The College at Brockport: State University of New York
Digital Commons @Brockport

Drake Library Annual Reports   Drake Memorial Library

6-22-2016

2015-16 Drake Memorial Library Annual Report

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Drake Memorial Library
2015-16 Annual Report
June 22, 2016

Report includes data available through May 31, 2016.

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

Departmental/School Report Start Year-Report End Year Annual Report Format

A. **Executive Summary (2-page maximum): Please provide a brief 'state of the union' for your unit relative to your mission and current context/situation.   Also list your unit's goals for the near future.**

2015-16 was a year of change and transition for both the Library and the campus.   Library changes occurred primarily in staffing and services. Four new staff were hired to maintain library services levels due to retirements during fall 2015. Of special note, the library hired an online and hybrid learning librarian to develop additional support for this growing area.

The majority of library changes will better position Drake to face challenges ahead where a flat budget is expected to be the new normal for at least a few years. We continue seeking to change outdated workflows in favor of streamlined operations without harming core services to patrons.   We continue to identify new ways to collaborate with on campus and off campus partners. We encourage innovation and outreach to library stakeholders and remain hopeful about the future.

This year Drake Library took part in Periodic Administrative Unit Assessment (PAUA), a yearlong process required for Middle States. The Library also reviewed and updated its mission, vision and values. They will be used as a framework for developing the next library strategic plan 2017-22, and will be aligned with new campus-wide strategic plan.

Updates to the physical environment include new carpeting on the main floor, and new furnishings for the Queen Room and PC workstations, and new whiteboards.

Library instruction increased with 304 classes taught and 6,772 students.

This year, J. Smathers served on the SUNY-wide committee to review library systems.   The committee has recommended that SUNY libraries continue with the Proquest/ExLibris platform.

Two 2016-17 library faculty/staff technology support grants were awarded: for a Makerspace engraver and materials and a paging system or Circulation. A SUNY IITG grant on Open Educational Resources (OER) helped to save students over $16,000 in textbook costs. Brockport also received a $10,000 SUNY IITG grant related to scholarly communication. In addition, Library faculty and staff reviewed a number of individual travel award and conference scholarships.   L. Rath Received the Chancellor's Award for Excellence in Librarianship this year.

D. Ames will be retiring in June, 2016. The library will be seeking to fill this position as a Collections, Cataloging, Discovery, and Metadata librarian as soon as possible.

Library goals/activities for the near future include:
- Hosting Digital Commons regional meeting July 29, 2016
- Hosting ACRL Scholarly Communications Roadshow (Sept./Oct. 2016) and related SUNY IITG grant activities.
- Continuing library physical environment updates.
- Continuing the Collection Evaluation Project.
- Continuing enhancement of Information Literacy efforts.
- Hosting Antique Appraisers Roadshow sponsored by the Friends of Drake Library, Fall 2016.
-

B. Please report your unit's support for and/or contributions to the strategic priorities listed below.   Where applicable, please explicitly note where actions/activities/decisions were related to your goals noted in last year's report. Please address all items.

1. *High quality, rigorous undergraduate and/or graduate academic programs*

Library continues to provide excellence and high quality resources, programs and services as shown by:

- deeper and more complex reference questions/consultations captured in LibStats;

- transformation of library instruction in alignment with new ACRL framework;

- commitment to support online and hybrid learning through hiring a new online and hybrid learning librarian;

- Textbook on Reserve program was piloted;

- outreach activities such as Long Night, Tech Expo, Latino American history and other events;

- the library showcase of faculty, staff and student scholarship activities through DigitalCommons. As expected, DigitalCommons @Brockport reached a significant milestone of 1 million downloads in early Fall 2015. Another notable achievement was the publication of new eBook by Dr. Cesar Torres, as the inaugural publication of SUNY Brockport eBooks.

- Librarians and staff play key roles in assisting in streaming the Diversity Conference, Inauguration, other campus events and more.

2. *Active faculty/staff-student engagement in student learning/development*

Student engagement with the library keeps growing. Examples of increasing student engagement include more student and club initiated displays, focus group with LAUNCH students regarding Drake improvements, student club assistance with Tech Expo, student feedback from Long Night at Drake event, adding hours to MakerSpace, all time high evening attendance (481 on 5/4/16), etc. Several student journals are also published (*Spectrum, Dissenting Voices*, etc.) with support from Drake librarians and staff. Staff are working to increase applied/engaged learning emphasis by providing student staff opportunity for written reflection. Student supervisors will be working to share best practices and to encourage more applications to AcademicWorks in the coming year.

Examples of increasing faculty engagement include re-visioning the Library Advisory Council with a   faculty chair, creation of a Library Publishing Advisory Committee, librarians working more closely with faculty through the "Librarians on Demand" program, librarians being embedded in instruction, librarian/staff presentations at CELT, Teaching and Learning Day, pairing with faculty for a SUNY IITG OER grant that save Brockport student over $16,000 in textbook costs, participation in faculty learning communities, participation in Scholars Day, the Diversity Conference, and increasing emeriti faculty participating in Friends of Drake Library programs, etc.

3. *Robust faculty and staff development program*

Library faculty and staff benefit from numerous on campus and off-site workshops, webinars, conferences, credit and non-credit bearing and other professional development activities.   Drake Library helps publicize FACT sponsored and other webinars and programs (e.g., TOEP, CPD programs, etc). Attendees frequently apply ideas, techniques and information learned. We encourage sharing conference materials and suggestions so that multiple people can benefit.

4. *Faculty scholarship*

Faculty scholarship continues to grow. Examples include a growing number of library related presentations on campus (e.g., CELT) as well as off campus local, state and national conferences. Librarians and staff are encouraged to post scholarship in Digital Commons to model best practices and make their work more widely available.   At least one book chapter was authored by a librarian (L. Rath), and librarians and staff also produced several book reviews, posters, newsletter articles, etc. We continue to looks for ways to showcase collegewide faculty scholarship e.g., through publication of three Open SUNY textbooks by Brockport authors (Guptill, Lowey, Sarrazin), as well as the inaugural publication by Brockport eBook author (Torres) through SUNY Brockport eBooks in Digital Commons.   Librarians contributed editorial, layout and other support in these efforts. The Digital Commons 'Paper of the Day' feature spotlights a different publication for both faculty and student authors. Further evidence of faculty scholarship include a variety of travel and conference scholarship awards for librarians and staff.   New library faculty have been particularly encouraged and successful in applying and receiving support.

