

**Mildred F. Sawyer Library
FY2006 Annual Report**

- I. Objectives of the Program/Department
 - A. What objectives did your program hope to meet in 2004-2005?
 - B. How successful were you in meeting those objectives?
 - C. How did you measure that success?

Focus on Library Users

Objective 1.1: continually assess the library needs of students, faculty, staff, and administration

[Activity]: assess the library-related research needs of the faculty and graduate students, and estimate the cost to meet those needs

Measured Progress: the Sawyer Library continued to collect needs from users via our Web-based survey form.

[Activity]: review the effectiveness of the Web-based “library user survey form” and “suggestion box”

Measured Progress: both forms were reviewed and continued.

Objective 1.2: evaluate, select, organize, and facilitate the availability/accessibility and retrieval of information in a multiplicity of formats to meet undergraduate, graduate and faculty needs

[Activity]: increase the availability of e-reference sources

Measured Progress: met.

[Activity]: increase the availability of e-reserves through the online catalog

Measured Progress: not met. Initially intended to support course-required materials, faculty are using Blackboard over the library’s e-reserves system.

[Activity]: increase the availability of Web-based help guides

Measured Progress: met.

[Activity]: evaluate the feasibility of merging the “free selected web sites” guides into the “help and research guides” eliminating the former as a genre of guides

Measured Progress: reviewed, and it was decided to merge the two web pages into one, and to replace the “free selected web sites” topic/subject-based guides with the more information-inclusive “help and research guides” as they are created.

[Activity]: review the collection title by title and weed as necessary to improve collection quality

Measured Progress: as preparing to relocate the Sawyer Library to 73 Tremont Street, much (but not all) of the print collection was reviewed and weeded. More than 3,600 volumes were culled from the print collection.

[Activity]: use the compiled collection report to analyze collection status

Measured Progress: not met. The report was received too late from the vendor to have an effect.

[Activity]: general information availability and access conditions

Measured Progress: Collection Statistics:

	<u>Added in FY2006</u>	<u>Total Held at end of FY2006</u>
Volumes (print)	3,815	120,389

Titles (print)	2,837	96,365
Electronic books	5,427	36,031
Microform units (includes books in ultrafiche)	368	143,488
Paper/Microform Serial Subscriptions	0	908
Videotapes, DVDs and cassettes (volumes)	45	578
Periodical titles available via online catalog	1,229	10,678

Measured Progress: the library participates in the national interlibrary loan system to borrow, and to provide others, with requested information resources not owned within our collection:

<i>Total Loans and Borrows</i>	
returnables	828
non-returnables	1,562

	2,390

Measured Progress: Logins to selected licensed databases (for which the information vendor could provide a meaningful number of sessions, visits, etc., but not “usage”) via the library’s research workstations and Web-pages:

	<i>Number of</i>
<u>Database Name</u>	<u>Logins</u>
Academic Search Elite/Premier	24,851
Access Science	1,317
ACLS History E-Book Project (2/2006 -)	508
ACM Digital Library	715
Art Index	321
BioOne	439
Blackwell Synergy	7,694
Business & Company ASAP	142
Business Source Premier	12,133
Communications & Mass Media	3,876
Communications Abstracts	3,140
Communications Studies (Sage)	1,729
Community od Scholars: SocSci (Sage)	1,289
Conference Board	191
Contemporary Literary Criticism	2,304
Corporate Affilitation	826
Country Commerce	13,830
Country Watch	615

CQ Online (all products)	1,601
Criminal Justice Abstracts	2,924
Criminal Justice Per. Index	29
Criminology (Sage)	2,059
Duke Journals	91
Ebrary	4,440
EconLit	1,594
Elsevier, Freedom/Ideal	907
Emerald Insight	139
Encyclopedia Britannica	3,388
ERIC	3,456
Europa World	470
Expanded Academic ASAP	5,412
FirstSearch (see WorldCat)	
Gale Biography Resource Center	1,535
Gale Virtual Reference Library	2,633
General BusinessFile ASAP	2,282
General Reference Center	863
Greenwood Electronic Media	209
Health Reference Center	842
Humanities International Complete	966
IEEE Digital Library	133
InfoTrac OneFile	95
Internl Ency of Social & Behavioral Sci	412
Internal Political Sci Abstracts	306
Journal of Biological Chemistry	55
JSTOR	28,715
LexisNexis Academic	71,195
LexisNexis Statistical	2,577
MagillOnLiterature	949
MathSciNet	131
NBER Working Papers	297
MedLine	2,138
Mergent	3,609
Military & Govt Collection	346
NetLibrary	1,119
New York Times (1851-2001)	5,994
Oxford English Dictionary	1,649
Oxford Journals	1,691

