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Drake Library Annual Reports

Drake Memorial Library

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7-19-2009

# 2008-2009 Drake Memorial Library Annual Report

Mary Jo Orzech

*The College at Brockport*, [morzech@brockport.edu](mailto:morzech@brockport.edu)

Robert Cushman

*The College at Brockport*, [rcushman@brockport.edu](mailto:rcushman@brockport.edu)

Jennifer Smathers

*The College at Brockport*, [jsmather@brockport.edu](mailto:jsmather@brockport.edu)

Pamela O'Sullivan

*The College at Brockport*, [posulliv@brockport.edu](mailto:posulliv@brockport.edu)

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**Drake Memorial Library  
Annual Report  
July 19, 2009**

Compiled by M. J. Orzech in collaboration with R. Cushman, P. O'Sullivan, J. Smathers and  
Drake librarians/staff

## Drake Memorial Library Executive Summary

Strengths, weaknesses, opportunities, challenges for the near future

Drake Library had a productive year –

- Increases recorded in Circulation, ILL, library instruction (both at Brockport and MetroCenter), and patron counts,
- Library webpages were updated and enhanced,
- new services initiated (360 Search, Ordering Module),
- new databases adopted (Project Muse, Credo) and content added (e.g., Sage),
- faceted browser/discovery tool is being acquired (AquaBrowser)
- facility improvements made (e.g., Quiet Study Space),
- several grants submitted for external funding (NEA, NEH, CLIR, RRLC),
- Library faculty and staff more visible than ever  
through participation in:
  - Faculty Learning Communities (Lampert, Little, Smathers)
  - collaborative Library/CELT/ETC workshops and brown bag sessions with faculty
  - other presentations (Scholar's Day, SUNYLA, CIT, ACRL, etc.)
  - work on committees (Freshman Reading project, College Senate, etc.)

### Library Strengths:

- Collection of nearly 500,000 volumes (requiring responsive management and oversight as reading and research habits change)
- Increased foot traffic (measured by patron counts in both Drake and MetroCenter)
- Access to wide array of online databases and full-text content aligned with curricular and institutional needs acquired through consortial agreements
- Dedicated staff, open to change and committed to continuous improvement
- Strong Interlibrary loan service that is becoming even more valuable
- Steps being taken toward SUNY coordinated collection development
- Up-to-date, standardized PCs, printers and equipment
- Facilities improvements – new lighting, carpeting, lowered ceilings
- IT HelpDesk and IT staff proximity for collaboration
- Library partnership with MetroCenter
- New instructional PC classrooms
- Home to small but historically important College Archives

### Weaknesses:

- Keeping up with change from book facility to scholarship/learning centered model
- Ensuring collections/services remain responsive to user-needs without inflation \$\$
- Challenging OPAC(Aleph)- being addressed through AquaBrowser front end
- Have extended hours until 2 am but do not have 24x7 access
- Noise – being addressed through addition of Quiet Study Area and acoustical ceilings
- Google effect – How to remain competitive and inclusive for NetGen students

### Opportunities:

- Capitalize on improved opportunity for collaboration due to HelpDesk and IT staff proximity
- Utilize In-situ environment to observe and encourage reading, study and research behavior; learn from students; give opportunities to create their own informal learning space
- Build on start made via ordering module to streamline workflow for easier, more direct materials acquisition and transparency for faculty shared cooperative ownership
- Grow the library/faculty CELT/ETC workshops begun this year
- Disruptive technologies (e.g., Web 2.0) offer chance to do things differently (e.g., explore use of Kindles, mobile app access, etc.)
- Learning Commons can foster and encourage exploration of new services (e.g., late night writing tutors, self-check-out)
- Library has opportunity this year to play a key role in helping campus learn about digital rights management, open access, use of Creative Commons, etc.
- The NEA Big Read Program to encourage reading 'Sun, Stone and Shadows' offers opportunities for Drake librarians to become involved in programming literacy events, build partnerships with area community and school libraries, promote the library and enhance campus diversity efforts.

### Challenges for the near future:

- Continue to explore ways that Library, IT and Research, Analysis and Planning (i.e., LITS) can work together to further mission of the College
- Work towards transitioning traditional reference services to consultative research model
- Explore implementation of integrated point(s) of service (Circ/Ref/ILL/IT)
- Expand College Archive area (larger, accessible, secure, temp/humidity controls, ready for College 175<sup>th</sup> anniversary in 2010)
- Larger classes anticipated and being planned for
- Provide library services for off-site learners (MetroCenter, SLN and elsewhere)
- Find appropriate mix of traditional and Web-enabled services (including mobile)
- Pilot use of streaming video for instruction using Films Media Group video content
- Enlarge/enhance student staff responsibilities, training and experiences
- Continue assessment initiatives to ensure that library services are meeting student and faculty needs through MISO survey and other means
- Install self-service check-out station
- Continue to improve communication both within Library, LITS and the rest of the campus
- Encourage professional development to keep skills up-to-date, cross-trained and responsive to change
- Prepare for SUNYLA conference at Brockport, June 2010

## Drake Memorial Library 2008-2009 Annual Report

### 1. Goals and five-year vision

- Goals for the coming academic year
  - Successful AquaBrowser implementation
  - Discuss integrated public service point(s) (Circulation, Reference, ILL, IT Helpdesk)
  - Enhance/enlarge College Archive area
  - Pilot evening writing assistants in the library
  - Host freshman reading exhibit for Feed, Fall 2009
  - Continue library workshops with CELT/ETC
  - Strengthen student staff training:
    - Consider monthly/bimonthly inservice program, mandatory inclusion in monthly student focus groups, cross-training
    - Circ/Ref/ILL possibly IT
  - Implement Kindle pilot project
  - Move strategic planning efforts to implementation
  - Plan for SUNYLA at Brockport, June 2010
  - Three working groups:
    1. Digital Collections Working Group
      - Develop policies and procedures for online theses
      - Yearbook digitization
      - Writer's Forum video/audio tapes
    2. Open Source Working Group
      - College Senate presentation- Fall 2009
      - Planning CELT/Library and other events during 'Open Source Week', Fall 2009
    3. Big Read Working Group for 'Sun, Stone and Shadows'
      - Faculty/student involvement in events planning
      - Working with Brockport town and school libraries
- Your brief and realistic vision for your unit five years out (e.g., maintenance of current status or any new goals/objectives/initiatives being developed)
 

5 year vision (2009-2014):

To become a responsive integrated information service organization focused on student, faculty and staff needs. Library will be center for scholarship and research through a variety of formal and informal learning spaces, services and provision of access to information content in multiple online and print formats.

5 year initiatives for consideration:

  - Moving from Aleph to next catalog
  - Adoption of Library Instruction into the curriculum

## 2. Faculty and Staff – Status and Accomplishments

- Scholarship
  - Publications/scholarly products  
Librarians published several book reviews (ARBA)  
Poster sessions and presentations (ACRL, CIT, SUNYLA, RRLC)
  - Performances; exhibits; other creative activities  
Library displays (Freshman Reading Program, Writer's Forum, diversity)  
Addition of student art exhibit on top floor
  - Grants  
Librarians and staff received several travel awards (UUP, SUNYLA, CIT)  
Internal Grants (Faculty/Staff Technology grants)  
External grants submitted (NEA, NEH, CLIR, RRLC, COCID)
- Status
  - Faculty and Staff numbers/needs  
During 2008-09, the library lost three positions (Cook, Gilliam, Pickering); only one replaced to date (Emerson/ILL).
  - Professional development activities/needs  
Continuing professional development opportunities for faculty and staff important; increasing travel funds for some individuals involved in state organizations and other leadership positions may be necessary.
  - Departmental morale; factors influencing morale  
Morale – overall things went smoothly this year; the Library Staff Association and others planned and organized a number of celebrations to recognize achievements, thank attendees or just for fun (pot luck lunches, ice cream social, Library Assistant's Day, student appreciation event, holiday gathering, ETC Grand Opening, Lunch with Librarians, retirement/farewell parties). A number of library staff participated in wellness activities (Eat Well/Live Well, Entering Greatness, Corporate Challenge, sponsored walk/run events). Library staff participated in HR training opportunities as time permitted.  
Last summer's off site retreat in Northampton Park was well-attended and enjoyed by attendees; due to summer window/door construction in the library a similar off-site event is being planned for July this summer (together with other LITS staff).

## 3. Student Information

- Drake Library usually hires 50+ student staff (including both work study and temp services) and expects same level of hiring next year; we have also been successful utilizing library student interns and student volunteers. A discrepancy between Library and IT student wages has been noted.
- Accomplishments, awards, or other indices of student success  
Library student staff are frequently high achievers who do well in their studies and are among those recognized during the Honors and Awards event,

including the Wells and Cornell library student awards. It is interesting to note that this year, some library students are considering library school after graduation.

#### 4. Curriculum

The library instruction program is not part of formal curriculum at Brockport at this time. However, 203 library instruction classes, (10% increase over 2007-08) were taught to a variety of undergraduate and graduate classes, library instruction sessions were offered to over two-thirds of GEP100 classes and a much wider range of faculty workshops were offered in collaboration with CELT and the ETC.

Regarding assessment, five information literacy questions are incorporated into the Computer Skills exam as an indicator of competency and are updated regularly. Responses have not been analyzed separately, but anecdotal reports are that students are successful in correctly answering the information literacy questions (Billings, 6/18/09), and these questions should continue to be part of the exam.

#### 5. Facilities and Equipment

Facility is currently being updated as funds permit;  
Quiet student space on ground floor completed (carpeting, new furniture, lowered ceiling and lights)

##### Summer 2009:

- Drake windows and doors are being replaced
- Acoustical ceiling will be installed in Learning Commons and Kiefer Room
- Large screens are being purchasing for top floor seminar rooms
- Addition of doors will make one more space available as seminar room on top floor

##### Summer/Fall 2009:

- New hanging lights being ordered for main floor to match Learning Commons

##### Fall 2009-2014:

- Library renovation is expected to be part of next five year capital plan;
- Library will be developing facility master plan including consultation with internal and external stakeholders.

This year, plans are being made to enlarge/enhance the limited College archive area to better serve the campus, properly preserve fragile materials with better environmental controls, be compliant with ADA, and be ready for increased use anticipated as part of the campus 175<sup>th</sup> Anniversary in 2010.

Library space has been identified; the major need is for an interior wall to be constructed to separate the Archives from Technical Services so that access can be permitted when Technical Services is not open.

Re-configuration of librarian/ILL office space on main floor also needs attention;

new carpeting for this area is especially noted.

PC and related equipment is well-maintained and up-to-date but specialized equipment can be more difficult to fund/procure/maintain, i.e., color printing, self-checkout, etc. Library is especially interested in implementation of PaperCut software for print control management and e-payment services for library fines.

## **6. Assessment and Accreditation**

Assessment of library services is done through formal surveys such as MISO and informally through focus groups, observation and anecdotal evidence. This year Drake library was included in accreditation visits for Counselor Education and Computer Science.