5. *Enrollment at the programmatic level*

Not Applicable

6. *Vibrant and engaged community, within and/or outside The College*

Library was involved in much activity with our community through the Friends of Drake Library that sponsored several events, (Dinner and Tour, 8/2015, Mornings with the Professors (Zentangles, September 2015), Antiques Talk and Tour (5/16)). Drake library hosted visits from area high schools and other groups. The MakerSpace was used for several presentations to student clubs and organizations such as the Women in Computing group. The library's Giant Read partnership with student athletes to visit School 43 in Rochester and read to grade schoolers continues going strong. In addition, a growing number of librarians and staff are involved in school (Albion, Sokol Awards), civic, historical society, museum, library and other partnerships and groups. Of special note is the inaugural publication of "*The Seneca Falls Dialogues Journal",* a multidisciplinary, online journal that represents a partnership of seven academic institutions.

7. *Diversity of our college community, including promoting an understanding and appreciation of its importance and a sense of inclusion*

Librarians and staff participated and presented at the Diversity Conference. Through an ALA sponsored grant, Drake supported 500 Years of Latino American History (http://library.brockport.edu/LatinoAmerican) including a variety of speakers, film screenings and a Latin American Festival during Spring, 2016. Another example is that the library hosted the LAUNCH program in Drake this year for first year underrepresented students.   One of the Wells and Cornell student library staff awardees for each of the last two years has been from an underrepresented group.

8. *Alumni engagement and friends- and fund-raising*

Largely occurring through the Friends of Drake Library (FODL) group.

Morning with the Professors held an event (9/2015) sponsored by the Friends of Drake Library on Zentangles, which were then displayed in the Library's Makerspace.

Friends of Drake Library (G. Campbell) met with library staff in the fall to explain and encourage everyone's participation and support for FODL activities.

Some library databases are available for alumni use.

There is also a library representative on the Brockport Philanthropy and Engagement Advisory Committee.

C. Significant Highlights.

1. *Academic Quality & Engagement*

- 1 million downloads to Digital Commons @Brockport (Fall, 2015)
- All time high evening attendance (481 headcount, May 4, 2016)
- Publication of three Open SUNY textbooks with Brockport authors and first publication of SUNY Brockport eBook by C. Torres
- SUNY IITG OER grant pairing librarians, faculty and instructional designer resulted in over $16,000 in textbook savings for students.
- Received Harold Hacker Award for work on Writers Forum
- 25% completion of collection evaluation project
- Added additional holdings to JSTOR collection
- Interlibrary Loan continues its longstanding history as a net lender – Drake loans more materials than we borrow from others.
- MISO survey received over 50% response rate from faculty and approximately 30% from students.
- Drake Library ranked #4 on SUNY Student Opinion Survey (2015).

2. *Co-curricular Programming and Support Services*

- LAUNCH Space opened in Drake (Fall 2015)
- 500 Years of Latino American History Events (Spring 2016)
- Giant Read with Student athletes and School 43 (February 2016)
- Read Poster unveiling (American Library Week) April 2016
- Tech Expo (April 2016)
- Harold Hacker Award for work on Writers Forum
- Library displays in support of campus programs e.g., summer book program, art wall receptions
- Participated in Orientation, Saturday Open Houses, Club Craze and other events.

3. *Learning Environment & Quality of Place*

- New carpeting installed Summer 2015 (Main floor, Queen Room, and stairway)
- Chalkboards replaced with whiteboards (January, 2016)
- New Collaboratory Space- Rm 206 (Spring 2016)
- Library1st floor improvement committee planned Queen Room furnishings and PC workstations
- Two campus alterations proposals submitted (top floor carpeting and electrical outlets and family-friendly gender-neutral restroom)
- Acoustic baffles installed in Screening room and upstairs seminar rooms; acoustic wall covering installed on main floor atrium
- Improved wireless coverage
- Phones upgraded to VOIP
- Library served as early adopter for the new EMS calendar system

4. *A Culture of Philanthropy & Alumni Connectedness*

FODL – Inaugural publication of "*The SCROLL*" (April, 2016)

Library Dinner and Tour (August 2015)

Morning with the Professors Zentangles Program (September, 2015)

Antiques Talk and Tour (May, 17 2016)

Appendix A:

Integrated Public Services

P. O'Sullivan

Integrated Public Services has had a very busy year. We hired on new tenure-track faculty librarian, Mia Breitkopf, who hit the ground running and is already making great progress in the areas of on-line and hybrid learning. Two new clerical staff joined the Circulation Department and, having completed the basic levels of training, are now working independently on projects that include: putting more of our paper forms on-line, and de-accessioning items from the Reference and Government Documents collections.

Circulation students took part in a special Tech Tools training program presented by Ken Wierzbowski, as there appeared to be some confusion on how to handle the various items. They were required to take a short test after the training; most showed increased awareness of the policies and procedures that go along with these materials; we will probably make this an annual training segment.

Circulation students also took part in a team-building activity: a student-staff bakeoff which required each student who entered to pair up with a staff member. We had only eight entries, but the whole building turned out to taste the results!

The Circulation staff, along with Evening Supervisor Wendy Prince, has continued the process begun last year of updating and re-writing policies and procedures. We expect this process to be completed by the end of the Fall 2016 semester. One of the causes of the delay has been reworking of some circulation policies and procedures that required us to go back and re-edit portions of the document.

Dana Laird and Bruce Conrad-Reingold will attend the NYSLAA conference this year.

In June, 2015, Wendy Prince and Pam O'Sullivan received confirmation that Drake Library had received a $3000.00 grant for the project "Latino Americans: 500 years of history." Planning for the programs associated with that grant will take place over the summer, with programming beginning in Fall 2015.

IPS librarians have also dismantled the Reference Collection that was located on the main floor. Many of the books—the majority dusty enough to indicate they had not been opened in a very long time—were deaccessioned. Others will be added to the Circulating collection, while a very small number will make up a streamlined reference collection.

There was a great deal of excitement over instruction this year, as the Small Instruction Team gathered steam and began planning for updates and changes to GEP 100 and a larger presence in ENG 112. They are also actively working on a number of on-line components which will be helpful to both on-line learners and students who cannot get into the library for other reasons.

Several librarians were embedded in classes, and these were considered successful ventures by both the faculty and the librarians. See the Activity Insight reports of: Logan Rath, Jennifer Kegler and Laura Dumuhosky for examples.

