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2003-2004 Drake Memorial Library Annual Report

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Drake Memorial Library

**Annual Report
2003-2004**

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.”

The Library’s Mission Statement, while seemingly straightforward, raises issues of profound import for the Library staff and those we serve. This year the staff began a more focused examination of the meaning of this mission statement. *What* are the ends toward which we labor? *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?

The library’s increasingly digital nature creates enormous opportunities for our patrons, but with these opportunities come great challenges. Many of the digital formats are expensive and compete with other media for limited library funding, forcing us to choose among electronic resources, paper journals, audio-visual materials, and books. For example, many journals (including those in electronic form) have raised their costs substantially higher than the general rate of inflation. -- 8-10% per year or more -- and we have reallocated book budget money and cancelled journal titles simply to keep pace with prices. And this does not take into account the increasingly complex nature of the electronic environment. Patrons expect to move effortlessly from information on the Web to a full-text database to an MS Office application such as Word or Power Point. Information vendors expect us to keep up with every new technological innovation that comes along. Which innovations will be of continuing importance in the Information Age and which are flashes-in-the-pan, best ignored?

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:

- **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 planning process overlapped with the Library’s participation in LibQual+, a web-based survey produced by the Association of College and Research Libraries. In reviewing the survey results, Drake Library was able to determine the expectations of our patrons, how well we met those expectations, and to begin addressing identified deficiencies.

This has resulted in a new organizational structure consisting of the Library Director, the Associate Director and five Department Heads (i.e., Access Services, Collection Management, CORPS (Cataloging, Ordering, Receiving, Processing and Serials), Instruction and Reference, and Technology). The reorganization enables the Library to

address issues insufficiently met under the old structure (such as Library Technology or the increasingly complex needs of Electronic Resources), develop new library leadership and add responsibilities that cross departmental boundaries, thus furthering communication within the library. Finally, it results in an increased focus on patron services seen, for example, in the closing of the Serials Service Desk and moving the current journal issues to the main floor, where patrons can browse them at their leisure.

We intend for this kind of assessment to be ongoing. This year four librarians (Debra Ames, Jenny Baker, Eileen O'Hara and Shikha Sharma) participated in a series of workshops, Continuous Assessment/Continuous Improvement. It is expected that such efforts will result in a continuing culture of assessment within the Library for some time to come.

- **Cost Control:** An 8-10% yearly increase in serials costs is not sustainable over the long-term. In previous years we had to dip into the book budget to pay for needed electronic and print serial resources, eroding monographic purchasing power beyond that caused by five years of flat budgets. This year, under the leadership of Serials Librarian Carolyn McBride, the Library undertook a serials cancellation project in conjunction with College faculty. As a result, the Library was able to cancel print subscriptions and online databases where duplication existed, saving \$97,000.

The Library continues to do more with less, however. One example is the state of our serials subscriptions itself. Even with the recent cancellation of print journals, through our database subscriptions the Library now subscribes to nearly 15,000 journals electronically, far more than we would ever be able to afford in paper.

Another example is the acquisition of the Westlaw databases in Fall 2003. The subscription enabled us to cancel our print subscriptions, eliminate tedious filing of paper updates, and provide full-text access to every title (even from off-campus) – all for \$11,000 *less* than we had been paying.

Yet another example is ScienceDirect, a major database for materials in the natural sciences provided by Elsevier and provided through our consortial partnership with SUNY Connect. Details concerning that can be found below.

- **SUNYConnect and other consortial initiatives:** SUNYConnect has selected the Aleph 500 Library Management System produced by Ex Libris, Inc. to be the basis for a joint catalog of all 64 campuses across the state. When fully realized, Aleph will help to provide access to over 20 million volumes held by SUNY libraries, enable patron initiated lending from other SUNY campuses without mediation of a librarian, and will expedite 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. Due to implementation delays at other SUNY campuses, Brockport's implementation is now scheduled to commence in September 2005.

SUNYConnect provides additional benefits beyond the library management system. Through the combined buying power of 64 campuses, we are able to obtain resources

previously unavailable to us. For example, during the 2000-2001 academic year 99 expensive and little used science journals were dropped with the advice and consent of the departments affected, saving the serials budget \$67,000. The following year, by special arrangement with SUNYConnect, we were able to provide access to 740 science journals in the ScienceDirect database, including seven of the cancelled titles, for less than what we paid previously.

SUNYConnect and Elsevier (ScienceDirect's parent firm) have negotiated a new contract taking effect in January 2005. Under this contract Drake Memorial Library will obtain access to all 1800 titles in the ScienceDirect database (up from the current 740 titles to which we currently subscribe) at no additional cost to the College in the first year, and with minimal increases in the following two years.

Another SUNYConnect benefit is JSTOR, the digital archive containing the full text of hundreds of scholarly journal titles. For details on the JSTOR project see <http://www.jstor.org>. JSTOR's pricing structure is prohibitive, as it involves both an "initiation fee" and an annual subscription price. The \$45,000 initiation fee to acquire all the JSTOR collections had been beyond our reach. However in Fall 2003 SUNYConnect paid the initiation fees for Brockport and the other SUNY colleges, making this incomparable resource available to our academic community solely for the cost of the annual fees.

- **Technology infrastructure:** The Library is continually examining its technological needs and its working relationship with ITS staff. Following the retirement of Copy Center Library Assistant Kathryn Tsoukatos in spring 2003, Charlie Cowling and other members of the Library staff relocated the Computer Lab from the Library's ground floor to the main floor. An important component of this configuration was the shifting of some ITS student help desk support to the Library. In the coming year, the Library staff will be examining their own technology skills, assessing what level of technology training is appropriate for them. Also, as the College moves toward a totally wireless environment, Library staff are developing tools to help patrons better utilize the Library's wireless environment.
- **Information Literacy:** The availability of new technology and new resources in electronic form does not mean students have the skills to access them adequately, nor the ability to analyze the information value of any given resource once found. In Fall 2001 the Library tested a new elective, CMC 111 (Oral Communication and Information Literacy), taught in collaboration with Communication Department faculty to address the State mandate for information literacy.

The Library staff had a mixed reaction to the demise of CMC 111 as a General Education requirement. Removing the responsibility for teaching 1,000 first year students in 22 sections left more time for other duties but left unmet need for an effective and methodical way of meeting students' information literacy needs. Throughout the past year, Shikha Sharma (Coordinator of Library Instruction) worked with English 112 faculty and Shannon Bradford and the Center for Excellence in Learning and Teaching (CELT) to promote library instruction and information literacy across the curriculum, using a combination of web-based tutorials and classroom-based instruction. The July 2004 resignation of Ms Sharma will foster a discussion of expectations surrounding the Library's instruction program.

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 five years, and more money being spent for online resources (as well as highly inflated costs for other library materials), it is sometimes difficult 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 \$213,047, a 19.2% decline in seven years. This figure would have been significantly lower had there not been a major serials cancellation project undertaken this year. Long-term, SUNYConnect's plans for unmediated, patron-initiated, SUNY-wide library borrowing will enable our community to gain easy and quick access to the University's collective resources. In addition, SUNY libraries are currently taking the first steps towards planning for cooperative collection development. For SUNY-wide borrowing and SUNY-wide collection development to be successful in the long run, it will be crucial for individual campuses to continue investing in collections.

