

Mildred F. Sawyer Library

Annual Report July 1999 - June 2000

Summary

The Mildred F. Sawyer Library had a successful, and somewhat stressful, year. We continued to improve upon existing services, develop the various print and non-print collections, and introduced new databases. We designed, created, and implemented a new Bibliographic Instruction Area with ten computer workstations, and we improved the layout of furniture in the Library in order to increase effectiveness and efficiency of space utilization. We also experienced a fire that delayed our planning and implementation efforts to improve library services by six months.

Staffing

As in Fiscal Year 1999, staff turnover continued at the Sawyer Library in Fiscal Year 2000. Shuqian Zhang, Circulation Evening/Weekend Supervisor, left on July 22, 1999. Nelson Orellana replaced her officially on September 7 at the beginning of the academic semester. On August 16, 1999, Trent Collier assumed responsibility as Periodicals Technician (replacing Joy Miller who had left in June 1999). Connie Sellers arrived on August 23, 1999 to replace Glynys Thomas (who left during FY1999) as Reference Librarian. Megan Threlkeld replaced Orellana as a Library Assistant in Circulation on August 24. Megan's work schedule was altered to a Tuesday through Saturday position to provide a full time staff member in Circulation on Saturdays. Vicky Ford, Acquisitions & Cataloging Technician transferred to the Biology Department in the College of Arts and Sciences on September 3, 1999. Sheila Keane replaced Vicky on September 13. On September 19, after less than three weeks as Circulation Evening/Weekend Supervisor, Orellana unexpectedly left, providing no notice. Lilly Pregill

replaced Orellana on October 12. The following day Paula Hartman replaced Scott Chaurette as the InterLibrary Loan Assistant (part time).

In April 2000 Margaret Lourie, Assistant Director for Technical Services, left after 8 years. Rebecca Nies Fulweiler transferred into this role from that of Assistant Director of Reference Services. Kathi Maio, Reference Librarian, then moved into Becky's position in May 2000, leaving a vacancy for a Reference Librarian unfilled at the end of the fiscal year.

At the end of June 1999, we had the following staff:

<u>Staff Member</u>	<u>Position</u>
Allison, Robert	University Archivist
Boyle, Cathy	Circulation Manager
Collier, Trent	Periodicals Technician
Djorup, Kristin	Reference Librarian
Dugan, Robert	Director
Fulweiler, Rebecca Nies	Assistant Director for Technical Services
Hartman, Paula	InterLibrary Loan Assistant (part time)
Keane, Sheila	Acquisitions & Cataloging Technician
Maio, Kathi	Assistant Director for Reference Services
Pregill, Lilly	Evening/Weekend Circulation Supervisor
Seller, Connie	Reference Librarian
Threlkeld, Megan	Library Assistant for Circulation
Tynemouth, Brian	Resource and Technology Manager, NEADSU
Vacant (was Maio)	Reference Librarian
Wong, Judy	Library Assistant for Circulation

Collections

The collection is the primary asset of any academic library. Collections include print materials such as books and periodicals, and non-print materials including electronic resources. Users want it all: a large collection of print materials relevant to their course work, and electronic resources easily accessible, especially from home. They want it immediately, conveniently, and at no cost.

The Library increased the availability of licensed electronic resources via the World Wide Web. During the year new subscriptions were acquired: EBSCO's Academic Search Elite; CompuStat; Criminal Justice Abstracts; FISOnline; and, RefUSA. Most of these products were licensed for access on and off campus, increasing accessibility outside of the Library's physical structure.

