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LR&TS Annual Report 2000-2001

St. Cloud State University

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Learning Resources & Technology Services



Annual Report
2000 - 2001

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Introduction

Learning Resources & Technology Services serves all disciplines of St. Cloud State University, along with students, faculty, staff, and community members in central Minnesota. LR&TS is a comprehensive campus-wide information organization encompassing the library, academic computing, and instruction-related training and technical services. The library is the second largest academic library in Minnesota and has more than 2.6 million print and nonprint items, including more than 630,000 books, 1.27 million federal and state documents, and 671,000 units of microform, 1,400 periodical titles, nearly 9,000 electronic periodical subscriptions, 61,000 maps, and 33,000 nonprint items (computer software, compact discs, videotapes, DVDs, films, etc.). The Computing & Technology Services division of LR&TS provides campus-wide computing support, networking services, e-mail services/support, the academic HelpDesk, the Computer Store, instructional television operations, installation and support for electronic classrooms, and maintenance/operation of 375 computer in 14 open computer labs across campus.

Mission, Vision and Goals

Mission:

Connecting you with information and technology

Vision:

Learning Resources & Technology Services will be an exemplary model for leadership and excellence in information and technology services for our learning community

Goals:

Learning Resources & Technology Services will . . .

- Provide a safe, healthy, collegial work environment where faculty, staff, and student employees are respected and valued.
- Be central to faculty and staff development in the use of information and technology.
- Be an environment where innovation and excellent patron service will flourish.
- Continue to establish partnerships with business and educational institutions within central Minnesota.
- Receive foremost recognition from MnSCU and the legislature in information distribution, access, and technology, and the highest priority for funding.
- Strive for one national grant and national recognition per year.

Personnel

Learning Resources & Technology Services is organized into workgroups, with the workgroup leaders, and all faculty reporting to the Dean.

LR&TS Administration

Dean	Kristi Tornquist
Administrative Assistant	Ann Chmielewski
Associate Dean	J.C. Turner
Office and Administrative Specialist	Lisa Brand
Office and Administrative Specialist	Jan Pietron
Office and Administrative Specialist	Lucy Supan (1/2 time)
Grants & Technical Writer	Marian Rengel (fixed term)

Access Services

Coordinator	Harlan Jensen (through 7/00)
	Melinda Dermody (beginning 8/00)
Library Technician, Circulation (beginning 3/01)	Angela Wortham
Library Technician, Circulation (through 2/01)	Laurie McClintock
Librarian Technician, Evening Supervisor	Jacolyn Hansen
Library Technician, Periodicals (through 2/01)	Angela Wortham
Library Technician, Periodicals (beginning 3/01)	Laurie McClintock
Library Technician, Reserves	Pat Sauerer
Office Administrative Specialist	Julie Harren-Stang (through 01/01)
Office Administrative Specialist	Hannah Topp-Schefers (beginning 02/01)
Government Documents Coordinator	Sandra Williams
Library Technician	Connie Hoffman (through 8/00)
Interlibrary Loan Coordinator	Susan Motin
Library Technician	Debbie Josephson
Library Technician	Joan O'Driscoll
NASA Resource Room Coordinator	Harlan Jensen (beginning 8/00)
Periodicals Coordinator	Ronadin Carey (fixed term)
Special Projects Librarian	Plamen Miltenoff
Central Minnesota Library Exchange Director	Trish Peterson
Office and Administrative Specialist	Jennifer Schwint
Volunteer..	Bill Kraft

Collection Services

Coordinator/Acquisitions Coordinator	Phyllis Lacroix (retired 5/01)
Library Technician	Diane Larson
Office and Administrative Specialist	Mary Krafnick
Office and Administrative Specialist	Wendy Springer (through 5/01)
Library Technician, Govt. Docs./	Wendy Springer (beginning 5/01)
Cataloging Coordinator	Bonnie Hedin

Library Technician	Melodie Dukowitz
Library Technician, Govt. Docs.	Bonnie Theis
Library Technician, Govt. Docs./	Debbie Binsfeld (beginning 9/00)
Office Temp	Michael Dermody (part-time Spring '01)
Cataloger (part-time)	Ronadin Carey (fixed term)
Systems Librarian	Keith Ewing
University Archivist	Pat Schenk
Graduate Assistant	Greg Wysk

Library User Services

Coordinator	Robert Hauptman
Library Instruction	Bryan Miyagishima (through 3/01)
Library Instruction Scheduling	Connie Hoffman (beginning 09/00)
Reference Librarians	Fred Hill
	Chris Inkster (sabbatical spring 2001)
	Renee Rude
	Mark Yannie
	Kristin Clarke (adjunct)
	Janie Rudrud (adjunct)
	Sharon Schneider (adjunct)
Library Technician	Debbie Binsfeld (through 8/00)

Center for Information Media (CIM)

