Drake Library Annual Reports

Drake Memorial Library

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2004-2005 Drake Memorial Library Annual Report

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DRAKE MEMORIAL LIBRARY

2004-2005
ANNUAL REPORT

July 2005
Christopher Brennan
Associate Director of Library

1. Context

The Drake Memorial Library Mission Statement states:

"With a commitment to the College's Mission Statement and the broader educational experience, and with an emphasis on service, the mission of Drake Memorial Library is to organize and provide easy access to information sources which meet the curricular and research needs of our students and those within the academic community."

Given the complexity of the environment in which the Library functions, it is not possible to explore every factor with an impact on our services. In terms of the year just passed, these are the major factors that shaped our efforts:

- SUNYConnect and Aleph: SUNYConnect has selected the Aleph 500 library management system, produced by Ex Libris, Inc., to be the basis of a joint catalog of all SUNY campuses. When fully realized, Aleph will provide the following benefits: access to over 20 million volumes held by SUNY libraries; patron initiated lending from other SUNY campuses without mediation by library staff; and expedited document delivery.

  The original plan was for Drake Library to migrate from the current DYNIX system to Ex Libris' Aleph software in Spring 2002, but Aleph's lack of promised functionality led the Library to delay implementation. Those issues have been addressed, and Drake Library began the migration process in April 2005. If the migration proceeds as expected, Aleph will be brought up for public use in January 2006.

  SUNYConnect provides additional benefits beyond the library management system. Through the combined buying power of 65 campuses, we are able to obtain resources previously unavailable to us. For example, by special arrangement with SUNYConnect, Drake Library is able to provide access to JSTOR, the Naxos Music Library database of classical, jazz and world music recordings, and ArtStor, the digital images counterpart to JSTOR, consisting of hundreds of thousands of digital images preserved in perpetuity.

- Technology infrastructure: The Library is continually examining its technological infrastructure in light of our users' needs. This past year the Library examined the need for new photocopiers. The Xerox machines had been in place since 1997, and they have long outlived their usefulness. In June 2005 three new public Konica Minolta machines were purchased (including a color photocopier, long a desideratum of students). It is expected the machines will be installed by the beginning of the Fall semester. In addition, a new machine for staff was installed. Among the features of the staff machine is a document scan feature that "pushes" the scan to staff members' PCs, where it can then be sent electronically to any patron anywhere. This will have immense benefits for interlibrary lending.

  Also, to improve computer security, we began "authenticating" Library PC users this year. This requires that all users of Library public PCs enter their user ID and password to gain access to our databases and the campus network. Only six PCs do not conform to this requirement, to meet the needs of unaffiliated visitors to the Library. These six, however, do not allow printing. Printing privileges are available to off-campus patrons

for $25 per year. Authentication will be expanded in the 2005-2006 academic year, when all printing requests will require patron user IDs and passwords.

In addition, as the College moves to an increasingly wireless environment the Library has been promoting its wireless capabilities. As the building with the oldest wireless network on campus, in the coming year the Library will have its wireless access points upgraded. Finally, Drake has been selected by the Telecommunications Department and Information Technology Services as the site for the campus VoIP pilot project. The timetable for this project has not yet been determined.

- Space Issues: Libraries are used differently than they were a generation ago. Many students don't come into the Library to use our resources. Those that do often do not study alone, preferring to study together. They also don't want to have to visit various specialized points in the Library; therefore discussions have been held as to how to better utilize existing space to meet students' needs.

  Toward that end the Library eliminated 64 study carrels this year and will consider eliminating several more in the coming year. In addition, we decided to withdraw paper volumes that duplicate electronic journals in the JSTOR database. As JSTOR preserves all content of all issues of any journal in their database in perpetuity, this will open space that can be used for other purposes.

  One such purpose is the relocation of government documents to the ground floor, not far from the ground floor photocopiers. The Main Floor space formerly occupied by government documents will be used, in part, for media viewing stations, as the media reserves and SMC staff will move to the Circulation Desk. This will consolidate reserves in one location and provide greater support for Anna Rupert and the student assistants in SMC.

  Finally, within the coming year Library staff will be examining a learning commons model on the main floor. Such a model is increasingly common within the academic library community, providing a one-stop area where patron information, technology assistance and specialized tools are provided. Among other issues to be considered are whether digital media viewing and editing capabilities should be provided for within that model. A future goal is an additional instruction room to meet the increased demand for information literacy classes.

- Assessment and Strategic Planning: Beginning in 2003 and continuing into the academic year just concluded, the Library began a process to assess existing programs and to undertake necessary strategic planning. The planning process sought a "Radical Re-imagining" of the Library. How can we do our job better? What new services or programs do we need? What should be our goals and objectives for the next five years? The new organizational structure established last year (the Library Director, the Associate Director and the Department Heads of Access Services, Collection Management, Instruction and Reference, Technology, and CORPS (Cataloging, Ordering, Receiving, Processing and Serials)) established initiatives arising out of the 2003 LibQual+ survey noted in previous reports. We expect to implement LibQual+ again in 2006 to assess the success of those efforts.

In addition, as the Library moves increasingly into an electronic environment, it behooves us to measure the usefulness of those electronic tools. Of the myriad resources available, which tools are actually used by students? Which are not? Are there some resources that are used more by off-site patrons than others? Much of this information lies buried within the statistical software produced by our proxy server software, EZ Proxy, but it is not in any usable form. Efforts have been undertaken to deliver these statistics in a more user-friendly fashion. We expect to see the results of such efforts in the new fiscal year.

- Electronic Reserves: Since 1998 the Library has used E-Res, Docutek's software to manage electronic reserves. With Brockport's adoption of the Angel course management system, students have had to look in two different places for course-related assignments. To reduce costs and to provide seamless access to electronic reserves, in Spring 2005 the Library began an experiment, copying all electronic reserves from E-Res to Angel. We expect to migrate electronic reserves to Angel in the coming year and cancel our subscription to E-Res.

- Web Page: One of the issues that arose out of the 2003 LibQual+ survey was the need to simplify the Library's web page. According to the survey, the existing page was too complex for students to use efficiently. In the past year various alternative models were examined. Progress has been slow on this initiative, but we expect to roll out a simple and attractive model early in the new fiscal year.

2. Quality

As described above in the Library's Mission Statement, the Library's quality is determined by success in providing access to information resources "which meet the curricular and research needs of our students and those within the academic community." Moreover, delivery of those information resources must be seen within the context of Drake Library's "emphasis on service," which also implies a knowledgeable and well-trained staff. Let us take each of these elements in turn:

a. Information Resources that meet the Curricular and Research Needs of Patrons:

- We continue to improve the quality of the collection by purchasing print and non-print resources, and by providing access to online resources.

- With static budgets for the last several years, and more money being spent for online resources (as well as highly inflated costs for library materials), we are unable to meet some of our students' expectations. In the recent LibQual+ survey, some patrons complained about not having up-to-date books on various subjects. This demonstrates a continuing desire for printed texts, but our ability to purchase them is declining. During the 1997/1998 fiscal year, there was $263,700 available for the purchase of books. This past year that total had declined to $224,459, a 14.9% decline in eight years. This figure would have been significantly lower had there not been additional funds available from the sale of gifts and material weeded from the collection. The intercampus patron initiated borrowing that will be facilitated by the SUNY-wide Aleph project will go a long way towards meeting our patrons' desires for up-to-date printed books. So will the proposed SUNY-wide cooperative collection development project. Finally,

even with the cancellation of some duplicative print journals, Drake Memorial Library now has access to nearly 14,000 journals in various online databases, far more than we have ever been able to acquire in print.

- The back file of many information resources continues to expand. For example, the Library's recent purchase of *The New York Times Historical Archive* provides digital access to the newspaper's full run, from 1851 to the present. Furthermore, with the addition of the remaining JSTOR databases not included in the original subscription, the Library has perpetual full-text electronic access to the full run of hundreds of leading scholarly journals.

- The variety of databases to which we subscribe also continues to expand. We have expanded electronic access to various journals with the addition of the ACM Digital Library (produced by the Association for Computing Machinery), the long asked for Physical Education Index, and SciFinder Scholar. In addition to the journal databases, the Library also provides access to non-journal resources such as NetLibrary (a collection of electronic books) Oxford Reference Online (various electronic reference titles produced by Oxford University Press), Britannica Online (the electronic equivalent of Encyclopedia Britannica), ArtStor (containing hundreds of thousands of digital images) and Naxos (an online collection of classical, jazz and world music recordings).

- We are currently working towards implementing Ex Libris' Aleph 500 Library Management System, and expect our Aleph "switch to production" in January 2006. This will facilitate access to the holdings of the 64 other SUNY libraries and unmediated borrowing from those collections.

b. Emphasis on Service

Over the years several staff members have been presented with the Outstanding Service to Students Award (including Barbara White and Robin Catlin), as well as the Chancellor's Award for Excellence in Librarianship (Betty Chan). In addition to those accolades, other indicators of the library's commitment to service include:

- Flex Hours: Over the years Library staff have received numerous requests to stay open later (24 hours, if possible). Recognizing Library traffic is lighter earlier in the semester and heavier toward the end of the semester, the Library adapted more flexible hours to address patron requests. While remaining open the same average number of hours each semester, the closing hours were adjusted to close at 11:45 PM early in the semester, and stay open until 1:45 AM from the week before midterms until the end of the semester.

- PC Lab: The relocation of the Library's PC lab from the ground floor to the main floor two years ago. Now it is the most popular PC lab on campus. Fifteen percent (15%) of all inquiries at the Reference Desk have to do with saving files, printing problems and Microsoft Office questions. In order to better serve our patrons' needs we have employed ITS-trained student assistants since January 2004, and we plan to provide more rigorous technology support training to the librarians staffing the reference desk.

