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LRS Annual Report 2011-2012

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Learning Resources Services

Annual Report
Fiscal Year 2012

ST. CLOUD STATE UNIVERSITY

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Introduction

Learning Resources Services (LRS) serves all disciplines of St. Cloud State University and a wide range of users, including students, faculty, staff and community members in Central Minnesota.

The library has more than 2.767 million print and non-print items, including more than 750,000 books, 1.9 million units of microform (including federal and state documents), nearly 600 print periodical titles and access to more than 56,000 electronic journals, 1,500 maps, and 26,000 nonprint items (computer software, compact discs, videotapes, DVDs, films, etc.).

LRS also provides technology training to faculty, staff and students as well as multimedia and instructional design assistance and support to faculty and staff.

LR&TS MISSION, VISION AND GOALS

Mission
Connecting you with information and technology.

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

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

LRS Structure, June 2012

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

Administrative Services
- Budget
- Personnel and Hiring
- Facilities Management
- Grants and Contracts
- Staff Development

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

Collection Services
- Collection Management
- Archives
- Acquisitions
- Cataloging

LEARNING RESOURCES SERVICES

Instruction Technologies & Infrastructure Services
- Instructional Technologies
- Web Development
- Electronic Classrooms
- Video Conferencing
- Media/Video Production

Access Services
- Circulation
- Interlibrary Loan
- Reserves
- Stack Management
- Central Minnesota Libraries Exchange

Academic & Pedagogical Technologies
- Instructional Design
- Instruction Technologies Research
- User Support & Training

Workgroup Overviews

ADMINISTRATIVE SERVICES

The Dean's Office manages all aspects of LRS, including overseeing budgets, directing the planning for the unit and coordinating the efforts of the various workgroups. This also includes communication, facilities management, grants and contracts, general operations, policies and procedures, student employment, employee hiring, orientation and staff development.

ACADEMIC & PEDAGOGICAL TECHNOLOGIES

The faculty members of the Academic & Pedagogical Technologies (APT) workgroup provide workshops and one-to-one support for specific production applications for faculty and students, with a focus on Desire2Learn (D2L), the MnSCU course management system. APT members assist faculty in incorporating instructional technologies into their courses.

ACCESS SERVICES

Students, faculty, and staff receive assistance at a number of locations maintained by Access Services. These include:

- Circulation–borrow, return and renew books, audio-visual resources and equipment and group study rooms.
- Periodicals–access nearly 800 popular, trade, and scholarly print periodicals.
- Interlibrary Loan–borrow materials from other libraries.

COLLECTION SERVICES

Collection Services oversees the acquisition and cataloging of library materials, including books, serials (journals, newspapers, etc.), CDs, videos/DVDs and online electronic resources, such as full-text databases. Personnel maintain library systems including the library proxy service, the SFX open URL service, Archon archives management server, and the insitutional repository.

Also included is University Archives and Special Collections, which manages and preserves the official records of, and information about, SCSU.

REFERENCE SERVICES

Reference Services faculty assist students, faculty, staff, and community members with their research needs, including locating and using specific library resources. Support is offered at the reference desk in person or via telephone, e-mail or virtual chat. Reference librarians also provide information through online library guides and research tools and offer course-related library orientation and research instruction.

INSTRUCTIONAL TECHNOLOGIES & INFRASTRUCTURE SERVICES

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

Personnel

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

Administrative Services
Learning Resources Services Dean's Office

Dean . . . . .Kristi Tornquist (through 8/11)

Interim Dean . . . . .Ruth Zietlow (temp. 7/11 to 6/12)

Assoc Dean for Instruction & Educational Technology . . . .Mark Baas (through 12/11)

Assoc Dean for Library Services . . . . Ruth Zietlow (through 7/11)

Operational Services Supervisor . . . . Missy Northenscold

Accounts Manager . . . . Sonja Estwick

Communication Specialist . . . . .Kristin Lyman (through 8/11)

Office Assistant . . . . Ka Vang (temp. 12/11 to 3/12)

Office Assistant . . . . Connie Matz (temp. 5/12 to 6/12)

Reservations Coordinator and Office Manager for Library Services . . . .
. . . . .Diane R. Schmitt (part time)

Student Employment and Facilities Coordinator . . . . .Sheila Landucci

Assessment Coordinator . . . . .Chris Inkster (one-quarter time)

Minnesota Digital Library

Outreach Coordinator . . . . .Marian Rengel (part time)

Project Director . . . . .Keith Ewing

Learning
Reference Services

Coordinator . . . . .Jennifer Quinlan

Government Documents Librarian . . . . .Michael Gorman

Reference Librarian .Susan Chisholm (fixed term through 5/12)

Reference Librarian . . . . .Robin Ewing (beginning 5/12)

Reference Librarian . . . . .Cindy Gruwell

Reference Librarian . . . . Fred Hill

Reference Librarian . . . . .Chris Inkster (three-quarter time)

Reference Librarian . . . . Olivia Olivares

Reference Librarian . . . . Susan Hubbs (half time)

Reference Librarian . . . . Melissa Prescott (full-year sabbatical)

Adjunct Faculty . . . . .Jeff Ganz (Spring)

Adjunct Faculty . . . . Matt Heintzelman (Spring)

Adjunct Faculty . . . . Alissa LaChapelle (Spring and Summer)

Adjunct Faculty . . . . Jacqueline Linn (Spring

Adjunct Faculty . . . . Diana Symons (Spring)

Academic & Pedagogical Technologies (Formerly InforMedia Services)

Coordinator . . . . .Keith Ewing
Faculty . . . . Brad Busse (fixed term)
Faculty . . . . Tom Hergert (full-year sabbatical)
Faculty . . . . Richard Josephson
Faculty . . . . Plamen Miltenoff
Faculty . . . . .Karen Thoms (full-year sabbatical)
Adjunct Faculty, Statistical Consulting . . . . . . Randy Kolb (Summer, Fall, Spring, Summer)

Graduate Assistant, Statistical Consulting . . . . Chen Zhu (Fall and Spring)

Resources

Access Services

Coordinator . . . . Robin Ewing (through 5/12)
Circulation and InterLibrary Loan Manager . . . . JJ Horning (beginning 5/12)
    Library Technician - Audio-Visual. . . . . Amy Schneider
    Library Technician Circulation . . . . Angela Wortham
    Library Technician E-Reserves & Evening Supervisor . . . .
    . . . . .Megan Ballengee (through 8/11)
    Library Technician E-Reserves & Evening Supervisor . . . .
    . . . . Therese Skillingstad (temp. 9/11 through 5/12)
    Library Technician - Interlibrary Loan . . . . .Debbie Josephson
    Library Technician - Interlibrary Loan .Hannah Topp-Schefers
    Library Technician - Reserves . . . . Pat Sauerer
    Extended Hours Supervisor. . . . . .Corey Schroeder (through 1/12)
    Extended Hours Supervisor. . . . . .Patric Ignaszewski (temp. 1/12 through 4/12)
    Extended Hours Supervisor. .Joe Franklin (beginning 6/12)
Central Minnesota Libraries Exchange Director . . . . .Patricia Post
    Central Minnesota Learning Exchange Information Specialist . . . . .Kate Bessey

Collection Management

Coordinator, E-Resources/Serials Librarian . . . . Jo Flanders
    Library Technician - Serials. . . . . .Linda Conway
    Library Technician - E-Reserves . . . . Wendy Springer
Acquisitions/Collections Manager . . . . .Rachel Wexelbaum
    Accounts Manager . . . . Molly Mitzel
    Library Technician - Acquisitions . . . . Diane Larson
Cataloging Coordinator . . . . Tina Gross
    Library Technician Cataloging. . . . . .Catherine Coats
    Library Technician Cataloging. . . . . .Blair Tosh
University Archivist . . . . Tom Steman
    Archives Assistant . . . . Alissa LaChapelle (part-time)

Technology
Instructional Technologies & Infrastructure Services (through 4/12)

Assistant Director for Multimedia/Web . . . . .Sara Grachek

Multimedia/Web Production Specialist. . . . . Karin Duncan
Multimedia/Web Production Specialist. . . . . Greg Jorgensen
Multimedia/Web Production Specialist. . . . . .Mark Monn
Multimedia/Web Production Specialist. . . . . Mary Shrode

CMDLN Operations . . . . .Reuben Wagenius

Audio-Visual/CMDLN Operations Support . . . . . Kevin Sauer (temp. beginning 11/11)
CMDLN Operations Specialist and Electronic Classroom Specialist . . . . . . .Justin Neis
Electronic Classroom Specialist Lead . . . . Kelly Larson
Electronic Classroom Specialist. . . . . Samuel Johnson
Telecommunication Infrastructure Specialist . . . . John Nies
Video/Multimedia Production Coordinator . . . . James Bertram
Video/Multimedia Production Assistant . . . . . .Justin Turkowski (temp. through 11/11)
Video/Multimedia Production Assistant . . . . . .Pranam Gurung (temp. beginning 1/12)

Interim LRS Dean's Report for FY 2012

This has been a year of change for Learning Resources and throughout it all the faculty and staff have remained professional and optimistic. It is in this spirit of mutual support that change will continue in LRS this coming year.

Highlights of changes this year fall into two categories: Structural & Personnel Changes, and Developments within LRS.

Structural and Personnel Changes

Last year Learning Resources and Technology Services (LR&TS) participated in St. Cloud State University's ASAOPSA review process. This review led to the decision to restructure LR&TS into two major areas: Information Technology Services (ITS) and Learning Resource Services (LRS). Additionally, SCSU hired Kaludis Consulting to evaluate ITS area of the university, and recommend ways to reposition and align ITS with the university's strategic direction.

Longtime LR&TS Dean, Dr. Kristi Tornquist, left St. Cloud State University to assume the Chief Librarian position at South Dakota State University. The Provost appointed Ruth Zietlow to serve as Interim LRS Dean effective July 22, 2011. ITS, led by both Phil Thorson and Ilya Yakovlev, began reporting directly to Vice President Steve Ludwig.

As part of the restructuring, the faculty in the Information Media (IM) program moved to the School of Education and began reporting directly to the School of Education Dean. LRS faculty began to rethink and restructure their Information Literacy programming to be more accessible and relevant to the entire student body.

Last spring, Professor Sandra Williams retired after many years of service. With her retirement, direction and programming of the annual Children's Literature Workshop moved from LRS Professors Williams and Inkster to IM Professors.

In the fall, the long awaited Kaludis Report on Information Technology on campus was written and presented by Elliot Haugen. This report provided guidance to the university about how to restructure the ITS area.

At the beginning of the year, ITIS staff (Web design, Multimedia production, D2L support) were still combined with LRS. With the departure of Associate Dean Mark Baas in December, direct supervision of this staff went to the Interim LRS Dean until late in the spring semester at which point they permanently joined the ITS structure in accord with the Kaludis Report's recommendations. In addition to changing supervisory relationships, we have also worked on budget separation between ITS, the former ITIS, and LRS.

At our Winter Retreat, LRS faculty and staff talked about identity within a context of change. Discussions developed addressing various ideas for our future, and a strong consensus developed around embracing the word "library".

An important report by the Advisory Board Company, Redefining the Academic Library (2011), served as a common reference document for numerous conversations about the present and future direction of librarianship. This report consciously included controversial statements that served to start our conversations.

Additionally, this was a big year for LRS faculty tenure and promotion applications. We had six faculty successfully earn tenure, with 4 promotions.

We hired a Circulation & ILL Manager as well as both temporary, and then permanent, evening and late night Circulation supervisors.

Developments within LRS

The library's Collections unit completed their move to first floor. This move consolidates most of the LRS faculty and staff into one floor of the library. Exceptions include the University's Archive and the LRS Systems librarian. Operationally, it makes communications and shared projects between our Circulation and Collections staff members more efficient.

With the Collections unit moved, we worked with the Write Place satellite to find an appropriate spot for their popular tutoring and consulting sessions in the library.

Additionally, we experimented with providing math skills tutoring that was associated with a specific multi-sectioned math class. This experiment was successful. Supporting additional needed tutoring with appropriate space something the library should consider for the future.

As part of a larger project to showcase faculty and student art on campus, the library installed a large textile piece by Dr. Merle Sykora. Dr. Sykora also curated a great deal of student art and in consultation with the interim dean, directed the exhibition of select pieces in the library.

The library worked with Dr. Miguel Martinez-Saenz by supporting the Common Reading Program while this program's director was on sabbatical.

We updated our hiring procedures to be aligned with the new MnSCU NeoGov system and our HR and EEOC offices. As part of this process, we reviewed and revised our language for a broader library adjunct pool.

In Circulation we honored our stewardship responsibilities and worked on revisions to our overdue and lost materials policies.

After several years of preparation, we finalized our Records Retention policy and began implementing this policy in our work.

We improved access to our captioned video collection for students with hearing impairments through better catalog description and searching for what we already owned, and by entering into a new video subscription service that provides closed captioning for every title in their collection.

We installed a water fill station in the Miller Center Lobby and worked with SCSU Ambassadors on sponsorship of filter replacements. In consultation with the SCSU Ambassadors, we developed appropriate and accurate signage reflecting their contributions.

The library sponsored An Evening of Poetry with Joyce Sutphen. In addition to Joyce Sutphen who is the current Minnesota Poet Laureate, we also had readings from two SCSU faculty members, Dr. Steve Klepetar and Dr. Steve Crow and a number of undergraduate students. This event was well attended and provided a rich cultural experience on campus.

Additionally, we sponsored the second annual Edible Books Festival Competition during National Library Week.

We worked on developing updated mission and vision statements.

We worked with facilities to complete Room 220's closet redesign. This renovation provides us additional room for Archives and an additional office.

We discussed a garden design for the main south entrance of the Miller Center. This design would address rain concerns, provide more seating on campus, and provide a more welcoming entrance to the Miller Center.

Throughout these many changes and accomplishments, **LRS** faculty and staff have remained committed to student success and intellectual curiosity. I am proud to have worked with such a talented faculty and staff this year.

Ruth Ann Zietlow
Interim Dean of LRS
June 21, 2012

LRS Administration

The Learning Resources Services (LRS) Dean's Office oversees a campus unit with approximately 50 faculty and staff members, and budgets totaling more than $4.5 million. Working with administration at the campus and Minnesota State Colleges and Universities system levels, the Dean's Office provides the centralized support needed so LRS workgroups can focus on the services they provide to campus and various other constituencies.

Assessment

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

In keeping with the rotation plan for LRS assessment projects, this year the focus assessment project was done by the SCSU Survey. Because the fees for the SCSU Survey were increased significantly due to campus reorganization, it was decided to ask three questions related to the library to the representative sample of 510 students.

