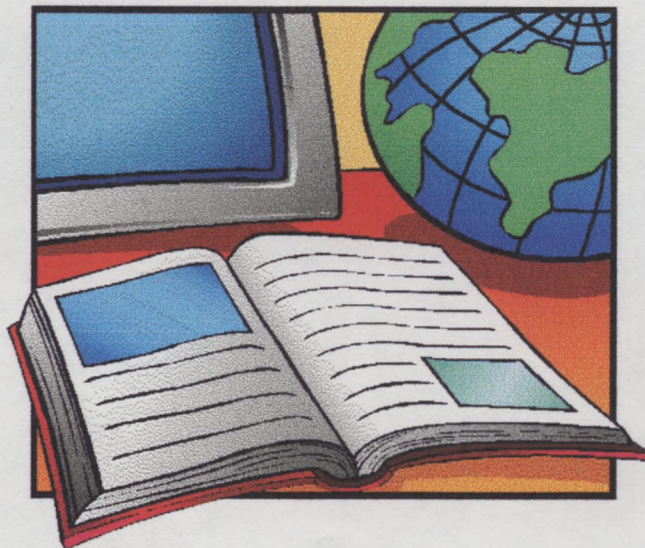


RYAN-MATURA LIBRARY ANNUAL REPORT 1998-1999




Mary Rogers
Interim University Librarian



Introduction

I think if I had to use to describe the year the library had it would be a year of transition and resurrection. We moved forward in technology areas by going to web based access for a significant portion of our electronic resources; faced the task of filling vacancies in every department of the library; had the University Librarian retire mid-year; and lastly reorganized the staff to better serve the user. Even though there was certainly a great deal of stress the staff has pulled together and we are starting to see some positive results come from the year.

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



1998/99 Objectives

Library objectives were related to University Goal #1:

Establish, achieve, and continuously improve standards of excellence within each academic program in terms of its quality, distinctiveness, and breadth and depth of learning.

The library had five goals that were specifically focused on Objective #11 of University Goal #1:

Develop and implement a plan to significantly enhance the Library as a center of learning.

1. *Redesign the library web page to become an interactive gateway to library resources and services.*

Over the course of the summer and fall the library staff worked with members of Academic Computing staff to begin this process. Major progress was made, with the pages becoming much more attractive and

useful to the user. Interactive form development has been delayed due to staffing issues in Academic Computing.

2. *Redesign access to electronic resources and set priorities for selection and retention of library databases.*

With both technical support and financial support from Academic Computing significant improvements were made in this area. The majority of our electronic resources are now available via the Library homepage to anyone who has a computer here on campus. Setting priorities for electronic resource retention and additional databases is ongoing.

3. *Change network access to the Online Public Access Catalog (OPAC) from Telnet to Internet (web based).*

This was accomplished mid-year when our consortia contracted with the library software vendor (CARL) on behalf of all members of the consortia. Unfortunately, the web version of the OPAC is not available here in the library due to the fact that the project to change the telecommunication method necessary for this to happen was not funded.

4. *Change access to the OCLC system from modem based to Internet based.*

This was accomplished in the late spring after cabling was completed and computers were reconfigured to allow for Internet access. This will allow for a slight cost savings in our OCLC costs.

5. *Design a fully integrated library system for future development.*

Some of the initial stages of this project were accomplished over the summer and early fall. With the retirement of the University Librarian followed very shortly by the resignation of the Director of Academic Computing, this project has been put on hold.




Services

Services to the students, staff and faculty saw some improvement this year. The change from a CD-ROM based Proquest system to the web-based Proquest Direct system was a significant improvement in service to the user and also meant that troubleshooting of computer problems were greatly reduced. The Head Reference librarian was able to focus on training an entire new staff of full-time librarians during the fall semester with this system running so much smoother than in the past.

With the improvement in Help Desk support from the Computing Department on campus we have had a much more productive year technologically speaking. In Reference we installed Internet access on the majority of the workstations which means that all of the electronic resources available via the Library homepage are accessible on each machine. This has helped a great deal in alleviating the waiting students experienced in previous years and therefor decreased the frustration levels. However, during the afternoon hours we still get complaints about slowness of the system.

In January a reorganization of support staff in Technical Services and Circulation Services allowed us to promote Linda Patrick into the position of Cataloging Supervisor and move her vacant position into the Circulation Services Department. This move has allowed us to have a full time Circulation person on duty seven days a week. With this continuity we are beginning to see a better level of service to the user, particularly since during the Fall semester Circulation was short staffed and were unable to provide the level of service the user had been accustomed to.

With the reorganization, the Technical Services area has begun to depend more heavily on the help of student aides to perform some of the responsibilities previously done by the Cataloging Assistant position that became a Circulation Assistant position. Linda Patrick as Cataloging Supervisor and Kathy Rauscher as Acquisitions Assistant have worked closely to create a workflow that meets the pace of the materials as they are ordered, received, cataloged, processed and ultimately shelved by the student worker.



Collections

Increasingly library collections are more than the printed word and our collection is certainly no different. With the assistance of the Academic Computing Department we were able to migrate our major electronic resources encompassed under the name Proquest Direct to a web based product and enhance our web presence by purchasing other electronic database resources that support many of the curricular needs of the students and faculty. Our web page now has links to such resources as Electronic Britannica, PsycInfo, Cumulative Index to Nursing and Allied Health (CINAHL), Basic Biosis, MLA Bibliography, and a basic package of other useful electronic resources called FirstSearch.

Since the library materials budget remained the same as the previous two years the book collection continues to face real inadequacies. The reference librarians in their role as liaison to faculty areas worked with their faculty counterpart to expend funds as wisely as possible. Kathy Rauscher as Acquisitions Assistant began using a different book vendor for some of the book materials which allowed our limited dollars to be stretched even further since this vendor gave us discounts of up to 40% on certain types of titles.

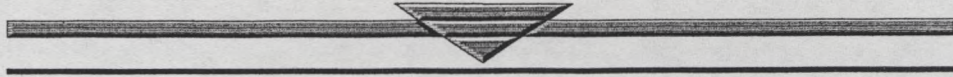
Some of the notable print additions to the collection included Annals of America, Cyclopedia of Literary Characters, Encyclopedia of Mental Health and lastly the Encyclopedia of the Vietnam War. An enormous addition to the electronic resources was the gift of two computer workstations and many resources on theology and religious studies that have been designated the **Anthony J. Cernera Electronic Theological Collection** on the 10th anniversary of his presidency celebrated at Founders Day.



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 issues. Vendor discount programs for group purchase of electronic resources continued although we have not taken part in any to this point as well as the reciprocal borrowing program for faculty and staff which several of our faculty have take advantage of.

The library continues its long standing participation in Bibliomation for its shared online public catalog, circulation, and serials/acquisitions services; in Partnership for Connecticut Libraries for the future development of cooperation amongst libraries; in OCLC/NELINET for its online cataloging and classification, interlibrary loan, and database searching services; and in the Western Connecticut Library Council (WCLW) for its shared purchasing program and training workshops; and as a member of various professional organizations.



Special Projects

A major project that was initiated during the first half of the year was working with the Director of Academic Computing to enhance the access of library electronic resources to the user. This project has been highly successful for the user on campus. There are still some technological issues to overcome before access to the branch campuses and the user from the home will be available.

The other major project that was started was that of beginning to look at the possibility of leaving Bibliomation; the library consortia we belong to for all of our integrated library functions such as circulation of library materials, ordering of library materials, online catalog, serials checkin, academic reserves; and bringing all of those functions in-house to a system that would be managed by the University. That project was been suspended due to the retirement of the University Librarian followed very shortly by the resignation of the Academic Computing Director.



Staff Activities

Once again this year training was a major focus due to new staff members and the ever changing way tasks are performed due to technology. Many staff took advantage of workshops for various MS Office products provided on campus. Library workshops provided by Bibliomation and WCLC pertaining to specific library functions were attended by those staff most involved in the particular function discussed. Jane Fertig attended sessions about Interlibrary Loan, Circulation procedures, and Academic Reserves. She also attended a workshop on how to become a great communicator. Susan Broadstone attended a workshop on problem solving sponsored by Bibliomation and Lisa Kelley was our representative at the annual showcase of databases for Bibliomation libraries.

Professional development is always a focus for the library staff and the librarians attended a variety of seminars, workshops and professional conferences. Mary Rogers went to the Educom Conference in October where the focus was technology in higher education and how to enhance the use of same in the classroom. In April she attended the Association of College and Research Libraries Conference where again the focus was technology and planning the impact on the library as it changes so quickly. The reference librarians attended the American Library Association in Washington D.C. in June of 1998 as well as the annual Connecticut Library Association meeting held each year in April. Lisa Kelley also attended the NEC/ACRL conference in May pertaining to electronic reserves. Bill Etzel, Lisa Kelley and Melanie Ferko all attended the exhibits hall of the National Online Meeting to gain exposure to new electronic products available to the library market.