<u>Database Name</u>	<u>Number of Times Used</u>	<u>Number of Records Used</u>	<u>Access Method</u>	<u>Notes</u>
ABI/Inform	35,680	not available	Web/Proxy	
Academic Search Elite	18,685	47,400,067	Web/Proxy	
African-American Bio.	unknown	not available	Web/Proxy	
Books in Print	2,282	1,263,345	Web/Proxy	
Boston Globe	8,035	not available	Web/Proxy	
Contemporary Authors	1,029	903	Web/Proxy	through May 2000
Contemp. Literary Critsm.	1,549	2,098	Web/Proxy	through May 2000
Criminal Justice Abstracts	unknown	not available	CD-ROM	
Encyclopedia Britannica	6,669	126,221	Web/Proxy	
ERIC	3,719	2,736,476	Web/Proxy	
Expanded Academic	8,596	28,062	Web/Proxy	through May 2000
FirstSearch	375	not available	Web	
FISonline	101	2,850	Web/Proxy	
General Business File	3,297	11,809	Web/Proxy	through May 2000
General Ref. Center	2,947	8,907	Web/Proxy	through May 2000
Health Ref. Center	1,097	3,938	Web/Proxy	through May 2000
IDEAL (Academic Press)	1,469	not available	Web/Proxy	through May 2000
Lexis-Nexis Academic U.	38,417	56,806	Web/Proxy	through May 2000
MLA Bibliography	unknown	not available	CD-ROM	
Moody's International	unknown	not available	CD-ROM	
PROMT	690	2,105	Web/Proxy	through May 2000
PsycINFO	12,731	21,808,369	Web/Proxy	
RefUSA	unknown	not available	Web/Proxy	
SocioFile	1,578	3,125	Web/Proxy	
Stat-USA	unknown	34,237	Web/Proxy	through May 2000
UnCover	unknown	1,162	Web/Proxy	
Wall Street Journal	10,920	not available	Web/Proxy	

The print collection also increased.

Collection Statistics

	<u>Added in FY2000</u>	<u>Total Held at end of FY2000</u>
Books - Volumes	2,556	102,966
Books - Titles	2,060	91,986

Microform units	370	124,614
Paper/Microform Serial Subscriptions	2	1,010
Electronic Subscriptions		23
Videotapes	181	312

In November 1999, we sent memos to all CAS and SSOM department chairs asking them to review an attached list of periodical subscriptions received and identify any titles no longer used/needed for consideration of cancellation. Only a handful of departments complied; several cancellations were made. Subscriptions were also added as requested by those departments participating in this cancellation project.

Technology

Expansion of the Library's technology was a major change in FY2000. During summer 1999 the Library purchased 28 new computers: nineteen for users and nine for staff. Over 50 new Ethernet wires were pulled throughout the Library. The number of workstations available in Reference for students was increased; by the end of FY2000, students and faculty had access to 18 Reference workstations; ten workstations shared five laser printers, and Okidata 24-pin dot matrix printers were attached to the other eight workstations.

In December 1999, students began reporting viruses on the productivity workstations on Floor 1 and Floor A Mezzanine. These 18 workstations were all 80486 based, with no CD-ROM drive, and 500-megabyte hard drives. With such limited capabilities, library staff could not install up-to-date virus protection software. The problem was a major inconvenience to students trying to finish semester-ending papers. In January and February 2000, all the workstations were replaced with Pentium II and Pentium III computers. Virus protection software was licensed and installed; the problem did not reoccur during the Spring 2000 semester.

CAS Academic Computing purchased 12 laptops for the Library to be loaned to students. The Library installed a “laptop” area on Floor A to which eight Ethernet wires were pulled so that students could “plug in” the laptop and gain access to the Internet. The laptops were a success; they were loaned 1,148 times, with the following breakdown:

	<u>Fall 1999</u>	<u>Spring 2000</u>	<u>Total</u>	<u>Percentage</u>
CAS students	98	315	413	36.0 %
SSOM students	207	506	713	62.1 %
CAS faculty:	0	4	4	0.3 %
SSOM faculty	1	4	5	0.4 %
Unknown affiliation:	7	6	13	1.1 %
TOTALS	313	835	1,148	99.9 %

With the help of Bill Mahoney in University MIS, the Library installed and implemented a wireless network in March and April 2000 to support the laptops. Twelve wireless Network Interface Cards (NIC) for Type II PCMCIA laptop slots were purchased. Four Apple AirPort wireless hubs were purchased and installed on the 2nd, 1st, A and B floors. Bob Dugan installed the necessary software on each laptop, and Mahoney and Dugan configured the wireless hubs for “active roaming;” a user could move the laptop throughout the Library and not loose their connection to the Internet. The wireless network allowed students to access the Internet from virtually anywhere in the Library even though the area (such as the group study rooms) was not physically wired for the University’s network. The introduction of the wireless network was very popular with students.