Writing Desk

The Writing Desk was staffed Sunday – Thursday evenings in the fall and spring.   Unfortunately, despite a more private location, the number of students served was lower. We are going to try a third location for the Writing Desk next year. There was also an issue with one of the tutors, which we were not able to resolve. That person has been told she will not return in the fall.

MetroCenter

See Linda Hacker's Activity Insight, and the MetroCenter Annual Report, which will be sent separately.

Reference and Instruction

As was the case last year, no new policies or procedures were enacted. Wendy Prince, assisted by Pam O'Sullivan, put a great deal of effort into planning and carrying out activities for *the Latino Americans: 500 years of history* grant. Pam O'Sullivan and Laura Dumuhosky participated in a second year of the faculty learning community on writing. Logan Rath was awarded the Chancellor's Award for Excellence in Librarianship. All of the librarians carried out an active schedule of teaching, attendance at various professional development events, reference work, committee work, community service and attendance/presenting at conferences.. See the individual Activity Insight reports for details.

See statistics for Reference numbers.

Archives

The Rose Archives continues to grow in significance to the campus. During the inaugural proceedings for the College's new President, Heidi MacPherson, Charlie Cowling was mentioned by name.

Door counts last three academic years:

2012/2013	247337
2014/15	266285
2015/2016	320802

Fall 2015	167654
Spring 2016	153148
	320802
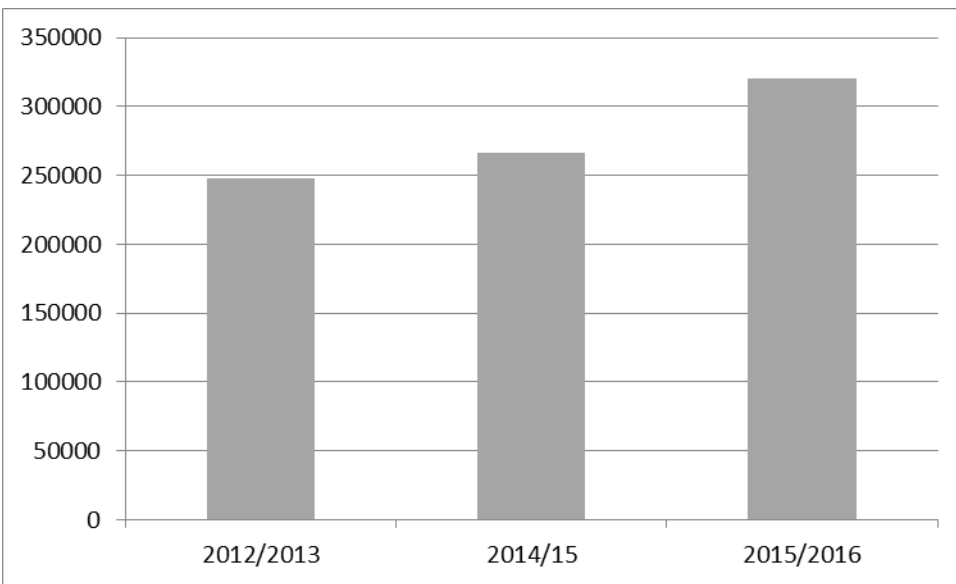
Fall and Spring usage by day of week

Fall

Sun	15107
Mon	33803
Tue	35267
Wed	35144
Thu	29891
Fri	13915
Sat	4524
Total	**167651**
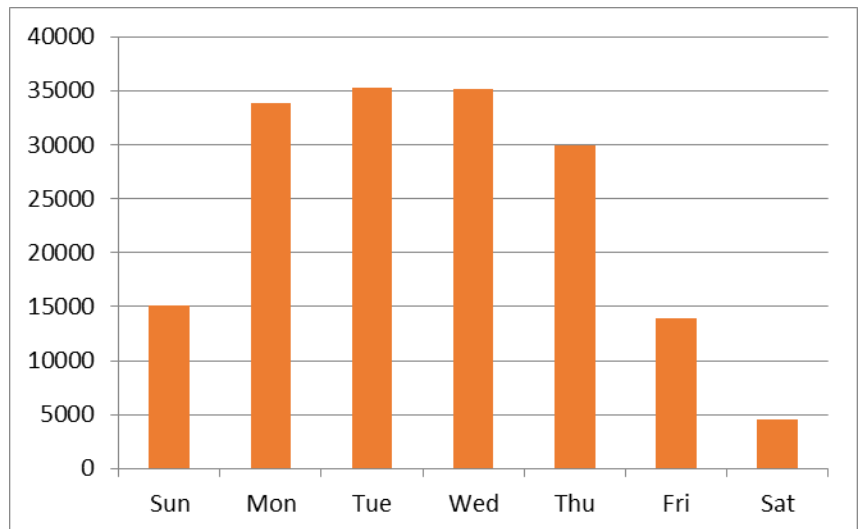
Spring

Sunday	13056
Monday	32930
Tuesday	31618
Wednesday	29333
Thursday	28466
Friday	14215
Saturday	3530
Total	**153148**
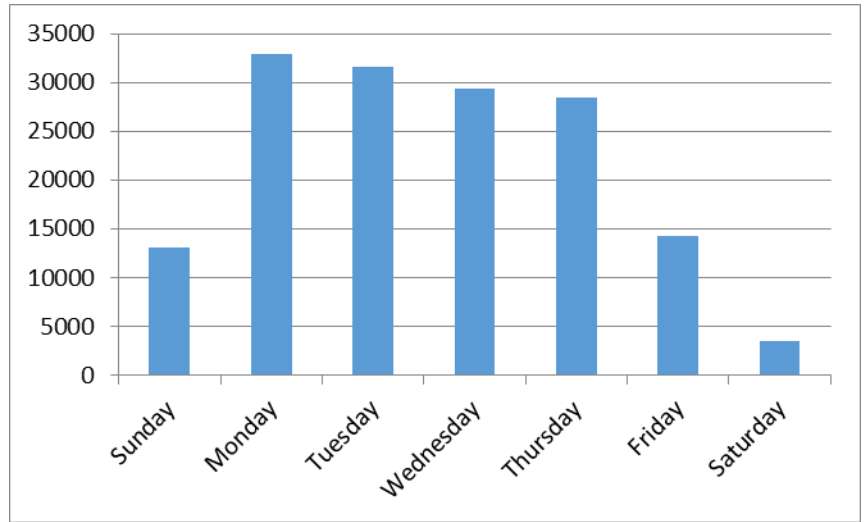
Average door count by day of week

