RYAN-MATURA LIBRARY

ANNUAL REPORT
1997-1998

Dorothy Kijanka
University Librarian

INTRODUCTION

This was a very difficult year for the library. Mandated vacancies and technology downtime caused a substantial reduction in library service, student and faculty concern about library support of the curriculum, and serious library staff morale issues. Of primary concern is the fact that the situation lasted an entire year and negatively affected student and faculty work during that time.

The reduction in service is reflected in library use statistics, almost all of which are much lower than the previous year. In spite of this the number of people entering the library was very close to the previous year's number which broke all previous attendance records by a substantial margin. This reflects the current trend among college students in general to view the library as the only place left that is a refuge from other overactive, noisy, or pressured environments. Students view the library as a relaxed and pleasant place to study, to meet and be with people, and to research and complete their class assignments. They also bring their laptops with them to use in the library.

Details of some of the past year's activities are given in the following report. Statistics in tabular form are appended.

1997/98 OBJECTIVES

Library objectives were related to numbers 5 and 6 of the 1997/98 University Priorities.

Objective #1. Realign library services in light of limited resources to focus on classroom support.

Librarian responsibilities were analyzed and reassigned to accommodate mandated vacancies in one full-time and one part-time position. Service priorities were selected based on importance to the curriculum to determine which would be postponed or eliminated. When staff vacancies occurred in

Circulation and Administration similar analyses and reassignments took place in those areas based on service to library users.

An analysis was made of the library materials budget because it remained at the same level as the previous year and could not accommodate publishers' price increases for some standing orders. Negotiations were entered into with some publishers and purchase priorities were selected.

Objective #2. Develop a program of subject-specific Internet training for faculty to assist them in using library technology in their coursework.

A pilot project was designed for two courses, one on selection of appropriate Internet search engines, and the other a discipline-oriented course specifically for faculty of each college. In the Fall semester two classes were given on search engines and one class on discipline-oriented research was given for the faculty in the College of Education and the Health Sciences. The mandated staff vacancies prevented the program from continuing in the Spring semester.

Objective #3. Enhance the library Webpage to allow students and faculty to access library resources and services from outside the library for their coursework.

The Webpage was updated each semester so that all information remained current. Discussions were held with appropriate technical staff and in the strategic planning process about adding interactive library services to the page and linking library databases to the page. Discussions are continuing with academic computing staff and it is expected that some action will be taken on these two items during the coming year.

Objective #4. Complete entry of journal holdings into the CARL serials module so that students and faculty can access this information online both within and outside the library for their coursework.

Holdings information for 85% of our journal and serial titles have been entered into the database and each new issue of these titles is entered as it is received. Library users can now look up individual journal titles to see if the latest issue has arrived or if the library has other issues. The remaining titles are expected to be entered by December 1998.

SERVICES

Staff shortages and technology downtime greatly hampered the provision of service to students and faculty. Adjustments were made in staff responsibilities and schedules but the situation overwhelmed the great efforts made by library staff. The area most severely affected was Reference which had crucial vacancies and the responsibility for helping students do research and teaching research classes with the use of the electronic resources which were often not available. In spite of this a certain level of service was maintained but with a substantial negative effect on student, faculty, and staff well being.

A new service was the addition of Internet access for students and faculty without laptops. Two reference workstations which provided access to the First Search database on a per search basis now also provide access to other Internet resources. The service is so popular that the workstations are in constant use.

The Knapp Foundation gave a grant to the library to upgrade computer equipment. This provided better access to electronic resources available on the upgraded equipment.

As part of a continuing effort to provide a pleasant environment for library users, arrangements were made with the Gallery of Contemporary Art to lend a sculpture to the library for placement near the entrance, and a collection of small clay models for the lower level display cases.

COLLECTIONS

Maintaining a balanced collection is a continuing focus because of the pressures of escalating costs, static budgets, electronic formats, and new academic programs. A significant portion of the budget supports electronic resources and serial materials but care is taken to ensure that books are also purchased. Some of the guidelines used for resource acquisition and retention are importance of the resource to the curriculum, format, price, frequency and volume of use, library instructional support required, and, if audiovisual or

electronic, technical support required. All of these factors are considered when making decisions about the number and kind of books, periodicals, and audiovisual materials, and electronic databases to be renewed or added to the library collection.

This year emphasis was placed on updating or replacing outdated reference books. New purchases were the Encyclopedia of Human Biology and the International Encyclopedia of Business Management. Updated editions purchased were the International Encyclopedia of Education, McGraw Hill Encyclopedia of Science and Technology, and Career Information Center. The Hersher Institute provided funding for the purchase of the Encyclopedia of Applied Ethics.

A popular resource, College Catalogs, was changed from the microfiche to the CD-ROM version.

At the end of the year it was decided to replace the CD-ROM version of the ProQuest periodicals system with the new online version called ProQuest Direct. This is expected to greatly reduce the support needed for on-site computer equipment. Under discussion for library and network acquisition are several other online databases, the most important of which is First Search. It is expected that the Encyclopedia Britannica will be available on the network early in the new fiscal year.
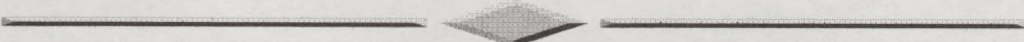
COOPERATIVE ACTIVITIES

The Council of Connecticut Academic Library Directors continued to meet monthly to discuss items of mutual interest and to hear speakers on current library topics. Vendor discount programs were continued for group purchases of electronic resources, as was the reciprocal borrowing program for faculty and staff.

The library continued its long-standing participation in Bibliomation for its shared online public catalog, circulation, and serials/acquisitions services; in OCLC/NELINET for its online cataloging and classification, interlibrary loan, and database searching services; in the Western Connecticut Library Council for its shared purchasing program and training workshops; and as a member of various professional organizations.

SPECIAL PROJECTS

Three projects in the technical services area contributed to better service or cost savings.

A new label production program done off-line instead of during an OCLC transaction saves money as well as staff effort.

All Ryan-Matura journal title holdings were updated in the OCLC Connecticut union database, facilitating the interlibrary loan process based on this source. The database had contained many incorrect references which caused many problems with its use.

Related mixed media items are now shelved separately, the book in the general circulating collection and its related software or cassette behind the circulation desk.

In another project the LAN printer was moved from the reference area to the area behind the circulation desk so that students can pick up and pay for all articles they print in one place.

STAFF ACTIVITIES

Many staff took advantage of training and development opportunities provided through workshops on and off campus. The workshops covered a wide range of topics including the repair and maintenance of personal computers, legal reference materials, dealing with difficult library patrons, managing change, circulation and interlibrary loan issues, Network issues, full text databases, and searching the Dialog database. The librarians attended the Connecticut Library Association annual conference and the reference librarians attended the American Library Association annual conference.

Mary Rogers was elected to the Bibliomation board of Directors and selected as its Vice-President/President-Elect for the coming year. She represented the library at Bibliomation User Council meetings and attended meetings sponsored by Bibliomation concerning operational matters of the

CARL system. She also represented the library at a Partnership for Connecticut Libraries retreat. On the national level she attended the annual CAUSE conference which dealt with issues of library resources and campus network security, and the annual National Online Conference.

Dorothy Kijanka represented the library at the meetings of the Council of Connecticut Academic Library Directors. She served as a member of a NEASC accreditation team visiting a college in Massachusetts. She is the library's official representative to NELINET (New England Library Information Network), WCLC (Western Connecticut Library Council), and to Bibliomation. On campus she served on the Strategic Planning Committee and its Technology Sub-Committee, and coordinated preparations for the graduate awards ceremony and reception during commencement weekend.

APPENDIX

PART I: USAGE & SERVICES

PART II: COLLECTIONS

PART I
USAGE & SERVICES

TABLE A

PATRON COUNT
97/98

	NUMBER OF PEOPLE USING THE BUILDING
1998	164,590
1997	165,683
#CHANGE	-1,093
%CHANGE	-1%

NUMBER OF PEOPLE USING THE BUILDING
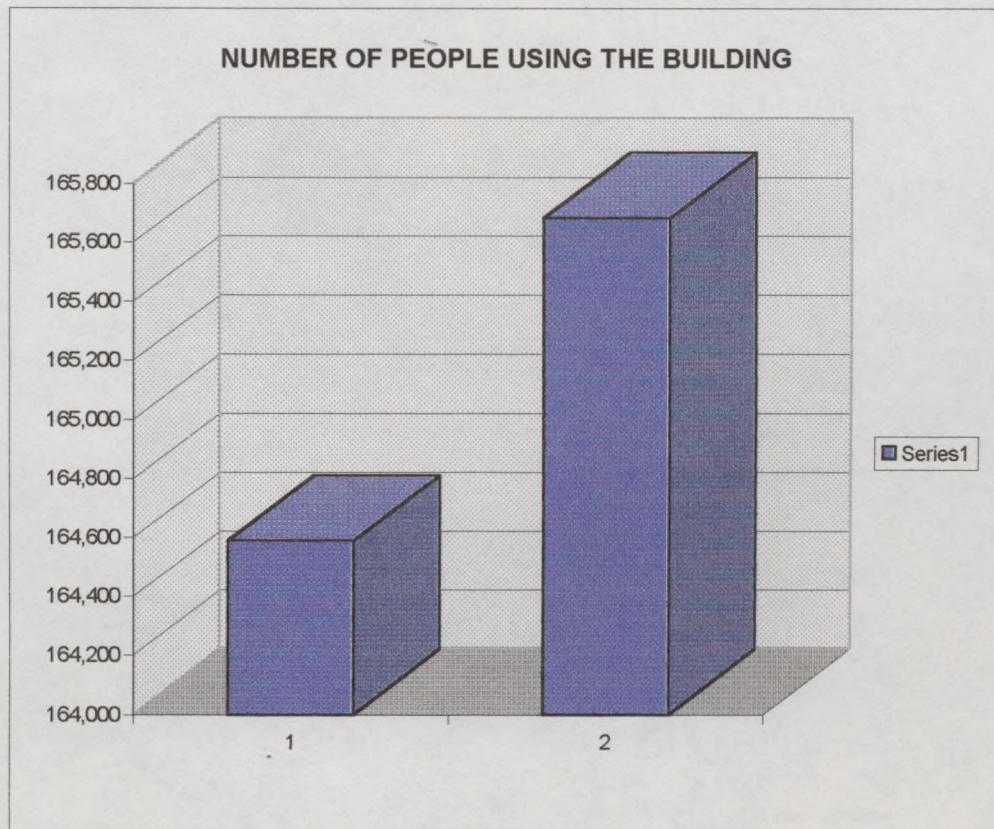
CHART KEY