The Library staff continues to make excellent use of its increasingly constricted acquisitions budget. With expenditures of \$208,102.20 for the Circulating collection alone, we were able to purchase 7,246 titles; thus we were able to acquire these purchases at an average cost of \$28.72 (significantly less than the national average book price of \$64.92). As for the serials collection, even with the cancellation of some duplicative print titles, Drake Memorial Library now has access to nearly 15,000 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 PsychInfo database provides coverage from 1887 to the present. With the addition of JSTOR in Fall 2003, the Library has *perpetual* full-text electronic access to the full run of leading scholarly journals.

- The Library continues to subscribe to databases that provide citation-only data, not full-text access. For years patrons have asked for a list of full-text journals to which we subscribe, so that they could access articles from databases that provide citations only. In 2001-2002 we added Serials Solutions to our offerings, to provide a link to such full-text publications. In addition, during the past year Eileen O'Hara and Linda Hacker implemented SFX, an open-URL software product that permits patrons to click on a link in any electronic resource to which we subscribe and be given options to get the full-text. This is especially useful for such resources as Periodical Abstracts Research II, from which previously we had no full-text access.

b. Emphasis on Service

Arguably the strongest argument for the value the Library places on service is that several staff members over the years 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:

- The relocation of the Computer Lab from the Library's ground floor to the main floor. This enables the Library to provide more integrated support for its clients through utilization of ITS A-Team-trained students 30 hours per week.
- The relocation of the current serials collection from the ground floor Serials Office to the main floor. This provides greater accessibility to the collection by eliminating mediation by Library staff and encourages browsing by users.
- The restructuring of the Library liaison program. Under the leadership of Collection Management Librarian Debby Ames, the liaison program has been recast as a vital tool to insure good communication between the Library and the academic departments.
- Availability of Electronic Reserves (ERes). Articles and other resources that in previous years were placed on reserve by faculty are now scanned and placed on electronic reserve, where they are accessible from campus or home. Library Assistant Diane Hoy estimates that over 1,000 articles were scanned last year. In 2003-2004 there were 66,778 course page hits, a slight decrease from the 69,225 hits in 2002-2003. The decline in course page hits is attributable in part to 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 may also be attributable in part to greater faculty use of ANGEL.

This past year Information Technology Librarian 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. This past year a broader conversation occurred among the members of the College Technology Committee regarding this issue. The Library

Administration expects that this issue likely will come before the Library staff in the coming year.

- Implementing 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.
- Participation in LAND (Libraries and NYLINK Deliver), the statewide interlibrary loan delivery system, which enables us to obtain items from participating libraries in New York State in two days or less, expediting document delivery to the College community. In Fall 2003 the LAND program was expanded to include many of the SUNY four-year colleges, allowing even greater access to resources more quickly.
- 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 \$365.75 in fines, and 553 items were collected and donated to the Brockport Food Shelf.
- Theses Classification: Theses are now being classified together in one call number, subdivided by department, year, and author, so as to facilitate browsing by patrons.
- Using AOL Instant Messaging software on Reference Desk PCs, to enable real-time interaction with the reference librarian by remote patrons.
- Offering staff development programs for all library staff, through workshops, in-house technology and reference training

c. Plans to Enhance Service in the Coming Year

- Flex hours. This coming year Drake Library hours will be optimized so the Library can be open more hours late in the semester when demand is high. Conversations are underway within the Library for an after-hours study area (permitting access to some areas of the Library 24 hours per day), as well as possible participation in a 24/7 reference service (allowing access to some reference services 24 hours per day year round). Also being considered is 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.
- Four Library staff members (Betty Chan, Charlie Cowling, Linda Hacker, and Lori Lampert) received Technology grants for the coming year for the purchase of appropriate tools to enhance library services. Such tools include:
- The purchase of a color printer (for which there has been high demand in recent years)

- The purchase of four wireless PDAs for outreach to students across an increasingly wireless campus.
- NetOp PC management software to facilitate Library instruction classes
- Citation management software, enabling users to more accurately format citations in accordance with the various style manuals (e.g., APA, Chicago, MLA, etc.).
- Implement printing capability off the Library's wireless network.
- Addition of Syndectic's services to the iPac online catalog, enabling users to view book covers, tables of contents, biographical information on authors, and reviews to approximately 290,000 items in our collection.

d. Quality of Staff

All librarians have the terminal M.L.S. degree, two have 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 recent 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 for Library staff.

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. This year the Committee planned and implemented a series of workshops for library support staff planning to take the Library Clerk II examinations, as well as a Technology Track of classes taught, in part, by librarians Charlie Cowling, Linda Hacker, Eileen O'Hara and Shikha Sharma.

e. Notable Achievements of Faculty:

Arguably the great accomplishment of the year just past (certainly the most time consuming) was the strategic planning process known as "Radically Reimagining the Library." The process forced the staff to analyze what they did, why they did it, how they could do it better, what they could give up doing, and what they could do that they are not already doing. This process led, in time, to some staff assuming new duties, many in more than one department, to facilitate greater cross-departmental communication.

Another major accomplishment was the transition from CMC 111 (Oral Communication and Information Literacy) to a less class-specific information literacy model. Under the

leadership of Coordinator of Library Instruction, Shikha Sharma, the Library developed several online tutorials that students could review on their own. She also developed a partnership with Shannon Bradford and the Center for Excellence in Learning and Teaching (CELT) to address information literacy issues within existing coursework.

Other accomplishments include: a major serials cancellation project, spearheaded by Serials Librarian Carolyn McBride, which reduced duplicative expenditures for those increasingly expensive resources without reducing access to essential titles in each discipline; the deaccession of 6,625 obsolete items from the Library's collection; full implementation of SFX by Eileen O'Hara and Linda Hacker, which permits full-text access to resources from citation-only databases; initial utilization of WebCheck (a webserver-monitoring software product that checks web sites to determine which sites are live and which have crashed); the purchase of an Elmo Visualizer, NetOp software (for classroom use), a new laptop and portable projector (paid for from grants); obtaining a new photocopier for staff and ILL use; analysis of the LibQual+ web-based survey by Associate Director Christopher Brennan, Information Technology Librarian Eileen O'Hara and Library Intern Tanya Kuzylak, to help Drake staff identify deficiencies in service and provide insights to address them; the acquisition by Archivist Mary Jo Gigliotti of the papers of President-Emeritus Albert W. Brown; the continued indexing of the Brockport Post and the Stylus newspapers, both available through the Library webpage; the initiation of the Music at Noon series of concerts, in conjunction with the School of Arts and Performance; the second annual Celebration of Writing; production of bibliographies of faculty and alumni publications for the preceding five years; and Debby Ames' organization of the Fall 2003 Library Book Sale, which raised over \$600.

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:

In the coming year we will need to replace several valuable colleagues. In July 2004 Shikha Sharma resigned as Coordinator of Library Instruction to assume similar duties at the University of Connecticut at Storrs. In October 2004 Carolyn McBride will be retiring after 35 years as Drake's Serials Librarian. As we recruit to fill these positions, we will seek flexible, talented librarians who are capable of serving our community in a number of ways.