## **7. Diversity/Inclusion**

Library met early in the year with Dr. Joel Frater to begin planning for a renewed and enhanced commitment to diversity. As a result, a diversity resource display area was developed in the front of the library; a diversity LibGuide was developed; a grant proposal was submitted for a more permanent Diversity resource area; an NEA sponsored Big Read Project will be funded for Spring 2010 related to the book 'Sun, Stone and Shadows', an anthology of Mexican short stories; librarians plan to participate in the campus diversity conference; Drake hopes to continue developing other diversity related activities going forward.

## **8. Outreach**

Library improved its outreach efforts by collaborating with CELT on a number of Library/faculty workshops; three librarians participated in Faculty Learning Communities; this year saw successful increase of outreach to GEP100 with librarians meeting with over two-thirds of GEP sections; several K-12 school classes visited Drake, e.g., Medina; and the MetroCenter librarian increased outreach to classes held there. External relations were enhanced by collaborating with other SUNY libraries to have a SUNY banner presence at ACRL (national conference); and mention of Brockport library ground floor renovation was included in Library Journal, Dec. 2008.

This year's community service activities included a 'Food for Fines' drive to benefit the Brockport Food Shelf; donation of books and materials to Dr. Reggie Ocansey for schools in Ghana, contributions to Better World Books (portion of proceeds are used for global literacy efforts), librarians took part in local Rotary program reading in Ginther and Barclay schools and other initiatives.



**Appendices**

**Integrated Public Services**

**Technical Services**

**Library Technology Services**

## **Integrated Public Services Annual Report**

### **Pam O'Sullivan**

Over the past year, Integrated Public Services saw a number of changes affecting each area of the unit. The long-time head of Interlibrary Loan (Gilliam) retired. A temporary services position in Reference and Instruction was not funded (Gordinier). The integration of Information Technology Services in the building prompted change in some practices, and brought the opportunity to provide more streamlined services to students, faculty and staff of the College at Brockport. At this time, we are still working to find the most effective means of communications between the two services.

### **Reference and Instruction**

The main floor of the library continues to be a busy area, heavily used by students for both traditional library activities and non-classroom learning activities. Reference staff assists with all types of questions; the addition of the IT Help Desk to the first floor provides assistance in software and computer applications-related queries. The Learning Commons continues to evolve as a physical and organizational space.

The primary responsibilities of this area are instruction and reference. Librarians and student staff in this area are the primary service providers at the reference desk. In addition, all of the reference librarians contribute to collection development and serve as liaisons to one or more instructional departments, and assist in the maintenance of electronic and print reference sources. Instruction for library skills and information literacy is the other major component of this area's mission. Under the guidance of Jennifer Little, head of library instruction, 203 library instruction sessions were provided over the last year for 4,001 students. This is a 10% increase over last year.

The loss of a temporary services full time instruction and reference librarian has tested the unit's ability to maintain its high standards of reference and instruction; in the last several years the unit has gone from 6 to 4 full-time R&I librarians. Further reductions in the number of R&I staff would mean that other staff would be required to spend more time in instruction and at the reference desk, leading to diminishment of service in all areas of the library. It has been helpful, however, to have other librarians taking a weekly two-hour session at the reference desk. This provides a two-way benefit for the library: the students are exposed to staff that have a different set of skills to bring to the table, and non-public service staff have an opportunity to enhance and use their reference skills.

We will continue to seek to better our service at the reference desk by maintaining good communication about issues and opportunities, staff training and discussion. Instruction will continue to be an important focus with attention given to not only the traditional library instruction sessions but to better integration with APS and ENL112, work on online tutorials, placement of library "nuggets" in ANGEL and more. We hope that the new libguides.com service, begun this year (online guides to subjects and resources) will continue to prove helpful to patrons. In the first year of use, the pages have been accessed 14,373 times.

The overall quality of the unit staff is excellent. This assessment is based partially on positive library survey comments, and partially on Charlie Cowling's observations as unit head. Faculty frequently send letters and other expressions of appreciation for instruction sessions

and assistance with research. The staff works together in a positive, collegial way that is very effective in providing service.

Over the past academic year, the Reference and Instruction staff has been active in a number of ventures:

- Charlie Cowling: initiated subscription to Libguides and assumed responsibility for coordinating creation of a newly revived set of library reference guides.
- Greg Toth: Collaborated extensively with English dept. to manage additional funds received for collection development; investigated and set up Credo reference database and Project Muse; presented to staff at CELT workshops.
- Lori Lampert: began major weeding and reorganization of long neglected microforms; acquired and began putting into place a new high tech microform viewer/scanner.
- Jennifer Little: Poster presentation at ACRL; scheduled workshops at CELT & Brown Bag sessions in library; participated in Faculty Learning Community; libguides creation; received SUNYLA & UUP travel grants; successful increase in outreach to GEP100 – staff met with over 2/3 of the sections.
- There was also a brief pilot of using Footprints at the reference desk to assist the unit in developing a more accurate picture of what goes on at the desk. Dave Hoenk developed a prototype which the reference librarians used for a short while. It was deemed by the staff to be too complicated for easy use during busy times. The consensus among reference staff was that they would look into other programs designed specifically for tracking reference desk queries, and arrange for some trials.

In order to retain this staff, and to encourage them to keep abreast of library and information technology trends, the unit head supports and encourages all staff to take advantage of training and networking opportunities. Several unit staff attended CIT and SUNYLA this year, and Jennifer Little attended Educause.

Working with students is the major role of the reference and instruction unit. Each librarian spends at least 10 hours per week at a public service point, interacting with students, as well as teaching classes, and providing research consultations. At times, the staff has conducted informal assessments of our instruction activities, and has received favorable responses. In addition, anecdotal evidence collected at the reference desk indicates that a good portion of students retain important basic information from their instruction sessions, and they use that information to begin their research in the library.

The other large constituency that Reference and Instruction work with is faculty. Jennifer Little continues to establish connections with faculty and administrators that assist us in improving our instruction and information literacy efforts. Lori Lampert's work on research consultations provides students and faculty a more in depth reference experience than they can get from a walk-up session at the reference desk.

The primary forms of outreach for library staff are classes, work at the reference desk and research consultations. Charlie Cowling, Head of Reference and Instruction, has been very proactive in contacting faculty in a variety of situations, including assignments that are based on

complicated sources or outdated knowledge of library resources. These suggestions are generally received very positively, and often tie into requests for library instruction sessions. Staff also tries to use their roles as liaisons as a contact point with faculty.

When evaluating the physical space, one area that comes immediately to mind is the librarians' office area. The decades-old "bull pen" model could be revamped with removal of some glass wall tops for better air circulation, new furniture for those who need it, a paint job, carpeting and a rearrangement of the footprint of the area.

Another area that needs more attention is the two banks of computers that flank the reference desk. Crowded and noisy, they do not provide the ideal work environment for students. Over the next three months, public service staff and the Head of Integrated Public Services will be looking at this space in relation to the rest of the main floor to determine what can be done to improve the function of this area.

### **Reference and Instruction Statistics**

#### **Archives/Special Collections:**

**Archives/Special Collections** uses:

- 2006-07 = 142
- 2007-08 = 118
- 2008-09 = 134

#### **Individual requests:**

**AskDrake** (e-mail reference service – checked daily, reply to within 24 hours. Lori Lampert is responsible.)

- 2004-05 = 161
- 2005-06 = 118
- 2006-07 = 110
- 2007-08 = 130
- 2008-09 = 70

**Database search requests** (librarian performed searches done by Greg Toth)

- 2004-05 = 2
- 2005-06 = 9
- 2006-07 = 7
- 2007-08 = 6
- 2008-09 = 1

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#### **Staff & Student Research Consultations**

- 2004-05 = 50
- 2005-06 = 45
- 2006-07 = 39

- 2007-08 = 70
- 2008-09 = 36

**Instruction:**

**Instruction Sessions**

- 2004-05 = 99
- 2005-06 = 145
- 2006-07 = 136
- 2007-08 = 183
- 2008-09 = 203

**Libguides:**

- 2008-2009 (first year) = 14,373 page views

**Reference Desk Question totals:**

**Reference desk I (main floor desk) question count**

- 2004-05 = 15,395
- 2005-06 = 13,717
- 2006-07 = 13,980
- 2007-08 = 12,450
- 2008-09 = 12,141 (including 780 IM queries)

**Reference desk II (ground floor) question count**

- 2005-06 = 2693 (first year)
- 2006-07 = 2238
- 2007-08 = 1983
- 2008-09 = 1899 (approximately 40% directional)

**MetroCenter**

Fall 2008 began the 2<sup>nd</sup> year of the Library at the MetroCenter. The name was changed from “Library Commons” to Library, which made clearer to students and faculty the purpose of the area. The library hours have remained the same: M-TH, noon – 7pm. The librarian’s office has been relocated from the third floor to the library on the first floor. If you consider the library’s first year as being the “get off the ground” year, this year could be considered the “get to know your librarian” year, with a lot more face-to-face time with the librarian.

Four new computers replaced the older devices in the library; in addition, two new computer tables and another bookcase were added.

Interlibrary Loan continues to work closely with MetroCenter to get books and materials to the students. This includes the ability for MetroCenter students to request items owned by Drake through Interlibrary Loan, which results in a faster turn-around time than requesting them through the Circulation system as holds. The RRLC courier service between MetroCenter and the Drake Library has been extended through the next calendar year, assuring that books and other materials can be transported to and from the MetroCenter in a timely fashion.

The MetroCenter librarian, Linda Hacker, added some new programs and revamped one that met with some success in the first year to make it more successful:

- Meet-n-greet, a collaboration between Linda and Phyllis Griswold, from Career Services. The two greeted students from Monday through Thursday of the first week of classes with lemonade and cookies at the beginning of the Fall Semester.
- Mini-course, from last year: designed to give the students and faculty face time and briefly let them know of the different services. Last year we asked the faculty if we could visit and were only invited into 10 classes. This year, the time was shortened and it was announced that Phyllis Griswold would discuss Career Services and Linda Hacker would discuss Library, IT, MetroCenter and new services. Linda worked with Eileen Daniels to get permission to enter each of the classes for 5 minutes to give the classes a quick overview. The two presented in 36 out of 58 classes taught Fall 2008, a total of 581 students. MSW and EDA classes were skipped by request.
- Linda is also included in all graduate student orientations given by the GRC-MSW and Public Administration departments, and they have integrated her into their academic programs.

The on-site MSW book collection was enhanced by a donation from Dr. Jed Metzger from GRC-MSW, who donated about 60 books from his collection to the library. Linda compared them to the collection at Drake and MetroCenter and added a number of titles to the collection.

**Statistics Comparisons from 2007/2008 – 2008/2009:**

	<b>2007-2008</b>	<b>MetroCenter 2008-2009</b>
<b>Courses Taught</b>	16	19
<b>Mini-Intro Courses</b>	10	39
<b>Research Consultations</b>	23	23
<b>Telecourses Viewed</b>	17	28

**Interlibrary loan**

The biggest change to Interlibrary Loan this year was the retirement of ILL librarian, Robert Gilliam, after 30 years of exemplary service to the college. Most of his duties were shouldered by Kim Myers, who kept the department running in spite of a full-time vacancy, with the assistance of student Michal Williams, the library's Marion Wells Award winner, and several other staff including Robin Catlin, Becky Cousins, and Logan Rath, as their time permitted. In

April, the Library Clerk II position was cleared to be filled, and Laura Emerson joined the department on April 30<sup>th</sup>.