Fall

Sun	944
Mon	2113
Tue	2204
Wed	2196
Thu	1726
Fri	870
Sat	302
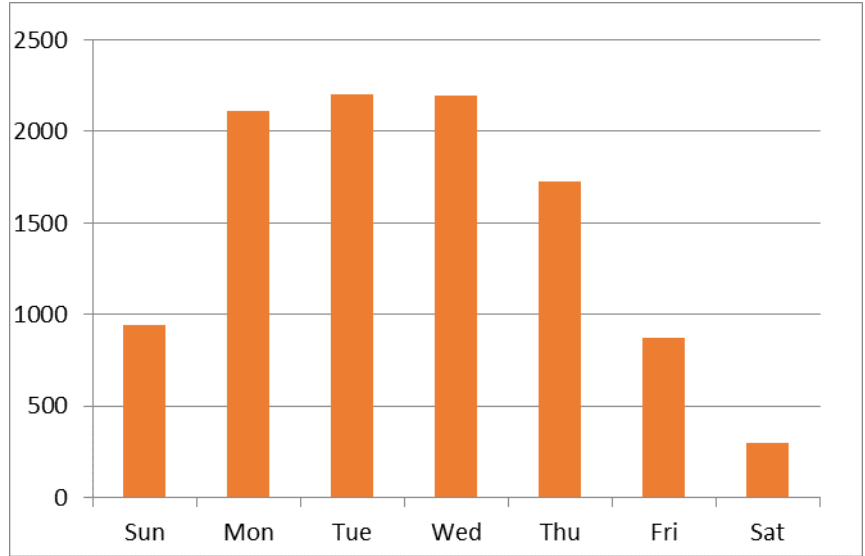
Spring

Sunday	816
Monday	2058
Tuesday	1976
Wednesday	1833
Thursday	1779
Friday	888
Saturday	235
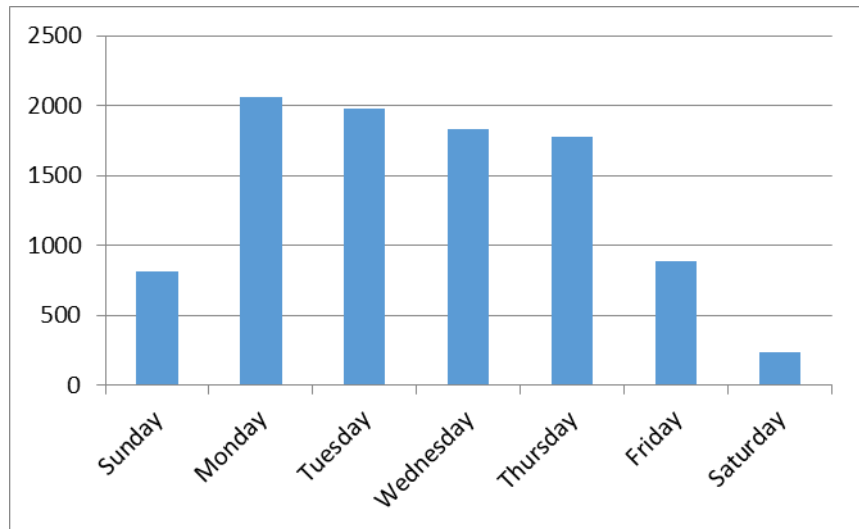
Reference stats comparison 2012/13 -- 2015/16

2012/13	3527
2013/14	3435
2014/15	5600
2015/16	3435
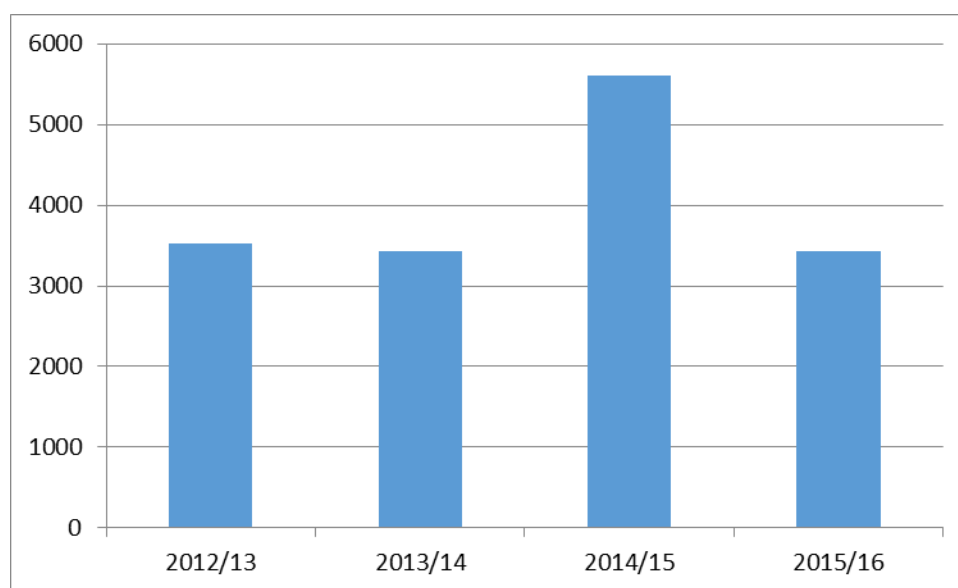
Circulation

2015/16	
Loans	26076
renewals	4068
in-house use/other	6862
Reserves	4120
	41126
Total Items (Loans and renewals)	30,144
Total Circulation	37,006
Total circulation comparison	
2014/15	48374
2015/16	37006
number decrease	14368
% decrease	30

