

**Mildred F. Sawyer Library  
Annual Report  
July 2002 - June 2003**

**Summary of Major Accomplishments**

The Mildred F. Sawyer Library had a productive academic and fiscal year. There was no staff turnover; technology was updated for students and staff; and, the collection continued to improve with new traditional print materials and electronic databases. The library's primary concern remains the limiting size, condition and appearance of its physical plant.

**Review of the Ongoing Activities and Routine Tasks**

**Sawyer Library's Goals and Objectives, July 2002 - June 2005**

**GOAL 1: Acquire collections of resources in appropriate formats to meet the information needs of the Library's primary clientele**

Objective 1.1: identify and clarify the information needs of students, faculty, staff, and administration

Progress: the Sawyer Library continued to collect needs from users via our Web-based survey form. During FY2003, eighty-one online survey forms were submitted, some with requests or comments concerning information needs. Needs were also communicated by members of the University community via e-mail and by personal contact with members of the library staff.

Objective 1.2: create a collection development plan incorporating all formats

Progress: members of the library staff worked with a graduate student at Simmons College as he developed a draft of a collection management policy for one of his course requirements

Objective 1.3: acquire materials supporting the collection development plan

Progress: *Collection Statistics*

	<u>Added in FY2003</u>	<u>Total Held at end of FY2003</u>
Volumes (includes ultrafiche)	6,667	117,156
Titles	2,206	111,632
Electronic books	2	7,629
Microform units	315	125,660
Paper/Microform Serial		
Subscriptions		915
Videotapes and DVDs	53	340

Progress: the library participates in the interlibrary loan system to borrow (and also provide others with) requested information resources when not owned within our collection--

<i>Total Loans</i>		<i>Total Borrows</i>	
total non-returns	608	total non-returns	417
total returns	447	total returns	1,165
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	1,055		1,582

Objective 1.4: ensure that access, primarily through accurate and standardized cataloging and indexing, is provided for Library holdings

Progress: Technical Services continues to expand the item and holdings information for owned and accessible resources through the Web-based online catalog (Archer)

Objective 1.5: promote a commitment by the University to the growth of the Library's collections in terms of reaching a normative percentage of the general operations budget in annual expenditures

Progress: a gap analysis originally created during the NEASC self-study process in 2002 was updated in April 2003 based upon a comparison of average IPEDS / ALS FY2000 data (for Carnegie Master Comprehensives -- our peers) versus the Sawyer Library for the same fiscal year. The Federal government has eliminated determining the percentage of the institution's general operating budget allocated to the library.

**GOAL 2: Provide access to unowned resources in appropriate formats to meet the information needs of the Library's primary clientele**

Objective 2.1: increase access to and retrieval of information resources in electronic formats for the University community throughout the world

Progress: Logins to licensed databases (not "hits") via the library's research workstations and Web-pages --

<u>Database Name</u>	<u>Number of Logins</u>	<u>Notes</u>
Academic Search Premier	35,260	
Access Science	836	
Art Index	386	started March 2003
Blackwell Synergy	1,837	started Sept. 2002
Books in Print	251	ended July 2002
Business Source Premier	15,737	
Conference Board	99	
Contemporary Authors	222	
Contemporary Literary Criticism	1,224	
Country Commerce	1,883	
Country Watch	623	through March 2003
Criminal Justice Abstracts	475	
Criminal Justice Per. Index	2,266	
Dir. Corporate Affiliation	N/A	
Dun's Million Dollar Directory	N/A	
EconLit	1,672	
Emerald	897	
Encyclopedia Britannica	8,009	
ERIC	2,965	
ERIC EDRS	174	
Expanded Academic ASAP	7,666	
FirstSearch	16	
FISonline	N/A	
General BusinessFile ASAP	2,120	
General Reference Center	543	
Health Reference Center	1,270	
Health Wellness Resource Ctr.	71	

IDEAL (Academic Press)	N/A	
J of Biological Chemistry	73	
JSTOR	13,805	
Kluwer Online	3,102	
Lexis-Nexis Academic UniVerse	53,571	includes all LN databases
MedLine	3,591	
NetLibrary	643	
Oxford English Dictionary	9,122	
Polling the Nation	514	
Project MUSE	868	
PROMT	442	
PsycARTICLES	9,926	
PsycINFO	14,368	
RefUSA	1,426	
S&P NetAdvantage	2,421	
Sociology Abstracts	3,880	
Stat-USA	4,883	
TableBase	831	
Ulrichs via Web	201	
Value Line Research	899	started April 2003
Wall Street Journal	<u>10,006</u>	
<b>TOTAL</b>	<b>221,074</b>	