The Interlibrary department continued to be busy this year. Overall activity was up by over 5%. Lending saw the greatest increase, up 14% from last year. This is also reflected in the 640% net increase in IFM fees. Excess IFM fees help defray costs on the NYlink bill. Copyright Clearance Center fees were up by 57% from the previous year, with by far the largest percentage of items being requested by the Physical Education Department (24%). Registered ILL users are identified as follows:

- Faculty: 438
- Graduates: 2869
- Undergraduates 1096

Several other ILL user categories contain fewer than 50 registrants each.

Interlibrary Loan partnered with several departments this year to provide better service to patrons:

- Circulation:
  - Robin Catlin spent about 6 hrs/wk assisting ILL during Spring semester when lending position was vacant.
  - Carol Whalin works closely with ILL to find items missing from the shelves, and also to alert ILL staff when media is overdue.
  - With the assistance of Circulation staff, we billed other libraries for \$1,783.44 in lost items, and recovered \$2,068.59, either in replacement fees or long overdue items that were "found".

Reference:

- Charlie Cowling has agreed to lend reference materials on a case by case basis; 19 items were lent during the past academic year.
- ILL staff has made 5 Reference referrals, based on obvious patron need.
- Kim Myers is beginning to take occasional shifts at the Reference desk (currently during departmental meetings).

Serials:

- ILL continues to work with Becky Cousins and Susan Perry to improve accuracy of serials holdings in OCLC.
- ILL provides to Technical Services data regarding most requested journals so they can evaluate whether to subscribe or not.
- Susan Perry, Becky Cousins and Kim Myers presented and discussed "ILL = Intra-Library Learning" at the RRLC conference on "Transforming Resource Sharing Services", January 2009.

Acquisitions:

- Susan Donk purchased 8 articles for ILL, which were either unavailable through regular channels or could be purchased more cheaply than borrowed.

- ILL purchased 10 books, which we were unable to obtain elsewhere for our patrons, since the Library Ordering Module went live in February 2009.
- In Spring 2009, we began a Netflix trial, and have since filled 25 requests, 16 of which were curriculum related.

#### Technology Services:

- ILL worked with Bob Cushman, to obtain the loan of a unique, non-circulating VHS format video for a faculty member, by offering to return to them an archival copy DVD.
- ILL worked with Logan Rath, to update ILLiad web pages, making them more user friendly.
- Pat Maxwell was very helpful with very technical and report related issues.

#### Metro Center:

- We continue to increase ILL service levels to the Metro Center. Our copyright fees for graduate students went from \$959 in 2008 to \$1585 in 2009. While we hate to see increased fees, they do tell us that we are providing more service.

Among the institutions requesting items from the Drake Memorial Library, SUNY Geneseo was by far the most frequent requestor, with 1348 requests, 11.5% of the total.

<b>Statistics</b>		
<b>Borrowing</b>	<b>2008-2009</b>	2007-2008
Copies	<b>3813</b>	4147
Loans	<b>2626</b>	2887
Cancelled Requests	<b>1296</b>	1740
<b>Total Borrowing</b>	<b>7735</b>	8774
<b>Lending</b>	<b>2008-2009</b>	2007-2008
Copies	<b>5449</b>	4763
Loans	<b>9772</b>	6372
Cancelled Requests	<b>2827</b>	4682
<b>Total Lending</b>	<b>18048</b>	15817
<b>Document Delivery</b>		



Copies	<b>1966</b>	1680
Loans	<b>322</b>	302
<b>Total Document Delivery</b>	<b>2288</b>	1982
<b>Total ILL Activity</b>	<b>28071</b>	26573

## IFM Activity:

Year	# Lend Req	Amt Lend Req	# Bor Req	Amt Bor Req	Net Result
<b>2008</b>	<b>838</b>	<b>10,030.00</b>	<b>550</b>	<b>7,337.50</b>	<b>\$ 2,692.50</b>
2007	782	9,323.00	664	8,982.35	\$ 340.65
2006	714	8,594.00	582	7,772.30	\$ 821.70

**Circulation**

Overall Circulation was up 4% from last year.

One of the most time-consuming tasks carried out by the Circulation Department is final processing of new materials before they are shelved. This includes checking in Aleph to make sure the barcode is correct along with the call number and collection code and checking each book to make sure it will trigger the alarm if not desensitized. Any items that need correction are returned to the Collection Management Department. Of the approximately **5588** items sent to circulation, approximately 18% of items were returned for some kind of error. About 10% of new books are selected to go out to the NEW BOOKS shelves after the status is changed (about 560). The same process is applied to **Repair books**; this year we averaged about **125/week** including books needing new labels. Circulation also processes books to be **Withdrawn** from the collection (approx. **125 books/week**). One new duty added in this fiscal year is processing **Storage** books (moved from circulating shelves to a storage area) which we estimate at 225 books/week. Patron count increased both fall and spring semester due in part to new IT and Computer Skills classrooms (See charts). The Circulation Department also does various sorting and assistance for other departments which involves many hours a semester.

## DEPARTMENTAL STATISTICS

	2007-2008	2008-2009	% CHANGE
Circulations*	64,049	66,656	4%
Assisted remote renewals	557 patrons served	633 patrons served	
	2,788 items renewed	2,490 items renewed	
Traces	91 searched	101 searched	
	103 found	90 found	
Notices sent (see below)	719 overdue notices	884 overdue notices	
	(Nov – Jun 07/08)	(Sep – Jun 08/09)	
	967 fine notices	1,062 fine notices	
	3,578 courtesy notices	5,078 courtesy notices	
Recalls	10 (primarily done for Reserve)	37 (27 for Reserve)  <i>Additionally, about 25 – 30 media recalled, and about 12- 15 new items recalled from cat.'g/acq</i>	
Patron account inquiries	257 processed  243 resolved (95%)	152 processed  124 resolved (82%)	
Shelving	64,516	60,554	
Fine monies	\$15,944.31 fines  \$ 3,690.86 lost	\$13,312.48 fines  \$ 2,743.13 lost	

	books	books	
Temporary badges **	109	128	
UserID/Passwords issued	34	46	
Photocopiers	See separate table		

\* includes inside and outside building circulation.

\*\* includes courtesy cards issued, regardless of whether UserID/Passwords were issued.

\*\*\* the count of notices sent from prior to November 1, 2007 was lost during the ALEPH upgrade. The number of notices has gone down for the same time period last year by % (overdue), % (fine), and % (courtesy)

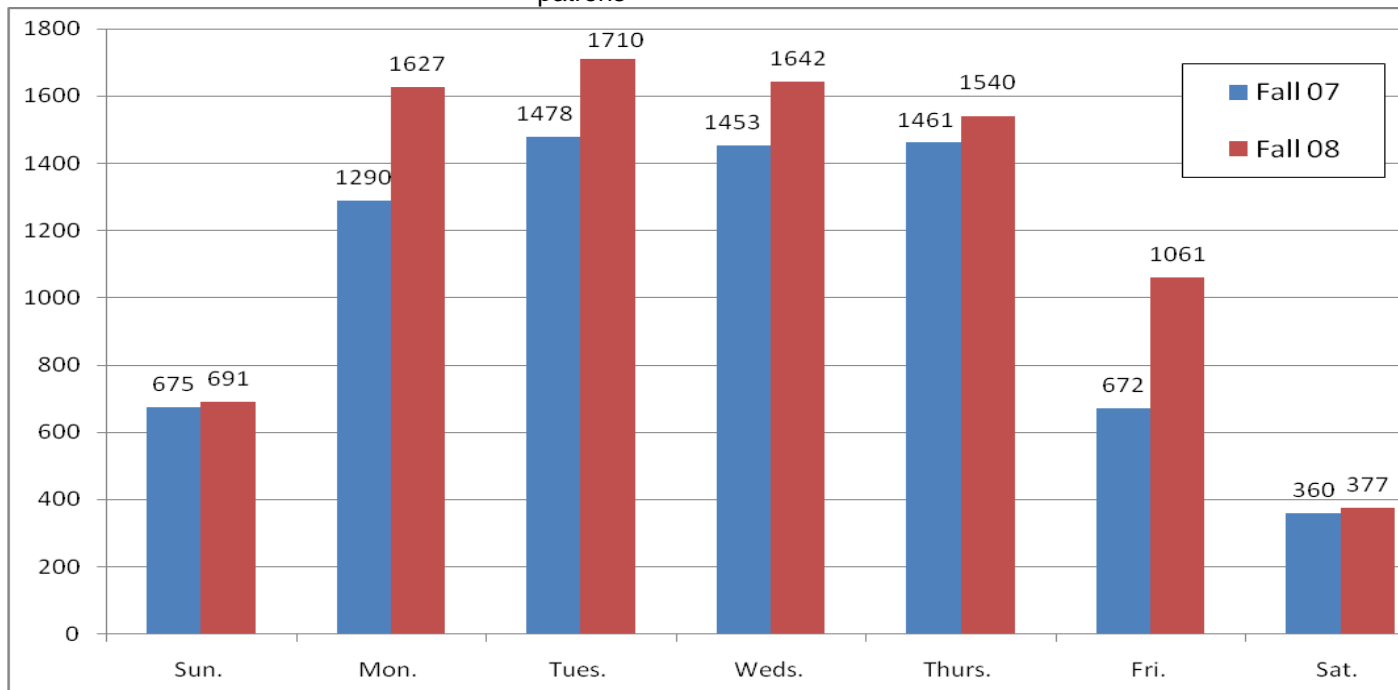
Reserve statistics for July 2008 – June 2009						
<b>Project:</b> Reserve statistics			<b>Date:</b> June 16, 2009			
<b>Prepared by:</b> Anna Rupert/Diane Hoy			<b>Place:</b> Drake Memorial Library			
Month: 2008-2009	Scanistics/ DocuLegal	Scanned Here	Republished Articles	Links for Angel	Library Materials Added/Removed	Personal items Added/Removed
July 2008		35	219	10	0/179	0/63
August 2008	115	27	272	19	44/63	4/2

Reserve statistics for July 2008 – June 2009						
<b>Project:</b> Reserve statistics			<b>Date:</b> June 16, 2009			
<b>Prepared by:</b> Anna Rupert/Diane Hoy			<b>Place:</b> Drake Memorial Library			
Month: 2008-2009	Scanistics/ DocuLegal	Scanned Here	Republished Articles	Links for Angel	Library Materials Added/Removed	Personal items Added/Removed
September 2008		21		6	49/0	26/0
October 2008		21			23/6	10/0
November 2008		5	2	4	14/60	3/2
December 2008	27	2			13/0	2/0
January 2009	75	5	375	38	81/3	6/0
February 2009	32	10	108	7	43/5	19/0
March 2009		4	1	3	11/0	6/0
April 2009		3			9/0	1/0
May 2009		3	1		17/0	0/0
June 2009			60 (2008)		32/100	0/20
Totals	249*	136	1058	87	336/416	77/87
	*Average document size is about 13p.					