Reference Transactions

Weekday	Questions	Percentage
Sunday	397	7.10%
Monday	1162	20.80%
Tuesday	1140	20.40%
Wednesday	1097	19.60%
Thursday	1065	19%
Friday	457	8.20%
Saturday	282	5%
Totals	**5600**	**100.10%**
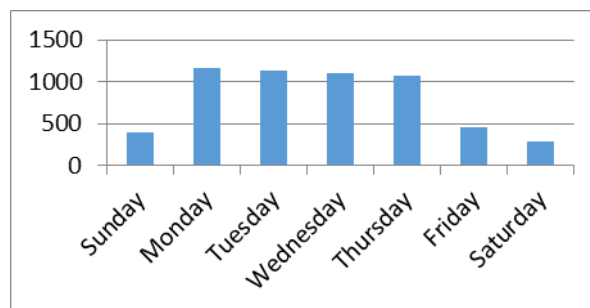
Question format	Questions	Percentage
Email	97	2.80%
IM	448	13%
Phone	140	4.10%
Walk-Up	2742	79.80%
TOTALS	**3427**	99.70%
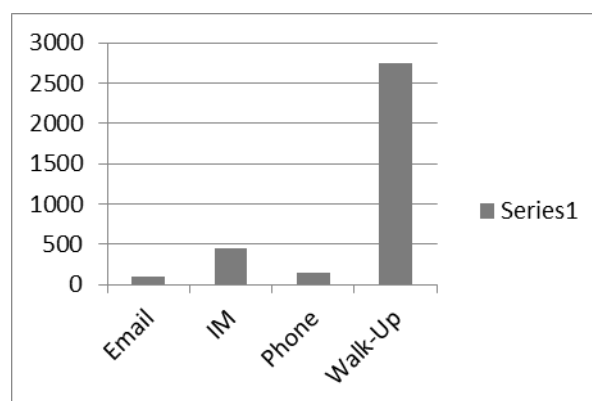
Question Type	Questions	Percentage
Circulation	218	6.30%
Consultation*	160	4.70%
Directional	465	13.50%
Find Articles	528	15.40%
Find Books	857	24.90%
Liaison	5	0.10%
MS Office	24	0.70%
Other	674	19.60%
Password Reset	78	2.30%
PC/Software/Printers	359	10.40%
Tech Tools	53	1.50%
Temp ID	14	0.40%
TOTALS	**3435**	**99.80%**

∗
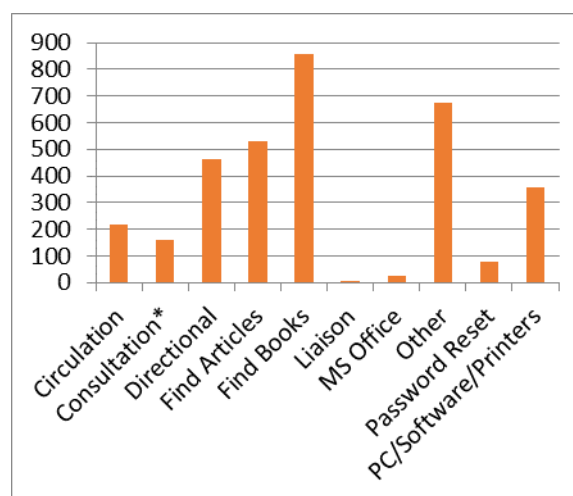
Library Instruction

Year	Classes	Students
2010-11	230	5142
2011-12	208	4889
2012-13	236	4493
2013-14	250	4845
2014-15	259	5285
2015-16	304	6772
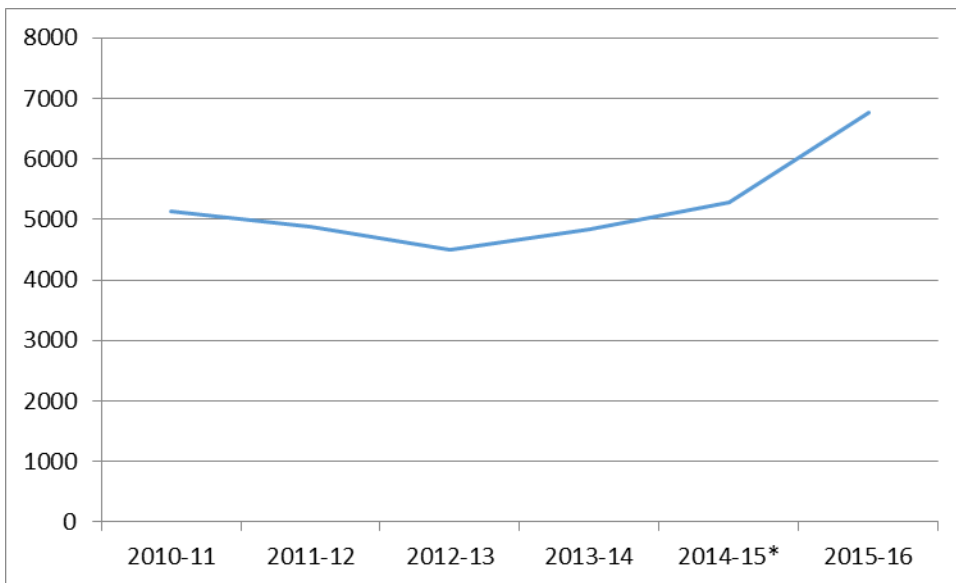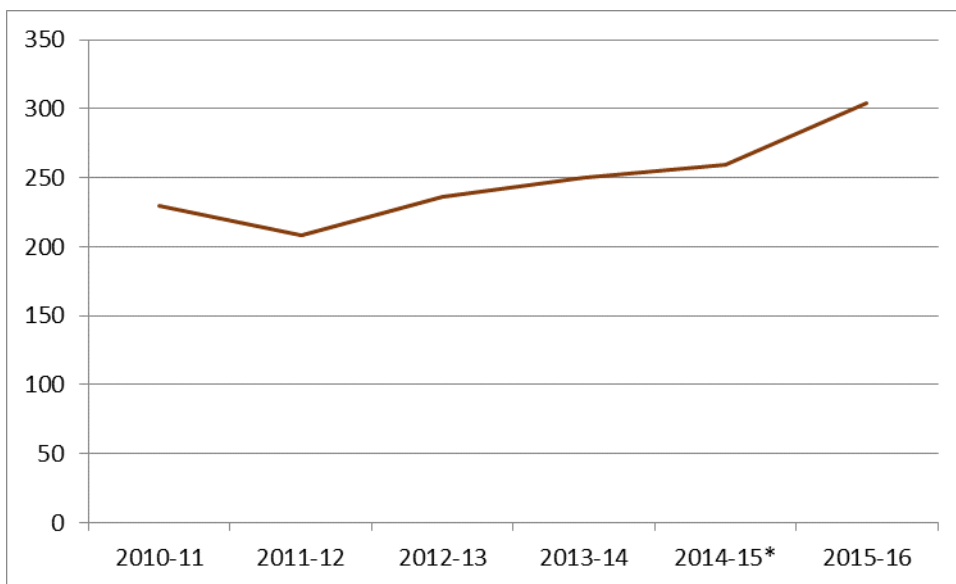
Writing Desk
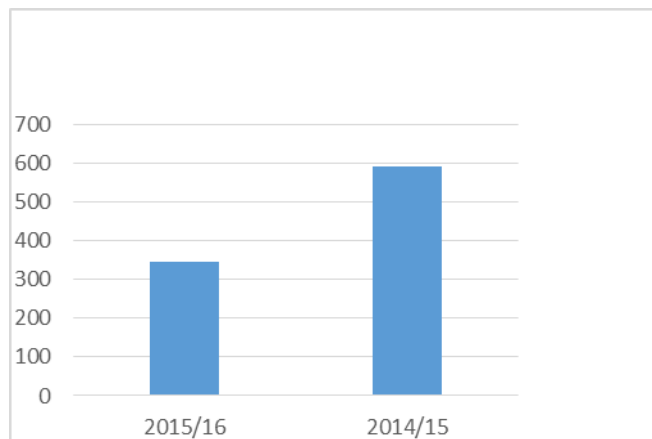
Spring 2016