Table 1: SCSU Survey of Library Services

Those who have used services N = 479 of 510	Strongly Agree	Agree	Disagree	Strongly Disgree	Not Applicable	
1. Miller Center Library resources and services (in the building OR online) have made a positive contribution to my academic learning. *OVERALL:*	*49%*	*47%*	*3%*	*1%*	*4%*	
...freshmen (n = 92 users)	48%	**52%**	0%	0%	0%	
...sophomores (n = 86 users)	**55%**	42%	4%	0%	0%	
...juniors (n = 100 users)	**53%**	40%	6%	1%	1%	
…seniors (n = 107 users)	48%	**51%**	2%	0%	7%	
…graduate students (n = 51 users)	**51%**	43%	4%	2%	7%	
Those who have used services N = 497 of 510	Almost always	Usually	Some-times	Rarely	Never	Not Used
2. When I use the library catalog (MnPALS Plus) to locate books or library databases (such as *Academic Search Premier*) to locate articles, I am skilled enough to find what I need. *OVERALL:*	*41%*	*27%*	*11%*	*3%*	*3%*	*14%*
...freshmen (n = 79 users)	**39%**	27%	12%	1%	7%	15%
...sophomores (n = 77 users)	**43%**	27%	13%	4%	4%	8%
...juniors (n = 90 users)	**43%**	25%	11%	6%	3%	11%
…seniors (n = 100 users)	**41%**	29%	11%	4%	3%	12%
…graduate students (n = 47 users)	**45%**	25%	11%	0%	2%	16%

Those who answered the question N = 498 of 510	Very often	Fre-quently	Some-times	Rarely	Never
3. How often this semester will you have course assignments that ask you to use library resources such as books or articles? *OVERALL:*	*18%*	*19%*	*26%*	*24%*	*14%*
...freshmen (n = 93)	11%	18%	**30%**	25%	16%
...sophomores (n = 85)	12%	15%	**31%**	33%	11%
...juniors (n = 102)	14%	25%	**28%**	24%	9%
…seniors (n = 114)	**23%**	19%	19%	19%	19%
…graduate students (n = 55)	**44%**	22%	18%	7%	9%

Natl. Survey of Student Engagement (NSSE) questions related to LRS services - - Responses for Often or Very Often	FY 07 1st yr	FY 07 Seniors	FY 09 1st yr	FY 09 Seniors	FY 11 1st yr	FY 11 Seniors
Communicated with an instructor via email	76%	84%	78%	89%	79%	86%
Used listserv, chat group, etc., to discuss or complete an assignment	48%	58%	51%	57%	51%	58%
Used computing and information technology	69%	81%	76%	82%	68%	75%
Worked on a culminating senior experience (may have required library resources)		63%		66%		64%
Worked on a paper or project requiring integrating information from various sources					76%	86%
Spent quite a bit of time or very much time studying and on academic work	68%	76%	79%	78%	77%	80%
Read at least five books that were not assigned	13%	23%	26%	23%	17%	22%

Contracts

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

Table 2: Contract Activity

	FY07	FY08	FY09	FY10	FY11	FY12	
Library Service Contracts	**Amount**	**Amount**	**Amount**	**Amount**	**Amount**	**Amount**	**% Change**
ILL Courier Service	$6,985	$6,985	$7,818	$7,818	$7,818	$7,818	**0.00%**
LibData hosting	$16,000	$26,500	$26,500	$26,500	$26,500	$26,000	**-1.89%**
Minnesota Digital Library Mgmt Svcs	$48,896	$92,424	$91,303	$97,288	$118,630	$100,450	**-15.32%**
Technology Service Contracts	**Amount**	**Amount**	**Amount**	**Amount**	**Amount**	**Amount**	**% Change**
Fiber Leases	$18,000	$18,000	$18,000	$14,400	$14,400	$14,400	**0.00%**
ITV/Video Conferencing	$117,874	$124,946	$171,800	$177,813	$188,482	$188,482	**0.00%**
Other Service Contracts	**Amount**	**Amount**	**Amount**	**Amount**	**Amount**	**Amount**	**% Change**
Coffee Shop Commissions/Lease	$12,345	$14,906	$14,694	$14,872	$14,164	$12,785	**-9.74%**
Total	**$220,100**	**$283,761**	**$330,115**	**$338,690**	**$369,994**	**$349,935**	**-5.42%**

Grants

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

Table 3: External Grants Applied For

Project Title	Funding source	Source type	Date submitted	Amount requested	Amount received
Total	**0**			**$0.00**	**$0.00**

Table 4: Internal Grants Applied For

Project Title	Funding source	Source type	Date submitted	Amount requested	Amount received
Implementing "More Product, Less Process"	Short-Term Grant	SCSU	3/5/2012	$884.16	$884.16
Handheld Librarians' Mobile Tech Tutorial	Short-Term Grant	SCSU	3/13/2012	$512.75	$502.75
Total	**2**			**$1,396.91**	**$1,386.91**

Table 5: Grant Activity Comparison

	FY06	FY07	FY08	FY09	FY10	FY11	FY12
External Grants submitted	6	4	2	2	2	0	0
Amount requested	$910,743.00	$54,307.00	$927,061.22	$52,452.00	$10,255.00	$1,006,888.00	$0.00
Amount received	$4,500.00	$3,500.00	$5,000.00	$47,200.00	$5,000.00	$6,247.00	$0.00
Success rate	0.49%	6.44%	0.54%	89.99%	48.76%	0.62%	0.00%
Internal Grants	9	8	1	3	6	6	2
Amount requested	$41,796.55	$89,799.10	$1,953.50	$2,000.00	$17,409.39	$4,050.47	$1,396.91
Amount received	$9,910.30	$7,183.41	$1,953.50	$2,000.00	$6,282.35	$2,950.97	$1,386.91
Success rate	23.71%	8.00%	100.00%	100.00%	36.09%	72.86%	99.28%

Chart 1: Grant Funding Received, Annual Comparison
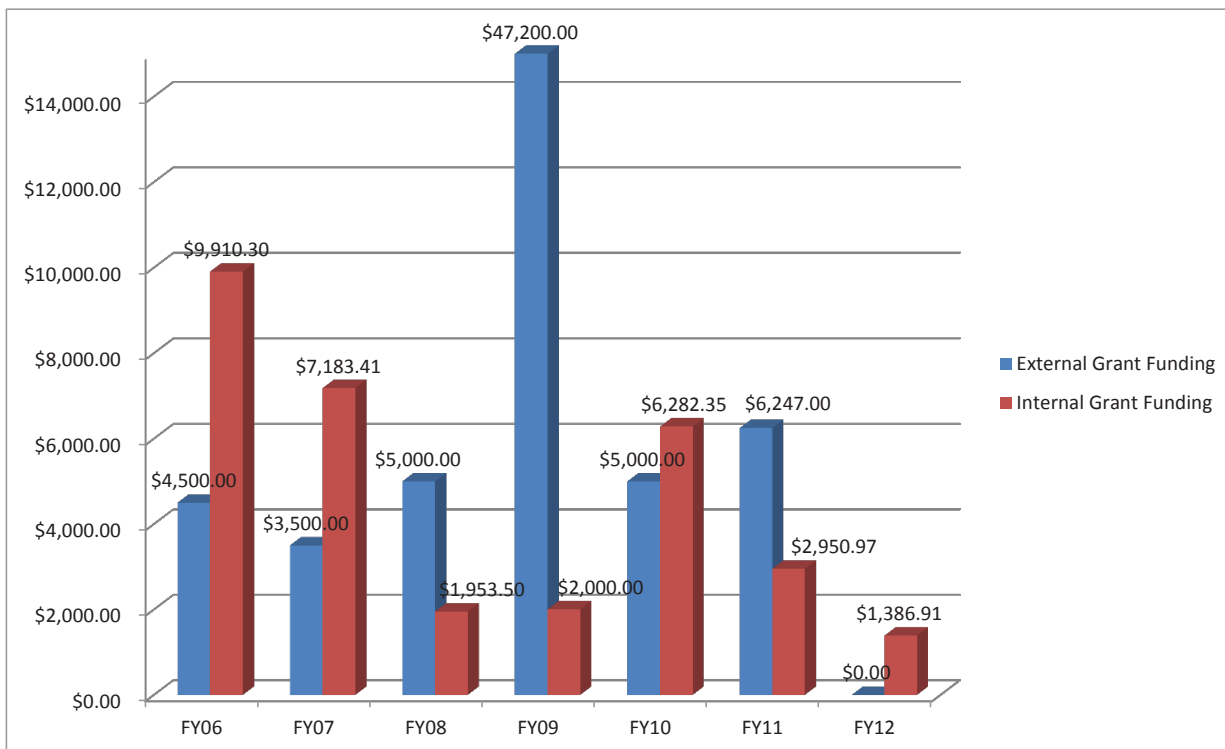
Learning

Whether it is finding, acessing, or applying print or online information, or learning how to become a more responsible and academic information user, or how to use specific hardware or software resources, LRS provides this support in a variety of modes and venues. From undergraduate students to faculty and staff, Learning Resources Services (LRS) provides classes, workshops and individual support to meet the research, learning and teaching needs of many different groups of users.

Reference Services

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

Table 6: Reference Questions Serviced By Year

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12	% Change
Number of questions	16,159	25,659	20,862	25,436	28,022	25,198	21,181	16,958	15,513	14,905	14,426	13,134	10,478	-20.22%

* Excludes virtual reference/chat

Chart 2: Reference Questions Serviced By Year
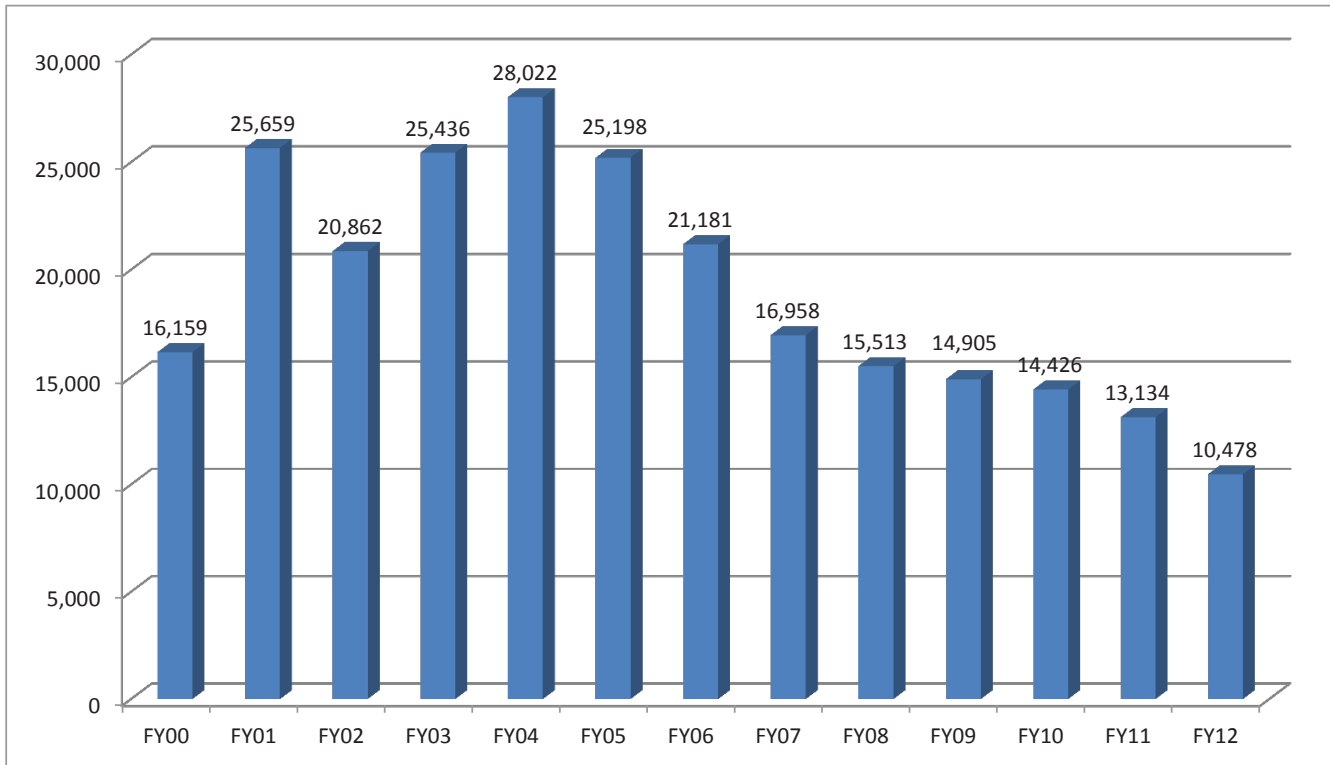
Table 7: Reference Questions by Type for FY12

Question type	Count	% of Total
Reference	5,968	56.96%
Technology	2,111	20.15%
Directional	2,399	22.90%
Total	**10,478**	100.00%

Transaction type	Count	% of Total
In person	9,129	87.13%
Telephone	639	6.10%
E-mail (AskRef)	417	3.98%
AskMN chat/IM chat-questions responded to by SCSU librarians	31	0.30%
AskMN chat/IM chat–questions responded to by AskMN partner librarians	262	2.50%
Total	**10,478**	100.00%

Note: SCSU librarians answered 31 SCSU and non-SCSU chat questions and provided follow up on 25 SCSU chat questions (initially answered by AskMN partner librarians).

Table 8: Reference Effort Assessment Data (READ) for Reference Questions for FY12

READ* score	Count	% of Total
1	3,199	31.41%
2	2,838	27.86%
3	2,953	28.99%
4	1,009	9.91%
5	164	1.61%
6	22	0.22%
Total	**10,185**	100.00%

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

Information Literacy

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

Additionally, in FY12, Learning Resources Services faculty taught 34 credits for the Information Media department, which focused primarily on development of information literacy for undergraduate students.

