

Mildred F. Sawyer Library

Annual Report July 1998 - June 1999

Summary

Both change and the status quo were evident at the Mildred F. Sawyer Library this year. There were numerous personnel changes. Use of electronic resources increased because of the Library increased both the number of databases available and the methodologies to access them. However, things also remained the same: it was decided that the Library would remain in the Sawyer Building rather than relocate to Donahue.

Staffing

Every department in the Library experienced personnel changes during the year. Robert Dugan replaced Edmund "Ted" Hamann, Library Director since August 1975, on August 1, 1998. Michael Power, Evening/Weekend Supervisor who started at the Library in July 1989 left in September 1998 relocating to Prague, Czechoslovakia. Tony Rogers, a Library Assistant since April 1997, replaced him. Judy Wong joined the Library in September 1998 to fill the vacancy left by Tony's transfer. In early March 1999, Tony resigned and was replaced by Shuqian Zhang in May. Also in March Scott Chaurette joined the staff as the InterLibrary Loan Assistant, a new part-time position funded in the FY1999 budget. Glynys Thomas, Reference Librarian since September 1996 left at the end of June 1999. Joy Miller, Periodicals Technician who started here in August 1994, also left at the end of June 1999. At the end of June 1999, we had the following staff:

<u>Name</u>	<u>Position</u>
Allison, Robert	University Archivist
Boyle, Catherine	Circulation Manager
Nies, Rebecca	Assistant Director
Djorup, Kristin	Reference Librarian

Dugan, Robert	Director
Maio, Kathleen	Reference Librarian
vacant (was Thomas)	Reference Librarian
Lourie, Margaret	Assistant Director for Technical Services
Tynemouth, Brian	Resource & Technology Manager, NESAD
Ford, Vicky	Acquisitions & Cataloging Technician
Wong, Judy	Library Assistant
Shuqian Zhang	Evening/Weekend Supervisor
Orellana, Nelson	Library Assistant
vacant (was Miller)	Periodicals Technician
Scott Chaurette	InterLibrary Loan Assistant (part-time)

Collections

The collection is the primary asset of any academic library. Collections include print materials such as books and periodicals, and non-print materials including electronic resources. Users want it all: a large collection of print materials relevant to their course work, and electronic resources easily accessible, especially from home. They want it immediately, conveniently, and at no cost.

To partially meet this user demand, the Library migrated access to licensed databases from campus-based CD-ROMs to the ubiquitous World Wide Web. As the migration occurred, usage of CD-ROMs decreased. During FY1999, CD-ROMs were accessed over the campus network a total of 1,408 times. Of that, 1,238 accesses (88% of the total) occurred in July and August 1999 prior to the database migration to the Web.

However, the Library could not afford to migrate all of its CD-ROM databases to the Web. In some cases, the cost was prohibitive; in others, the information did not exist in a Web format. Therefore, we continued to use CD-ROMs and, during this fiscal year, even added the Modern Language Association's International Bibliography and Encyclopedia Judaica. The Library will test demand for the most oft-requested information content by mounting the CD-ROM; if

demand is sufficient and resources allow, we will then migrate popular products from the CD-ROM to the Web version.

The Library substantially increased the availability of licensed electronic resources via the World Wide Web. During the year new subscriptions were acquired for: ABI/Inform, Stat-USA, CenStat, Lexis-Nexis Paralegal, Lexis-Nexis Academic Universe, and IDEAL from Academic Press. Most of these products were licensed for access on and off campus, increasing accessibility outside of the Library's physical structure.

<u>Database Name</u>	<u>Number of Times Used</u>	<u>Number of Records Used</u>	<u>Access Method</u>	<u>Notes</u>
ABI/Inform	29,890	n/a	Web/Proxy	began 10/98; stats to 5/99
Amer. Business Disc	28	n/a	CD-ROM	
Boston Globe	5,323	n/a	Web/Proxy	began 10/98; stats to 5/99
Contemporary Authors	758	873	Web/Proxy	started in 1/99
Contemp. Literary Critism.	72	122	Web/Proxy	started in 5/99
Encyclopedia Britannica	42,150	n/a	Web/Proxy	
ERIC	2,913	25,175	Web/Proxy	
Expanded Academic	10,671	46,873	Web/Proxy	
FirstSearch	662	n/a	Web	
General Business File	5,653	26,917	Web/Proxy	
General Ref. Center	5,274	22,647	Web/Proxy	
Health Ref. Center	1,247	4,884	Web/Proxy	
PROMT	131	428	Web/Proxy	started in 4/99
PsycINFO	7,120	221,518	Web/Proxy	
SocioFile	3,818	83,786	Web/Proxy	
UnCover	1,050	n/a	Web/Proxy	
Wall Street Journal	7,503	n/a	Web/Proxy	stats through 5/99

