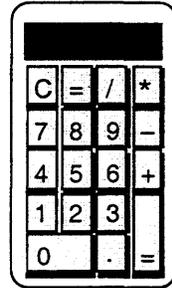
Progress on Meeting Stated Goals / Other Accomplishments:

> Worked on two Highway Traffic Safety grant projects
> Continued working on Woodcraft Industries training project
> Received Regional Center grant
> Working with SCSU Harold Anderson Entrepreneurial Center on NEWCO
>   project
> Submitted Learning Anytime Anywhere Partnership Grant (not funded)
> Hosting Partnering for Progress Seminar Series from area businesses
> Completed CommUNITY video project
> Supported Rural Diversity Conference
> Supported other departments and colleges in applying for grants

Statistics:

> **Grant/Contract Funding Awarded**
> Regional Center Grant (2.5 year funding).....................$ 1,485,000
> Highway Traffic Safety grants.. $ 22,000
> Woodcraft Industries (project continued from 97-98).....$ 95,868
> CommUNITY Project...$ 2,500
>
> **TOTAL grant funding**..$ 1,595,368

Challenges and Opportunities:

> Identifying and submitting appropriate grants to further goals of LR&TS and
>   SCSU
> Extending collaboration and partnership efforts through grant applications
> Ability to continue projects after initial grant funding ends

Resource Needs:

Technical Support Services (TSS)

The past year was an exciting, challenging, and rewarding year for TSS. We accomplished the multitude of technical projects that we were assigned as well as assisted in the development of many campus wide planning projects such as TLTR, Y2K and the Campus Card.
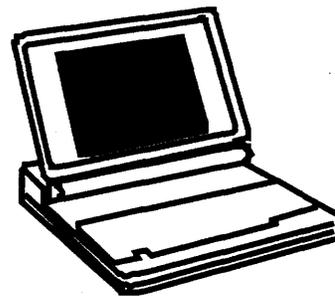
Progress on Meeting Stated Goals/Other Accomplishments:

Telecommunications infrastructure

       Completed 500 additional Ethernet connections

       Completed extensive fiber optic backbone upgrade (terminated additional 6 multi-mode and 6 single mode fibers for each building on campus)

       Installed fiber optic backbone trunk between Centennial Hall, Atwood hub site, and Stewart Hall telephone M-POP

       Completed work on designing telecommunications infrastructure for new library; detailed and comprehensive plan for the actual implementation will be developed during the next six months

       Relocated Mnet/InterTechnologies Group point of presence (POP) from Stewart Hall to Centennial Hall

Distant Learning/ITV/Teleconferencing

       Completed $400,000.00 reengineering and installation of the Central Minnesota Distance Learning Network (CMDLN) from an analog network to a fully digital network with data as well as video and audio capabilities

       Restructured operations of Central Minnesota Distance Learning Network by consolidating the operations and technical support functions of the network to SCSU

       Moved the CMDLN Network Operations Center from St. Cloud Technical College to Centennial Hall 29 and reengineered the network hub

       Started desktop videoconferencing and data collaboration pilot project that included a successfully testing an H.323 (LAN) to H.320 (ISDN) gateway

Technology Enhanced Classrooms

       Consulted, designed, purchased and installed equipment and systems for approximately 30 additional classrooms

       Developed new systems model which makes the user interface more inviting and easier to use to control complex systems

Audio-Visual/Emerging Technologies

       Entered testing phase in development of Video-on-Demand/Video Streaming technologies

Installed new and replaced failing sound systems across campus

Television Studio
Kept the facility operational with no equipment replacement funds
Applied virtually all of the operational funds ($8,000.00) toward repairing
aging equipment

Statistics:

Technologically enhanced classrooms

	FY 98	FY 99	total
LR&TS	5	1	6
College of Business	2	1	3
College of Education	3	5	8
College of Fine Arts & Humanities		3	3
College of Science & Engineering	9	7	16
College of Social Sciences	5	5	10
Administrative Services	1		1
Atwood	1		1
TOTALS	26	22	48

Challenges and Opportunities:

Wiring, installing systems, and coordinating functions relating to moving
into the new facility during the summer of 2000 will be a major focus
Planning and implementing technology-related aspects of move to new
building
Implementation of the Campus Card system will continue to be a substantial
project
University Administration is in process of replacing emergency intercom
system that supports the entire campus; TSS had traditionally provided
the technical expertise for this system, which will likely be broader in the
functions that will be supported and more technically complex
Merging TSS and ACS into new Computing and Technology Services work
group

Resource Needs:
Funding for maintenance on some of the malfunctioning equipment that has
been deferred
Increased funds to allow maintenance of current equipment
Possible substantial infrastruction for ubiquitous uses of the Campus Card
Ongoing funding for critical, timely special projects

Technical Support Services (TSS) •
Network Engineering Group

The past year was a time of great change and
advancement for our group. We devoted much of our
time preparing for upcoming organizational changes and
making our current network better. We have made the
most of this time and are fully prepared to take on the
upcoming challenges. The Application Development
Team has completed many challenging tasks.
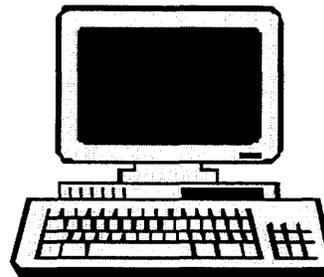
Progress on Meeting Stated goals / Other Accomplishments:

Network Group
    Prepared and presented reorganization plan for TSS and ACS to Dean
    Worked extensively in preparing for the move to the new library as relating
        to computer and network technology
    Tested several PC and smart terminal options for public use
    Researched printing options
    Participated in planning committees for new facility
    Considered network hardware options
    Worked towards full implementation of Spectrum in conjunction with
        Cabletron's SecureFast VLAN manager as the network management tools
    Worked on implementing Compaq's Insight manager to help maintain and
        manage library public workstations and servers
    Worked towards optimizing current network configuration
    Installed different Cabletron switch at center of network to improve network
        performance; installed firmware upgrades on Cabletron switches
    Developed cooperative relationships with Information Media Services and
        the ACS Help Desk
    Provided technical consultation, wiring solutions, and naming standard for
        all new Campus Card connections
    Continued to improve ResNet services and created a ResNet User Guide

Application Development Team
    Developed a Y2K web-based database
    Created a Web-based calendar application
    Developed a Network Engineering Web-based database that allows access to
        different areas by security level; used as tool to handle inventory, IP
        addresses, Ethernet port assignments, and budget transfers and purchase
        orders

Statistics:

	FY98	FY99
Total ResNet connections in resident hall rooms	704	1,026
Network connections added	457	292
Total network connections (excluding ResNET)	2,112	3,302

Challenges and Opportunities:

Transitioning to the new library

Connecting the new library to the current campus network

Upgrading campus network hardware and network connections in several buildings in an attempt to conform to new standards set by Miller Center

Upgrading ResNet from shared 10Mb technology to switched 10/100Mb technology for each dorm room data connection

Working on web-based documentation that can be accessed by faculty and staff members as well as Help Desk staff

Continuing to improve campus public computer labs

Developing an efficient 3-4 year open lab computer replacement cycle

Developing web site that displays the status of open lab computers

Setting up single redundant server to maintain all of the open computer labs (to include the application licensing software)

Looking for more consistent methodology between the faculty, students, and C&TS to provide the proper hardware and software to the open labs

Integrating the 4 new staff members into our group effectively to insure that reorganization of TSS and ACS was a positive change

Resource Needs:

Provide permanent staff position(s) for the Application Development Team

Application Development Team will be developing a working relationship with SCSU-MnSCU and the Center for Information Systems (CIS). Implement Alarm Notification Software (Attention!)

Provide NEG with timely information about the health of the network and servers via E-mail, voice messages, and alpha pages

The Network Engineering Group (NEG) struggles with the employment conditions of information technology professional staff because of the shortage and demands of these employees. Our strategy for this year was to improve overall technology service and innovation as well as to continue to provide leadership in the adaptation of future technologies.