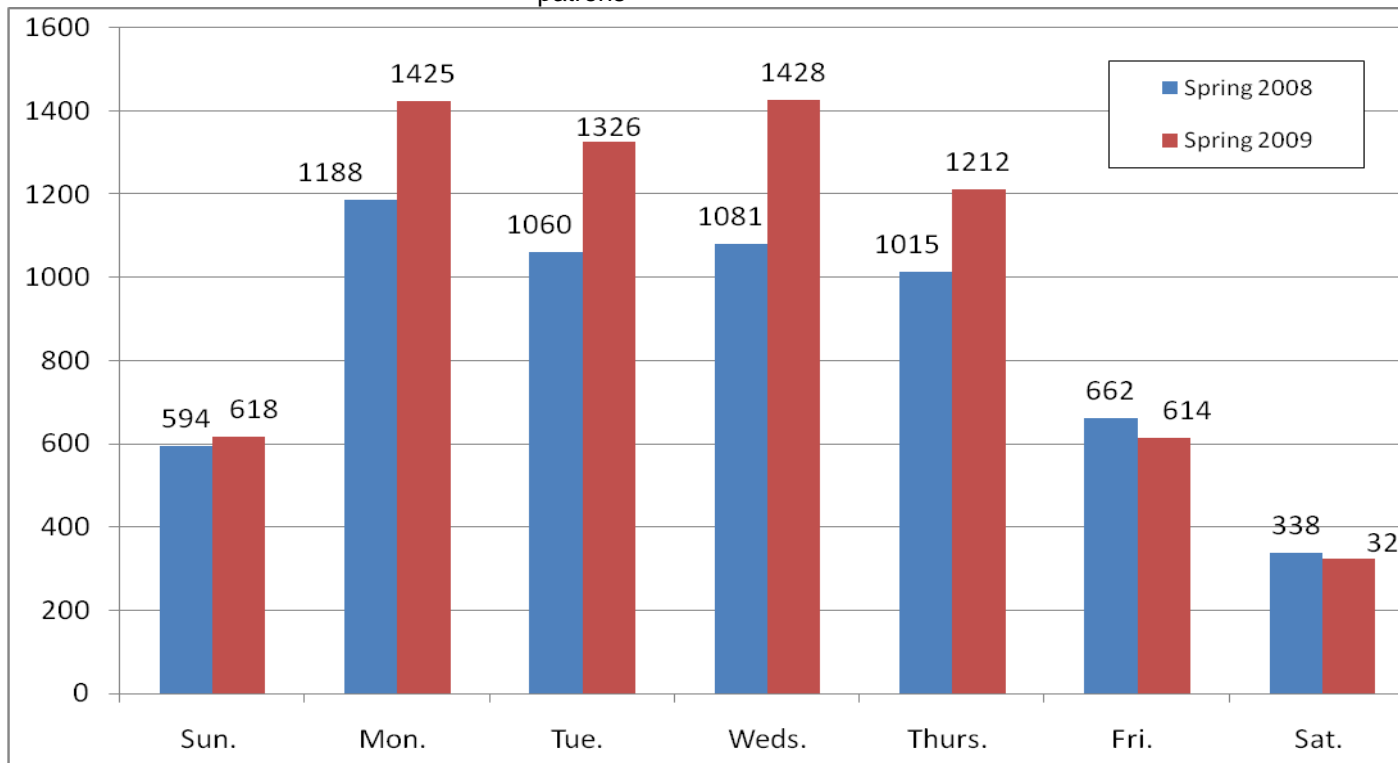
<b>2008-2009 LIBRARY WIDE CIRCULATION STATISTICS</b>			
<b>AREA</b>	<b>Total checked out through ALEPH</b>	<b>Total inside building use</b>	<b>ANNUAL TOTALS</b>
Circulation	55,453	7,433	<b>62,886</b>
Serials current issues	447	0	<b>447</b>
Serials bound issues	0	3,323	<b>3,323</b>
<b>TOTAL ITEMS CIRCULATED</b>	<b>55,900</b>	<b>10,756</b>	<b>66,656</b>

<b>CASH COLLECTED IN COPIER ACCOUNT, 2008-2009 FY</b>					
<b>Month/Year</b>	<b>B&amp;W Copiers Cash</b>	<b>Color Copier Cash</b>	<b>B&amp;W Copiers Easy Money</b>	<b>Transparencies</b>	<b>Monthly Total</b>
<b>July-08</b>	\$60.85	\$0.00	\$18.20	\$0.00	<b>\$79.05</b>
August	\$65.45	\$3.40	\$11.70	\$0.00	<b>\$80.55</b>
September	\$170.90	\$0.00	\$25.00	\$7.20	<b>\$203.10</b>
October	\$437.95	\$16.65	\$126.20	\$3.50	<b>\$584.30</b>
November	\$254.61	\$27.35	\$115.40	\$6.00	<b>\$403.36</b>
December	\$253.40	\$21.50	\$75.30	\$1.80	<b>\$352.00</b>
<b>January-09</b>	\$0.00	\$0.00	\$23.80	\$0.60	<b>\$24.40</b>
February	\$345.30	\$19.40	\$23.05	\$6.30	<b>\$394.05</b>
March	\$230.05	\$30.85	\$19.00	\$2.10	<b>\$282.00</b>
April	\$184.15	\$1.80	\$66.90	\$6.60	<b>\$259.45</b>
May	\$220.95	\$5.10	\$11.20	\$0.60	<b>\$237.85</b>
June					<b>\$0.00</b>
<b>Totals:</b>	<b>\$2,223.61</b>	<b>\$126.05</b>	<b>\$515.75</b>	<b>\$34.70</b>	<b>\$2,900.11</b>

Fall '07 vs. Fall '08 average daily patrons



Spring '08 vs. Spring '09 average daily patrons



### Circulation Staff Development, 2008-2009 FY

#### Robin Catlin

##### Committees:

- Environment
- Publicity and Marketing

##### Workshops/Conferences:

- Microsoft Office 2007, September 2008
- Word 2007, September 2008

#### Anna Rupert

##### Committees:

- Publicity and Marketing

##### Workshops:

- ETC's iMovie and iDVD Basics, November 2008
- Entering Greatness, May 2009

#### Diane Hoy

##### Committees:

- Staff Development

## Workshops:

- ETC's iMovie and iDVD Basics, November 2008
- Entering Greatness, May 2009

## Conferences:

- NYSLAA Conference, Troy, NY, June 2009

**Shirley West**

## Committees:

- Environment

## Workshops:

- Excel 2007, September 2008
- HR Sexual Harassment, 2008
- CPR, 2008
- Ask Ellsworth, March 2009

## Conferences:

- Cultural Diversity, September 2008
- NYSLAA Conference, Troy, NY, June 2009

**Technical Services**

Drake Memorial Library  
2008-2009 Annual Report  
Jennifer Smathers

The dedicated work of Technical Services student workers, staff and librarians to seamlessly support the missions of Drake Memorial Library and SUNY Brockport is dually noted and greatly appreciated.

## 1.) Assessment of Goals Achieved

## a. Building on Academic Excellence

## i. Faculty Scholarship

- Susan Perry
  - a. Wrote campus submission for three editions of the SUNYLA Newsletter
  - b. Coordinated Writers Forum book purchase and display.
  - c. Created Freshman Summer Reading display for themes surrounding *Bones*.
- Jennifer Smathers
  - a. "IDS Conference Presentation on the Coordinated Collection Development Project, with Jenica Rogers-Urbaneck of SUNY Potsdam (August 5, 2008)
  - b. Photos from SAC meeting in January published in "SUNY-Wide Forum on Enriching the Library Collection", SUNYergy 11.1 (Jan. 2009):1-3.
  - c. Library Ordering Module Training



- d. WorldCat Collection Analysis Virtual User Group Presentation, “WCCA & C4D: Using WorldCat Collection Analysis to Jumpstart Coordinated Collection Development in SUNY” (June 3, 2009). Utilizing Cisco’s Webex online meeting solution.
  - e. SUNYLA presentation, “Library Ordering Module: A Banner-Based Solution to an Ongoing Need” with Alicia Girvin and Logan Rath. (June 18, 2009).
  - f. “Library Ordering Now Available Online!” LITS@Brockport Newsletter (Spring 2008): 6.
  - g. LibraryThing Early Reviewer Book Reviews:
    - i. Review of The Arthurian Omen by G. G. Vandagriff. (June 2009)
    - ii. Review of The Reason for Crows by Diane Glancy, published by SUNY Press (June 2009)
  - h. Co-editor “SUNYLA Newsletter”
- ii. Grants
    - Jennifer Smathers participated in development of Cataloging Hidden Special Collections and Archives proposal with Mary Jo Giglioti, Pam O’Sullivan and Mary Jo Orzech.
    - Jennifer Smathers, as part of the Faculty Learning Community on Quantitative Research in the Social Sciences, submitted a COCID grant for funding of a Quantitative Research 1-day Conference in April 2010. (submitted April 2009)
    - NYS Collection Development Grant (\$12,865) spent on Dance, Education, History, British Literature and American Literature.
  - iii. Accreditation
    - Librarians available to provided statistical data and participated in the accreditation and reporting activities of academic departments (Counselor Education, Computer Science)
  - iv. Faculty/staff awards
- b. Student Success and Shared Governance
    - i. Curriculum Development
      - a. Technical Services, with cooperation of the liaison librarians, worked directly with faculty to assure that the Drake Memorial Library collection supports current and developing curriculum. As of June 15, 2009 over \$817,906 was spent to achieve this goal. See section 2. Key Performance Indicators for statistical data.
    - ii. Student Learning
      - Technical Services would like to acknowledge the hard work and dedication of their student employees. As the students gain employment experience and knowledge of library procedures, they become more desirable for future employers.
    - iii. Faculty Service
      - Debby Ames
        - a. Chair APT Committee
        - b. Library book sale
      - Susan Perry
        - a. Served as campus delegate to SUNYLA
        - b. Chair Staff Development Committee; hosted six faculty/staff Webinars

- c. Freshmen Reading Program Committee
  - d. American Democracy Project Committee
  - e. Trustee, Penfield Public Library
  - f. Administrated school library funds for Cobbles Elementary School in Penfield as PTA Treasurer
  - g. SUNYLA Executive Council
  - Jennifer Smathers
    - a. SUNYLA Publications Committee
    - b. Member of SUNY Comprehensive Colleges Coordinated Collection Development (C4D) project team
    - c. Library Student Worker Orientation Fall
    - d. Member of planning group for the RRLC, NLM funded project, "Getting the (Healthy) Word Out: A Train-the-Trainer Approach for Nurses."
- iv. Committee Work
- Debby Ames
    - a. APT
    - b. Library Environment
  - Linda Becker
    - a. Staff Association
  - Terry Berl
    - a. Library Environment
  - Susan Donk
    - a. Library Environment
  - Rebecca Cousins (formerly Livingston)
    - a. Staff Development
  - Linda Pickering
    - a. Staff Development
  - Susan Perry
    - a. Staff Development
  - Jennifer Smathers
    - a. Publicity and Marketing
- c. Embracing Diversity
- i. Job Searches
    - None.
  - ii. Presidential Fellows
    - Have all of the available library resources that other faculty members enjoy and are encouraged to make requests for new library materials.
  - iii. Support of Diversity and Internationalization
    - Section one of the Code of Ethics of the American Library Association outlines the library's commitment to serving a diverse population: "We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests."
- d. Implementation of Strategic Plan II priorities and allocation of resources
- i. Technology-Enhanced Learning Environments / Online Learning
    - As of June 15, 2009 \$201,831 of library funds was expended on collections of electronic resources to support the curricular needs of the SUNY Brockport community. Additional expenditures at the departmental allocation level were incurred for single title resources.