NUMBER 1: 1998
NUMBER 2: 1997

TABLE B

BUILDING USE BY GROUPS
97/98

	CLASSES	MEETINGS	TOTALS
1998	108	28	136
1997	148	71	219
# CHANGE	-40	-43	-83
% CHANGE	-27%	-61%	-38%

BUILDING USE BY GROUPS
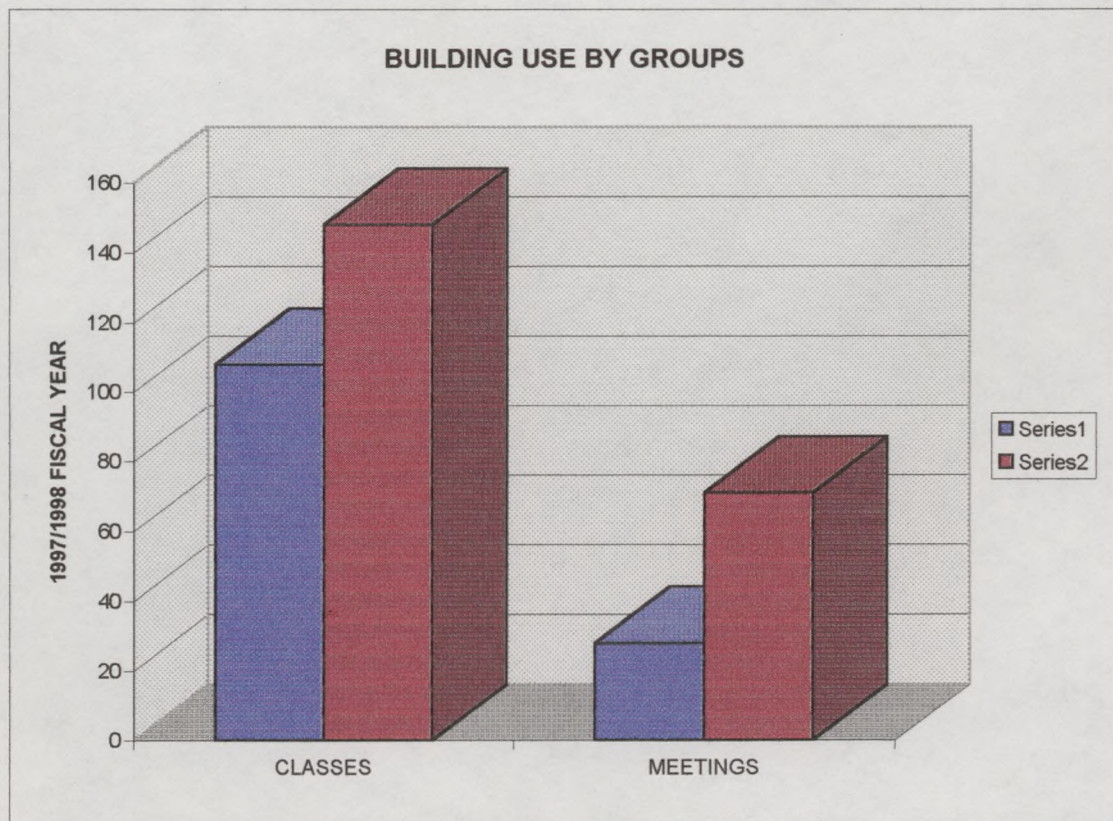
CHART KEY

BLUE: 1998
BURGUNDY: 1997

TABLE C

REFERENCE QUESTIONS
97/98

	REFERENCE	INFORMATION	TOTAL	TELEPHONE
1998	11,727	1,096	12,823	828
1997	18,249	1,695	19,944	1,256
# CHANGE	-6,522	-599	-7,121	-428
% CHANGE	-36%	-35%	-36%	-34%

REFERENCE

1997/1998 FISCAL YEAR

20,000
18,000
16,000
14,000
12,000
10,000
8,000
6,000
4,000
2,000
0

REFERENCE   INFORMATION

- Series1
- Series2

TELEPHONE

1997/1998 FISCAL YEAR

1400
1200
1000
800
600
400
200
0

1   2
1998   1997

- TELEPHONE
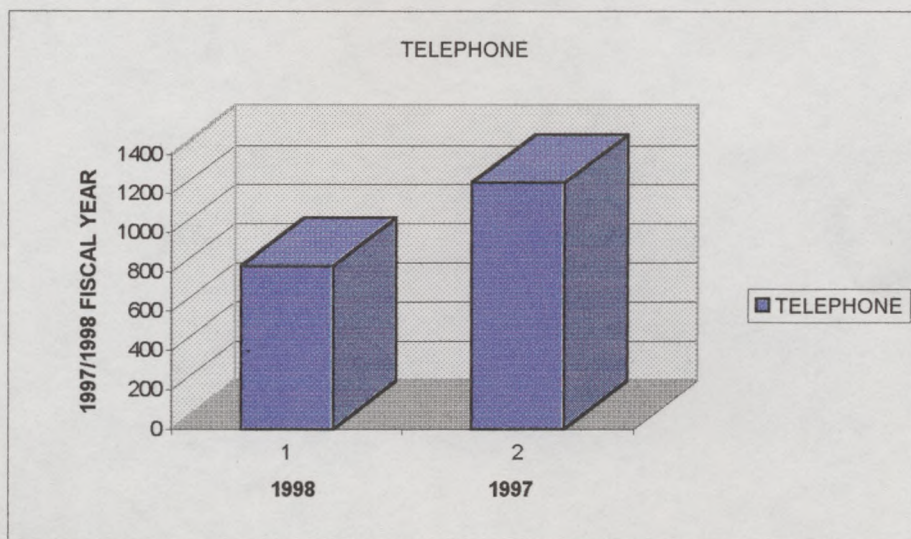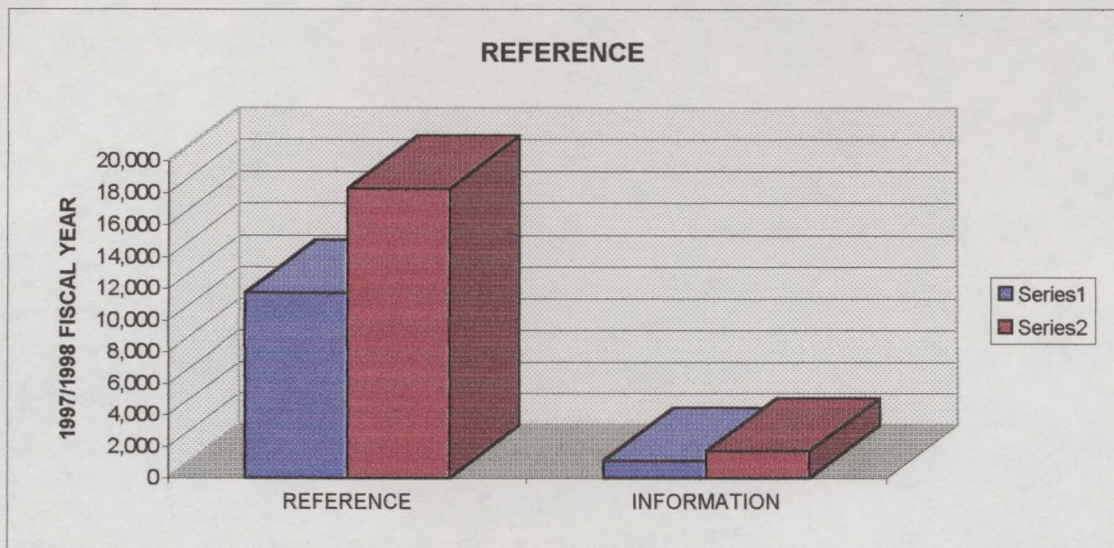
CHART KEY