Many of the professional librarians are members of professional library organizations. Mary Rogers, Susan Broadstone and Melanie Ferko are all members of the American Library Association as well as the Connecticut Library Association. Lisa Kelley is a member of the Connecticut Library Association and Special Libraries.

Mary Rogers continued as the representative to the Bibliomation User Council and became the representative to the Council of Connecticut Academic Library Directors, NELINET and WCLC with the retirement of Dorothy Kijanka. Unfortunately she resigned as Vice President, President Elect of Bibliomation during the year due to the need to focus on the needs of the library with her assuming the role of Interim University Librarian.

Melanie Ferko served as Chair of the Awards Committee of the Connecticut Library Association and presented the librarian of the year award at the annual Connecticut Library Association meeting this past April. She also is a member of the Connecticut Humanities Council and a member of the New England Library Association.



APPENDIX

PART I: USAGE & SERVICES

TABLE

Patron Count.....	A
Building Use by Groups.....	B
Reference Questions.....	C
OPAC Usage.....	D
Electronic Database Usage.....	E
Material Circulation - External.....	F
Library Instruction Classes.....	G
Circulation of Reserve/ Audiovisual Materials.....	H
In-house Use of Materials.....	I
Total Materials Usage.....	J
Interlibrary Loan Activity.....	K
Yale University Usage.....	L

PART II: COLLECTIONS

Materials Acquired.....	A
Materials Cataloged.....	B
Materials Added to Online Circulation Database.....	C
Materials Processed.....	D
Library Holdings: Print and Non-Print Collections.....	E
Uncataloged Print and Non-Print.....	F
Periodical Holdings by Discipline.....	G



PART I
USAGE & SERVICES

TABLE A

PATRON COUNT 98/99

NUMBER OF PEOPLE USING THE BUILDING

1999	182,489
1998	164,590
#CHANGE	17,899
%CHANGE	11%

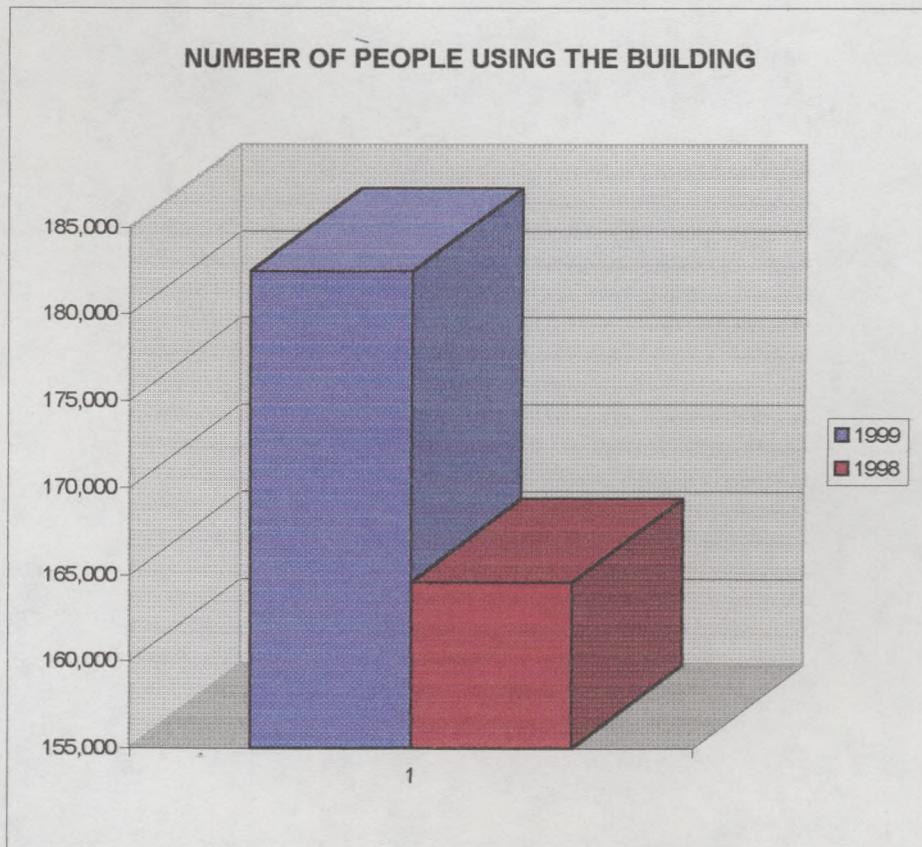


TABLE B

**BUILDING USE BY GROUPS
98/99**

	CLASSES	MEETINGS	TOTALS
1999	137	46	183
1998	108	28	136
# CHANGE	29	18	47
% CHANGE	27%	64%	35%

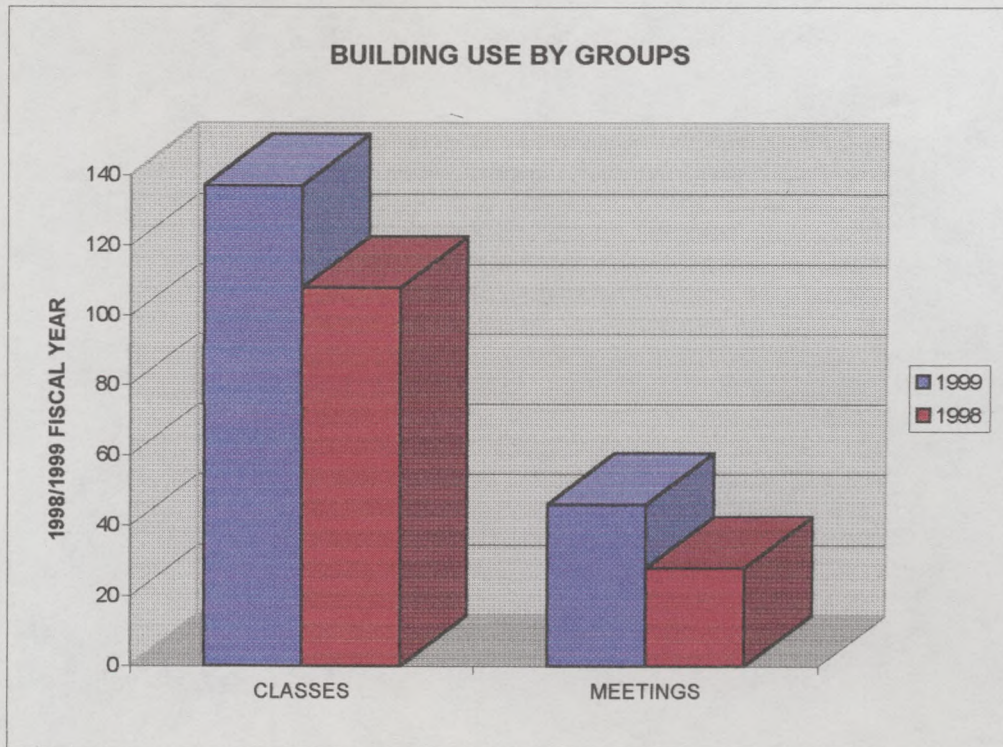
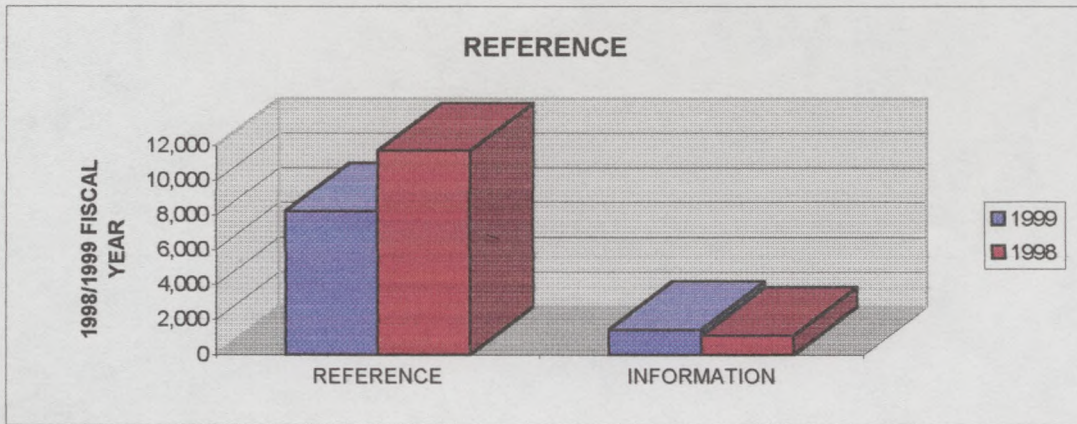


