

**2008-2009 Annual Report for the Mildred F. Sawyer Library  
Staff of the Mildred F. Sawyer Library**

**I. Past Objectives and Future Goals of the Institute/Program/Center:**

A. What were your objectives for 2008-2009?

Focus on Library Users

- evaluate, select, organize, and facilitate the availability/accessibility and retrieval of information in a multiplicity of formats to meet undergraduate, graduate and faculty needs
- employ technologies and methodologies that support and increase user productivity and self-sufficiency

Focus on Student Learning

- guide the University community to acquire, improve and appreciate the skills to effectively access, retrieve and evaluate information, and to use it ethically
- create a self-paced Web-based orientation / tour / guide / tutorial

Focus on Collaboration

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

Focus on Supporting the Institutional Infrastructure

- support institutional accountability efforts

B. How successful were you in meeting those objectives? (Include analysis and discussion of resources that facilitated or hindered meeting objectives.)

The objectives concerning our *Focus on Library Users* involve the development of the collections, the availability and accessibility of resources, and the use of the library and its services.

The Collections

	Added in FY2009	Total Held at end of FY2009
Volumes (print)	5,375	123,082
Titles (print)	3,296	104,835
Electronic books	8,658	59,642
Microform units (includes books in ultrafiche)	332	144,473
Paper/Microform Serial Subscriptions	11	820
Videotapes and DVDs (volumes)	64	687
Periodical titles available via online catalog	1,095	16,297

Publisher and aggregate databases

Databases added included Philosophers Index; Literary Criticism Online (Contemporary Literary Criticism and Short Story Criticism); Nature and Science (the journals and their archives); PsychiatryOnline; RefWorks (citation manager); Direction of Trade Statistics; Balance of Payment Statistics; added the copyright license for the *Harvard Business Review* to the Academic Business Complete database; Morningstar; Tax Analysts

Web Services; Small Business Resource Center; First Research; Congressional Quarterly's Congress Collection; Poetry Criticism; Demographics Now; Dictionary of Literary Biography; Roper Center for Public Opinion Research; Columbia International Affairs Online (CIAO); Education Research Complete; Political Science Complete; Public Administration Abstracts; and, RMA eStatement Studies.

The library did not renew the following databases: International Political Sciences Abstracts (replaced with Political Science Complete); Educator's Reference Center and Professional Development Collection in Education (both replaced by Education Research Complete).

The Sawyer and Law libraries delivered 25,745,885 pages, documents, images and other electronic information resources through the databases to members of the University community, an increase of nearly 7,000,000 pages from the previous fiscal year. Of the nearly 26 million resources delivered, 55% were delivered to University community members at workstations located off-campus; 45% were delivered on-campus, including the dorms. SBS and CAS students from off-campus were responsible for 49% of all database accesses; full- and part-time college faculty accessed them from off-campus 3.4% of the time. Law faculty and students accessed them from off-campus less than 2% of the time. Nearly 20% of all database sessions to access the Library's electronic resources occurred during the hours when the Sawyer Library is typically closed (11:00 pm - 8:00 am). November 2008 and April 2009, and October 2008 and March 2009 were the busiest months in that order. The databases in EbscoHost (as an aggregate), Lexis-Nexis Universe, Ebrary, JSTOR, and the databases in Infotrac (as an aggregate) were the five most-used databases, accounting for 72% of the usage.

#### Circulation and Reserve Services

	<u>Service</u>	<u>Checkouts and Renewals</u>
General Circulation	General Collection	11,868
	Audio CD	40
	Videos and DVDs	182
	CD/DVD-ROM	48
	Kindle e-book reader	11
	Museum passes	21
	Sub-Total	12,170
Reserve Circulation	Group Study Rooms	7,481
	Course Reserves	37,165
	Ethernet Cables	777
	USB Drives	178
	Laptops	40,621
	DVD Players	13
	Other	4

	Sub-Total	86,239
Other, Non-Circulating		13
<b>Total Circulation</b>		<b>98,422</b>

Overall circulation increased by 17.4% over the last academic year.

From July 2008 to June 2009, Suffolk Libraries checked out a total of 113,571 items. Of those 113,571 items, 98,422 (86.7%) were from the Mildred F. Sawyer Library.

The busiest month at Sawyer Library was September 2008 with 14,485 items checked out. Second place was October 2008 with 13,608 and third was April 2009 with 12,935. The busiest day was September 8th, 2009 with 824 items checked out. The busiest hour occurred that same day with 102 items checked out between 1pm and 2pm. The second busiest day was September 15th with 821 items.

The library's 55 laptops were loaned (and renewed) a total of 40,621 times, an increase of 5.1% from the previous fiscal year. Each laptop to replace, inclusive of hardware and software, is valued at \$2,000. Therefore, the library lent \$81,242,000 worth of these assets to students.

