

**Mildred F. Sawyer Library
Annual Report
July 2001 - June 2002**

Summary

While the 2002 fiscal year was productive, the Sawyer Library suffered from unusual and avoidable problems concerning the physical plant and vandalism. It continued in its efforts to increase access and availability of electronic resources, and to increase awareness concerning the complexity of the information access, retrieval and evaluation process.

Staffing

Staff turnover slowed considerably measured against the past few years. On June 29, 2001 Sheila Keane had left as Periodicals Technician; she was replaced by Sheila Elysse on August 6, 2001. Lilly Pregill, working as Acquisitions & Cataloging Technician, left on August 3, 2001. She was replaced by Andy Mulherin who had started on July 23 to receive some training from Lil before her departure. Kristin Djourup, Senior Reference Librarian, left on May 3, 2002. Her replacement (Ellen Yen) was appointed in June to begin on July 1, 2002 (next fiscal year).

At the end of June 2002, we had the following staff roster:

<u>Staff Member</u>	<u>Position</u>
Mulherin, Andy	Acquisitions & Cataloging Technician
Tynemouth, Brian	Assistant Director for Library and Technology, NESADSU
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
Elysse, Sheila	Periodicals Technician
Didriksson, Sonia	Senior Reference Librarian
Seller, Connie	Senior Reference Librarian
vacant	Senior Reference Librarian
Allison, Robert	University Archivist

In FY 2001 the library directors were successful in convincing the University to reclassify professional library position, resulting in new, higher salary ranges. During FY2002 we made the same point to Human Resources concerning staff positions. In April 2002, the University increased staff salaries to recognize the increasing complexities of library work.

Collections

The collections are 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 eliminated access to ABI/Inform, the African American Biographical Database, and the Boston Globe databases, replacing each with more relevant databases or access points. The library gained access to Country Commerce (for business), the Oxford English Dictionary (English department), and EconLit to support the Economic Department's approved Ph.D. program.

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>
Academic Search Premier	24,172	17,392,549	Web/Proxy	
Access Science	908	2,833	Web/Proxy	
Books in Print	711	544,946	Web/Proxy	
Business Co. Res. Center	1,085	7,275	Web/Proxy	
Business Source Premier	12,427	10,576,715	Web/Proxy	
Contemporary Authors	501	1,003	Web/Proxy	

Contemp. Literary Criticism	1,482	5,151	Web/Proxy	
Country Commerce	2,200	32,078	Web/Proxy	
Criminal Justice Abstracts	440	5,332	Web/Proxy	
Criminal Justice Per. Index	3,660		Web/Proxy	
Dir. Corporate Affiliation			Web/Proxy	started 6/2002
Dun's Million Dollar Dir.	935	38,413	Web/Proxy	
EconLit	519	494,432	Web/Proxy	started 12/2001
Emerald	572	2,264	Web/Proxy	started 8/2001
Encyclopedia Britannica	9,802	142,846	Web/Proxy	
ERIC	2,591		Web/Proxy	
ERIC EDRS			Web/Proxy	
Expanded Academic ASAP	7,128	26,073	Web/Proxy	
FirstSearch	313		Web	
FISonline	906	6,283	Web/Proxy	
General BusinessFile ASAP	2,210	7,500	Web/Proxy	
General Reference Center	902	3,357	Web/Proxy	
Health Reference Center	768	2,842	Web/Proxy	
Health Wellness Res Ctr.	225	1,720	Web/Proxy	
History UniVerse	234	62	Web/Proxy	April only
IDEAL (Academic Press)	1,694	1,998	Web/Proxy	
J of Biological Chemistry	0	0	Web/Proxy	
JSTOR	7,827	23,981	Web/Proxy	
Lexis-Nexis Acad. UniVerse	42,005	80,377	Web/Proxy	no figures - June
NetLibrary	706		Web/Proxy	
Oxford English Dictionary	14,373		Web/Proxy	
Project MUSE	742	4,684	Web/Proxy	
PROMT	385	1,303	Web/Proxy	
PsycARTICLES	722	100,640	Web/Proxy	
PsycINFO	8,938	7,815,805	Web/Proxy	
RefUSA	1,503	19,645,102	Web/Proxy	
Sociology Abstracts	2,984		Web/Proxy	
Stat-USA	6,985		Web/Proxy	no figures - June
TableBase	910	1,358	Web/Proxy	
Wall Street Journal	11,517		Web/Proxy	
Wilson Biographies	742	12,079	Web/Proxy	