BLUE: 1998
BURGUNDY: 1997

TABLE D

OPAC USAGE
97/98

	SHU CATALOG	OTHER LIB. CATALOGS	TOTALS
1998	28,822	4,282	33,104
1997	N/A	N/A	N/A
# CHANGE	N/A	N/A	N/A
% CHANGE	N/A	N/A	N/A
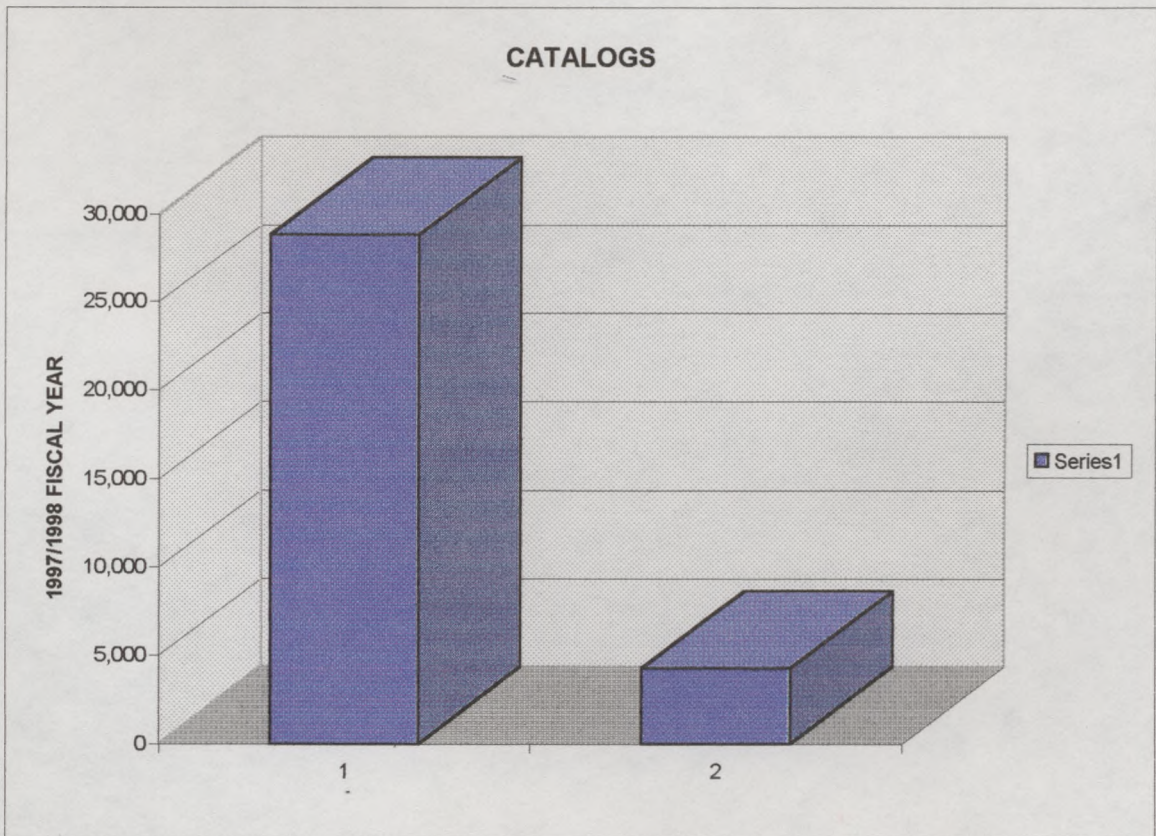
CATALOGS

CHART KEY

NUMBER 1: SHU Catalog
NUMBER 2: Other Library Catalogs

TABLE E

ONLINE DATABASE USAGE
97/98

	FIRST SEARCH	WESTLAW	TOTALS
1998	4,028	451	4,479
1997	6,366	525	6,891
# CHANGE	-2,338	-74	-2,412
% CHANGE	-37%	-14%	-35%

END-USER ACCESS
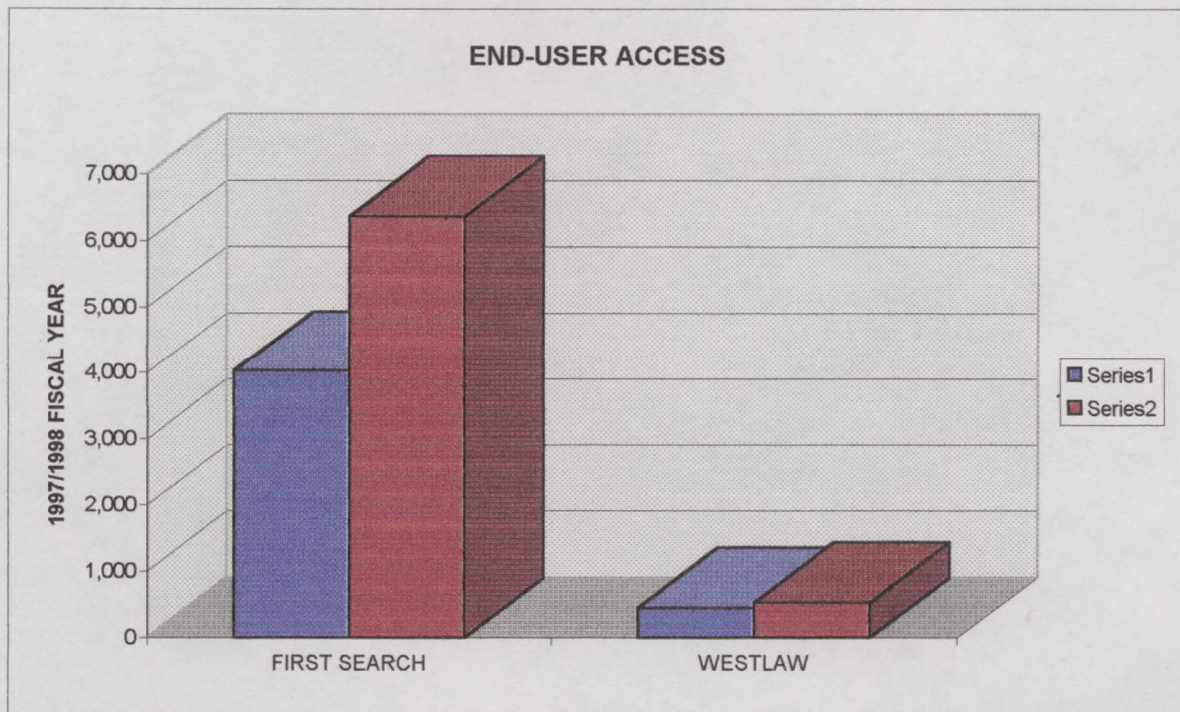
CHART KEY

BLUE: 1998
BURGUNDY: 1997

TABLE F

ONLINE DATABASE USAGE
97/98

	DIALOG	BRS	EPIC	TOTAL
1998	10	0	0	10
1997	5	3	5	13
# CHANGE	5	-3	-5	-3
%CHANGE	100%	-100%	-100%	-23%

LIBRARIAN-MEDIATED
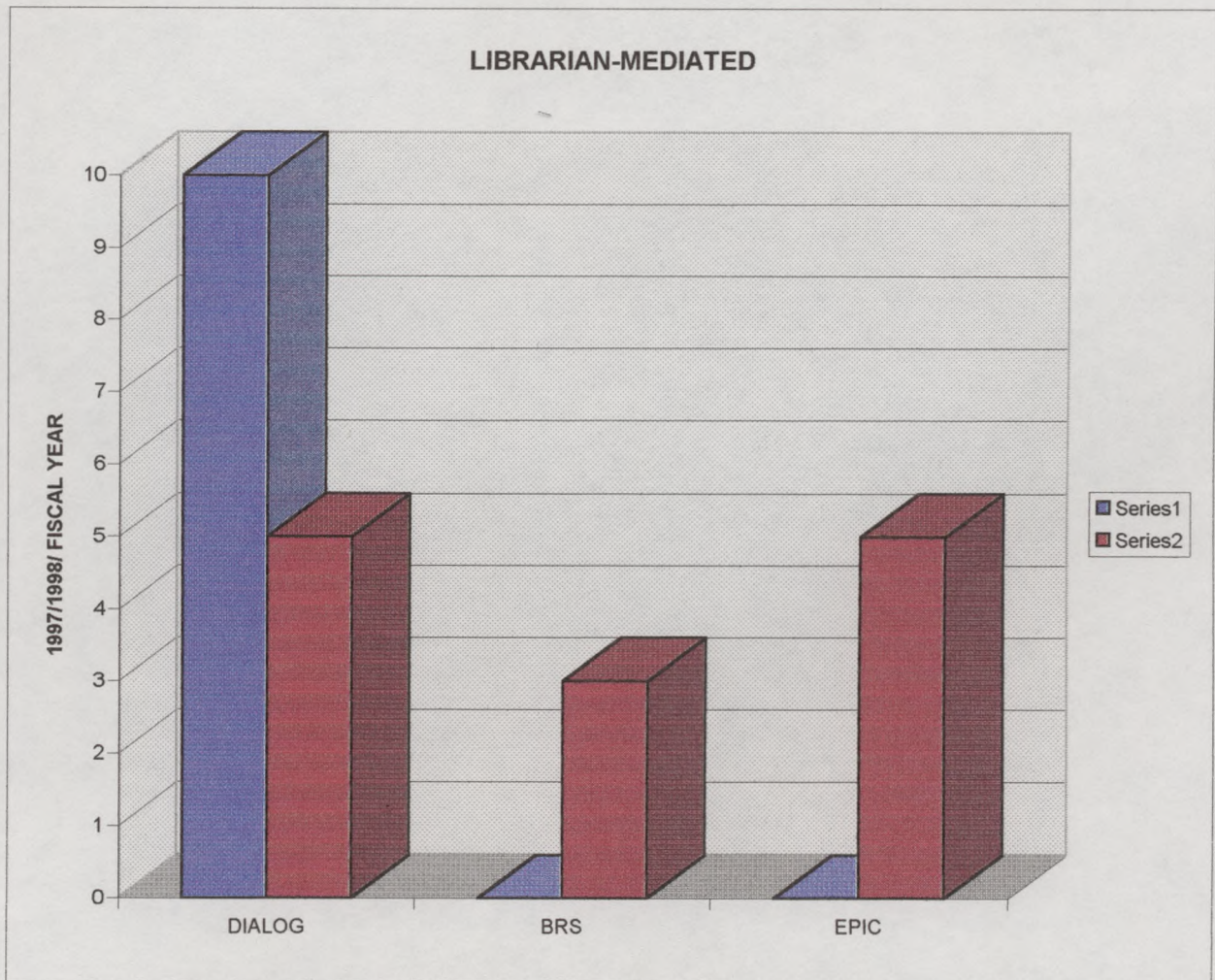
CHART KEY

BLUE: 1998
BURGUNDY 1997

TABLE G

CD-ROM DATABASE USAGE
97/98

	CASEBASE/FEDERAL REPORTER	PROQUEST	PROQUEST/NEWSPAPERS	SEC	ERIC	CINAHL/NTDB	TOTAL
1998	88	3,453	185	47	117	203	4,093
1997	77	6,175	436	77	139	270	7,174
# CHANGE	11	-2,722	-251	-30	-22	-67	-3,081
%CHANGE	14%	-44%	-58%	-39%	-16%	-25%	-43%

