

**Mildred F. Sawyer Library
FY2007 Annual Report**

- I. Objectives of the Program/Department
- A. What objectives did your program hope to meet in 2006-2007?
- B. How successful were you in meeting those objectives?
- C. How did you measure that success?
- D. What are your program's objectives for 2007-2008?

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.

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 Web-based help guides

Measured Progress: met

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

Measured Progress: met with the reference staff introducing the Sawyer Library's blog available through the library's web page

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

Measured Progress: partially met. Titles were weeded as necessary when new editions were acquired. A systematic title review and weeding was not conducted.

[Activity]: general information availability and access conditions

Measured Progress: Collection Statistics:

	<u>Added in FY2007</u>	<u>Total Held at end of FY2007</u>
Volumes (print)	4,081	124,046
Titles (print)	3,037	99,050
Electronic books	10,800	46,522
Microform units (includes books in ultrafiche)	325	143,813
Paper/Microform Serial Subscriptions	0	888
Videotapes, DVDs and cassettes (volumes)	33	606
Periodical titles available via online catalog	1,336	12,339

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 to Others</i>		<i>Total Borrows from Others</i>	
total returnables	460	total returnables	388
total non-returns	685	total non-returns	856
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1,145		1,244	

The Sawyer Library borrows more from other libraries than it lends.

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>Database Name</i>	<i>Number of Logins</i>	<i>Notes</i>
Academic OneFile	1,509	
Academic Search Elite/Premier	21,237	
Access Science	462	
ACLS History E-Book Project	1,344	
ACM Digital Library	347	2007 only
African American Studies Center	143	
Art Index with Full Text	384	
BioOne	586	
Blackwell Synergy	14,238	
Business & Company ASAP	236	
Business Source Premier	11,396	
Cambridge Collections Online	457	since Nov. 2006
Cambridge Journals Online	461	
ComAbstracts (CIOS)	2,023	through May 2007
Communications & Mass Media	3,841	
Communications Abstracts	3,037	
Communications Studies (Sage)	2,024	
COS Scholar Universe: SocSci (Sage)	3,410	
Conference Board	99	
Contemporary Literary Criticism	1,658	
Corporate Affiliation	411	
Country Watch	323	
CQ Online (all products)	1,929	
Credo Reference (xreferplus)	9,266	

Criminal Justice Abstracts	3,288	
Criminology (Sage)	2,255	
Design and Applied Arts Index	238	
Duke Journals	120	
Ebrary	6,468	
EconLit	1,470	
EIU Country Commerce	16,094	
Elsevier, ScienceDirect	1,353	
Emerald Insight	2,192	through May 2007
Encyclopedia Britannica	2,226	
ERIC	3,832	
Europa World	474	
Expanded Academic ASAP	5,302	
Gale Biography Resource Center	1,009	
Gale Virtual Reference Library	3,860	
General BusinessFile ASAP	2,418	
General Reference Center	1,232	
Greenwood Books	632	
Grove Art Onlne	195	
Health Reference Center Academic	894	
HighWire Press	930	
Historical Statistics of the United States	258	
Hoovers	15,456	
Humanities International Complete	1,134	
IEEE Digital Library	192	
InfoTrac OneFile	359	
Internl Ency of Social & Behavioral Sci	270	
Internal Political Sci Abstracts	491	
Journal of Biological Chemistry	130	
JSTOR	42,931	
LexisNexis Academic	58,664	
LexisNexis Statistical	1,915	
Literary Reference Center	2,417	
MagillOnLiterature	122	
Management and Org Studies (Sage)	2,154	
MathSciNet	86	
NBER Working Papers	393	
MedLine	1,468	
Mergent Online	599	

Military & Govt Collection	433	
NetLibrary	1,414	
Oxford English Dictionary	3,813	
Oxford Journals	241	
Oxford Reference Online	1,009	
PILOTS database	424	
Political Science (Sage)	1,855	
Polling the Nation	168	
Professional Collection	224	
Professional Development Coll. (EBSCO)	816	
Project MUSE	2,545	
PROMT	416	
PsycARTICLES	8,844	
PsycBOOKS	2,509	
PsycEXTRA	2,080	
PsycINFO	7,599	
Recent References to SocSci (Sage)	5,152	
ReferenceUSA	580	
S&P NetAdvantage	8,380	
Sage Journals Online	134	since Feb. 2007
SciFinder Scholar	1,328	
Social Services Abstracts	1,925	
SocINDEX with Full Text	3,496	
Sociological Abstracts	3,383	
Sociology (Sage)	2,281	
SpringerLink	1,170	
Stat-USA	4,456	
TableBase	352	
UlrichsWeb	135	
Value Line Research	546	
Wall Street Journal	18,490	
Web Resources SocSci/Humanities (Sage)	6,277	
Wiley InterScience	1,500	
WorldCat	935	
TOTAL	336,210	