TABLE C

REFERENCE QUESTIONS 98/99

	REFERENCE	INFORMATION	TOTAL
1999	8,251	1,416	9,667
1998	11,727	1,096	12,823
# CHANGE	3,476	320	-3,156
% CHANGE	30%	29%	-25%



TELEPHONE

1999	856
1998	828
# CHANGE	28
% CHANGE	3%

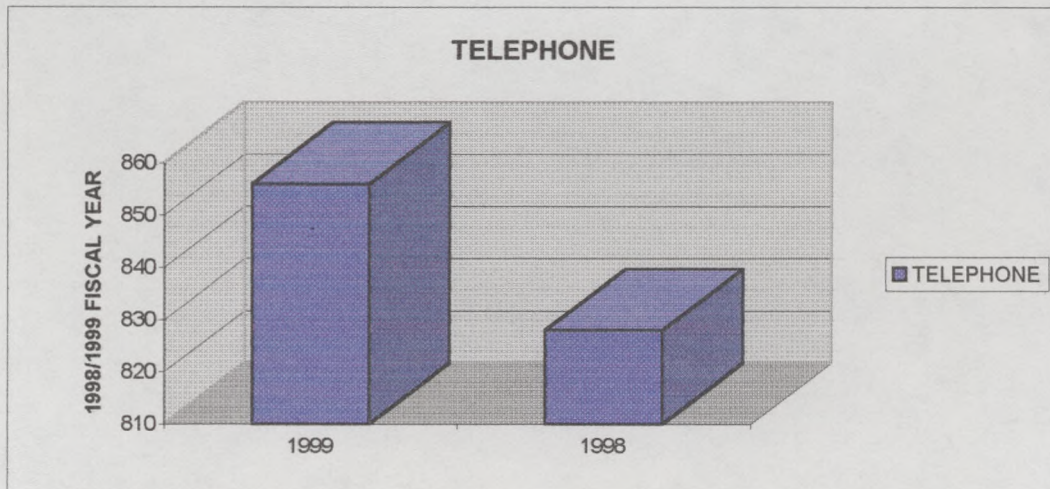
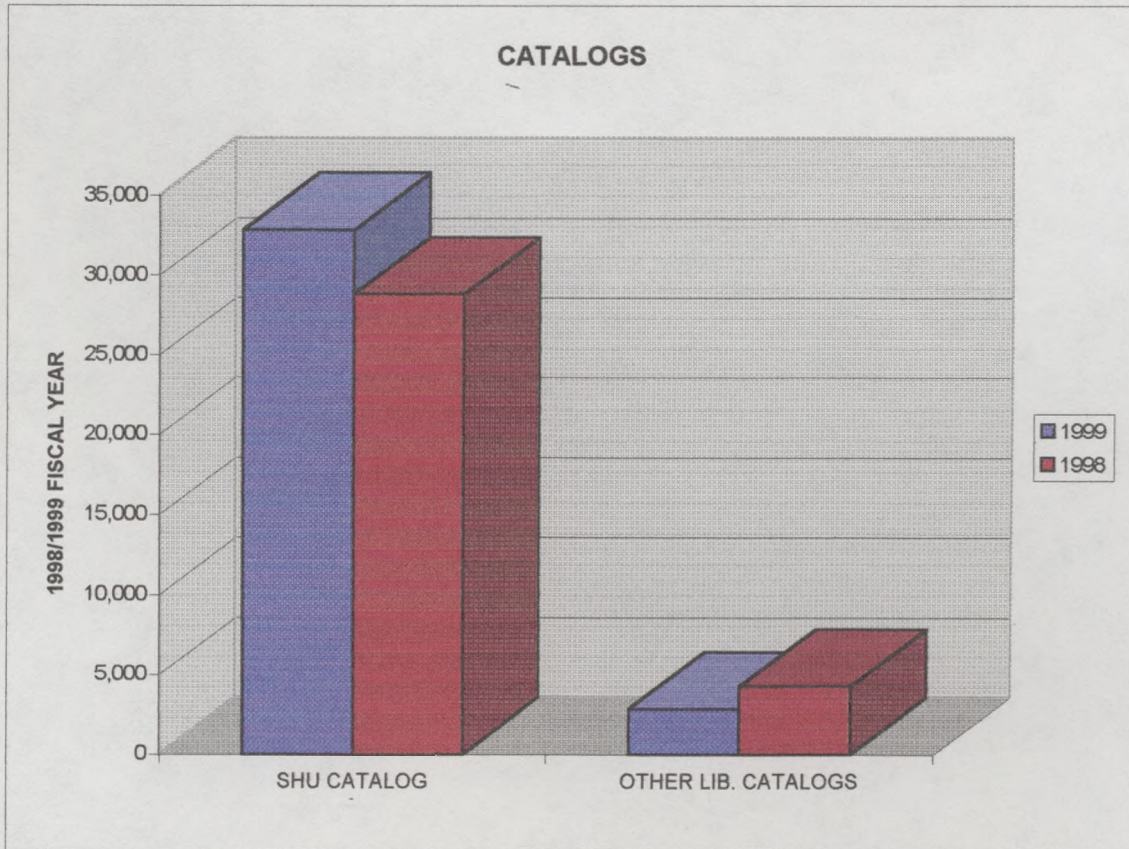


TABLE D

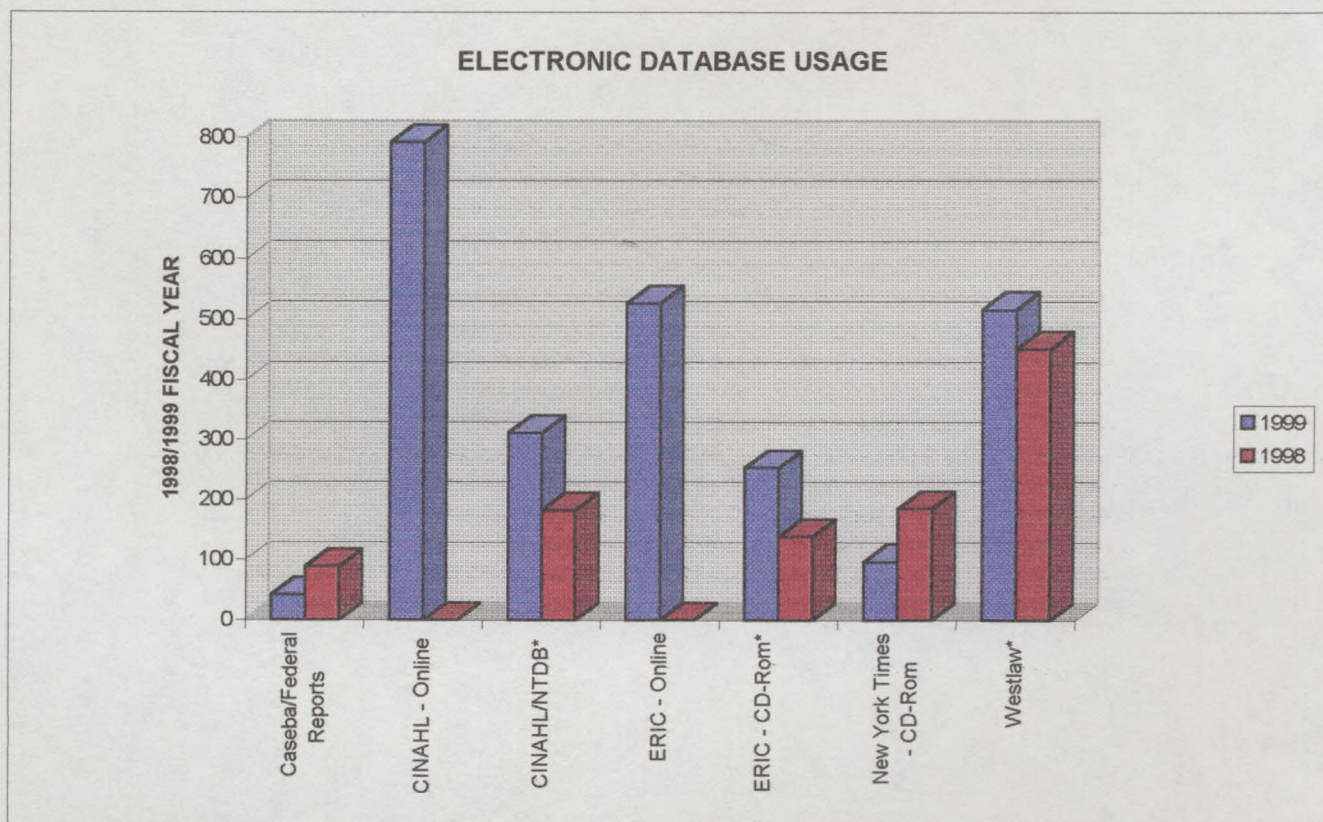
**OPAC USAGE
98/99**

	SHU CATALOG	OTHER LIB. CATALOGS	TOTALS
1999	32,834	2,851	35,685
1998	28,822	4,282	33,104
# CHANGE	4,012	-1,431	2,581
% CHANGE	14%	-33%	8%