- Participation in the SUNY-wide IDS project: Since 2003 Drake Library has collaborated with the other SUNY colleges to provide priority interlibrary loan service to each other. As part of the project Drake implemented Illiad, a software program that enables patrons to place interlibrary loan requests online. This past semester the Library implemented its partner program, Odyssey, which permits electronic document delivery directly to patrons' desktops, thus expediting document delivery. Drake has consistently been the leading lender within the IDS project.

- Participation in LAND (Libraries and NYLINK Deliver): For non-electronic materials, the statewide interlibrary loan delivery system, LAND, enables delivery among SUNY libraries in New York State in two days or less, expediting document delivery to the College community.

- Continuation of "Food for Fines," whereby a patron can waive $1 owed in fines for every 1 non-perishable food item donated to the local food cupboard (with some exceptions). The program has been well received. Circulation staff waived $470.20 in fines, and 575 items were collected and donated to the Brockport Food Shelf.

- Availability of Electronic Reserves: Since 1998 articles and other resources that had been placed on reserve have been scanned and placed on electronic reserve, where they are accessible from campus or home. In the past year, there were 57,302 course page hits, a 14% decrease from the hits in 2003-2004. The decline in course page hits has several causes, including more efficient use of the system. It is common for students to go into the ERes page for their class early in the semester and print off all articles needed for that semester in one sitting. It is also attributable to greater faculty use of ANGEL, as more and more resources are mounted on the campus course management system.

- Integration of ERes and Angel: This past year Eileen O'Hara served on both the ANGEL Steering Committee and the College Technology Committee. The Steering Committee noted that much of the functionality of E-Res duplicates that of Angel and recommended that all course reserve materials be mounted on ANGEL. In Spring 2005 an experiment was undertaken to mount scanned documents on Angel instead of E-Res. The Library plans to migrate all electronic reserves to Angel.

- New Photocopiers: Currently the Library has three ten-year-old Xerox photocopiers. Given the heavy traffic borne by these machines they no longer function effectively, being prone to frequent breakdowns. This past year the Library purchased new photocopiers, which will be in place by the start of the Fall semester.

- Email for Library notices. Library patrons now receive notices of overdue item by email, including "pre-overdue" notices that warn them that such items will be due soon. These notices allow patrons to eliminate or minimize the penalty associated with overdue library materials.

In addition, to better meet the needs of off-campus patrons, fines for overdue media were waived if due dates fell on weekends. Patrons who return media within the first week will incur no fines.

- The restructuring of the Library liaison program. The liaison program has the potential to be a vital communication tool between the Library and the academic departments. The Library will continue to monitor this program to determine how it can be improved.

- Using AOL Instant Messaging software on Reference Desk PCs, to enable real-time interaction with the reference librarian by remote patrons.

c. Plans to Enhance Service in the Coming Year

- Hospitable space: The Library's main floor is undergoing several changes to make it more appealing and useful to our clients. The government documents are being moved to the ground floor, and the space they have occupied on the main floor will be repurposed for other services. As the Library examines how best to utilize its space, it will examine the feasibility of an after-hours study area (permitting access to some areas of the Library 24 hours per day). Also under consideration is a "Library Welcome Center," a one-stop service point to meet the needs of patrons, eliminating the inconvenience of needing to find the right service desk to have questions and problems addressed.

- Web Page Revision: LibQual+ comments concerning the Library's web page indicated that it was not as welcoming or transparent to the user as we might wish. This past year witnessed discussions within the staff as to how best to revise the page. The coming year will see the debut of the revised page.

- Color copier: There have been numerous requests for a color copier over the years. This year the Library purchased one along with two replacement black and white copiers. The three machines will be installed and functioning by the beginning of the Fall semester.

- Electronic ordering: The Library and IT staff are investigating implementation of a web-based ordering system for faculty to submit requests for new library material, thus eliminating the need to complete yellow order cards and easing the detection of duplicate orders for the same material.

- Learning Commons concept. Drake's main floor has been evolving towards an information commons/learning commons for the past two years. With the installation of more functional furnishings and equipment, plus plans for improved technology training for Library staff, Drake should make substantial progress towards integrated information support this year.

- Digital Media Lab: The Library will collaborate with Information Technology Services and other campus constituencies to establish a digital media lab during the coming year.

- Digital projects: Library staff will collaborate with Information Technology Services and other campus constituencies to pilot digital media preservation and access initiatives. One such project is the proposed digitization of the Writers Forum materials. Drake, ITS, the English Department, and Writers Forum will participate in this project. Drake is expected to take a lead role in this project.

d. Quality of Staff

All librarians have the terminal M.L.S. degree, one has an additional Associate's degree beyond the B.A. and M.L.S., nearly half have a second master's degree, and one has the Ph.D. Many of the library assistants are college educated and one has a master's degree. Most staff members have been employed at the College for many years and are known for their quality service.

The 2003 LibQual+ survey of library services revealed general satisfaction with the quality of service given by Drake full-time staff. These results are borne out by letters of appreciation received from College faculty and other patrons. In the same survey some dissatisfaction was uncovered concerning the student assistants working evenings. Training and on-going monitoring of service by student assistants continues to be a priority.

All the librarians continue to enhance their knowledge and skills by attending various workshops and professional conferences. In addition, several years ago the library established a Staff Development Committee to strengthen staff skills in various areas. The coming year will be directed to enhancing staff skills in preparation to the transition to Aleph.

The library assistants too continue to enhance their own knowledge and skills. Many attend the New York State Library Assistants' Association (NYSLAA) Annual Conference each year, while others attend RRLC-, College- or Library-sponsored workshops. One assistant, Kim Myers helped plan this year's IDS conference (August 2-3, 2005) in Geneseo.

e. Notable Achievements of Faculty:

Arguably the great accomplishment of the year just past (certainly the most time consuming) was the effort to live into the strategic planning process known as "Radically Reimagining the Library." Many staff members assumed new duties, often in more than one department, requiring new ways of doing things and greater cross-departmental communication. This involved all the staff.

Other accomplishments include: a major serials weeding project, the shifting of remaining journal titles, and the relocation of the government documents and media

reserves collections. Tributes are owed to Collection Management Librarian Debby Ames, CORPS Department Head Jenny Baker, Government Documents Librarian Betty Chan, Access Services Department Head Linda Hacker, and Special Materials Center Library Assistant Anna Rupert, and the numerous members of the Library staff who assisted with this effort.

Also noteworthy is the Library's authentication effort (spearheaded by Eileen O'Hara); the migration from E-Res to Angel (coordinated by Eileen O'Hara and Linda Hacker); the sale of Library materials on American Book Exchange (planned by Debby Ames and Associate Director Christopher Brennan, and implemented by Carolyn Everett and Susanna Heins under the supervision of Ms Ames); the thorough weeding of the Reference Collection (undertaken by Instruction and Reference Department Head Charlie Cowling); the relocation of Media Reserves from the ground floor Special Materials Center to the main floor Circulation Desk (involving Access Services Department Head Linda Hacker and the SMC and Circulation staff Robin Catlin, Diane Hoy, Becky Livingston, Anna Rupert and Shirley West); assumption of responsibility as Coordinator of Library Instruction duties by Mr. Cowling following the departure of the previous incumbent, Ms Shikha Sharma; the successful filling of two vacant faculty positions by the APT Committee (Bob Gilliam, Lori Lampert and Greg Toth).

In addition, librarians wrote reviews that were published in professional journals, delivered papers at professional conferences, served on College and professional committees, wrote and edited web pages and attended professional development workshops.

f. Plans to Enhance the Quality of Faculty:

During the coming year the Library will draw on the expertise of Ms Jennifer Little as she assumes the position of Coordinator of Library Instruction. Ms Little comes to us from the University of South Carolina at Aiken, where she filled a similar role.

This year also we will draw on the broad knowledge and expertise of Mr. Robert Cushman, who assumed the position of Librarian/Technology Consultant. Bob comes to Brockport with more than 25 years of information technology experience, including 10 years working for Compaq and DEC, as well as experience with OCLC, the leading provider of automated support services to libraries.

In September 2005 Cataloger Kim Vossler will be moving on at the conclusion of her contract. Following her departure the Administration will need to determine how best to address the need for quality cataloging – either through another search or by outsourcing this process. In addition, searches must be undertaken to fill the vacancies created by the departure of Associate Director Christopher Brennan and CORPS Department Head Jenny Baker, both of whom will be departing to assume new positions elsewhere.

In an effort to further the skills of non-Reference librarians serving on the Reference Desk, this coming year librarians from outside the Instruction and Reference Department will serve with full-time IR librarians to help the former learn about the vagaries of unusual reference queries and build stronger relationships among the staff. Also, as the Library migrates toward Aleph, its new library management system, staff will need to continue improving their technology skills.

g.-h. Quality of Students:

Drake Library employs over 100 students to help provide library services. Students are an integral part of our operation and we could not function without them; however, the most recent LibQual+ survey indicated that the evening students did not consistently provide the high level of service we expect. The training regimen for new students was revised and identified deficiencies were addressed.

One way to ensure the same high level of service is merging the staff of the Special Materials Center (SMC) with that of the Circulation Department. SMC is located on the ground floor of the Library and is the repository of the Library's non-print collection (videos, CDs, DVDs, cassettes, models, etc.), as well as several print collections (e.g., Morgan Collection, Thesis Collection, Juvenile Collection, etc.). The SMC is staffed by Library Assistant Anna Rupert and several student assistants. Anna works days, so the students are left unsupervised for a substantial portion of time the Center is open. Merging the staffs of SMC and Circulation ensures adequate supervision and operational assistance for both operations whenever the Library is open.

Another method to ensure service quality is a late-night adult presence in the library. Until recently, with the departure of the reference librarian at 10:00 PM, student assistants were left unsupervised until 1:00 AM. This was problematic not only from the standpoint of supervising work but also meant there was no calming presence to handle emergency situations (e.g., disruptive patrons, leaks, fires, etc). Now that the library is open until 2:00 AM, the need for an adult presence is more pressing then ever. The library has addressed the need by hiring Marie Banach, who works whenever the library is open late (i.e., Sunday through Thursday 9:00 PM to 2:00 AM).