User Services

This work group includes Archives, CMLE, Government Documents, Library Instruction, Periodicals/Serials, Reference, and the Main Desk.
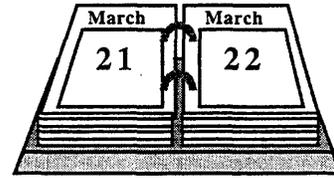
Progress on Meeting Stated Goals / Other Accomplishments:

Set up and participated in faculty/staff training sessions on new LR&TS technologies
Helped write Student Technology Handbook detailing LR&TS services for ResNet and campus labs
Added several new / updated bibliographies published on the Web
Participated actively in MnLINK Gateway evaluation
Continued to improve appearance and user-friendliness of building (added plants in gov docs area, removed non-working equipment, improved / updated signage, rearranged some public areas)
Continued active role in planning for new facility
Shared information from workshops and conferences with work group
Advertised library services through UNews, posters, contacts with departments and offices, etc.
Created timely thematic displays of LR&TRS materials

Statistics:
See **Attachment I** for exit gate statistics.

Challenges and Opportunities:

Clean out areas in preparation for move to new building
Optimize work flow and personnel resources in the new building
Determine how services will need to change because of increased electronic access to information

Resource Needs:

See individual work area reports

Attachment I

Exit Gate Statistics

Total = 538,193

Detect System — Main Floor
July 1, 1998 - June 30, 1999

	FY 98 quarters	FY 99 semesters
July	21,196	21,275
August	12,007	23,771
September	74,148	66,211
October	80,997	77,676
November	50,371	59,695
December	53,034	*
January	68,007	40,925
February	70,074	66,569
March	54,458	65,602
April	73,774	76,562
May	53,641	22,194
June	19,814	17,713
Total	**631,961**	**538,193***

* Detect system had problems with the
counter. 3M service representative
replaced counter toward the end of
month; inaccurate count for December,
thus the number is unavailable.

User Services • Archives

The University Archives includes historical campus
materials as well as a rare book collection and numerous
manuscript and other special collections. University
Archives is open from 7:45 a.m. to 4:00 p.m. Mondays
through Fridays.
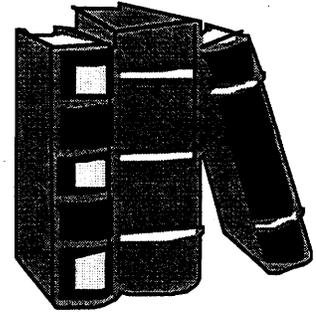
Progress in Meeting Stated Goals/Other Accomplishments

Trained 3 graduate assistants to help with processing materials
Continued to write/revise records retention schedules
Completed database of Hatcher Museum collection
Arranged for first priority pieces of art from Lindgren Asian art collection to
    be reframed
Preparing Lindgren collection for re-boxing in archival storage containers
Preparing to move to the new building

Statistics:

Linear feet of newly acquired material processed................116
Patrons served...483
Processed archival collections used..632
Ready reference questions serviced.......................................713

Challenges and Opportunities:

Preparing to move to the new building
Changing computer platforms from Macintosh to PC
Learning to use MS Access (for future access to the archives indexes)
Converting all existing files
Processing materials in the backlog

Resource Needs:

New equipment: a scanner, laser printer, and photocopy machine
Continued support from graduate assistants recruited from History and Public
    History programs

User Services • Central Minnesota Libraries Exchange (CMLE)

Central Minnesota Libraries Exchange is beginning its 20th year as a multitype library network. Housed in the LR&TS basement, CMLE provides a variety of services, including interlibrary loan and backup reference service, for 277 member libraries in a 12-county region in Central Minnesota. Members include K-12 public and private schools, post-secondary schools, and public libraries, as well as special libraries such as hospital, law, correctional facility, and historical society libraries.