- Provost supplied English/Library Stabilization Funds paid the \$6795.00 subscription fees for Project Muse –Humanities this fiscal year.
  - \$4500 was spent on Serials Solutions and Enhanced Ebsco EJS to facilitate access to those online resources.
  - Two e-journal publisher packages were purchased, American Chemical Society and Sage Premier. For approximately the same cost as the titles purchased in print, electronic access was increased significantly.
  - Many electronic resources provided through the library are directly linked to the ANGEL course management system during Course Reserve work or by individual professors.
  - Serials e-mail [journals@brockport.edu](mailto:journals@brockport.edu), 54 issues were reported.
  - An e-mail for internal reporting of cataloging problems was created, [cataloging@brockport.edu](mailto:cataloging@brockport.edu). 36 issues were reported from December 2008 – May 2009.
  - Telecourses continue to be cataloged and processed by Technical Services team members.
- ii. Library Services / Support
- Technical Services makes collection management choices with the idea of a SUNY collection in mind. Non-superseded titles that are held by no other SUNY institutions are currently retained, rather than weeded.
  - Acquisitions participating in C4D project plans. Specifically, in Spring of 2009 we revised our acquisitions guideline down to 3 copies. If three comprehensive colleges show holdings for a title in WorldCat the library is not purchasing that title unless it is needed for course reserves, reference or for another overriding local need. 251 orders met these criteria from October 2008 – June 15, 2009.
  - Liaison librarians continued to work with departmental faculty to develop the library collection to support curricular needs.
  - A formula is applied to the library materials budget (non-serials) to generate budget allocations based on the size of the department, number of majors, faculty, classes and the average cost of a book in that discipline. The formula was published to the library website in Fall 2007. See section 2. Key Performance Indicators for statistical data.
- iii. Responsiveness to local / regional / state needs
- The library continues to participate in the statewide Coordinated Collection Development Grant. 2008-2009 saw \$12,366 designated for acquiring materials in:
    - a. American Literature
    - b. British Literature
    - c. Dance
    - d. Education
    - e. History
- e. Address Physical Plant
- Technical Services team members were active on the library environment committees.
  - Technical Services staff met to start discussions on Archives expansion and Collection Management relocation. (June 2009)
- f. Mission review II process n/a
- g. n/a
- h. Strengthen Brockport's presence and visibility

- Lin Becker and Sue Donk participated as members of Brockport's Chase Corporate Challenge Team, along with several other library and IT staff).
- i. Celebrate the success of students, faculty, staff and alumni
- Several members of the department attended Scholar's Day presentations.
  - Jennifer Smathers, Logan Rath and Alicia Girvin (IT) presented a Scholar's Day session on the Banner-Based Library Ordering Module.

## 2. Key Performance Indicators as a guide to comment on increasing quality.

### Acquisitions Section Technical Services Unit Annual Report 2008 – 2009

Acquisitions staff: Linda Becker, Susan Donk, Jennifer Smathers.

Vendor credits remain a challenge to the SMRT versus Aleph system, but have been controlled by careful accounting by Linda Becker.

Accounting for Serials pre-payment has room for improvement and Acquisitions looks forward to working with Serials and Systems for the implementation of EDI ordering of the EBSCO bill in FY 2009-2010.

NYLINK bills were successfully processed and appeared in the appropriate budget lines in SUNY SMRT, the result of increased effective communication with the Procurement and Payment Services office.

Budget groups created last year were successfully employed to gather statistics for acquisitions purposes and to answering statistical surveys. Surveys completed included: the SUNY Library Acquisitions and Retirements Survey and the ACRL Trends and Statistics Survey, and the NCES Academic Libraries Survey.

Participation in the C4D group included following the “Rule of 3” to avoid duplication of titles across SUNY comprehensive colleges. Since October, this has resulted in orders for 251 titles being declined in favor of further expanding the collection by encouraging the acquisition of different titles.

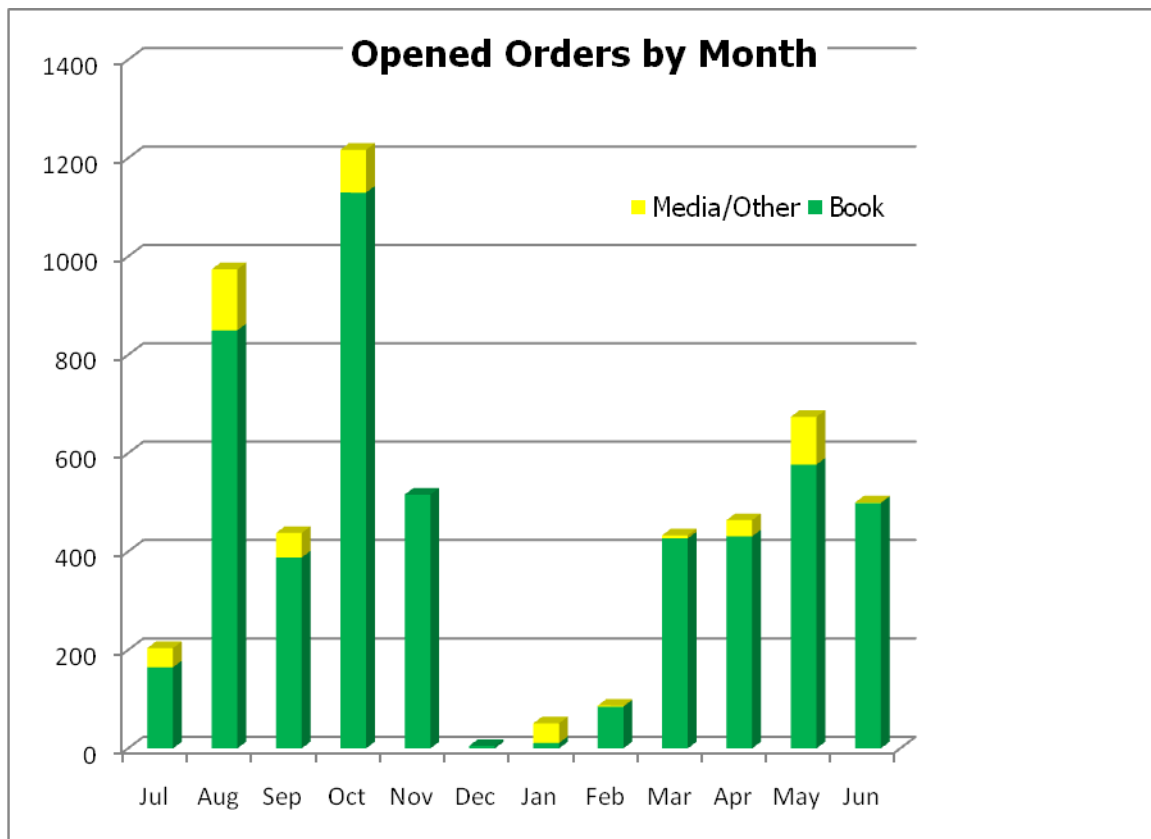
The Banner-based Library Ordering Module (formerly known as the Yellow-card Project) has moved into a phase of final implementation. A soft launch of the module occurred in January, 2009. Training of faculty departmental representatives occurred in March. The service has received steady use since then, with full implementation planned for FY 2009-2010. Alicia Girvin continued to work with the Acquisitions department to further develop the system based on user-testing and other feedback. Logan Rath created the process to take the output from the system and convert it to an MS Word readable mail-merge file to print cards. The module is under continuous refinement with feedback from Susan Donk and Jennifer Smathers.

Notable Developments in Spring 2009 include:

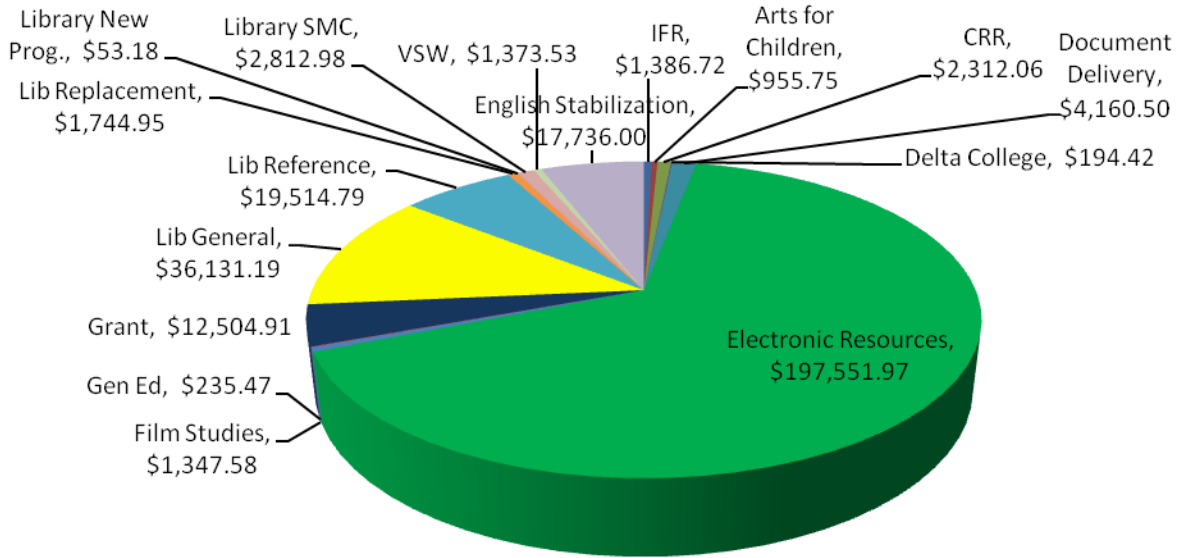
- Ability to search the library catalog for keyword titles from within the Banner module.
- ISBN look-up and automated form fill-in using Amazon’s data.
- Departmental budget codes automatically printed on the output cards.
- ISBN and ASIN data printed via a barcode font.
- New printer purchased to allow barcode font to be read by scanners saving Acquisitions keystrokes during the order searching process.

\*\*Due to the fiscal year nature of Acquisitions transactions, all Acquisitions Statistics and Charts represent 7/1/08 through 6/12/09.

