

**Mildred F. Sawyer Library
Annual Report
July 2003 - June 2004**

Summary of Major Accomplishments

The Mildred F. Sawyer Library had a productive academic and fiscal year. Two new part-time library positions (one each in Reference and Circulation) were created and filled; technology was updated for students and staff, and we began an effort to resolve the library's 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 FY2004, twenty online survey forms were submitted, some with requests or comments concerning information needs. Furthermore, the library developed a Web-based suggestion box, and received thirteen suggestions. 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: a plan developed during FY2003 remained in place

Objective 1.3: acquire materials supporting the collection development plan

Progress: *Collection Statistics*

	<u>Added in FY2004</u>	<u>Total Held at end of FY2004</u>
Volumes (includes ultrafiche)	2,784	119,824
Titles	2,777	106,029
Electronic books	158	7,787
Microform units	432	126,092
Paper/Microform Serial		
Subscriptions	- 20	895
Videotapes and DVDs	40	380

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	635	total non-returns	827
total returns	436	total returns	320
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	1,071		1,147

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: The Federal government has eliminated determining the percentage of the institution's general operating budget allocated to the library as a data point.

Therefore, we can no longer determine a nationwide percentage.

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 (number of sessions, visits, etc., but not “usage”)

via the library’s research workstations and Web-pages:

<u>Database Name</u>	<i>Number of <u>Logins</u></i>	<u>Notes</u>
Academic Search Premier	15,451	
American Humanities Index	116	
Access Science	780	
Blackwell Synergy	4,195	
Business & Company ASAP	159	
Business Source Premier	7,827	
Communications & Mass Media	823	
Communications Abstracts	4,275	
Communications Studies (Sage)	217	
Conference Board	143	
Contemporary Literary Criticism	1,618	
Country Commerce	2,158	
Country Watch	1,258	
CQ Researcher	232	
Criminal Justice Abstracts	592	
Criminal Justice Per. Index	2,402	
Criminology (Sage)	137	
Dir. Corporate Affiliation	1,300	
EconLit	1,400	
Emerald	582	
Encyclopedia Britannica	9,655	
ERIC	1,042	
ERIC EDRS	201	
Europa World	814	
Expanded Academic ASAP	8,467	
FirstSearch	9	
Gale Biography Resource Center	2,095	
Gale Virtual Reference Library	1,046	
General BusinessFile ASAP	3,249	
General Reference Center	1,090	
Health Reference Center	1,118	

J of Biological Chemistry	26	through May 2004
JSTOR	16,263	
Kluwer Online	356	
LexisNexis Academic	59,616	
MagillOnAuthors	503	
MagillOnLiterature	462	
MedLine	958	
Mergent	1,471	
Military & Government Collection	110	
NetLibrary	1,004	
Oxford English Dictionary	1,557	through May 2004
Polling the Nation	581	
Project MUSE	1,028	through May 2004
PROMT	491	
PsycARTICLES	5,802	
PsycINFO	2,495	
RefUSA	1,348	
S&P NetAdvantage		stats not available
Science Direct	248	
Sociological Abstracts	4,069	
Sociology (Sage)	314	
Stat-USA	9,923	through May 2004
TableBase	873	
Ulrichs via Web	215	
Value Line Research	1,648	
Wall Street Journal	16,791	
Wilson Art Index	908	
xreferplus	<u>1,467</u>	
TOTAL	204,978	

Progress: the proxy server shared by the Sawyer and Law libraries authenticated 668,810 sessions from off-campus workstations. Please note that this reported figure is likely higher than it should be; the vendor has acknowledged counting problems and believes reported sessions are over counted for this fiscal year. However, because the sessions reported are ratio-level measures, percentages drawn from the reported sessions are still valid.

Over 11% of the sessions (11.6%) to access the Library's electronic resources occurred during the hours when the Sawyer Library is typically closed. SSOM and CAS students used the proxy 81.85% of the time; full- and part-time college faculty used it 3.87% of the time. Employees from throughout the University used it 1.27% of the time. Law faculty and students used it less than 1% of the time (0.53%). April 2004 experienced 20.05% of the proxy server logins; the next busiest months were November 2003 (12.08%), October 2003 (11.89%) and March 2004 (10.67%). The EBSCOhost databases were accessed 39.48% of the time, followed by Lexis-Nexis (14.70%), Infotrac (10.72%), The Wall Street Journal (5.09%) and Blackwell-Synergy (4.25%).