In addition, our Librarians continue to take advantage of a variety of professional development opportunities, ranging from formal, credit-bearing university courses to local hour-long training sessions. For example, Kim Vossler is working on her Advanced Studies Certificate at SUNY Buffalo's School of Informatics. This past year four librarians (Debra Ames, Jenny Baker Arbelo, Eileen O'Hara and Shikha Sharma) participated in a series of workshops, Continuous Assessment/Continuous Improvement, and their participation had a clear impact on the Library's planning activities. Library staff also participated in a number of workshops and classes sponsored by the Rochester Regional Library Council. Librarians will continue to attend regional and national conferences.

g.-h. Quality of Students:

Drake Library employs over 100 students to help us provide library services. Students are an integral part of our operation and we could not function without them; however, last year's LibQual+ survey results indicate that our 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.

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. This year's recipients were Carla Partipelo (Cornell Award) and Teresa Gaylard (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 Carla and Teresa.

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 developed by the Coordinator of Library Instruction, Ms Shikha Sharma, will 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 addition of an experienced Instruction Librarian (Shikha Sharma) and the demise of CMC 111 (Oral Communication and Information Literacy), the Library explored online tutorials and other 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 Shannon Bradford and the Center For Excellence in Learning and Teaching (CELT) helped to raise the profile of librarians as partners with teaching faculty in the educational enterprise.

k. Improving the Learning Environment:

During Summer 2003 the learning environment was improved by taking better advantage of space available on Drake's main floor. For many years a large portion of the south end of the main floor was occupied by microfilm readers and microfilm cabinets. This space was dark and uninviting, and understandably was underused by Library patrons. We shifted the microfilm materials to the ground floor and relocated the Drake computer lab to the main floor. This main floor area is now heavily used, and it puts our patrons in much closer proximity to our reference desk services. Also, we began to use ITS "A-Team" students to provide technical help for this new configuration.

When Debra Ames and Jenny Baker Arbelo shifted the current periodicals from their closed-stack location to open stacks on the main floor, these publications became much more accessible to our public. In the coming year we plan to further improve periodicals shelving and displays so they are even more readily accessible.

Current Periodicals are now shelved adjacent to the Queen Room, in the northwest corner of the main floor. This spring we began improving the Queen Room by having its gaudy and threadbare furniture reupholstered. This will continue until all of the Library's lounge-type furniture has been reupholstered or replaced.

We also improved the learning environment by subscribing to new online databases, including *BioOne*, *JSTOR*, *Philosopher's Index*, *PyscArticles*, *Wall Street Journal* and *Westlaw*.

l. Plans to Improve the Learning Environment:

We will continue to expand access to information resources through partnerships with the SUNY, the Rochester Regional Library Council, regional alliances, and other consortial partnerships. The newest such partnership is the New York State Higher Education Initiative (NYSHEI). NYSHEI includes the SUNY libraries represented in SUNYConnect and many private institutions in the State (e.g., Colgate University, Cornell University, Rensselaer Polytechnic Institute, Syracuse University, etc.). Among NYSHEI's objectives are: encouraging user-initiated borrowing; developing economies of scale in deploying electronic resources to reduce costs for everyone; building a digital institutional repository to capture, preserve and make accessible the increasing amount of intellectual output at all colleges and universities unaccounted for in the traditional model for scholarly communications; and developing cost effective methods of archiving, preserving and storing physical collections.

The learning environment will also be improved with the addition of the new seminar room on Drake's upper floor. This work is being supported by a grant from the Milne Family Foundation.

In addition, we will continue to work towards making Drake a more hospitable, comfortable, and appealing place to be.

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.

This year Library staffing levels did not experience the same volatility as the year before (during which we lost four staff members to early retirement, and two others who assumed positions elsewhere). In the summer of 2003, Ms. Calla Lamay (Library Clerk II, Student Employment) resigned to take another position on campus; her responsibilities being assumed by Library Secretary Barbara White. The Library also welcomed Ms Kim Myers (Library Clerk II, Interlibrary Loan), who brought her effervescent spirit and technological aptitude to a changing department.

In June 2003 Robin Glazier (Library Clerk II, Payments Clerk) accepted an offer as Secretary I in Institutional Advancement. Due to the College's personnel quotas we were unable to fill Ms Glazier's position. The Library recently received permission to fill the position, and we successfully hired her replacement.

Among the remaining staff, the year was most notable for the reorganization of the Library, which necessitated some staff assuming new responsibilities (some in more than one department). The reorganization became effective in January 2004 and much of the spring semester was spent learning new duties and adjusting to the new structure. Shirley West moved from Serials to Circulation, leaving Terry Berl to manage Serials receiving and claiming. Susanna Heins moved from Circulation to Collection Management, and Becky Livingston assumed new duties in the Technology Department.

2004-2005 could be volatile as two long-time staff members retire, Library Secretary Barbara White and Serials Librarian Carolyn McBride. We also will need to determine how to address the needs of the Library's Information Literacy program following the July 2004 resignation of Coordinator of Library Instruction Shikha Sharma. Finally, Jenny Baker Arbelo, the Department Head of CORPS (the Library technical processing unit) will be on maternity leave for much of the fall semester.

- Physical Resources

Library staff determined that the Drake Computer Lab, formerly housed on the ground floor of the Library, would be better placed on the main floor. This would

allow users more immediate contact with Library public service staff. The PCs were equipped with wireless network cards, to expedite their use for library research and information literacy assignments.

To accommodate the space needed for the relocated PCs, the Library staff moved the microfilm viewers and cabinets down to the main floor. This permitted the Library to surplus obsolete equipment, while still providing comfortable viewing and printing facilities for patrons using the microfilm collection.

Addressing the needs of the copiers in the former Copy Center was more problematic. Throughout the year the demand placed on these 7 year-old machines caused them to break down continually. The Library will participate in the Ikon lease agreement for new photocopiers, but must await State approval of the contract. In the meantime, the continual breakdown of the existing machines impeded the work of the Interlibrary Loan staff. Subsequently in March 2004 the Library entered into a month-by-month lease agreement with Ikon for a photocopier for staff use only.

- **Fiscal Resources**

Library staff members Debra Ames, Jenny Baker, Sue Donk and Carolyn McBride 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.

Still, the Library continues to do more with less. With monograph expenditures of \$208,102.20 for the Circulating collection we were able to purchase 7,246 titles ; thus acquiring purchases at an average cost of \$28.72 (considerably less than the \$64.92 national average for books).

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 will be used to pay for increases in serials funding for the next several years.

- b. **External funding**

We received \$12,641 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.

We also solicited and received donations of approximately \$35,000 (list price) of K through 12 textbooks from local Prentice-Hall and Scott Foresman sales representatives.

- c. **Fund raising**

Aside from our book sales, the Library does not currently have an active fundraising plan. We recognize the importance of this, however, and expect to take a more proactive stance on Library fundraising.

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. We have many community borrowers who are issued a courtesy card upon payment of \$25 per year to use library resources. Our alumni are also issued courtesy cards free of charge. 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. Interlibrary Loan Librarian Bob Gilliam and his staff ensure that our collection is available to other local, state and national institutions. 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 librarian, a student assistant, and acquisitions and cataloging services. The VSW library had closed its doors, but was able to reopen through the transfer of former Bibliographic Control Services Unit Head Sally Petty.