Coordinator	Merton Thompson
Clerk Typist	Lucy Supan (1/2 time)
CIM Faculty	Dennis Fields
	Jeanne Hites (1/2 time SCSU Strategic Planning)
	Rich Josephson
	Fred Polesak (retired 5/01)
	Luther Rotto
	Karen Thoms (3/4 time Faculty Center for Teaching Excellence)
	Judith Rodgers (fixed term)
	Marcia Thompson (adjunct)
	Sara Falk (adjunct)
	Bob Kochmann (adjunct)
	David Leitzman (adjunct)
	Kathryn McGowan (adjunct)
Graduate Assistants	Chengxiao Cao (Angela)
	Youjia Wang (Jennifer)
	Yan Li (Edgar)
	Tianhiu Tao (Nina)

InforMedia Services

Coordinator	Celina Byers (through 5/01)
Technology Training	Jim Pehler (on leave: IFO President)
IMS faculty	J. M. Nelson
.....	Tom Stachowski
.....	Roger Dumas (fixed term)
.....	Diana Inch (fixed term)

Computing & Technology User Services

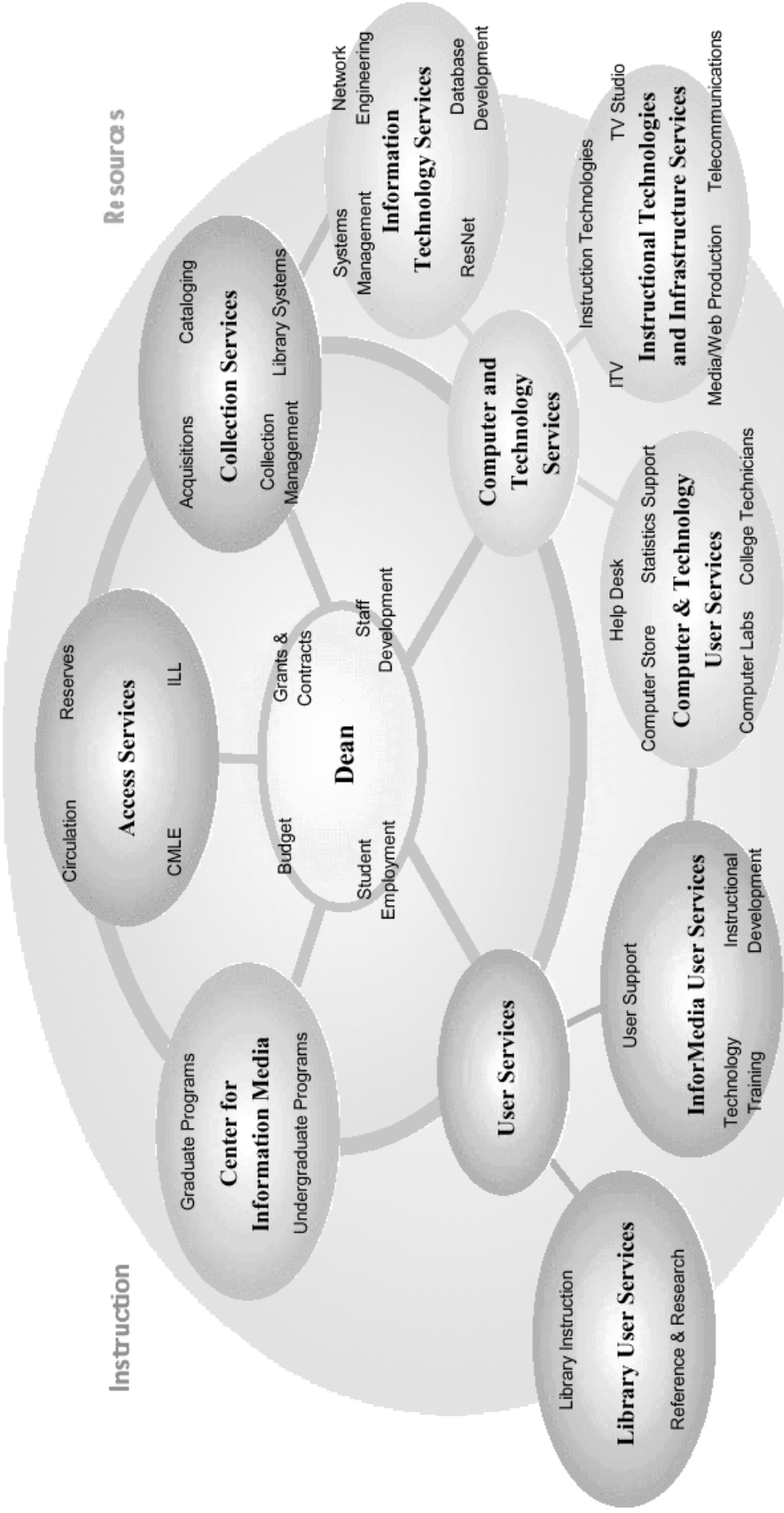
Director	Randy Kolb
Computer Lab User Support	Sam Barhorst
Computer Store	Carl Schmitt
Computer Store Support	Daryl Scholz (through 01/01)
Computer Store Support	Robert Lessinger (beginning 04/01)
HelpDesk Manager	Dan Michaels
Library Technician/Room Reservations	Connie Hoffman (beginning 9/00)
Operations/User IDs	Diane Schmitt
User Services, College of Education	Jim Pesta
User Services, College of Business	Mike Graveen (through 12/00)
User Services, College of Business	Daryl Scholz (beginning 02/01)
User Services, College of Social Sciences	Karen Effertz