Table 9: Library Instruction Sessions

Term	Number of Sessions	Number of Students
Summer 2011		
Session 1	8	106
Session 2	4	68
Sub-total	12	174
Fall 2011		
August	8	307
September	31	1,081
October	43	918
November	20	418
December	1	28
Sub-total	103	2,752
Spring 2012		
January	19	510
February	30	709
March	13	222
April	13	251
May	0	0
Sub-total	75	1,692
Totals	**190**	**4,618**

Table 10: Library Instruction Sessions by Term

Term	Number of Sessions	Number of Students
Summer 2011		
Session 1	8	106
Session 2	4	68
Sub-total	12	174
Fall 2011		
August	8	307
September	31	1,081
October	43	918
November	20	418
December	1	28
Sub-total	103	2,752
Spring 2012		
January	19	510
February	30	709
March	13	222
April	13	251
May	0	0
Sub-total	75	1,692
Totals	**190**	**4,618**

Table 11: Library Instruction Annual Comparison

	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12	# Change	% Change
Number of Sessions	276	245	305	274	298	293	300	254	286	272	236	190	-46	**-19.49%**
Number of Students	6,458	7,012	8,623	7,465	7,372	6,299	6,376	5,737	5,852	6,109	5,522	4,678	-844	**-15.28%**

LibData

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

Table 12: Use Comparison

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

	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12
Total LibData database resource entries:	600	1,082	1,226	1,226	1,762	1,910	2,041	2,252	2,445	2,659	2,755
Total resources added:	600	482	144	0	536	148	131	211	193	214	96

Subject Guides (formerly Research QuickStart)	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12
Total Subject Guide pages:	56	78	78	78	88	93	99	105	106	107	110
Total Subject Guide user hits:	3,467	19,125	27,447	5,921	17,178	34,094	25,370	75,903	62,281	71,951	104,594
Change in hits from previous year		451.63%	43.51%	-78.43%	190.12%	98.47%	47.69%	199.18%	-17.95%	15.53%	45.37%

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

Course Guides (formerly Course QuickStart)	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12
Total Course Guide pages:	0	0	0	0	46	75	134	174	206	205	249
Total Course Guide user hits	N/A	N/A	N/A	N/A	8,090	11,201	19,207	28,896	25629	20,151	21,480
Change in hits from previous year						38.45%	137.42%	50.45%	-11.31%	-21.37%	6.60%

Top 5 pages with number of hits FY12:
English 9,120
Spanish 8,010
Latin American Studies 7,959
Psychology 5,200
Nursing 4,273

PageScribe	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12
Total PageScribe pages:	0	0	0	0	47	77	88	89	96	100	107

Scholarship/ Creative Activity

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

Cook, B., Switzer, D., Gulrud, K., Kircher J., & Miltenoff, P. (2012, June 2). Community building in a faculty learning community focused on online learning. Presented at the College and University Teaching and Learning Lilly Conference on Brain-Based Learning & Teaching. Bethesda, Maryland.

Ewing, M. K. (2011, October). Plans for LibData and Research Project Calculator. Presented at MnPALS User Group Meeting, Moorhead, MN.

Ewing, M. K. (2012, June). Minnesota Digital Library update. Presented at Minnesota Digital Library Annual Meeting 2012, St. Paul, MN.

Ewing, R. L. (in press). Formal and informal communication in libraries. In R. Farrell & K. Schlesinger (Eds.), Managing in the middle: The librarian's handbook. Chicago: American Library Association.

Flanders, J. L. (2012, May). Let's get together: Global electronic libraries. Presented at QQML (Qualitative and Quantitative Methods in Libraries) International Conference in Limerick, Ireland.:

Flanders, J. L. (2011, October). Research Strategies for online learners: Directing students to library websites. Presented at AACE (Association for the Advancement of Computing in Education) Inter national Conference in Honolulu, Hawaii.

Gross, T. (2012). Developing local cataloging procedures for access to foreign-language films. Port of Spain, Trinidad: Seminar on the Acquisition of Latin American Library Materials LVII.

Gross, T. (2012). Eliminate, abandon, dismantle: Cataloging in library consultant reports. Milwaukee, Wisconsin: 2nd Milwaukee Conference on the Ethics of Information Organization.

Gross, T. (2011). Waquichastati? Aymara and quechua in the cataloging of Bolivian materials. In J. B. Wright (Ed.), Encounter, engagement and exchange: How native populations of the Americas trans formed the world (pp. 307). New Orleans: SALALM.

Gruwell, C. A., Martinez-Saenz, M., Thoms, K., Thayer, S. & Turkowski, A. (2012, January 26). Book Talk: 21st century skills: Learning for life in our times. Presented at Center for Teaching and Learning, St. Cloud State University.

Gruwell, C. A. (2012, April 4). Building your library of apps for work, research, and play. Presented at Learning Resources Services Enrichment, St. Cloud State University.

Hubbs, S., Stilwell, C., Minnema, J., & Robinson, R. (2012, June 1). Active learning through collaborative interactions: Advancing students' critical thinking skills. Presented at Lilly Conference, Washington, D.C.

Keengwe, J., Schnellert, G., & Miltenoff, P. (2011). Technology and globalization in higher education. Conference Proceedings Society for Information Technology & Teacher Education International Conference (SITE) 2011:1 SITE 2011--Society for Information Technology & Teacher Education International Conference). Pp. 2535-2538.

Miltenoff, P. et al. (2011). Social networking sites in "New Europe 2020" education: A bibliographic overview. Conference Proceedings of the Eighth International Conference Teaching, Learning and Quality of Higher Education, 2011. Botevgrad, Bulgaria

Miltenoff, P., Keengwe, J., & Schnellert, G (2011). Technological Strategic Planning and Globalization in Higher Education. International Journal of Information and Communication Technology Educa tion, 7(3), 51-62

Quinlan, J. M. (2012, May 5). I want to eat your brains: Engaging students with brain-based teaching strategies when zombies have taken over your classroom. Presented at LOEX (Library Orientation Exchange) 2012 Conference, Columbus, OH.

Olivares, O. (2012). Jorge Mas Canosa. In C. Tafolla & M. P. Cotera (Eds.), Great lives from history: Latinos. Ipswich, MA: Salem Press.

Olivares, O. (2012). Mario Cantú. In C. Tafolla & M. P. Cotera (Eds.), Great lives from history: Latinos. Ipswich, MA: Salem Press.

Prescott, M. K. (2012, March 15). Examining digital divides in library instruction: A "critical" first step. Presented at the 2012 Information Fluency Conference, Orlando, FL.

Prescott, M. K., & Gray, J. L. (2012, January 27). Navigating the world of scholarly information: An examination of the politics of research production. Presented at the Power in Diversity Leadership Conference, St. Cloud, MN.

Schnellert, G., Miltenoff, P. (2012, May 3). Social networking environments: What students want? Presented at MADLaT, Université de Saint-Boniface, Winnipeg.

Steman, T. D. & Bialek, M. (2011, October 15). Geography in Minnesota Reflections. Presented at GEO FEST 2011, Macalester College, St. Paul, MN

Steman, T. D., Marks, A. B., & Thomas, J. (2012, April 20). Archival content management systems: The future of collection management. Presented at Midwest Archives Conference annual meeting, Grand Rapids, MI.

Wexelbaum, R. (2011, October 18). Aleph Acquisitions/Serials Module. Presented at 2011 Upper Midwest Ex Libris User Group Conference. Ramada Plaza and Suites, Fargo, North Dakota.

Wexelbaum, R. Are encyclopedias dead? Evaluating the usefulness of a traditional reference resource. Reference Reviews. (accepted by the publication; to be published in 2012)

Wexelbaum, R. (2011). The founders of American cuisine: Seven cookbook authors, with historical recipes. [Book review]. Choice Magazine, 49(1).

Wexelbaum, R. (2011). From the Jewish heartland: Two centuries of Midwest foodways, by Ellen F. Steinberg and Jack H. Prost. [Book review]. Choice Magazine, 49(4).

Wexelbaum, R. Lipstick lesbians. In Sage Multimedia Encyclopedia of Women in Today's World. Thousand Oaks, CA: Sage Publications. (to be published in 2013)

Wexelbaum, R. Saint Cloud Regional Human Rights Commission. Human Rights Update. [Web log]. http://humanrightsupdate.blogspot.com/

Wexelbaum, R. (2012, June 25). The technology five step support group. Presented at American Libraries Association Annual Conference, Anaheim Convention Center, Anaheim, California.

Wexelbaum, R. Transgenders & suicide. In Sage Multimedia Encyclopedia of Women in Today's World. Thousand Oaks, CA: Sage Publications. (to be published in 2013)

Wexelbaum, R. Women Chefs & Restaurateurs. In Sage Multimedia Encyclopedia of Women in Today's World. Thousand Oaks, CA: Sage Publications. (to be published in 2013)

Wexelbaum, R. and Kille, M. The relationship between collection strength and student achievement. In A. Woodsworth & W. D. Penniman (Eds.), Advances in Librarianship Vol. 35. Emerald Group Publishing. (accepted by the editors; to be published in August 2012)

Wexelbaum, R. & Miltenoff, P. (2012, May 22). Are ETextbooks Cost Effective? Presented at 4th International Quantitative and Qualitative Methods in Libraries, Absolut Hotel, Limerick, Ireland.

Wexelbaum, R. and Miltenoff, P. Challenges to e-reader adoption in academic libraries. The Reference Librarian. (accepted by the publication; to be published in July 2012)

Wexelbaum, R. & Miltenoff, P. (2011, October 27). From EBooks to ETextbooks to multimedia: The relevance of EReaders and tablets for open education." Presentation at 8th International Open Education Conference, The Canyons Resort, Park City, Utah.

Wexelbaum, R. & Miltenoff, P. (2012, January 5). Open educational resources. Presented at CETL January Workshop Days, Saint Cloud State University, Saint Cloud, MN.

Wexelbaum, R. and Miltenoff, P. The role of academic libraries in the development and support of mobile learning environments. In Z.L. Berg & L.Y. Muilenburg (Eds.), Handbook of Mobile Learning. New York: Routledge. (accepted by the editors; to be published in 2012)

Wexelbaum, R. S. & Quinlan, J. M. (2011, September 28). Don't read this book! Presented at St Cloud State Common Reading Program Event, St. Cloud State University, St. Cloud, MN.

Technology Training and Support

Technology training sessions for students, faculty, and staff are provided through the combined effort of faculty and staff in Learning Resources Services, Information Technology Services, the Center for Excellence in Teaching and Learning and the Center for Continuing Studies. The emmphasis of the Academic & Pedogogical Technologies (APT) workgroup is on faculty training and support and technology workshops for students and faculty, and one-to-one consultations. A variety of topics are covered, and the workshops are marketed in several locations on campus. In addition, specialized technology information/training sessions are offered for targeted groups of students.

Table 13: Workshop Offerings and Participation by Audience

	FY06		FY07		FY08		FY09		FY10		FY11		FY12		% Change from FY11		% Change from FY07	
	Sessions	Attendance	Sessions	Attendance	Sessions	Attendance	Sessions	Attendance	Sessions	Attendance	Sessions	Attendance	Sessions	Attendance	Sessions	Attendance	Sessions	Attendance
Technology Instruction (student focused, often in-class; technology equivalent of library instruction)	17	785	40	546	32	523	25	480	81	1,206	75	1,563	25	423	-66.67%	-72.94%	-37.50%	-22.53%
Faculty/Staff (e.g., Convocations, D2L Camp, Technology Institute, etc.)	43	217	43	143	24	85	13	96	128	166	81	27	8	45	-90.12%	66.67%	-81.40%	-68.53%
Open Workshops (mixed faculty and students)	272	1,848	152	436	113	396	228	437	282	521	94	123	109	248	15.96%	101.63%	-28.29%	-43.12%
Totals	332	2,850	235	1,125	169	1,004	266	1,013	491	1,893	250	1,713	142	716	-43.20%	-58.20%	-39.57%	-36.36%

Resources

The important work of the university is augmented by having relevant and sufficient resources available. LRS collections are a combination of on-site materials (paper, fiche, film, etc.), digitized on-site resources (digital archives, e-reserves) and off-site resources (aggregator databases, proprietary databases, electronic journals and books,etc.) provided to support the curricular and research interests of students and faculty. In addition, LRS maintains numerous laptop computers, portable projectors, digital cameras and recorders, and other audio-visual equipment available for students and faculty use.

Acquisitions

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

Table 14: Library Physical Holdings by Collection

Collection	7/1/2009		7/1/2010		7/1/2011		7/1/2012		Added in FY 2012		Withdrawn in FY 2012		Difference FY11 to FY12	
	Bibs	Items	Bibs	Items	Bibs	Items	Bibs	Items	Bibs	Items	Bibs withdrawn	Items withdrawn	Bibs	Items
Main	449,079	528,995	452,819	533,168	456,606	538,232	458,845	542,987	2,333	4,871	94	116	2,239	4,755
Ref	6,976	18,069	6,827	18,242	6,862	18,359	6,843	18,346	13	85	32	98	-19	-13
Juv	24,868	27,413	25,322	27,888	25,643	27,331	25,882	27,738	243	412	4	5	239	407
Tech Services	98	142	98	142	100	144	102	148	2	7	0	3	2	4
Theses	5,564	5,170	5,795	5,396	5,824	5,426	5,974	5,561	150	135	0	0	150	135
US Doc	128,601	195,260	130,276	196,034	128,257	186,981	100,507	147,524	1,337	2,444	29,087	41,901	-27,750	-39,457
Mn Doc	14,004	22,720	13,989	22,755	13,986	22,775	13,983	22,785	2	19	5	9	-3	10
													0	0
Classified Microforms (Not including Periodicals or Gov Docs)	19,416	20,463	19,407	20,454	19,353	20,117	19,352	20,116	0	0	1	1	-1	-1
Video	16,014	19,284	16,208	19,704	15,737	19,349	15,973	19,669	320	413	84	93	236	320
Audio	5,023	5,435	4,979	5,651	4,972	5,470	5,020	5,521	51	53	3	2	48	51
Graphic	833	778	844	790	839	785	607	521	9	10	241	274	-232	-264
Cartographic	1,294	1,606	1,183	1,477	1,007	1,301	1,006	1,297	1	4	2	8	-1	-4
Electronic Media (Non-internet)	134	144	132	143	132	143	136	147	6	6	2	2	4	4
Periodicals	7,276	149,594	7,180	148,748	7,090	147,403	7,088	144,745	12	2,360	14	5,018	-2	-2,658
Archives	1,276	1,470	1,297	1,483	1,317	1,491	1,321	1,563	4	72	0	0	4	72
Rare	1,496	1,842	1,505	1,856	1,513	1,865	1,516	1,869	3	4	0	0	3	4
CMHC Rare	37	35	36	35	36	35	35	35	-1	0	0	0	-1	0
											0		0	0
Equipment	77	629	79	541	75	563	71	566	-4	3	0	0	-4	3
													0	0
CTC Library	54	1,673	1,988	2,491	2,081	2,571	2,053	2,550	103	135	131	156	-28	-21
Total	682,120	1,000,722	689,964	1,006,998	691,430	1,000,341	666,314	963,688	4,584	11,033	29,700	47,686	-25,116	-36,653