CD-ROM DATABASE USAGE

1997/1998 FISCAL YEAR

7000
6000
5000
4000
3000
2000
1000
0

CASEBASE/FEDERAL
PROQUEST
PROQUEST/NEWSPAPERS
SEC
ERIC
CINAHL/NTDB

■ Series1
■ Series2
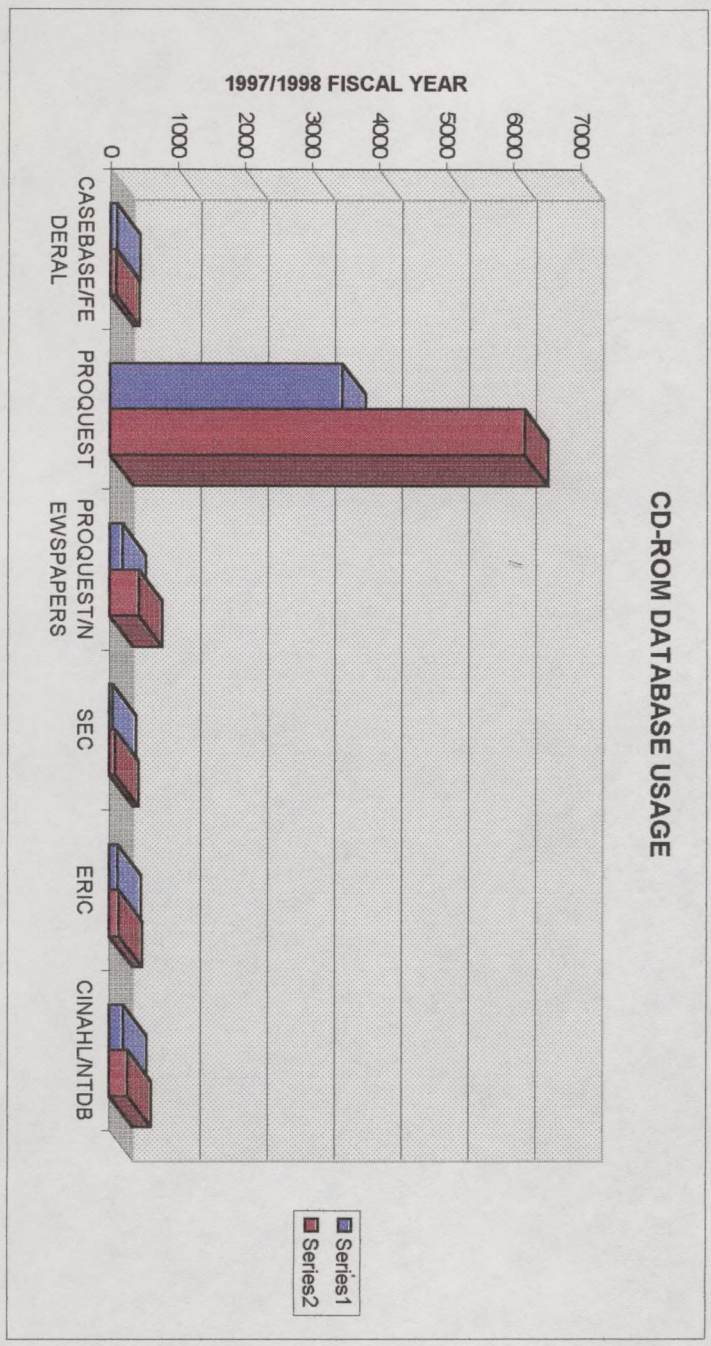
CHART KEY
BLUE: 1998
BURGUNDY: 1997

TABLE H

LIBRARY INSTRUCTION CLASSES
97/98

	ESL	EN 7	EN 11	EN 12	SPECIAL	TOTAL
1998	1	3	21	28	25	78
1997	1	9	23	35	22	90
# CHANGE	0	-6	-2	-7	3	-12
%CHANGE	0%	-67%	-9%	-20%	14%	-13%

LIBRARY INSTRUCTION CLASSES
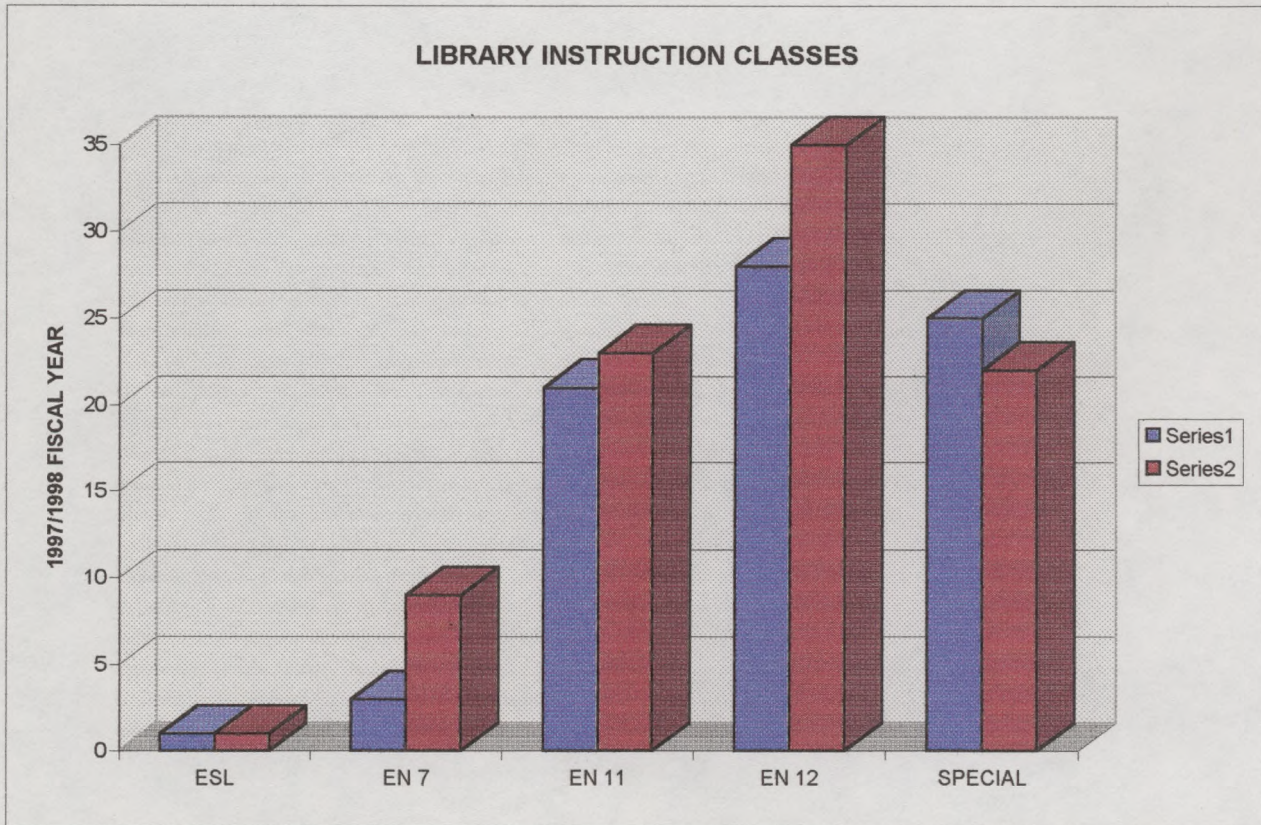
CHART KEY

BLUE: 1998
BURGUNDY: 1997

TABLE I

MATERIAL CIRCULATION - EXTERNAL
97/98

	FACULTY	STUDENTS	GUESTS	TOTALS
1998	1,350	10,272	518	12,140
1997	1,714	12,631	853	15,198
# CHANGE	-364	-2,359	-335	-3,058
%CHANGE	-21%	-19%	-39%	-20%