In addition, the Library promotes excellence among our student assistants by bestowing two annual cash awards: the George W. Cornell Award, to a student assistant with junior class standing; and the Marion Wells Award, to a student assistant with senior class standing. Students are assessed on the basis of years of service, grade point average, and contributions to the Library. Thanks are due to all who helped nominate and evaluate the worthy nominees for the awards, including Jenny Arbelo, Robin Catlin, Sue Donk, Bob Gilliam, Robin Glazier, Karen Mogle, Kim Myers and Shirley West. This year's recipients were Melinda Sanford (Cornell Award) and Cassie Jo Colton (Wells Award).

The Library will continue to monitor this aspect of our service and make adjustments as needed to ensure that all our student assistants render the same quality service as shown by Melinda and Cassie.

i. Learning Attainments:

- The library's collection and services meet the curricular needs of our students and contribute to student learning outcomes. We continue to improve services (e.g., remaining open 105 hours/week, providing research consultations, acquiring up-to-date information sources, and providing access to online full-text information). Through the use of EZ Proxy we provide the same access to online resources for off-campus students as for on-campus students.

- Graduation rates: The availability of curriculum-related print, non-print and online resources coupled with remote borrowing of materials through interlibrary loan supplement the classroom instruction. The various library bibliographic instruction classes, as well as the online tutorials develop students' research skills. Moreover the quiet study environment and long hours are conducive to serious study and helps students perform better in their course work, resulting in higher rates of graduation.

- Placement: In order to use the online catalog and other information sources, students have to learn computer skills and information retrieval/research skills – a prerequisite for many jobs today. Moreover, our 100+ student workers are taught a sense of responsibility, punctuality, dependability, and good customer relations; attributes that are essential for any good employee. We do know that many technology companies, school districts, federal, state and local agencies -- even this College -- have hired our students. Some of those former students hold high-level positions.

- Admission to Graduate and Professional Schools: Many of our students pursue graduate studies. The Library information-rich environment fosters a spirit of scholarly inquiry that lends itself to graduate study.

j. Plans to Enhance Learning Attainments:

With the demise of CMC 111 (Oral Communication and Information Literacy) and the addition of an experienced Coordinator of Library Instruction Librarian (Jennifer Little) the Library is exploring various means to develop and strengthen Information Literacy skills as mandated by the SUNY Trustees. Such efforts, done in cooperation with English 112 faculty, as well as the Center For Excellence in Learning and Teaching (CELT) helps to raise the profile of librarians as partners with teaching faculty in the educational enterprise. It is also expected that the Library will develop standards to measure and assess our instruction efforts.

k. Improving the Learning Environment:

During the past year more flexible library hours were established, so that the Library is open until 1:45 AM from the week before midterm exams until the end of the semester.

Sixty-four single-seat carrels were removed from the Library's top floor to be replaced with more spacious tables, to facilitate group study.

A scavenger hunt was instituted to expose students to the vast array of information available through the Library's web page. To encourage students to participate, those who did so were enrolled in a drawing for an iPod.

In addition, two meeting rooms were refurbished, so as to facilitate use by the broader community. These include the Special Collections Room (which may now be used for College Council, Provost's Council and other meetings) and Room 234 (formerly a group study space that will be used as the History Seminar Room). The latter may also be used for other classes and gatherings when not needed by the History faculty.

This year much of the Library's faded and threadbare furniture have been reupholstered. This will continue until all of the Library's lounge-type furniture has been reupholstered or replaced.

Also the learning environment was improved by subscribing to new online databases, including *ArtSto*r, *Naxos*, the complete digital edition of *The New York Times* (1851 to present), and the remaining databases within *JSTOR*. Finally, we also purchased new photocopiers, including a color copier, a long held desideratum of students.

l. Plans to Improve the Learning Environment:

- This year the Library expects to relocate the Government Documents collection to the Library's ground floor, which will include a service desk to assist patrons with the photocopiers, the microforms and the print journals.
- Media reserves collection and some media viewing equipment will be relocated to the main floor.
- We will investigate an Information Commons for the main floor, thus meeting in one place the needs of patrons for information and technical assistance.
- Discussions are underway to consider establishing a digital media center within the Library.
- The Library will implement the Aleph 500 library management system, which will provide access to holdings of all 65 SUNY campuses and initiate direct patron lending from other SUNY campuses without mediation of a librarian.

3. Resources

a. Utilization of resources

- Human Resources

  We rank 5th in staffing among SUNY Four-Year Colleges, yet our library hours are the highest (105) and we have the largest collection to maintain.

  In July 2004 Shikha Sharma (Coordinator of Library Instruction) resigned to take another position out of state. Also, in November 2004 Carolyn McBride retired after a 35-year career as Serials Librarian. Both positions were successfully filled. The first was filled by Jennifer Little. The second was reconfigured as a Librarian/Technology Consultant and filled by Robert Cushman. Both are knowledgeable and experienced professionals. We are happy to have them.

  In addition, in March 2005 Carolyn Everett (Clerk 1, Collection Management) resigned to take another position on campus. The Library Administration is still considering how that position could be re-shaped to best serve our needs.

- Physical Resources

  Much of the past year involved extensive discussion as to how to use existing Library space most effectively. After consultation with College Faculty, the decision was made to withdraw print copies of journals archived within JSTOR. In addition, Media Reserves were consolidated with their print counterpart and relocated from the

Special Materials Center to the Circulation Desk. That necessitated the relocation of some media viewing stations from the Ground Floor to the Main Floor and the transfer of Government Documents from the Main Floor to the Ground Floor.

A study of individual study carrels use indicated that students have abandoned such seating in favor of large tables that facilitate group study. To address this trend, 64 individual study carrels were surplussed this year, to be replaced with such tables. Another such study will be undertaken next year. If such results continue to be borne out, additional carrels will be removed to be replaced by leisure reading furniture.

Finally, this year the Library replaced its old and dilapidated photocopiers. The existing Xerox machines had been purchased in 1997, and due to the high level of use they were continually breaking down. At the end of the year the Library contracted with Eastern Copy Products to purchase four new Konica Minolta photocopiers (including one color copier, long desired by students).

- Fiscal Resources

  We spent $874,500 of acquisitions funds on books, journals, online resources and media. In recent years lack of availability of budgetary increases with serials inflation running at 10% per year, the need for developing collections for new programs, and the increasing demand for electronic resources has made it difficult for us to meet our patrons' needs. Last year's LibQual+ survey respondents complained that the library did not have enough up-to-date printed books for their needs.

  To address these concerns, Drake Library staff undertook a serials cancellation project. In September 2003, a letter was sent to all academic department chairs, asking them to prioritize serials to determine which were essential for their discipline, which were desirable, and which could be cut. At the conclusion of this process, the Library freed up $97,000, which were used to pay for increases in serials funding experienced this year. It is likely the Library will need to repeat this effort again soon.
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b. External funding

We received $12,036 in collection development monies from the State Omnibus Bill for Coordinated Collection Development in such areas as American History, American and English Literature, Dance, and Education.

c. Fund raising

Aside from our book sales, the Library has not had an active outside source for additional funds. Earlier this year the Library entered into a partnership with the Brockport Foundation. Under the terms of the partnership, the Library would donate withdrawn library material to the Foundation. To save the office time and effort, Drake Library would act as the Foundation's agent and sell the material on American Book Exchange (abeBooks.com). Any proceeds from such sales would be deposited in an account established by the Foundation and could be used by Drake staff for any Library-related purpose. To date we have raised $24,643.93.

Less spectacularly the Library has also had occasional on-campus sales. In October 2004 the Library held a book sale over several days in the Queen Room that raised $2,200. Around that same time the Library received music CDs from the settlement of a New York State antitrust case against BMG. Of the 870 CDs received, 165 were added to the collection, the rest were sold for $1,560. The proceeds were spent on CDs and books on music.

4. Outreach

a. The Library's primary mission is to serve Brockport students, faculty and staff. However we provide service to anyone who walks in the library and seeks our help or wants to use the collection. Our alumni are issued courtesy cards free of charge, which permit them to borrow library material. We also have many community borrowers who are issued a courtesy card upon payment of $25 per year to use library resources. Such payments also authorize printing capability and on-campus access to our online databases.

b. Through cooperative arrangements with other area libraries, we issue "RRLC Access Cards" to graduate students and faculty who wish to use area library collections and facilities. All SUNY students can use our services and collections through the SUNY Open Access agreement. Also, through the services of Interlibrary Loan Librarian Bob Gilliam and his assistant Kim Myers, our collection is available to other local, state and national institutions and businesses – a reciprocal and cost effective arrangement that has enabled libraries to share resources for the use of the research community. We also provide tours and instruction to groups of local high school students.

We provide financial and advisory support to the SUNY Student Resource Center located in the Rochester Public Library. This facility provides library services to Brockport, Empire State College, and Monroe Community College students on the ground floor of the Bausch and Lomb Building of the Rochester Public Library (a convenient downtown location).

The Library also supports the Visual Studies Workshop library. This support consists of a student assistant, delivery services, and acquisitions and cataloging services.

In addition, a number of Library staff are active in local, state and national organizations. Service includes membership in advisory boards, active service on professional committees, presenting conference papers, serving as panelists and resources at professional meetings.

c. Contact with Alumni: We maintain contact with many of the students who worked in the Library. In addition, Archivist Mary Jo Gigliotti serves on the College's Alumni House Archives Committee, and we frequently present displays of materials from the College Archives that attract alumni to campus.

d. Contribution to Campus Diversity: Our full-time and student staffs come from diverse backgrounds. In public service areas we come in contact with a wide spectrum of the College community, often on a repeat basis. Our contribution is to provide efficient and friendly help to everyone.