Progress: databases added -- American Humanities Index; Communication & Mass Media Complete; Gale Virtual Reference Library; xreferplus; Magill OnAuthors and OnLiterature; Communication Abstracts; Europa World; and CQ Researcher. The State's budget shortfall forced the regional library systems to eliminate the "Massachusetts Newspapers" database. However, the newspapers in this database are still available through the library subscription to LexisNexis Academic.

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.

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.)

Progress: the library's student learning outcomes assessment plan, first developed in September 2001, was revised in March 2004. Improvements included replacing the levels of attainment with objectives outside and within the discipline, and the mapping of performance indicators to learning objectives and to the Association of College and Research Libraries' national information literacy standards.

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: 103 instruction sessions were conducted with a total of 1,497 students

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

Progress: the library worked with the CAS Educational Technology Committee to install specific software on its reference workstations and laptops to support out-of-class access (from anywhere) to Walter Johnson's Spring 2004 Physics 102 course. In addition, the library began to overhaul (replace) its instruction modules (2001) for use in academic year 2004-2005.

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

Progress: a document was prepared and forwarded to a member of the core curriculum committee for introduction. There was no further progress.

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

Progress: none. 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: the information technology plan was revised in May 2004 for the July 2004 - June 2006 period.

Objective 5.2: maintain user productivity concerning information access and retrieval

Progress: the reference workstations deployed on the main floor in March 2003 are still up to specifications. All shared laser printers connected to the referenced workstations were replaced in January 2004 with faster models.

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: 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>/>) in May 2003, and continuously tested it over the 2003 summer. The migration was successful; the new proxy server eliminated most of the problems students experienced trying to access the licensed databases from off-campus using the original, script-based proxy server.

Progress: the staff of the Sawyer Library continues to work with the staff of the Law Library to increase the functionality of the integrated library system (Archer).

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 funded in the FY2004 budget allocation. Both positions were filled.

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. Bob Dugan and Rebecca Fulweiler attended the Innovative Interfaces, Inc. annual user conference in April 2003 in Boston. Dugan attended day workshops at NELINET (Southborough, MA) to learn XML and XHTML.

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

Progress: all staff met with the University-appointed space planner in 2004 concerning the development and review of a facility space program for a renovated and/or relocated Sawyer Library.

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.

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

Progress: this recommendation was funded in the revised FY2004 budget (November 2003). Arthur Lidsky of Dober, Lidsky, Craig and Associates (Belmont, MA) was selected by the University to work with the staff of the Sawyer Library to conduct this study. The study was conducted in February 2004. The conclusion reached was that the physical space currently occupied by the Sawyer Library in the Sawyer Building at 8 Ashburton Place is inadequate to meet the library’s existing service needs.

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

Progress: this recommendation was implemented immediately following Arthur Lidsky's conclusion that the existing physical space occupied by the Sawyer Library is inadequate. With the input of library staff, a building program statement was completed in June 2004 and submitted to University administration.

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 the:

- Curriculum Committee
- University Strategic Planning Committee, and the Sub-Committees of: Financial Resources; Facilities; Technology; Assessment for Institutional Effectiveness, and Curriculum. Bob Dugan co-chaired the Technology sub-committee's Task Group on Research, and was involved in the Curriculum sub-committee's Task Group concerning the Physical Infrastructure to Support Curriculum Quality.
- Strategic Planning Committee for the College of Arts and Sciences (CAS), and the sub-committees on Remote Campuses and Facilities.
- CAS Educational Technology Committee

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

Progress: ongoing

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

Progress: 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 maintained and updated.

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. A grant proposal submitted to the SIRSI Corporation to support the library's "active and mobile instruction program" as part of a national competition was not funded (one grant is awarded annually; the 2004 winner will serve blind readers in Illinois).