Instructional Technology & Infrastructure Services (ITIS)

Director	Randy Evans
Audio/Visual & ITV	Dennis Murphy
Central MN Distance Learning Network Support ...	Jeff Gallus
Electronic Classroom Support	Kelly Larson
Graphics/Presentation Support	Mary Shrode
Infrastructure - Audio/Visual Support.	John Nies
Instructional Television/Video Teleconferencing ...	Reuben Wagenius
Television Studio Manager	Sam Johnson
Video/Artwork/Design	Jim Bertram
Web Manager	Sara Grachek

Information Technology Services

Director	Phil Thorson
Database/Application Development	Chris Brown
Intranet Systems Administrator	Jeff Hennen
Library Computer Support	Eric Dietz (beginning 8/00)
Library Computer Support	Craig Overboe (beginning 12/00)
Network Specialist	Tony Sorteberg
Network Specialist	Thad Wakefield
Open Computer Lab Support	Scott Sherman
Open Computer Lab Support	Dave Wogen
ResNet Coordinator (Resident Hall Networks)	Clint Forseth (to 5/01)
WebCT System Administrator	Clint Forseth (beginning 5/01)
Unix System Administrator	Linda Carr
VAX/VMS Systems Administrator	Gordie Schmitt



St. Cloud State University

Learning Resources and Technology Services Workgroups Organizational Chart 2000

6.2000 mke

Summary of 2000 - 2001 accomplishments

Facts from 2000 - 2001:

- Circulated nearly 167,000 books
- 24,292 interlibrary loan requests processed
- Materials budget:
 - \$556,312 serials
 - \$284,183 books
 - \$248,850 electronic resources
 - \$1,089,345 total
- Serial subscriptions:
 - 1,454 paper subscriptions
 - 8,991 electronic subscriptions
 - 10,445 total subscriptions
- 865,402 people came through the Miller Center gates, a 41% increase over 1999 - 2000 in Centennial Hall, in spite of the fact that the Miller Center did not open until September 2000
- 25,659 reference questions were answered, a 59% increase over 1999 - 2000
- 77 linear feet of material were processed and added to the archives and special collections for a running total of 1312.25 feet
- 276 library instruction sessions were conducted for 6,458 people
- 137 technology training sessions were held for 665 faculty and staff, increases of 54% and 91%, respectively, over 1999 - 2000
- 342 students in the Center for Information Media, a 6% increase over 1999 - 2000
- Delivered 370 ITV courses, events and teleconferences, during nearly 18,000 operational hours
- Added 12 electronic classrooms, bringing the total number on campus to 85
- 375 computers in 14 open computer labs
- Serviced 125 graphic project requests, which resulted in 2,065 final output pieces and 140 contributing pieces
- Completed Web projects for 111 clients using 1,130 staff hours
- Serviced more than 1500 TV studio client checkouts
- 7,913 requests supported by the HelpDesk, a 58% increase over 1999 - 2000
- 382,212 dial-up sessions
- Deployed 548 workstation into the new Miller Center facility
- Installed 1440 additional switched 10/100 Ethernet ports
- 1,839 ResNet users were registered, a 30% increase over 1999 - 2000
- \$1.7 million in sales by the Computer Store

LR&TS Administration

The Dean's Office manages all aspects of Learning Resources & Technology Services, overseeing all budgetary aspects of the unit, directing the planning for the unit, and coordinating the efforts of the various workgroups. The Dean also represents the unit in Academic Affairs Council, conveying the needs and initiatives of the unit to the rest of campus, and working with the colleges to ensure that LR&TS meets the library and computing needs of the campus academic community.

Accomplishments:

- Oversaw the move of LR&TS personnel, the collection, and equipment from Centennial Hall into the newly opened James W. Miller Learning Resources Center.
- Oversaw planning and implementation of the Miller Center Grand Opening celebration in October, which featured author/futurist Ray Bradbury.
- Managed the implementation of the new service models for the Miller Center.
- Implemented a reservation/scheduling system for the Miller Center conference rooms.
- Oversaw the initiation and completion of the search process for five tenure-track and three fixed-term faculty positions.
- Coordinated planning for the state-wide Minnesota Digital Library initiative.
- Served as the SCSU point of contact for the MnSCU Instruction Management System initiative, coordinating funding and resources to provide access to WebCT and Anlon to faculty on campus.
- In consultation with LR&TS faculty, managed the MN.INSTRUCT regional grant funds to equip the Professional Development Room, and provide keyserver access to software for faculty who complete software training workshops.
- Presented updates on the state of technology at SCSU to various groups, including President's Council, TLTR, the SCSU Foundation, and Emeriti Faculty.
- Conducted analysis and investigations regarding use of e-mail on campus.
- Coordinated the activities of the campus Teaching, Learning and Technology Roundtable (TLTR). Issues addressed included:
 - Providing feedback on the MnSCU Task Force on Intellectual Property "Report on Recommendations."
 - Providing feedback on a messaging, calendaring, and file space solution for campus.
 - Examining available Instructional Management System options available through MnSCU.
 - Reviewing and discussing the current SCSU e-mail policy.
 - Providing recommendations on changes to the software available across campus through the Hardware and Software Standards Subcommittee.
 - Establishing a plagiarism subcommittee which reported on available software/services that might be considered as a way to address plagiarism on campus.
 - Drafting campus technology key performance indicators (KPI).