**TABLE E
ELECTRONIC
DATABASE USAGE
98/99**

	1999	1998	CHANGE	%
Caseba/Federal Reports	41	88	-47	-53%
CINAHL - Online	793	N/A		
CINAHL/NTDB*	311	182	129	71%
ERIC - Online	526	N/A		
ERIC - CD-Rom*	253	138	115	83%
New York Times - CD-Rom	96	185	-89	-48%
Westlaw*	516	451	65	14%
TOTAL	2,535	1,044	1,491	143%



PROQUEST DATA USAGE

ABI/INFORM	36,134	articles printed
General Periodicals	56,121	articles printed
Medical	4,634	articles printed
Social Science	5,707	articles printed
New York Times (90 day file)	8,647	articles printed
*New York Times - CD-Rom	96	
Wall Street Journal	8,524	articles printed

*Count is of people who signed up to use

TABLE F

**MATERIAL CIRCULATION - EXTERNAL
98/99**

	FACULTY	STUDENTS	GUESTS	TOTALS
1999	709	9,419	475	10,603
1998	1,350	10,272	518	12,140
# CHANGE	-641	853	-43	-1,537
%CHANGE	-47%	-8%	-8%	-13%

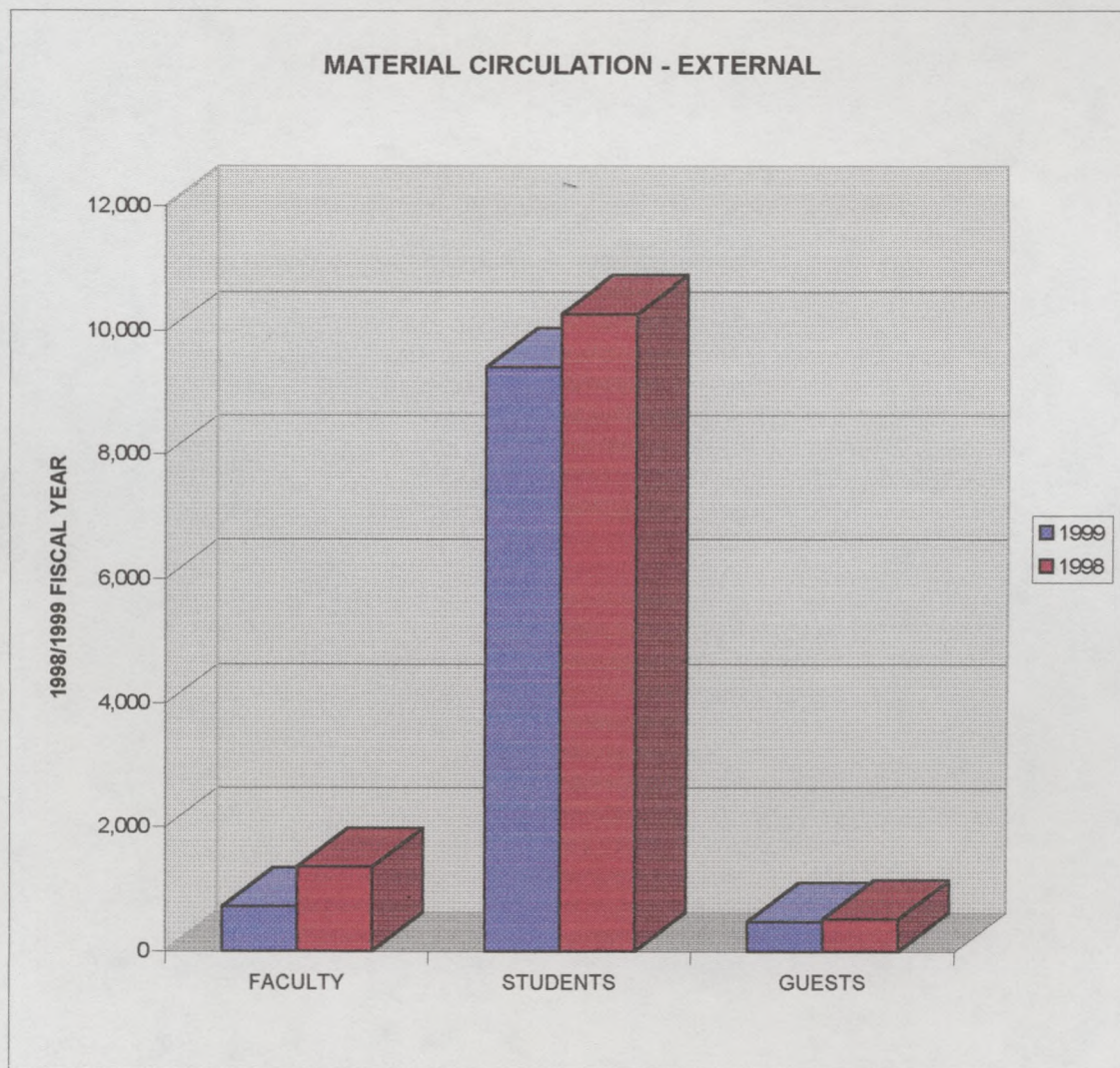


TABLE G

**LIBRARY INSTRUCTION CLASSES
98/99**

	ESL	EN 7	EN 11	EN 12	SPECIAL	TOTAL
1999	2	3	17	17	20	59
1998	1	3	21	28	25	78
# CHANGE	1	0	-4	-11	-5	19
%CHANGE	100%	0	-19%	-39%	-20%	-24%

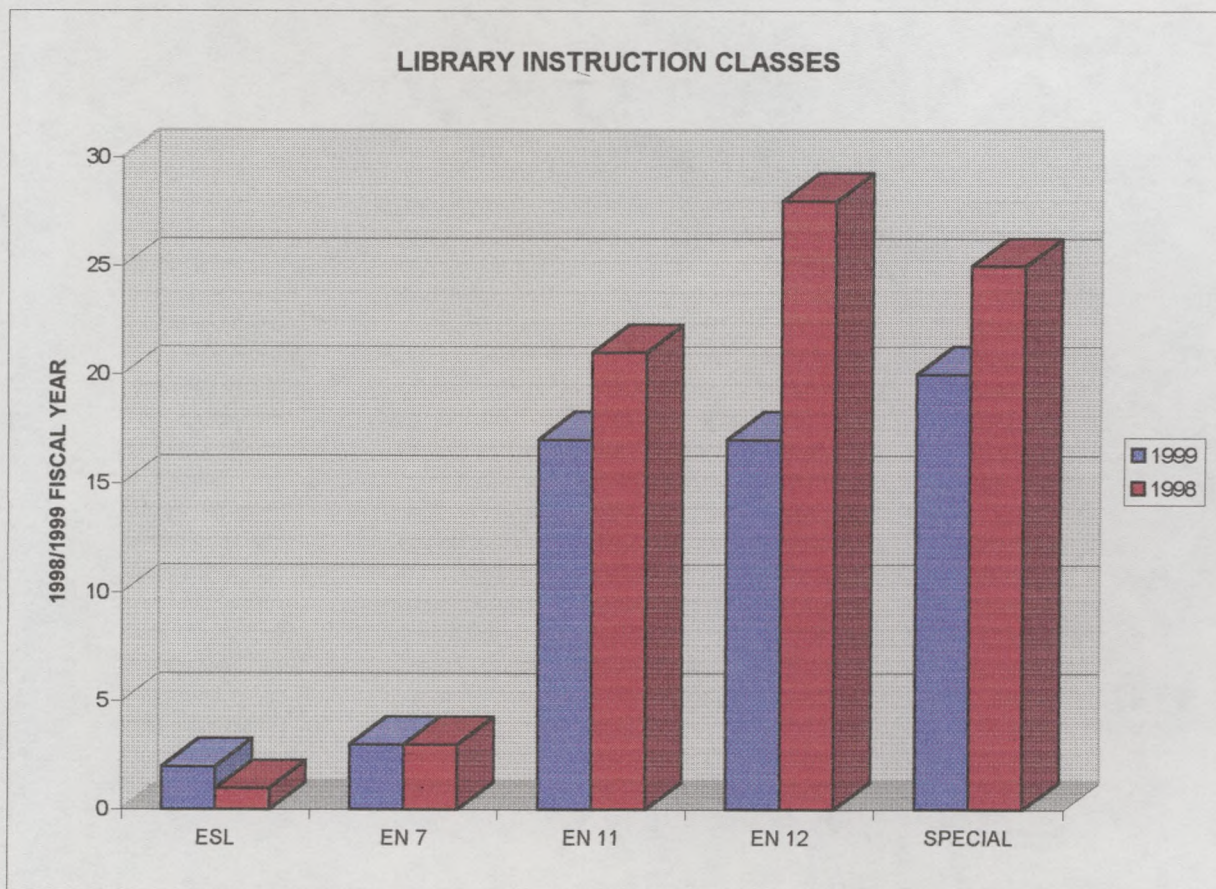


TABLE H

CIRCULATION OF RESERVE/AUDIOVISUAL MATERIALS
98/99

	1999	1998	# CHANGE	% CHANGE	TOTALS
RESERVE USAGE	2,173	2,140	33	2%	2,474
AUDIOVISUAL MAT.	22	39	-17	-44%	2,547
COMP. SOFT. & VIDEOS	181	215	-34	-16%	
AUDIOVISUAL EQUIP.	98	266	-55	-36%	
			-73	-3%	