Table 15: Library Physical Materials by Format

Format	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12
Print Books	752,251	776,630	788,916	796,515	746,597	750,047	752,546	756,217
Microforms	20,491	20,479	20,497	20,478	194,476	197,519	190,914	155,045
Media	23,334	23,821	24,732	25,242	28,091	28,798	28,385	26,618
Other	155,032	156,271	153,509	153,289	29,928	30,634	28,496	25,808
Total	**951,108**	**977,201**	**987,654**	**995,524**	**999,092**	**1,006,998**	**1,000,341**	**963,688**

Table 16: Cataloged Library Internet Resources

	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12
Total cataloged internet resources	40,590	47,163	50,701	57,098	64,715	67,027	69,778	81,874
Internet US government documents	0	0	0	0	0	0	3,090	9,784
E-books in catalog (all)	0	0	0	0	0	0	14,990	15,396
E-books In catalog (paid for)	0	0	0	0	0	0	12,696	13,252

Central Minnesota Libraries Exchange

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

Table 17: CMLE Membership Types

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

Table 18: CMLE Interlibrary Loan Exchange

	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12	% Change
Total requests received	8,580	8,649	7,697	7,245	7,175	6,107	4,723	3,838	3,501	3,625	3,091	-14.73%
Borrowing libraries	129	104	101	84	79	75	62	58	62	52	49	-5.77%
Lending sources	115	98	64	72	124	157	138	128	14	15	15	0.00%
Requests filled	8,167	8,219	7,333	6,891	6,762	5,619	4,416	3,386	2,999	2,981	2,539	-14.83%
Requests unfilled/cancelled	413	430	367	354	413	488	307	465	493	644	550	-14.60%
Books	5,187	5,415	4,724	4,542	4,352	3,879	3,023	2,502	2,231	2,801	2,831	1.07%
Articles (photocopies)	2,938	2,878	2,577	2,267	2,528	1,950	1,644	1,319	1,238	798	244	-69.42%
Fill Rate	**95.19%**	**95.03%**	**95.27%**	**95.11%**	**94.24%**	**92.01%**	**93.50%**	**88.22%**	**85.66%**	**82.23%**	**82.14%**	**-0.11%**

Circulation

Circulation manages the loan of library materials and equipment to patrons. Patrons can check out, return or renew books, print reserves, media items and audio-visual equipment, obtain study room access and pick up materials requested through Interlibrary Loan. Personnel also coordinate print and electronic reserves, the media collection and stack maintenance (shelving and inventory).

Table 19: Circulation Transactions

	FY02*	FY03*	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12	% Change
Books checked out at desk	73,060	81,848	58,010	34,760	36,814	40,159	41,073	45,401	41,838	39,818	33,880	-14.91%
ILL Books checked out at desk	†	†	†	†	790	3,219	4,064	4,885	4,877	4,856	4,537	-6.57%
Books checked out at self-check	6,750	9,574	765§	8,408	7,759	7,119	7,944	9,774	0‡	0	0	0.00%
Total books checked out	79,810	91,422	58,010	43,168	45,363	50,497	53,081	60,060	46,715	44,674	38,417	-14.01%
Book renewals	7,550	16,409	8,666	16,328	16,320	5,795	8,993	9,729	9,596	9,938	10,696	7.63%
Federal document checkouts & uses					3,851	2,926	4,254	3,618	3,813	1,624	1,715		-100.00%
State document checkouts & uses					554	559	113	92	116	72	87		-100.00%
Total items browsed	52,575	44,825	59,215	56,059	52,616	51,765	46,165	58,445	38,271	38,524	34,743	-9.81%
New community barcode applications	436	443	381	393	280	184	129	132	186	78	152	94.87%

* Some circulation activities were double-counted in PALS; double-counting was eliminated with the move to Aleph in FY04.
† ILL books were checked out from the Circulation Desk starting March 2006. This was a benefit of implementation of the Aleph ILL module.
§ Due to migration to Aleph, the self-check machine was not operational July through mid-April of FY04.
‡ The self-check machine failed permanently on 12/22/09. No stats are available for July through December 2009. A replacement was purchased summer 2012.

Table 20: Patron Records

	FY04*	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12	% Change
Faculty/Staff	1,524	1,614	1,518	1,620	1,947	2,226	2,171	2,138	2,051	-4.07%
Retired Faculty/Staff	7	22	28	28	37	36	37	27	40	48.15%
Undergraduate Students	12,534	19,149	19,431	17,835	19,438	20,315	20,853	21,087	19,294	-8.50%
Graduate Students	1,281	2,404	2,970	2,255	2,801	3,156	3,492	3,211	2,520	-21.52%
CMLE	223	226	244	243	252	255	244	244	243	-0.41%
Community (active)	381	849	786	544	509	459	495	374	428	14.44%
Total	**15,953**	**24,264**	**24,977**	**22,525**	**24,984**	**26,447**	**27,292**	**27,081**	**24,576**	**-9.25%**

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

Table 21: Reserves

	FY05	FY06	FY07 †	FY08	FY09	FY10	FY11	FY12	% Change
Physical records added	3,970	2,260	1,644	1,087	911	739	617	550	**-10.86%**
Total loans	28,384	25,555	14,954	12,278	8,163	9,166	6,405	4,932	**-23.00%**
# of professors using	210	211	180	330	211	184	158	165	**4.43%**
# of classes using	330	308	221	406	268	192	175	180	**2.86%**

	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12	% Change
Video files added	0	86	21	294	536	296	156	74	**-52.56%**
Audio files added	8	5	41	32	0	0	6	68	**1033.33%**
PDF files added	885	911	1013	1069	949	408	280	325	**16.07%**
Other added(html, rtf, doc, etc.)	2	29	64	87	8	5	3	6	**100.00%**
Total	**895**	**1031**	**1139**	**1482**	**1493**	**709**	**445**	**473**	**6.29%**
# Profs Using	*	111	120	137	149	156	160	*	
# Classes Using	*	288	330	398	462	510	514	515	**0.19%**

* Not tracked
† Reserve charge numbers and records added are less due to more material being processed for
e-reserves and a processing change for traditional reserves.

Chart 3: Reserves Items Added
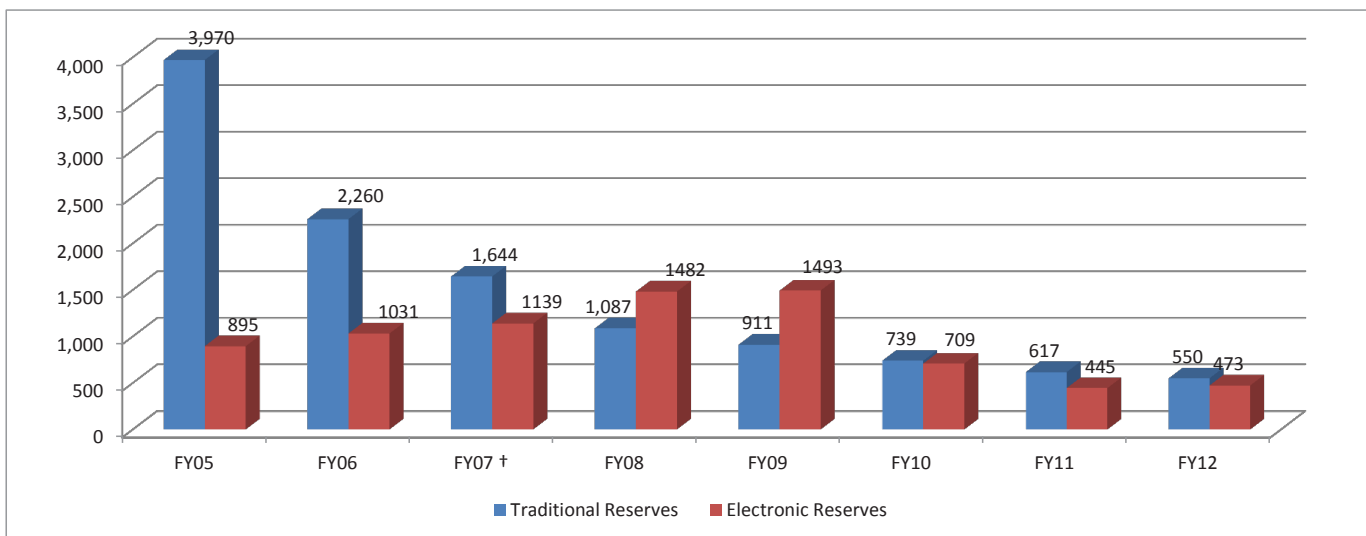
Table 22: Facilities Loans

	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11*	FY12	% Change
Student study room loans	13,325	13,677	13,614	14,796	16,526	17,078	16,737	15,416	15,932	**3.35%**
Study room accessories (keyboards, markers, remotes)					15,437	16,018	14,906	26,535	28,528	**7.51%**

*Increase due to procedural change (new study room computer mouse is checked out separately).
Total number of study rooms is 16.

Table 23: Equipment Loans

Items	FY04 Loans	FY05 Loans	FY06 Loans	FY07 Loans	FY08 Loans	FY09 Loans	FY10 Loans	FY11 Loans	FY12 Loans	% Change
Audio Equipment (cassette and digital recorders, CD boombox, PA systems)	356	889	621	730	1,072	444	470	433	471	**8.78%**
Data projectors	174	363	397	408	349	352	325	407	442	**8.60%**
Digital cameras (video & still)	250	502	482	524	663	655	958	1,069	1,033	**-3.37%**
Faculty laptop computers	265	504	407	354	438	437	370	227	177	**-22.03%**
Student long-term laptop computer	344	242	893	996	1,243	638*	729	518	491	**-5.21%**
Student short-term laptop computer			659	1,876	4,745	4,234	3,289	4,005	3,904	**-2.52%**
Projectors (slide, overhead, film & filmstrip)	30	68	46	49	31	27	13	6	10	**66.67%**
VHS camcorders**	428	295	232	206	140	98	22			**0.00%**
Total	1,847	2,863	3,737	5,143	8,681	6,885	6,176	6,665	6,528	**7.92%**

* Increased checkout period.
**VHS camcorder checkout discontinued fall 2010.
NOTE 1: All check-out statistics fluctuate due to equipment being out of commission at various times of the year due to issues such as late returns, lost or stolen items or equipment repairs.
NOTE 2: Miscellaneous equipment including various adapters, cables, and accessories are barcoded sperately but loaned as part of an equipment loan. In FY12, there were 6,451 such miscellaneous equipment loans.

Chart 4: Annual Equipment Loan Comparison
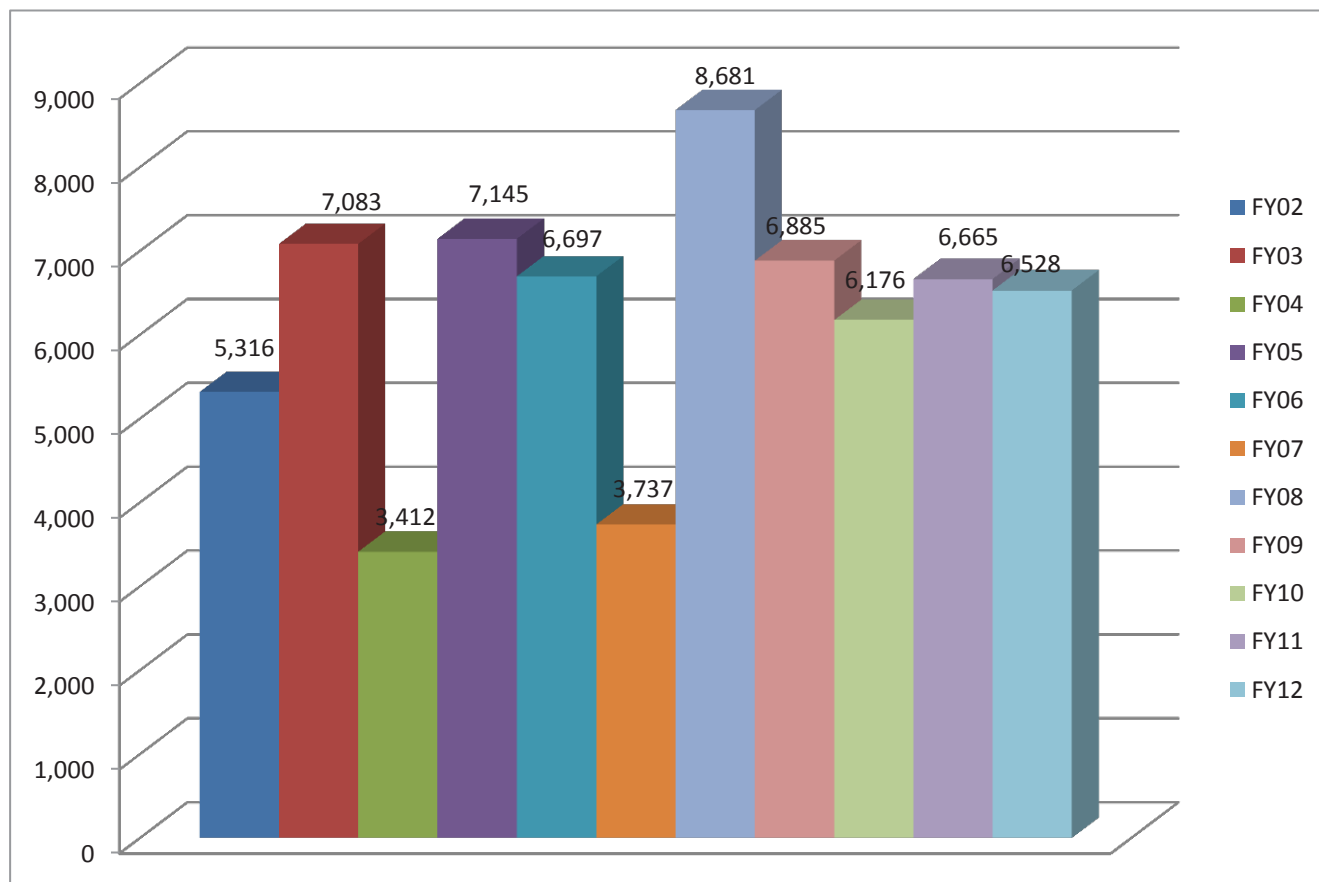
Table 24: Media Loans

Media Type	FY04 Loans	FY05 Loans	FY06 Loans	FY07 Loans	FY08 Loans	FY09 Loans	FY10 Loans	FY11 Loans	FY12 Loans	% Change
Software & CD-ROMs	68	101	4	22	25	61	85	97	125	**28.87%**
Cassette tapes	99	91	106	63	40	2	3	2	14	**600.00%**
Visual aids	26	32	38	36	30	11	19	21	10	**-52.38%**
Audio CDs	1,051	957	899	886	721	41	124	237	252	**6.33%**
Records	31	23	16	10	12	0	5	15	2	**-86.67%**
Films & filmstrips	7	3	7	3	1	0	1	1	0	**-100.00%**
Slides	8	20	7	2	0	2	3	0	0	**0.00%**
Videodiscs	16	18	1	1	0	0	0	0	0	**0.00%**
Videotapes	11,361	9,587	7,330	5,807	4,703	3,597	2,954	2,078	1,481	**-28.73%**
DVDs	1,039	2,074	3,500	4,556	4,936	4,684	4,055	3,608	2,641	**-26.80%**
Total	**13,706**	**12,906**	**11,908**	**11,386**	**10,468**	**8,398**	**7,249**	**6,059**	**4,525**	**-25.32%**

Note: Wild fluctuations in use are typical for older or discontinued media types that may be used infrequently depending on instructor and/or course. Overall, the downward trend reflects increasing online availability and use.