To improve bibliographic instruction conducted by librarians, a little-used group study room on Floor B was converted into the Library Instruction Room, equipped with 10 user workstations, and an instructor workstation. A LCD projector was attached to the instructor workstation so that all those sitting in the room could view the monitor. The Library conducted dozens of instructional sessions using this new room and the computers therein.

During FY2000, the proxy server, used to provide access to our electronic databases off-campus from anywhere on the planet, was used for 41,647 sessions. The most popular database accessed remotely was the InfoTrac database (10,980 times, over 26% of the total). Next most popular was Lexis-Nexis Academic UniVerse (10,535 times at 25% of the total) followed by ProQuest Direct (ABI/INFORM, Wall Street Journal and The Boston Globe) (7,853 times, nearly 19% of the total). The busiest months were April (7,624 times), October (6,775 times) and November (5,825). August, July and September were the months for which the proxy was least used. The busiest hour of day to access the proxy was from 9:00 p.m. to 10:00 p.m. (9.16% of all use was in this one hour); 34.16% of all use occurred in the five hours between 7:00 p.m. and midnight. Use of the proxy server slowed by 11:00 p.m. until 9:00 a.m. the next morning (accounting for a total of 10.43% for this ten-hour period). Of total users, students accessed the proxy server 35,368 times (84.6%) while faculty used it 4,856 times (11.7%). University employees accessed the proxy 1,451 times (3.5%) -- these employees may also be students.

<u>Proxy Server</u>	<u>Times Accessed by Users</u>
Proquest Direct (ABI/Inform, WSJ)	7,853
African American Bibliographic Database	1
CenStat	234
Dun's Million Dollar Directory	589
Encyclopedia Britannica	1,440
EBSCOhost	6,889
FISonline	39
IDEAL	668
InfoTrac Databases	10,980
Journal of Biological Chemistry	19
Lexis-Nexis Academic Universe	10,535
RefUSA	78
Sociofile/Sociological Abstracts	529
Stat-USA	387
Uncover	431

Lessons learned from proxy statistics: the oldest database (InfoTrac) is still the most used. The proxy server enabled 3,725 sessions (8.9% of the total use) to access the Library's electronic resources during the hours for which the Library is closed. The heaviest use was by those who it was intended to serve -- students.

The Building

During much of the year, library staff arranged and re-arranged furniture to make the most out of the physical space. We experimented with table and seat placements, looking for the "best furniture at the best spot." Early in the summer we converted a group study room into a Library Bibliographic Instruction Area with 10 student workstations and an instructor workstation. As much as these changes were made the Library space as efficient and effective as possible, one event dominated our facility for six months.

A fire started in the staff kitchen area of the Sawyer Library in the early morning hours of Tuesday, August 17, 1999. The sprinkler system activated as specified and the fire was contained and short-lived (estimated to have lasted less than 5 seconds); the Boston Fire Department responded to the alarm. Water dumped from the two sprinklers in the kitchen and flooded areas inside and outside the Library on Floor 2, Floor 1, Floor A and Floor B.

In the Library, Room 208 (Technical Services) nearest the kitchen was drenched. The Circulation area was very wet but with no standing water. The then-OPAC catalog area (four terminals where a Reference staff office area is now) was wet. On Floor 1, the ceiling above the Microtext Area collapsed. Water ran under the fire escape door on Floor A by the laptop area. Water also came through the ceiling tiles in Room B 31 (Instruction Room) and through the fire escape door. One table in B 31 with computers was wet and had standing water on it. No books anywhere in the Library were lost.