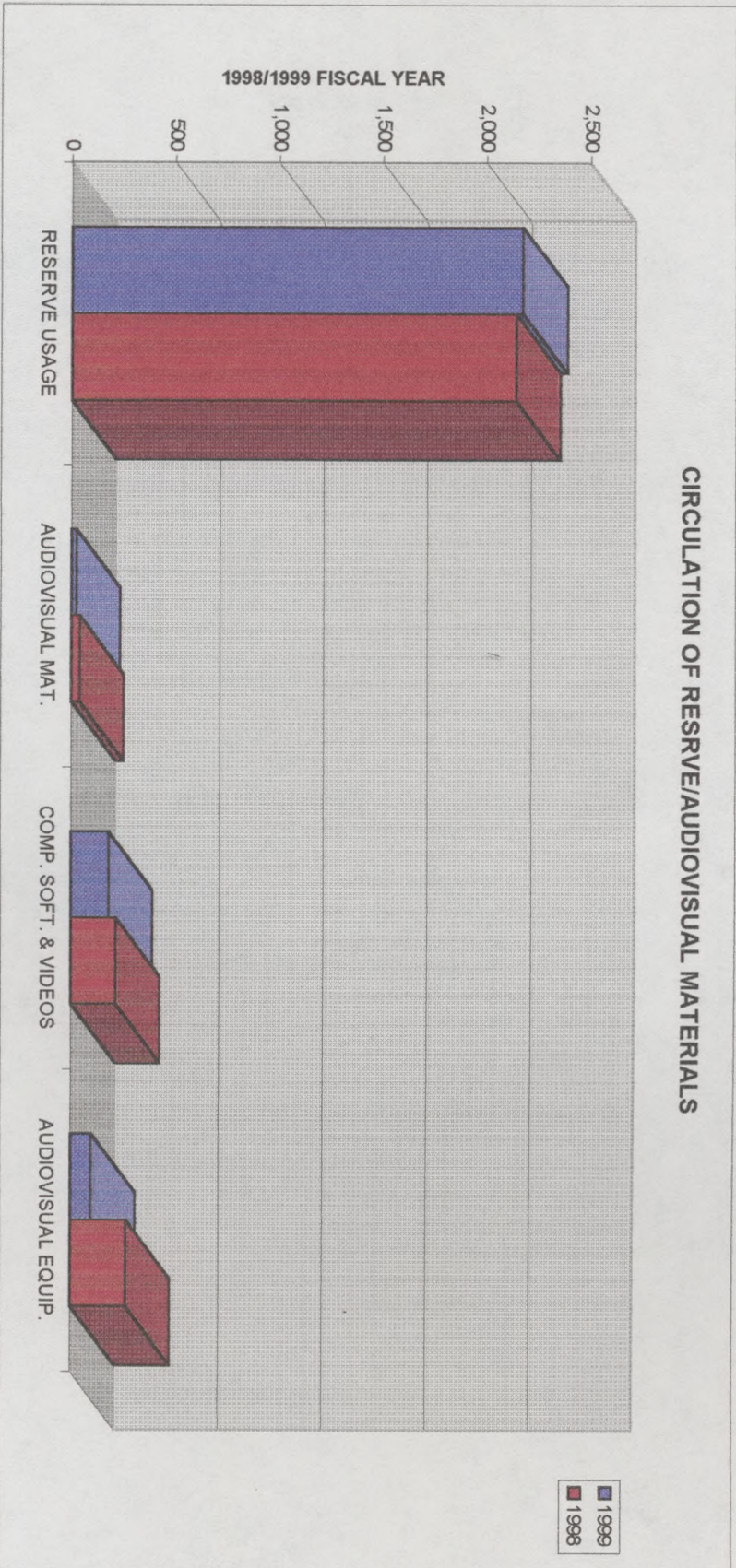


TABLE I

**IN-HOUSE USE OF MATERIALS
98/99**

	MATERIALS
1999	16,650
1998	15,484
# CHANGE	1,166
%CHANGE	8%

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

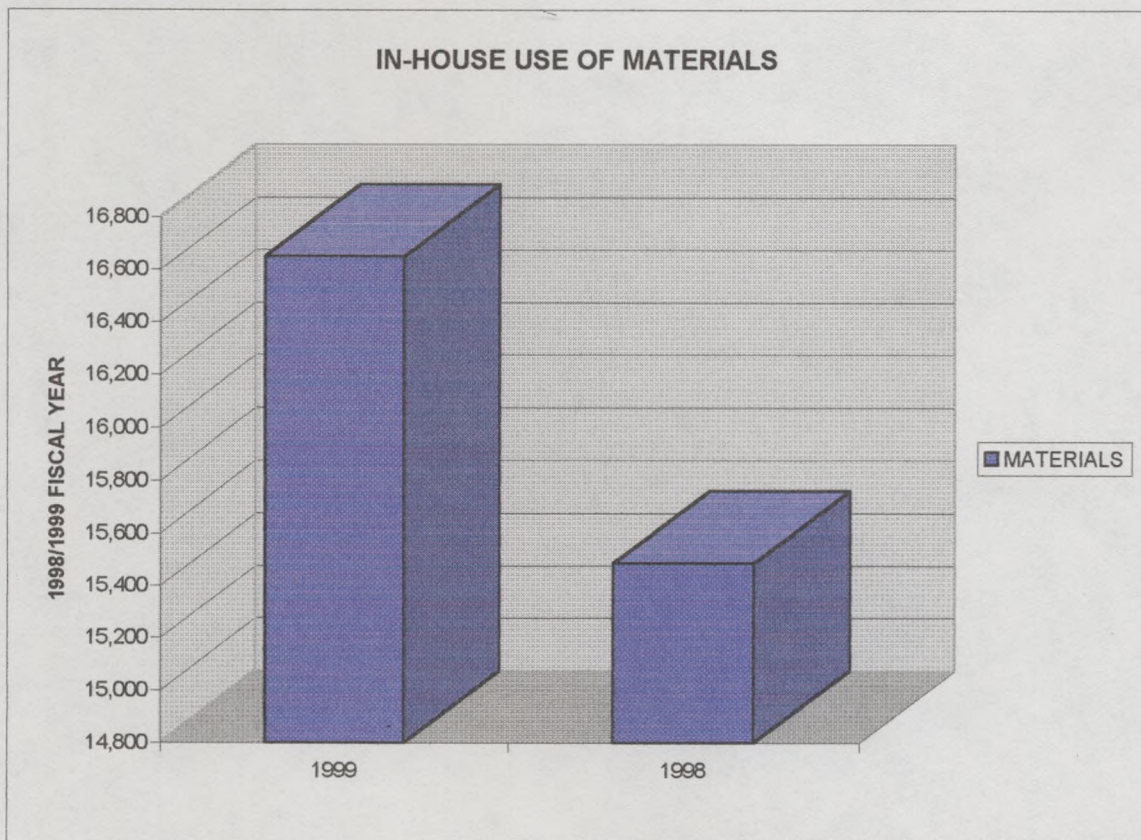
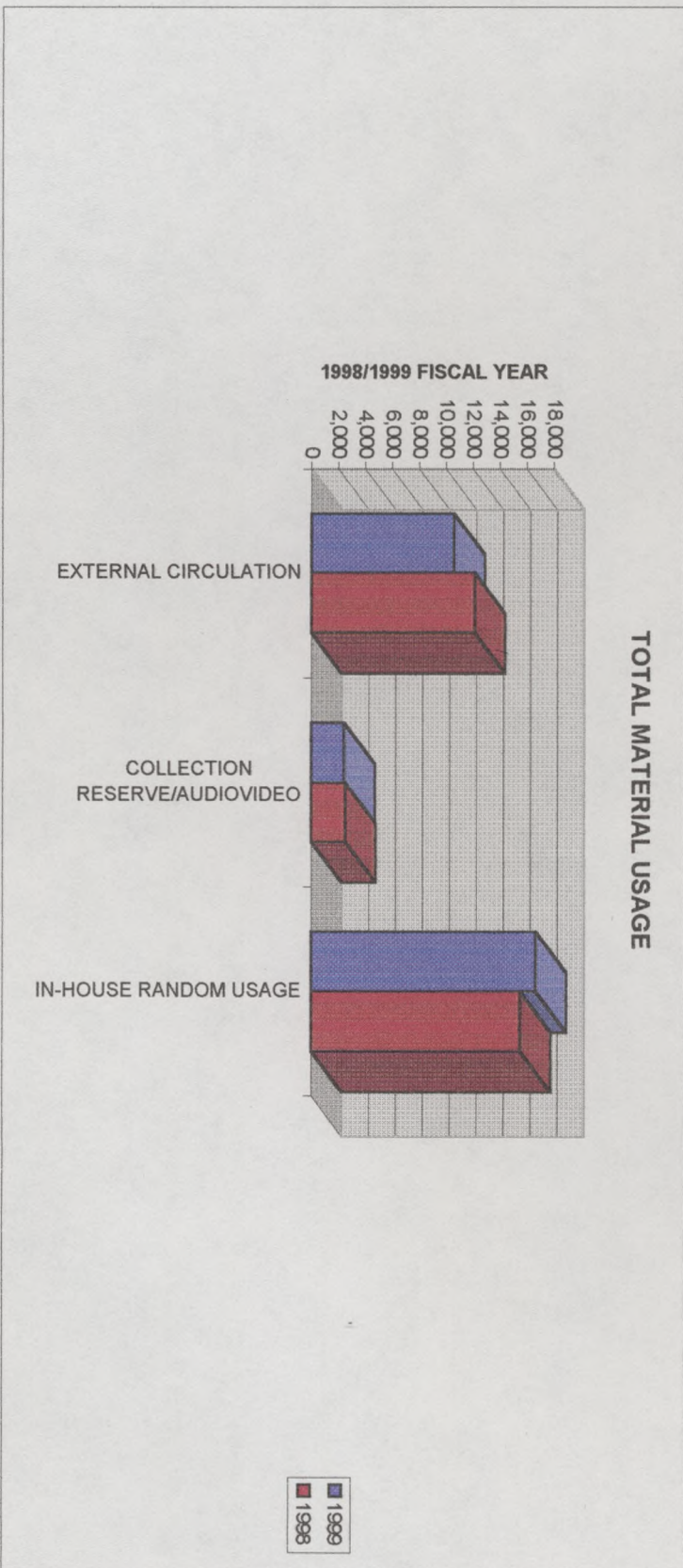