Progress: the proxy server shared by the Sawyer and Law libraries authenticated 121,721 sessions from off-campus workstations. The proxy server enabled 13,736 sessions (11.3% of the total use) to access the Library's electronic resources during the hours for which the Sawyer Library is typically closed. SSOM and CAS students used the proxy 89.44% of the time (108,864 accesses); full- and part-time college faculty used it 8.35% of the time (10,170 accesses). Employees from throughout the University used it 2.08% of the time (2,537 accesses). Law faculty and students used it a total of 150 times (0.13% of the total use).

Progress: added -- Standard and Poor's NetAdvantage in November 2002; Kluwer

Online in January 2003. Lost access to Books in Print in October 2002 as a result of state budget cuts to the regional library systems.

Objective 2.2: increase information retrieval opportunities for master's degree students

Progress: Our full-time interlibrary loan librarian requested material from other libraries on a case-by-case basis.

Objective 2.3: increase our cooperative efforts with other libraries and institutions to expand information services and resource sharing

Progress: the Sawyer Library continues to cooperate with the member libraries of the Fenway Library Consortium and the Boston Regional System to leverage our membership size to obtain and sustain discounts when acquiring print and electronic information resources

**GOAL 3: Ensure the long-term availability of Library and University archival resources**

Objective 3.1: develop and implement a plan to preserve those resources determined to be irreplaceable, valuable, unique or essential because of content, authorship, or format

Progress: none. Ongoing water leakage into Archives since September 2001 because of the construction of the dorm has delayed this project.

**GOAL 4: the Library's primary clientele will become self-sufficient in information access and retrieval**

Objective 4.1: guide the University community to acquire and improve skills in accessing, retrieving and evaluating information

Progress: the library teaches information skills to students and faculty in formal instruction classes scheduled by library staff or faculty to support their course

objectives, and in “on demand” situations (face-to-face) as need arises (for example, while assisting students find materials for a research paper, etc.)

Objective 4.2: develop and schedule classes for instruction concerning information access, retrieval and evaluation concerning specific products and services for both general applications and subject-specific disciplines

Progress: 126 instruction sessions were conducted for a total of 1,570 students

Objective 4.3: develop means to provide these services to Suffolk University students remote to the Boston campus

Progress: visits were made by the Library Director to the Madrid (May 2003) and Dakar (June 2003) campuses to ascertain technical capabilities on each campus to deploy the Web-based instruction created by the Sawyer Library over the past two years. Both campuses have the necessary capabilities to use the existing instruction modules. In addition, these modules may be used by any Suffolk student with access to the Internet from any where on the planet.

Objective 4.4: formally propose to the College of Arts and Sciences that information literacy be recognized as a core competency

Progress: not formally proposed during FY2003

Objective 4.5: create an expanded Bibliographic Instruction area of some 20 - 22 workstations.

Progress: this recommendation was included in the Library’s section of the 2002 NEASC self-study. Existing physical space limitations in the Sawyer Library constrained the creation of this area.

**GOAL 5: Employ technologies that support access and retrieval of information, and increase user productivity**

Objective 5.1: plan for the expansion and integration of library technologies and services

Progress: information technology plan is up to date

Objective 5.2: maintain user productivity concerning information access and retrieval

Progress: in March 2003 the library deployed eighteen new research workstations on the main floor. Each workstation shares, or is directly attached to, a laser printer. Each workstation is equipped with a DVD player, CD-RW/DVD-R drive, one 250 megabyte Zip drive, one floppy drive and a flat panel monitor.

Progress: installed a 19" TV/VCR/DVD combo playback unit for students on November 27, 2002

Progress: piloted extended hours for "Reading Days" on Friday April 25 and Sunday April 27, 2003. We remained open until 9:00 pm on Friday, and 11:00 pm on Sunday. There were 31 students in the library on Friday at 6:15 pm, 10 at 7:30 pm, 8 at 8:20 pm and 3 at closing at 9:00 pm; no head counts were conducted that Sunday.

