

## **Mildred F. Sawyer Library**

### **Annual Report July 2000 - June 2001**

#### **Summary**

The Mildred F. Sawyer Library had a successful year. We continued to expand and improve services, develop the various print and non-print collections, and introduced new databases. We developed a student learning outcomes assessment plan for implementation in FY2002.

#### **Staffing**

As in Fiscal Year 2000, staff turnover continued at the Sawyer Library in Fiscal Year 2001. Trent Collier, Periodicals Technician, left on July 14 and was replaced by Sheila Keane who was working as Acquisitions & Cataloging Technician. Sheila was replaced by Lilly Pregill who, at the time, was the Circulation Evening/Weekend Supervisor. On July 22 Megan Threlkeld, Library Assistant in Circulation left and was replaced by Seth Markley. On August 21 Michael Gianetta became the Circulation Evening/Weekend Supervisor. On October 7 Seth Markley left and was replaced by Stephanie Victoria as Tuesday – Saturday Library Assistant in Circulation. On October 10 Sonia Didriksson started as a Senior Reference Librarian. Paula Hartman's position as a part time ILL librarian became full time. Judy Wong, Library Assistant in Circulation, left on May 5, 2001. Alfonso J. Rivera replaced her on May 8, and assumed the Tuesday through Saturday time slot as Stephanie Victoria moved to Monday – Friday. On June 29, 2001 Sheila Keane left as Periodicals Technician.

At the end of June 2001, we had the following staff:

<u>Staff Member</u>	<u>Position</u>
Pregill, Lilly	Acquisitions & Cataloging Technician
Tynemouth, Brian	Assistant Director for Library and Technology, NEADSU
Maio, Kathi	Assistant Director for Reference Services
Fulweiler, Rebecca	Assistant Director for Technical Services

Boyle, Cathy	Circulation Manager
Dugan, Robert	Director
Gianetta, Michael	Evening/Weekend Circulation Supervisor
Hartman, Paula	InterLibrary Loan Assistant
Rivera, Alfonso J.	Library Assistant for Circulation
Victoria, Stephanie	Library Assistant for Circulation
Vacant	Periodicals Technician
Didriksson, Sonia	Senior Reference Librarian
Djorup, Kristin	Senior Reference Librarian
Seller, Connie	Senior Reference Librarian
Allison, Robert	University Archivist

In Fall 2000 the Moakley Law Library and the Sawyer Library directors met with University Human Resources concerning the salary scales for professional librarians. Revised position descriptions were developed by the librarians, and then reviewed by Human Resources. Human Resources notified the library directors in May 2001 that all professional positions, and one non-professional management position in the Sawyer Library, has been reclassified. The reclassified positions and the new salary ranges took effect on July 1, 2001.

### **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 added several CD-ROM databases to its tower workstation configuration. The CD-ROMs are available only in the Sawyer Library: Encarta Africana; Encyclopedia Judaica; GRE General Test; MasterPlots Complete; MediaMark; United Nations Demographic Yearbook Historical Supplement 1948-1997; Women's Indicators and Statistics; and, World Development Indicators 2000.

The Library also increased the availability of licensed electronic resources and via the World Wide Web: Business Source Premier (BSP) replacing ABI/Inform; Academic Search Premier replacing Academic Search Elite; African American Studies replaced The African American Biographical Database; AccessScience; Criminal Justice Abstracts was migrated from a standalone CD-ROM version to a web-based version; Criminal Justice Periodicals Index; EDRS, which supports ERIC; JSTOR.; Quicklaw; TableBase ; Ulrich’s Periodical Directory; Wilson’s Biographies Illustrated Plus; and, Women’s Studies. Furthermore, EBSCO introduced “Softlinking.” This functionality enables users to link to the full text of an article in the Academic Source Elite/Premier databases if available from an abstract in an EBSCO-available index. The Sawyer Library uses the ERIC, Sociological Abstracts, and PsycInfo indexes from EBSCO. If an article indexed in any of these indexes has the full text available in Academic Source Elite/Premier, the user may link to the full text article directly from the index.

All of the web-based products were licensed for access on and off campus, increasing accessibility outside of the Library’s physical structure. Statistics are not available from all information providers.