TABLE J

TOTAL MATERIAL USAGE
98/99

	EXTERNAL CIRCULATION	RESERVE/AUDIOVIDEO COLLECTION	IN-HOUSE RANDOM USAGE	TOTALS
1999	10,603	2,474	16,650	29,727
1998	12,140	2,547	15,484	30,171
# CHANGE	-1,537	-73	1,166	-444
% CHANGE	-13%	-3%	8%	-1%



**TABLE K
INTERLIBRARY LOAN ACTIVITY
98/99**

	BOOKS BOR. FROM OTHER LIB.	PERIODICALS BOR. FROM OTHER LIB.	TOTAL BORROWED	BOOKS LOANED TO OTHER LIBR.	PERIODICALS LOANED TO OTHER LIBR.	TOTAL LOANED	TOTAL BOR. & LOANED	TOTAL UNFILLED REQUESTS	TOTAL FILLED & UNFILLED TRANSACTIONS	#CHANGE	%CHANGE
1999	527	783	1,310	1,033	404	1,437	2,747	954	3,701		
1998	472	925	1,397	1,420	413	1,833	3,230	1,212	4,442		
										55	12%
										-142	-15%
										-87	-6%
										-387	-27%
										9	-2%
										-396	-22%
										-483	-15%
										-258	-21%
										-741	-17.00%

INTERLIBRARY LOAN ACTIVITY

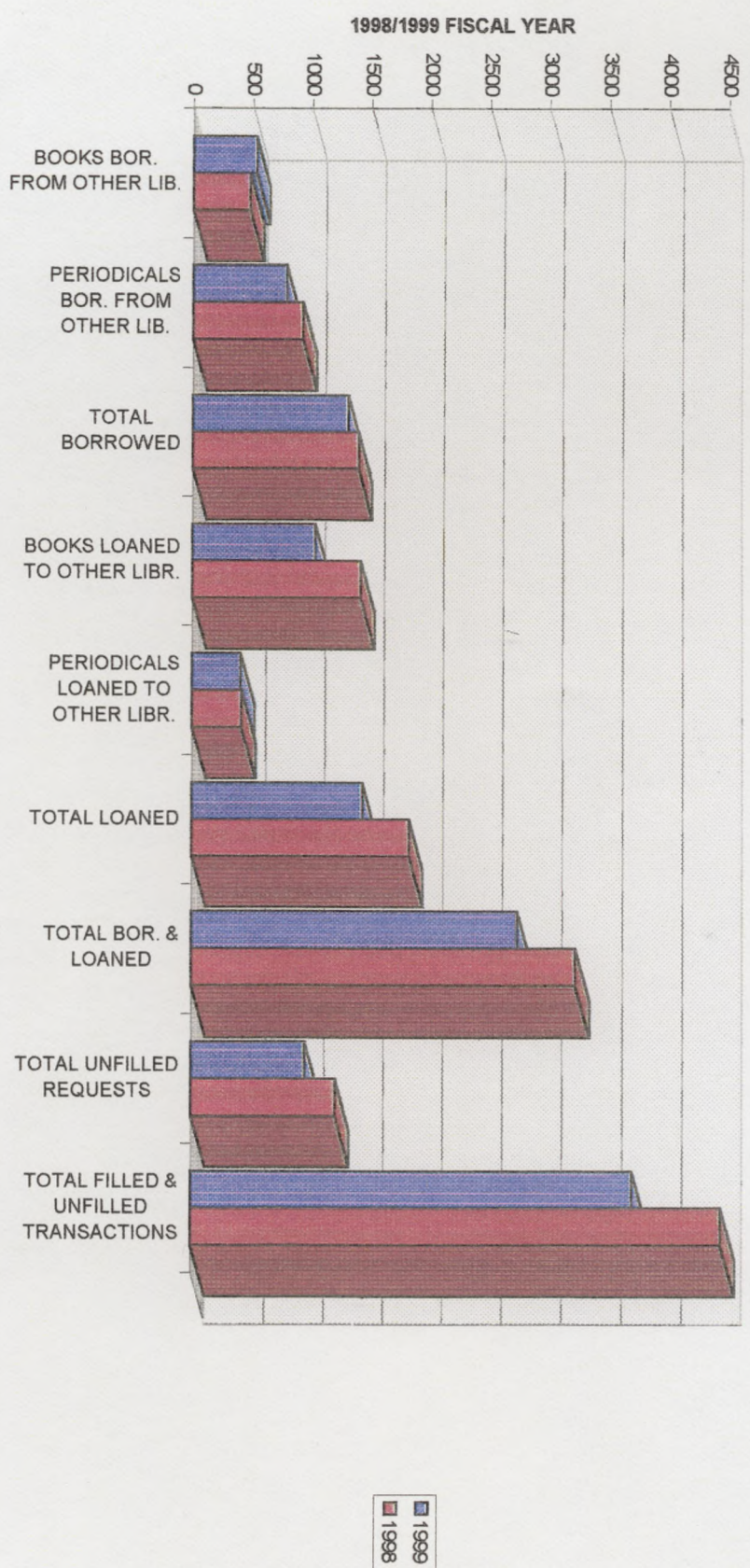
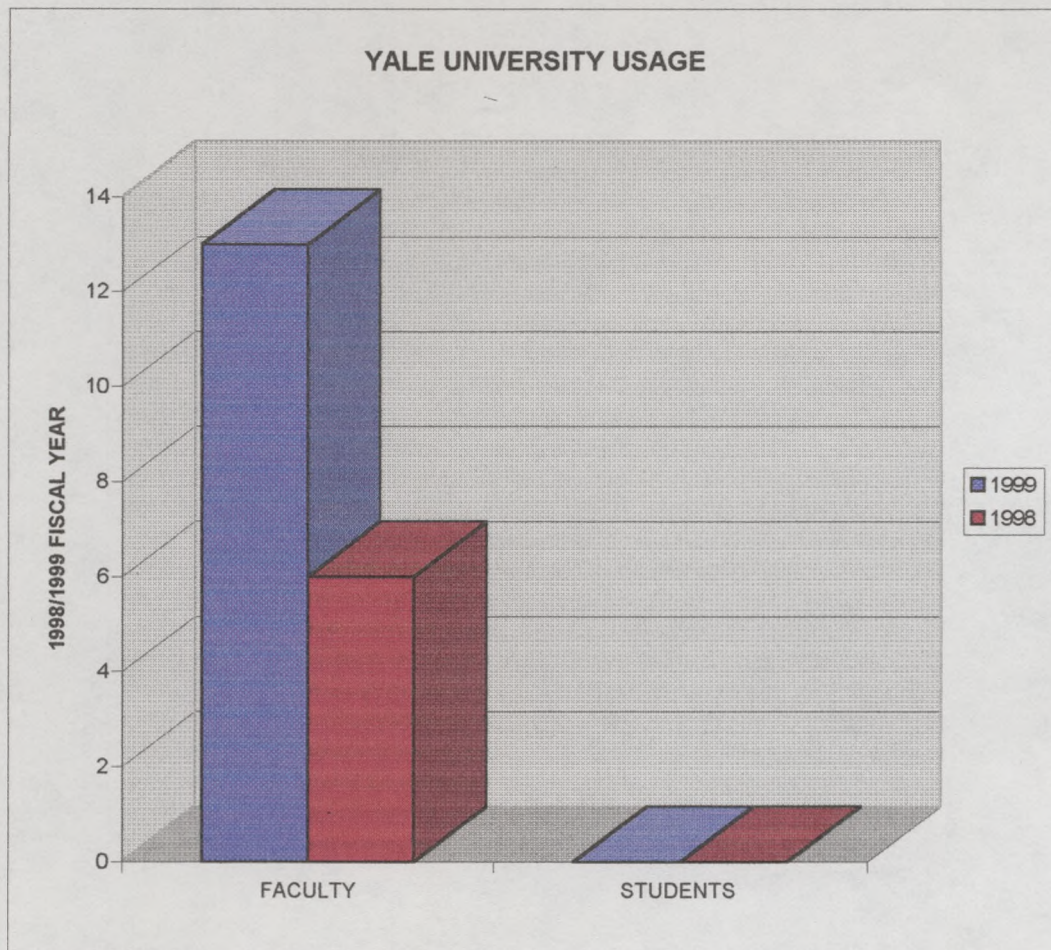
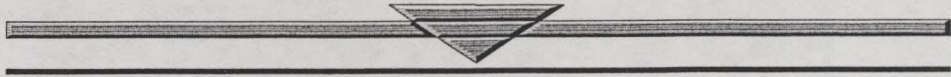