The online catalog was used as a portal to information resources and other activities (renew books) 420,678 times, a substantial decrease (79%) from the 2,045,009 times logged during FY2008. It was used most often in October 2008, followed by November and September, and then March and April 2009.

### Reference

Reference staff kept statistics on activity levels at the desk. The reference staff responded to 8,756 inquiries. The busiest months, in order, were September, November, and October of 2008, and then February, March and April of 2009. Of the total inquiries, 3,024 (35%) required five minutes or more to be answered by a librarian and are considered research-based inquiries. The Reference staff's blog had 3,058 unique visitors viewing 4,289 pages which is nearly three times the number of visitors viewing twice as many blog pages as the previous year.

### Interlibrary Loan

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 Borrowers from Others</i>	
total returnables	425	total returnables	473
total non-returns	748	total non-returns	738
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	1,173		1,211

The Sawyer Library borrowed more items from other libraries than it loaned.

### The Library's Web Site

One metric was reviewed - pageviews during each calendar month during the fiscal year - on three levels of the library's Web pages. The library's Web site (/sawlib/) is consistently the 6th to 9th most used site at the University. Its home page (sawyer.htm)

ranks as high as the 3rd most visited Web page and as low as the 10th ranked page for pageviews. The page organizing access to the subscription databases (oncampdb.htm) ranks between the 13th and the 58th most requested Web page from the Suffolk University Web domain. Pageview statistics for November 2008 were unavailable for review and analysis.

#### Technology for Library Users

The Sawyer Library acquires, deploys and maintains information and computer technologies that support user productivity:

- replaced the 24 workstations in the library's instruction lab after three years of use; also replaced the client control software (replaced SyncEyes with NetSupport School)
- replaced the 16 student-used research workstations after three years of use
- replaced the three Reference Desk workstations after three years of use
- installed the library's first iMac for student use
- increased the number of online catalog workstations in the stacks from five to eight
- increased the number of student-accessible laptops from 50 to 55

Student-used printers produced 1,657,848 pages, an increase of 22.2% from the last academic year's total of 1,357,158 pages printed. There was a decrease in the per page cost in FY2009 (1.6 cents) over that of FY2008 (1.7 cents).

The objectives concerning the *Focus on Student Learning* are intended to increase the student skills to use the collections and services of the Sawyer Library.

The Reference staff conducted 148 instruction sessions, the majority of them in the library's Instruction Room on the third floor. The sessions were attended by a total of 2,778 students.

A planned video tour of the library was not completed. The existing Web-based video tutorials were not updated as planned.

The objectives concerning the *Focus on Collaboration* are concerned with increasing the Sawyer Library's relationships internally and externally.

- The library sponsored three workshops for faculty concerning the Annual Copyright License for Academic Libraries, a one year pilot project. No one attended.
- The library funded the filming of eight of the sixteen lectures sponsored by the Ford Hall Forum during its 2008-2009 program year. The filmed presentations will be available for viewing at the library.

The objectives concerning the library's *Focus on Supporting the Institutional Infrastructure* are concerned with support institutional accountability efforts.

- The library expanded its statistical-based management information system by identifying additional usage metrics and relationships involving two or more metrics (ratios).

C. What are your objectives for 2009-2010? (Please prioritize.)

#### Focus on Library Users

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

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

#### Focus on Student Learning

- guide the University community to acquire, improve and appreciate the skills to effectively access, retrieve and evaluate information, and to use it ethically
- increase the content in the library's self-paced Web-based orientation and information fluency tutorials

#### Focus on Collaboration

- increase our collaborative efforts to expand information services and resource sharing
- D. What, if any, additional resources are needed to achieve these objectives?
- it would be helpful if the position freeze on the Digital Resources Librarian position approved in the FY2009 budget was lifted.
- E. What 5-year goals are being formulate and discussed, even if only in the preliminary phase (new projects, services, off-campus linkages, etc.)?
- introduce and expand library resources and services to specifically support student and faculty increased ownership and use of mobile devices
  - accelerate the acquisition/availability/accessibility of digital information resources
  - leverage the Poetry Center as a Beacon Hill neighborhood/Boston asset
  - create and expand library special collections, such as poetry
  - increase full time staffing levels to reduce the library's dependency on student assistants for sustaining day-to-day operations