MATERIAL CIRCULATION - EXTERNAL
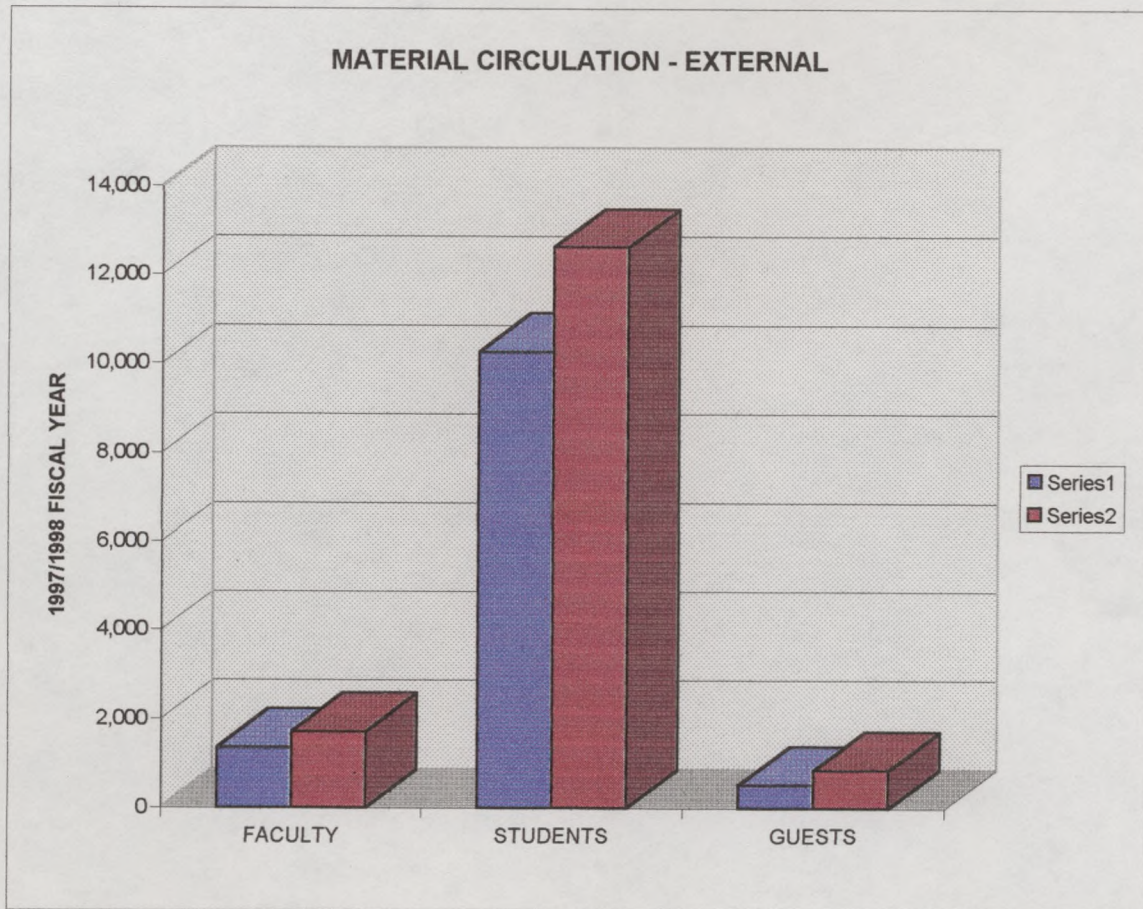
CHART KEY

BLUE: 1998
BURGUNDY 1997

TABLE J

CIRCULATION OF RESERVE/AUDIOVISUAL MATERIALS
97/98

	RESERVE USAGE	AUDIOVISUAL MAT.	COMP. SOFT. & VIDEOS	AUDIOVISUAL EQUIP.	TOTALS
1998	2,140	39	215	153	2,547
1997	1,684	57	210	266	2,217
# CHANGE	456	-18	5	-113	330
%CHANGE	27%	-31%	2%	-42%	15%

CIRCULATION OF RESERVE/AUDIOVISUAL MATERIALS

1997/1998 FISCAL YEAR

RESERVE USAGE   AUDIOVISUAL MAT.   COMP. SOFT. & VIDEOS   AUDIOVISUAL EQUIP.

Series1
Series2

CHART KEY

BLUE: 1998
BURGUNDY: 1997
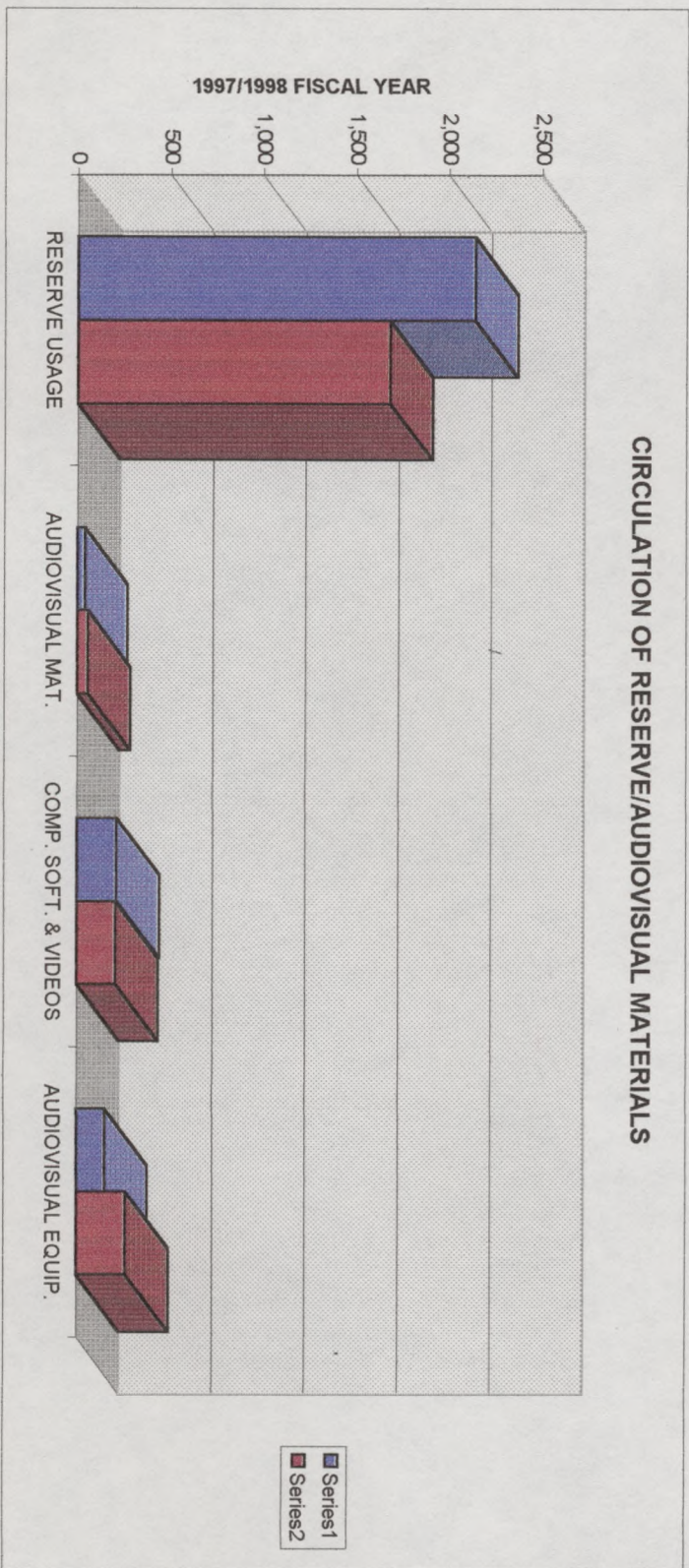
TABLE K

IN-HOUSE USE OF MATERIALS
97/98

	MATERIALS
1998	15,484
1997	19,340
# CHANGE	-3,856
%CHANGE	-20%

(A monthly random count of materials, other than reserves, audiovisual, and electronic materials, used in the library without being checked out.)

IN-HOUSE USE OF MATERIALS
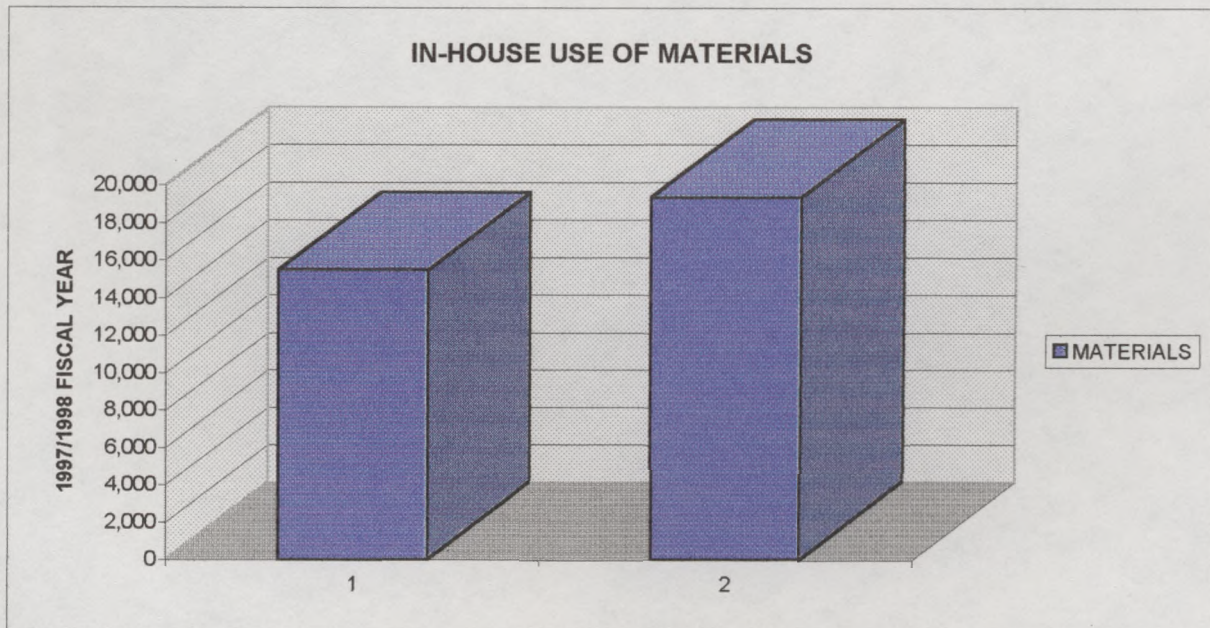
CHART KEY

NUMBER 1: 1998
NUMBER 2: 1997

TABLE L

TOTAL MATERIAL USAGE
97/98

	EXTERNAL CIRCULATION	RESERVE/AUDIOVIDEO COLLECTION	IN-HOUSE RANDOM USAGE	TOTALS
1998	12,140	2,547	15,484	30,171
1997	15,198	2,217	19,340	36,755
# CHANGE	-3,058	330	-3,856	-6,584
%CHANGE	-20%	15%	-20%	-18%