TABLE L

**YALE UNIVERSITY USAGE
98/99**

	FACULTY	STUDENTS	TOTALS
1999	13	0	13
1998	6	0	6
#CHANGE	7	0	7
%CHANGE	117%	0%	117%





PART II
COLLECTIONS

TABLE A

**MATERIALS ACQUIRED
98/99**

	ORDERED	RECEIVED
1999	1,637	1,314
1998	1,241	1,390
#CHANGE	396	-76
%CHANGE	32%	-5%

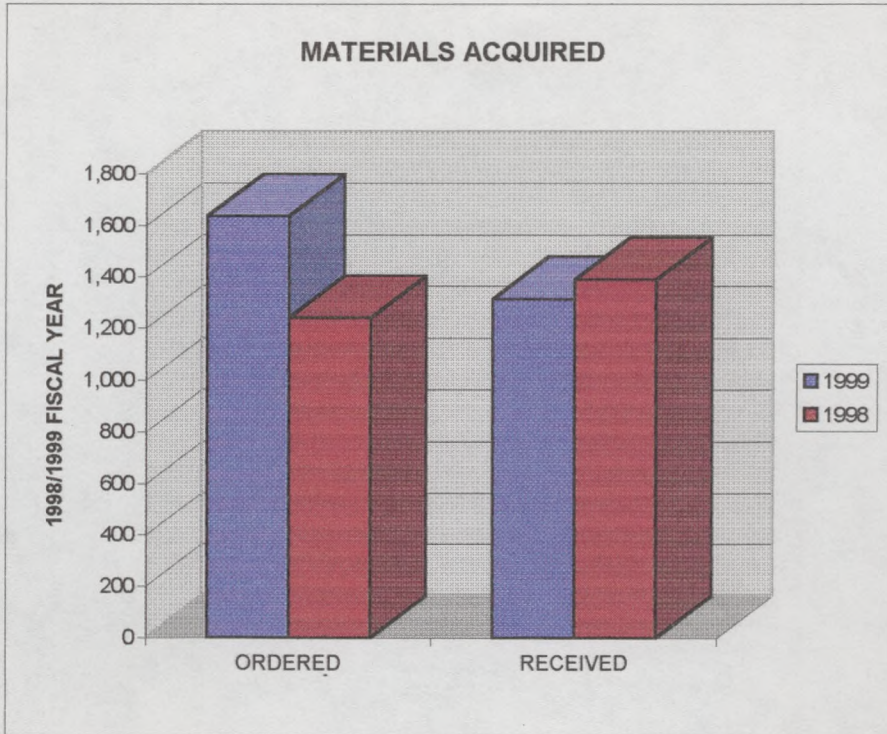


TABLE B

**MATERIALS CATALOGED
98/99**

	ORDERED	GIFT	TOTAL
1999	1,898	35	1,933
1998	1,905	107	2,012
#CHANGE	-7	-72	-79
%CHANGE	-3%	67%	-4%

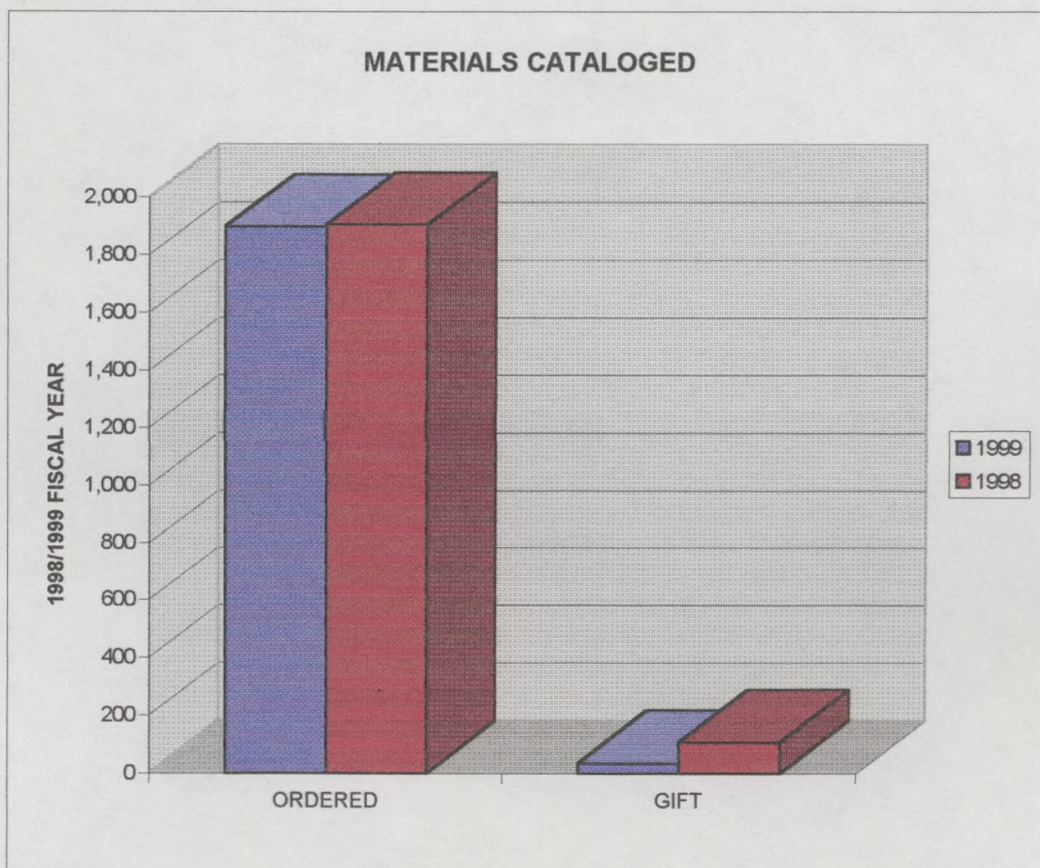


TABLE C

**MATERIALS ADDED TO THE ONLINE CIRCULATION DATABASE
98/99**

	ADD COPY (MONOGRAPHS)	ADD VOLUME (SERIALS)	MISCELLANEOUS	TOTAL ADDED
1999	1,922	662	783	3,367
1998	1,967	705	1,652	4,324
#CHANGE	-45	-43	-869	-957
%CHANGE	2%	-6%	-53%	-22%