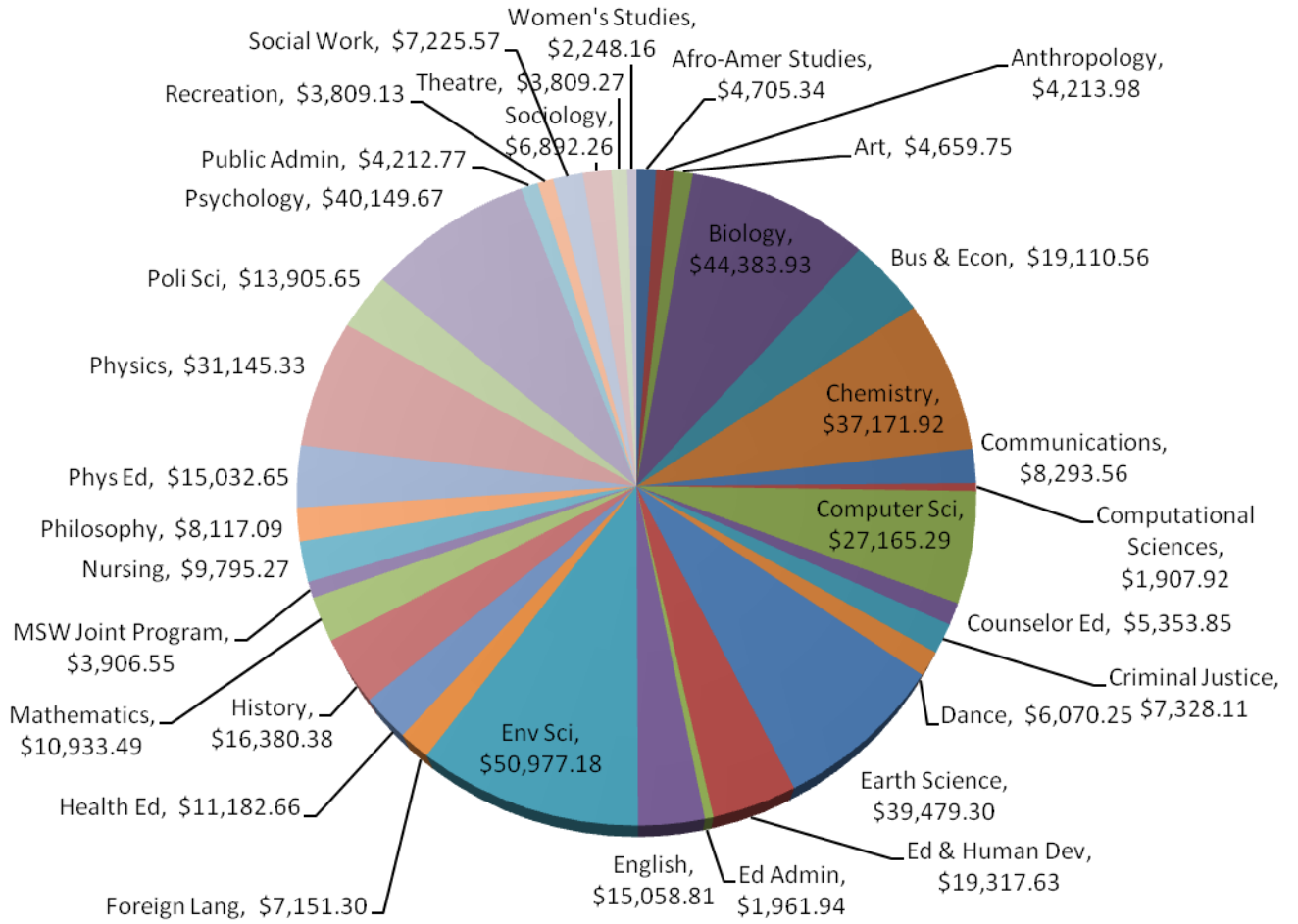
Through June 12, 2000 \$817,906 was expended for electronic resources, journals, books, media, other resources and OCLC cataloging costs.



### Non-Departmental Expenditures as of 6/15/2009



## Departmental Expenditures through 6/15/2009





June 15 2009

## Departmental Allocations: Books, Media, &amp; Journals

Account	Fund	Budget	Encumbered	Expended	Balance	% Spent
797998	Afro-Amer Studies	4,866.00	27.95	\$ 4,705.34	132.71	97.3
797999	Anthropology	5,096.00	267	\$ 4,213.98	615.02	87.9
518001	Art	5,034.00	244.95	\$ 4,659.75	129.3	97.4
788005	Biology	40,075.00	98.1	\$ 44,383.93	-4,407.03	111
798019	Bus & Econ	20,107.00	92.5	\$ 19,110.56	903.94	95.5
788010	Chemistry	37,113.00	184.95	\$ 37,171.92	-243.87	100.7
588082	Communications	9,900.00	59.8	\$ 8,293.56	1,546.64	84.4
788012	Computational Sciences	1,915.00	99	\$ 1,907.92	-91.92	104.8
788011	Computer Sci	27,033.00	0	\$ 27,165.29	-132.29	100.5
498011	Counselor Ed	5,248.00	0	\$ 5,353.85	-105.85	102
798068	Criminal Justice	9,661.00	0	\$ 7,328.11	2,332.89	75.9
518015	Dance	5,637.00	72.83	\$ 6,070.25	-506.08	109
788018	Earth Science	37,865.00	11.1	\$ 39,479.30	-1,625.40	104.3
498012	Ed & Human Dev	19,974.00	448.55	\$ 19,317.63	207.82	99
498079	Ed Admin	3,795.16	70	\$ 1,961.94	1,763.22	53.5
588023	English	16,441.00	1,322.02	\$ 15,058.81	60.17	99.6
788022	Env Sci	47,402.00	0	\$ 50,977.18	-3,575.18	107.5
588030	Foreign Lang	6,959.00	0	\$ 7,151.30	-192.3	102.8
598036	Health Ed	13,126.00	71	\$ 11,182.66	1,872.34	85.7
798038	History	18,188.00	1,000.49	\$ 16,380.38	807.13	95.6
788055	Mathematics	11,018.00	263.8	\$ 10,933.49	-179.29	101.6
775769	MSW Joint Program	4,650.00	0	\$ 3,906.55	743.45	84
598061	Nursing	11,650.00	0	\$ 9,795.27	1,854.73	84.1
588065	Philosophy	8,463.00	129.95	\$ 8,117.09	215.96	97.4
558066	Phys Ed	15,676.00	204.4	\$ 15,032.65	438.95	97.2
788068	Physics	32,400.00	0	\$ 31,145.33	1,254.67	96.1
798069	Poli Sci	14,763.00	161.42	\$ 13,905.65	695.93	95.3

788070	Psychology	42,812.00	149.46	\$ 40,149.67	2,512.87	94.1
798088	Public Admin	5,674.00	0	\$ 4,212.77	1,461.23	74.2
558074	Recreation	3,641.00	55	\$ 3,809.13	-223.13	106.1
598081	Social Work	10,881.00	13.5	\$ 7,225.57	3,641.93	66.5
798080	Sociology	8,681.00	24.5	\$ 6,892.26	1,764.24	79.7
518017	Theatre	4,599.00	175.98	\$ 3,809.27	613.75	86.7
588087	Women's Studies	2,210.00	108.94	\$ 2,248.16	-147.1	106.7
	<b>Departmental Totals</b>	<b>\$512,553</b>	<b>\$5,357</b>	<b>\$493,056.52</b>	<b>\$14,139</b>	<b>97.24%</b>

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**Non-Departmental Allocations: Books, Media, Journals & Electronic**

898398	IFR	2,250.00	100.26	\$ 1,386.72	763.02	66.1
517995	Arts for Children	1,000.00	66.95	\$ 955.75	-22.7	102.3
858550	CRR	2,370.00	0	\$ 2,312.06	57.94	97.6
858027	Delta College	200	0	\$ 194.42	5.58	97.2
858398	Document Delivery	4,161.00	0	\$ 4,160.50	0.5	100
858403	Electronic Resources	188,040.00	0	\$ 197,551.97	-9,511.97	105.1
297992	Film Studies	1,295.00	0	\$ 1,347.58	-52.58	104.1
537993	Gen Ed	210	0	\$ 235.47	-25.47	112.1
908193	Grant	14,700.00	446.1	\$ 12,504.91	1,748.99	88.1
858397	Lib General	37,514.84	657.06	\$ 36,131.19	726.59	98.1
858402	Lib Reference	19,700.00	0	\$ 19,514.79	185.21	99.1
858432	Lib Replacement	2,500.00	36.33	\$ 1,744.95	718.72	71.3
858420	Library New Prog.	1,830.00	0	\$ 53.18	1,776.82	2.9
858417	Library SMC	2,980.00	43.94	\$ 2,812.98	123.08	95.9
518087	VSW	1,400.00	0	\$ 1,373.53	26.47	98.1
238394	English Stabilization	35,000.00	2,613.20	\$ 17,736.00	14,650.80	58.1
	<b>Non-Departmental Totals</b>	<b>\$315,151</b>	<b>\$3,964</b>	<b>\$300,016</b>	<b>\$11,171</b>	<b>96.46%</b>

<b>Grand Total</b>	<b>\$827,704</b>	<b>\$9,321</b>	<b>\$793,073</b>	<b>\$25,310</b>	<b>96.94%</b>
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### Cataloging and Processing Section

Technical Services Unit

Annual Report

2008 -2009

Cataloging continues to be a joint effort across Technical Services with both librarians and clerks contributing. Debby Ames, Linda Becker, Terry Berl, Rebecca Cousins, Susan Perry, Susan Saladyga and Jennifer Smathers all worked on cataloging or copy-cataloging materials.

Until her retirement in January, 2009, the vast majority of materials processing was completed by Linda Pickering. Following her retirement, processing was done by Jennifer Smathers, as she worked to understand, evaluate, change and compile processing procedures. Jennifer was greatly assisted by Acquisitions student worker, Nikki Monte. Further assistance was provided by Terry Berl, Rebecca Cousins, Susan Saladyga, and Collection Management student worker, Saira Fizette.