Sawyer Library staff immediately pitched in and moved equipment, desks, chairs, etc. out of Room 208, the OPAC area, Circulation, and the Floor 1 Microtext area. The tables and computers in B 31 were moved away from the wall.

Because of the water damage, there were no lights or electricity building-wide on August 17 and, as a result, the University closed the Sawyer Building at 10:00 am. Library staff unplugged all equipment attached to electrical plugs. After the staff left at 10:15 am, Bob Dugan remained with the recovery crews until 5:15 p.m. Fans and dehumidifiers were used in Room 208, Circulation, the OPAC area, and Floor 1. B 31 did not get any attention on Tuesday, August 17.

On Wednesday, August 18, the Sawyer Building officially remained closed until noon. However, most Library staff arrived early to continue recovery efforts. Lights were restored at 1:15 p.m. Electrical power was restored floor by floor after that; top to bottom. The Library opened immediately when the lights were restored. We had electrical power on Floor 2 (main floor) so we brought up all services except the e-mail computers and the print workstation. Those two services were restored by 5:30 p.m. The entire Library had electrical power by 7:00 p.m. The only noticeable loss was one computer workstation at Circulation which did not recover; it was replaced from the Library's spares pool.

Bob Dugan met with members of the Boston Fire Department's Arson Squad concerning their investigation. Their conclusion: the fire started in the staff kitchen when a piece of Tupperware with a blue lid which was on top of a stove burner ignited because the electrical burner was on. The stove knob was on "low." They concluded it was an accident – someone had inadvertently hit the knob turning on the stove's burner. The stove has since been removed and discarded.

On Thursday, August 19, the Library continued to recover. All furniture, etc. was restored in Circulation. We took the opportunity to set up the new Reference Staff office in the space used by the old OPAC terminals, an activity planned for the last week in August. Floor 1 continued to dry with a dehumidifier and fans. We moved a dehumidifier and two fans to B 31 to dry out the room.

By Friday, August 20, Circulation and Reference were totally recovered. The Floor 1 Microtext remained inaccessible, still drying with fans and dehumidifier. We put the Instruction Room in B 31 back together and all computers were recovered. Room 208 was still wet; the University's recovery company (ABLE) stated that the walls were 80% saturated and therefore unusable. We moved Room 208 Library staff to the Periodicals office on Floor 1. On Friday, September 3, the dehumidifiers and wall tubing were removed from Room 208, and we moved back in.

Recovery was completed in mid-January 2000 with the replacement of the carpeting on the main floor of the Library.

At the beginning of May 2000, the Library's main floor was involved in a major renovation effort. SSOM has taken over the cafeteria on the third floor (directly above the Library's main floor). Extensive renovations were needed on the third floor to create several "high-tech" classrooms. In order to undertake these renovations, the ceiling on the Library's main floor had to be removed by May 8th. As a result, the Library staff relocated the reference collection to Floor A; the reference computer workstations were also relocated to the laptop area on Floor A or put into storage. This disruption to services continued into July, beyond the end of FY2000.

Services

Services to students and faculty continued to evolve. The library continued to write a newsletter for students and faculty that was accessible via the Library's World Wide Web page. In addition, the Library's web page was modified so that specific links were created for "announcements" and "what's new" for relaying computer status, and for information supplements to the semester-based newsletters. The Library paid for a half-page ad in the February 9, 2000 issue of *The Suffolk Journal* to promote its services.

Additional help guides for our electronic products and services were revised or created. These changed often as the vendors introduced new user interfaces and functionality throughout the full academic year.