5. Physical Environment

a. Previous annual reports included a long list of trouble spots: worn carpets, defective doorways, roof leaks, etc. Our recent experiences indicate these longstanding problems are being resolved. In previous years, some of the worn carpeting was replaced in the lobby, between the Circulation Desk and the Reference Desk, and up the stairs to the Top Floor. In addition the problematic front doorways were replaced, as well as defective sidewalks that caused injuries to Library staff. This year the Library's leakage problem was addressed by repairs to the roof. This did not resolve the problem completely; some leaks continue to appear following heavy rain or snowmelt. Even so, the situation is improved. The ultimate solution is repair of the Library's "envelope," which is expected to take place in 2007-2008. We look forward to working with the College administration to improve the facility for the enjoyment of all.

b. The Library space crush has been another recurring issue. At working capacity (with books in circulation), Drake Library shelves are 98% full, whereas the national recommended standard for working capacity (i.e., allowing room for new growth) is 75% full. This year the library began efforts to weed large runs of journals contained in the JSTOR database, short-runs of print journals that are out-of-date, and foreign language journals that have no value to the Department of Foreign Languages. Conversations also took place this year with Ron Dow, Library Director of the Rush Rhees Library of the University of Rochester. Such conversations entail shared use of an off-site storage facility in Rochester for still useful but little used resources. If permitted to do so within the confines of State policy, the Library expects to participate in the off-site facility in the coming year.

c. Library staff have also discussed reorganizing the existing library space, to provide better service for students and faculty. Such conversations included relocating the government documents to the ground floor, relocating media reserves and playback equipment to the main floor, and the establishment of a service desk on the ground floor, to provide assistance in locating and using the periodical collection, the photocopiers, the microform collections and reader/printers, the government documents, and the remaining media collections on that level of the Library.

d. We are also examining ways to make the Library more attractive to members of the campus community. This year, working in cooperation with the School of Arts and Performance, the Library hosted a series of classical music and jazz concerts called Music at Noon. In addition, the Library contracted with the College's Upholstery Shop to re-cover several chairs long past their prime. Finally new furniture has been purchased for the Special Collections Room and for Room 234, to improve their use by outside groups. The latter room will be used as a History Seminar Room, while the former have been used to host Dean's Council and other College meetings.

e. Within the next year the Library expects to examine several ideas to improve the Library's physical environment. The Library will investigate implementing an Information Commons, a one-stop locale within the Library where patrons can get the assistance they need for information and technical assistance without going to multiple locations.

6. Morale

a. Drake is blessed with many talented and dedicated staff members. Staff members recognize the positive aspects of working in an academic library that successfully serves a large and vibrant community. Morale varies within the staff. We have had recent examples of the staff pulling together to accomplish daunting projects, approaching the work with camaraderie and high energy. We need to encourage more of these kinds of initiatives. There are also periods where some staff feel demoralized. We need to address and minimize the conditions that contribute to this.

There are numerous factors that contribute to morale. One factor contributing to staff uneasiness was concern over the success of last year's re-imagining process. Throughout 2003 conversations were held examining the needs of the library and how existing staff allocations did or did not meet those needs. In early 2004 several staff members were given cross-departmental responsibilities. After a year's experience, many felt it was time to evaluate how well the experiment worked and make adjustments as needed. A survey of staff reactions was undertaken and internal conversations will begin shortly that are expected to address staff concerns.

b. If morale is low or has declined, are plans being developed to improve departmental morale?

It has become clear that with the reorganization, some valuable voices and opinions were not being taken into consideration during the Library decision-making process. Also, the broad view is that Library-wide meetings have been less productive than they could be. We have taken steps that should lead to more productive meetings and more inclusive decision-making. With greater staff voice in Library planning and decision making, and new service and policy directions soon to be finalized, we expect improvement in staff morale.

7. Assessment

a. Assessment Activities

Libraries traditionally have used quantitative data to justify funding for library services, for developing collections, and to meet the standards of various accrediting bodies.

In Spring 2003 the Library conducted LibQual+, an online web-based survey offered in conjunction with the New York 3Rs Council and the Association of College and Research Libraries. The survey is designed to help the Library analyze patrons' expectations in four areas: the Library's responsiveness to patrons' requests for assistance (e.g., helpful, rude, incompetent, etc.); whether the Library offers an attractive and hospitable environment (e.g., bright, clean, and comfortable, or dark, dank and miserable); how patrons interact with Library staff (e.g., Are the electronic resources powerful enough and easy enough to use that patrons can find what they seek with little or no help? Is the staff approachable when patrons seek staff assistance?); and the patrons perception of how comprehensive is the Library's collection (e.g., Do we have everything you need? Are there sizeable gaps in our collection and resources?).

By and large users comments were laudatory, noting that we were doing a good job. Areas of greatest concern focused on the Library's technology infrastructure and the physical environment, areas upon which we continue to concentrate.

The LibQual+ survey results were incorporated within the Library's reimagining process. As previously stated, this process arose out of the January 2003 Library Staff retreat, in which the Library's needs, problems and strategic directions were examined and creative solutions devised to meet them.

Also feeding into that process was Continual Assessment/Continuous Improvement (CA/CI), a yearlong program sponsored by the New York 3Rs Councils to teach librarians assessment techniques, so as to create a culture of assessment and continuous improvement. Librarians Debra Ames, Jenny Baker, Eileen O'Hara and Shikha Sharma were Drake's initial participants, and they brought back insights and techniques that informed how the staff looks at what they do and why. In the coming fiscal year Library Director Frank Wojcik, Access Services Department Head Linda Hacker, and Interlibrary Loan Assistant Kim Myers will participate in the latest iteration of CA/CI.

Still another element of assessment is the effort, noted earlier, to derive useful statistics from our existing EZ Proxy data. Library staff is eager to make informed decisions regarding the utility of our electronic databases (e.g., which ones should be kept, which should be cancelled), but to do that intelligently requires substantive data. We expect to obtain that data in the coming year.

This year the staff began a more focused examination of the meaning of this mission statement. *Which* information sources are necessary to meet the curricular and research needs of our students? *How* do we currently serve our students and our community, and in *what ways* can we do so better and at an affordable cost?

The Library began to examine these issues in terms of how the organizational structure of the Library helps or hinders that mission. A portion of each Librarian's time was given to serving at the Reference Desk, so as to better understand the needs of our patrons. Most Librarians also served as Liaisons to particular departments, to improve communication with Faculty. Discussions took place as to the configuration of space, so as to determine how various services meet the needs of patrons. We discussed the configuration of the web page, so as to facilitate use by all patrons, as well as questioning the retention of print copies of journals available electronically.

Appendices

CIRCULATION DEPARTMENTAL STATISTICS

	2003-2004	2004-2005	% CHANGE
Circulations *	153,145	136,051	-11.2%
E-Reserve hits **	66,778	57,302	-14.2%
Assisted remote renewals	519 patrons served 2,858 items renewed	486 patrons served 2,829 items renewed	-6.4% -1%
Traces	172 searched 131 found (76%)	113 searched 97 found (85%)	-34.3%
Notices sent (including e-mail notices)	4,768 overdue notices 1,921 fines notices	4,857 overdue notices 1,695 fines notices	+1.8% -11.8%
Recalls	97	7 (discontinued; recall only for Reserve)	
Patron account inquiries	173 processed 157 resolved (91%)	245 processed 222 resolved (91%)	-.01%
Shelving	81,579	57,049	-30.1%
Fine monies	$13,576.72 fines $5,583.05 lost books	$14,816.04 $ 4,160.82	+ 9.1 % -25.5 %
Temporary badges ***	133	146	+8.9%
Photocopiers	117,367 cash copies 72,034 library/staff copies 43,854 department copies	64,016 cash copies 17,542 library/staff copies 2,975 courtesy dept. charges (discontinued)	-45.5%

Other sales in the copy center/computer lab totaled $1,069.40 (as follows):
We sold 255 disks ($255.00), 2 zip disks ($26.00), 20 CD-RW disks ($40.00),
2,459 transparencies ($737.70), and 214 library staff personal copies ($10.70).

* includes inside and outside building circulation and E-reserve (ERes) total

** counted course hits only, since ERes computers were sometimes set to ERes homepage when booted up in the morning.

*** includes courtesy cards issued

2004-2005 LIBRARY WIDE STATISTICS				
AREA	Outside building total	Inside building total	E-Reserve hits	ANNUAL TOTALS
Circulation[+]	69,844	8,905	57,302	136,051
Serials current issues	290			290
Serials bound issues		6,859		6,859
TOTAL ITEMS CIRCULATED	70,134	15,764	57,302	143,200

[+] **Dynix-generated total circulations statistics include all regular, hardbound reserve & SMC circulations**

Circulating Books Item-Type Use Counts, July 2003 - June 2005

Month/Year	Main, JUV, OVR	Pbk Coll.	Circ. Subtotal (% Change)	Gov Docs	Totals (% Change)
July 2003	2,956	73	3,029	24	3,053
August 2003	2,336	71	2,407	22	2,429
September 2003	5,259	104	5,363	68	5,431
October 2003	7,412	106	7,518	43	7,561
November 2003	7,469	104	7,573	32	7,605
December 2003	2,918	50	2,968	5	2,973
January 2004	2,499	60	2,559	9	2,568
February 2004	4,859	50	4,909	22	4,931
March 2004	6,814	70	6,884	47	6,931
April 2004	7,667	45	7,712	52	7,764
May 2004	3,755	31	3,786	4	3,790
June 2004	2,773	30	2,803	6	2,809
2003-04 Totals	**56,717**	**794**	**57,511**	**334**	**57,845**
July 2004	2,458	30	2,488	4	2,492
August 2004	1,882	37	1,919	3	1,922
September 2004	5,097	25	5,122	17	5,139
October 2004	6,450	54	6,504	22	6,526
November 2004	7,964	37	8,001	39	8,040
December 2004	3,683	22	3,705	7	3,712
January 2005	2,616	25	2,641	5	2,646
February 2005	5,221	33	5,254	8	5,262
March 2005	6,333	33	6,366	20	6,386
April 2005	7,796	25	7,821	15	7,836
May 2005	3,741	55	3,796	11	3,807
June 2005	2,891	39	2,930	7	2,937
2004-05 Totals	**56,132 (-1%)**	**415**	**56,547 (-1.7%)**	**158**	**56.705 (-2%)**