Day	Count
Sunday	26
Monday	50
Tuesday	21
Wednesday	14
Thursday	40
Friday	7
Total	**158**

Totals:

2015/16	344
2015/15	590

Hour Begin to End	Question Count
11pm-12	22
10pm-11	25
9pm-10	38
8pm-9	20
7pm- 8	30
6pm-7	2
3p,-4	5
12pm-1	3
12am-1	13
Total	**158**

Fall 2015

Days		Time	
Sunday	58	6 - 7pm	8
Monday	34	7 - 8pm	29
Tuesday	37	8 - 9pm	27
Wednesday	32	9 - 10pm	23
Thursday	25	10 - 11pm	24
		11- 1am	76
Total	**186**	**Total**	**186**

Appendix B.
Drake Memorial Library
Technical Services
J. Smathers

The Technical Services department of the library directly supports the Mission of Drake Memorial Library "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." Technical Services expends much effort to obtain and make those resources discoverable by students, librarians, teaching-faculty, and other visitors to the library.

While the issues surrounding discovery and acquisition of library resources are our main focus, Technical Services librarians are also active in providing assistance in library instruction, and reference assistance, as reported on in the Integrated Public Services annual report and in individual Technical Services librarian's annual reports.

Acquisitions & Processing

- Acquisitions was negatively impacted by complete lack of clerical positions for Summer 2015. Due to a workman's compensation situation, Shirley West has been out from July 28th through the rest of the fiscal year. As a result of that absence coinciding with Susan Saladyga's retirement, many acquisitions activities were curtailed or severely scaled back.
- Acquisitions would like to thank the rest of the Technical Services team who assisted throughout the fiscal year with all of the Acquisitions Accounting Clerk II's responsibilities
- Continued effort to purchase DVD replacements of VHS as requested by faculty and as needed due to recent/high use
- Continued close working relationship with Procurement & Purchasing regarding guidelines and review of license agreements
- Moved the Collection Evaluation Project into the pulling and shipping to Better World Books stage
- Received approval for revision Clerk III for Acquisitions.
- Hired Holley Laudico and continued training that had started prior to Susan Saladyga's July 2015 retirement
- Opened 2,766 orders June 1, 2015 - May 31, 2016
- Planned for extensive moves in Room 18, to provide an expansion of Archives space.

Material Type	Count
Book	2356
Data File	5
Electronic Book	15
Kit	15
Recording	6
Serial	6
Visual Media	363
Total:	**2766**

Acquisitions Expenditures Groupings to Go here after June 2016:

Collection Management

Book	26430
Gov Docs	3609
Media	511
Grand Total	**30550**

- Withdrew 30,550 items, the vast majority relating to the Collection Evaluation Project. June 1, 2015 - May 31, 2016.
- Continued review library VHS holdings for heavy and recent circulation to identify titles for DVD or streaming media replacement.
- Continued work reclassing and withdrawing books within the new Edwards and Cornell Collection Guidelines
- Pulled weeding candidates for Music faculty to review (beyond the Collection Evaluation Project -needs some additional work as faculty identified materials that were not in useable condition.)
- Weeded Dance books beyond the Collection Evaluation Project
- Began cleanup of ZSTOR online materials collection.
- Cleaned up the 'not on shelf' Item processing statuses – located items, ordered replacements, deleted records (CM, MI, MS,   MV, RP, TR, UN, WV).
- Cleaned up Material type for microtext items (from general MICRO to specific format).
- Began cleanup of locally-added eMaterials that were added to the print/media records rather than having their own record (with its own metadata that can be read by catalog overlay programs).
- Debby Ames retired June 15, 2016
- Gifts: Donated: 1,402   Kept: 134   Cataloged: 303   (included backlog from 2014-15)
- Abebooks sales discontinued, due to low return for staff-time investment.
- Corrected approximately 225 cataloging problems
- Better World Books: $867.67 in commissions paid to Brockport Foundation

Environmental Metrics

Account	End Destination of Book	Total Books ReUsed or Recycled	Books (lbs)	Trees	Water (g)	Green-house Gases (lbs)	Landfill Space (cu yd)	Electricity (kwh)
State University of New York-Brockport: Drake Memorial Library		18,378	25,153	293	124,587	38,801	39	59,941
	Recycled	15,916	21,784	253	92,448	33,465	34	51,697
	Reused	2,462	3,369	40	32,139	5,336	5	8,244
Recycled Totals		15,916	21,784	253	92,448	33,465	34	51,697
Reused Totals		2,462	3,369	40	32,139	5,336	5	8,244
Grand Totals		18,378	25,153	293	124,587	38,801	39	59,941

EXPLANATION OF DATA VALUES

REUSED BOOKS – This category is made up of the sum of books sold and donated. The reuse of these books is considered waste prevention. Reducing the volume of waste we create results in limiting the environmental impact of disposal or recycling[1].

RECYCLED BOOKS – Books we deem unsalable and not appropriate for donation to our participating literacy partners. Recycling books is termed waste reduction[1]. Our recyclers report that the efficiency of recycling a book yields 97% of that book as usable fiber.

POUNDS OF BOOKS – The average weight of the outbound books that Better World Books has processed is 1.37 pounds. This average weight is multiplied by the number of books categorized as ReUsed. Recycled books are multiplied by the efficiency rating of generating recycled fiber (see Usable Fiber below).

TREES – The number of typical trees assumes a mix of hardwoods and softwoods 6-8inches in diameter and 40feet tall. The number of trees saved per ton of 100% recycled fiber produced is twenty four[2].