Chart 5: Annual Media Loan Comparison
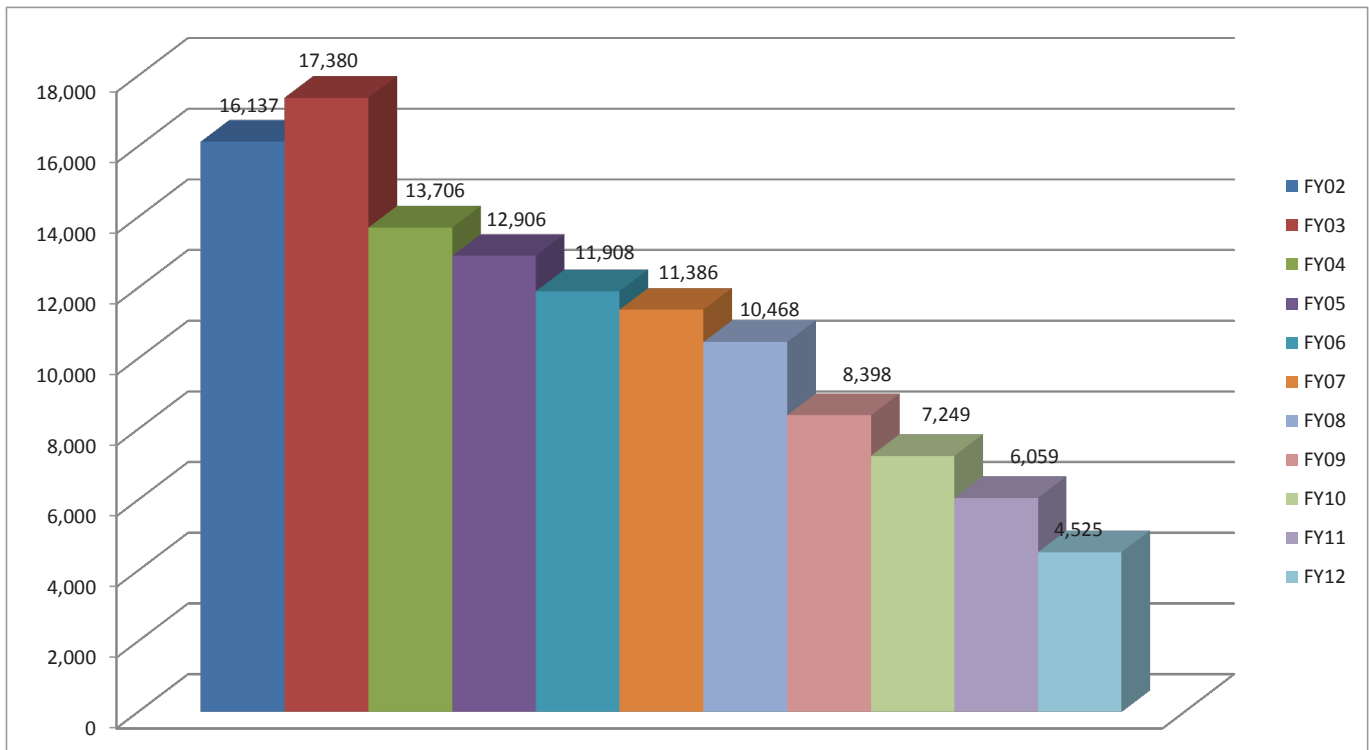
Table 25: Monthly Gate Count Statistics

Month	FY02	FY03	FY04	FY05*	FY06	FY07	FY08	FY09	FY10**	FY11	FY12	% Change
July	33,501	37,633	34,968	28,573	28,249	30,554	32,727	33,402	29,567	26,445	21,506	**-18.68%**
August	31,706	27,288	24,881	25,435	28,845	30,699	30,809	52,337	52,291	51,115	46,938	**-8.17%**
September	129,689	124,616	127,483	109,870	101,314	107,625	116,397	134,573	110,892	105,228	93,439	**-11.20%**
October	124,056	151,410	146,403	116,055	127,344	142,671	149,574	135,762	104,312	100,608	94,220	**-6.35%**
November	119,398	119,618	119,311	112,410	119,265	127,165	127,520	111,859	100,262	98,291	90,464	**-7.96%**
December	101,192	101,113	99,643	87,895	90,010	90,827	89,147	100,118	82,441	72,314	62,905	**-13.01%**
January	67,273	67,585	65,496	42,211	48,420	54,313	57,145	69,568	64,563	61,839	60,860	**-1.58%**
February	105,725	105,299	110,412	103,500	104,643	105,102	113,337	109,954	97,326	85,513	84,398	**-1.30%**
March	90,716	97,756	105,753	99,044	97,473	95,583	98,141	102,061	95,009	81,644	69,843	**-14.45%**
April	136,811	136,241	132,192	119,395	122,933	129,454	139,976	135,918	121,660	108,157	101,844	**-5.84%**
May	55,991	50,856	42,969	68,008	70,644	68,027	56,489	49,687	42,884	41,976	30,814	**-26.59%**
June	30,592	29,804	30,818	26,060	25,438	29,241	28,938	31,969	29,869	25,465	20,418	**-19.82%**
Total	**1,026,650**	**1,049,219**	**1,040,329**	**938,456**	**964,574**	**1,011,259**	**1,040,200**	**1,067,208**	**931,076**	**858,595**	**777,649**	**-9.43%**

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

Chart 6: Gate Count by Fiscal Year
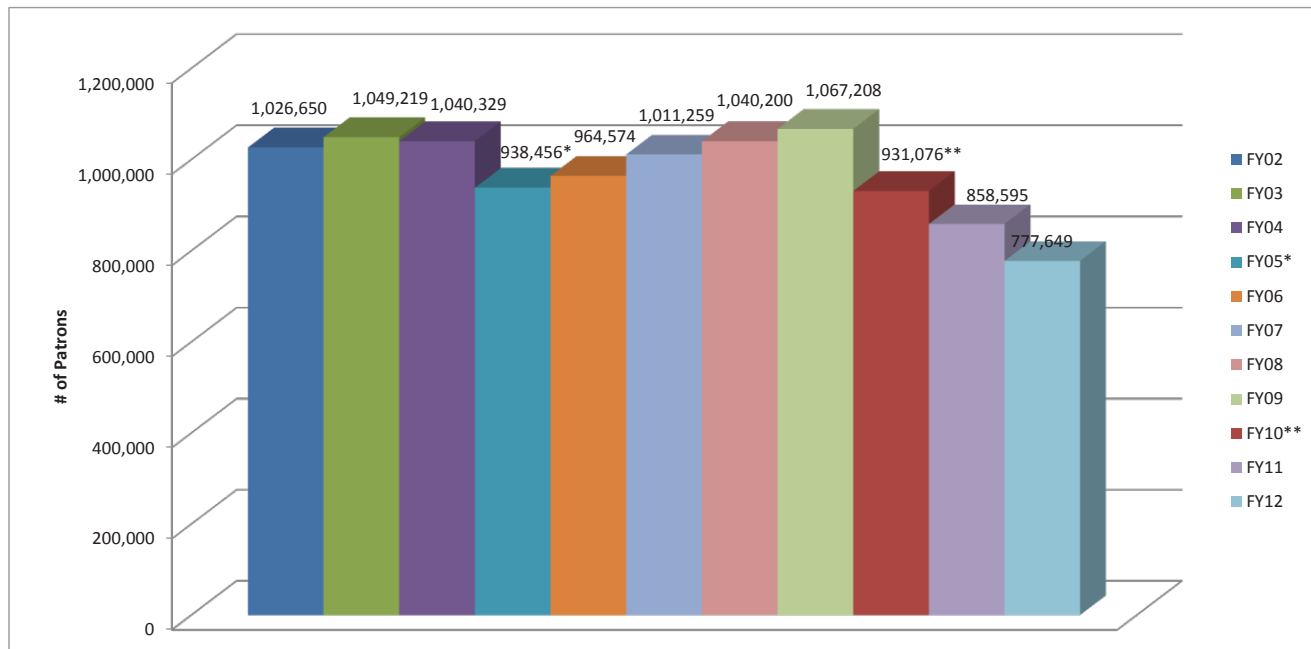
* One of four gate counters was malfunctioning Sept. through Jan. FY05.
** Changed to a new gate counting system on July 1, 2009.

Electronic Resources and Periodicals

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

Table 26: Serial Subscriptions Comparison

	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12
Current periodical print subscriptions (total titles including bound/fiche):	1,441	1,796	1,737	1,615	1,565	985	955	836	830	745	599
Electronic journal subscriptions:	1,785	2,474	2,194	2,614	3,033	6,369	7,256	8,600	5,428	3,170	3,916
Electronic journals held in aggregated databases	14,042	14,695	16,139	9,206	12,904	15,623	21,529	23,115	42,507	47,843	
Electronic databases for indexing/abstracting	41	63	55	37	40	43	44	44	40	44	33
Electronic databases for full-text reference sources	19	20	21	25	32	39	45	50	51	51	30

Note: Substantial changes are due in part to SFX cleanup and correction, and changes in subscription access (such as changing from direct to aggregated or index/a text) and changes in reporting measures

Table 27: Patrons Assisted at Periodicals Desk Comparison

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

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

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

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

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

FY07	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	% Change
Patrons Assisted	97	92	455	466	395	246	167	325	240	309	132	130	3,054	3.74%
Faculty Copying Requests														
Items Requested:	3	2	5	5	6	1	2	6	3	0	1	0	34	-15.00%
Pages Copied:	63	27	105	75	76	9	42	82	75	0	15	0	569	-32.66%
Number of Items Shelved	3,504	2,686	3,346	3,207	2,995	2,772	2,584	2,524	2,876	1,419	2,297	1,962	32,172	-34.49%
FY08	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	% Change
Patrons Assisted	161	66	469	555	450	293	250	554	386	395	148	104	3,831	25.44%
Faculty Copying Requests														
Items Requested:	0	1	3	1	1	0	0	1	4	0	0	1	12	-64.71%
Pages Copied:	0	22	138	13	16	0	0	27	62	0	0	2	280	-50.79%
Number of Items Shelved	3,003	2,744	2,114	3,383	3,343	2,903	3,208	3,596	2,365	3,665	2,194	2,387	34,905	8.49%
FY09	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	% Change
Patrons Assisted	143	166	545	508	432	334	264	434	419	365	146	150	3,906	1.96%
Faculty Copying Requests														
Items Requested:	2	6	3	4	2	3	3	2	6	4	6	3	44	266.67%
Pages Copied:	39	201	46	70	61	15	34	14	47	17	76	16	636	127.14%
Number of Items Shelved	2,682	1,667	4,077	3,255	2,492	2,577	2,064	2,674	2,544	2,501	1,991	1,700	30,224	-13.41%
FY10	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	% Change
Patrons Assisted	122	210	571	351	399	177	254	458	330	376	75	162	3,485	-10.78%
Faculty Copying Requests														
Items Requested:	7	1	13	6	10	3	0	1	3	1	4	0	49	11.36%
Pages Copied:	41	3	229	80	176	92	0	10	53	42	79	0	805	26.57%
Number of Items Shelved	2,145	1,926	2,813	3,150	2,666	3,017	1,972	2,843	2,546	2,346	2,135	2,411	29,970	-0.84%
FY11	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	% Change
Patrons Assisted	138	245	601	422	366	181	281	302	204	260	118	116	3,234	-7.20%
Faculty Copying Requests														
Items Requested:	0	6	15	4	1	4	7	14	1	4	4	1	61	24.49%
Pages Copied/Scanned:	0	69	94	63	11	27	61	113	14	80	29	5	566	-29.69%
Number of Items Shelved	1,450	1,684	3,480	3,048	2,379	2,018	3,130	2,163	1,982	2,180	2,295	1,991	27,800	-7.24%
FY12	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	% Change
Patrons Assisted	82	161	413	280	306	107	162	262	144	229	108	74	2,328	-28.01%
Faculty Copying Requests														
Items Requested:	0	2	3	4	2	3	1	1	1	1	2	1	21	-65.57%
Pages Copied/Scanned:	0	10	37	43	23	53	13	22	12	8	12	22	255	-54.95%
Number of Items Shelved	1,008	2,719	2,720	1,891	2,153	1,549	2,156	2,264	1,825	1,913	1,749	1,200	23,147	-16.74%