Other

Staffing

A new part-time reference position, working weeknights and Sundays was created and filled (Barbara Mann) in FY2004. Additionally, a new part-time position in Circulation for Sundays and Mondays was created and filled (Maura Libke-Perry) in FY2004. Sheila Elyse left the library in February 2004 and was replaced by Sarah J. Sweeney on March 15. Stephanie Victoria left in June 2004 and was replaced by Juan (Tony) Reyes on June 21. At the end of June 2004, 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
Fulweiler, Rebecca	Assistant Director for Technical Services

Gianetta, Michael	Evening/Weekend Circulation Supervisor
Hartman, Paula	InterLibrary Loan Assistant
Libke-Perry, Maura	Library Assistant for Circulation (part time)
Maio, Kathi	Assistant Director for Reference Services
Mann, Barbara	Senior Reference Librarian (part time)
Mulherin, Andy	Acquisitions & Cataloging Technician
Reyes, Juan (Tony)	Library Assistant for Circulation
Rivera, Alfonso J.	Library Assistant for Circulation
Seller, Connie	Senior Reference Librarian
Sklaver, Ellen	Circulation Manager, NESADSU
Sweeney, Sarah J.	Periodicals Technician
Tynemouth, Brian	Assistant Director for Library and Technology, NESADSU
Yen, Ellen	Senior Reference Librarian

Reference Services

Reference staff kept statistics on activity levels at the desk for the entire year. They responded to 10,056 inquiries; the busiest month was September (1,580 inquiries) followed by October (1,329 inquiries), April (1,121) and November (1,071). Reference also answered 58 information requests via e-mails (the department received 4,482 inquiries that did not require a response).

Circulation and Reserves

The Library compiled statistics concerning circulation of its collections:

<u>Service</u>	<u>Checkouts and Renewals</u>
Circulating Collection	8,221
Reserves	31,498
Laptops	12,193
Total Circulation	51,912

Reserves does not include laptops

Laptop Usage Chart: July 2003 – June 2004

We have completed our fifth year of lending laptops to students. We made four substantial changes during this past fiscal year. First, the wireless network was replaced, migrating from the slower 802.11b standard to the faster 802.11a/g standards. Second, while

installing the new wireless network, we enabled it so that students could register their personal laptops with the library and gain access to the wireless network. As a result, students could use their own laptops in the library to browse the Web rather than just depend upon the library's 30 laptops. Third, in January 2004 and again in April, we replaced the older laptops with new laptops with built-in wireless capability, easing the internal procedures for checking out a laptop. And finally, we implemented a new procedure to enable students to renew a borrowed laptop if a borrowing queue did not exist. In 2003-2004, the laptops circulated 11,131 times, and were renewed an additional 1,282 times for a total of 12,413 uses. In addition, students borrowed wireless cards to use in their personal laptops 774 times. While the number of laptops loaned by the library from academic year 2002-2003 to 2003-2004 increased by 2%, the number of wireless cards loaned decreased by 51%. This decrease is a result of many of the students' personal laptops being equipped with a built-in wireless card, so they did not need to borrow one from the library in order to connect to the wireless network.

	Fall	Spring	Fall	Spring	Fall	Spring	Fall	Spring	Fall	Spring
	1999	2000	2000	2001	2001	2002	2002	2003	2003	2004
CAS students	98	315	350	475	874	1,430	1,359	1,562	1,211	2,026
SSOM students	207	506	1,484	2,155	2,768	3,514	3,640	4,334	3,459	4,435
Wireless NIC			257	200	304	379	467	704	386	388
TOTALS	305	821	2,091	2,830	3,946	5,323	5,466	6,600	5,056	6,849

SSOM students accounted for 70.5% of library laptop use in the 2003-2004 academic year.

Estimated Budget/Expenditure for FY 2004 (as of report submission date)

<u>Account</u>	<u>Allocated</u>	<u>Expended</u>
Library Books and Bindings	\$355,000	\$ 360,355
Replacements	1,500	546
College Librarian	3,000	627
ILO-Nelinet-OCLC	284,600	294,182
Library Supplies	77,450	76,844
Postage/UPS/USPS	6,500	1,653
Equipment Maintenance	43,500	38,753
Printing/Paper	2,000	1,155

Student workers	40,850	26,929
Facilities Use Study	<u>15,000</u>	<u>15,000</u>
TOTALS	\$829,400	\$ 816,065

Specific Goals and Objectives for 2004-2005

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

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

Planned: develop a Web-based library services orientation instruction module

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

Planned: overhaul the instruction models completed in 2001 into self-paced, Web-based modules

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

Objective 5.2: maintain user productivity concerning information access and retrieval

Planned: increase the number of students using their own laptops in the Sawyer Library by implementing networked print services over the library's wireless network

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 2003 and 2004

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

Planned: work with the design architect and members of the University community in designing renovated space for a relocated Sawyer Library

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Mildred F. Sawyer Library
July 2004