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                    Overdue/Fines Notices Report
                       Drake Memorial Library

                    01 JUL 2004 - 30 JUN 2005
                          **Overview**

                       01 JUL 2004      01 JUL 2003    FYTD 2004/2005
                       -30 JUN 2005     -30 JUN 2004

1st Overdue Notices          3379            3342            3379
2nd Overdue Notices           243             231             243
Final Overdue Notices        1235            1195            1235

Total Overdue Notices:       4857            4768            4857
(+1.8%)


Billing Notices (Fines)      1695            1921            1695 (-
11.8%)

Holds Notices                 342             261             342
(+23.7%)
```

Total Notices Generated: 6894   6950   6894 (-.8%)

Patron Inquiries
2004/2005 Fiscal Year

Total Inquiries Processed: 245

Inquiries Resolved: 222 (91%)

Collection Management Statistics

Government Documents

2004/2005 SUDOC	USE STATISTICS GOV DOCS	External Uses	Internal Uses	2004/2005 TOTAL		Prev. Year (2003/04) Ext.	Int.	TOTAL	% CHANGE
A	Agriculture Dept.	17		17		9		9	88.9%
AA	Action Office								
AC	Arms Control Comm.								
AE	National Archives			0		3		3	-100.0%
C	Commerce	5		5		3		3	66.7%
CAB	Civil Aeronautics Bd.								
CC	FCC								
CR	Civil Rights Comm.	2		2					100.0%
CS	Civil Service Comm.								
CSA	Community Serv. Adm.								
D	Defense Dept.	12		12		17		17	-29.4%
E	Energy Dept.			0					
ED	Education Dept.	2		2		53		53	-96.2%
EP	EPA	1		1		2		2	-50.0%
FA	Fin Arts Comm.								
FCA	Farm Credit								
FEM	Fed'l Insurance								
FHL	Fed'l Home Loan Bd.								
FMC	Fed'l Mediation								
FMC	Fed. Maritime Comm.								
FT	Federal Trade Comm.			0		1		1	-100.0%
FTZ	Foreign Trade Zones								
GA	Gen'l Accounting Office			0		1		1	-100.0%
GP	GPO								
GA	Gen'l Services Admin.								
HE	Health & Human Serv.	14		14		21		21	-33.3%
HH	Housing & Urban Dev.	2		2				0	100.0%
I 1	Interior Dept.								
I 19	Geological Survey	5		5		7		7	-28.6%
I 20	Indian Affairs								
I 27	Reclamation Bureau			0		1		1	100.0%
I 49	Fish & Wildlife Service	1		1		3		3	-66.7%
IA	U.S. Inform. Agency								
IC	Interstate Commerce								

SUDOC	GOV DOCS	External Uses	Internal Uses	2004/05 TOTAL	Ext.	Int.	TOTAL	% CHANGE
ITA	Int'l Trade Comm.							
J	Justice Dept.	4		4	17		17	-76.5%
JU	U.S. Courts	1		1	2		2	100.0%
L	Labor Relations Board	2		2	3		3	-33.3%
LC	Library of Congress	6		6			0	100.0%
2004/2005	USE STATISTICS	External	Internal	2004/05	Prev. Year (2003/04)			%
SUDOC	GOV DOCS	Uses	Uses	TOTAL	Ext.	Int.	TOTAL	CHANGE
LR	Labor Relations Board			0	1		1	-100.0%
MS	Merit System. Prot. Bd.							
NAS	NASA							
NC	Nat'l Capital Planning							
NCU	Nat'l Credit Union							
NF	Nat.Fdn Arts & Human.	1		1			0	100.0%
NMB	National Med. Board							
NS	National Science Fdn.			0	1		1	100.0%
P	Postal Service							
PE	Peace Corps			0	1		1	100.0%
PM	Personnel Management			0	1		1	100.0%
Pr	President							
PrEx	Exec. Off. of President			0	6		6	-100.0%
PrVP	Exec.Off.VicePresident	3		3			0	100.0%
S	State Dept.	4		4	2		2	100.0%
SE	Securities & Exch. Com.							
SI	Smithsonian	4		4	2		2	100.0%
SMB	Small Business Admin.			0	6		6	-100.0%
T	Treasury							
T 22	IRS							
TC-TD	Int'l Trade Comm.							
TD	Transportation			0	3		3	-100.0%
VA	Veterans' Admin.							
Y 1	Cong. Rpts & Documts			0	3		3	-100.0%
Y 3	Cong. Special Comm.	13		13	3		3	333.3%
Y 4	Congress. Hearings	43		43	135		135	-68.1%
Y 10	Congress. Budget Off.	2		2			0	100.0%
TOTAL		144		144	307	0	307	-68.1%

All #'s	[Mic / CD]	43		43	n.a.			
All #'s	[Internal circulation]		783	783	n.a.			
GRAND	TOTAL	187	783	970				

Juvenile Collection

2004/2005	USE STATISTICS	2004	/2005			Prev	Yr	(03/04)	%
LC #	JUVENILE	Extern'l	Res'rve	TOTAL		Ext	Rsv	TOTAL	CHANGE
A	General knowledge			0				0	
B-BD, BH-BJ	Philosophy	2		2		3		3	-33.3%
BF	Psychology	62		62		23		23	169.6%
BL-BX	Religions, Mythology	41		41		47		47	-12.8%
CD-CS	History (general)	2		2		0		0	200.0%
CC	Archaeology	3		3		13		13	-76.9%
CT	Biography	129	87	216		121	54	175	23.4%
D-DR	European history	84		84		82	27	109	-22.9%
DS, DU-DX	Asian history	28		28		31		31	-9.7%
DT	African history	40		40		34		34	17.6%
E 1-139	Early America/NativeAm.	59		59		66		66	-10.6%
E 140-999	American history	191	2	193		254		254	-24.0%
F 1-999	American States history	57		57		55		55	3.6%
F 1000-1199	Canadian history	3		3		22		22	-86.4%
F 1201-9999	Latin & South Amer. Hist.	78		78		31		31	151.6%
G-GA	Geography	26		26		91		91	-71.4%
GB-GC	Hydrology, Oceanography	3		3		7		7	-57.1%
GE	Environmental Sciences	2		2		2		2	0.0%
GF-GT	Anthropology, Fairy tales	239	109	348		198	225	423	-17.7%
GV 1-199	Recreation	2		2		0		0	200.0%
GV 200-1197	Physical education	68	121	189		106		106	78.3%
GV 1200-1570	Sports & games	14		14		35		35	-60.0%
GV 1580-1799	Dance	30		30		43		43	-30.2%
H	Social Studies	82		82		107		107	-23.4%
HB-HE	Economics	7		7		0		0	700.0%
HF-HJ	Business, Finance, Careers	4		4		1		1	300.0%
HM-HT, HX	Sociology	33		33		29		29	13.8%
HV 1-6000	Social Work, Subst. Abuse	42		42		25		25	68.0%
HV 6001-9999	Criminal Justice	13		13		8		8	62.5%
J	Politics, Constitution	8		8		35		35	-77.1%
K	Law	18		18		18		18	0.0%
L	Education	158		158		152		152	3.9%
M	Music	108		108		63		63	71.4%
N	Art	54		54		89		89	-39.3%
P	Media/Linguistics	5		5		7		7	-28.6%
PA-PF	Languages (inc. English)	199	43	242		180	52	232	4.3%
PC2000-3799	French language			0					

PC 3800-4999	Spanish language			0					
PE	English language			0					

2004/2005	USE STATISTICS	2004	/2005			Prev	Yr	(03/04)	%
LC #	JUVENILE	Extern'l	Res'rve	TOTAL		Ext	Rsv	TOTAL	CHANGE
PN 1-1599	Literature (general)	75	1	76		81		81	-6.2%
PN 1600-1865	Theatre			0		6		6	-100.0%
PN 1990-1992	Broadcasting/TV	5		5		0		0	500.0%
PN 1993-1999	Movies			0				0	
PN 2000-3300	Theater	15		15		6		6	150.0%
PN 3311-9999	Poetry/Short stories/Plays	390	101	491		343	97	440	11.6%
PR	English Literature	26		26		14		14	85.7%
PS	American Literature	6		6		13		13	-53.8%
PZ 7	Middle readers	510	71	581		576	125	701	-17.1%
PZ 8	Picture books	694	811	1,505		705	876	1,581	-4.8%
PZ 70+	Foreign Juvenile literature	11		11		3		3	266.7%
Q	Science (general)	62		62		64		64	-3.1%
QA 1-74,77-999	Mathematics	308		308		287		287	7.3%
QA 75-76	Computer Science	3		3		2		2	50.0%
QB	Astronomy	48		48		19		19	152.6%
QC	Physics, Meteorology	76	43	119		26	68	94	26.6%
QD	Chemistry	3		3		13		13	-76.9%
QE	Geology	78		78		59		59	32.2%
QH 1-199, 301-999	Natural history	60		60		40		40	50.0%
QK	Botany	16		16		40		40	-60.0%
QL	Zoology	99	25	124		49		49	153.1%
QM	Human anatomy	8		8		4		4	100.0%
QP	Physiology	28		28		28		28	0.0%
QR,QH 201-299	Microbiology, Microscopy	1		1		1		1	0.0%
R-RA	Health	32		32		15		15	113.3%
RB-RC	Medicine, Psychiatry	13		13		33		33	-60.6%
RD-RF	Surgery, Opthal.,Otolaryn.	1		1		1		1	0.0%
RG	Gynecology & Obstetrics			0		1		1	-100.0%
RJ	Pediatrics	2		2		4		4	-50.0%
RK-RL	Dentistry, Dermatology	1		1		1		1	0.0%
RM-RS	Therapeutics, Pharmacl'gy	1		1		1		1	0.0%
S	Agriculture/Conservation	22		22		12		12	83.3%