## **II. Review of ongoing activities (whenever applicable):**

- A. New program or center initiatives
- The library introduced a pilot project using Amazon Kindle reading devices in late spring 2009. The library ceased purchasing recreational reading materials in 1998 as we focused on building the collections to support the curriculum. However, the price of recreational e-books is less than their hardcopy equivalents; and, there is no user-caused damage or wear concerning an e-book. The library acquired six Kindles, all tied to one account, and enables a University member to choose a book from Amazon to load onto the Kindle and check out of the library for 28 days. The e-books become part of the library's collection, and each e-book title is available to all of the Kindles. At the end of this reporting period, all six Kindles were on loan to University staff, faculty and students.
- B. Staff or administrator awards and noteworthy accomplishments
- None.
- C. Committee service and other service with the University
- Dugan was a member of the Board for the Center for Teaching Excellence
  - Dugan was Deputy, Planning Branch of the Incident Command Structure
  - Dugan served as a mentor for a graduate student in the Public Administration program
- D. Service outside the University
- Dugan was a member of the doctoral committee for a Ph.D. student in the Graduate School of Library and Information Science at Simmons College
- E. Publications (include full citations)
- Robert Dugan, co-authored peer reviewed article with Peter Herson. "Assessment and Evaluation: What do the Terms Really Mean?" *College & Research Libraries News*. 70:3 (March 2009): 146-9.

- Robert Dugan, book review. "Management Basics for Information Professionals." 2nd edition. *Library & Information Science Research*. 30:3 (September 2008): 235-6.
  - Robert Dugan, co-authored monograph chapter with Professor Fred Marchant. "The Poetry Center at Suffolk University" in Peter Herson and Ronald R. Powell, *Convergence and Collaboration of Campus Information Services*. Westport, CT: Libraries Unlimited, 2008. pp. 163-175.
  - Robert Dugan, co-authored book review with Peter Herson. "Student Learning Assessment: Options and Resources (2nd ed.)." *Library & Information Sciences Research*. 31:1 (January 2009): 71.
- F. Presentations, media appearances, etc.
- none.
- G. Grants and fellowships (indicate status: applied for, funded, amount)
- received \$50,000 from the Sawyer Charitable Foundation to support projects, services and resources specifically for students using the library.
- H. Guest speakers, special events, conferences organized, etc.
- the Poetry Center was used as a classroom during the Fall 2008 academic semester. During the Spring 2009 semester the Center hosted:
    - + Linda Bamber reading from *Metropolitan Tang*
    - + Jim Cronin, poetry editor and Launch of the new on-line literary journal *The White Whale*
    - + David Ferry reading from various works.
    - + Paul Muldoon reading from various works.
    - + Sabra Loomis reading from *House Held Together by Winds*; Jennifer Rose reading from *Hometown for an Hour*
    - + Carol Dine reading from *Van Gogh in Poems*
    - + readings from the anthology *Aftershocks*, edited by Tom Lombardo
- I. Connections to other campuses (Dakar, Madrid, Dean, Cape Cod)
- none

## Appendix A

Number of logins to selected licensed databases gathered by the library's integrated library system.

<u>Database</u>	<u>Number of Sessions</u>
360 Search	62,307
AccessScience	81,523
ACLS Humanities E-Book Coll.	98,564
ACM Journal of AIS	33
ACM Portal	33,663
ACS Journals	6,743
American Journal on Mental Retardation	201
American Journal of Botany	71
American Journal of Science	263
AMS MathSciNet	1,531
Annals of Probability & Statistics	15
Annual Reviews Journals	2,453
Anthrosource	7,342
APA	3,065
Art Fulltext	94,552
ArtStor	26,778
BioOne	29,233
Blackwell Encyclopedia of Sociology	1,779
Blackwell-Synergy	841
Cabells	5,251
Cambridge UP journals	146,260
Choice Reviews	14,469
CIAO	977
CLIP	641
CIS Congressional Universe	9,580
CommAbstracts (Cios)	5,628
Conference Board	1,495
Country Commerce	39,340
CountryWatch	24,463
CQ Researcher	186,399
CQ Weekly	158
Credo Reference (Xrefer)	17,726
Crossref	2,507

CSA databases	122,943
CyberPsychology & Behavior	494
Demographics Now	11,140
Directory of Corporate Affiliations	10,955
DSM-IV & Stedmans Dict.	145
Duke University Press	217,943
Ebrary	3,215,900
Ebsco Online	61,091
EbscoHost	9,540,809
Emerald	79,339
Encyclopedia Britannica	87,146
Euromonitor GMID	126,469
Europa World	19,256
Evolution	40
Families in Society	1,925
Film Quarterly-UC Press	1,385
First Research	46,742
FirstSearch	72,241
Gerontology Journals	505
Google Scholar	165,020
Greenwood Press	83,174
Haworth Press	2,330
Health Affairs	6,037
High Wire Press	1,944
Historical Statistics	21,675
History Cooperative	1,391
Hoovers	255,408
IEEE Computer Society Library Subscriptions	15,425
IMF International Statistics/BOP/DC	23,583
In The First Person Plus	4,806
Informs	2,542
Infotrac databases	1,183,567
Ingenta	11,458
International Encyclopedia of Communications	833
ISI Web of Knowledge	46,886
Journal Biological Chemistry	139
Journal of Neuroscience	1,786
Journal of the West	246
JSTOR	1,363,241
Key Business Ratios	16,987
Kluwer Online	10