Future Resource Needs:

- Additional staff to meet the growing demand for use of technology and information resources
- Additional resources for supplies and equipment
- Funding for additional student workers
- Extra duty days for existing faculty
- Annual library materials inflation adjustments
- Funding for a campus-wide messaging and calendaring system
- Resources to expand and maintain electronic classrooms

LR&TS Administration - Grants & Technical Writing

In 2000-2001, Learning Resources & Technology Services revised the position of Grants & Contracts Coordinator into that of Grants & Technical Writer. From that office came seven formal grant applications totaling \$1,416,341 to federal, state, private, corporate and university foundations. Of those requests, \$28,350 was funded, \$228,400 is still awaiting a decision, and \$1,159,411 was rejected by the funding sources. Those projects included a grant to fund the preliminary planning process for a digital cultural resource for Minnesota, a project to incorporate distance learning techniques into the introductory information literacy course, and a project to build a major nursing collection in the library. In addition to formal grants, the grants writer worked on a variety of potential projects, from seeking funds to help LR&TS preserve SCSU's rare and valuable collection, to supplying wireless Internet service for a distant campus facility, and to fund distance learning opportunities. At the end of the fiscal year, additional projects remained under development.

The investment in a technical writer, working part time on that assignment, resulted in six publications – six brochures and the 32-page Student Technology Handbook. As of June 30, eight more brochures were in production. Part of the technical writing assignment was to convene a publications advisory committee for LR&TS, which would develop unit-wide standards of excellence in publication and public communication. That committee began work in January 2001 and will continue its efforts in the upcoming year.

Accomplishments:

- Developed a grant request of \$25,000 for the Minnesota Digital Library, which was accepted for funding.
- Developed a grant request for a "Technology Education: Future Views" speakers series project, part of which was funded from one source for \$3,530.
- Developed five other grant requests which were not funded; these included:
 - a \$641,600 grant from the U.S. Department of Education for "Restructuring the Information Course."
 - \$225,000 from USX Foundation for "Developing the Nursing Collection in LR&TS at St. Cloud State University."
 - \$292,811 from MnSCU for "Online Major in Aviation Maintenance Management."
 - \$225,000 from Otto Bremer Foundation for "Developing the Nursing Collection in LR&TS at St. Cloud State University."
 - \$3,400 from Minnesota Humanities Commission for the "Technology Education: Future Views" speakers series project.

While these grant applications were not selected for support, comments have been sought to identify the rationale behind the decisions, and the grant requests will be revised and resubmitted, or pursued with alternative grant providers.

- Grant-related projects included:
 - Assisted the Director of the SCSU Nursing Sciences Initiative with investigating major foundation funding possibilities for LR&TS nursing collections. This including exploring grant possibilities with more than 25 state, regional, and national foundations, with formal applications pending on more than 10 of these.
 - Gathered campus statistics to assess SCSU's eligibility for a Department of Education Title III grant.

- Sought assistance from more than 12 organizations, including a formal letter and request to the Minnesota Department of Public Safety, Office of Traffic Safety to fund a wireless Internet connection for the Minnesota Highway Safety Center.
- Arranged and conducted a visit to SCSU by Mr. Ray Schroeder, a consultant from the Alfred P. Sloan Foundation and its Consortium on Asynchronous Learning Feb. 22 & 23, 2001.
- Worked closely with Criminal Justice Studies to develop a grant project to submit to the Alfred P. Sloan Foundation that would help develop a totally online career development major. With advice from Ray Schroeder, a two-year plan with a budget of \$583,864 has been developed.
- Submitted an application to receive a site visit from a consultant on preservation needs. While the funding source did not approve the original application, we did receive advice on other efforts we can and will take to meet our preservation needs.
- Completed technical writing projects included:
 - An Access Services bookmark.
 - Three-fold brochures for Statistical Consulting & Research Support, Videoconferencing: Bring the World into Your Classroom, Computing & Technology Services: A Guide to Finding Help 2001-2002, and Technology for Students at SCSU.
 - A 32-page SCSU Student Technology Handbook.

Future Resource Needs:

- A clearly-defined plan for how the grants/technical writing position should be integrated into LR&TS, as well as how to coordinate with other SCSU areas involved in grants/development/communication.

Access Services - Circulation

As of August 2000, the circulation desk has been providing all the service of four areas that were previously separate service counters in Centennial Hall. Services and resources provided by circulation, reserves, distribution (AV media and equipment) and the previous front desk are now part of a large "one-stop shopping" service desk.