<u>Database Name</u>	<u>Number of Logins</u>	<u>Number of Records Used</u>	<u>Access Method</u>	<u>Notes</u>
ABI/Inform	19,589	not available	Web/Proxy	no 7/2000 stats
Academic Search Premier	33,262	76,862,572	Web/Proxy	
Access Science	395	1,062	Web/Proxy	started Jan 2001
African-American Bio.	unknown	not available	Web/Proxy	
Books in Print	2,444	2,761,726	Web/Proxy	
Boston Globe	18,506	not available	Web/Proxy	no 7/2000 stats
Business Source Premier	1,206	1,228,630	Web/Proxy	started June 2001
Contemporary Authors	700	2,443	Web/Proxy	
Contemp. Literary Critsm.	1,118	4,841	Web/Proxy	
Criminal Justice Abstracts	473	14,004	Web/Proxy	no 7/2000 stats
Criminal Justice Periodicals Index	16,129	not available	Web/Proxy	no 7/2000 stats
Encyclopedia Britannica	8,012	164,041	Web/Proxy	
ERIC	3,864	2,407,969	Web/Proxy	

ERIC EDRS	256	56	Web/Proxy	
Expanded Academic	9,022	54,432	Web/Proxy	
FirstSearch	331	not available	Web	
FISonline	21,728	not available	Web/Proxy	
General Business File	2,074	11,763	Web/Proxy	
General Ref. Center	1,390	7,658	Web/Proxy	
Health Ref. Center	1,067	6,068	Web/Proxy	
IDEAL (Academic Press)	2,099	1,802	Web/Proxy	
Journal of Biological Chemistry	20	15	Web/Proxy	
JSTOR	1,542	3,802	Web/Proxy	started Dec 2000
Lexis-Nexis Academic U.	20,257	27,706	Web/Proxy	
NetLibrary	461	435	Web/Proxy	electronic books only 10/00 – 3/01
Project MUSE	unknown	6,728	Web/Proxy	
PROMT	527	2,474	Web/Proxy	
PsycINFO	13,314	28,214,385	Web/Proxy	
RefUSA	unknown	not available	Web/Proxy	
Sociology Abstracts	4,424	2,734,313	Web/Proxy	
Stat-USA	unknown	48,397	Web/Proxy	
TableBase	488	700	Web/Proxy	
UnCover/Ingenta	unknown	760	Web/Proxy	
Wall Street Journal	19,758	not available	Web/Proxy	no 7/2000 stats

The print collection also increased.

### *Collection Statistics*

	<u>Added in FY2001</u>	<u>Total Held at end of FY2001</u>
Books - Volumes	3,060	104,425
Books - Titles	2,170	91,086
Electronic books	4,224	4,224
Microform units	353	124,967
Paper/Microform Serial Subscriptions	140	3,801
Electronic Subscriptions	8	105
Videotapes	59	255

### **Technology**

The Sawyer Library expanded and re-deployed equipment in FY2001:

- in September 2000, the Sawyer Library and the Moakley Law Library agreed to share the costs of upgrading and migrating the current online integrated library system (ARCHER) to the vendor's Millennium system. The server workstation hosting Archer was replaced with a

new server in late May 2001. In June 2001, Sawyer Library staff were trained on the new circulation module which was activated for use on June 13. Additional modules (serials, acquisitions, etc.) will be installed and activated as available over the next several years.

- a new workstation Pentium III workstation equipped with a flatbed scanner and appropriate software was installed in the Archives during the spring semester. Scans were done on images and documents to be used as part of the first Congressman John Joseph Moakley exhibit to be mounted at the Law Center.
- all 18 student Reference workstations were replaced in August 2000; each included Windows 98 second edition and an internal Zip drive.
- five productivity workstations and the one printer workstation located on the 1st Floor (Serials) were relocated to the A Floor, using five of the eight Ethernet wires originally installed to support the wired laptop network. A sixth workstation was relocated from the Reference area to this area on Floor A resulting in a total of six (Pentium III-450) productivity workstations and one standalone printer workstation.
- in February 2001, most of the converted study tables on Mezzanine A being used for productivity workstations were replaced with standard computer tables, and their physical orientation altered by being placed against the wall. As a result, six new workstations could be added to this area. In February, six new Dell Pentium III workstations, all with internal Zip drives, were installed on the new tables. Mezzanine A currently houses 19 desktop productivity workstations, and four standalone printer workstations each attached to a laser printer.
- replaced the Pentium I used for the standalone CD-ROM tower workstation with a Pentium III in April 2001

- the demand for laptops, especially as a result of the introduction of the wireless network in April 2000, exceeded supply. In July 2000 the library added three Pentium III laptops, for a total of fifteen available for the Fall 2000 semester. Again, demand exceeded supply. In January 2001, the library added 10 additional Pentium III laptops, for a total of 25 to be loaned to students.
- the library began installing, upon request, the necessary software on student-owned laptops to enable them access to the library's wireless network. Students may borrow a wireless NIC from Circulation for use in their personal laptop.
- during summer 2000, the library staff relocated two of the four wireless hubs to improve signal strength to more areas in the library
- the library installed signage in most parts of the library informing users of the measured wireless reception strength
- another laser printer was installed in the Reference area workstation, replacing two Okidata dot matrix printers in July 2000. Twelve of the 18 Reference area workstations share 6 laser printers.
- a fifth standalone user printer workstation with laser printer was added to Mezzanine A level in January 2001
- the library installed a networked laser printer in August 2000 in the Library Instruction Area (B Floor)
- the library acquired an annual license for 100 copies of McAfee virus protect software that is installed on every student workstation and laptop.