The print collection also increased:

Collection Statistics

	<u>Added in FY2002</u>	<u>Total Held at end of FY2002</u>
Volumes	8,742*	112,004

Titles	14,465**	111,073
Electronic books	3,404	7,627
Microform units	378	125,345
Paper/Microform Serial Subscriptions		980
Electronic Subscriptions	86	336
Videotapes	31	286

*includes 5,856 microfiche items added to the catalog

** includes 9,543 microfiche titles added to the catalog

Technology

The Sawyer Library conducted the following in FY2002:

- replaced all OPACs running telnet with Pentium IIIs running Windows in a Web-based operation
- replaced three Circulation Desk monitors and Bob Allison's desktop monitor with flat panel monitors to save desktop space
- installed a flatbed scanner with document feeder in Archives
- replaced two 15" monitors with 17" monitors on the main floor OPAC workstations
- replaced the original twelve NEC laptops with twelve Dell Inspiron 2500s (Pentium IIIs with DVD players)
- replaced two student productivity workstations with Dell Pentium III workstations equipped with DVD and CD-RW drives. The CD-RWs were intended to replace Zip drives for large files.
- installed a second scanning workstation for students with a CD-RW
- replaced all Microsoft Office 97 installations on public workstations with Office XP
- replaced four dot matrix printers on Reference workstations (research) with two, shared rebuilt LaserJet printers.

- migrated from our use of WebCT (funded by CAS Academic Computing) to Blackboard to support our instructional modules and to meet the needs of the library's assessment plans

Vandalism

A disgruntled library user damaged eleven workstations on Floor A Mezzanine on Sunday, March 3, 2002. He damaged machines not in use; at the time there were 18 non-printer workstations on Mezzanine A. Therefore, there were likely seven witnesses to the vandalism. Unfortunately, the vandalism was not reported to the library staff. Library staff restored all but four workstations on Monday, March 4; the four remaining workstations were unusable because the vandal yanked the network wires from the cable channel and jack box on the wall; these network connections were restored by MIS by the end of that week. The incident was reported in the March 27, 2002 issue of *The Suffolk Journal*.

After the vandalism, library staff reconsidered its role in providing productivity workstations. We are responsible for their acquisition, maintenance and upgrading. Students apparently had such little regard for this service that when someone was vandalizing the workstations, it was not worth reporting to library staff. Therefore, as part of the development of the library's 2002-2004 technology plan, it was decided to begin reducing our role in making productivity workstations available. We had begun increasing the number of student productivity workstations in 1998 to meet student needs; since that time, CAS and SSOM Academic Computing have improved their equipment and computing facilities. Contraction of workstation-based (desktop and laptop) productivity services in the Sawyer Library will begin on July 1, 2002.

Integrated Library System

The Sawyer Library continues its close cooperation with the Moakley Law Library to expand the available functionality of our integrated library system (ILS): Innovative Interfaces Inc.'s

Millennium, aka Archer. In late FY2001 the library received training on the circulation module; it was brought up in early July 2001. In mid FY2002 we received training on the serial module. At the end of FY2002, the “scoping” functionality was installed. It will enable searching of specific collections such as Madrid, Dakar and the Moakley Special Collections. Additionally, we were planning to acquire the “Millennium Access Plus” (MAP) to increase Web functionality, and “Media” for e-reserves.

Proxy Server

During FY2002 the proxy server, used to provide access to our electronic databases off-campus from anywhere on the planet, was used for 66,439 sessions, a decrease of 39% from the previous year (92,422 sessions). The most popular database accessed remotely was EBSCOhost (includes Academic Search Premier and Business Source Premier) (18,750 times, over 28% of the total). Next most popular was Lexis-Nexis Academic Universe (17,505 times, over 26% of the total). The busiest months were April 2002 (10,570 times), November 2001 (9,272 times) and February (9,112). The busiest hour of day to access the proxy was from 8:00 to 9:00 pm (8.39% of all use was in this one hour).