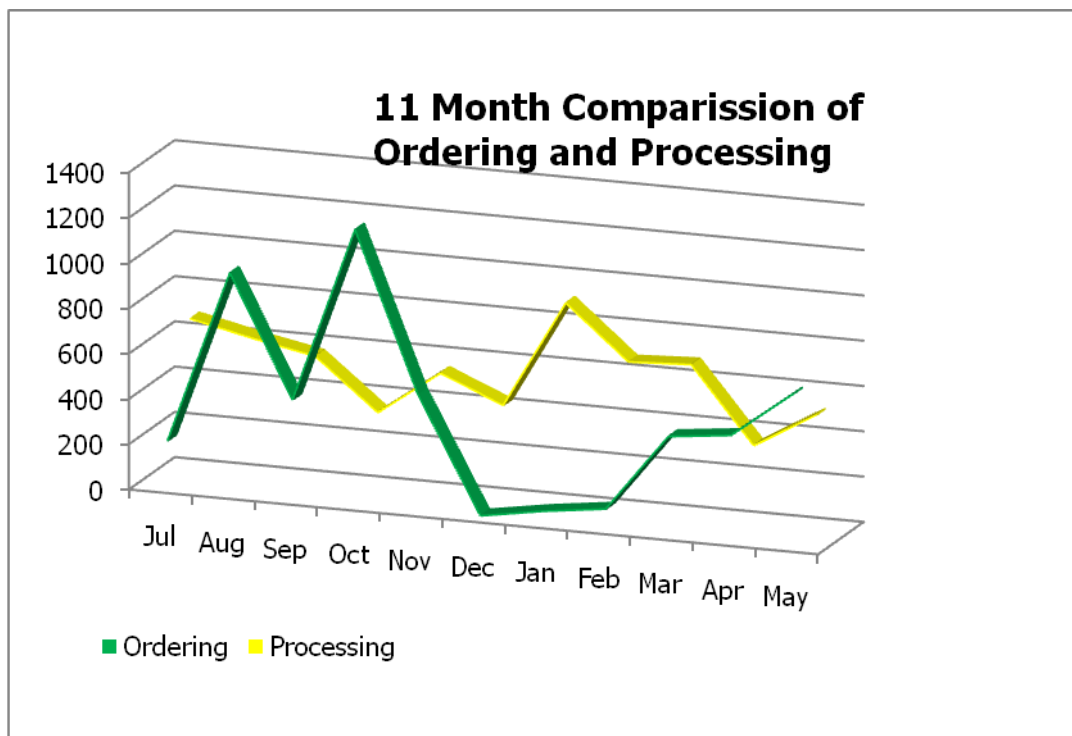
The loss of the processing clerk both negatively and positively impacted the processing workflow. Although processing slowed, causing cataloging to also slow, it allowed Jennifer Smathers time to analyze existing workflows and troubleshoot problem areas. From January to April, much time was spent capturing processing procedures specifics and locating trouble points in the system. Many improvements were made, from the way processing materials are ordered, to their storage and accessibility. Additions to the workflow, such as printing labels that were previously hand-made and scanning all items before they leave the department has resulted in a direct decrease in the amount of problems found by the Circulation staff and students as they prepare materials to be shelved. Circulation now reports fewer missing barcodes, incorrect labels, and incorrect call numbers or other issues with new materials.

With processing procedures falling into place, and the availability of Nikki to process full-time over the summer, it is expected that the cataloging backlog caused by the retirement of the processing clerk and reworking of the processing department will be quickly cleared.

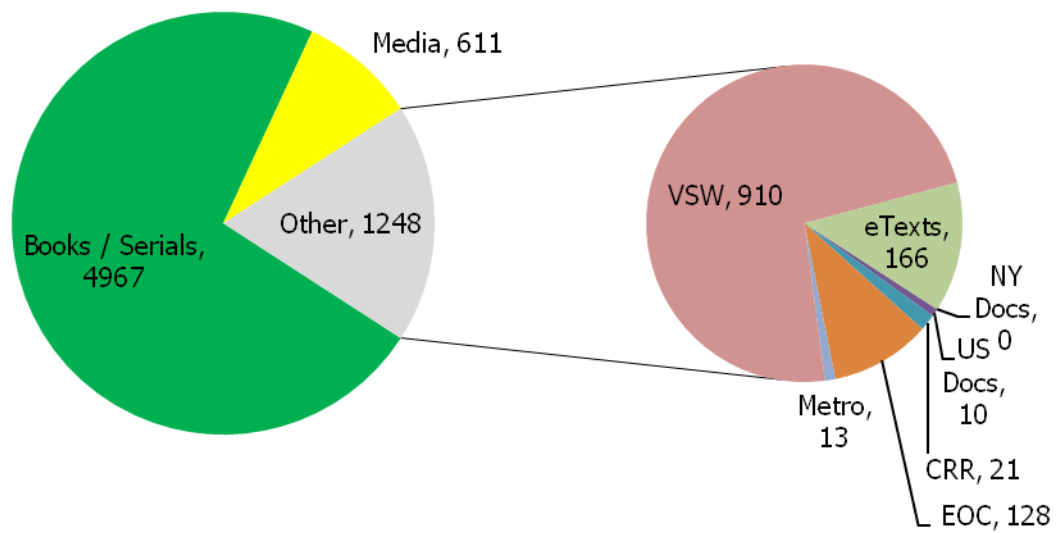
A RUSH cataloging process is in place to ensure that any request for an item whose process is "In-Cataloging" will be completed in a timely fashion. All library staff have been notified to contact Acquisitions when an item "In-Cataloging" is requested. Requests from Reference, Circulation and ILL have all been received with items made ready for check-out within 5 minutes to 2 hours after Acquisitions received the request.

A new e-mail account was established in December, 2008 for the internal reporting of cataloging problems. [Cataloging@brockport.edu](mailto:Cataloging@brockport.edu) has proven to be an effective reporting tool.

Issues reported	OCLC Holdings	Indexing Issues	Processing Status	ILL Purchase Suggestions	Other Record Fixes	Record Additions	Record Deletes	Other
36	7	16	2	5	5	1	1	0



### Items Processed by Type or Sattelite Location



**COLLECTION MANAGEMENT SECTION**  
 TECHNICAL SERVICES UNIT  
 ANNUAL REPORT  
 2008/2009

**MISSION**

**To provide, through managing the Library's collections, a library experience for members of the campus community that is seamless, self-sufficient, and satisfies their curricular information needs.**

**PERSONNEL**

Debra Ames, Librarian

Susan Saladyga, Library Assistant

2 Student Assistants:

Heather Kleinschmidt 10 hours/week  
 (withdrawals and pricing/inputting Abebooks)

Saira Fizette 10 hours/week  
 (general – book pulling, labeling, etc., processing withdrawals)

1 Summer Volunteer

Amanda Buckner 20 hours/week  
 (pricing/inputting/weeding Abebooks)

**PROJECTS**

**CATALOGING**

- Trained Becky Livingston (now Cousins) to do original cataloging of Brockport theses.
- Rewrote most of Edit Cataloging Training manual.
- Supervised Sally Petty in adding and editing Holdings and Item records on Aleph.
- Worked closely with Pat Maxwell to correct/upgrade our cataloging records and Aleph, on many projects.
- Catalogues 6,826 titles from June 2008-May 2009. For greater detail, see attached *Monthly Cataloging Statistics, 2008/09*. For detail by cataloger, see attached *Cataloger Statistics, 2008/09*.

**COLLECTION DEVELOPMENT**

- Created the Storage Collection, located in the Storage Annex (the 'Old County Historian's Office,' or Room 8). These are titles that are low-to-no use, but which are held by only 2 other SUNY libraries or fewer. Many are held by 2 or fewer NYS libraries, and even several by 10 or fewer WorldCat libraries. As of May 29, 2009, there are 2772 titles in the Storage collection.
- Proposed, based on requests from the Education and English Departments, purchasing media (DVDs and manipulatives particularly) for the JUV collection, and inter-shelving them with the books. This was accepted, and has begun.
- Created the Departmental Budget Allocations for the year, using the "Formula."

**COLLECTION EVALUATION**

- Continue to evaluate the 75-400 repair books sent down weekly from Circ for withdrawal, replacement, storage, repair, or relabeling.
- Evaluated JUV Collection as weeding progresses, finding a great need for replacement of very old titles (currency balanced against age of two user groups: student teachers and their PreK-12 students) – a significant

percent of the nonfiction books are older even than the student teachers. Submitted order cards for the Foundation Replacement budget (see below).

- Conducted major evaluation/weeding project in PR-PS, in conjunction with the English Department's Replacement Grant. The aim of both the grant and our weeding project is to make the literature section attractive and inviting, with all necessary titles (i.e.: we had no copies of *Northanger Abbey*!). The grant includes \$12,000 for replacement volumes, which should purchase at least 1,000 books. I compiled approximately 2,000 order cards, from which Miriam Burstein of the English Dept. chose 1,000 to order as first priority. Some of the remaining cards may be able to be ordered from the grant as well, and many others will be submitted for the Foundation Replacement budget (see below).
- A portion of the Foundation Replacement budget was to be established to bind or replace books in heavily used areas, a need for which our expanded weeding program highlighted a significant need. The proposal to use \$8,000 from the Library's College Foundation account (fed by our book sales), was accepted on April 6, 2008 to start with the 2008/09 fiscal year. It was, however, not implemented, even though sufficient order cards were submitted. Several areas of the collection are therefore currently quite bare, as major weeding was done expecting a rapid replacement of current, useful titles. Replacement will begin soon.
- *Collections Count 2005*- spreadsheet attached.

#### ACCESS TO COLLECTIONS

- Planned and conducted the move of the JUV collection to its new room, taking into account the need for room to inter-shelve new media purchases.
- Created a small new collection of NYS standards and curricula for the JUV Room.

#### COLLECTION USAGE STATISTICS

- Use went up this year! See attached *Summary Use Statistics by Collection, June 2008-May 2009*, and for greater detail: *Detailed Use Statistics by Collection and LC, June 2008-May 2009*; and: *Use Statistics by % of Collection, June 2008-May 2009*.
- The JUV collection, while comprising 3.8% of the total number of books held, accounted for 11% of the book circulations -- even though many of its books are quite dated. It had a 26.38% circulation rate (circs/number JUV books), while the MAIN&OVR collections had an 8.6% rate. JUV is clearly a high-use collection that should have priority for development.
- VHS is still not quite dead yet, although it is declining. Of the total video circulations, VHS comprised 28% (36% last year) and DVD 72% (64% last year).

#### WEEDING

- Weeded the JUV collection in conjunction with its move.
- Conducted a 'group weed' of the T (Technology) section in July, resulting in 1,335 volumes weeded.
- Processed the heavy weeding of the Government documents and Microforms collections by Lori Lampert.
- Conducted a preliminary weeding of the QD (Chemistry) section, 496 volumes. Mike Brown of the Chemistry Department intends to do a thorough weeding hopefully summer 2009.
- Weeded PR-PS heavily (ca. 4,206 volumes through May).
- Finished the backlog processing of the R's (Health) pulled for weeding previously (1,389 vols.).
- Other call number areas most heavily weeded this year: BL-BX, K, S, by Charlie Cowling.
- Annual total volumes weeded: 29,615 (Books and Media: 12,949 ; Documents and Microforms: 16,666 weeded from Aleph -- many, many more were weeded that did not have cataloging records). For greater detail on book classifications weeded, see attached table: *Weeding Statistics 2008/2009*. For comparison of weeding counts over the last 13 years, see attached table: *Materials Weeded, 1995/96-2008/09*.



<b>WEEDED COLLECTION</b>	<b># Vols.</b>
DML Collections (exc. below)	12,484
Media	149
Microforms	8,823
GovDocs (US & NYS)	7,843+
Satellite Collections	316
<b>TOTAL</b>	<b>29,615</b>

- Donated approximately 6,000 books to Goodwill.
- Donated approximately 2,000 books to Linda Kent at EOC for her “Literacy Rochester” Project. She will give them to individuals and families in an effort to expand literacy in the Rochester area.

#### **GIFTS**

- Received and evaluated 3,513 volumes of gift items.
- Added 580 volumes to our collections.