Objective 5.3: enhance the Library's web site and its integrated library system (ILS) as mechanisms to access electronic resources and information provided/about/created by the Library

Progress: the reference staff continued to develop Web-based guides for students and faculty concerning information resources, "free selected" web resources, and by subjects

Progress: in May 2003 the library migrated the proxy server on the ILS from the script-based browser version to one that recognized the need for user authentication based upon a revised URL (<http://0-<target>.domain.<library.law.suffolk.edu/>>)

Progress: University-proved Web site statistics showed that the Sawyer Library homepage was accessed 756,257 times during the 2003 fiscal year.

**GOAL 6: Recruit, foster, and retain a qualified staff to perform those activities necessary to meet the information needs of the Library's primary clientele**

Objective 6.1: identify and quantify the need for additional staff to provide services

Progress: the need for one part-time position in Reference, and another part-time position in Circulation were included as part of the FY2004 budget request submitted in November 2002. Both part-time positions were approved in the FY2004 budget allocation.

Objective 6.2: provide effective training for all Library staff

Progress: no formal training was conducted

Objective 6.3: provide opportunities for individual staff development and education

Progress: funding is made available through the operations budget for staff development and education. Rebecca Fulweiler attended the Innovative Interfaces, Inc. annual user conference in April 2003. The balance of the travel budget was expended for Bob Dugan to travel to the Madrid and Dakar campuses in late May and early June 2003.

Objective 6.4: periodically review working conditions and identify means for improvement

Progress: ongoing: all staff computer workstations (other than Director's) were upgraded in FY2003; staff microwave oven replaced in April 2003 when the previous unit burned its tabletop; all staff were provided with "USB drives" to facilitate backups of their work and work in progress

Progress: all windows in the Sawyer Library facing the new dormitory building on Somerset were covered for safety reasons as part of the construction. The availability of natural light from outside is missed by staff and students.

**GOAL 7: Provide an appropriate study, research and working environment for collections, users, staff, and services**

Objective 7.1: improve the conditions of the existing facility

Progress: library staff continue to monitor day-to-day conditions by “walking around.” Furniture is moved around to ensure its most effective use. Unfortunately, water continued to leak into Archives on the B-Floor whenever it rained. Students comment on the facility frequently; most comments concern the appearance (“the space needs to be expanded and updated”) and the need for more group study rooms.

Objective 7.2: request University resources to conduct a professional, internal space use study

Progress: this recommendation was included in the Library’s section of the 2002 NEASC self-study. A request with funding and schedule recommendations was provided to both Dean Ronayne and to President Sargent via memos in May 2003.

Objective 7.3: develop a building program statement to quantify and qualify needs of a 21<sup>st</sup> century Sawyer Library

Progress: this recommendation was included in the Library’s section of the 2002 NEASC self-study. A request with funding and schedule recommendations was provided to both Dean Ronayne and to President Sargent via memos in May 2003.

**GOAL 8: Assert the Library’s role in the University community through active participation**

Objective 8.1: participate in University matters by convening, joining, or advising, committees and their activities that may affect Library services

Progress: library staff are members of CAS Strategic Planning Committee and the Curriculum Committee; also members of University Effectiveness and University Strategic Planning committees; library staff chaired and were members of the NEASC Standard 7 (Libraries and Information Services) Self-study Committee for the 2002 NEASC accreditation site visit based upon federal (IPEDS / ALS) available data

Objective 8.2: collaborate with University administrators, officials, and others on all procedures, guidelines, and policy decisions affecting the Library

Progress: library staff prepared gap analysis concerning the Sawyer Library, based upon the NEASC Self-study document

Objective 8.3: create a public information program to increase awareness of Library services and resources

Progress: a Web-based newsletter was maintained. New services and resources were highlighted on the library's home page.

Objective 8.4: ensure that the Library has the appropriate management and decision-making structures in place to support Library efforts

Progress: a statistical-based management information system was finalized in September 2002 for utilization for, and during, the NEASC site visit in November 2002. This MIS will be maintained and updated annually.