<u>Proxy Server</u>	<u>Times Accessed by Users</u>
AccessScience	230
CenStat	524
Criminal Justice Abstracts	219
CountryWatch	423
Country Commerce	291
Dun's Million Dollar Directory	569
Emerald	412
Encyclopedia Britannica	741
EBSCOhost	18,750
FISonline	1,030
IDEAL	957
InfoTrac Databases	11,090
Journal of Biological Chemistry	2
JSTOR	2,156
Lexis-Nexis Academic Universe	17,505

Project MUSE	502
NetLibrary	675
Oxford English Dictionary	687
Polling the Nation	316
PsycArticles	1,724
RefUSA	481
Stat-USA	423
TableBase	435
Ulrich's	113
UMI Proquest (CJA and WSJ)	4,116
Uncover	64
Wilson Biographies	129

The proxy server enabled 6,849 sessions (10.3% 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 85.98% of the time (57,122 accesses); college faculty used it 10.67% of the time (7,091 accesses). Law faculty and students used it a total of 267 times (0.40% of the total use).

Laptop Usage Chart: September 1999 – June 2002

The growth of the laptop lending service has exceeded all expectations. In the FY2002 year, the twenty-five laptops were loaned a total of 8,586 times (each laptop was used nearly 350 times). The Spring 2002 borrows increased 1,620% over the Fall 1999 semester.

	Fall <u>1999</u>	Spring <u>2000</u>	Fall <u>2000</u>	Spring <u>2001</u>	Fall <u>2001</u>	Spring <u>2002</u>
CAS students	98	315	350	475	874	1,430
SSOM students	207	506	1,484	2,155	2,768	3,514
Wireless NICs			257	200	304	379
TOTALS	305	821	2,091	2,830	3,946	5,323

SSOM students accounted for 73.2% of all laptop use in the 2001-2002 academic year.

The Building

The Sawyer Library did not have a good year concerning its physical plant. On July 18, 2001 a compressor failed again on Floor A Upper as it has the previous two years. Water damaged 232 books. To avoid this annual water damage problem, the library relocated over

1,000 books away from this water damage-prone area. The shelving stacks underneath the compressor remain abandoned.

On Monday, September 17, the Archives on the B Floor of the Sawyer Library were partially flooded as a result of “test boring” conducted on September 15 related to the new dormitory building adjacent to the Library in the Somerset parking lot. Over one month after the initial incident, there was still water on the floor in Archives; the de-humidifier left in Archives since the event was unattended. Professor Robert Allison, University Archivist, was relocated to the AV group viewing room on the 1st floor. This relocation was soon made permanent. The library requested off-site storage for the Archives collection which was apparently turned down (we received no response to our request). To accommodate AV group viewing, the television and a table were relocated to the Archives Room in January 2002. Because of the musty smell and humidity in the Archives area, it was abandoned for public use in May 2002. The AV group study area has been relocated to an open area in the Microforms space on the 1st floor.

On June 6, 2002, water from an HVAC compressor in a classroom on the third floor (in Sawyer Room 325) damaged ceiling tiles over the reference staff work area on the 2nd floor. No library equipment was lost; Reference staff relocated in-jeopardy books to book trucks. On June 12 the same HVAC compressor again overfilled its catch basin, this time causing several ceiling tiles to collapse along the wall in the Reference stacks area, destroying a student-used flatbed scanner; it will not be replaced. The unit leaked again into a reference staff office area on June 19; there was no damage.

On June 24, 2002 the public water cooler on the B Floor began leaking. By Wednesday, June 26 the leak had turned into a gallon-an-hour steady stream. Carpeting was saturated; Physical Plant failed to respond after hours of voice mail and library staff searching for facilities

managers since their office door on the A Floor was closed and locked. Mr. Delaney was informed about the problem by a library staff member meeting him on the sidewalk. Mr. Flannery was notified of the situation by a hand-carried memorandum.

In mid-February 2002, the library learned from a contractor that its elevator was to undergo immediate maintenance. It was shut down by February 15, and not available until June 10, 2002 when its use was approved for 30 days while the University tended to its failed state inspection (June 7, 2002) because of ventilation concerns.

In mid-January 2002, a new reference desk was installed on the main floor. Its design enabled two reference librarians to work simultaneously, and for reference assistance to be provided to students in wheelchairs. Flat display panels were installed to make it easier for the reference librarians to enable students to view computer screens while receiving assistance.

The circulation desk was replaced on June 12, 2002. Its replacement will enable two student work assistants to actually staff the circulation desk rather than sit at two tables some 6 feet behind the desk. It was expected that the new circulation desk will improve student services since it would be staffed at all times.