In addition, a number 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.

- b. 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. In addition, recent publications of alumni were included in this year's Celebration of Writing, and the principal speaker (James Kunstler) is himself an alumnus of the College.
- c. 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 provide some hope these longstanding problems are being resolved. In August 2002, 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 December 2003 the problematic front doorways were replaced, as well as defective sidewalks that caused injuries to Library staff. Unfortunately, the Library's renowned leakage problem remains unsolved, and has even worsened in the past year. Even so, Drake Memorial Library is expected to be included in the upcoming capital improvements budget, during which problems affecting the Library's "envelope" are expected to be addressed (including replacement of the roof and all exterior windows). 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. Conversations were undertaken two years ago with a SUNY-appointed consultant to examine off-campus storage needs for SUNY campuses. The plan was for a western New York storage facility within two to three years. This plan has not come to fruition. The Library will need to look at other solutions to the recurring space problem, such as ongoing weeding of the book collection, or possibly withdrawing the serial volumes for titles in JSTOR, thereby opening room for growth in the collection.
- c. 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. To date twenty chairs have been refinished and reupholstered and more will be done in the coming year. Finally, the Library has been in conversation with the Art Department to use the Library as a forum for various public art projects. Unfortunately those initial conversations did not bear fruit, but the Library Administration expects to continue such efforts in the upcoming fiscal year.
- d. Other improvements in the Library's physical environment include: the installation of new door signs (to replace ones long missing or broken); painting of faded walls and doorways; the relocation of the computer lab from the ground floor to the main floor (providing more immediate assistance from Library staff); replacement of the fire detection system; and the replacement of the Library's 3M security system with a new CheckPoint security system.
- e. Within the next year the Library expects to examine several ideas to improve the Library's physical environment. In addition to continuing the conversation with the Art Department, the Library will investigate the possibility of a unified "Information Commons," a one-stop locale within the Library where patrons can get the assistance they need without going to multiple locations. We will also examine the possibility of relocating the Special Materials Center (either from the ground floor to the main floor, or to a more central and visible location on the ground floor), to provide enhanced service to students, as well to provide more support for Library Assistant Anna Rupert who supervises the Center. Also on the horizon is the installation of a new seminar room within the Library, and a Technology Enhanced Classroom (TEC) on the Library's top floor.

6. Morale

- a. Overall, staff morale improved this year. A major factor in this was our ability to fill some vacant staff positions. After a vacancy of more than one year we filled the vacant Payments Clerk position, and we will fill the position of Library Secretary I that will become vacant at the end of August. In addition, two Clerk I positions were upgraded to Library Clerk 2 positions, and filled from within the existing Library staff. This had a positive impact on morale because it demonstrated that promotion from within is possible for eligible staff members.

Sally Petty's transfer to the Visual Studies Workshop caused some concern among Bibliographic Control Services staff, but the appointment of Jenny Baker Arbelo, a librarian with strong people skills, did much to relieve that anxiety. Jenny's transfer from Circulation left the latter department without a librarian in charge for the first time in several years, but that situation was ameliorated by the appointment of Linda Hacker as both Head of Access Services and Library Webmaster.

Linda's dual appointment demonstrates another factor contributing to improvements in staff morale: the reorganization of the staff. Beginning with a Library-wide retreat in January 2003, the Drake Library staff met regularly throughout 2003 to address longstanding problems and set a new strategic direction. As the process continued it became apparent that certain needs could not be met given the existing structure and that a revised structure could enhance cross-departmental communication. Consequently all positions were examined, and many staff members' job descriptions revised to include assignments in more than one department. For example, Linda's time is divided as follows: 50% in Access Services, 30% in Technology and 20% in Instruction and Reference; Library Assistant Carolyn Everett spends 50% of her time in Collection Management, 25% in CORPS and 25% in Technology. In addition to his Instruction and Reference duties, Greg Toth now spends proximately one-third of his time working as the Library's Electronic Resources Librarian. Staff members assumed these new duties in January 2004 and the "bumps" are still being addressed as this is written.

Finally, the Library's Staff Association (comprised of Charlie Cowling, Susanna Heins and Linda Pickering) helped maintain good morale, planning a number of activities that brought the staff together. The Association sponsored several communal parties, such as the Staff Christmas Party and two hot dog socials and an ice cream social. They also planned a party to celebrate the appointment of Levi Spikes as the newest Zone Monitor for the Library.

- b. Morale Plans for the Coming Year

With greater staff voice in Library planning and decision making, and new service and policy directions soon to be finalized, we expect continuing 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: Affect of Service; Library as Place; Personal Control; and Information Access. The first measures the Library's responsiveness to patrons' requests for assistance (e.g., helpful, rude, incompetent, etc.). The second measures the Library as an attractive and hospitable environment (e.g., bright, clean, and comfortable, or dark, dank and miserable). Personal Control measures 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 Information Access measures the patrons perception of how comprehensive the Library's collection is (e.g., Do we have everything you need? Are there sizeable gaps in our collection and resources?).

The complete LibQual+ results were provided only at the end of June 2003. 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, 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 Arbelo, Eileen O'Hara and Shikha Sharma were Drake's participants and brought back insights and techniques that inform how the staff looks at what they do and why.

Appendices

Access Services

Departmental Statistics

	2002-2003	2003-2004	% CHANGE
Circulations *	157,264	153,145	-2.6%
E-Reserve hits **	69,255	66,778	-3.6%
Turnstile Rotations	257,322	N/A (turnstiles removed)	-----
Telephone renewals	514 patrons served 3407 items renewed	519 patrons served 2,858 items renewed	+1% -16.1%
Traces	189 searched 148 found (78%)	172 searched 131 found (76%)	-9%
Notices sent (including e-mail notices) +1.4%	4482 overdue notices 1894 fines notices	4,768 overdue notices 1921 fines notices	+6%
Recalls	110	97	-11.8%
Patron account inquiries	147 processed 119 resolved (81%)	173 processed 157 resolved (91%)	+15%
Shelving	75,135	81,579	+7.9%
Fine monies	\$13,427.03 fines \$4,008.90 lost books	\$13,576.72 fines \$5,583.05 lost books	+1.1% +28.2%
Temporary badges ***	181	133	-26.5%
Book repairs	567	828	+31.5%
Photocopiers	122,877 cash copies 114,906 library/staff copies 56,958 department charges	117,367 cash copies 72,034 library/staff copies 43,854 department charges	-4.5% -37.3% -23%

For this fiscal year, there were 242,202 total copies made overall (including Easy Money sales). Other sales in the copy center/computer lab totaled \$1,379.50 (as follows): We sold 384 disks (\$384.00), 1 zip disks (\$13.00), 6 CD-RW disks (\$12.00), and 3,235 transparencies (\$970.50).