Progress on Meeting Stated Goals/Other Accomplishments:

> Performed needs assessment of member libraries
> Arranged vendor discounts
> Planned and implemented fax service for 26 member libraries
> Completed CMLE's Union List of Periodicals for 83 participating libraries
> Updated directory of member libraries on CMLE's Webpage
> Held "newcomers" workshop on CMLE's services
> Active member of MnLINK Interlibrary Loan Subcommittee
> Hosted four teleconferences for library staff members including *Soaring to Excellence,* and the *Digital Millennium Copyright Act*
> Collaborated with other multitype libraries and library associations to improve library service
> Hosted an interactive television workshop dealing with weeding collections
> Provided periodical database training on Infotrac and ProQuest for 113 area library personnel
> Received a 1999 Governor's Commendation from Partnership Minnesota which recognized the cooperative efforts of the major libraries in the CMLE region: CSB/SJU, ECRL, GRRL and SCSU

Statistics:

> See **Attachments J and K.**
>
> Membership Types (277 total member libraries)
>   K-12 public 170
>   K-12 private 30
>   Public library branches 44
>   in 2 regional systems
>   Post-secondary institutions 10
>   Special libraries 23
>   law, hospital, correctional facilities, historical societies

Challenges and Opportunities:

Updating CMLE long-range plan
Continuing need for state-wide program such as MnLINK
Meeting the increasingly complex information needs of member libraries
Planning in light of uncertainty of legislative funding for multitypes
Providing continuing education for electronic access to information
Licensing of databases
Meeting delivery challenges associated with MnLINK and electronic
    document delivery

Resource Needs:

The CMLE Board addresses CMLE resource needs. For FY 98, CMLE paid
$101,979.57 to SCSU for incurred expenses including salaries, equipment,
telephone, rent, OCLC access, printing, copying, postage, and lost materials.

Direct Interlibrary Loan Activity Among CMLE Libraries

		Direct Interlibrary Loan Activity			
		among CMLE Libraries			
		(Not Involving CMLE Staff)			
		FY 99			
LIBRARIES AS LENDERS:					
(Number of requests received directly from other CMLE libraries)					
Library			*Books*	*Photocopies*	*Total*
Great River Regional Library			286	26	312
SCSU Learning Resources			1442	469	1911
CSB Clemens Library			386	235	621
SJU Alcuin Library			479	67	546
Sub Totals:			2593	797	3390
LIBRARIES AS BORROWERS:					
(Number of requests sent directly to other CMLE libraries)					
Library			*Books*	*Photocopies*	*Total*
Great River Regional Library			592	102	694
SCSU Learning Resources			1241	392	1633
CSB Clemens Library			454	87	541
SJU Alcuin Library			364	173	537
Sub Totals:			2651	754	3405
				Grand Total:	6795
In addition to the above major libraries, seven schools reported 115 requests					
made to them directly that had not gone through the CMLE office, bringing the					
total number of direct member-to-member requests to 6910 .					

Attachment K

CMLE Interlibrary Loan Statistics

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┌─────────────────────────────────────────────────────────────┐
│                                                               │
│              ┌─────────────────────────────┐                  │
│              │ Breakdown of Requests By Type │                 │
│              └─────────────────────────────┘                  │
│                    ┌──────────────────────────────────────┐   │
│                    │ ■ Books                              │   │
│                    │ ▓ Articles                           │   │
│                    │ ▨ "Ready" Ref., Online Searches & Other │   │
│                    └──────────────────────────────────────┘   │
│              [pie chart: 3.1%, 38.6%, 58.3%]                   │
│                                                               │
└─────────────────────────────────────────────────────────────┘
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* *
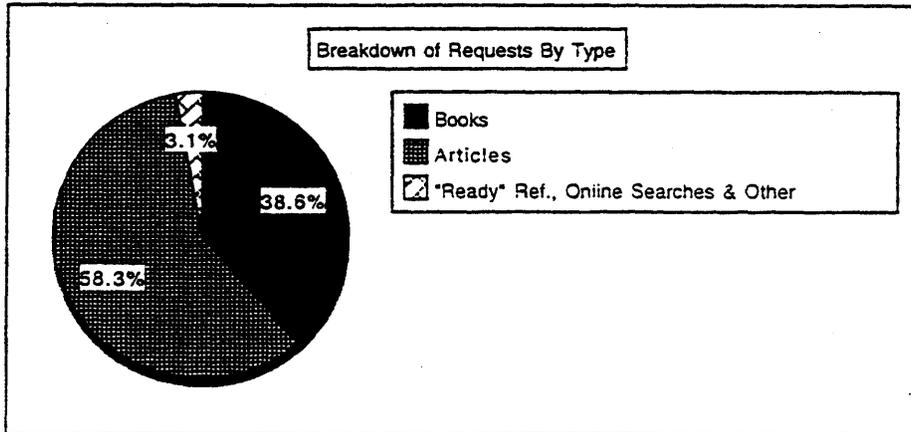
OVERVIEW OF CMLE INTERLIBRARY LOAN STATISTICS
July 1, 1998 - June 30, 1999