Oxford Reference (March 2006 -)	513
Polling the Nation	181
Professional Development Coll. (EBSCO)	489
Project MUSE	3,022
PROMT	388
PsycARTICLES	9,002
PsycBOOKS	2,112
PsycEXTRA	951
PsycINFO	7,677
Recent References SocSci/Humanities (Sage)	6,572
ReferenceUSA	748
S&P NetAdvantage	7,492
SciFinder Scholar	818
Social Services Abstracts	1,631
SocINDEX with Full Text	2,409
Sociological Abstracts	3,955
Sociology (Sage)	2,088
SpringerLink	922
Stat-USA	4,137
TableBase	409
Ulrichs via Web	165
Value Line Research	670
Wall Street Journal	18,910
Web Resources SocSci/Humanities (Sage)	6,745
WorldCat	803
xreferplus	8,243
TOTAL	296,832

Measured Progress: Circulation and Reserves Services

<u>Service</u>	<u>Checkouts and Renewals</u>
Circulating Collection	8,077
Reserves (excluding NICs)	25,635
Laptops (including renewals)	30,013
Wireless NICs	438
Total Circulation	64,163

Measured Progress: Reference staff kept statistics on activity levels at the desk for the entire year. They responded to 10,218 inquiries; the busiest month was September (1,509 inquiries) followed by October (1,338 inquiries), November (1,196), and April (1,139). Reference also responded to 65 information requests via e-mail.

Measured Progress: the proxy server shared by the Sawyer and Law libraries authenticated 4,863,089 sessions from off-campus workstations. This is understated; statistics from May 1 - June 19 were lost following a reload of software. Over 18% of the sessions (18.6%) 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 88% of the time; full- and part-time college faculty used it 7% of the time. Employees from throughout the University used it 1.6% of the time. Law faculty and students used it less than 3% of the time (2.8%). April, October, November, and March were the busiest months. EbscoHost, Ebrary, Infotrac, Lexis-Nexis Universe, NetLibrary and JSTOR were the six most-used databases.

Measured Progress: databases added included PsyBooks; ComAbstracts; SocINDEX with Full Text; Communication & Mass Media Complete; Oxford Reference Online; WorldCat; Humanities International Complete; International Political Science Abstracts; Historical Statistics of the United States. The subscription for one database, Criminal Justice Periodicals Index, was discontinued.

Objective 1.4: improve the library's space to provide an appropriate browsing, study, peer collaboration and working environment for collections, users, staff, and services

[Activity]: relocate the Sawyer Library to 73 Tremont Street in late FY2006

Measured Progress: met. This was the single largest project undertaken by the library during FY2006. Construction began on the second, third and fourth floors of 73 Tremont on September 15, 2005. The Sawyer Library opened in the new space on May 15, 2006 as scheduled. Meeting the identified objectives: browsing -- the collections are divided onto the three floors as follows - reference on two, periodicals and microforms on three and the general collection on four. The general collection now flows in Library of Congress order. Study and peer collaboration -- most of the student-study areas are based upon two and four seat tables in open and group study rooms. There are 56 individual study carrel spaces while there are about 150 seats at open tables and another 106 in group study rooms. Working environment -- users and staff benefited from all new equipment and furnishings. Users and staff have access to natural as well as carefully design direct and indirect light. Study space is spacious, and there are lounge as well as study seating. A working fireplace anchors each of the three "Granary" reading rooms. Service desk spaces are larger and better designed to meet user needs. A library-created web site with photographs and layouts kept the University community informed of construction progress throughout the project.

Objective 1.5: employ technologies and methodologies that support and increase user productivity and self-sufficiency

[Activity]: improve the means to access and retrieve library-provided information sources and resources via the Web; (e.g., metasearching subscription-based databases)

Measured Progress: partially met. The metasearch function of the Innovative Interfaces system is functional but needs to be improved. The library joined Google Scholar to improve access to its resources via WorldCat and links to external databases via the Google search interface.

[Activity]: increase and/or maintain user productivity concerning information access and retrieval

Measured Progress: we enabled 308 students to use their own personal laptops to connect to the Sawyer Library's wireless network. Also, to logistically handle these students, we updated the wireless network infrastructure (the MAC addresses on the eight access points) 117 times before moving to 73 Tremont in May 2006.