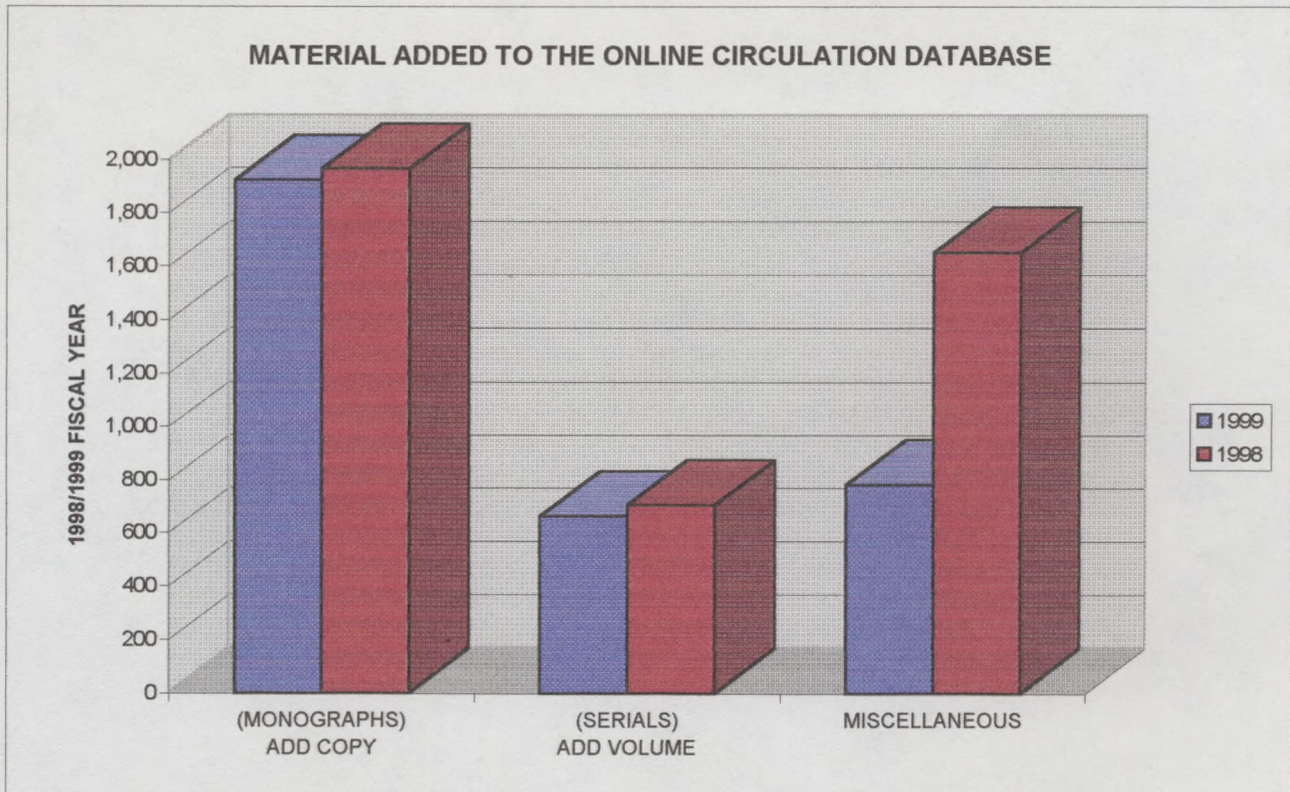
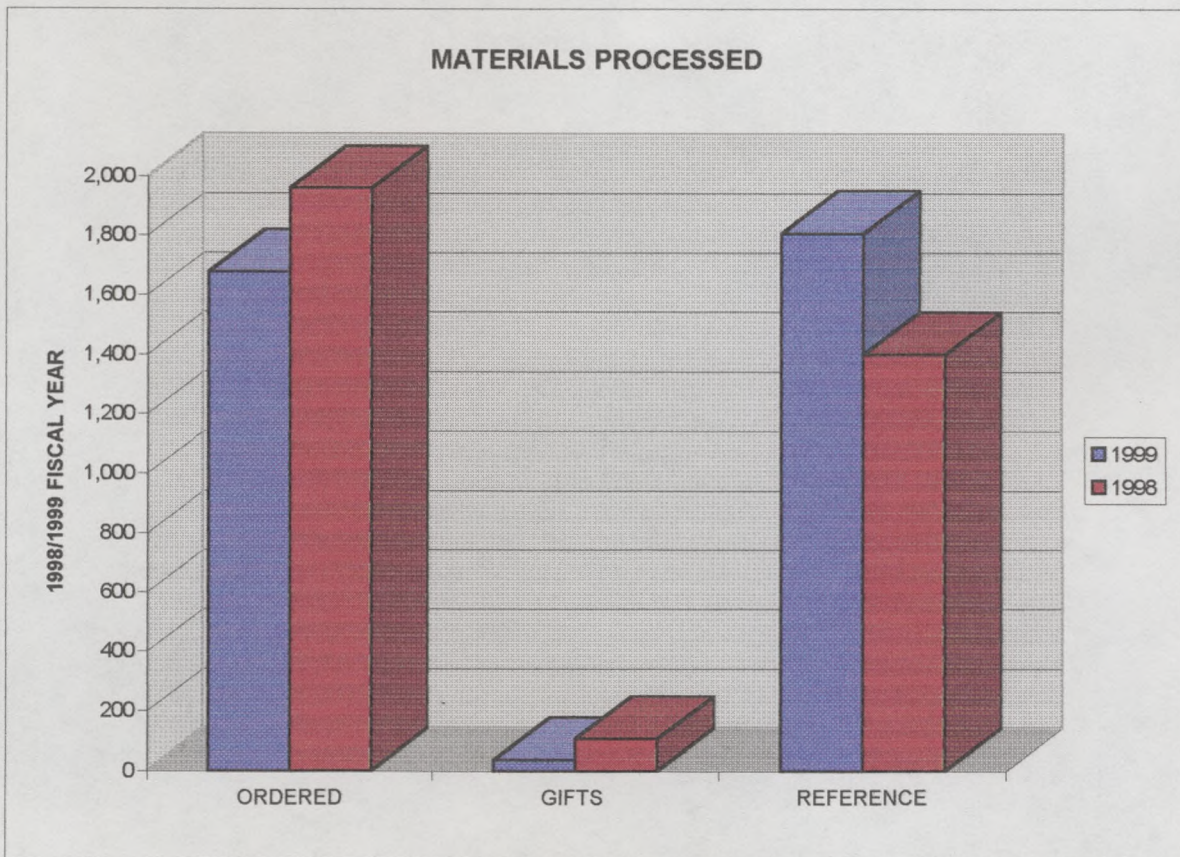


TABLE D

MATERIALS PROCESSED
98/99

	ORDERED	GIFTS	REFERENCE	TOTALS
1999	1,677	35	1,808	3,520
1998	1,960	107	1,399	3,466
#CHANGE	283	-72	409	54
%CHANGE	14%	67%	29%	2%



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	25	1,406	30	1,741
Media Studies	84	1,087	84	1,151
Philosophy	57	4,099	59	5,043
Psychology	12	2,660	12	3,059
Religious Studies	99	9,597	103	11,513
Sociology/SW/CJ	57	8,105	57	8,282
Political Science	28	5,598	28	6,228
Business Economics	82	9,383	96	10,316
Education	28	5,744	30	6,273
English Language & Literature	67	18,619	68	18,881
Foreign Language & Literature	34	7,058	44	8,173
General Science	22	775	24	934
Mathematics	19	3,752	21	4,515
Physics/Chemistry	20	2,236	20	2,731
Biology	15	2,901	19	3,341
Health Science	162	4,620	166	4,823
Technology	14	2,155	14	2,494
Arts	72	5,010	84	5,372
History/Geography/Biography	146	14,255	146	17,043
Sub-total: Main	1,043	109,060	1,105	121,913

TABLE E (CONT.)

OTHER

CATALOGUED COLLECTIONS IN BOOK FORM:

Main Circulation Collection:	Net Titles Added	Net Titles Held	Net Volumes Added	Volumes Held
Reference (Excluding Microform)	43	7,971	1,647	23,326
Juvenile	69	1,824	69	2,141
Special Collections & Rare Books	5	864	5	987
Law (Most new legal mat. inc. in ref. total)	67	970	67	14,149
Curriculum Collection	12	1,185	12	1,413
Sub-total: Other	196	12,814	1,800	42,046
Total for Cat. Collection in Book Form	1,239	121,874	2,905	163,929

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

TABLE F

Uncataloged Collections:	Titles	Volumes
Bound Periodicals	256	11,332
National Union Catalog	4	509
Instructional Materials (Pre-1984/85)	453	527
Foreign Juvenile Books	892	892
Scores & Librettos	622	639
Archives	2,183	2,380
Misc. Union Lists, Phone Books, etc.	76	99
Sub-total: Uncataloged	4,486	16,378
Total Lib. Holdings of Volumes of Print Mat.	126,360	180,307

**PERIODICAL HOLDINGS BY DISCIPLINE
1998-99**

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	39	101	140
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	100	125
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	1,702	2,157