T-TP	Technology/Engineering	17		17		24		24	-29.2%
TR	Photography	3		3				0	300.0%
TT-TX	Crafts, Cooking	62		62		56		56	10.7%
U-V	Military & Naval Sciences	1		1				0	100.0%

LC #	USE STATISTICS						%
Z	BkHst/Writing/Censorship 1		1	2		2	-50.0%
ZA	Internet/Electronic Res.		0			0	
	TOTAL USES	4,572	1,414	5,986	4,507	1,524	6,031	-0.7%

Main, Oversized and Reference Collections

2004/2005 LC #	USE STATISTICS MAIN/OVR/REF	2004/2005 TOTAL	PrevYr(03/04) TOTAL	% CHANGE
A	General knowledge	127	66	92.4%
B-BD, BH-BJ	Philosophy	672	659	2.0%
BF	Psychology	1,664	1,720	-3.3%
BL-BX	Religions, Mythology	2,348	1,956	20.0%
C-CB, CD-CT	History	217	202	7.4%
CC	Archaeology	72	70	2.9%
D-DR	European history	2,474	2,651	-6.7%
DS, DU-DX	Asian history	1,368	1,518	-9.9%
DT	African history	429	532	-19.4%
E 1-139	Early America/Native Amer.	590	683	-13.6%
E 140-999	American history	3,542	3,015	17.5%
F 1-999	American States history	1,391	1,092	27.4%
F 1000-1199	Canadian history	41	62	-33.9%
F 1201-9999	Latin & South Amer. Hist.	624	514	21.4%
G-GB 650	Geography	180	6	2900.0%
GB 651-GC	Hydrology, Oceanography	40	34	17.6%
GE	Environmental Sciences	27	26	3.8%
GF-GT	Anthropology, Fairy tales	751	719	4.5%
GV 1-199	Recreation	168	173	-2.9%
GV 200-1197	Physical education & Sports	1,767	353	400.6%
GV 1200-1570	Games	56	1,654	-96.6%
GV 1580-1799	Dance	839	805	4.2%
GV 1800-1860	Circuses, etc.	1	6	-83.3%
H	Social sciences	95	108	-12.0%
HA	Statistics	100	54	85.2%
HB-HE	Economics	1,181	1,723	-31.5%
HF	Business	855	939	-8.9%
HG-HJ	Finance	339	654	-48.2%
HM-HT, HX	Sociology	3,400	3,430	-0.9%
HV 1-6000	Social Work, Substance Abuse	972	984	-1.2%
HV 6001-9999	Criminal Justice	1,236	1,550	-20.3%
J	Politics/Constitutions	1,096	1,002	9.4%

LC #		2004/2005 TOTAL	PrevYr(03/04) TOTAL	% CHANGE
K	Law	833	1,008	-17.4%
L	Education	3,210	3,251	-1.3%
M	Music	476	561	-15.2%
N	Art	1,496	1,321	13.2%
P	Media/Linguistics	517	538	-3.9%
PA-PB	Philology	209	217	-3.7%
PC 1-999, 5000+	Romance languages	8	4	100.0%
PC 1000-1999	Italian language	23	24	-4.2%
2004/2005	**USE STATISTICS**	**2004/2005**	**PrevYr(03/04)**	**%**
LC #	**MAIN/OVR/REF**	**TOTAL**	**TOTAL**	**CHANGE**
PC2000-2999	French language	30	**23**	30.4%
PC 3800+	Spanish/Catalan languages	237	148	60.1%
PE	English language	248	215	15.3%
PD, PF	German/Dutch languages	0	13	-100.0%
PG	Russian/Slavic languages	78	48	62.5%
PH	Finn/Hungarian/Basque	6	4	50.0%
PJ-PM	Asian/African/Native Amer.	112	223	-49.8%
PN 1-1599	Literature (general)	351	535	-34.4%
PN 1600-1899	Theatre	43	44	-2.3%
PN 1990-1992	Broadcasting/TV	75	137	-45.3%
PN 1993-1999	Movies	397	390	1.8%
PN2000-3300	Theatre/Drama	358	385	-7.0%
PN 3311-9999	Literature (general)	341	327	4.3%
PQ 1-3999	French Literature	269	208	29.3%
PQ 4000-5999	Italian Literature	77	110	-30.0%
PQ 6000-8599	Spanish Literature	436	482	-9.5%
PQ 8600-9999	Portuguese Literature	25	6	316.7%
PR	English Literature	2,131	1,912	11.5%
PS	American Literature	796	2,600	-69.4%
PT	German Literature	205	100	105.0%
PZ 1-5	Literature Coll'cts in Eng.	10	12	-16.7%
Q	Science (general)	109	192	-43.2%
QA 1-74, 77-999	Mathematics	1,136	1,116	1.8%
QA 75-76	Computer Science	618	747	-17.3%
QB	Astronomy	45	42	7.1%
QC 1-799	Physics	43	194	-77.8%
QC 801-9999	Geophysics, Meteorology	399	235	69.8%
QD	Chemistry	106	113	-6.2%
QE	Geology	121	202	-40.1%
QH 1-199, 301+	Natural history	64	66	-3.0%

LC #	MAIN/OVR/REF	2004/2005 TOTAL	PrevYr(03/04) TOTAL	% CHANGE
QH 301+	Biology	196	194	**1.0%**
QK	Botany	130	195	**-33.3%**
QL	Zoology	255	280	**-8.9%**
QM	Human anatomy	35	98	**-64.3%**
QP	Physiology	185	293	**-36.9%**
QR, QH 201-299	Microbiology, Microscopy	89	48	**85.4%**
R-RA	Health	727	882	**-17.6%**
RB-RC 320	Medicine	148	88	**68.2%**
RC321-577	Psychiatry	1,188	1,172	**1.4%**
RC 633-951, 955+	Diseases	168	203	**-17.2%**
2004/2005	**USE STATISTICS**	**2004/2005**	**PrevYr(03/04)**	**%**
LC #	**MAIN/OVR/REF**	**TOTAL**	**TOTAL**	**CHANGE**
RC 952-954	Geriatrics	17	5	**240.0%**
RD	Surgery	37	68	**-45.6%**
RE-RF	Ophthalmol'gy, Otolaryngl'gy	7	13	**-46.2%**
RG	Gynecology & Obstetrics	77	101	**-23.8%**
RJ	Pediatrics	438	429	**2.1%**
RK-RL	Dentistry, Dermatology	8	4	**100.0%**
RM-RS	Therapeutics, Pharmacology	146	136	**7.4%**
RT	Nursing	83	88	**-5.7%**
RV-RZ	Homeopathy, etc.	20	14	**42.9%**
S	Agriculture/Conservation	37	28	**32.1%**
SB-SD	Plant culture/Parks	108	47	**129.8%**
SF	Animal culture	21	29	**-27.6%**
SH	Fish culture	31	28	**10.7%**
SK	Hunting, Sports	14	7	**100.0%**
T	Technology (general)	63	101	**-37.6%**
TA	Engineering	19	22	**-13.6%**
TC-TD	Hydraul. & Env. Engineering	67	96	**-30.2%**
TE-TJ, TL-TP	Engineering Specialties	108	85	**27.1%**
TK	Electronics	218	288	**-24.3%**
TR	Photography	116	210	**-44.8%**
TS	Manufactures	16	16	**0.0%**
TT	Crafts	118	139	**-15.1%**
TX	Cooking, Domestic Arts	98	112	**-12.5%**
U-V	Military & Naval Sciences	299	286	**4.5%**
Z 1-39	History of Bks/Censorship		0	
Z 40-115	Writing	8	6	**33.3%**
Z 116-550	Publishing	28	35	**-20.0%**
Z 551-999	Libraries/Copyright	76	61	**24.6%**

Z 1000-9999	Bibliography	28	45	-37.8%
ZA	Internet/Electronic Res.	34	42	-19.0%
TOTAL USES		**49,761**	**52,707**	**-5.6%**

Media (Classed)

2004/2005 LC #	USE STATISTICS CLASSED MEDIA	2004/2005 TOTAL	PrevYr(03/04) TOTAL	% CHANGE
A	General knowledge	0	7	-100.0%
B-BD, BH-BJ	Philosophy	29	17	70.6%
BF	Psychology	154	131	17.6%
BL-BX	Religions, Mythology	185	56	230.4%
C-CB, CD-CT	History	24	70	-65.7%
CC	Archaeology	2		
D-DR	European history	166	163	1.8%
DS, DU-DX	Asian history	72	60	20.0%
DT	African history	88	80	10.0%
E 1-139	Early America/Native Amer.	54	34	58.8%
E 140-999	American history	314	234	34.2%
F 1-999	American States history	70	33	112.1%
F 1000-1199	Canadian history	3	1	200.0%
F 1201-9999	Latin & South Amer. Hist.	79	63	25.4%
G-GB 650	Geography	0	3	-100.0%
GB 651-GC	Hydrology, Oceanography	10	3	233.3%
GE	Environmental Sciences	1	1	0.0%
GF-GT	Anthropology, Fairy tales			
GV 1-199	Recreation	23	6	283.3%
GV 200-1197	Physical education	256	267	-4.1%
GV 1200-1570	Sports & games	4	5	-20.0%
GV 1580-1799	Dance	902	856	5.4%
H	Social sciences	1	2	-50.0%
HA	Statistics	4		
HB-HE	Economics	183	103	77.7%
HF	Business& Advertising	124	106	17.0%
HG-HJ	Finance	6	2	200.0%
HM-HT, HX	Sociology	218	192	13.5%
HV 1-6000	Social Work, Substance Abuse	107	87	23.0%
HV 6001-9999	Criminal Justice	158	170	-7.1%
J	Politics/Constitutions	43	25	72.0%
K	Law	16	12	33.3%

LC #	CLASSED MEDIA	2004/2005 TOTAL	PrevYr(03/04) TOTAL	% CHANGE
L	Education	224	214	4.7%
M	Music	104	58	79.3%
N	Art	55	52	5.8%
P	Media/Linguistics	44	20	120.0%
PA-PB	Philology	5	32	-84.4%
PC 1-999, 5000+	Romance languages			
PC 1000-1999	Italian language	8	8	0.0%
PC 2000-3799	French language	0	10	-100.0%
2004/2005	USE STATISTICS	2004/2005	PrevYr(03/04)	%
LC #	CLASSED MEDIA	TOTAL	TOTAL	CHANGE
PC 3800+	Spanish/Catalan languages	11	13	-15.4%
PE	English language	128	52	146.2%
PD, PF	German/Dutch languages	5	6	-16.7%
PG	Russian/Slavic languages	10	0	100.0%
PH	Finn/Hungarian/Basque			
PJ-PM	Asian/African/Native Amer.	12	13	-7.7%
PN 1-1599	Literature (general)	1		100.0%
PN 1600-1899	Theatre	1		100.0%