Measured Progress: Circulation and Reserves Services

<u>Service</u>	<u>Checkouts and Renewals</u>
Circulating Collection	13,717
Reserves	28,800
Laptops and peripherals	39,178
USB drives and wireless NICs	269
Total Circulation	81,964

Measured Progress: overall circulation increased by 27.7% over the last academic year that the library was located in the Sawyer Building. Books and other resources loaned from the general circulating collection increased 69.8%; reserve use was up 12.3% and the loaning of laptops and peripherals was up 30.5% from the previous fiscal year. The number of wireless network interface cards (NIC) circulated decreased by 38.6%. The increase in the circulating collection may be due to the design improvements of the new library because the new stack arrangement incorporates one continuous flow of shelved books on one floor as opposed to the collection being shelved on four floors while in the Sawyer Building, as well as the general improvement in the book collection as newer books replaced identified outdated ones. The decrease in NICs circulated is a result of an increase in the number of user-based laptops being equipped with wireless networking capability as opposed to several years ago.

Measured Progress: Reference staff kept statistics on activity levels at the desk. They responded to 10,774 inquiries; the busiest month was September 2006 (1,644 inquires) followed by October (1,504), November (1,439), and April 2007 (1,417). Reference also responded to 194 service-related emails.

Measured Progress: the Sawyer and Law libraries delivered 14,886,090 pages, documents, images and other electronic information resources through the databases to members of the University community. Of the nearly 15 million resources delivered, 46.6% were delivered to University community members at workstations off-campus (the dorms are on-campus). Over 20% of the sessions (20.3%) to access the Library's electronic resources occurred during the hours when the Sawyer Library is typically closed (11:00 am - 8:00 am). On-campus SSOM and CAS students accessed the database resources 41% of the time; full- and part-time college faculty used them 3.5% of the time. Employees on-campus throughout the University accessed them 1.4% of the time. Law faculty and students accessed them on-campus less than 1% of the time (0.6%). November, April, October 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 Sage Management and Organization Studies Collection; Art Full Text (through NESAD); Oxford African American

Studies Center; Sage Political Science Full Text; Cambridge Collections Online; CQ Political Reference Suite; NoodleBib; and, Cambridge Journals Online

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

Measured Progress: partially met. While most of the technologies introduced into the new library space are integrated, the videoconferencing system is not integrated into the library instruction program as we envisioned, and the University text messaging system is experiencing systematic failure.

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: not met. The library's "metafind" functionality is still waiting for its promised replacement by the Innovative Interfaces system. That replacement is planned between July and September 2007.

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

Measured Progress: the library's 50 laptops were loaned (and renewed) a total of 39,178 times. Each laptop to replace, inclusive of hardware and software, is valued at \$2,500. Therefore, the library lent \$97,945,000 worth of these assets to students.

Measured Progress: the library's seventeen user-based research workstation printers were used to print 450,277 pages.

Measured Progress: the library's six wireless networked laser printers that students use from a library-loaned or personal laptop were used to print 365,821 pages.

Measured Progress: the two printing workstations on the 2nd floor enable students to quickly print out papers prior to going to class. These printing workstations were used to print 140,568 pages.

Measured Progress: the total number of pages printed from all student-used printers was 956,666, an increase of 73.6% from the last academic year the library was located in the Sawyer Building.

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

Measured Progress: met

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. The ILS continues to be the library's portal.

[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. The library migrated to the University's new content management system (RedDot) over the winter intersession. However, as of the end of the fiscal year, "research guides" and "research tutorials" remain in their pre-RedDot formats.

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 141 instruction sessions for 2,352 students. Additionally, the library contributed a Web- and paper-based class module to the freshman SU-101 first year experience pilot project.

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

[Activity]: revise the orientation, and then evaluate

Measured Progress: partially met. A temporary orientation was mounted onto the Web site before the start of the 2006 academic fall semester. However, the self-paced orientation and tour were not completed because the library had not completed the transition from the legacy web site to the RedDot web site.

Objective 2.4: assess student learning outcomes

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

Measured Progress: not met.

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

Measured Progress: partially met with the introduction and continual updating of the library's blog by the reference staff.

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 remains 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.

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

D. What are your program's objectives for 2007-2008?

Focus on Library Users

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

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

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

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

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

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

II. Review of ongoing activities

A-B. Student, staff or administrator awards; other student, staff, or administrator accomplishments: none.

C. New program developments:

- expanded InterLibrary Loan services to support undergraduate students
- implemented a Web-based, student accessible Group Study Room reservation system for the spring 2007 academic semester
- increased weekly number of hours open by two (Fridays open until 8:00 pm)

- increased the number of laptops available for student loan from 30 in the last academic year of the library in the Sawyer Building to 50 in the new library
- partnered with the Theatre Department to acquire and provide MP3 devices to students in Theatre 310 - Broadway Musicals for the 2007 Summer 1 session.