WATER (g) - There are 8,750 gallons of water saved per ton of paper produced when comparing 100% forest fiber sources to 100% postconsumer fiber[2].

METHANE & GREENHOUSE GASES (lbs) – Landfilling produces .725 pounds of methane per book[3]. One way of measuring the impact of greenhouse gases is by assigning them a Global Warming Potential (GWP). The concept of a global warming potential (GWP) was developed to compare the ability of each greenhouse gas to trap heat in the atmosphere relative to another gas. The definition of a GWP for a particular greenhouse gas is the ratio of heat trapped by one unit mass of the greenhouse gas to that of one unit mass of CO_2 over a specified time period*. Methane has a GWP of 25 which makes this particular emission a greater cause for concern than CO_2. The total greenhouses gases, including Methane saved in production of one ton of paper from 100% postconsumer fiber versus 100% forest fiber sources is 2108 pounds[2]

LANDFILL SPACE (cu yd) – 1 ton of books takes up 3.3 cubic yards of space in a landfill[2]. The total pounds divided by 2000 equals total tons. Tonnage multiplied by 3.3 cubic yards and multiplied again by the 97% efficiency rating of postconsumer content paper yields the total cubic yards of space conserved.

Kwhs – There are 4893 Kilowatt Hours of electricity saved per ton of paper produced when comparing 100% forest fiber sources to 100% postconsumer fiber[2]. The conversion factor utilized was 1 Btu = 0.00029307108333 kilowatt hour.

Tons of Usable Fiber – Our recyclers report that 97% of the books that we send are turned into usable fiber. This 3% of refuse is used in calculation of any pertinent metrics. The total pounds of Recycled books divided by 2000 yield the total tonnage of usable fiber.

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1. Environmental Protection Agency. Pollution Prevention Act of 1990. Retrieved October 27, 2008 from http://www.ofee.gov.

2. Environmental impact estimates were made using the Environmental Defense Fund Paper Calculator. For more information visit http://www.papercalculator.org

3. Borealis Centre for Trade Environment and Trade Research. Findings from the U.S. Book Industry: Environmental Trends and Climate Impacts. Retrieved July 10, 2008, from http://www.greenpressinitiative.org/documents/trends_summary.pdf.

*Environmental Protection Agency. High Global Warming Potential (GWP) Gases. [Online] Retrieved October 28, 2007 from http://www.epa.gov/highgwp/scientific.html"

*Data provided by Better World Books

Databases Interlibrary Loan Serials

- Pilot project / print journals—current issues were relocated and interfiled with the back and bound issues, on the Ground Floor.
- Ken worked with Wolper to successfully implement EDI for invoices.
- Susan Perry's workload was substantially impacted by two clerical vacancies in Acquisitions and Becky Cousin's back-up role in Circulation in the fall.
- Susan Perry was assigned additional database responsibilities, upon retirement of Greg Toth.
- Acquired Westlaw Campus Research, as replacement for Lexis Nexis.
- Added new JSTOR collection—Arts & Sciences XV.
- Reference collection project—worked with Pam O'Sullivan and Charlie Cowling to streamline collection; identified cancellation targets from current standing orders.
- ILLiad was upgraded to latest version.
- **Total ILL Requests Handled (6/1/2014 to 5/31/2015): 19,532**

Borrowing

- •640 articles borrowed (90% fill rate – 1827 submitted requests)
- 57 loans borrowed (86% fill rate – 2400 total requests)
    - o Average turn-around time 7.00 days.
    - o Average time in mail 6.39 days.
- Total IFM spent: $4331.16

Lending

•3419 articles lent (63% fill rate – 7214 submitted requests)

- ▸ Most non-filled due to inability to correctly set e-journals holdings

•3836 loans lent (63% fill rate – 6090 submitted requests)

- ▸ Average turn-around time: 1.28 days
- ▸ 906 requests were checked out
- ▸ 351 requests were for items at VSW

•Total IFM charged: $5921

Document Delivery

- 1069 article requests were filled (99% fill rate – 1084 submitted requests)
- 877 loan requests were filled (96% fill rate – 917 submitted requests)
    - ▸ 130 requests were for course reserves
    - ▸ 656 requests were forwarded to Acquisitions for purchase.
        - ⁃ 227 requests were purchased on demand
        - ⁃ 94 requests were submitted directly from Acquisitions for order

Copyright

- Charges for 2014: $31.00

- GetItNow Spent for 2015: $381.00

Systems

Consisting of one tenure-track librarian, the Systems department has come to be an integral part of both public and technical services within the library.

- Formally added to Technical Services Department, Ken Wierzbowski was already attending Technical Services monthly meetings.
- Leveraged assessment skills in many committees, including the PAUA Library Assessment Committee.
- Videographer for many campus events, to include the Antiques & Hidden Treasures sponsored by Friends of Drake Library.
- Administered and evaluated results of MISO Survey, provided snapshot view to the Library Advisory Committee.
- Oversight of Makerspace, including forming and chairing the Drake Library Makerspace Committee.
- Assumed responsibility for the management and maintenance of EZProxy, formerly handled by Logan Rath and Greg Toth.   Collaborated with Steve Mihm to upgrade to the latest version.
- Assessed the "ALA Latino-Americans: 500 years of history" grant activities
- Managed refresh and expansion of Tech Tools program, to include ongoing staff and student worker training.
- Managed multiple LibGuides in both Tech Tools and Subject areas.
- Redesigned the graphics and managed the library's Raspberry-Pi powered digital sign.
- Collaborated with faculty and class uses of the 3-D printer, led 3-D printing workshops, presented poster regarding the use of 3-D printers within Drake Library at the SUNYLA conference, and at Scholar's Day.
- Designed assessment poster on "Measuring Information Service Outcomes" at WNY/O ACRL Conference.