TOTAL MATERIAL USAGE

1997/1998 FISCAL YEAR

EXTERNAL CIRCULATION

RESERVE/AUDIOVIDEO

IN-HOUSE RANDOM USAGE

CHART KEY

BLUE: 1998
BURGUNDY: 1997

Series1
Series2
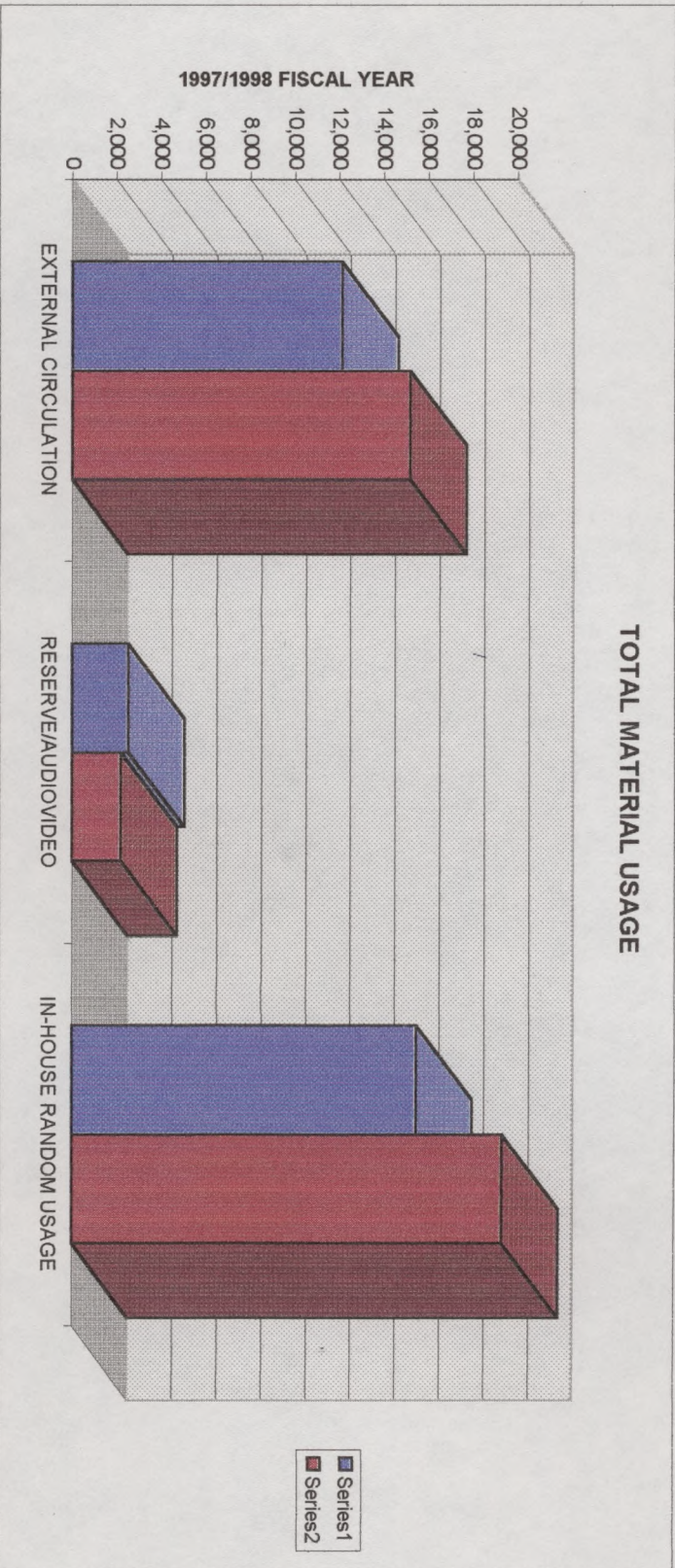
TABLE M
INTERLIBRARY LOAN ACTIVITY
97/98

	1998	1997	#CHANGE	%CHANGE
BOOKS BOR. FROM OTHER LIB.	472	512	-40	-8%
PERIODICALS BOR. FROM OTHER LIB.	925	984	-59	-6%
TOTAL BORROWED	1,397	1,496	-99	-7%
BOOKS LOANED TO OTHER LIBR.	1,420	1,058	362	34%
PERIODICALS LOANED TO OTHER LIBR.	413	640	-227	-35%
TOTAL LOANED	1,833	1,698	135	8%
TOTAL BOR. & LOANED	3,230	3,194	36	1%
TOTAL UNFILLED REQUESTS	1,212	1,287	-75	-6%
TOTAL FILLED & UNFILLED TRANSACTIONS	4,442	4,451	-9	-0.20%

INTERLIBRARY LOAN ACTIVITY

1997/1998 FISCAL YEAR

Chart categories:
- BOOKS BOR.
- PERIODICALS BOR.
- TOTAL Borrowed
- BOOKS LOANED
- PERIODICALS LOANED
- TOTAL Loaned
- TOTAL BOR. & Loaned
- TOTAL UNFILLED
- TOTAL FILLED & Unfilled