* 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

2003-2004 LIBRARY WIDE STATISTICS				
AREA	Outside building total	Inside building total	E-Reserve hits	ANNUAL TOTALS
Circulation ⁺	75,165	11,202	66,778	153,145
Serials current issues	323	1,950		2,273
Serials bound issues	0	9,633		9,633
TOTAL ITEMS CIRCULATED	75,488	22,785	66,778	165,051

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

COLLECTION MANAGEMENT EXTERNAL USE STATISTICS BY COLLECTION

COLLECTION	2003/04	2002/03	% Change
MAIN/OVR	52,684	55,239	-4.6%
JUV	6,031	4,687	28.7%
GovDocs	307	295	4.1%
MEDIA	13,160	10,831	21.5%

INTERNAL USE OF MICROTTEXTS

2003/2004	Uses
Microfiche	462
Microfilm	1,440
TOTAL	1,902

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

CATALOGING STATISTICS 2003/2004

Month	Total #	# Orig	# Media	# Gift	NYDoc	# US Doc	# CRR	# EOC	# SRC	# VSW	E-Texts
Jul 2003	1002	25	1	48		362				43	293
Aug 2003	1152	12	26	83		245				90	304
Sep 2003	1512	13	29	34	3	257			2	170	252
Oct 2003	2925	12	9	54	2	494				58	1729
Nov 2003	1294	5	13	167		623	6		10	48	
Dec 2003	703	8	59	37	5	66	38		1	3	
Jan 2004	656	35	13	34	3	85	42		1	3	50
Feb 2004	1123	11	27	145		9	3			48	101
Mar 2004	1630	1	45	24		136	9			327	
Apr 2004	2132	2	55	43		431	5	32		332	68
May 2004	1349	15	70	33		258	2			4	
Jun 2004	978	21	4	81		117	3			102	54
Total	16456	160	351	783	13	3083	108	32	14	1228	2851

INTERLIBRARY LOAN STATISTICS

	Borrowing (filled/unfilled)	Lending (filled/unfilled)	Total transactions
2000-2001	5455/2065	8964/3124	19,612
2001-2002	4656/1854	8940/3176	18,626
2002-2003	3759/2064	8597/3220	17,640
2003-2004	3937/2143	11,048/4520	21,648

Instruction and Reference Statistics

Bibliographic Instruction Sessions

- 1997-98 = 88
- 1998-99 = 109
- 1999-00 = 132
- 2000-01 = 153
- 2001-02 = 125
- 2002-03 = 114
- 2003-04 = 120

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

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 (would imagine this increase over last year can only reflect the PC lab move...)

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

- 1996-97= 323
- 1997-98= 206
- 1998-99= 255
- 1999-00= 137
- 2000-01= 92
- 2001-02 = 127
- 2002-03 = 130
- 2003-04 = 129

Database searches (librarian conducted online searches. Greg Toth and Mary Jo Gigliotti do the online searching for the unit, and Mary Jo maintains the records for the service.)

- 1996-97 = 12
- 1997-98 = 9
- 1998-99 = 30
- 1999-00 = 34
- 2000-01 = 40
- 2001-02 = 44
- 2002-03 = 27
- 2003-04 = NA (Neither Greg nor Mary Jo are available at time of writing. I imagine that we did no more this year than last.)

Technology Department

Printing Statistics for Public Printers July 1, 2003 – June 30, 2004

Lab Printer #1	(HP 8150)	681,125	
Lab Printer #2	(HP 8150)	588,446	
Lab Printer #3	(HP8150)	528,182	
Lab Printer #4	(HP 8150)	556,238	
Kiefer Rm	(HP4050)	12,661	
ILL	(HP 4100N)	18,521	
Serials Area	(HP4050)	100,990	
	TOTAL		2,486,163

Library Hardware:

Staff PCs 52 Total

Public PCs 123

SFX Statistics November 2003 (implemented) – June 2004

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.

Date	Requests	Clickthroughs
Nov. 2003	1249	454
Dec. 2003	1966	771
Jan. 2004	1717	640
Feb. 2004	4619	1786
March 2004	5253	2021
April 2004	5625	2074
May 2004	2706	1492
June 2004	1688	989
Total:	24823	10227

Full-text journal titles added/deleted to our online databases:

Date	Added	Deleted
Nov. 2003	n/a	n/a
Dec. 2003	112	1
Jan. 2004	231	13
Feb. 2004	858	121
March 2004	1244	376
April 2004	559	0
May 2004	310	53
June 2004	594	58
Total:	3908	622

10 Most Popular Journal titles requested through SFX:

The New York times	647
The Wall Street journal	242
Journal of physical education, recreation & dance	191
BMJ	106
Educational leadership	101
Research quarterly for exercise and sport	75
Economist	70
Sex roles	67
Medicine and science in sports and exercise	62
Journal of the American Academy of Child and Adolescent Psychiatry	61

iPac (Public Catalog) Statistics

FY 2003 - 2004

Searching by Type of Index

Date	Keyword	Browse	CrossIndex	
Jul-03	3,400	6,316	77	
Aug-03	4,755	6,316	291	
Sep-03	12,708	12,325	304	
Oct-03	16,668	12,424	344	
Nov-03	16,904	11,667	278	
Dec-03	5,234	5,521	107	
Jan-04	5,121	5,048	102	
Feb-04	12,866	11,600	313	
Mar-04	15,303	12,068	586	
Apr-04	18,274	12,179	345	
May-04	6,726	5,763	138	
Jun-04	3,563	3,616	71	
TOTALS		121,522	104,843	2,956

Self-initiated Patron Transactions

Date	Patron Logins	Renewals	Hold Requests	Patron Info. Updates
Jul-03	122	283	10	3
Aug-03	145	275	22	5
Sept-03	216	326	37	3
Oct-03	458	926	45	7
Nov-03	461	1,082	26	20
Dec-03	227	541	13	2
Jan-04	163	250	18	11
Feb-04	281	517	30	13
Mar-04	459	1,105	40	4
Apr-04	509	964	42	8
May-04	281	1,210	13	4
Jun-04	185	399	5	3
TOTALS	3,507	7,878	301	83

(Additional Library Statistics are Appended Separately)

Library Technology Annual Report 2003-2004

Staff: Eileen O'Hara, Head; Becky Livingston, Linda Hacker, Kim Myers, Kim Vossler, Lori Lampert, Shikha Sharma, Carolyn Everett, Jenny Baker

Context:

The past year has been one dominated by strategic planning and reorganization. One result of this work was the establishment of a Technology Department within the Library. Staff for this department were drawn from all areas of the library, enhancing communication. In addition, it emphasized the integral role of technology throughout the Library, and fostered collective decision-making and support. For most of the staff their work changed little, with existing technology-based duties now placed under the umbrella of the Technology Department. For others, specific new duties were assigned. Becky Livingston assumed ½ time duties as Technology Library Assistant and received a promotion to a Grade 9. Linda Hacker officially assumed the title of Webmaster, with Lori Lampert and Kim Vossler assisting her. Shikha Sharma continued work on her IL tutorials and online guides. Jenny Baker began investigating software and systems that would automate more functions in Corps. Carolyn Everett's total switch in work assignments delayed her taking on certain technology assignments, but with her technology expertise I look forward to her assuming these soon. Kim Myers led the charge to implement Illiad in InterLibrary Loan. All in all, it's been a very busy year. Next year seems no less challenging as we look to the ALEPH migration and other major projects.

Quality/Resources:

Some hardware upgrades were made this year. However, the increased quality of technology services to students and faculty this year was largely due to new projects undertaken and services implemented.