Professor Melissa Haussman of Government arranged in May 1999 for the Canadian Consul General for New England, Mary Clancy, to donate her collection of Hansards to the Sawyer library at Suffolk University. "Hansard," in Canada (similar to Britain) is the parliamentary record of legislative debates. This particular collection spans the years 1974 to 1993. Ms. Clancy was the Liberal M.P. for Halifax from 1988-1997. These records are not widely available outside Ottawa and are often housed only in major research institution libraries (such as Duke

and Harvard). It is therefore a great boon to interested researchers to be able to have access to these documents. The more recent years are accessible over the web: www.parl.gc.ca.

In response to numerous requests from both faculty and students, the Library began to acquire a collection of videotapes for loan late in the fiscal year. The videotapes were chosen by Reference Librarian Kathi Maio and are intended to be loaned for 48 hours. In addition, students will be able to view videotapes in the Library starting in the Fall 1999 semester.

Collection Statistics

	<u>Added in FY1999</u>	<u>Total Held at end of FY1999</u>
Books - Volumes	3,494	101,534
Books - Titles	2,516	92,631
Microform units	2,246	181,680
Paper/Microform Serial Subscriptions	29	1,042

Technology

Expansion of the Library's technology was a major change in FY1999. During summer 1998 the Library purchased seven new computers for users (6) and staff (1). Access to the Internet was expanded, and additional electronic databases were acquired (discussed in Collections).

To provide access to the Suffolk University community for these electronic resources from home, the Sawyer Library teamed with the Law Library to purchase "proxy server" software from Innovative Interfaces in July 1998. This \$10,000 piece of software enables a remote user accessing the World Wide Web from an Internet Service Provider (ISP) to have their local computer's Internet Protocol (IP) address "changed" (proxied) to an IP address registered to Suffolk University. The Suffolk University registered IP addresses will then allow the user access to the electronic databases at home or in their place of employment as if they were on campus. Users of the proxy server software are authenticated to ensure only current members of the Suffolk University community are able to access the databases.

During FY1999, the proxy server was used for 35,669 searches. The most popular database accessed remotely was InfoTrac (14,145 times, nearly 40% of the total). Next most popular was ABI/Inform (8,008 times at 22% of the total) followed by Lexis-Nexis Academic Universe (7,995 at 22% of the total). The busiest months were October (7,376), April (6,787) and November (6,051). September (which was the first month of real operations of the proxy), January and May were the months for which the proxy was least used. The busiest time of day to access the proxy was from 9:00 p.m. to 10:00 p.m. (11.54% of all use was in this one hour). Use of the proxy server slowed by 11:00 p.m. until 10:00 a.m. the next morning (accounting for a total of 10.73% for this eleven-hour period). Of total users, students accessed the proxy server 31,939 times (89%) while faculty used it 1,713 (almost 5%). University employees accessed the proxy 1,829 times (over 5%) -- these employees may also be students. Part-time University faculty accessed the proxy twice.

<u>Proxy Server</u>	<u>Times Accessed by Users</u>
ABI/Inform	8,008
African American Bibliographic Database	10
CenStat	237
Dun's Million Dollar Directory	479
Encyclopedia Britannica	770
IDEAL	162
InfoTrac Databases	14,145
Journal of Biological Chemistry	9
Lexis-Nexis Academic Universe	7,995
SilverPlatter Databases	3,413
Stat-USA	302
Uncover	132

Lessons learned from proxy statistics: the oldest database (InfoTrac) is still the most used. The introduction of the proxy server enabled 9,449 uses (26% of the total use) of the Library's electronic resources during the hours for which the Library is closed. The heaviest use was by

those who it was intended to serve -- students. We suspect that this tool enriched our student's lives: they did not have to physically go to the Sawyer Library to use the Sawyer Library.