Axis scale: 0, 500, 1000, 1500, 2000, 2500, 3000, 3500, 4000, 4500

CHART KEY
BLUE: 1998
BURGUNDY: 1997

■ Series1
■ Series2

TABLE N

YALE UNIVERSITY USAGE
97/98

	FACULTY	STUDENTS	TOTALS
1998	6	0	6
1997	5	0	5
#CHANGE	1	0	1
%CHANGE	2%	0%	20%

YALE UNIVERISTY USAGE
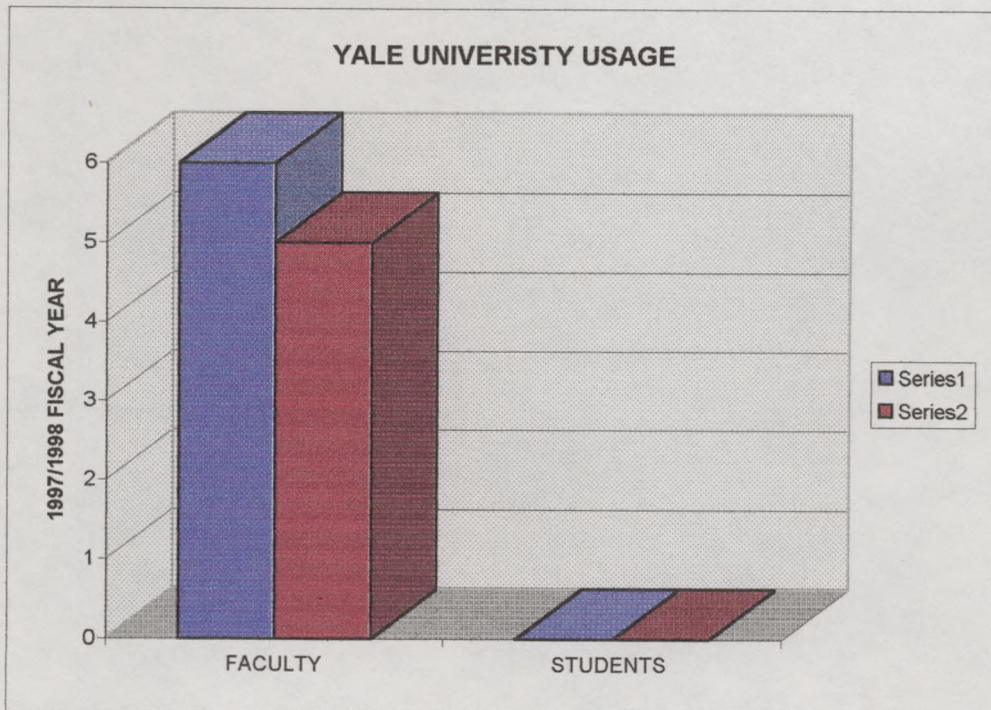
CHART KEY

BLUE: 1998
BURGUNDY: 1997

PART II
COLLECTIONS
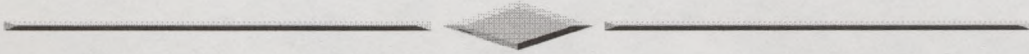
TABLE A

MATERIALS ACQUIRED
97/98

	ORDERED	RECEIVED
1998	1,241	1,390
1997	1,834	1,860
#CHANGE	-593	-470
%CHANGE	-32%	-25%

MATERIALS ACQUIRED
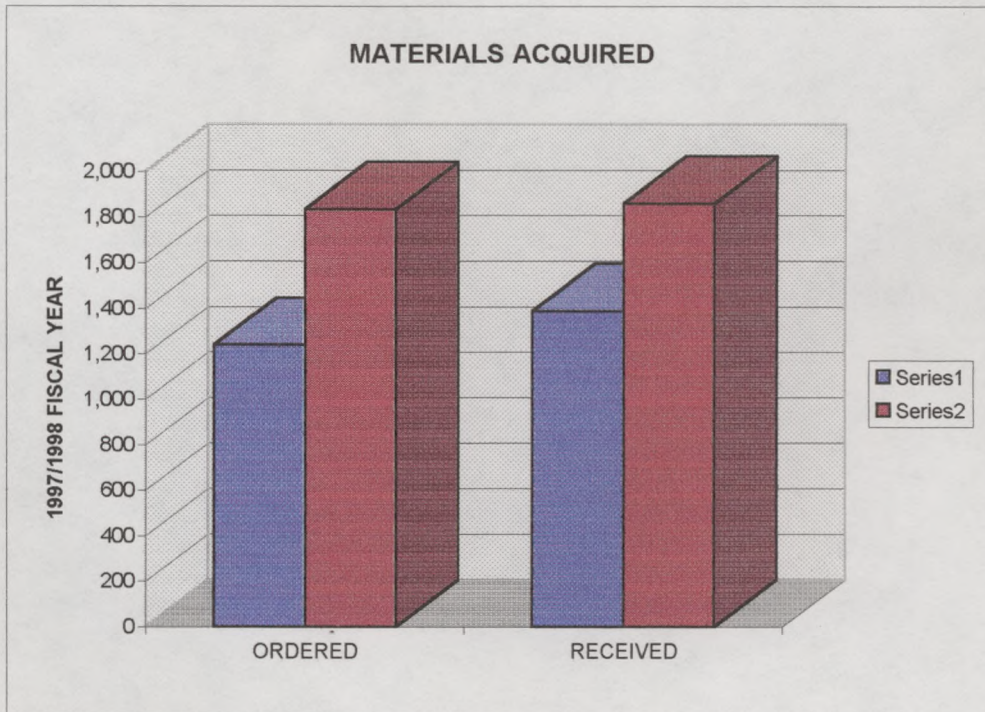
CHART KEY

BLUE: 1998
BURGUNDY: 1997

TABLE B

MATERIALS CATALOGED
97/98

	ORDERED	RECLASSIFIED	GIFT	TOTAL
1998	1,905	0	107	2,012
1997	2,336	9	518	2,863
#CHANGE	-431	-9	-41	-851
%CHANGE	-18%	-100%	-79%	-30%

MATERIALS CATALOGED
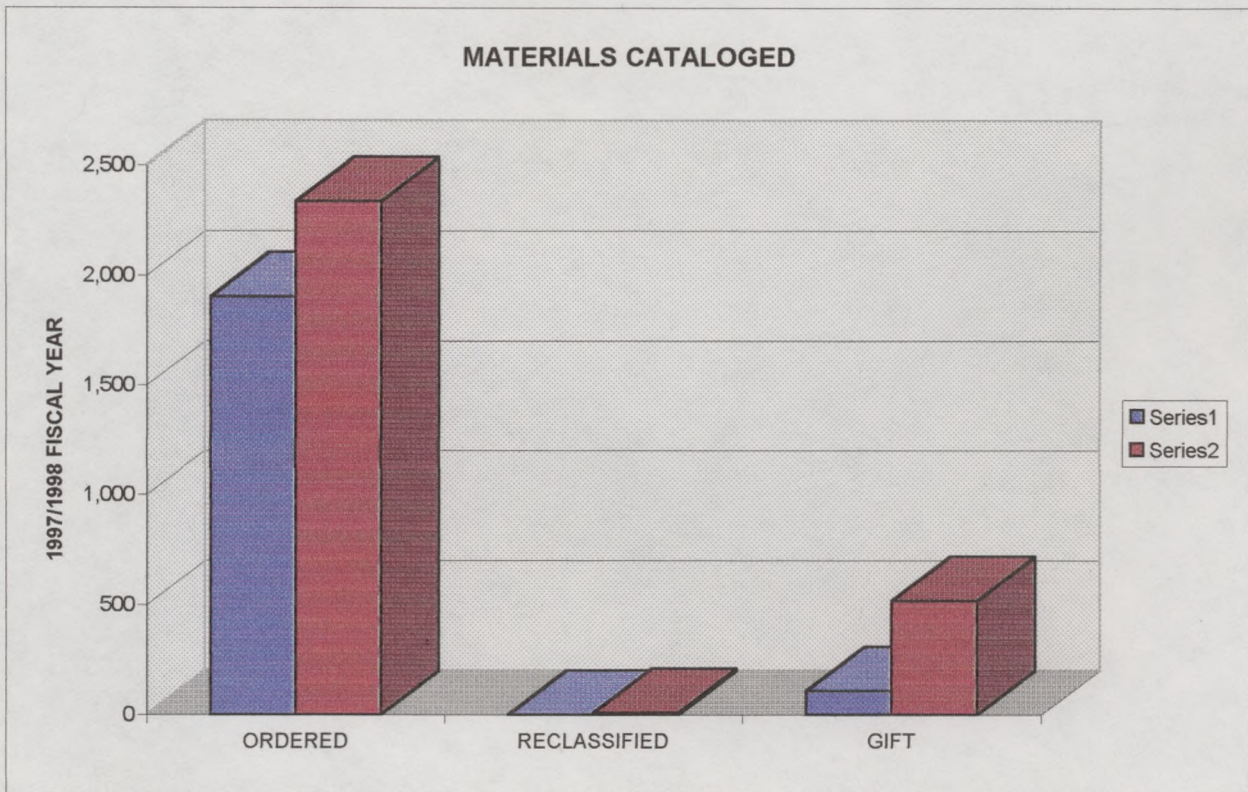
CHART KEY

BLUE: 1998
BURGUNDY: 1997

TABLE C

MATERIALS ADDED TO THE ONLINE CIRCULATION DATABASE
97/98

	ADD COPY (MONOGRAPHS)	ADD VOLUME (SERIALS)	MISCELLANEOUS	TOTAL ADDED
1998	1,967	705	1,652	4,324
1997	2,776	385	2,255	5,416
#CHANGE	-809	320	-603	-1,092
%CHANGE	-29%	83%	-27%	-20%

MATERIAL ADDED TO THE ONLINE CIRCULATION DATABASE
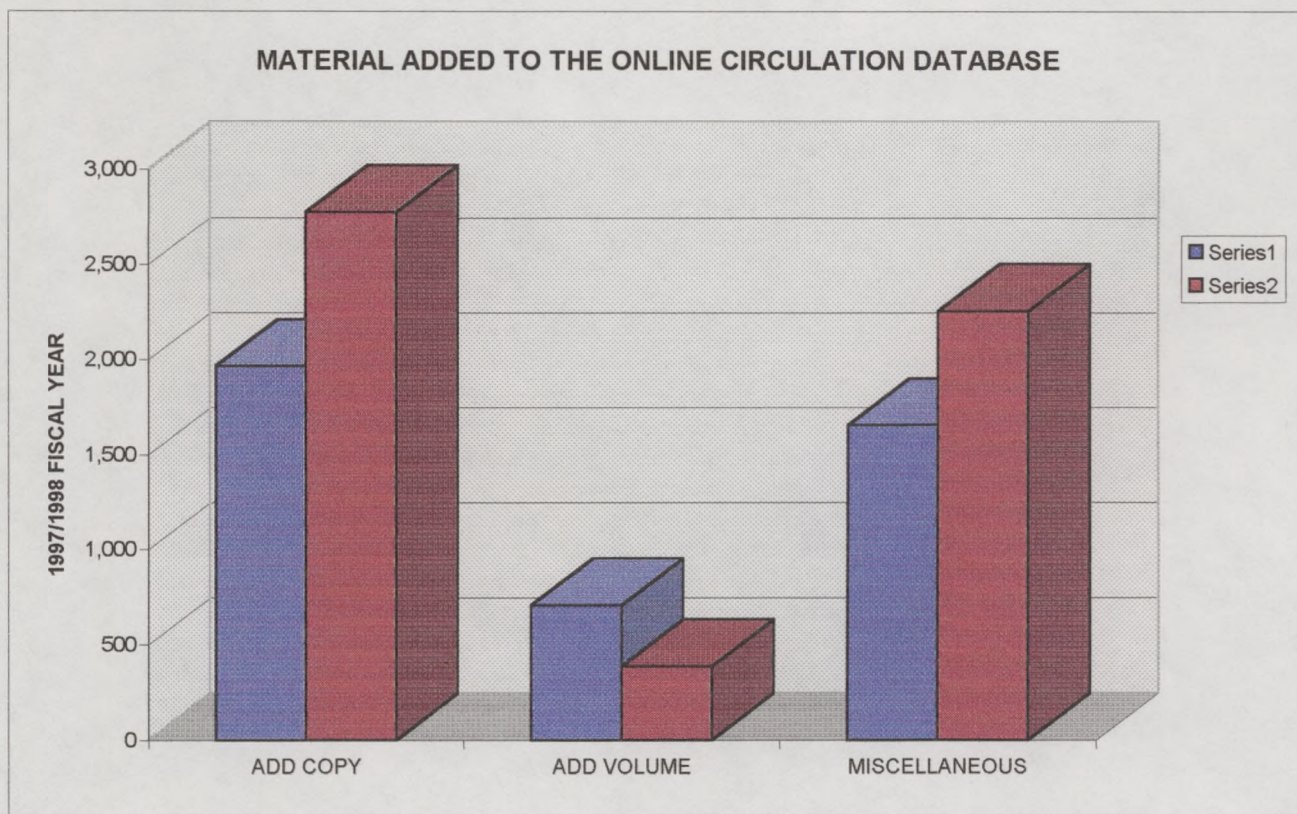
CHART KEY

BLUE: 1998
BURGUNDY: 1997

TABLE D

MATERIALS PROCESSED
97/98

	ORDERED	RECLASSIFIED	GIFTS	REFERENCE	TOTALS
1998	1,960	0	107	1,399	3,466
1997	2,527	47	521	1,469	4,178
#CHANGE	-567	-47	-414	-70	-712
%CHANGE	-22%	-100%	-79%	-5%	-17%