Hardware

- The public PC Lab on the Main Floor was upgraded – wireless nodes, DVD drives, headphones were added.
- Elmo was added to the Kiefer Room.
- A New laptop and a portable projector for teaching, presentations were received on a grant (Eileen).
- NetOp Software - a software program for instructors to monitor classroom activity was received on a grant (Linda).
- New photocopier for staff use and ILL requests was installed.
- Jump drives were introduced and used by selected librarians.

Projects:

- SFX is now fully operational (Eileen & Hacker), and maintained with monthly updates, reports, and statistics (Eileen & Becky).
- The Library ANGEL group was established (Eileen).
- Webmaster and team were brought together. (Reorganization).
- Numerous new webpages for written for the Library website and Illiad (Linda).
- Software on public PCs was upgraded. (ITS).
- Illiad was installed, configured for Drake, and implemented. (Kim).
- Promoting the wireless network (Eileen O'Hara).
- Online Information Literacy tutorials and guides were created (Shikha Sharma).
- A "keyword anywhere" index was added to iPac (Eileen).
- Citation Linker was activated as part of SFX (Eileen).
- 1000+ NetLibrary titles were adjusted and added to iPac (Eileen).

- Digitizing slide images was begun by Dave Gordinier (MLS intern) under direction from Linda.
- DYNIX was upgraded to Release 191 with new features. (Eileen)
- The Library bibliographic database was exported to TLC for inclusion in the RRLC union catalog. (Eileen).
- PCs on service desks were upgraded. (ITS).
- WebCheck software was installed and operational (Eileen).
- New procedures for tech support in the Library (Tech. Dept.).
- 96 DYNIX indexes were rebuilt and various utilities implemented and run. (Eileen).

Morale:

Despite a dismal budget and deep staffing cuts, we continue to move forward with technology initiatives. With the establishment of a Technology Department we see better technology integration and better communication across the library departments. An excellent example is the SFX testing project -- eight staff from various departments participated, testing the source and target databases. The campus Help Desk has expanded recently to provide timely support for hardware and software problems. The ITS staff have worked hard to serve the Library's substantial IT needs, most notably Rick Smith with the wireless project, John Whitley with email systems, and MaryJo Orzech with training.

Assessment:

Many assessment tools were used in the last year to establish a clearer picture of the role of technology in the Library. Among these were:

- A hardware inventory continues to be maintained.
- A software inventory continues to be maintained.
- A LibQual+ study was conducted by Tanya Kuzylak (MLS intern) under the direction of Eileen.
- Support staff received training sessions: Technology 101, SFX, with more planned. Many staff took advantage of the multitude of excellent training sessions offered in Dailey Hall on MS Office, Dreamweaver, and other software programs.

Of Special Note:

These accomplishments speak to the work of many on the Library staff. Of special note: Kim Myers for her extraordinary efforts in implementing Illiad. Kim spent over 22 hours in specialized training sessions, and worked with enthusiasm and skill to customize Illiad to the library's needs. In a few short months ILL has processed over 9000 lending requests. Working with Linda to customize the final Illiad webpages, the library will see Illiad fully operational by the end of summer 2004.

The Coming Year:

All indications are that the coming year will be a busy one. Technology continues at its usual breathtaking speed and the library will work to stay in step, providing new, innovative services to our clientele.

- Begin migration to the ALEPH 500 library management system
- Redesign and launch the library homepage and secondary webpages.
- Investigate better usage of the wireless network in the library
- Begin PC user authentication.

- Acquire new photocopiers – b/w and color.
- Integrate Ereserves and ANGEL.
- Investigate MetaLib.
- Investigate MyLibrary, Syndetics, Netflix and other library specific software and databases.
- Continue integration of ERes and ANGEL.
- Continue scheduled upgrades to DYNIX and iPac.
- Complete implementation of authentication in the Library.

Respectfully submitted,

Eileen O'Hara
Information Technology Librarian

Attachments:

Printing statistics
Staff hardware report
Public hardware report
SFX statistics
iPac (public catalog) statistics

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Serials Area	(HP4050)	100,990
TOTAL		2,486,163

Library Hardware:

Staff PCs 52 Total

Location	Username/Number
Corps	Acq. Invoice clerk
Corps	Acq. Student
Corps	BIP Server
Corps	Jenny Baker
Corps	Steve
Corps	Sue Donk
Corps	Terry Berl
Corps	Kim Vossler
Corps	Kim Vossler
Corps	Linda Pickering
Corps	Linda Pickering
Circulation	Becky Livingston
Circulation	Circ. Counter (CI)
Circulation	Circ. Counter (CO)
Circulation	Circ. Counter (Dip)
Circulation	Circ. Counter (Res)
Circulation	Circulation clerk
Circulation	Diane Hoy
Circulation	ERes processing
Circulation	Robin Catlin
Circulation	Shirley West
Circulation	Storage Closet
Gov. Docs. Office	Betty Chan
Gov. Docs. Office	Gov Docs - student
Gov. Docs. Office	Betty Chan
ILL	Ariel
ILL	Bob Gilliam
ILL	Kim Myers
Library Office	Barb White
Library Office	Chris Brennan
Library Office	Frank Wojcik
Archives	MaryJo
Reference	Ref Desk
Reference	Ref Desk - student
Reference	Shikha Sharma
Reference	Charlie Cowling
Reference	Greg Toth
Reference	Lori Lampert
Reference	MaryJo Gigliotti
Collection Mgmt.	Carolyn Everett
Collection Mgmt.	Carolyn McBride

Location	Username/Number
Collection Mgmt.	Carolyn McBride
Collection Mgmt.	Debby Ames
Collection Mgmt.	Debby Ames
Collection Mgmt.	Susanna Heins
SMC	SMC student
Technology	Becky Livingston
Technology	Eileen O'Hara
Visual Studies Workshop	Sally Petty

Public PCs 123

Top Floor	4
Main Floor Lab	82
Kiefer Room Lab	31
Ground Floor	6

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Instruction and Reference Annual Report 2003 - 2004

1. Context

The ongoing evolution in library services continues to offer new opportunities. The researcher of today enjoys access to information resources scarcely imaginable a few years ago, both from within the library and from without. The magnitude of the resources they can tap into is astounding; our patrons have access online to several times as many journals, magazines and newspapers as they ever did in paper. For example almost all of the indexes we once received in paper and that one had to trudge through volume by volume are online now, with many of their journals full text. Reference materials like Facts on File are increasingly moving online as well.

To these changes one may add the move in summer 2003 of the PC lab to the main floor. The area is as much a lab, and a busy one, as it is a "reference" area. With the move we now have many technical questions not so present before. The convenience and increased help available to patrons is considerable though. These and other factors have us considering a move to an "information commons" model, wherein services are combined at one desk. A step towards this has been the replacement of traditionally trained reference students with IT trained students for 30 hours a week.

In response to these and many other factors the library this past year substantially revised its organization, and those changes have affected the I&R area. The assigning of non I&R duties to I&R staff, and the assigning of weekly reference desk service to non I&R staff are examples of these changes.

Quality

A. programs:

The "programs" of this unit are the instruction and reference areas; the reorganization moved the government documents and special collections to other departments. These include: service at the reference desk, instruction for library skills and information literacy, collection development and maintenance of reference electronic and print resources.

We feel that we provide quality service, and this has been confirmed by surveys of the last several years, including the LibQual survey done spring 2003. The training and supervision of both the traditional reference students, and the IT students, needs continued attention.