At the circulation desk, a patron is able to: check-out, return or renew books; check-out, return or renew audio-visual items such as videos or CDs; reserve and check-out audio-visual equipment (such as laptops, digital cameras and cassette recorders); check-out reserve items; pick up interlibrary loan items; reserve and check-out study rooms; obtain or activate a library account; and receive general assistance with the Miller Center's resources and services.

Accomplishments:

- Provided service at all times during the move from Centennial to the Miller Center.
- Successfully combined the staff and services of four different service areas (circulation, reserves, distribution and front desk duties previously covered by other staff).
- Assessed and restructured staffing personnel for the circulation and periodicals area.
- Managed a large number of students (50-60) who previously worked in single-service areas and trained them to work at a multiple-service desk.
- Established new policies and procedures for a variety of services and resources, including study room checkout, fines and overdues, equipment use and check-out, interlibrary loan pickup, shelving/pickup and shelf maintenance, and equipment pickup and delivery.
- Trained all of the staff in the responsibilities of areas for which they were previously unfamiliar (i.e. circulation, reserves, AV equipment and collections etc.).
- Took on the responsibility of being the central area for building functions such as lights and alarms.
- Decentralized a large amount of equipment into classrooms across campus (TVs, VCRs and overhead projectors).
- Served as the only point to transfer value from copicards to campus ID cards.
- Held a circulation in-service and many planning meetings.
- Began planning for development of a student training manual and a policies and procedures manual for the circulation area.
- Developed and presented a public service Open House for SCSU staff and faculty.
- Introduced and promoted new resources such as the self check-out machine and new fiction displays.
- Reviewed and began planning for an update to the circulation web page.
- Participated in, and provided support for, the E-reserves pilot project.
- Created a new circulation book mark and a variety of circulation forms.

Future Resource Needs:

- Gain adequate student worker budget and equipment budget in order to support the normal functioning of the circulation area, in addition to the upcoming Aleph system migration.
- Maintain funds to update, acquire and repair AV equipment.
- Gain adequate funding to support library services and resources for distance students.

Statistics:

See Appendices A - D

Access Services - Government Documents

The Government Documents area is a partial depository for U.S. documents, receiving approximately 37 percent of documents published by the federal government. It is also a full depository for Minnesota documents, receiving 100 percent of documents made available by Minnesota government. The Government Documents area in LR&TS has two main responsibilities: selecting, receiving, processing, and maintaining the materials that come from the Government Printing Office and the state of Minnesota, and providing public service to patrons who desire to use the materials.

Accomplishments

- The area made a successful transition of collections to the Miller Center.
- Almost 50 government document periodical titles were moved to the Periodicals area where they are available for browsing.
- The back issues of these journals (whether bound issues or microfiche) were moved to Periodicals and added notes to all cataloging records.
- Continued to provide excellent public service for the collections through a combination of the faculty coordinator and the reference team.
- Began a successful implementation of the Marcive current cataloging project.
- Provided 12 library instruction sessions related to government documents.
- Maintained Government Documents binder in Reference area.
- Maintained LR&TS Government Documents Web page.
- Government Documents Librarian served as the Government Documents representative to the PALS User Council.
- Government Documents Librarian attended the Government Documents Spring 2001 Depository Library Council Meeting in Texas and the Regional (MN and South Dakota) Spring Forum in May at St. Olaf.

Future Resource Needs:

- The addition of a one-quarter to one-half time staff person to assist with maintaining the collection.

Statistics:

See Appendix E

Access Services - Interlibrary Loan (ILL)

The ILL office provides interlibrary loan services for students, faculty, and staff primarily through MINITEX (the statewide ILL coordination office). The ILL office also coordinates delivery and pick up of MINITEX and CMLE materials daily for area libraries (including College of St. Benedict, St. John's University, Great River Regional Library, and other libraries). The ILL office also utilizes OCLC for processing of requests. Because of our past record of efficiency, the ILL office procedures at LR&TS are used by Minitex as a model for other institutions.

Accomplishments:

- Continued to provide fast and efficient service for ILL requests.
- Total transactions increased from the previous year by 2.5%.
- ILL experienced a smooth transition from Centennial to the new Miller Center.
- Began sending requests via Ariel and continued using the Ariel transmission system for incoming requests.
- Began testing of the MINITEX electronic document delivery (MEDD) system.
- Converted ILL statistics from paper to Excel spread sheet.
- Continued maintaining high fill-rate for incoming (79%) and SCSU requested (88%) ILL requests.
- Continued to participate in electronic reserves by inputting requests to the Copyright Clearance Corporation
- Applied copyright laws and guidelines on ILL requests, as needed.
- ILL/Copyright coordinator conducted professional copyright workshops and presentations relevant to library work.
- ILL/Copyright coordinator attended Fretwell-Downing interlibrary loan demonstration in May.
- Developed and co-wrote with another LR&TS person a policy and form for evaluating requests for videotape duplications

Future Resource Needs:

- A completed policies and procedures manual.
- Redesigned furniture layout and shelving for the new ILL office to improve functionality.
- An automated phone answering/menu system to handle the majority of calls to the Miller Center.
- Additional student workers.
- Continued training resources for office staff to maintain currency in ILL practices and procedures, especially as the Ex Libris implementation date draws nearer.
- Maintaining currency in all aspects of copyright issues affecting ILL.
- Checking ILL periodical requests to see if fulltext document is already available to patron through licensed database
- Resources to handle the increasing numbers of ILL requests.
- Exploring use of e-mail to notify patrons of arrival of ILL books and articles at LR&TS.
- Exploring additional implementation of electronic sharing of ILL items.
- Four new (upgraded) computers to allow for day-to-day ILL workflow and to handle the new Ex Libris system.