#### **BOOK SALES**

- Earned \$ 24,201.45 in online book sales on Abebooks.com through the Brockport College Foundation (BCF Books).
- Conducted a Library-benefit Children's book sale, Oct. 2008. Earned: \$253.00 (spent on supplies for new JUV room).
- Conducted a Library-benefit book sale in the Library, April 2009. Earned: \$ 1,054.21 (deposited in our Brockport College Foundation account).
- Earned \$ 1,113.11, June 2008-May 2009, from the 7,000 volumes we've sent to Better World Books to date (deposited in our Brockport College Foundation account).
- Spent \$ 11,816.98 of book sale proceeds on Library purchases.

<b>BROCKPORT COLLEGE FOUNDATION BOOK SALES</b>	<b>PROCEEDS</b>	<b>EXPENDITURES</b>
Abebooks.com Sales	\$ 24,201.45	
In-House Sales	\$ 1,307.21	
Better World Books Sales	\$ 1,113.11	
<b>TOTAL EARNED</b>	<b>\$ 26,621.77</b>	
Furniture		\$ 10,918.80
Reimbursements for LIB2LMS COCID		\$ 437.61
Supplies for new JUV Room		\$ 253.00
Supplies for MetroCenter Lib		\$ 99.58
Reimbursement for lunch (book sale movers)		\$ 57.99
ACRL conference banner		\$ 50.00
<b>TOTAL SPENT</b>		<b>\$ 11,816.98</b>

**BCF BOOKS -- ANNUAL EARNINGS HISTORY**

<b>2004/05</b>	<b>2005/06</b>	<b>2006/07</b>	<b>2007/08 (to May 31<sup>st</sup>)</b>	<b>2008/09</b>
<b>\$ 25,423.50</b>	<b>\$ 25,577.13</b>	<b>\$ 24,145.22</b>	<b>\$ 25,649.51</b>	<b>\$ 24,201.45</b>

**Serials Section**  
 Technical Services Unit  
 Annual Report  
 2008 - 2009

Journal subscriptions for calendar year 2009 were reduced significantly at the request of Library administration. Each academic department was asked to select one title for non-renewal; some departments voluntarily selected more. The original serials budget drafted July 1, 2008, totaled \$625,304. Non-renewals/cancellations totaling approximately \$26,000 resulted in a final budget of \$599,280, as of October 1, 2008.

Owing to the large number of title cancellations (sixty-five total, print/online), the Main Floor Current Issues collection required shifting. Serials department staff re-aligned the journals, creating a more open arrangement, for easier access. In the process, they also gave the shelves a thorough and much-needed cleaning.

This year the Library purchased two e-journal publisher packages in place of several individual print subscription titles. For approximately the same cost, access was increased significantly. For the American Chemical Society, eleven print titles were cancelled and replaced by all thirty-four of their Web editions, 1996 to present. For Sage Premier, twenty-seven titles were cancelled and replaced by approximately 500 online titles, 1999 to present.

Bindery tasks previously handled by Linda Pickering were reassigned to the Serials Department, upon her retirement in January 2009. Terry Berl, Library Assistant, now handles journal binding, and Becky Cousins, Library Assistant, handles thesis bindery. Becky also handles most of the departmental and student inquiries and intake for theses, as well as the cataloging. Terry also took on book processing tasks formerly done by Linda.

The retirement of Bob Gilliam, ILL Librarian, in December 2008, resulted in another staff shortage, and Becky was able to provide some backup for ILL. Serials student staff was reduced to one, a new student who joined us in February 2009.

In conjunction with Pat Maxwell, Systems Librarian, Becky began verifying and updating local serials holdings in WorldCat. The joint project represents a pilot to perform batch loading to OCLC. Pat also provided welcome relief to Susan Perry, Serials Librarian, for the manual task of providing detailed statistics for the various reporting agencies, as she increased her ease and expertise with Aleph reports. Pat has also furthered Susan's goal of gathering usage statistics for Current Issues, by taking on that project as well. Implementation is planned for fall 2009.

Problem reports to [journals@brockport.edu](mailto:journals@brockport.edu) for July 2008 – May 2009, are as follows:

Issues reported	Serials Solutions edits	Aleph record edits	Subscription	Publisher	IP	EZ Proxy	Database	WorldCat settings	WorldCat/IDS	Other
54	7	4	1	2	0	1	4	32	0	3

Departmental Goals for the 2009-2010. How will achieving the goals support the six initiatives?

- j. Emblems of Quality: Achieving accreditation in all disciplines for which it is eligible.
  - Use the World Cat OCLC Collection Analysis Service to supplement gathering data for accreditation processes.
- k. New Program Development Fund
  - The library should continue to be included among the interested parties as a new program is proposed and developed, to allow for the addition of library materials to meet the needs of new programs.
  - Resources from new program development funds should be used to support the library's acquisition of new and retrospective materials to support the developing curriculum of new programs.
  - The continued use of World Cat OCLC Collection Analysis Service for coordinated collection development efforts, relevant to the acquisition of materials and required reporting for new and developing programs as well as campus reporting for Middle States, etc.
- l. Career Span Professional Development for Faculty
  - Continue to acquire serials and other appropriate materials for professional reading across the disciplines, including titles appropriate for the library faculty and staff.
  - Librarians will continue to take part in appropriate RRLC programming, other seminars, web casts, professional reading and conferences.
- m. Restoration of Positions
  - n/a
- n. Lake Ontario Natural Resource Center
  - n/a
- o. Presence in Greater Rochester
  - Continue Collection Development for satellite library at the Metro Center
  - RRLC Participation
  - ILL
- p. Departmental Goals to Support the Mission of the Library:
 

*Organize and provide easy access to information sources which meet the curricular and research needs of our students and those within the academic community.*

  - i. Technical Services
    - Departmental Goals
      - a. Finish reconfiguration of lower level workspace to meet departmental and library space needs.
      - b. Continue to develop, promote and participate in cross-training within the department.
    - Acquisitions
      - a. Full implementation and marketing of Banner-based library materials ordering module.
      - b. Train faculty and faculty departmental coordinators in the use of the Banner Electronic Library Materials Request module.
      - c. Participate in SUNY C4D project.
      - d. Foundation Replacement funds expended on materials already planned by Collection Management.
    - Cataloging Processing
      - a. Complete Processing Manual.
      - b. Hire and train Processing Student Workers.
      - c. Eliminate back-log created during Spring 2009.
    - Collection Management
      - a. Finish evaluation, weeding & replacement of English & American literature sections.
      - b. Reclass certain works of criticism in English & American literature so that primary works by an author are more apparent, better collocated.

- c. Evaluate, weed and replace <French or Spanish or Russian> literature section (waiting to hear back from Foreign Languages Dept. on their priority).
  - d. Finish weeding of QD (Chemistry) section, if Mike Brown (Dept. Library coordinator) can get the faculty participation he is trying for.
  - e. Finish evaluating documentary video (VHS & DVD) collection for JUV titles, reclassing any found to JUV collection.
  - f. Order and add \$8000 of books to update weeded/outdated areas of the main circulating collection.
  - g. Complete Aleph cleanup/improvement projects with Pat Maxwell.
  - h. Contribute to development of Aquabrowser catalog front-end product.
- Serials
    - a. Continued work with Pat Maxwell on improvements to collection of usage statistics for journals.
    - b. Migration of Serials Acquisitions data to Aleph with Pat Maxwell. Includes possible use of EDI for handling the EBSCO invoice.
    - c. Coordinated collection development with the Reference department regarding database vs. single title purchases.

**Library Technology Department**  
2008-2009 Annual Report  
Robert Cushman

The Library Technology Department provides information technology expertise in support of Drake Library's mission and goals. In the past year, members of the team worked on a number of projects including stabilizing and improving our use of the Library's integrated library system, Aleph; a re-design of the Library's web presence, and rolling out new PCs to Library staff. Department members also found time to present to colleagues throughout the year as well as participate in professional development activities.

Bob Cushman, as Head of Library Technology and Systems, manages the department and provides support and direction to department staff. Bob represents Library Technology in a number of campus venues including CTC. Bob also works with the ETC in providing support for campus multi-media development activities. The priority of work performed in the department is determined by Bob in conjunction with other Library stakeholders. Here is a summary of the past year's activities:

Aleph support is a high priority for the department as Aleph touches all areas of the Library. Pat Maxwell, our systems librarian, spent most of her time this past year on Aleph-related activities. Some key accomplishments included:

- Repackaged, installed, and later updated Aleph v.18 on 33 Library staff computers
- Trained staff in the improved use of Aleph methods and procedures, reducing staff time by over 60 hours/month:
  - New workflow for item deletes using OPN 2001 Pocket Memory Scanners
  - Shortcut macros for acquisitions data entry
  - Customized XML/XSL printouts for multiple staff reports and course reserves mailing
  - Patron hold requests resolution (234 requests tracked since 01/09)
  - Updated/cleaned up record data through batch processes and/or table edits (collection codes, item process statuses, call numbers, special characters, URLs, budget groups)
- Developed statistical report methods for item processing and cataloging activities, as well as Library reports to external organizations (ACRL)
- Created local support documentation for Aleph monthly activities
- Established Footprints account as a means to track Aleph support activities, and create a baseline for future activity (265 tickets closed in FY2009).

Our Digital Services Librarian, Logan Rath, focused on a range of Library technology support as well as reference and instruction duties though the year. Key activities in the technology support area included:

- Re-designed the library web site with a consolidated directory structure
- Planned focus groups for the library web site
- Updated EZproxy to catch hosts that need to be included
- Redesigned ILLiad pages to include video requests
- Implemented 360Search and branded it as "SearchME"
- Developed the "Drake Rooms Availability Portal" to centralize room scheduling

Ethan Cook, our Desktop Support specialist, provided dedicated support to Library staff members on a number of fronts. Key activities for the past year including:

- Replaced older staff PCs with this year's model
- Replaced Circulation desk computers and upgraded software
- Coordinated webinars in the Screening Room
- Provided software support to Library staff

Ethan resigned this past spring and left in April to pursue other interests.

Professional development activities undertaken by staff members included:

- Over 40 hours training in Aleph500 offered by OLIS and the software vendor, Ex Libris. Modules and online documentation covered end-user functional training in the cataloging, acquisition, and circulation modules, as well as an introduction to system configuration and vendor support features. (Pat Maxwell)
- Attended technology-focused conferences (Pat Maxwell):
  - Ex Libris Technical Seminar
  - ELUNA 2009 Annual Conference (Richmond, VA)
  - ED TECH DAY 09 (Ithaca College)
  - SUNYLA LISUG Conference 2008 (Utica)
- Attended STC, LISUG and CIT (Logan Rath)

Staff Members also presented to colleagues in various venues this past year. Examples include:

- Poster Session Presenter (Pat Maxwell), "Portable Barcode Readers", SUNYLA 2009 Annual Conference.
- Gave workshops in the ETC and for the campus (Logan Rath)
- Delivered a workshop on Podcasting for the Education Department (Logan Rath).

We are actively planning for the upcoming academic year and have many new and exciting projects in the works. In addition to maintaining and supporting our existing technology base, we will be:

- Investigating the Kindle e-book reader
- Recording library instruction sessions using lecture capture applications
- Piloting the campus web content management system with the Library web site, and
- Implementing a discovery application for the library collections.