The number of bibliographic instruction sessions fluctuates, but long term the sessions remain up in number. This past year we did 120 sessions in total.

B. Significant Changes:

The ending of CMC111, and with it our program of three weeks of librarian taught information literacy instruction, was quite significant. We shifted this past year to meeting the SUNY information literacy mandate as follows. The basics are met via an online tutorial that is presented to the ENL112 students. The follow up to this is through the medium of our course related instruction program, in which many higher level undergrad, as well as grad students, meet with us.

The addition of the PC lab to the main floor, the library reorganizing and more have made this a very busy and dynamic year!

C. Plans to Enhance Quality:

In general we seek to better relate and promote the ever evolving palette of library resources. In addition to our instruction efforts, our instruction coordinator met with CELT's director and others to promote library resources, and offered two series of open workshops on library resources.

D. Quality of the Staff:

The overall quality of the unit staff is excellent. This assessment is based partially on the positive library survey comments, and partially on my observations as unit head. Unit librarians commonly receive letters and other expressions of appreciation from faculty for their work in bibliographic instruction and other services for example.

I have been impressed with the manner in which unit staff have responded to their greatly changing work roles; all have taken an active interest in their liaison work for example.

E. Staff Achievements:

See the attached list.

E. Unit Plans to Enhance the Quality of Staff?

The evolving nature of our organization as we "re-imagine" the library will afford many opportunities for the staff to build on their previous good work. This coming year the unit will need to provide yet more training and support for the 10% staff who work the reference desk once a week or so. The more full time unit staff will need to continue to use the weekly unit meetings as training and discussion times concerning our work.

F. Quality of Students:

Working with students is our major role. We each spend around 10 hours per week at a public service point, interacting with students, as well as in classes we teach and research consultations we do. We have certainly noticed these last several years a real increase in academically interested and able students than was true in the past.

H. Plans to Improve the Quality of Students. NA

- I. Learning Attainments:** We have at times conducted an informal assessment of our bibliographic instruction activities, and have received largely favorable responses. This is an area that our new instruction librarian, Shikha Sharma, was to work on, but with her leaving will have to be done by others.
- II.** Our personal experiences with students at the reference desk tell us that many do learn from their bibliographic instruction sessions with us.

J. Enhancing learning attainments of the students:

The online tutorial that Shikha Sharma did was an innovative use of online resources to enhance information literacy attainment on the part of our students.

K. Improving the unit's learning environment:

While the Kiefer Room, a PC equipped classroom in the library, usually provides sufficient classroom space there are definitely times where we could use another room, and other campus faculty could use such a room as well, judging by the regular requests we get from faculty to use the Kiefer Room.

L. Describe these achievements, or plans...:

3. Resources

Utilization of human, physical and fiscal resources:

The shift from a group of full time I&R staff to a smaller group, working in I&R 60-70% of their time, supplemented by other staff at a 10% level worked this year, but not without some scheduling tensions.

A. Attracting external funds:

C. Fund-raising: NA

4. Outreach and Campus Diversity

A. Efforts in service and outreach...

Our outreach takes place through our classes, at the reference desk and in our research consultations. As unit head I have been very proactive in contacting faculty when either I or other reference librarians encounter assignments that are based on complicated sources, outdated knowledge of library resources etc. My suggestions are generally received very positively, and often tie into requests for bibliographic instruction sessions.

B. Contact with alumni...

C. Campus diversity:

As a public service point the reference desk allows us contact with a wide spectrum of the campus community, often on a repeat basis. We seek to provide efficient, friendly help to all comers.

5. Physical Environment

A. Physical facilities adequate?

Yes, but just.

B. Equipment inventory adequate?

Yes.

C. Plans to enhance the unit's facilities:

Plans are being discussed to promote the wireless facilities in the library.

6. Morale

A. Current state of staff morale, whether improved or declined...:

There is great willingness to do the job at hand on the part of the unit staff. There is also an admirable level of initiative shown by our staff in accomplishing the unit's work. The reorganization work this year has caused some inevitable stress, but shows much promise in empowering staff and offering new opportunities to them.

B. Plans for improving morale?

Simply to continue with the reorganizing.

7. Assessment

A. Assessment activities:

The instruction librarian was expected to develop assessment measures for our instruction efforts but did not. Work will have to be done on this in the coming year.

We assess the print reference collection each semester by counting usage.

B. Summary of findings:

Use of the assessment information:

C. Assessment plans for next year:

Statistical Appendix

Bibliographic Instruction Sessions

- 1997-98 = 88
- 1998-99 = 109
- 1999-00 = 132
- 2000-01 = 153
- 2001-02 = 125
- 2002-03 = 114
- 2003-04 = 120

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

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 (would imagine this increase over last year can only reflect the PC lab move...)

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

- 1996-97= 323
- 1997-98= 206
- 1998-99= 255
- 1999-00= 137
- 2000-01= 92
- 2001-02 = 127
- 2002-03 = 130
- 2003-04 = 129

Database searches (librarian conducted online searches. Greg Toth and Mary Jo Gigliotti do the online searching for the unit, and Mary Jo maintains the records for the service.)

- 1996-97 = 12
- 1997-98 = 9
- 1998-99 = 30
- 1999-00 = 34
- 2000-01 = 40
- 2001-02 = 44
- 2002-03 = 27
- 2003-04 = NA (Neither Greg nor Mary Jo are available at time of writing. I imagine that we did no more this year than last.)

Reference Print Materials

- 1999-00 = 4, 645
- 2000-01 = 2, 514
- 2001-02 = 2, 071
- 2002-03 = 1, 413
- 2003-04 = NA (have printout am using for weeding, haven't had chance to get overall figures...)

The drop in usage continues.

Notable Staff Achievements

Betty Chan

- Very active in liaison work with her departments
- Began major government documents weeding project
- Received \$800 grant to purchase a color printer

Charlie Cowling

- Received \$1000 grant to purchase wireless PDAs.
- Took on responsibility for coordinating reference print collection and its \$12,000 budget
- Presented at SUNYLA '04 on reference service, issues and opportunities

Mary Jo Gigliotti

- Very active in instruction
- Visited former President Brown, obtained many valuable papers for the archives
- Served on Village of Brockport 175th anniversary committee

Lori Lampert

- Took over responsibility for EzProxy, wrote new log in page for same
- Received \$2000 grant for "Citation" software, a very significant addition to our software
- Created new bibliographic style guides

Shikha Sharma

- Left for a different position in July '04.

Gregory Toth

- Assumed major new responsibilities as electronic resources librarian
- Revised and updated library virtual tour
- Active in continuing education efforts

CORPS ANNUAL REPORT 2003/2004

OVERVIEW

Personnel

Bibliographic Control Services (until December 2004)

Acquisitions: Jenny Baker, Unit Head; Susan Donk; Kim Vossler (July-November); Carol Whalin (October-June)

Cataloging: Debra Ames, Dept. Head; Linda Pickering; Kim Vossler

Serials: Carolyn McBride, Dept. Head; Terry Berl; Carolyn Everett; Shirley West

SMC: Anna Rupert, manager

CORPS (as of January 2004)

Primary department members (those 50% and over):

Department Head : Jenny Baker Arbelo

Librarians: Robert Gilliam; Kim Vossler

Library Assistants: Terry Berl; Susan Donk; Kim Myers; Linda Pickering

Temporary Employees: Steven Buckley; Carol Whalin

Other department members (those less than 50%): Debra Ames; Betty Chan; Charles Cowling; Carolyn Everett; Lori Lampert; Carolyn McBride

FY2003/04 has been a busy and challenging year for BCS/CORPS. The most notable changes in personnel came in January 2004, when the whole library staff was restructured, out of which the CORPS department emerged. CORPS (Cataloging, Ordering, Receiving, Processing, Serials) also includes the Interlibrary Loan department.