TOTAL REQUESTS RECEIVED.........8,043
BORROWING LIBRARIES..............114
LENDING SOURCES...................63
REQUESTS FILLED 7,796
REQUESTS CANCELLED..............247

ANALYSIS OF REQUESTS

BY TYPE OF MATERIAL REQUESTED:
Books   3,107 (39%)
Articles (photocopies)   4,688 (58%)
"Ready" Ref. Questions,
Online Searches & Other   248 (3%)

BY NATURE OF REQUEST:
Specific Requests   5,620 (70%)
Non-specific Requests* 2,423 (30%)
(*Items sent after research by the CMLE staff on 408 topics
 or questions submitted by member libraries/media centers)

BY LENGTH OF TIME TAKEN TO FILL REQUEST:
Same day service   3,343(42%)
1 day   891(11%)
2 days   345(4%)
3 - 7 days   1,766(22%)
8 - 1 4 days   866(11%)
1 5 or more days   585(7%)
Cancelled   247(3%)

User Services • Government Documents

The Government Documents area is a partial depository for U.S. documents, receiving about 37% of documents published by the federal government, and a full depository for Minnesota documents, receiving 100% of documents made available by Minnesota government.
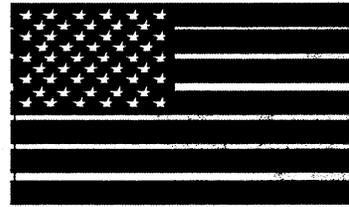
Progress on Meeting Stated Goals / Other Accomplishments:
> Updated item cards in preparation for Marcive project
> Maintained "Gov Docs in the News" bulletin board to highlight current news on government publications and pertinent Web sites
> Maintained in Reference area a Government Documents binder of new resources and Web sites useful for assisting patrons
> Added two microformat printers to area
> Purchased site license for ArcView software to access our map CD-ROMs
> Attended training sessions (PALS User Group meetings, ArcView training, Marcive Seminar, Government Documents Spring Forum)
> Reviewed government periodicals to determine optimal shelf locations
> Moved plat books to a more central location

Statistics:
> See **Attachments L and M.**

> Patron questions serviced.....................................5,350
> Materials checked out / reshelved...................15,563
> Items added to PALS..11,385
> Items withdrawn..5,760

Challenges and Opportunities:
> Planning for the transition to the new building
> Possible integration of NASA Room as part of Government Documents
> Staying knowledgeable and current with government Web sites and new CD-ROMs
> Maintaining our records as item numbers split and / or are dropped
> Beginning the retrospective conversion project through Marcive
> Examining our work flow based on Marcive
> Handling increased ILL requests when Marcive project is completed
> Training new student workers; an ongoing challenge

Resource Needs:
> Eventually purchase a DVD player in order to access some depository materials
> Possible additional microfiche cabinets