- the library replaced a standard microform reader/printer with a digital reader/printer in February 2001. This new machine will enable microform users to enhance and the image and the printout of the image from the microform.
- Pentium IIs were replaced at the Circulation Desk (3) and the Serials Technician workstation (1) with Pentium IIIs
- a Pentium III from the spares pool was loaned to Professor Peter Burn in Biology in fall 2000 to help out with his Biodiversity Project database
- the Pentium III Reference Desk workstation was replaced in April 2001 with a faster Pentium III with an installed DVD drive and internal Zip drive, and a 17" flat panel monitor
- a flatbed scanner with a document feeder was acquired for the Director's office
- over the summer 2000, at least ten additional Ethernet wires were installed for Reference and Circulation staffs, and for the student-used equipment along the wall in the Reference stacks
- all 10BaseT hubs in use were replaced over the fall 2000 semester with EtherFast 10/100 workgroup switches to take advantage of the improved University backbone
- in May 2001, the library installed a SmartBoard and SynchronizedEyes for application in instructional sessions in the Library Instruction Area
- in June 2001 the library began to use WebCT (funded by CAS Academic Computing) to develop our new instructional modules to support the instruction program and meet the needs of the library's assessment plans

During FY2001, the proxy server, used to provide access to our electronic databases off-campus from anywhere on the planet, was used for 92,422 sessions, an increase of 121% from the previous year (41,647 sessions). The most popular database accessed remotely was Lexis-Nexis Academic Universe database (24,361 times, over 26% of the total). Next most popular

was EBSCOHost (19,446 times, over 21% of the total). The busiest months were February (15,141 times), November (13,141 times) and October (12,625). The busiest hour of day to access the proxy was from 9:00 to 10:00 pm (10.47 % of all use was in this one hour).

<u>Proxy Server</u>	<u>Times Accessed by Users</u>
AccessScience	27
CenStat	479
Criminal Justice Abstracts	440
CountryWatch	509
Dun's Million Dollar Directory	1,065
Encyclopedia Britannica	2,100
EBSCOhost	19,446
FISonline	718
IDEAL	1,096
InfoTrac Databases	18,624
Journal of Biological Chemistry	3
JSTOR	521
Lexis-Nexis Academic Universe	24,361
Project MUSE	661
NetLibrary	528
RefUSA	976
Stat-USA	526
TableBase	160
UMI Proquest (ABI/Inform, WSJ)	15,412
Uncover	238
Wilson Biographies	365

The proxy server enabled 7,033 sessions (7.6% of the total use) to access the Library's electronic resources during the hours for which the Library is closed. SSOM and CAS students used the proxy 84.37% of the time (77,972 accesses); college faculty used it 11% of the time (10,194 accesses). Law faculty and students used it a total of 598 times (0.64% of the total use). It is also noteworthy that of the 95 e-mails to the Reference staff during FY2001 via the "sawlib" e-mail account, 67 (nearly 71%) were questions concerning the use of the proxy server.

### **Laptop Usage Chart: September 1999 – June 2001**

The growth of the laptop lending service at the Sawyer Library has been cited in last year's annual report as well as this year's. Students have been borrowing laptops at an increasing rate:

	<u>Fall 1999</u>	<u>Spring 2000</u>	<u>Fall 2000</u>	<u>Spring 2001</u>
CAS students	98	315	350	552
SSOM students	207	506	1,484	2,479
CAS faculty	0	4	1	1
SSOM faculty	1	4	0	0
Unknown affiliation	7	6	0	0
Wireless NIC			257	302
<b>TOTALS</b>	<b>313</b>	<b>835</b>	<b>2,092</b>	<b>3,334</b>

Since the service was introduced, the activity of laptops borrowed by students has increased 968%. SSOM students accounted for 81.8% of all laptop use in the Spring 2001 semester.

### **The Building**

At the start of the fiscal year, the ceiling tile project on the main floor the Sawyer Library as a result of the need to renovate the Sawyer Building's third floor was nearing completion after nearly two months. During the week of August 11 – 16, the walls of the main floor of the library received a coat of paint as a result of the damage done by the ceiling work. The end of the fiscal year found the Library staff struggling with Circulation and Reference desks that were built in the 1960s before the need for computer workstations; both desks are not wide enough for the necessary workstations, monitors, keyboards and mice. Staff had worked with Physical Plant for a temporary solution at the Circulation Desk for additional electrical power and cable trays which was incomplete at the end of the FY 2001 fiscal year; a new Circulation Desk was also under consideration. The Reference staff has been working with A&G in developing specifications to replace the Reference Desk with a more suitable piece of furniture.