Brockport and University contributions:

- Clerical and librarian staffing of Move-In Day, Freshman Orientations, Student Open Houses, Freshmen Summer Reading Program, Library Social Media, Diversity Conference, and Graduation ceremonies
- Coordinated purchasing, cataloging, processing, and displaying of books by Writer's Forum authors'
- Participation on The College at Brockport Committee on Disability and Access.
- Participation in SUNY ILS RFI Review committee, meetings, webinars, and SUNYLA presentation
- Participation on regional shared storage Empire Shared Collection and ESLN (Empire State Library Network, formerly NY3Rs) e-book Pilot committees and as a participating library with both projects
- Participation on SUNYLA Professional Development Grants Subcommittee and Newsletter Committee

Anticipated Technical Services activities for 2016-2017

- Make a concerted effort to apply the Mission, Vision, and Values of Drake Library and The College at Brockport in the department's daily work.
- Continue physical withdrawal portion of Library Collection Evaluation Project
- Expand EDI invoicing process
- Develop sustainable deselection program in consultation with Acquisitions, Collection Management, and the Library Advisory Committee
- Baker & Taylor ceased serving academic libraries, standing orders need to be re-placed with new vendors.
- Complete Room 18 moves to allow for expansion of Archives, staff collaboration, and better oversight of Technical Services Student Worker stations.
- Ongoing workload changes, upon retirement of Collection Management Librarian.
- Hire replacements for the Collection Management Librarian, under the new title Collections, Cataloging, Discovery, and Metadata Librarian
- Hire replacement for Acquisitions Clerk II should the current clerk's leave extend to July 28, 2016.

MetroCenter Annual Report 2015-2016
L. Hacker

Statistics Comparisons from 2012/2013 – 2015/2016:

	2012-2013	2013-2014	2014-2015	2015-2016
MC Student Count	641	576	592	
Courses Taught	38 (429)	36(459)	36(474)	26 (338)
Mini-Intro Courses	59(771 student contacts)	Discontinued	Discontinued	Discontinued
Research Consultations	97	90	152	101*
Computer Room Count	3231	4689	4759	3489**
Office Count	4143	4837	5295	3661

* Research Consultation Statistics are down due to new MC Writing Tutor and MC Computer Tutor

** Counts are down to due surgery, illness and new tutors

Mini-Intro Courses: Discontinued
Courses Taught: 33 (See attached)
> 12 BI
> 6 Saturday APA classes
> 6 Saturday Library & Research classes.
> 3 MSW Orientations

Presentations: 3 (included in the courses taught)
> Greater Rochester Collaborative Master of Social Work Student Orientations:
> 2 on Aug. 27, 2015, May 16, 2016

PROJECTS

Ran Focus Group to evaluate Library Website redesign. Wrote questions for the evaluation. Reviewed and reported on the focus group.

Regularly updated GRCMSW and MetroCenter websites

Trained Robin Schepler of Ed. Admin on WEB software

CONFERENCES/WORKSHOPS/TRAINING

> Library Retreat 8/4/2015
> MPA Speaker Series

Gidget Hopf	Quality tuition-free education for adult students	9/2/2015
Bob Duffy	"The Right Mix" of the public, private and nonprofit sectors	10/6/2015
John Urban		11/12/2015
Kent Gardner	The Affordable Care Act	2/15/2016
Rachel Baker	Lessons Learned	3/24/2016
Lovely Warren	Biography and Poverty	4/7/2016
James Sheppard	Poverty Alleviation	4/12/2016

> Diversity Conference 10/8/15
> Webinar – Mapping Policy Software 10/19/2015
> WNY/O Conference 10/30/2015
> Scholar's Night 04/06/16

INVITED PRESENTATIONS AT CONFERENCES
> **RRLC – Citation Appreciation with Laura Dumuhosky   8/18/2015**

PUBLICATIONS

CAMPUS COMMITTEES
MetroCenter Facilities
MetroCenter Strategy Task Force – Charged by Provost Zuckerman

LIBRARY COMMITTEES
Web Redesign Committee

DISPLAYS

Courses Taught
Fall 2015

Date	Instructor/Course #	Number of Students
08/20/15	PAD Orientation	20
08/25/15	Heavey/ PRO 306 - Library	14
08/25/15	Heavey/ PRO 306 - Library	14
08/27/15	MSW Orientation	20
08/27/15	MSW Orientation	20
09/02/15	Wright/PAD 683	11
09/09/15	Wright/PAD 637	22
09/02/15	Wright/PAD 678	23
09/08/15	Yeung/PAD 680	20
09/21/15	Ortolani/SWK 620	16
09/21/15	Ortolani/SWK 620	16
09/28/15	Muratore/PAD 513	18
10/03/15	Sat. APA	7
10/03/15	Sat. Research	2
11/14/15	Sat. APA	4
11/14/15	Sat. Research	3
TOTAL	**16 Classes**	**230 Students**

Spring 2015

Date	Instructor/Course #	Number of Students
01/25/16	Smalls/PRO 306	15
02/01/16	Yeung/PAD 680	20
02/06/16	Sat. APA	7
02/06/16	Sat. APA	7
02/10/16	NUR 473/475	19
03/05/16	Sat. APA	7
03/05/16	Sat. Research	7
04/09/16	Sat. APA	4
04/09/16	Sat. Research	4
05/16/16	MSW Orientation	18
Spring Total	**10 classes**	**108**
Annual Total	**26 classes**	**338**

Appendix C
Library Technology Initiatives
Pat Maxwell and Kim Myers

- Received Harold Hacker Foundation for the Advancement of Libraries to develop Writers Forum collection

- Established SUNY Brockport eBooks with an inaugural publication, *Columna deportiva. Artículos sobre deporte, ética y sociedad*, by KSSPE Professor, Dr. Cesar Torres

- Exceeded 1,000,000 downloads in Digital Commons within first 3 years

- Added 125 new master theses and 32 new senior honor theses

- Worked with History department to design and implement #History journal, with a late summer 2016 publication date

- Worked with English Club to publish 2015 Jigsaw

- Library was an "early adopter" for two new campus technology systems:
    1. New Library Reservation system named Virtual EMS (Event Management System), August 2015. The new web-based system is self-service. Faculty, staff, and students can easily view events, browse available space, and reserve computer labs, meeting rooms, and classrooms in Drake Library.
    2. Transitioned phone network to VoIP (Voice over Internet Protocol) from old analog Avaya/Nortel system in April 2016. The VoIP system improved audio quality and offers additional functions and applications such as voicemail forwarded to email, instant messaging, and online conferencing.

- Digital Commons activities:
    1. Edited, proofed, published volume 4 of *Dissenting Voices: The Undergraduate Journal of the Women & Gender Studies Senior Seminar*.
    2. Edited, proofed, published inaugural volume of *The Seneca Falls Dialogues Journal,* a multidisciplinary, peer-reviewed, online journal collaboration of seven New York State academic institutions.

- Expanded Library's Tech Tools collection to include two ConferenceCams, a tracking (Swivl) camera, and two micro-projectors.

- Installed four iPad kiosks featuring self-service links for Catalog Search, loan renewal, and room reservations.