Objective 8.5: seek external funding needed for the Library to pursue excellence in accordance with the mission of the Library and the University

Progress: library applied for, and received, funding from the Sawyer Charitable Foundation

## **Other**

### *Staffing*

There was no staff turnover in the Sawyer Library during FY2003; Ellen Yen, hired in June 2002 joined us on July 1, 2002. At the end of June 2003, we had the following staff roster:

<u>Staff Member</u>	<u>Position</u>
Allison, Robert	University Archivist
Boyle, Cathy	Circulation Manager
Didriksson, Sonia	Senior Reference Librarian
Dugan, Robert	Director
Elyse, Sheila	Periodicals Technician
Fulweiler, Rebecca	Assistant Director for Technical Services
Gianetta, Michael	Evening/Weekend Circulation Supervisor
Hartman, Paula	InterLibrary Loan Assistant
Maio, Kathi	Assistant Director for Reference Services
Mulherin, Andy	Acquisitions & Cataloging Technician
Rivera, Alfonso J.	Library Assistant for Circulation
Seller, Connie	Senior Reference Librarian
Sklaver, Ellen	Circulation Manager, NESADSU
Tynemouth, Brian	Assistant Director for Library and Technology, NESADSU
Victoria, Stephanie	Library Assistant for Circulation
Yen, Ellen	Senior Reference Librarian

### *Reference Services*

Reference staff kept statistics on activity levels at the desk for the entire year. They responded to 11,002 inquiries; the busiest month was September (1,569 inquires) followed by April (1,504 inquires), October (1,490) and November (1,421). Reference also answered 107 information requests via e-mails. Increases in inquires asked and answered over the previous academic year are attributed to a full academic year with no staff changes, and a full academic year of availability of the Reference Desk (built in January 2002) which can accommodate two reference staff rather than just one.

*Circulation and Reserves*

The Library compiled statistics concerning circulation of its collections:

<u>Service</u>	<u>Checkouts and Renewals</u>
Circulating Collection	11,030
Reserves	32,933
Laptops	12,066
<b>Total Circulation</b>	<b>56,029</b>

Reserves does not include laptops

*Laptop Usage Chart: July 2002 – June 2003*

The growth of the laptop lending service continues to exceed expectations. In the 2002-2003 academic year, the twenty-five laptops were loaned a total of 10,895 times (each laptop was used nearly 436 times), an increase of nearly 26.9% from the previous academic year. In addition, more than 10% of those students using the library's wireless network borrowed a network card from us to use with their own laptop.

	<u>Fall</u> <u>1999</u>	<u>Spring</u> <u>2000</u>	<u>Fall</u> <u>2000</u>	<u>Spring</u> <u>2001</u>	<u>Fall</u> <u>2001</u>	<u>Spring</u> <u>2002</u>	<u>Fall</u> <u>2002</u>	<u>Spring</u> <u>2003</u>
CAS students	98	315	350	475	874	1,430	1,359	1,562
SSOM students	207	506	1,484	2,155	2,768	3,514	3,640	4,334
Wireless NICs			257	200	304	379	467	704
<b>TOTALS</b>	<b>305</b>	<b>821</b>	<b>2,091</b>	<b>2,830</b>	<b>3,946</b>	<b>5,323</b>	<b>5,466</b>	<b>6,600</b>

SSOM students accounted for 73.2% of all laptop use in the 2002-2003 academic year.

*Budget/Expenditure for FY 2003*

<u>Account</u>	<u>Allocated</u>	<u>Expended</u>
Library Books and Bindings	\$318,650	\$ 329,762.76
Sawyer Library Fines	1,500	1,023.11
College Librarian	3,000	2,411.11
ILO-Nelinet-OCLC	234,850	238,928.53
Library Supplies	89,000	84,283.58
Postage/UPS/USPS	6,500	4,046.48
Equipment Maintenance	47,800	42,712.49
Printing/Paper	2,000	393.14

Student workers	33,850	34,205.53
capital equipment	<u>0</u>	<u>0</u>
TOTALS	\$737,150	\$ 737,766.73

**Goals and Objectives for 2003-2004**

In addition to routine, day-to-day activities:

**GOAL 1: Acquire collections of resources in appropriate formats to meet the information needs of the Library's primary clientele**

Objective 1.2: create a collection development plan incorporating all formats

Planned: continue the work started in FY2003

**GOAL 4: the Library's primary clientele will become self-sufficient in information access and retrieval**

Objective 4.4: formally propose to the College of Arts and Sciences that information literacy be recognized as a core competency

Planned: prepare the proposal for introduction to the CAS Curriculum Committee

**GOAL 5: Employ technologies that support access and retrieval of information, and increase user productivity**

Objective 5.3: enhance the Library's web site and its integrated library system as mechanisms to access electronic resources and information provided/about/created by the Library

Planned: continue to deploy the applications via the Integrated Library System (ILS) purchased in fiscal years 2002 and 2003.

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Mildred F. Sawyer Library  
July 2003