Measured Progress: the library's 30 laptops were loaned (and renewed) a total of 30,013 times. Each laptop to replace, inclusive of hardware and software, is valued at \$2,500. Therefore, the library lent \$75,032,500 worth of these assets to students.

Measured Progress: the library's user-based laser printers were used by laptops and desktop workstations to print 551,120 pages.

Measured Progress: the standalone printing workstation on the 2nd floor enables students to quickly print out papers prior to going to class. This printing workstation was used to print 32,829 pages.

[Activity]: ensure wireless access from every seat in the library to the Internet and the library's networked printers

Measured Progress: met in both physical locations over the fiscal year.

Measured Progress: the library provides and supports six networked laser printers that students could use from a library-loaned or personal wireless laptop. Over 200,000 pages (208,667) were printed from this configuration.

Objective 1.6: manage technology as an investment

[Activity]: enhance the integrated library system as an access mechanism (e.g., a portal) to as many library resources and services as possible

Measured Progress: met.

[Activity]: explore the means to reduce the current level of labor maintenance of the wireless network

Measured Progress: met. The wireless system installed in the library's new space authenticates individual users via a login.

[Activity]: improve the efficiency and effectiveness of the Sawyer Library's University-based Web site (e.g., navigation, appearance, and content)

Measured Progress: partially met. During summer 2005 staff members proposed a revision of the home page and elimination of some pages as well as consolidation of others. However, the "flyout" boxes deployed on the home page were difficult to use.

These flyouts were eliminated at the end of the fall 2005 semester, replaced with a streamlined, page-linked homepage. Towards the end of the fiscal year, the University's effort to revise its entire web site and its related hierarchical institutional sites and pages was nearing completion. The library is participating in this effort.

Focus on Student Learning

Objective 2.1: guide the University community to acquire, improve and appreciate the skills to effectively access, retrieve and evaluate information, and to use it ethically

[Activity]: develop and schedule classes for instruction to improve information access, retrieval and evaluation skills, and to use information ethically

Measured Progress: met. Reference staff conducted 108 instruction sessions for 1,763 students. Additionally, the library contributed a Web- and paper-based class module to the freshman SU-101 first year experience pilot project.

[Activity]: develop means to teach and reinforce information skills regardless of the location of the student

Measured Progress: met. The library created several Web-based animated information skills tutorials.

Objective 2.2: create a self-paced Web-based orientation / tour / guide / tutorial

[Activity]: design, deploy and evaluate the orientation

Measured Progress: met.

Objective 2.3: integrate information skills and technology

[Activity]: encourage or otherwise facilitate the application of information competencies across the curriculum

Measured Progress: not met.

Objective 2.4: assess student learning outcomes

[Activity]: apply the library's assessment plan to information skills instruction

Measured Progress: not met.

Objective 2.5: create an information skills instructional plan of measurable learning objectives and outcomes to support the "First Year Experience"

[Activity]: introduce the "First Semester Library Experience" by teaching and reinforcing the information skills identified in the core curriculum in the First Year Experience and Seminar for Freshmen focusing on:

- orientation to library resources and services
- search and retrieval skills including Boolean logic
- ethical use of information

The library will be able to demonstrate to the student that they learned something; the students can prove to themselves that they have learned something.

Measured Progress: partially met. The library contributed Web- and paper-based content to the SU-101 effort. However, the outcomes analyzed from this course could not prove the "able to demonstrate" learning outcomes as required by this objective.

Focus on Collaboration

Objective 3.1: increase our collaborative efforts to expand information services and resource sharing

[Activity]: pursue consortia agreements with other library and information providers to leverage additional information resource offerings with cost savings

Measured Progress: not met. Agreements were maintained, but new ones not pursued.

Objective 3.2: assert the Library's role in the University community through active participation and by advocating the library's agenda

[Activity]: seek to establish and maintain teaching, research and service partnerships with University Centers, committees, working groups, departments, programs and offices

Measured Progress: partially met. The library talks to anyone willing to listen. However, partnerships were not formalized.

[Activity]: support the Center for Teaching Excellence to meet its identified educational objectives, including its virtual efforts

Measured Progress: partially met. The library supports the CTE; we were not called upon to directly support any initiatives.