Attachment L

Federal Documents

	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MAR.	APR.	MAY	JUNE	TOTAL
RECEIVED													
Paper-s.list	520	544	496	365	509	297	412	614	557	438	229	492	5,473
extras	110	82	122	90	62	87	92	100	104	96	77	82	1,104
Fiche-titles	494	612	859	617	417	636	386	604	972	717	396	332	7,042
each													
Maps	1				0	0	11	0	0	4	65	77	158
CD-Roms	54	52	59	67	16	36	62	73	38	46	17	48	568
TOTAL	1179	1290	1536	1139	1004	1056	963	1391	1671	1301	784	1031	14,345
ADDED TO PALS													
Paper (23)	224	150	119	235	187	187	120	336	295	364	616	204	3,037
Paper (25)	303	196	222	248	203	194	261	284	326	252	155	214	2,858
Fiche	218	86	868	581	305	222	146	344	441	449	361	121	4,142
Maps	3	11	22	36	12	27	25	5	3	7	14	15	180
CD-Roms	52	56	0	88	22	24	36	89	59	41	77	43	587
TOTAL	800	499	1231	1188	729	654	588	1058	1124	1113	1223	597	10,804
WITHDRAWN													
Paper (23)	225	30	16	22	8	2	5	8	28	469	56	6	875
Paper (25)	185	50	45	313	151	61	43	47	658	158	112	43	1,866
nonbarcoded	39	2	248	130	237	1385	170	3	0	0	0	83	2,297
Fiche-pals	1		3	18	1	6	371	18	0	9	3	11	441
nonbarcoded	2	2	2		0	37	0	0	0	0	0	1	44
Maps-pals	47	19	12	20	1	0	16	0	32	12	30	0	189
nonbarcoded	0	0		0	2	0	0	0	0	0	0	0	2
CD-Roms-pals	1	0		0	1	11	0	0	0	0		15	28
TOTAL	500	103	326	503	398	1494	616	76	718	648	201	159	5,742
BROWSES													
Paper (23)	189	149	183	288	208	440	117	248	362	592	173	113	3,062
Paper (25)	288	153	470	430	399	238	250	390	293	388	94	230	3,623
nonbarcoded	9			15	30	42	19	10	36	32	2	10	205
Fiche	53	111	154	464	510	229	80	493	360	390	105	41	2,990
nonbarcoded	129				60	18	47	9	24	38	0	0	325
Maps	5	12	15	23	16	14	27	16	31	59	20	32	270
nonbarcoded	10	5	17	26	19	4	11	6	22	22	130	37	309
CD-Roms	3	4	10	29	6	11	1	40	22	29	9	1	165
TOTAL	686	434	849	1275	1248	996	552	1212	1150	1550	533	464	10,949
CHECK-OUT													
Paper (23)	114	60	157	207	364	200	81	209	282	483	71	56	2,284
Fiche	34	20	34	61	86	62	1	49	33	68	10	25	483
Maps	11	17	28	19	22	35	5	19	12	18	14	24	224
CD-Roms	7	9	0	8	14	8	2	43	6	9	4	15	125
TOTAL	166	106	219	295	486	306	89	320	333	578	99	120	3,117

Attachment M

Minnesota Documents

	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MAR.	APR.	MAY	JUNE	TOTAL
RECEIVED													
Paper	33	13	31	46	15	32	80	31	37	12	6	10	346
Fiche-titles			197	216									413
each													-
Maps													-
CD-Roms													-
TOTAL	33	13	228	262	15	32	80	31	37	12	6	10	759
ADDED TO PALS													
Paper/Fiche	1	2		98	221	162	56	11	6	1	22	1	581
Maps													-
CD-Roms													-
TOTAL	1	2	0	98	221	162	56	11	6	1	22	1	581
WITHDRAWN													
Paper	0		1				5				12		18
nonbarcoded													-
Fiche-pals	0												-
Maps-pals													-
nonbarcoded													-
CD-Roms-pals													-
nonbarcoded													-
TOTAL	0	0	1	0	0	0	5	0	0	0	0	0	18
BROWSES													
Paper	11	8	20	50	31	29	37	21	22	49	36	5	319
nonbarcoded	0												-
Fiche	81	45	35	37	183	180	40	81	43	92	9	38	864
Film	36	18	32	34	23	20	11	27	17	26	16	24	284
CD-Roms													-
TOTAL	128	71	87	121	237	229	88	108	60	118	25	62	1,334
CHECK-OUT													
Paper	12	12	11	9	20	9	11	21	12	34	6	6	163
Fiche													-
Maps													-
CD-Roms													-
TOTAL	12	12	11	9	20	9	11	21	12	34	6	6	163