Table 28: Monthly Number of Sessions by Database Title

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
AccessScience (McGraw-Hill; total searches)	3	90	59	60	56	89	13	31	36	80	7	1	525
ACS Journals (sessions)	58	95	265	148	137	56	219	354	246	347	90	51	2,066
ACM Digital Library (searches)	3	39	72	155	133	95	91	74	74	45	3	12	796
AP Multimedia Archive (requests)	0	9	151	142	188	54	1	22	6	10	8	6	597
ArtStor (sessions)	21	72	35	54	109	45	53	55	55	54	15	2	570
Bibliography of Asian Studies (searches)	7	0	7	9	12	2	14	36	32	11	0	0	130
Books In Print (searches) (12/03-)	1	66	41	51	109	42	212	109	604	348	28	139	1,750
Caliber (sessions)	**********per JSTOR, no longer able to separate out Caliber stats, incorporated into JSTOR stats*****												-
Cambridge Journals Online (full-text)	3	1	24	19	9	2	112	31	63	63	36	29	392
Cambridge Historical Statistics of the US (fulltext)	0	0	0	0	1	0	1	5	2	1	0	0	10
CAS - SciFinder Scholar (12/03-) (sessions)	23	25	121	70	71	28	59	101	89	123	16	9	735
Classical Music Library (sessions)	0	0	8	0	0	2	0	119	9	68	5	0	211
Chadwyck - African American Biographical Database (sessions)	0	0	0	0	2	3	0	1	0	2	0	0	8
Chadwyck - Periodicals Archive Online (sessions)	0	4	14	41	3	24	17	98	11	79	1	0	292
ComAbstracts (CIOS) (total accesses)	354	448	685	1096	727	124	274	2470	1006	1148	77	50	8,459
CQEL Historic Documents (searches)	0	0	0	1	0	0	0	0	0	0	0	0	1
CQEL Researcher (1/02-) (searches)	23	20	215	379	442	109	114	212	253	413	47	18	2,245
CQEL Weekly (1/02-) (searches)	2	0	4	5	9	4	3	10	5	5	0	0	47
CQEL (general) (searches)	8	2	24	49	63	19	23	24	54	81	7	4	358
Credo Reference (sessions)	58	71	377	265	310	206	83	479	329	430	89	53	2,750
CSA - COS Scholar Universe: Social Science	968	640	2498	2193	2254	737	991	2736	2577	2071	957	801	19,423
CSA - EconLit (Searches)	250	574	1384	987	666	191	577	893	704	581	630	153	7,590
CSA - ERIC (Searches)	921	622	2037	1615	1753	617	872	1822	1603	1420	734	608	14,624
CSA - GeoRef [6/00-] (Searches)	33	1	31	60	42	7	40	20	32	58	4	3	331
CSA - GeoRef In Process [9/01-] (Searches)	3	1	13	17	15	2	28	10	21	15	1	2	128
CSA - Meteorological & Astrogeophysical Abstracts (searches)	9	2	21	29	19	9	32	16	22	21	2	2	184
CSA - MLA Directory of Periodical (searches)	7	31	20	53	19	5	5	20	22	23	10	1	216

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
CSA - RILM (searches)	13	28	22	90	43	66	10	28	54	116	12	1	483
CSA - Social Svcs Abs (Searches)	211	150	1265	952	720	181	409	813	652	585	612	165	6,715
CSA - Sociological Abs (Searches)	248	161	1010	926	796	217	407	1503	1502	1035	1035	640	9,480
CSA - Web Resources Related to Natural Science (searches)	38	2	38	72	46	14	44	25	33	59	5	3	379
CSA - Web Resources Related to Soc Sci (searches)	807	908	2272	1935	1916	660	955	2288	2114	1740	456	660	16,711
CSA - Worldwide Political Science Abs (Searches)	199	146	851	666	578	144	345	742	614	474	593	149	5,501
EBSCOHost Academic Search Premier (sessions)	3164	2545	9637	14618	18423	8283	4919	11864	12149	16796	2733	2519	107,650
EBSCOHost AgeLine (sessions)	90	55	207	312	391	219	228	373	313	537	95	62	2,882
EBSCOHost Alt HealthWatch	100	58	201	331	394	192	218	379	346	464	83	64	2,830
EBSCOHost America: History and Life (sessions)	97	55	230	381	499	226	228	421	352	526	82	61	3,158
EBSCOHost Art Full Text (HW Wilson)	3	1	22	24	21	359	218	372	295	519	76	66	1,976
EBSCOHost Business Source Premier (sessions)	271	264	686	1043	1183	379	640	855	1296	1183	214	251	8,265
EBSCOHost CINAHL Plus w/ full-text (sessions)	188	193	990	1179	968	376	601	1224	1263	991	187	249	8,409
EBSCOHost Communication & Mass Media Complete (sessions)	250	225	618	851	1100	428	533	1048	984	1098	197	216	7,548
EBSCOHost Consumer Health Complete	7	6	16	30	30	16	10	33	32	39	16	3	238
EBSCOHost Criminal Justice Abstracts	91	49	174	292	384	227	252	379	313	498	96	63	2,818
EBSCOHost ERIC	134	86	237	382	425	196	219	404	362	536	85	72	3,138
EBSCOHost Film & Television Literature Index (sessions)	90	53	214	270	347	176	222	353	261	434	73	66	2,559
EBSCOHost Funk & Wagnall's New World Encyclopedia	88	48	155	233	323	170	200	317	240	432	70	59	2,335
EBSCOHost GreenFILE	96	56	182	330	407	188	260	353	312	504	74	60	2,822
EBSCOHost Health Source - Consumer Ed.	100	56	179	268	374	190	207	337	289	451	81	62	2,594
EBSCOHost Health Source - Nursing/Academic Ed.	106	63	225	394	408	196	234	431	405	486	87	81	3,116
EBSCOHost Historical Abstracts (sessions)	100	50	210	345	475	221	244	389	335	491	89	68	3,017
EBSCOHost Library, Info Science & Technoloy Abs (sessions)	0	0	0	0	158	193	248	345	269	465	78	70	1,826
EBSCOHost Library Lit Full Text (Wilson) (sessions)	19	13	64	28	158	193	224	382	297	493	79	70	2,020
EBSCOHost MAS Ultra - School ed.	106	51	161	251	354	179	204	336	251	453	71	59	2,476
EBSCOHost MasterFILE Premier (sessions)	120	133	383	450	556	267	278	458	423	643	109	87	3,907
EBSCOHost MegaFILE (sessions)	374	313	739	1405	1341	661	575	1010	1091	1263	233	265	9,270
EBSCOHost Mental Measurements Yrbk (sessions)	100	53	229	245	463	196	290	361	309	498	73	65	2,882
EBSCOHost Middle Search Plus	91	52	164	249	351	177	203	333	252	449	72	62	2,455
EBSCOHost Points of View Reference Ctr	30	6	214	410	521	166	123	234	255	326	30	17	2,332
EBSCOHost Primary Search	103	53	179	282	373	184	208	331	259	457	73	62	2,564
EBSCOHost Professional Development Collection	130	64	196	281	374	189	232	353	260	459	75	65	2,678
EBSCOHost Regional Business News (sessions)	97	57	269	508	669	176	211	332	260	428	71	62	3,140
EBSCOHost Science Reference Ctr	127	70	198	329	453	212	217	365	304	525	84	62	2,946
EBSCOHost SportDiscus (sessions)	131	108	434	722	731	455	330	680	641	949	150	112	5,443
EBSCOHost Teacher Reference Ctr (sessions)	110	65	176	263	351	190	225	336	255	447	75	67	2,560
Emerald Insight (4/02-) (searches)	41	71	120	129	71	42	23	47	73	101	70	27	815
Facts.com (sessions)	1	6	54	0	0	0	7	42	26	23	0	0	159
Films on Demand (sessions)	44	101	211	387	498	117	568	572	538	359	135	106	3,636
FirstSearch - Alternative Press Index (sessions)	0	0	0	0	0	0	0	0	0	0	0	0	-
FirstSearch - Alternative Press Index Archive (sessions)	0	0	0	0	0	0	0	0	0	0	0	0	-
FirstSearch - ArticleFirst (sessions)	17	16	57	68	101	21	19	49	38	24	4	5	419
FirstSearch - Arts & Hum Citation Index (sessions)	0	0	0	0	0	0	0	0	0	0	0	0	-
FirstSearch - Clase & Periiodica (sessions)	2	3	15	14	25	8	2	9	10	14	0	2	104
FirstSearch - Dissertation Abs (sessions)	24	46	66	41	59	20	27	35	26	12	0	0	356
FirstSearch - Electronic Books (sessions)	7	12	41	35	52	7	5	29	18	2	0	0	208
FirstSearch - Electronic Collections Online (sessions)	11	17	62	51	82	11	9	35	30	8	2	4	322
FirstSearch - ERIC (sessions)	1	3	7	12	9	1	0	3	5	0	0	0	41
FirstSearch - GPO Monthly Catalog (sessions)	0	0	0	4	11	2	4	1	3	4	0	1	30
FirstSearch - Medline (sessions)	19	10	128	184	51	17	2	0	2	1	6	23	443
FirstSearch - 0AISTER (sessions)	7	12	40	34	49	7	5	26	18	2	1	2	203
FirstSearch - PapersFirst (sessions)	2	1	1	5	2	0	3	8	7	4	3	0	36
FirstSearch - ProceedingsFirst (sessions)	0	1	1	5	1	0	2	5	3	0	0	0	18
FirstSearch - World Almanac (sessions)	0	0	0	2	2	1	0	2	0	0	0	0	7
FirstSearch - WorldCat (sessions)	159	223	403	345	352	170	249	306	234	173	158	148	2,920
FirstSearch - WorldCat Dissertations & Theses (sessions)	24	46	66	41	59	20	27	35	26	12	4	15	375
Gale Biography & Genealogy Master Index (sessions)	2	1	3	17	20	80	2	24	14	11	5	1	180
Gale Discovering Collection (sessions)	3	9	68	51	41	10	6	18	14	28	3	8	259
Gale Educator's Reference (sessions)	106	61	163	138	157	71	82	159	170	169	47	74	1,397
Gale Expanded Academic ASAP (sessions)	63	62	155	178	207	122	80	166	185	245	63	77	1,603
Gale Virtual Reference Library (sessions)	2	1	4	13	3	2	2	3	7	9	1	3	50
Gale General Science (sessions)	0	0	3	8	4	1	0	1	3	2	0	0	22
Gale Informe (sessions)	2	0	3	8	8	1	2	11	7	15	1	0	58
Gale Junior Edition (sessions)	1	0	0	10	2	1	1	1	3	1	0	0	20
Gale Junior Reference Collection (sessions)	1	0	0	10	2	1	0	1	0	0	1	2	18
Gale Kid's Edition (sessions)	0	0	4	0	3	1	1	4	1	0	0	0	14
Gale Kid's InfoBits (sessions)	0	0	3	13	2	1	13	5	3	1	3	7	51
Gale LitFinder (sessions)	3	6	8	59	31	14	0	4	26	33	1	1	186
Gale Literature Criticism Online (sessions)	1	9	36	31	30	12	9	77	27	209	5	8	454
Gale Nineteenth Century Newspapers (sessions)	20	22	36	43	16	11	36	50	63	99	43	48	487
Gale Opposing Viewpoints Resourcie Ctr (sessions)	43	8	176	580	755	136	71	175	269	537	52	5	2,807
Gale Professional Collection (sessions)	14	6	43	37	36	11	24	22	23	37	2	17	272
Gale Something About the Author Online (sessions)	0	18	10	15	8	1	5	5	4	3	8	4	81
Gale Student Edition (sessions)	50	0	0	7	2	1	1	2	3	2	0	0	68
Gale Student Resource Center Gold (sessions)	0	0	0	0	0	0	1	1	3	3	0	0	8
Gale Times Digital Archive (sessions)	92	45	38	21	74	36	63	15	47	48	8	82	569
HAPI (visits)	0	1	10	7	12	2	7	52	30	13	8	14	156
HarpWeek Civil War (visits) (Stats provided periodically)	0	12	22	88	12	4	10	42	30	60	8	4	292
IEEE Xplore	61	116	132	311	440	379	222	267	127	158	146	85	2,444
Ingenta (Sessions) (IngConnect and Select together)	44	43	183	192	159	92	81	165	139	120	32	24	1,274
JSTOR (searches)	641	1339	2942	3672	4788	2676	2192	3097	3313	4829	1044	593	31,126
L-N Academic Universe (searches)	329	258	1655	1360	1948	774	683	1142	1075	1069	394	262	10,949

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
L-N Congressional Universe (searches)	2	0	3	12	13	3	20	15	13	6	2	1	90
L-N Statistical Universe (searches)	3	2	27	12	44	8	17	22	28	19	9	2	193
MathSciNet (9/05-) (sessions)	14	53	124	31	34	21	8	7	7	8	12	41	360
MnPALS (visits)	1908	2096	2850	2732	2969	2195	2217	2634	2448	2414	2193	2736	29,392
MRI+ Reporter (10/04-) (logins)	6	0	2	10	8	0	0	2	3	12	0	0	43
Naxos Music Library (sessions)	26	71	148	129	79	59	34	64	37	41	21	4	713
Oxford (Grove) Encyclopedia of Art (sessions)	56	4	4	41	25	32	5	3	3	6	1	0	180
Oxford (Grove) Encyclopedia of Music (Sessions)	9	20	50	53	36	33	13	25	25	19	3	1	287
Oxford Biblical Studies Online	2	2	1	7	51	1	17	5	10	59	6	6	167
Oxford English Dictionary (sessions)	39	18	109	171	90	38	69	98	74	66	39	12	823
Oxford Reference Online (sessions)	0	0	0	3	2	0	12	20	2	10	3	1	53
Polling the Nations (4/02-) (sessions)	0	2	32	1	8	5	5	16	2	3	0	0	74
Project MUSE (sessions)	88	99	310	433	422	267	117	176	244	551	95	55	2,857
ProQuest - ABI/Inform (sessions) [8/01--]	322	180	492	798	933	334	290	426	1001	875	165	89	5,905
Proquest - Ethnic Newswatch (sessions)	141	110	254	324	549	229	121	219	308	438	81	40	2,814
Proquest - Gender Watch (sessions)	135	112	223	295	473	194	122	200	299	355	61	44	2,513
Proquest - Historical Minneapolis Tribune (1867-1922) (sessions)	1	1	9	8	9	8	6	9	6	7	0	0	64
Proquest - Historical New York Times (1851 - 2003) (sessions)	19	5	22	68	56	173	90	77	41	57	13	3	624
Proquest - Newsstand (sessions)	183	119	270	426	635	304	219	332	468	584	127	80	3,747
Proquest - St. Cloud Times (sessions)	186	123	283	443	661	323	234	373	499	606	138	80	3,949
Proquest - Safari Tech Books (R1-6 sessions)	26	9	17	17	12	6	10	5	5	6	2	3	118
Proquest - Sanborn Maps of Minnesota (7/02-) (visitors)	0	0	3	3	4	1	0	0	3	2	0	0	16
RIA Checkpoint (7/02-, sessions)	80	254	611	229	187	17	81	70	18	8	4	2	1,561
ScienceDirect (starting July 2009 use sessions; previous: searches)	380	409	1255	1502	1747	1137	766	1474	1213	1610	351	292	12,136
Scopus (-2007/8 searches; 2008/9- sessions)	250	326	712	952	1354	560	176	343	351	315	66	67	5,472
Westlaw (Campus Research) (4/03-) (total connect)	67	32	78	154	74	14	388	293	152	260	25	42	1,579
Wiley - Books/Reference (sessions)	2	0	0	2	8	0	0	4	8	10	13	1	48
Women Writers Online (Brown Univ) (Number of visits)	0	0	1	1	0	0	3	1	1	2	3	5	17