[Activity]: determine the need of establishing a digital repository management system (institutional repository) for faculty publications, presentations and other documents, and if need is identified, then create and manage through the integrated library system

Measured Progress: met. The Business School was approached as part of its AACSB accreditation maintenance process; it was not implemented.

Objective 3.3: collaborate with the Afriterrra Foundation to facilitate access to its resources

[Activity]: provide technical assistance and other support as possible to digitize the map collection and make it publicly available through the World Wide Web

Measured Progress: met. The University funded the Afriterrra Map project at \$99,500 for FY2006. A map cataloger (Paige Andrew) was brought in from Penn State to train the Afriterrra map cataloger. The library arranged for the payment of \$45,000 to digitize 1,000 maps through the Harvard University Imaging Department. Additionally, the library convinced Afriterrra to join OCLC and enable its cataloged holdings to be available through WorldCat. The University and the library also acquired a web-based server to accommodate the storage, access and retrieval of the digitized map files.

Focus on Supporting the Institutional Infrastructure

Objective 4.1: support institutional accountability efforts

[Activity]: identify, plan, evaluate and report the value of the library's contributions to support the institution's mission

Measured Progress: partially met. We continue to identify attributes, but the project is still incomplete.

[Activity]: ensure that the library has the appropriate management and decision-making structures in place to demonstrate accountability

Measured Progress: met.

[Activity]: support institutional and program accreditation efforts through the library's infrastructure

Measured Progress: met. The library participated in the ABET, MPA, ABA paralegal and JRCERT accreditation processes.

[Activity]: increase retention by participating in the efforts such as the institution's "First Year Experience"

Measured Progress: met.

Objective 4.2: preserve the University's history through its Archives

[Activity]: provide assistance to the University's Archives program to preserve Suffolk University resources determined to be of historical value and irreplaceable, unique or essential because of content, authorship, or format

Measured Progress: met. The library supported the administrative relocation of Archives into the Provost's office.

D. What are your program's objectives for 2006-2007?

Focus on Library Users

Objective 1.1: continually assess the library needs of students, faculty, staff, and administration

[Activity]: assess the library-related research needs of the faculty and graduate students, and estimate the cost to meet those needs

Objective 1.2: evaluate, select, organize, and facilitate the availability/accessibility and retrieval of information in a multiplicity of formats to meet undergraduate, graduate and faculty needs

[Activity]: increase the availability of e-reference sources

[Activity]: increase the availability of Web-based help guides

[Activity]: increase the availability of media-based information news throughout the library

[Activity]: review the collection title by title and weed as necessary to improve collection quality

Objective 1.4: improve the library's space to provide an appropriate browsing, study, peer collaboration and working environment for collections, users, staff, and services

[Activity]: increase the integration of technology into physical space

Objective 1.5: employ technologies and methodologies that support and increase user productivity and self-sufficiency

[Activity]: improve the means to access and retrieve library-provided information sources and resources via the Web; (e.g., metasearching subscription-based databases)

Objective 1.6: manage technology as an investment

[Activity]: enhance the integrated library system as an access mechanism (e.g., a portal) to as many library resources and services as possible

[Activity]: improve the efficiency and effectiveness of the Sawyer Library's University-based Web site (e.g., navigation, appearance, and content)

Focus on Student Learning

Objective 2.1: guide the University community to acquire, improve and appreciate the skills to effectively access, retrieve and evaluate information, and to use it ethically

[Activity]: develop and schedule classes for instruction to improve information access, retrieval and evaluation skills, and to use information ethically

Objective 2.2: create a self-paced Web-based orientation / tour / guide / tutorial

[Activity]: revise the orientation, and then evaluate

Objective 2.4: assess student learning outcomes

[Activity]: apply the library's assessment plan to information skills instruction

Focus on Collaboration

Objective 3.2: assert the Library's role in the University community through active participation and by advocating the library's agenda

[Activity]: increase awareness of Library services and resources through a public information program

Focus on Supporting the Institutional Infrastructure

Objective 4.1: support institutional accountability efforts

[Activity]: identify, plan, evaluate and report the value of the library's contributions to support the institution's mission

[Activity]: ensure that the library has the appropriate management and decision-making structures in place to demonstrate accountability

[Activity]: support institutional and program accreditation efforts through the library's infrastructure

[Activity]: increase retention by participating in the efforts such as the institution's "First Year Experience"

II. Review of ongoing activities

A-F. Course/sections taught; majors/minors; graduates; student awards; student accomplishments; new teaching developments