D. Hires, promotions, retirements, departures

Staff Roster with Changes

<u>Staff Member</u>	<u>Position</u>
Albrand, Kurt	Library Assistant for Circulation
Alexander, James	Library Assistant for Circulation replaced Riveria on July 24, 2006
Botello, Elizabeth	Acting Evening/Weekend Circulation Supervisor throughout the fiscal year; Library Assistant for Circulation
Boyle, Cathy	Circulation Manager (see information below)
Didriksson, Sonia	Senior Reference Librarian
Dugan, Robert	Director
Eth, Phally	InterLibrary Loan Assistant
Fulweiler, Rebecca	Assistant Director for Technical Services
Gianetta, Michael	Acting Circulation Manager throughout the fiscal year; Evening/Weekend Circulation Supervisor
Gohil, Roshni	Temporary Library Assistant for Circulation arrived November 8, 2006; departed March 9, 2007
Maio, Kathi	Assistant Director for Reference Services
Mann, Barbara	Senior Reference Librarian
Mulherin, Andy	Acquisitions & Cataloging Technician
Rivera, Alfonso J.	Library Assistant for Circulation departed July 14, 2006
Sellers, Connie	Senior Reference Librarian
Sweeney, Sarah J.	Periodicals Technician
Yen, Ellen	Senior Reference Librarian

In Memoriam: Cathy Boyle, December 29, 1949 - March 29, 2007

It is with a profound sense of sorrow and loss that we record the passing of our co-worker and dear friend, Cathy Boyle.

Cathy was Circulation Manager (and the heart of this library) for decades. She dedicated her entire professional career, some 38 years, to Suffolk University. Circulation managers are the "enforcers" of the library--they implement policies and levy fines--which is not an easy job. Cathy could be tough, but was always fair. She kept the library running smoothly and efficiently for the benefit of students and faculty, no matter what. Her organizational skills were phenomenal. And neither rain, nor sleet, nor gloom of night would keep her from making sure our library was open and ready to greet our users by 8am -- 7am during exam periods.

Cathy never had the opportunity to see the Sawyer Library after it opened in its new space in the Stahl Building at 73 Tremont Street on May 15, 2006. Yet, her contributions to its design including the layout of the circulation/reserve area, and the general collection on the fourth floor, are part of her legacy and will endure for decades.

She was a great co-worker and a wonderful friend. We miss her so very much.

- E. Committee service and other service within the University
 - Dugan: CAS Educational Technology Committee; ICS Planning Branch
- F. 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, Simmons College.
- G. Publications
 - Dugan
 - Articles:*
 - “Demonstrating Results: Using Outcome Measures in Your Library.” Library & Information Science Research. 29:1 (2007): 140-3. book review co-authored with Peter Hernon
- H. Presentations, media appearances, etc.
 - none
- I. Grants and fellowships
 - Received funding to support student needs through the Sawyer Charitable Foundation
- J. Guest speakers, special events, conferences organized, etc.
 - The new Poetry Center in the Sawyer Library hosted 153 meetings, workshops, lectures and other events during the fiscal year. The busiest months were October 2006 (23 events) and March 2007 (24 events). Campus departments used the Poetry Center for in-house meetings, hosting guest speakers such as Maxine Hong Kingston for presentations to students, and for hosting presentations to the general community, such as Salamander.
 - the Sawyer Library served as a Math Placement Exam area during June 2007 for the incoming freshmen by setting up and supporting 36 laptops and the 24-seat instruction room for seven exam sessions.
- K. Connections to the Dakar, Madrid, Dean, or Cape Cod campuses
 - day to day operational issues identified, discussed and resolved through e-mail or telephone
- L. Other
 - un-audited, estimated non-personnel FY 2007 line item expenditures as of June 30, 2007 based upon internal accounting using the integrated library system:

<u>Line</u>	<u>Appropriation</u>	<u>Expenditure</u>	<u>Balance</u>
Books	\$430,000	\$434,702	-\$4,702
Replacement	\$1,500	\$1,410	\$90
Expenses	\$3,000	\$2,506	\$494
ILO (databases, etc)	\$460,050	\$464,316	-\$4,266

Supplies	\$53,000	\$53,412	-\$412
Computer equipment	\$71,600	\$15,486	\$56,114
Data processing equip.	\$0	\$56,001	-\$56,001
Mail	\$3,500	\$1,905	\$1,595
Maintenance	\$49,000	\$41,449	\$7,551
Printing	\$2,000	\$559	\$1,441
Student Assistants	\$54,600	\$58,114	-\$3,514
TOTAL	\$1,128,250	\$1,129,860	-\$1,610

III. Recommendations
None