PN 1990-1992	Broadcasting/TV	11	21	-47.6%
PN 1993-1999	Movies	20	35	-42.9%
PN2000-3300	Theatre/Drama	57	29	96.6%
PN 3311-9999	Literature (general)	23	17	35.3%
PQ 1-3999	French Literature			
PQ 4000-5999	Italian Literature			
PQ 6000-8599	Spanish Literature	10	0	100.0%
PQ 8600-9999	Portuguese Literature			
PR	English Literature	136	285	-52.3%
PS	American Literature	98	93	5.4%
PT	German Literature	5		
PZ 1-5	Literature coll'tns in Eng.			
Q	Science (general)	5	4	25.0%
QA 1-74, 77-999	Mathematics	15	21	-28.6%
QA 75-76	Computer Science	1	0	100.0%
QB	Astronomy	16	6	166.7%
QC 1-799	Physics	1		
QC 801-9999	Geophysics, Meteorology	32	20	60.0%
QD	Chemistry	11	24	-54.2%
QE	Geology	1	8	-87.5%
QH 1-199, 500+	Natural history	1	1	0.0%
QH 301+	Biology	53	117	-54.7%

LC #	CLASSED MEDIA	2004/2005 TOTAL	PrevYr(03/04) TOTAL	% CHANGE
QK	Botany	2		
QL	Zoology	32	51	-37.3%
QM	Human anatomy	2	3	-33.3%
QP	Physiology	196	227	-13.7%
QR, QH 201-299	Microbiology, Microscopy	3	1	200.0%
R-RA	Health	91	103	-11.7%
RB-RC 320	Medicine	29	8	262.5%
RC321-577	Psychiatry	173	165	4.8%
RC 633-951, 955+	Diseases	10	17	-41.2%
RC 952-954	Geriatrics			
2004/2005	USE STATISTICS	2004/2005	PrevYr(03/04)	%
LC #	CLASSED MEDIA	TOTAL	TOTAL	CHANGE
RD	Surgery	3	9	9.0%
RE-RF	Ophthalmol'gy, Otolaryngl'gy	5	0	100.0%
RG	Gynecology & Obstetrics	15	14	7.1%
RJ	Pediatrics	38	39	-2.6%
RK-RL	Dentistry, Dermatology			
RM-RS	Therapeutics, Pharmacology	7	2	250.0%
RT	Nursing	2	0	100.0%
RV-RZ	Homeopathy, etc.			
S	Agriculture/Conservation	1	1	0.0%
SB-SD	Plant culture/Parks	0	2	-100.0%
SF	Animal culture			
SH	Fish culture	1	0	100.0%
SK	Hunting, Sports	0	8	-100.0%
T	Technology (general)	3	1	200.0%
TA	Engineering			
TC-TD	Hydraul. & Env. Engineering	7	10	-30.0%
TE-TJ, TL-TP	Engineering Specialties	7	7	0.0%
TK	Electronics	5	5	0.0%
TR	Photography	5	3	66.7%
TS	Manufactures	0	1	-100.0%
TT	Crafts			
TX	Cooking, Domestic Arts	13	7	85.7%
U-V	Military & Naval Sciences	7	13	-46.2%
Z 1-39	History of Bks/Censorship			
Z 40-115	Writing			
Z 116-550	Publishing			
Z 551-999	Libraries/Copyright			
Z 1000-9999	Bibliography			

ZA	Internet/Electronic Res.		1		0		**100.0%**
TOTAL USES			**5,058**		**4,645**		**8.9%**

Media (Unclassed)

2004/2005	USE STATISTICS	Unclas'd	LC #	2004/05	Prev.Yr.	2003/ 04 (rev)		%
CALL #	MEDIA	Uses	Uses	TOTAL	Uncl.	LC#	TOTAL	CHANGE
CASS/MCA	**Audiocassettes**	40	190	**230**	76	208	284	**-19.0%**
MCDR	**CD-ROMs**		13	**13**		3	3	**333.3%**
CDS	**Compact Discs**	84	72	**156**	118	54	172	**-9.3%**
GAME	**Games**	12		**12**	28		28	**-57.1%**
KITS	**Kits**	1,250		**1,250**	964	3	967	**29.3%**
PRINT	**Art Prints**	11		**11**	6		6	**83.3%**
RCRD	**Records (LPs)**	7		**7**	11		11	**-36.4%**
SLDE	**Slides**	22		**22**	11		11	**100.0%**
SOFT	**Diskettes**	11	2	**13**	28		28	**-53.6%**
TEST			2	**2**			0	**200.0%**
Total	Media (non-Video)	**1,437**	**277**	**1,714**	**1,242**	**268**	**1,510**	**13.5%**
TELECOUR	Telecourses (VHS)	1,118		**1,118**	1,172		1,172	**-4.6%**
VIDC	**Edu./Docu. VHS/DVD**	278	4,394	**4,672**	1,497	2,947	4,444	**5.1%**
MOVIES	**Movies (VHS/DVD)**	4,268		**4,268**	4,409		4,409	**-3.2%**
Total	Video formats	**5,664**	**4,394**	**10,058**	**7,078**	**2,947**	**10,025**	**0.3%**
TOTALS	**MEDIA**	**7,101**	**4,671**	**11,772**	**8,320**	**3,215**	**11,535**	**2.1%**

Microforms

MICROFORMS COLLECTION							USES		2004/05	
		TOTAL	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb
Mic.1	Periodicals (microfilm)	**308**			41	23	68	47	7	24
Mic.2	Newspapers (microfilm)	**988**			103	169	181	124	20	77
Mic.3	Monographs (microfilm)	**88**			10	17	13	6	4	3
Mic.20	Periodicals (microopaque)	**0**								
Mic.22-23	Monographs (microopaque)	**0**								
Mic.24	Theses (microopaque)	**15**			12	2				
Mic.30	Periodicals (microfiche)	**176**			2	7	19	6	1	84
Mic.32-33	Monographs (microfiche)	**67**			24	6	7			
Mic.34	Theses (microfiche)	**69**			4	31	5	1	2	5

LC	Description									
Mic.55	Early Lit sets (fiche & film)	**8**				3				
ED [ERIC]	ERIC (microfiche)	**64**				27	13		1	11
TOTAL (Non-Docs)		**1783**	0	0	196	285	306	184	35	204
DOCS										
Mic.101	GovDocs (microfilm)	**7**						7		
Mic.115	Brit. H.Comns debates(film)	**0**								
Mic.211	Brit.Colonial Papers (opaq.)	**0**								
Mic.302	US Docs (microfiche/CD)	**46**								
Mic.307	LocalGov reports, 1945-71	**0**								
Mic.400s	Micro-opaques	**0**								
TOTAL DOCS		**53**	0	0	0	0	0	7	0	0
GRAND TOTAL		**1836**	0	0	196	285	306	191	35	204

TOTAL Microfilm	**1399**
TOTAL Microfiche	**422**
TOTAL Microopaque	**15**
	1836

Weeding

	1995/96	1996/97	1997/98	1998/99	1999/00	2000/01	2001/02	2002/03	2003/04	2004/05
DML Collections	4,095	3,968	3,287	6,362	1,205	1,898	1,712	2,553	6,545	8,442
Bound Periodicals										20,575
GovDocs										31,238
Satellite Collections	187	211	314	895	157	30	272	203	80	116
TOTAL WEEDED	**4,282**	**4,179**	**3,601**	**7,257**	**1,362**	**1,928**	**1,984**	**2,756**	**6,625**	**60,371**

Weeding (Monthly)

LC Call #	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
A		1		31	1	27	36	0			2		98
B-BJ (*BF)	4	2	3		1	3	2			5	2	2	24
BF	6	7	103	9	9	57	3		4	2		1	201
BL-BX		1			2	12					1		16
C	1					18							19
D-F (*DT)	46	9	26	10	13	88	168		6	3	122	8	499
DT	1	2	1	1		7	48				9		69
E	2		7	51	1	74	2						137
G-GF	7	1		5		16	3			7		15	54
GN	26						3				53		82
GR-GT	6					2					1		9
GV1-199	5	3	1		1	3	1				8		22
GV200-1197	32	17	1	1	1	4	1				261	1	319

	1	2	3	4	5	6	7	8	9	10	11	12	Total
GV1200-1570		7			2	1							10
GV1580-1799		7											7
H			1		1								2
HA-HJ	38	18		40	18	106	115		1	25	6	2	369
HM-HT, HX	5	4	1	4	34	57	64		3	155	5	2	334
HV1-6000	1	21		3	15	121			1		1		163
HV6001-9999	1	1			1	17	29						49
I													0
J	23	3	39	1		25	2		1	89	1	1	185
K		287		3		35	12		40	150			527
L	5	22	4	9	1	37	35		3	60	83		259
M	1			3		115	49		1	69	50		288
N		1		9		53	10			67	2		142
O													0
P	1					3	5			6	1		16
PA				1	1	6				4			12
PB, PE,PR,PS,PZ	32	8		24	9	5	35			215	8	1	337
PC, PQ			2	2	3	7	1			54			69
PD,PF,PT	1					183				10		1	195
PG-PM	1			2	2	4				22			31
PN	5	4		6	2	15	5			366		1	404
Q	29	1		27	15	14				86			172
QA	4	85	4	12	4	103	9			32			253
QB-QC800	3			3	1	28				1	1	1	38
QC801+, QE	1	1	1			32	48			77			160
QD			4	3		25	3			55			90
QH-QR	2	14	5	4	4	357	28			75	8	32	529
R-RZ (*RA, RT)	38	9		43	18	205	11		4	118	6		452
RA	1	2			1	865			37	42	2	13	963
RT				1		34	1			14	1		51
S		2		8		55				16			81
T	3	13			3	47	103		90	54	3		316
U-V	2	1	2	1			3		7		2		18
Z	4	34		8	2	5	69		91				213
Videos	5	4		2		1							12
KITS													0
Art Prints												3	3
Mic													0
Cass		6											6
DVD													0
Games													0
Soft	7	1	37	4									49
Slides	55	15											70
CD-ROMs													0
CDs			7			1							8
Office collections						10							10
TOTALS	**404**	**614**	**249**	**325**	**154**	**2773**	**1032**	**0**	**289**	**1879**	**639**	**84**	**8,442**
Bound Periodicals												20,575	20,575
US Docs					4	3	4					31,201	31,212

NY Docs			26	26
CRR			36	36
EOC	32	48		80
VSW				0
GRAND TOTAL				**60,371**

CORPS Statistics (Cataloging, Ordering, Receiving, Processing And Serials)