Determining that the World Wide Web offered significant advantages for the Library to increase its services to users, Library staff further developed its home web page to improve access to databases and provide in-depth information content. A project to overhaul the Library's web pages to increase efficiency for users began in May; the newly-designed web pages were brought online on June 30, 1999.

Decision criteria to help Library staff plan for and guide implementation of technology were completed in early June 1999. The Electronic Information Resources statement includes information and policies identifying Principles, CD-ROM Resources, World Wide Web Resources, Public Printing Costs, Electronic Reserves, Multimedia Workstations and ADA.

Summer 1999 technology projects include: adding almost fifty Category Five network wires in the Library for additional desktop computers and laptops; installing ten new computers in the new Bibliographic Instruction area in the basement; setting up the laptops purchased by CAS for use within the Library; adding five additional Internet computers for users by rearranging the main floor; replacing five older Internet computers with new ones on the main floor; setting up two standalone computer workstations for CD-ROM resources on the Library's main floor; and, purchasing individual desktop computers for Library staff without their own machine.

The Building

At the beginning of the fiscal year, Library staff began working on the planning necessary to relocate the Sawyer Library to the Donahue building in May 1999. Staff began planning space and service needs, and worked with University-appointed consultants to prepare space specifications.

In November 1998 the University decided not to relocate the Sawyer Library and to keep it in its present location. Not moving meant that the Library staff needed to look at its existing space differently and to plan for needed changes to keep the facility effective for at least five years.

Throughout the Spring 1999 semester Library staff evaluated every square foot of the existing space, and developed plans for needed changes. The following changes were put into place by the end of June 1999:

- moved 38 back-to-back shelving units with 532 shelves abandoned by the Law Library in the Donahue Building, which resulted in increased shelving space for more than 7,500 books.
- sustained a net loss of 28 individual seats because we dismantled 7 four-seat carrels to make the necessary space for the shelving moved here from Donahue.
- replaced 50 worn chairs with 50 chairs from the old Pallot Library.
- added Category 5 network wire for 8 laptop computers on Level A; 15 wires in the new Bibliographic Instruction Room in the basement; and 24 wires on the main floor for users and additional/relocated staff computers.
- consolidated and rearranged the Microforms Area on the First Floor.
- created a Reference Reading Room on the main floor in place of the ineffective lounge furniture.
- took over the former Reading Room on the First Floor as a videotape viewing room for students.
- took over Group Study Room B 39 as the new Bibliographic Instruction Room.
- created two laptop areas on Level A for student access to the Internet.
- removed all tables from quiet study floors leaving only individual carrels to increase “quiet”

- improved the photocopier area on the First Floor by adding partitions separating the copies from the study tables, and adding tables for photocopier use only.
- relocated the InterLibrary Loan Office to the Somerset Street back office on the main floor.

Not accomplished was the creation of individual office space for Reference librarians; KBA has promised to provide a plan for creating this needed space over the summer months of 1999.

Services

Services to students and faculty changed in the 1998-1999 period of this report. A separate newsletter for students and faculty was written for each semester. Copies were sent directly to faculty and appeared on the Library's web site; copies were available for students in the Library and also through the web.

Additional help guides for our electronic products and services were revised and or created. All were made available in both print and web versions. In response to need, Assistant Director Becky Nies created a research guide for the Psychology Ph.D. program in February 1999.

The Library continued to provide InterLibrary Loan (ILL) services. For the first time in recorded statistical history, the Sawyer Library borrowed more materials through ILL than it lent:

<u>TOTAL LOANS</u>		<u>TOTAL BORROWS</u>	
total non-returns	698	total non-returns	784
total returns	487	total returns	620
-----		-----	
	1,185		1,404

It is much more labor intensive to borrow than to lend material. The borrowing demand is caused by need from the Ph.D. program in Psychology. Furthermore, the increase in borrowing is also caused by the Sawyer Library slowing its book buying in order to provide as much

electronic content as possible for students at home, which results in a decrease of the funding available to purchase books and journals.

The Library also continued to expand its Bibliographic Instruction Program. In February 1999, Becky Nies and Bob Dugan, at the invitation of Professor Peter Burn in Biology, delivered two, three-hour Library sessions in the Science computer Lab in the Archer building. Over the course of the year, the Library staff conducted 124 formal bibliographic instruction sessions totaling 1,635 students.