Table 29: Monthly Use of Fulltext by Database Title

Database Name/Service	Format	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Access Science (content retrievals)	Monograph	-	4	18	55	61	31	11	22	12	49	5	3
ACS Chemistry Journals (full text article requests)	Serial	90	63	217	316	247	184	225	290	195	266	79	45
ACM Digital Library (JR1; FT)	Serial	3	33	54	48	79	27	20	32	45	34	8	8
ACM Digital Library (BR1; FT)	Serial	1	-	-	4	4	2	-	3	2	6	10	-
ArtStor	Audio-Visual	357	282	528	304	682	410	504	588	805	703	61	-
Chadwyck - African American Biographical Database (FT)	Monograph	-	-	-	-	-	154	-	1	-	-	-	-
Chadwyck - Periodicals Archive Online (FT)	Serial	-	-	1	48	-	15	17	98	11	79	1	-
Caliber (University of California Press full-content units)	Serial	***********************per JSTOR, no longer able to separate out Caliber stats, incorporated into JSTOR stats********************											
Cambridge Journals Online (full-text)	Serial	21	12	83	56	63	40	44	144	112	100	55	84
Cambridge Historical Statistics of the US (fulltext)	Monograph	-	-	-	-	-	-	-	12	4	-	-	-
Classical Music Library (tracks played)	Audio-Visual	-	-	9	-	-	-	-	194	9	158	53	-
CQ Researcher (FT requests)	Serial	61	34	358	690	749	202	310	257	499	730	74	46
CQ Weekly (FT requests)	Serial	2	-	20	3	7	1	8	8	-	1	-	-
Credo Reference (section requests) [See SAGE below]	Monograph	75	99	876	445	489	362	162	872	465	611	86	77
Duke Univ Press Journals (full-text)	Serial	2	3	32	21	24	11	15	13	20	8	2	4
EBSCOHost Academic Search Premier (full-text)	Serial	5,894	4,427	15,879	25,892	32,142	12,670	7,701	18,363	20,804	30,575	4,621	4,726
EBSCOHost Alternative HealthWatch (full-text)	Serial	4	-	35	37	60	12	12	55	117	52	21	291
EBSCOHost Art Full Text (HW Wilson) (full-text)	Serial	89	16	129	37	51	43	13	67	157	218	10	289
EBSCOHost Business Source Premier (full-text)	Serial	351	348	1,031	1,765	1,894	440	975	1,098	2,705	1,790	391	443
EBSCOHost CINAHL Plus w/ full-text (full-text)	Serial	150	242	1,487	1,489	972	323	727	1,682	2,168	779	181	352
EBSCOHost Communication & Mass Media Complete (full-text)	Serial	254	277	735	874	1,264	380	482	970	1,148	1,051	211	265
EBSCOHost Consumer Health Complete (full-text)	Serial	6	6	30	41	59	22	12	37	34	79	20	5
EBSCOHost E-Book Collection (formerly netLibrary)	Monograph	**no stats available***										97	105
EBSCOHost Film & Television Literature Index (full-text))	Serial	-	-	49	59	20	10	8	54	35	15	1	9
EBSCOHost Funk & Wagnall's Encyclopedia (fulltext)	Serial	-	-	-	-	-	-	-	-	-	-	-	-
EBSCOHost GreenFILE (full-text)	Serial	-	-	6	2	15	3	-	5	2	11	-	-
EBSCOHost Health Source: Consumer (full-text)	Serial	1	3	1	2	12	8	-	17	6	11	20	-
EBSCOHost Health Source: Nursing (full-text)	Serial	11	11	104	125	60	6	56	157	144	63	7	33
EBSCOHost Library Lit Full Text (Wilson) (full-text)	Serial	1	3	21	17	24	18	35	157	91	119	10	10
EBSCOHost MAS Ultra - School ed. (fulltext)	Serial	16	1	4	5	59	5	5	20	10	36	1	1
EBSCOHost MasterFILE Premier (full-text)	Serial	16	54	268	203	279	154	55	174	171	280	45	39
EBSCOHost MegaFILE (full-text)	Serial	469	514	876	1,619	1,500	977	652	1,333	1,191	1,584	283	295
EBSCOHost Middle Search Plus (full-text)	Serial	-	1	5	5	12	1	1	10	7	35	-	8
EBSCOHost Points of View Reference Center (full-text)	Monograph	33	3	153	394	667	272	123	344	343	396	67	23
EBSCOHost Primary Search (fulltext)	Serial	-	-	-	7	1	1	-	1	-	-	-	-
EBSCOHost Professional Development Collection (full-text)	Serial	30	8	26	17	43	18	32	25	12	23	4	7
EBSCOHost Regional Business News (full-text)	Serial	5	21	197	527	635	7	18	25	17	19	-	10
EBSCOHost Science Reference Center (full-text)	Serial	36	5	42	115	147	49	8	52	57	163	11	1
EBSCOHost SportDiscus (full-text)	Serial	73	51	645	972	630	532	173	506	634	971	150	94
Emerald Insight (4/02-) (FT article requests)	Serial	66	70	220	189	238	143	110	226	197	287	118	371
Facts.com (requests - closest to full-text)	Monograph	1	14	109	-	-	-	3	41	31	33	-	-

Database Name/Service	Format	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Emerald Insight (4/02-) (FT article requests)	Serial	66	70	220	189	238	143	110	226	197	287	118	371
Facts.com (requests - closest to full-text)	Monograph	1	14	109	-	-	-	3	41	31	33	-	-
Gale (InfoTrac) Discovering Collection (fulltext)	Serial	5	9	151	64	55	19	1	36	40	46	7	11
Gale Educators Reference Complete (fulltext)	Serial	151	91	495	377	352	151	198	504	441	434	166	299
Gale (InfoTrac) Expanded Academic ASAP (full-text)	Serial	122	166	304	351	442	244	264	493	524	656	180	234
Gale Virtual Reference Library (fulltext)	Monograph	4	3	10	18	20	3	8	18	21	20	5	9
Gale Science Collection (fulltext)	Serial	-	-	9	10	24	2	-	1	13	7	-	-
Gale Informe	Serial	1	-	6	11	18	2	6	24	23	60	1	-
Gale Junior Edition (fulltext)	Serial	-	-	-	18	11	2	1	1	13	2	-	-
Gale Junior Reference Collection (fulltext)	Serial	-	-	-	2	-	-	-	-	-	-	-	6
Gale Kid's Edition (fulltext)	Serial	-	-	4	-	4	-	-	3	6	-	-	-
Gale Kid's InfoBits (fulltext)	Serial	-	-	1	29	4	1	27	4	6	1	-	20
Gale Literature Criticism Online (fulltext)	Serial	1	24	62	73	104	18	34	221	85	879	16	10
Gale LitFinder (fulltext/views)	Monograph	3	6	8	59	31	14	-	20	70	108	7	2
Gale Nineteenth Century US Newspapers (fulltext	Serial	62	70	210	189	12	19	98	179	310	315	173	110
Gale Opposing Viewpoints Resource Ctr (fulltext)	Monograph	-	-	-	-	-	-	269	509	641	1,721	85	8
Gale Professional Collection (fulltext)	Serial	28	14	138	139	155	24	133	106	141	233	9	77
Gale Something About the Author Online (fulltext)	Serial	-	16	18	16	7	-	2	16	3	10	6	2
Gale Student Edition (fulltext)	Serial	73	-	-	8	12	2	1	2	13	3	-	-
Gale Student Resource Center Gold (fulltext)	Serial	-	-	-	-	-	-	1	1	13	7	-	-
Gale Times Digital Archive	Serial	1,326	304	195	38	272	137	501	25	157	156	20	316
HarpWeek (fulltext)	Serial	-	140	554	1,144	132	4	62	680	380	2,198	84	70
Highwire Press (full-text)	Serial	493	495	1,244	1,493	1,608	940	748	1,728	1,416	1,964	411	613
IEEE Xplor (fulltext; COUNTER 1)	Serial	19	50	95	96	119	87	99	121	71	144	76	39
Ingenta (Full-text)	Serial	19	25	44	107	25	9	13	37	26	11	21	11
JSTOR (article requests-views)	Serial	1,486	2,705	6,372	7,405	9,947	5,653	4,004	7,020	7,004	9,537	2,421	2,498
L-N Academic Universe (docs retrieved)	Serial	303	203	1,416	1,134	2,045	845	550	894	855	828	422	217
L-N Congressional Universe (docs retrieved)	Serial	-	-	4	19	16	2	6	4	10	1	4	-
L-N Statistical Universe (docs retrieved)	Serial	6	13	26	7	22	2	12	5	27	8	10	1
MetaPress (full-text)	Serial	43	40	59	92	296	223	43	70	72	181	96	4
Naxos Music Library (Total Music Clips Streamed)	Audio-Visual	451	693	519	466	257	246	43	52	23	313	199	31
Oxford (Grove) Encyclopedia of Art (Full Content Units Reqs)	Monograph	138	-	8	70	28	42	13	3	5	23	3	-
Oxford (Grove) Encyclopedia of Music (Full Content Units Reqs)	Monograph	22	11	80	95	57	52	39	102	81	87	6	3
Oxford Biblical Studies Online		17	12	6	28	23	10	24	4	24	96	2	-
Oxford English Dictionary (entry displays)	Monograph	90	27	326	1,500	203	90	224	286	251	136	72	19
Oxford Reference Online (Full Content Unit Reqs)		-	-	-	-	-	-	2	28	5	20	4	-
Polling the Nations (document report-total hits)		-	6	14	2	-	-	-	22	-	-	-	-
Project MUSE (fulltext requests)	Serial	159	123	477	664	525	368	196	426	392	1,011	122	104
Proquest - ABI/Inform (FT use) [8/01--]	Serial	826	364	911	1,950	2,167	454	468	810	2,245	1,694	278	78
Proquest - Ethnic Newswatch (full-text)	Serial	39	-	93	99	340	151	19	76	77	267	86	2
Proquest - Gender Watch (full-text)	Serial	27	5	19	79	122	31	23	34	65	128	15	13
Proquest - Historical Minneapolis Tribune2	Serial	-	1	21	104	61	-	3	16	4	-	-	-
Proquest - Historical New York Times (1851 - 2003) (full-text)	Serial	94	10	70	139	176	882	228	193	77	108	11	3
Proquest Newspapers (full-text) (use PQN)	Serial	300	79	328	678	1,121	771	452	538	755	1,133	146	97
Proquest - Safari Tech Books (book usage)	Monograph	70	1	97	13	27	68	10	11	3	3	1	-
Proquest - Sanborn Maps of Minnesota (7/02-) (images fetched)	Serial	-	-	2,263	5,163	3,232	3,447	-	-	5,634	6,740	-	-
Sage Premier Journals (fulltext)	Serial	488	484	1,204	1,452	1,571	905	722	1,703	1,384	1,929	407	606
ScienceDirect (fulltext)	Serial	1,096	1,567	2,987	3,242	3,612	2,862	1,939	3,226	3,361	4,529	1,093	850
Wiley - Books/Reference (fulltext)	Monograph	2	-	-	2	8	-	-	4	8	10	13	1
Wiley - Journals (fulltext)	Serial	180	231	393	615	883	478	364	581	590	857	268	179
Women Writers Online (Brown Univ) (pages)	Serial	-	-	1	4	-	-	35	1	3	7	24	117
Total		16,262	14,593	45,490	65,647	73,335	36,793	24,402	48,791	59,635	79,956	13,673	14,304

Interlibrary Loan

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

Table 30: Interlibrary Loan via MnPALS- Lending

	Incoming Requests for SCSU Loans									
Borrowers	Book Requests Received by SCSU	Book Requests Filled by SCSU for	% Filled Book Requests	Article Requests Received by SCSU	Article Requests Filled by SCSU for	% Filled Article Requests	Total incoming requests	Total requests filled by SCSU for	% Filled Total	Average Fill Days
MnPALS	5,271	4,292	81.43%	776	548	70.62%	6,047	4,840	80.04%	0
St. Ben's	434	328	75.58%	2	2	100.00%	436	330	75.69%	1.11
St. John's	265	204	76.98%	27	18	66.67%	292	222	76.03%	1.03
GRRL	881	716	81.27%	7	1	14.29%	888	717	80.74%	1.33
Total	6,851	5,540	80.86%	812	569	70.07%	7,663	6,109	79.72%	

Table 31: Interlibrary Loan via MnPALS- Borrowing

	Outgoing SCSU Requests for MnPALS Loans									
Lenders	Book Requests from SCSU Sent to:	Book Requests from SCSU Filled by:	% Filled Book Requests	Article Requests from SCSU Sent to:	Article Requests from SCSU Filled by:	% Filled Article Requests	Total Outgoing Requests:	Total Requests from SCSU Filled by:	% Filled Total	Average Fill Days
MnPALS	3,666	2,218	60.50%	7,573	5,745	75.86%	11,239	7,963	70.85%	0
St. Ben's	264	196	74.24%	27	8	29.63%	291	204	70.10%	2.74
St. John's	256	185	72.27%	32	11	34.38%	288	196	68.06%	2.7
GRRL	148	148	100.00%	136	136	100.00%	284	284	100.00%	0
Total	4,334	2,747	63.38%	7,768	5,900	75.95%	12,102	8,647	71.45%	

Table 32: Interlibrary Loan via the OCLC Consortium

	Incoming Requests via OCLC for SCSU Loans						Outgoing SCSU Requests for OCLC Loans					
	Total Requests Received	Total Requests Filled	% Requests Filled	Requests Filled through Loan	Requests Filled through Copy	Average Fill Days	Total Requests Sent	Total Requests Filled	% Requests Filled	Requests Filled through Loan	Requests Filled through Copy	Average Fill Days
FY 2010	2,567	1,269	49.44%	795	474	1.11	536	434	80.97%	243	191	8.3
FY 2011	2,340	1,116	47.69%	684	432	1.12	488	404	82.79%	216	188	7.45
FY 2012	2,163	1,103	50.99%	689	414	1.04	316	255	80.70%	157	98	6.96

Table 33: Interlibrary Loan Fill-Rate Comparison

Requests received by SCSU (incoming)	Received	Filled	Difference	Request Fill-rate
FY99	8,917	6,700	2,217	75%
FY00	10,561	8,175	2,386	77%
FY01	14,354	11,302	3,052	79%
FY02	10,846	8,018	2,828	74%
FY03	11,481	8,605	2,876	75%
FY04	9,235	5,785	3,450	63%
FY05	7,109	4,138	2,971	58%
FY06	8,045	5,146	2,899	64%
FY07	8,537	5,525	3,012	65%
FY08	10,104	7,077	3,027	70%
FY09	10,018	6,701	3,317	67%
FY10	13,631	9,638	3,993	71%
FY11	10,714	7,433	3,281	69%
FY12	9,826	7,212	2,614	73%
Requests initiated by SCSU (outgoing)				
FY99	11,501	10,152	1,349	88%
FY00	13,150	11,520	1,630	88%
FY01	19,205	16,832	2,373	88%
FY02	10,994	9,776	1,218	89%
FY03	12,757	11,052	1,705	87%
FY04	8,761	7,733	1,028	88%
FY05	7,776	6,920	856	89%
FY06	10,738	9,148	1,590	85%
FY07	16,253	11,825	4,428	73%
FY08	15,449	10,679	4,770	69%
FY09	17,482	11,856	5,626	68%
FY10	20,793	14,658	6,135	70%
FY11	16,544	11,743	4,801	71%
FY12	12,418	8,902	3,516	72%

Table 34: Minnesota Electronic Document Delivery

Month	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12
July	2	75	21	231	94	276	337	349	289	232	141
August	-	61	8	183	78	210	208	849	336	196	194
September	-	58	85	148	130	289	373	845	877	532	372
October	-	127	274	334	475	907	977	553	822	526	340
November	4	116	188	224	298	826	868	342	742	517	412
December	6	69	136	328	145	382	356	301	331	218	123
January	7	54	96	111	80	297	340	652	249	371	196
February	35	138	157	193	166	559	686	528	592	478	355
March	28	117	247	170	525	637	437	444	653	448	287
April	49	98	152	164	280	602	548	191	529	358	266
May	71	156	137	86	219	249	300	233	229	174	117
June	122	71	142	147	224	220	329	453	246	136	137
Total	**322**	**1,140**	**1,643**	**2,319**	**2,714**	**5,454**	**5,759**	**5,740**	**5,895**	**4,186**	**2,940**
Change from previous year		**254.04%**	**44.12%**	**41.14%**	**17.03%**	**100.96%**	**5.59%**	**-0.33%**	**2.70%**	**-28.99%**	**-29.77%**

Statistical Consulting

The Statistical Consulting and Research Services (SCRS) area provides direct support to graduate students and faculty on various research projects. Assisting with the development of online surveys is an expanding area of service provided as it allows researchers to place their survey on the Web and collect data instantly as the surveys are completed. Student workshops are offered during each semester on Minitab and SPSS, statistical software programs that are available to SCSU students. Note: SCRS moved organizationally to the Office of Sponsored Programs in summer 2012.