User Services • Library Instruction

Through the **Library Instruction Program**, LR&TS reference librarians present sessions to assist students in learning to use the variety of information resources available within LR&TS.
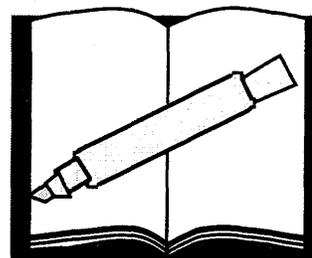
Progress on Meeting Stated Goals / Other Accomplishments:

Maintained the same high level of service provided in previous years for SCSU faculty and K-12 schools despite fewer personnel
Presented 303 library instruction sessions
Reached 7,893 students
Publicized library instruction sessions to all SCSU colleges and departments
Worked to improve the quality of library instruction provided by LR&TS faculty

Statistics:

The majority of sessions were provided to English 191 classes (137 sessions for 3,988 students). Library instruction was also provided to dormitory floors, high school groups, graduate courses in various disciplines, faculty in various departments, and even SCSU administration.

	FY 98 quarters					FY 99 semesters			
	summer	fall	winter	spring	TOTAL	summer	fall	spring	TOTAL
sessions	25	88	90	108	311	29	157	117	303
attendance	454	2,528	2,632	3,197	8,811	480	4,372	3,041	7,893

Challenges and Opportunities

Maintaining program with some library instruction faculty members on sabbatical and other assignments during 1999-2000
Increased size of the English 191 program
Locating appropriate presentation spaces for library instruction, especially for hands-on experiences
Mastering new library services and databases
Networking with colleges and departments
Continuing to present library instruction "on the road" in classrooms outside LR&TS
Collaborating with the University of Minnesota Libraries on Research Quickstart project

Resource Needs

Possibly increasing personnel available to meet demands for library instruction through additional full-time Reference faculty or CIM graduate assistants (preferably within the Media Specialist track) who would help provide sessions and prepare instructional material under the supervision of the Library Instruction Coordinator

User Services • Periodicals / Serials

Periodicals / Serials continues to be influenced by the rapid changes occurring in electronic access and fulltext availability.

Progress on Meeting Stated Goals / Other Accomplishments:
Began periodical/serial evaluation by meeting with all five colleges dean's advisory committees/councils
Developed periodical evaluation forms
Developed Periodicals timeline for transition/clean up in preparation for moving to the new library
Collaborated with systems librarian and technical assistant to begin to design and create new periodical holdings list
Planned for revision of statistics to be collected monthly rather than by semester
Worked with Government Documents area to move current issues of thirty government document journal to periodicals
Investigated updating of periodical holdings to OCLC
Began planning for serial inventory
Continued to promote and teach patrons to use Project MUSE, J-STOR, Academic Press, and Lexis-Nexis subscription services

Statistics:

See **Attachment N.**

Subscriptions:
Current Serial Subscriptions (paper).....................1,307
Current Serial Subscriptions (electronic)..............6,258
(includes Project MUSE; JSTOR; Academic Press; InfoTrac;
OCLC Electronic Collections Online and Lexis-Nexis)

TOTAL Subscriptions...7,565

Circulation of Current Paper Issues:	FY 98	FY 99	
Summer	3,081	2,048	
Fall	18,280	10,608	
Winter	13,685	-----	
Spring	12,886	10,673	
Intersession & Summer	-----	2,065	
TOTAL Circulation	**47,932**	**25,394**	47% decrease *

* probably due to increased availability of fulltext online

Challenges and Opportunities:

Keeping current with electronic access to journals, magazines, and
newspapers
Continuing analysis of periodical / serials collection
Working with departments and colleges to complete campus-wide serials
evaluation project
Managing service counter with limited student coverage
Raising patron awareness of electronic periodical subscriptions
Achieving/maintaining compliance with new copyright legislation