### **Services**

In late September 2000, the Reference staff began recording statistics concerning asked reference questions. From September 25, 2000 through the end of June 2001, the Reference staff were asked 7,949 questions. From 11:00 am until 5:00 pm, 5,221 questions were asked or 66%

of all questions during the year. It is important that we have full staffing (all four Reference librarians) during this 6-hour period.

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

<u>TOTAL LOANS</u>		<u>TOTAL BORROWS</u>	
total non-returns	603	total non-returns	691
total returns	370	total returns	471
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	973		1,162

### **Madrid, Dakar, Dean College**

Throughout summer 2000 Sawyer Library staff visited Dean College to prepare its library staff to provide services to Suffolk's students, and to prepare the library's workstations for Suffolk student access to our databases via the proxy server. Subsequent visits were made to the Dean campus in both the Fall and Spring semesters. Rebecca Fulweiler visited Madrid in September 2000 to work with the library collection and to train staff and faculty on using the library's web-based information resources. In early November Bob Dugan visited the Dakar campus to work on the developing library and campus computing center, and to enable Dakar access to the library's electronic databases. While there he met with faculty, and visited the University of Dakar and the cultural affairs office of the U.S. Embassy. As part of the FY2002 allocation, a new full time professional reference librarian with family ties to Madrid will begin working in Madrid and Dakar in September 2001. Stephen Marchand received hours of training from Sawyer Library staff during May and June 2001 in preparation for his permanent relocation back to Madrid after completing a library science graduate degree from Simmons.

### **NEASC Standard 7**

As part of the NEASC accreditation effort, Bob Dugan of the Sawyer Library was appointed chair of the Standard 7 (Libraries and Information Resources) Committee. Committee members from staff and faculty were recruited from all three schools, and two undergraduate students were also invited to participate. The Committee met six times during the academic year, producing a first draft self-study by its last meeting in April 2001. Work will continue on this draft; it has already proven valuable to the Sawyer Library in helping to articulate physical space and staffing level shortcomings.

### **Assessment and Instruction Efforts**

Sawyer Library staff conducted 143 instructional sessions inclusive of 1,765 Suffolk University students. Nine additional sessions were conducted for 90 students from the New England College of Finance.

In compliance with NEASC guidelines, the Sawyer Library initiated an effort in Fall 2000 to develop an assessment plan to measure student learning outcomes, centered upon “basic information literacy” identified by NEASC as a library responsibility in the new draft standards to take effect in 2002. The Standard 7 Committee and the CAS Library Committee were involved in reviewing drafts of the student learning outcomes plan. Based upon comments from the faculty members of the Standard 7 Committee, the Sawyer Library also developed a faculty support assessment plan as well. Both plans were completed in March 2001; both were reviewed and approved by the CAS Library Committee and the Standard 7 Committee.

To implement the student assessment plan, the Library will develop five to nine instruction modules concerning identified information literacy skills and attitudes using WebCT, and deploy the web-based modules in the Fall 2001 semester. Pre- and post-tests administered through the WebCT system will be used as direct measures of student learning.

## **Budget/Expenditure for FY 2001**

<u>Account</u>	<u>Allocated</u>	<u>Expended</u>
Library Books and Bindings	\$295,000	\$292,581.90
Sawyer Library Fines	1,500	2,165.78
College Librarian	3,000	2,938.69
ILO-Nelinet-OCLC	163,800	163,793.35
Part-time Students	29,200	31,816.82
Library Supplies	78,950	80,670.37
Postage/UPS/USPS	6,500	6,312.73
Equipment Maintenance	36,400	35,821.69
Equipment	27,000	27,179.65
Printing/Paper	2,000	2,031.33
Student workers	34,250	31,932.71
 TOTALS	 \$621,400	 \$618,248.55

## **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 re-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 Madrid, Dakar, Cape Cod, Merrimack College or Dean College.
3. Staffing levels are too low. We need two part-time professional reference librarians for nights and weekends so that the existing reference librarians can concentrate on staffing the reference desk during the busiest times (10:00 am until 7:00 pm), creating and delivering bibliographic instruction modules (meeting our assessment plan objectives), and developing user help guides. We also need another full-time Circulation assistant, and a full-time assistant to specifically handle our ever-increasing application of automated information technologies.

4. We have maximized our physical space; we do not have any room for additional desktop computers, study tables, group study rooms, or additional stacks for needed books.

Robert E. Dugan  
Director, Mildred F. Sawyer Library