Statistics:

See Appendices F - G

Access Services - Periodicals

The Periodicals area provides public service, maintenance and access to approximately 1600 popular and scholarly print publications, as well as numerous indexes and abstracts. The staff re-files microforms and assists patrons in the Microform area where all Periodical and Government Document microforms are stored and microform reader/printers are located. The Periodicals staff is also responsible for shelving the new and used print and microfiche Government Documents. Miller Center public photocopiers are also maintained by Periodicals staff.

The Periodicals Coordinator monitors the journals and prepares older issues for binding or for transfer to Serials Exchange, where we also receive replacements for missing journals. The Periodicals librarian is responsible for the maintenance and updating of the list of electronic journals. The Coordinator keeps the computer printout of the Holdings List (all periodical titles owned by LR&TS which can be found in the Periodicals and Reference areas) updated. An electronic version is in process.

Accomplishments:

- The most significant event of the 2000-2001 year was the move to the new building. The Periodicals and microform move was so well planned that there were few problems when we opened the beginning of September.
- Periodical stack are now open access for the patrons
- Contracted with Journal Web Cite to manage all 12,600+ electronic journals. New additions are added by the Periodicals Librarian as they become available. The list can be found on the Library web page under "Electronic collections - SCSU Electronic Journal Holdings"
- Electronic Holdings List entries in progress. At least half of the entries completed at this time.
- A number of Government Document journals are now in Periodicals and bibliographic records have been changed to reflect the change.

Future Resource Needs:

- Student work cubicle
- Upgrade of both the desk and work cubicle computers
- Laser printer
- Adjustable shelving behind Periodicals desk for new journals and materials to be shelved

Statistics:

See Appendix H

Access Services - Central Minnesota Libraries Exchange (CMLE)

Central Minnesota Libraries Exchange is a multi-type library system created in 1979 to facilitate sharing of library services and resources in a 12-county region in Central Minnesota. CMLE is overseen by a governing board and an advisory committee, with administrative offices located in LR&TS at SCSU. CMLE provides a variety of services to its 282 member libraries, including interlibrary loan and backup reference service. Members include K-12 public and private schools, post-secondary schools, public libraries, and special libraries such as hospital, law, correctional facility, and historical society libraries.

CMLE Vision:

Committed to excellence in library services through empowerment of member libraries.

Accomplishments:

- Performed needs' assessment of member libraries.
- Arranged vendor discounts.
- Planned and implemented fax service for subscribing member libraries.
- Completed CMLE's Union List of Periodicals for 84 participating libraries.
- Continued interlibrary loan and backup reference service.
- Updated directory of member libraries on CMLE's webpage and on statewide directory.
- Wrote successful grant to expand and improve delivery of interlibrary loan materials.
- Held "newcomers" workshop on CMLE's services.
- Currently serving as a member of the Advisory Committee for MINITEX.
- Hosted four teleconferences for library staff members including *Soaring to Excellence*, and *UCITA*.
- Collaborated with other multitype library systems and associations to improve service.
- Provided periodical database training on Infotrac and ProQuest for 113 area library personnel.
- Published four issues of the EXCHANGER, a newsletter for librarians.
- Assisted area high school students doing research at SCSU.
- Served on committee that developed new standards for Minnesota's school media programs.
- Filled 95% of over 8,000 requests in our interlibrary loan and backup reference service.

Future Resource Needs:

- Resources to support the expansion of state-wide programs such as MnLINK.
- Resources to meet the increasingly complex information needs of member libraries.
- Continued planning for the future with uncertain legislative funding for multitype libraries.
- Funding for licensing of databases.
- Resources to meet the challenges associated with electronic document delivery.

Statistics:

See Appendices I - K

Collection Services - Acquisitions, Cataloging, Library Systems & University Archives and Special Collections

Faculty and staff of the Collection Services work outside the public eye to review and acquire information resources for LR&TS collections and provide appropriate and accurate ways of accessing LR&TS resources, including growing access to electronic media. Collection Services is made up of four areas: Acquisitions and Processing, Cataloging, Library Systems, and University Archives and Special Collections.

Acquisitions and Processing:

Acquisitions coordinates the purchase and processing of additions to Learning Resources collections, including print, non-print, and electronic access to Internet resources. Acquisitions is also responsible for labeling, temporary binding and repair, preparation of bookbinding shipments of materials to a vendor or serials exchange when necessary, and preparation of these for microfilming.