None

G. Hires, promotions, retirements, departures

Staff Roster with Changes

Staff Member

Position

Albrand, Kurt

Library Assistant for Circulation
started August 15, 2005

Botello, Elizabeth

Library Assistant for Circulation

Boyle, Cathy

Circulation Manager

Didriksson, Sonia

Senior Reference Librarian

Dugan, Robert

Director

Eth, Phally

InterLibrary Loan Assistant
started April 2006

Fulweiler, Rebecca

Assistant Director for Technical Services

Gianetta, Michael

Evening/Weekend Circulation Supervisor

Hartman, Paula

InterLibrary Loan Assistant
left April 2006

Maio, Kathi

Assistant Director for Reference Services

Mann, Barbara

Senior Reference Librarian

Mulherin, Andy

Acquisitions & Cataloging Technician

Rivera, Alfonso J.

Library Assistant for Circulation

Sellers, Connie

Senior Reference Librarian

Sweeney, Sarah J.

Periodicals Technician

Yen, Ellen

Senior Reference Librarian

H. Committee service and other service within the University

- Dugan: CAS Educational Technology Committee; University Web Services Redesign Advisory Committee; CIO Search Committee
 - Maio: CAS Curriculum Committee;
- I. Service outside the University
- Dugan is a member of the Board of Advisors to the Ph.D. Program at the Graduate School of Library and Information Science.
- J. Publications
- Monograph:*
- Peter Heron, Robert E. Dugan, Candy Schwartz, editors. Revisiting Outcomes Assessment in Higher Education. Westport, CT: Libraries Unlimited, 2006.
- Articles:*
- Robert E. Dugan, "Assessing Character Outcomes in College." Library & Information Science Research. 27:3 (Summer 2005): 415-8. book review
- K. Presentations, media appearances, etc.
- Dugan made a presentation -- "Patrons on the Loose! The Angst and Exhilaration of Managing Patron Do-It-Yourself Products." Speaker at the New England Innovative Law Users Group (NEILUG) 2005 Annual Gathering, Boston, MA: Suffolk University Law School, September 27, 2005.
 - Dugan made a presentation to the Student Government Association about the new library, December 8, 2005.
 - Dugan made a presentation -- "Keynote Address for the Induction Ceremony." Suffolk University's Pi Alpha Alpha Chapter (the national honor society for public affairs and administration), May 19, 2006.
- L. Grants and fellowships
- Received funding to support student needs through the Sawyer Charitable Foundation
- M. Guest speakers, special events, conferences organized, etc.
- None
- N. Connections to the Dakar, Madrid, Dean, or Cape Cod campuses
- day to day operational issues identified, discussed and resolved through e-mail or telephone
- O. Reports on Affiliated Centers
- None
- P. Other
- the Sawyer Library was recognized and identified as an early adaptor of electronic resources in "The Shift Away from Print" by Eileen Gifford Fenton and Roger C. Schonfeld in Inside Higher Ed December 8, 2005. Available at <http://www.insidehighered.com/views/2005/12/08/schonfeld>.
 - the Sawyer Library has revived a former partnership with Urban College in Boston. Urban College requested the partnership to help them comply with NEASC library standards. The Sawyer Library will be the first point of interlibrary loan for Urban College students.
 - library participation in follow-up to ABET accreditation, September 23, 2005
 - library presentation to site visit team for Paralegal program accreditation - May 17, 2006
 - library presentation to site visit team for JRCERT program accreditation - May 19, 2006

- Dugan attended training for FEMA's Incident Command Training in May and June 2006
- un-audited, estimated non-personnel FY 2006 line item expenditures as of June 30, 2006 based upon internal accounting using the integrated library system:

<u>Line</u>	<u>Appropriation</u>	<u>Expenditure</u>	<u>Balance</u>
Books	\$412,950	\$414,939	-\$1,989
Replacement	\$1,500	\$1,143	\$357
Expenses	\$3,000	\$1,839	\$1,161
ILO (databases, etc)	\$389,400	\$390,350	-\$950
Supplies	\$48,000	\$49,389	-\$1,389
Computer equipment	\$71,600	\$71,120	\$480
Mail	\$3,500	\$4,394	-\$894
Maintenance	\$40,000	\$40,614	-\$614
Printing	\$2,000	\$358	\$1,642
TOTAL	\$971,950	\$974,146	-\$2,196

III. Recommendations
None