Learning & Behavior	862
Lexis-Nexis overflow	35,317
Mergent Online	28,444
Mergent Web Reports	13,605
MIT Press Journals	3,462
MIT Sloan Management Review	2,146
Morningstar	96,195
Nature	35,128
NBER Working Paper Series	6,101
NCTE Journals	1,273
NetLibrary	516,707
Neurology-Ovid	5,574
New England Journal of Medicine	11,531
New Left Review	429
Noodletools	24,229
OECD Observer	33
Oxford African American Studies	14,110
Oxford English Dictionary	85,027
Oxford Reference Premium	53,439
Oxford University Press Journals	135,202
OxfordArtOnline	5,768
Oxford Encyclopedia British Literature	1
Palgrave Journals	2,666
Physiology Journals	84
PMLA	183
PNAS journals	4,015
Polling the Nations	2,544
Project Muse	82,232
PsychiatryOnline	75,540
PubMed Central	444,975
RefUSA	44,850
RefWorks	17,375
RMA Statement Studies	986
Roper Center	1,040
Sage eReference	137,192
Sage Journals	469,287
Salem Press	725
Science Magazine	44,942
Sciencedirect	261,271
SimplyMap	56
SourceOECD	28,082

Springer	117,550
SRDS	2,111
Standard & Poors NetAdvantage	95,235
Stat USA	21,433
Statesman's Yearbook	240
TableBase	8,174
TaxAnalysts	27,642
Taylor and Francis Journals	30,101
U.of Chicago Journals	22,117
Ulrich's	14,089
UN Treaties	936
Universe [Lexis-Nexis Academic]	3,311,755
Valueline	34,699
Wiley journals	508,670
WSJ & NYT	417,870
Xipolis	799
Xreferplus	56,125

## Appendix B

Mildred F. Sawyer Library -- Staff Roster: July 1, 2008 - June 30, 2009

<u>Staff Member</u>	<u>Position</u>
Albrand, Kurt	Library Assistant for Circulation
Alexander, James	Library Assistant for Circulation
Botello, Elizabeth	Library Assistant for Circulation
Didriksson, Sonia	Senior Reference Librarian
Dugan, Robert E.	Director
Eth, Phally	InterLibrary Loan Assistant
Fulweiler, Rebecca	Assistant Director for Technical Services
Gianetta, Michael	Evening/Weekend Circulation Supervisor
McDonough, Brittney	Part-time Library Assistant for Circulation
Maio, Kathi	Assistant Director for Reference Services
Mann, Barbara	Senior Reference Librarian
Meger, Andrew	Circulation Manager
Mulherin, Andy	Acquisitions & Cataloging Technician
Nashant, Sarah	Part-time Library Assistant for Circulation
Sellers, Connie	Senior Reference Librarian
Sweeney, Sarah J.	Periodicals Technician
Yen, Ellen	Senior Reference Librarian

## Appendix C

Actual and audited non-personnel expenditures for FY2009, excluding special funds.

	<u>Allocation</u>	Business Office / <u>Audited</u>	Expenditure (not rounded)	<u>Balance</u>
Books and Serials	\$656,200	\$660,359	\$660,359.00	\$4,159.00
Replacement	\$1,500	\$1,776	\$1,776.08	\$276.08
Expenses	\$2,000	\$1,426	\$1,425.80	\$574.20
ILO	\$2,550	\$1,229	\$1,228.53	\$1,321.47
Supplies	\$31,200	\$32,886	\$32,886.17	\$1,686.17
Data Processing Equipment	\$13,850	\$13,837	\$13,837.40	\$12.60
Mail	\$3,500	\$1,959	\$1,958.56	\$1,541.44
Maintenance	\$7,300	\$8,394	\$8,393.61	\$1,093.61
Printing	\$2,000	\$1,061	\$1,061.04	\$938.96
Software - Applications	\$36,000	\$33,965	\$33,964.91	\$2,035.09
Software - Security	\$5,000	\$4,099	\$4,098.55	\$901.45
Computers - Applications	\$57,750	\$56,924	\$56,924.00	\$826.00
Tech. Travel - Other	\$1,000	\$1,270	\$1,270.49	\$270.49
Tech. Expenses - Applications	\$633,000	\$633,278	\$633,277.61	\$277.61
Tech. Expenses - Web	\$3,100	\$2,918	\$2,917.95	\$182.05
Tech. Expenses - Other	\$11,600	\$11,176	\$11,175.71	\$424.29
<b>TOTAL</b>	<b><u>\$1,467,550</u></b>	<b><u>\$1,466,557</u></b>	<b><u>\$1,466,555.41</u></b>	<b><u>\$994.59</u></b>

This chart shows the percentage of total expenditures by grouping three major categories: staffing, information resources, and other operating.