Resource Needs:

Microcopier for possible extension of copying services for faculty, student and
CMLE
Zip drive for microcopier computer to allow transfer of scanned microform
materials to disk
Lockable step stools to access top shelves of current periodicals

Attachment N

Periodical Statistics

Current Serial Subscriptions (Paper).. 1,307

Current Serial Subscriptions (Electronic).................................. 6,258
    (Including Project MUSE, Academic Press, InfoTrac, OCLC Electronic
    Collections Online and Lexis-Nexis)

Total Subscriptions..7,565

	Summer starting 7/1/98	Fall	Spring	Summer thru 6/30/99	Total FY 99	Total FY 98	% change
Circulation							
Current 2 Years	2,048	10,608	10,673	2,065	**25,394**	**47,932**	- 47% [1]
Copying Service Requests							
Faculty Copying Service Requests							
Items Requested	48	203	138	72	**461**	468	- 1%
Pages Copied	963	2,566	1,822	809	**6,160**	6,025	+ 2%
Student Copying Service Requests							
Items Requested	35	28	24	34	**121**	135	- 10%
Pages Copied	534	1,569	620	488	**3,211**	1,871	+ 72%
CMLE Copying Service Requests							
Items Requested	47	374	391	12	**824**	1,227	+ 33%
Pages Copied	581	2,605	2,719	93	**5,998**	7,141	- 16%
Copicard (pages copied on 3rd floor)							
Xerox	11,327	114,700	97,400	8,542	**231,969**	296,233	- 22% [1]
Microform	9,412	52,516	45,625	9,417	**116,970**	144,137	- 19% [1]
Xerox Service Calls	2	5	6	0	**13**	16	-19%

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[1] Two factors in particular impact circulation of current (paper) periodicals and related copying:
increased availability of electronic full-text articles and the SCSU change to semesters.

User Services • Reference

The Reference desk was staffed by Reference personnel (8 faculty members and one Library Tech) for 83 hours on weekdays and 16 hours on weekends during the regular school year (including double-staffing), as well as 62.5 hours on weekdays and 4 hours on Sunday evenings during summer sessions. The desk was open during all term breaks (except holidays).
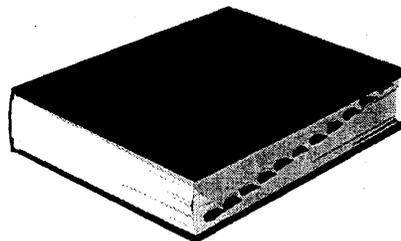
Progress on Meeting Stated Goals/Other Accomplishments

Provided service with no glitches during the first year on the semester system
Began another round of standing-order evaluations
Added new Web-Based databases such as FirstSearch
Selected new Reference tools
Upgraded area printing from dot matrix to laser printer
Participated in training sessions for new databases
Acquired teleconferencing technology
Staffed QuickRef in Atwood for three days a week for most of the year
Began collaboration with University of Minnesota on *Quickstart* project

Statistics

Reference Collection items...22,941
Reference Collection titles..9,191
Titles dropped...447
Titles added...1,413
Items added.. 2,036
Items browsed for reshelving.....................................8,810

Reference questions answered
    Summer 2,369
        Session I.......................1,608
        Session II.........................761
    Fall..9,816
    Spring 7,276
    Other/intersession through 6/99.........................1,111
    TOTAL..**20,572**

Reference questions serviced by busiest weeks of semester (week 7 is midterm):
    Fall...................................week 13, week 12, week 7
    Spring.................................. week 6, week 7, week 12

Challenges and Opportunities

Providing Reference service for distance education students as well as patrons at external locations (Atwood, for example)

Increasing usage of Web-based materials especially non-commercial sites located via various browsers

Working with patrons in a complex and sometimes frustrating technological environment

Maintaining reference services when faculty are on sabbatical

Hiring replacement for retiring faculty member

Planning for the move to the new facility

Providing reference service during the physical move to the new facility

Resource Needs

New computers may be required to replace outmoded equipment in Reference area