CATALOGING STATISTICS
2004/2005

Month	Total #	# Orig	# Media	# Gift	NYDoc	# US Doc	# CRR	# EOC	# SRC	# VSW	E-Texts
Jul 2004	658	22	46	95	0	305	4	1	0	51	0
Aug 2004	752	24	84	133	0	230	4	11	0	40	0
Sep 2004	1131	42	34	144	0	76	8	43	0	78	36
Oct 2004	1079	16	30	109	0	45	5	116	0	2	0
Nov 2004	889	9	62	156	1	38	8	4	0	109	3
Dec 2004	600	1	92	33	0	7	4	0	0	0	0
Jan 2005	1256	4	81	13	0	126	11	2	0	88	0
Feb 2005	1028	13	78	38	0	141	1	4	0	112	0
Mar 2005	939	7	88	9	0	1	4	15	11	35	0
Apr 2005	932	3	25	0	0	0	2	0	6	95	0
May 2005	854	3	55	23	2	1	0	0	2	4	0
Jun 2005	693	2	3	37	0	13	7	3	0	81	0
Total	10811	146	678	790	3	983	58	199	19	695	39

INTERLIBRARY LOAN STATISTICS

		Borrowing Requests
56		Pending
128		ckd out to customer
419		delivered to web
1576		Cancelled
3399		request finished
26		routed to document delivery
5604		**Total borrowing requests 6/04 - 6/05**
		Lending Requests
6135		Copy requested
1368		unable to fill
4767		copies filled
7903		Loans requested
1778		unable to fill
6125		loans filled
10892		Total filled
3146		Total not filled
14038		**Total Lending requests 6/04 - 6/05**

Instruction and Reference Statistics

Bibliographic Instruction Sessions

- 2000-01 = 153
- 2001-02 = 125
- 2002-03 = 114
- 2003-04 = 120
- 2004-05 = 99 (BI – also 12 APS tours. This drop is partly due to Shikha's abrupt departure just before the fall semester, which caused us to lose at least several sessions, and just made it harder to keep up. There were also several times this year where the use of the Kiefer Room by other people prevented the scheduling of library instruction sessions…)

Staff & Student Research Consultations

- Spring 2000 = 17 (The service was revived in the spring semester after being dormant for several years.)
- 2000-01 = 61
- 2001-02 = 83
- 2002-03 = 81
- 2003-04 = 54
- 2004-05 = 68

Reference desk question count

- 1993-94 = 26, 721 (beginning days of electronic resources - 2 CDs!)
- 1994-95 = 27, 393
- 1995-96 = 22, 744 (first 2 Internet workstations went up summer '95)
- 1996-97 = 20,738
- 1997-98 = 19,743 (added the PCs from CIT '97, going from 2 to 20 PCs.)
- 1998-99 = 14,801 (by here remote access was possible for several databases through vendor supplied passwords.)
- 1999-00 = 15, 816 (spring '00 started authentication - more off campus use.)
- 2000-01 = 14, 183
- 2001-02 = 15, 338
- 2002-03 = 12,819
- 2003-04 = 14,427 (this increase likely reflects the PC lab move…)
- 2004-05 = 15,206

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

- 2000-01= 92
- 2001-02 = 127
- 2002-03 = 130
- 2003-04 = 129
- 2004-05 = 161

Database searches (online searches done by Greg Toth and Mary Jo Gigliotti)
- 2000-01 = 40
- 2001-02 = 44
- 2002-03 = 27
- 2003-04 = 3
- 2004-05 = 2

Technology Statistics

A. Printing Statistics for Public Printers   July 1, 2004 – June 30, 2005

Because of the rapid change-over in printers throughout the Library labs, exact printing counts for each individual printer are not obtainable.   However, counts for those printer in service obtain the following total:

July 2004 – June 2005   2,564,777   as compared to 2,486,163 for the previous year.

B. Lab Usage Statistics: (this is the first year statistics were available)

Area	Total Hours of use	Total Number of logins	Avg. logins per day	Avg. use time per day (hrs)
Kiefer Room	5707	3074	52	96
Ground Floor	4077	4073	40	40
Main Floor	54324	49694	492	537
Top Floor	2198	2632	26	21
Library Total	65306	59473	610	694

C. Library Hardware:

Staff PCs   52

Public PCs   123

D. iPac (Public Catalog) Statistics - Searching by Type of Index

Date	Keyword	Browse	CrossIndex	
Jul 2004	5161	3593	69	
Aug 2004	4752	3964	88	
Sep 2004	20016	13494	384	
Oct 2004	20721	13745	429	
Nov 2004	20443	11215	450	
Dec 2004	9147	6012	128	
Jan 2005	5947	5202	154	
Feb 2005	14137	9807	199	
Mar 2005	15544	9369	234	
Apr 2005	16054	10810	310	
May 2005	7139	4965	104	
Jun 2005	4155	4407	91	
TOTALS increase	**143216**	**94067**	**2640**	**239923 – 4.5%**

E.   Self-initiated Patron Transactions

Date	Patron Logins	Renewals	Hold Requests	Patron Info. Updates
Jul-04	129	305	9	8
Aug-04	120	317	4	9
Sept-04	252	479	37	2
Oct-04	413	601	47	7
Nov-04	573	1188	48	3
Dec-04	347	611	16	7
Jan-05	243	177	71	4
Feb-05	380	372	65	9
Mar-05	565	1078	62	6
Apr-05	670	1429	57	9
May-05	326	882	13	2
Jun-05	185	399	5	3
TOTALS	4203	7,838	434	69

** The number of patron logins increased by 17%, renewals stayed virtually the same.   The number of hold requests increased by 31% and the number of patron updates decreased by 17%.

F. SFX Statistics   October 2004 – June 2005

1. Number of Requests by month

Requests are the number of times the "Get Text" button was clicked in our databases.   "Clickthroughs" are the number of times the patron chose a service (full-text, library catalog, etc.) from the SFX Menu and was directed to a database/webpage.

	Requests	Clickthroughs
2004-07	Na	na
2004-08	Na	na
2004-09	Na	na
2004-10	2692	1625
2004-11	7429	4563
2004-12	3432	2056
2005-01	1781	1142
2005-02	5657	3563
2005-03	5613	3725
2005-04	7161	4542
2005-05	3262	2071
2005-06	2792	1760
2005-07	27	17
Total:	39846	25064

*****   The number of patron requests increased by 38% and the number of clickthroughs to full-text articles increased by 60%

2.   Total number of full-text online journal titles: 24,501

3. 50 Most Popular journal titles requested thru SFX:

Journal Title	Requests	Clickthroughs
The New York times	1280	755
Journal of physical education, recreation & dance	577	465
The Wall Street journal	434	305
Research quarterly for exercise and sport	263	219
Gender & society	239	190
The Times educational supplement	143	75
The Journal of American history	136	128
English journal	125	86
JAMA	119	81
The Reading teacher	113	120
Teaching elementary physical education	111	102
BMJ	109	128
Medicine and science in sports and exercise	100	74
Palaestra	95	88
Child abuse & neglect	93	64
The chronicle of higher education	92	62
Journal of the American Academy of Child and Adolescent Psychiatry	91	68
The American historical review	88	94
International journal of obesity	88	76
Social science & medicine	80	53
TLS, the Times literary supplement	80	58
The Washington post	78	47
Journal of interpersonal violence	73	56
Journal of sports sciences	72	78
The American journal of psychiatry	71	63
Preventive medicine	71	60
Psychology of sport and exercise	69	53
Business week	67	67
Journal of strength and conditioning research	64	47
Newsweek	61	30
Journal of criminal justice	60	34
Science education	58	48
New scientist	58	37
Children and youth services review	57	42
The New England journal of medicine	56	51
Educational leadership	55	44
Nature	55	46
The Journal of school health	54	46
Journal of communication	53	36
The William and Mary quarterly	53	49
Journal of teaching in physical education	52	51
The American journal of sports medicine	52	34
Science	51	56
Time	51	41
Journal of youth and adolescence	51	37
Journal of mammalogy	50	37
British journal of sports medicine	48	54
Sex roles	48	38

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