MATERIALS PROCESSED
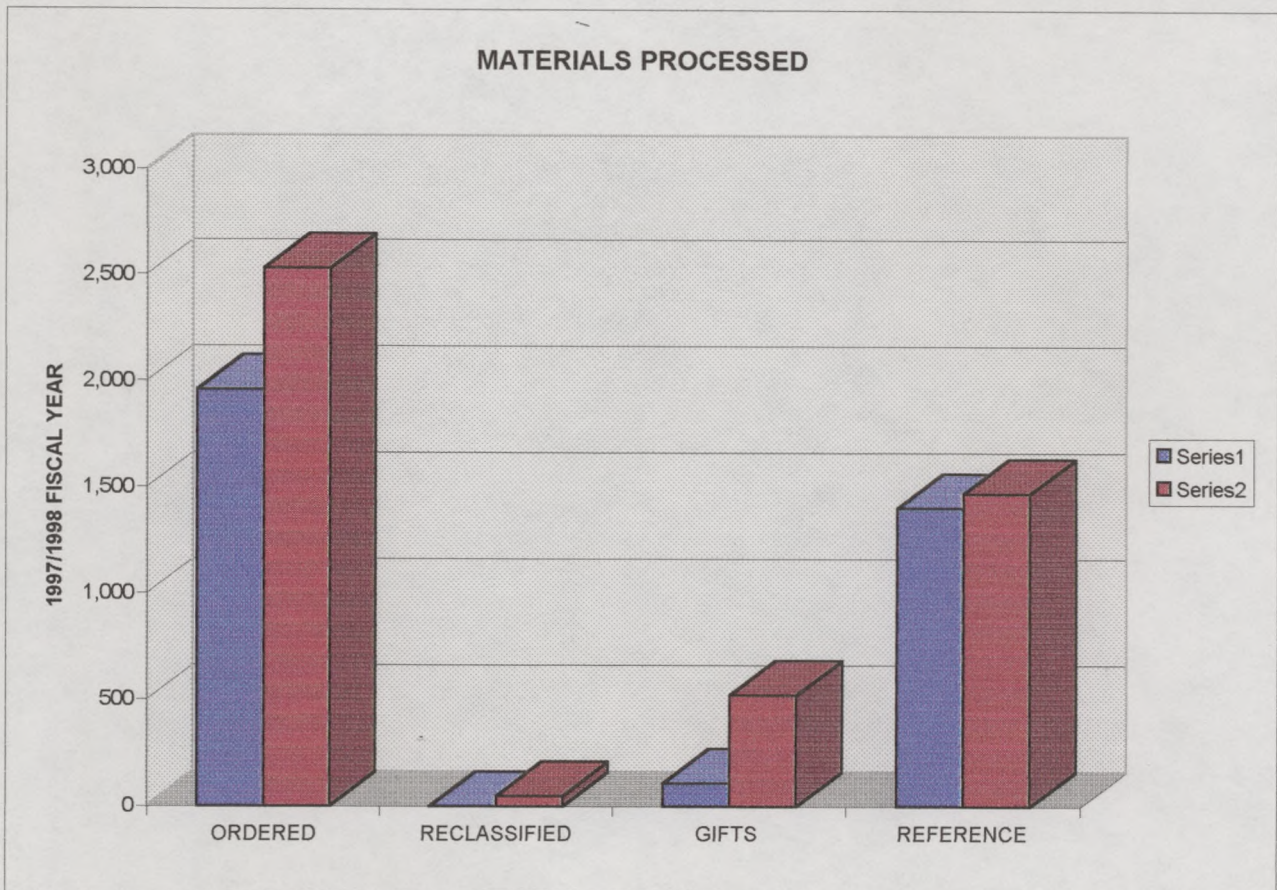
CHART KEY

BLUE: 1998
BURGUNDY: 1997

COLLECTIONS

TABLE E

LIBRARY HOLDINGS: PRINT AND NON-PRINT COLLECTIONS

Main Circulation Collection:	Net Titles Added	Net Titles Held	Net Volumes Added	Volumes Held
Libraries & General	6	1,381	6	1,711
Media Studies	34	1,003	36	1,067
Philosophy	37	4,042	37	4,984
Psychology	29	2,648	37	3,047
Religious Studies	117	9,498	127	11,410
Sociology/SW/CJ	88	8,048	111	8,225
Political Science	34	5,570	34	6,200
Business Economics	61	9,301	78	10,220
Education	100	5,716	113	6,243
English Language & Literature	48	18,552	63	18,813
Foreign Language & Literature	36	7,024	36	8,129
General Science	22	753	22	910
Mathematics	39	3,733	39	4,494
Physics/Chemistry	13	2,216	13	2,711
Biology	11	2,886	11	3,322
Health Science	133	4,458	135	4,657
Technology	17	2,141	17	2,480
Arts	68	4,938	71	5,288
History/Geography/Biography	108	14,109	118	16,897
Sub-total: Main	1,001	108,017	1,104	120,808

TABLE E (CONT.)

OTHER
CATALOGED COLLECTIONS IN BOOK FORM:

Main Circulation Collection:	Net Titles Added	Net Titles Held	Net Volumes Added	Volumes Held
Reference (Excluding Microform)	294	7,928	2,552	21,679
Juvenile	97	1,755	258	2,072
Special Collections & Rare Books	13	859	30	982
Law (Most new legal mat. inc. in ref. total)	27	903	52	14,082
Curriculum Collection	21	1,173	27	1,401
Sub-total: Other	452	12,618	2,915	40,216
Total for Cat. Collection in Book Form	**1,453**	**120,635**	**4,023**	**161,024**

LIBRARY HOLDINGS: PRINT (CONT.) AND NON-PRINT COLLECTION

TABLE F

Uncataloged Collections:	Titles	Volumes
Bound Periodicals	256	10,975
National Union Catalog	4	509
Instructional Materials (Pre-1984/85)	453	527
Foreign Juvenile Books	892	892
Scores & Librettos	622	639
Archives	2,133	2,330
Misc. Union Lists, Phone Books, etc.	76	99
Sub-total: Uncataloged	4,436	15,971
Total Lib. Holdings of Volumes of Print Mat.	125,071	176,995

LIBRARY HOLDINGS: PRINT (CONT.) AND NON-PRINT COLLECTIONS

TABLE F
(CONT.)

NON-PRINT COLLECTION

Microform Collection:	Titles	Volumes
Periodicals on Microform	608	14,826
Microcards (cataloged Monographs)	750	770
Reference Microfiche Sets	12	24,249
Non-Reference Microfiche Sets	4	28,651
Reference CD-ROM Indexes & Full Text	19	2,340
Sub-total: Microform	1,393	70,836
Audiovisual Collection:	3,150	11,534
(Includes filmstrips, phonodiscs, slide sets,		
audiocassettes, kits, transparencies, viocasettes		
& computer software)		
Total Lib. Holdings of Physical Units of		
Non-Print Materials	**4,547**	**82,370**
	TITLES	**VOLUMES**
TOTAL LIB. HOLDINGS IN ALL		
FORMATS	**129,618**	**259,365**

PERIODICAL HOLDINGS BY DISCIPLINE
1997-98

TABLE G

SUBJECT	DISCONTINUED TITLES WITH HOLDINGS	CURRENT SUBSCRIPTIONS	TOTALS
Accounting	6	40	46
Art/Music	12	40	52
Biology	40	58	98
Chemistry/Physics	16	39	55
Computer Science	1	51	52
Criminal Justice	1	23	24
Economics/Finance	2	216	218
Education: Main Library Lisbon	39	99	138
Lisbon	0	19	19
English	26	80	106
General Library	84	104	188
Global Studies	0	0	0
History	56	41	97
Health Care Administration	0	20	20
International Business	0	45	45
Legal Assistance	0	20	20
Management: Main Library	27	230	257
Stamford	0	3	3
Mathematics	8	24	32
Media Studies	5	23	28
Medical Technology	0	0	0
Modern Languages	15	11	26
Nursing - Bachelor's	5	35	40
Nursing -Generic	0	13	13
Nursing - Master's	0	33	33
Family Nurse Practitioner	0	20	20
Philosophy	9	24	33
Physical Therapy	3	26	29
Political Science	0	83	83
Psychology	25	99	124
Religious Studies	37	67	104
Respiratory Therapy	0	3	3
Social Work	2	26	28
Sociology/Anthropology	36	80	116
Sports Medicine	0	4	4
Total	**455**	**1,699**	**2,154**