Late in the Spring semester 1999, the Library identified a product to help Sawyer School of Management faculty provide article-level access to students using the ABI/Inform database from Bell and Howell via the World Wide Web. SiteBuilder was introduced to SSOM faculty through a newsletter and offered as a reserves program. The program will be used to support the electronic MBA program in the Fall 1999 semester.

On the CAS side, the Library planned a Fall 1999 pilot project with Professor Sharon Kurtz of Sociology to test a Library-developed electronic reserves program via the Web. The electronic reserves pilot project will replace the printed course packet with web documents, saving students over \$40 each.

Other projects planned in FY1999 for implementation in FY2000 include: introducing laptops computers in the Library to provide the students with more choice as to where they can sit; the ability for students to view videotapes that faculty place on Reserve; and equipping a room with 10 computers for Library staff to conduct Bibliographic Instruction on specific electronic products and web resources in general for students and faculty.

Madrid

Library staff kept in close contact with the Madrid campus throughout the year. One videoconference was held; numerous e-mails were exchanged. Postage costs to send books to Madrid were examined by Assistant Director Margaret Lourie in January 1999. Her report was shared with Madrid where it was decided it would be more cost-effective for the Madrid campus to purchase books in Europe than for the Sawyer Library to purchase them in the United States and ship them to Madrid. The Library will still catalog the books bought by Madrid for inclusion in our catalog. The Sawyer Library purchased equipment for Madrid to process the books acquired onsite.

Planning Efforts

Library staff worked on the development of a three-year Strategic Plan throughout the year. The final draft was forwarded to Dean Ronayne for review in mid-June 1999, and approved on June 24. The plan was immediately submitted to the Massachusetts Board of Library Commissioners and will enable the Library to seek federal funds administered through the State library development agency.

The Strategic Plan identifies FY2000 objectives to be accomplished. Priorities include bibliographic instruction and increased information retrieval for faculty and graduate students.

Budget/Expenditure

<u>Account</u>	<u>Allocated</u>	<u>Expended</u>
Library Books and Bindings	\$298,000	\$298,038.02
Sawyer Library Fines	2,000	2,105.60
College Librarian	3,000	2,714.33
ILO-Nelinet-OCLC	89,850	91,500.17
Part-time Students	28,350	21,896.62
Library Supplies	17,000	16,820.10
Postage/UPS/USPS	6,000	5,539.16
Equipment Maintenance	31,000	31,036.68
Printing/Paper	10,700	11,768.06
Equipment Library	<u>15,000</u>	<u>15,006.00</u>
TOTALS	\$500,900	\$496,424.74

Cooperative Efforts

The Sawyer Library increased its participation in the Fenway Library Consortium in FY1999, especially with the related Fenway Libraries Online (FLO). FLO arranges the acquisition of licenses with vendors to their electronic resources. The advantage offered by FLO to Suffolk University is economy of scale: cooperating with several other libraries decreases the per unit cost for the electronic resources. In FY2000 the Sawyer Library will use FLO for campus wide and off-campus access to EBSCOhost (a large liberal arts database), ERIC, and the files of PsycINFO back to 1887 at considerable cost savings.

Long Term Issues

With decisions made over the past fiscal year, the Sawyer Library knows its long term space, shelving, seating and technology limitations based upon the existing physical structure. There are several issues evident as a result:

1. our book budget is inadequate to meet curriculum needs. This is, in part, because our serials budget may be too high, especially when considering the number of serial titles available through our electronic subscriptions. Over the next year we need to examine each title to determine whether or not it should be continued in print.
2. we need to consider how to improve delivery of library instruction remotely. Instruction is a major service we provide here on Boston. However, we cannot provide that service in the same manner to our students at Cape Cod, Merrimack College, Madrid or Dakar.
3. Staffing levels are too low. The Library needs to convert the part-time InterLibrary Loan assistant into a full-time position. We also need another full-time Circulation assistant, and a full-time assistant to specifically handle our technology.

4. The Library's online cataloging system, Archer, shared with the Law Library, will need to be replaced by 2002 when its software will no longer be maintained by the vendor. The initial costs are \$215,000 for the software. This is a cost we cannot accommodate within our operating budget.

Robert E. Dugan
Director, Mildred F. Sawyer Library