Services

Reference

Reference staff kept statistics on activity levels at the desk for the entire year for the first time. They responded to 10,031 inquiries; the busiest month was April (1,416 inquires). The busiest span of time was 11:00 am - 6:00 pm with a total of 7,398 inquires (73.8% of all questions asked). The busiest hour is 1:00 - 2:00 pm (1,221 questions or 12.2% of all inquires).

Interlibrary Loan

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	585	total non-returns	617
total returns	395	total returns	476
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	980		1,093

The Library contracted for its necessary Web service forms from Formsite.com when the University refused to support existing library forms on its web server in August 2001. Web-based interlibrary loan, library instruction requests, and two student satisfaction surveys (in-library and out-of-library) were developed and placed on the Formsite.com site.

Circulation and Reserve

The Library compiled statistics concerning circulation of its collections:

<u>Service</u>	<u>Checkouts</u>	<u>Renewals</u>
Circulating Collection	7,758	2,075
Videos	184	
Course CD-ROMs on Reserve	86	13
Passes	109	
Reserves	37,639	
Total Circulation	45,776	2,088

Instruction/Outcomes Assessment Efforts

Sawyer Library staff conducted 99 instructional sessions inclusive of 1,268 students. During the summer 2001, the Library developed ten instruction modules concerning identified information literacy skills and attitudes using WebCT, to support the student learning outcomes assessment plan. Pre- and post-tests administered through the WebCT system may be used as direct measures of student learning. In June 2002, the library began migrating its web-based instruction modules from WebCT to Blackboard.

Madrid and Dakar

As part of the FY2002 allocation, a new full time professional librarian with family ties to Madrid began working in Madrid. Stephen Marchand made frequent visits from Madrid to Dakar to set up the library. As a result of his presence at both campuses, no one from the Sawyer Library traveled to Madrid or Dakar during the year.

NEASC Standard 7

As part of the 2002 NEASC accreditation effort, Bob Dugan was appointed co-chair of the Standard 7 (Libraries and Information Resources) Committee in 2000. The Committee met several times during the academic year, producing a final self-study report by its last meeting in April 2002. Findings from the self study were reported in *The Suffolk Journal* (February 13, 2002 issue).

Faculty Survey

As part of the self-study process, Professors Shaw (Accounting) and Hausman (Government) conducted a faculty survey in January/February 2002. The last faculty survey was conducted in 2001; this time, the survey was conducted using a web-based survey form. Response was disappointing; however, the few responses aligned well with the previous year's responses which illustrated the declining value of the library to the faculty as we are unable to acquire the necessary print and non-print materials they feel are necessary for their courses and professional development.

Planning

The Sawyer Library updated two plans during the Spring 2002 semester: a three-year long range plan (strategic plan) as required by the Massachusetts Board of Library Commissioners, and a two-year automated information technologies plan. The strategic plan emphasized the

need to develop alternatives for necessary library space (space planning), acquiring additional library staff, and expanding the availability of information resources and services. A draft of the document made available for public comment was linked from our Web page during April 2002; *The Suffolk Journal* discussed the plan in a front page article in its April 17, 2002 issue.

The technologies plan emphasized the need to reduce equipment acquisition costs and recurring annual maintenance costs by decreasing the effort and resources expended to provide availability and access to student productivity workstations. Academic computing offices in both CAS and SSOM are now better equipped than the Sawyer Library to manage student productivity.

Statistical Management Information System (MIS)

The Sawyer Library compiles dozens of statistics concerning its resources and their use annually. To consistently collect, analyze and report aggregate and longitude data, the library staff embarked upon the development of a statistical-based MIS. It is expected that satisfactory development of the MIS will take three to four years.

Budget/Expenditure for FY 2002

<u>Account</u>	<u>Allocated</u>	<u>Expended</u>
Library Books and Bindings	\$280,000	\$ 299,856.38
Sawyer Library Fines	1,500	155.22
College Librarian	3,000	1,234.89
ILO-Nelinet-OCLC	218,400	209,204.42
Library Supplies	78,900	72,282.16
Postage/UPS/USPS	6,500	4,248.69
Equipment Maintenance	36,400	37,330.11
Printing/Paper	2,000	1,683.02
Student workers	38,300	23,626.66
capital equipment	14,000	12,959.09
TOTALS	\$679,000	\$ 662,580.64

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. 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.
3. 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