Cataloging:

Cataloging creates the physical and intellectual description and classification of items that allows information resources to be identified in the online catalog and located within the collections. The cataloging unit, while small, is extremely productive and is active in identifying and cataloging select digital resources available on the Web.

Library Systems:

Library Systems is involved with a variety of endeavors ranging from monitoring MnSCU/PALS functions to coordinating the selection and management of electronic resources. Considerable time and energy are devoted to state-wide issues.

University Archives and Special Collections:

University Archives is responsible for records management for the university, processing and storing records and historical material related to St. Cloud State. Archives also reviews existing records and material using a retention schedule.

Accomplishments:

- Participated in moving all collections and services to a new building.
- Selected, purchased, processed, and cataloged all print (10,138 books), non-print, and serials for the collection.
- Cataloged approximately 1,300 non-print items, including a large number of audio CD's that were purchased to replace records (LP's) weeded before the move to the Miller Center, and videotapes in the *PBS Video Database of America's History & Culture*.
- Continued to catalog electronic resources, including electronic books.
- Added MARC records for netLibrary e-books, Project Muse electronic journals, and JSTOR electronic journals to the catalog.
- Began using Yankee Book Peddler for approval plan orders.
- Began weeding and cataloging U.S. document maps, and recataloged atlases from Reference to the Maps collection.
- Began identifying and acquiring missing items from the Modern Library's classics lists.

- Continued database cleanup and began cleanup of periodical holdings information in preparation for migration and beta testing for the incoming Ex Libris Aleph system.
- Added, tracked usage, and evaluated electronic databases.
- Systems librarian continued to serve as a member of the MINITEX Electronic Information Resources (MEIR) Task Force, which is approaching the mid-contract review and will be developing evaluation criteria for a statewide contract that is up for renewal in 2003.
- Systems librarian served as chair of the MnLINK Systems Librarians User Group and is an alternate to the MnLINK Integrated Library System Operations Committee; as manager for the SCSU migration to Aleph, the systems librarian is coordinating several database maintenance ("clean-ups") projects to prepare data for migration.
- Worked with MINITEX to: 1) identify and select electronic subscription resources, 2) take part in writing an RFP for core database services, 3) negotiate a statewide license for netLibrary.
- Loaded new versions of the PALS Technical Access Client (PalsTac) about every six months, or whenever new versions were released.
- Participated in significant preparation for incoming Ex Libris Aleph system.
- Worked with the Director of Nursing Sciences to plan for and increase holdings for a new nursing program.
- Continued to organize the storage area of archives.
- Continued to review records retention schedules on a five-year rotation.
- Worked with the St. Cloud State University Foundation to complete the Lindgren Asian Art Collection reframing project.
- Gathered information on the monetary value of the archive and special collections for insurance purposes.
- Hired Collection Management Coordinator.
- Attended PALS, Collection Management, and professional improvement meetings.
- Processed 77 linear feet of material, which was added to the archives and special collections, for a running total of 1312.25 feet.
- Reorganized archive holdings to take advantage of the new space in the Miller Center.
- Provided archival service to more than 186 patrons.

Future Resource Needs:

- Additional funding to cover inflation cost of library materials and the increasing prices of electronic resources.
- Additional staff to assist with special projects, corrections in catalog records, file organization, and weeding the collection.
- Additional student workers and clerical assistance to help with these tasks and also to assist with acquisition, processing, and cataloging of the high volume of materials that flow through the area.
- Continued help of graduate assistants in University Archives.
- Another computer in the Archives area to allow workers to be trained to enter items in the on-line data base/index of collections.
- A photocopy machine in Archives so materials do not have to leave the area to be photocopied by patrons.

Statistics:

See Appendices L - N

Collection Services - Electronic Services

Electronic Services includes the electronic collection holdings provided to SCSU through MINITEX, and maintaining the LR&TS Web site to provide access to these services to patrons.

Accomplishments:

- Added (for FY 01-02) a few selected databases for SCSU access (in particular, ABI/Inform, Business & Company Resource Center, CINAHL with fulltext, Lexis-Nexis Current Issues Universe, and the Grove Dictionary of Music and Musicians) and deleted a couple of expensive databases (including CRSP, Political Risk Yearbook, and FIS/Online) that were little used; moved subscription (for FY 01-02) to PsycINFO from Gale to Cambridge Scientific due to pending cancellation by Gale.
- Usage statistics for individual electronic subscriptions either held stable or increased in comparison to the previous year; overall there was about a 20% increase in overall database use over the previous year. As expected, July and August are the low usage months, followed by June, May, and January.
- Worked with MINITEX on investigating use by the SCSU community to the 1541 copyrighted titles in netLibrary from April 2000.
- With ITS, developed a prototype SQL database for Archives. Database has been delivered to Archives for data input.
- Maintained the LR&TS Web site by updating links and providing access to new subscription resources as they became available; use of the site continued to increase over the previous year.
- Worked with MINITEX to develop consortial acquisitions for ACS Chemistry Journals and for Elsevier ScienceDirect, adding more than 700 electronic scholarly journals to SCSU access; tested SciFinder Scholar with the Chemistry Department for MINITEX, but did not subscribe due to cost.
- With the assistance of Marian Rengel, successfully authored an LSTA grant to hold a "summit" during August 2001 to begin planning a digital library for Minnesota.
- Negotiated with Xerox Business Connections in Newcastle-Upon-Tyne for network and workstation improvements at Alnwick Castle British Studies Program; taught British faculty how to better utilize network resources to support program goals. Provided Center for International Studies with advice on better networking and workstation solutions when Xerox contract ends.