Kim Myers joined Bob Gilliam in Interlibrary Loan in July 2003. We were truly lucky to hire such a bright and energetic individual. **Steven Buckley** (librarian emeritus) was hired on a temporary basis in March 2003; Steven's experience and hard work has been invaluable this year, particularly with the change in departments and the loss of **Debra Ames** as head cataloger. Debby still continues to do cataloging work on a 15% basis. **Carol Whalin** has also been a godsend as the temporary accounts payable clerk in acquisitions. A new library clerk II is expected to be hired in July 2004; Carol will remain briefly to train with this person, and then be reassigned to another department in the library.

The Collection Management/Development department now is responsible for some of the duties which formerly fell under BCS, particularly devising the departmental budgets, overseeing liaisons, weeding and withdrawing, and some of the serials duties.

Highlights of section activity are described below.

ACQUISITIONS

The ongoing vendor study continued for the seven state contract vendors we currently use. (Baker & Taylor, Blackwell, Book House, Busca, Eastern, Midwest, and Rittenhouse). Discounts range from 0 to 33% from our state contract vendors.

\$246,200 was designated for the monograph/media budget for 2003/04, but in reality, a total of \$254,826.92 was spent by the Acquisitions department this year. This represents \$213,046.67 for books and \$41,780.25 for media. The extra monies can be attributed to \$448.23 gained from book sales (spent on alumni works), \$2400.00 given by P. Michael Fox (for Philosophy videos), and extra funds approved by director Frank Wojcik from IFR accounts 960401 and 900168.

\$12,814.74 was spent from the Coordinated Collection Development Aid grant to purchase books in American History, American Literature, British Literature, Dance, and Education & Human Development.

\$5571.52 was spent from IFR 900406 to purchase book/media replacements.

As usual, the book/media budget was wisely spent. Acquisitions continues to seek out the cheapest source on the web for expensive books and media. Expensive books, those costing \$50 or more, are initially searched with selective dealers on the web, e.g. Abebooks.com and Alibris.com, to locate even bigger and better discounts of 40% – 90%. Given the eroded monograph/media budget, we do our best to stretch the dollar.

CATALOGING & PROCESSING

16,456 items were cataloged during FY03/04, which represents a nearly 30% increase from the previous year.

Cataloging duties have been divided up among many staff. Kim Vossler has been acting as the head cataloger since February 2004. Lori Lampert has taken on media cataloging. Charlie Cowling has been assigned to theses cataloging. Debby Ames continues to catalog serials, juvenile books, and RUSH media, as well as train and do quality control. Steven Buckley does it all!

CATALOGING STATISTICS 2003/2004

Month	Total #	# Orig	# Media	# Gift	NYS Doc	# US Doc	# CRR	# EOC	# SRC	# VSW	E-Texts
Jul 2002	475	4	5	78		53			1	8	
Aug 2002	433	86	33	163		150	1		4	9	
Sep 2002	1080	42	107	70	1	109	18	6	15	57	
Oct 2002	1431	19	175	348	62	144	13	1		9	
Nov 2002	766	18	84	261	1	93	26				
Dec 2002	882	4	48	289		61	6	2			
Jan 2003	551	16	9	130		55					
Feb 2003	691	7	14	64	1	199	1				
Mar 2003	943	15	28	120	1	57	6	5	2		
Apr 2003	1353	55	38	67	3	102		24		29	
May 2003	1303	21	60	93	1	186	5			11	76
Jun 2003	1633	8	18	65	4	169	11	4		41	852
Total	11541	295	619	1748	74	1378	87	42	22	164	928

SERIALS

There was \$628,300 designated for the serials budget for FY03/04, significantly less than the \$680,800 designated for last year. This was possible because of cuts to paper subscriptions that are available electronically for free after a suitable lag time (eg. Highwire Press), cutting one of our aggregator databases (Proquest), and changing over to electronic products on the market that contained some of our former subscriptions but at an ultimately lower price (eg. PsycArticles). Also, academic departments were asked to identify their core titles, and based on the response, a small number of subscriptions were cancelled. In the end, after calculating all subscription & electronic resources costs along with NYLink, Dialog, STN, and Copyright Clearance bills, and total of \$670,379.24 was spent under the generic label "serials." Obviously, one of the most serious and ongoing challenges confronting Serials is cost containment.

A major shift change in the Serials department took place over intersession, when the service desk was closed and current issues were moved out into the open on the main floor. The Circulation department took over responsibility for maintaining microform and photocopy equipment, and for circulating current issues to faculty.

INTERLIBRARY LOAN

Kim Myers joined ILL at the beginning of the fiscal year. She has been a marvelous addition and has very generously overseen the almost complete implementation of ILLiad.

For half the year, the ILL staff were also involved in the SUNY ILL pilot project. We had a 5% increase in our borrowing and a startling 29% increase in lending, due probably to the SUNY project. There was a 23% increase in total transactions.

INTERLIBRARY LOAN STATISTICS

	Borrowing (filled/unfilled)	Lending (filled/unfilled)	Total transactions
2000-2001	5455/2065	8964/3124	19,612
2001-2002	4656/1854	8940/3176	18,626
2002-2003	3759/2064	8597/3220	17,640
2003-2004	3937/2143	11,048/4520	21,648

LOOKING FORWARD for 2004-2005

- Continue to revise job descriptions and duties of staff to better perform our various operations. Make upgrading of skills a primary goal.
- Establish key success factors and create process masters. Follow up with evaluation of services and processes.
- Finalize a “backup plan” and train all appropriate staff. What this essentially means is assigning and cross-training staff so there is primary and secondary backup coverage for all services/duties when staff are out of the office. This will continue efforts begun in 2002/03.
- Subobject codes revised and process streamlined. After meeting with staff in the Procurement & Payment Office, we will begin assigning subobject codes to all invoices to ensure the expenses are taken from the correct accounts’ line. This will help staff in reconciling the state system with Dynix.
- Combine serials and acquisitions accounting practices to streamline this process and avoid redundancy.
- Hire and train new Accounts Payable clerk in Acquisitions.
- Further investigate using technology and implement new programs to improve cataloging and acquisitions operations. For cataloging, this could mean outsourcing options such as the Fredo-Bingo project. For acquisitions, this means several avenues, such as faculty placing requests online, expanding electronic ordering, possibly using a product like GOBI (YBP interface to library acq services), etc.
- Further investigate vendors providing shelf-ready materials, ie. already barcoded, tattle-taped, labeled.
- Expand use of ILLiad to include delivering electronic documents directly to patrons. Look for ways and/or equipment to streamline workflow in ILL.