Table 35: Project Category Comparison

Graduate student and/or faculty projects	
Fall 2011	28
Spring 2012	52
Subtotal	**80**
External projects	
Fall 2011	0
Spring 2012	0
Subtotal	**0**
University department/organization	
Fall 2011	3
Spring 2012	4
Subtotal	**7**
Online Surveys	
Fall 2011	22
Spring 2012	28
Subtotal	**50**
Course evaluations	
Fall 2011	11
Spring 2012	12
Subtotal	**23**
Total Projects	**160**

Table 36: Project Fiscal Year Comparison

	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12
Graduate student and/or faculty projects	45	55	56	48	90	81	62	80
External projects	2	3	4	0	0	1	0	0
University department/organization	6	12	6	12	17	7	6	7
Online Surveys	0	27	19	21	44	60	65	50
Course evaluations	29	23	33	26	22	24	18	23
Total Projects	**82**	**120**	**118**	**107**	**173**	**173**	**151**	**160**

University Archives and Special Collections

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

Table 37: Archive Requests by Type

Request Type	FY08 Requests	FY09 Requests	FY10 Requests	FY11 Requests	FY12 Requests	% Change
University-related	200	217	320	320	295	-7.81%
Minnesota authors manuscript collections	20	10	2	7	21	200.00%
Records retention	17	17	31	28	23	-17.86%
Rare books and special collections	17	45	38	42	31	-26.19%
Central Minnesota Historical Center	3	3	2	6	16	166.67%
Other	28	27	28	33	47	42.42%
Total	**285**	**319**	**421**	**436**	**433**	**-0.69%**

Table 38: Archive Requests by Patron Affliation

Patron Type	FY08 Requests	FY09 Requests	FY10 Requests	FY11 Requests	FY12 Requests	% Change
Faculty	36	38	68	63	44	-30.16%
Staff	92	114	164	144	140	-2.78%
Student	83	103	90	139	138	-0.72%
Alumni	14	10	35	32	21	-34.38%
Community member	60	54	64	58	90	55.17%
Total	**285**	**319**	**421**	**436**	**433**	**-0.69%**

Table 39: Copies Provided by Type

Copy Type	FY08 # Provided	FY09 # Provided	FY10 # Provided	FY11 # Provided	FY12 # Provided	% Change
Photocopies	1,022	760	899	739	342	-53.72%
Scans	194	449	2188	655	963	47.02%
Loans	9	8	21	13	6	-53.85%
Total	**1,225**	**1,217**	**3,108**	**1,407**	**1,311**	**-6.82%**

Table 40: Linear Feet of Archives Added By Year

	FY02	FY03	FY04	FY05	FY06	FY07*	FY08	FY09	FY10	FY11	FY12
Linear feet added	129.00	191.50	170.00	108.00	122.00	105.00	75.95	59.00	83.00	74.60	101.76
Linear feet removed*	x	x	x	x	x	0.00	0.00	13.61	87.00	23.59	21.29
Total linear feet	1,441.25	1,632.75	1,802.75	1,910.75	2,032.75	3,097.71	3,173.66	3,218.99	3,214.99	3,266.00	3,346.47

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

Table 41: Images Added to Archives Digital Collection

	FY08	FY09	FY10	FY11	FY12
Images added	186	966	555	718	653
Total # images	275	1,241	1,796	2,514	3,167

Note: University Archives digital collections are available at:

SCSU Archives in MDL's Minnesota Reflections
(http://reflections.mndigital.org/cdm/landingpage/collection/stc)

SCSU Special Collection in MDL's Minnesota Reflections
(http://reflections.mndigital.org/cdm/landingpage/collection/p15160coll1)

SCSU Archives in SCSU's institutional repository
(http://repository.stcloudstate.edu/archives)

SCSU Archives in SCSU's Archon system
(https://libsys.stcloudstate.edu/archon/)

Technology

For FY12, the Instructional Technologies and Infarstructure Services (ITIS) workgroup continued to be part of the LRS organization. The ITIS workgroup provides multimedia and Web design, development, and management services, electronic classroom management and maintenance, video production services, and ITV, video, and Web conferencing. As previously noted, this group moved in May 2012 to become part of the Information Technology Services unit; this was an organizational move rather than a physical move.

Electronic Classrooms

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

Table 42: Electronic Classroom Growth

Year	# Added	Total Rooms
FY90	1	1
FY91	4	5
FY94	4	9
FY95	6	15
FY96	5	20
FY97	6	26
FY98	5	31
FY99	31	62
FY00	17	79
FY01	11	90
FY02	3	93
FY03	5	98
FY04	4	102
FY05	19	121
FY06	2	123
FY07	4	127
FY08	27	154
FY09	21	175
FY10	30	205
FY11	0	205
FY12	0	205
Total	**205**	
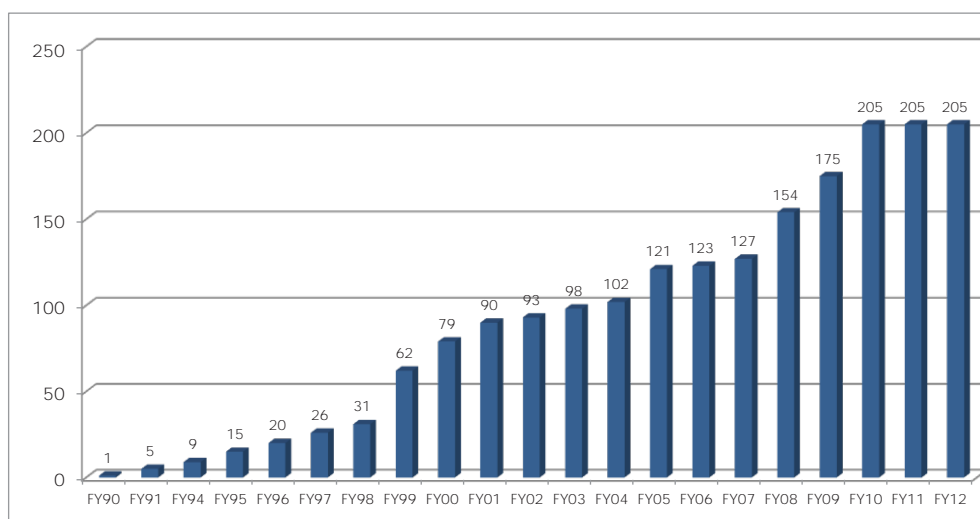
ITV/ Video/ Web Conferencing

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

Table 43: Total Conferencing Events and Hours Fiscal Year Comparison

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

| | FY10 | | | | FY11 | | | | FY12 | | | |
Events	ITV	MediaSite	Connect	Total	ITV	MediaSite	Connect	Total	ITV	MediaSite	Connect	Total
Classes	30	39	44	113	18	33	20	71	12	40	42	94
Meetings	131	0	8	139	77	16	14	107	69	0	28	97
Seminars/Training	0	35	23	58	1	25	5	31	0	4	20	24
Total	161	74	75	310	96	74	39	209	81	44	90	215
% Change from previous year				11.51%				-32.58%				2.87%
Hours												
Classes	1,070	1594	872	3,536	646	800	1026	2,472	328	1212	1672	3,212
Meetings	394	0	40	434	189	14	97	300	157	0	30	187
Seminars/Training	0	44	40	84	11	5	37	53	0	15	54	69
Total	1,464	1,638	952	4,054	846	819	1,160	2,825	485	1,227	1,756	3,468
% Change from previous year				12.17%				-30.32%				22.76%

Table 44: ITV Events and Hours Hosted/ Received Comparison

Events Type Hosted	FY06 Total	FY07 Total	FY08 Total	FY09 Total	FY10 Total	FY11 Total	FY12 Total	% Change
For credit courses	54	45	39	25	22	18	10	-44.44%
Meetings	16	9	14	35	30	30	18	-40.00%
Seminars	0	1	5	3	0	0	0	0.00%
Total	70	55	58	63	52	48	28	-41.67%
Hours Hosted								
For credit courses	1,727	1,186	1,240	807	789	569	286	-49.74%
Meetings	26	22	23	67	58	41	41	0.00%
Seminars	0	3	11	10	0	0	0	0.00%
Total	1,753	1,211	1,274	884	847	327	327	0.00%

| Events Type Received	FY06 Total	FY07 Total	FY08 Total	FY09 Total	FY10 Total	FY11 Total	FY12 Total	% Change
For credit courses	5	2	3	0	8	2	2	0.00%
Meetings	39	57	36	86	101	58	51	-12.07%
Seminars	0	1	1	0	0	1	0	-100.00%
Total	**44**	**60**	**40**	**86**	**109**	**61**	**53**	**-13.11%**
Hours Received								
For credit courses	58	56	40	0	281	127	32	-74.80%
Meetings	61	130	55	233	336	158	126	-20.25%
Seminars	0	2	4	0	0	11	0	-100.00%
Total	**119**	**188**	**99**	**233**	**617**	**296**	**158**	**-46.62%**

Multimedia/ Web Production Services

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

Table 45: Multimedia/ Web Projects By Year

	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12	% Change
New Web sites	15	9	13	16	12	11	8	14	14	0.00%
Redesign/moved Web sites	28	29	22	12	11	23	18	14	6	-57.14%
Dynamic database projects	5	5	6	7	19	18	7	8	5	-37.50%
Electronic presentations	20	13	22	38	65	55	65	51	46	-9.80%
CD/DVD projects	7	25	56	64	31	27	16	9	14	55.56%
CDs created	608	480	857	829	850	884	354	505	770	52.48%
DVDs created	10	795	2281	313	400	827	317	260	343	31.92%
Online/D2L projects	38 faculty	66 projects	88 projects	134 projects	61 faculty	66 faculty	70 faculty	85 faculty	84 faculty	
	15 departments	26 departments	24 departments	30 departments	24 departments	39 departments	31 departments	45 departments	38 departments	
Adobe Connect					52 users	83 users	126 users	147 users	352 users	
					19 departments	29 departments	46 departments	40 departments	55 departments	
Video/Audio Conversions					47 videos	197 videos	193 videos	31 videos	34 videos	
					12 departments	22 departments	25 departments	24 departments	20 departments	
Podcasting					16 departments	14 departments	10 departments	13 departments	8 departments	

Chart 7: Multimedia/ Web Products By Year
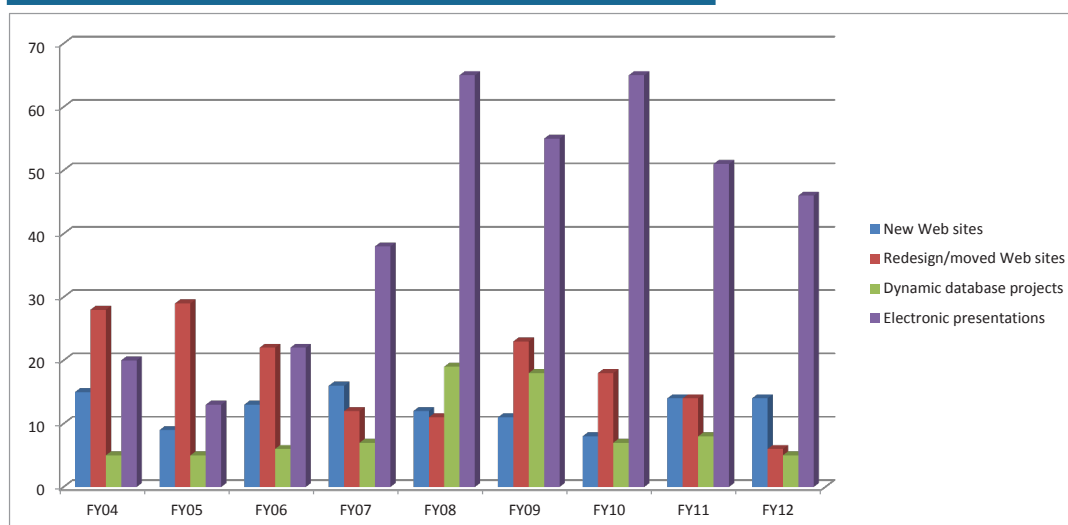
Video Production

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

Table 46: Completed Video Projects by Year

	FY10	FY11	FY12	% Change
Productions				
Instructional	7	6	3	-50.00%
Marketing	7	23	16	-30.43%
Events	2	2	2	0.00%
Total	**16**	**31**	**21**	**-32.26%**
Live Recordings				
Instructional	7	4	2	-50.00%
Marketing	1	0	0	0.00%
Events	13	8	3	-62.50%
Total	**21**	**12**	**5**	**-58.33%**