The Library continued to provide InterLibrary Loan (ILL) services. The Sawyer Library loaned more materials through ILL than it borrowed:

<u>TOTAL LOANS</u>		<u>TOTAL BORROWS</u>	
total non-returns	728	total non-returns	742
total returns	478	total returns	441
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	1,206		1,183

The Library also continued to expand its Bibliographic Instruction Program. In April 2000, Becky Nies and Bob Dugan, at the invitation of Professor Walter Johnson in Physics, delivered Library sessions for Science 301 (a science requirement for non-science majors). Over the course of the year, the Library staff conducted 140 formal bibliographic instruction sessions totaling 1,709 students.

On the CAS side, the Library implemented a Fall 1999 pilot project with Professor Sharon Kurtz of Sociology to test a Library-developed electronic reserves program via the Web and on CD-ROMs handed to students. The electronic reserves pilot project continued in the Spring

2000 semester. Lessons learned will be incorporated into a permanent Reserves Program for the 2000-1 academic year.

Madrid

Bob Dugan visited the Madrid campus twice during the academic year. In December 1999, he traveled with Ed Donovan, Director of CAS Academic Computing, to assess and fix the campus' academic computing needs, and to review the library's effort to expand and improve its collections, services and space. Recommendations from this visit were developed and implemented by the Madrid staff. In addition, Dugan left two of the Library's laptop computers in Madrid in order to increase the number of workstations available for use by students and faculty.

In March 2000, Dugan again went to Madrid with Ed Donovan and Dr. Walter Johnson of Physics to prepare for, and be available to, the NEASC accreditation team during their follow-up visit. The Madrid campus library successfully addressed all of NEASC's concerns from the previous accreditation visit.

Planning Efforts

Decision criteria to help Library staff plan for, and guide, implementation of information technology were completed in early June 2000. The Automated Technology Plan includes needs assessment, rationale, projects completed since July 1998, policies, and projected costs concerning Principles, CD-ROM Resources, World Wide Web Resources, databases in use, an equipment replacement schedule, and the need for additional data lines.

Budget/Expenditure

<u>Account</u>	<u>Allocated</u>	<u>Expended</u>
Library Books and Bindings	\$285,000	\$272,939.29
Sawyer Library Fines	1,500	1,268.45
College Librarian	3,000	3,045.85

ILO-Nelinet-OCLC	138,000	149,210.29
Part-time Students	29,200	31,816.82
Library Supplies	40,500	42,539.52
Postage/UPS/USPS	6,000	2,234.90
Equipment Maintenance	29,600	28,140.30
Equipment	27,000	27,179.65
Printing/Paper	2,000	1,690.37
TOTALS	\$561,800	\$560,065.44

Cooperative Efforts

The Sawyer Library increased its participation in the Fenway Library Consortium in FY2000, especially with the related Fenway Libraries Online (FLO). FLO arranges the acquisition of licenses with vendors to their electronic resources. The advantage offered by FLO to Suffolk University is economy of scale: cooperating with several other libraries decreases the per unit cost for the electronic resources. In FY2000 the Sawyer Library used FLO for campus wide and off-campus access to EBSCOhost (a large liberal arts database), ERIC, and the files of PsycINFO back to 1887 at considerable cost savings.

Long Term Issues

1. Our book budget is inadequate to meet curriculum needs. This is, in part, because demand for books continues to increase while the need to allocate funds to electronic resources also increases.
2. We need to consider how to improve the delivery of library instruction remotely. Instruction is a major service we provide here on Boston. However, we cannot provide that service in the same manner to our students at Cape Cod, Merrimack College, Dean College, Madrid or Dakar.
3. Staffing levels are too low. We have received tentative approval in FY2001 to add another part-time InterLibrary Loan assistant; we should consider merging the two part-time

positions into one full-time InterLibrary Loan position. We also need another full-time Circulation assistant, and a full-time assistant to specifically handle our computer technology.

4. The Library's online cataloging system, Archer, shared with the Law Library, will need to be replaced by 2002 when its software will no longer be maintained by the vendor. The initial costs are \$215,000 for the software. This is a cost we cannot accommodate within our operating budget.

Robert E. Dugan
Director, Mildred F. Sawyer Library