Future Resource Needs:

- The greatest resource needs are in the area of personnel/time to implement needed updates/revisions in electronic services and financial support to undertake these projects.
- Also needed is a student or other individual capable of compiling usage statistics and assisting with maintenance of Web pages.

Statistics:

See Appendices O - P

Library User Services

Reference faculty help patrons answer queries, locate information, and deal with technical problems. The desk was staffed by Reference personnel for 80 hours on weekdays and 16 hours on weekends during the regular school year (including double-staffing), as well as 62.5 hours on weekdays and 4 hours on Sunday evenings during summer sessions. The desk was open on all term breaks, except holidays and workshop days.

As part of its mission, Library User Services also provides library instruction sessions at the request of SCSU faculty. Most sessions were presented in the Library Instruction Classroom/Lab, Miller Center 218. This new technology-enhanced classroom provided a wonderful environment for library instruction, and the rear screen projection, remote mouse, document camera, computer work stations, etc. were all used to great advantage by library instructors. Faculty who provided library instruction sessions included Bryan Miyagishima, Bob Hauptman, Fred Hill, Chris Inkster, Renee Rude, Mark Yannie, Melinda Dermody, Susan Motin, and Sandra Williams.

Miller Center Tours

The Library User Services faculty help coordinate tours of the newly-opened Miller Center beginning in late August 2000. Many thousands of copies of a self-guided tour brochure were distributed during FY 00-01. The tour brochure coordinated with signs that were displayed all year long and accompanied by balloons for the start of the semester and the Grand Opening events. Group tours were also provided for people from campus, the community, and professional library organizations. All campus departments and work units were invited to the Miller Center to hold a meeting in one of our classrooms, see a demonstration of library resources, and take a customized tour of the building. A total of 28 campus units participated in this effort, with a total of 347 persons attending. Tours and demonstrations were provided by a wide variety of LR&TS faculty and staff.

Accomplishments

- Provided service with no glitches during the first year in the new building.
- Added new Web-based databases.
- Selected new Reference tools.
- Used technological applications including printing effectively.
- Participated in training sessions.
- Began considering revision of all pathfinders.
- Did online searches (DIALOG, STN) infrequently.
- Discussed the implementation of group liaison work with IMS faculty.
- Increased use of Web-based materials.
- Coordinated and conducted tours of the Miller Center.
- Presented 276 library instruction sessions for 6,458 people.

While there was a slight decrease in the number of library instruction sessions over the previous year (20 fewer sessions, with 1,388 fewer students), there are several factors that may have contributed to the decrease. This includes the decision of PSYC 115 instructors to drop the research component of this large general education course, as well as the fact that only one-third of the sections of ENGL 191 participated in library instruction, instead of the usual three-quarters of the sections.

Future Resource Needs:

- New hardware and software for ADA accessible computer workstations.
- Headphones for patron use.
- A new laser printer for the workgroup area.
- Additional faculty line if warranted.
- Resources to improve the library instruction scheduling system, as well as the gathering and analysis of statistical information.
- Time to explore the relationship of library instruction and college liaison team concept.
- Resources to develop Web-based library instruction components (Web-based tutorials, etc.).
- Time to continue to learn and effectively use the technologies available, as well as to explore the appropriate pedagogies for library instruction in MC 218.
- Resources to mentor new faculty so they become effective library instruction presenters.
- Resources to advertise our library instruction service to all sections of ENGL 191 well in advance so that instructors can plan the dates into their course calendars.

Statistics

See Appendices Q - T

Center for Information Media

The Center for Information Media (CIM) is the academic unit of Learning Resources & Technology Services, and its primary function is to advise students and offer courses for CIM degree programs. At the undergraduate level CIM offers a major, a minor, a certificate, and service courses for the College of Education and the University at large. At the graduate level CIM offers three Master's programs, a certificate, and courses leading to school library media licensure.

Accomplishments

- Completed the move to the Miller Center and utilized five classrooms successfully for CIM classes.
- The Board of Teaching granted approval effective through June 2006 of the CIM program which leads to licensure as School Library Media Specialists. All standards were judged as "met" by the reviewing panel with only three "weaknesses" listed. Luther Rotto was the lead person in this effort.
- The Center continues to offer courses in a variety of formats to meet students' needs. This past year ten classes were offered via ITV to a variety of locations throughout Minnesota, four classes were offered off-campus and two classes were offered on a weekend basis.
- With the leadership of Chris Inkster and Sandra Williams, the Center held its 22nd Annual Children's Literature Workshop, and had more than 165 registrants.
- Under the leadership of Rich Josephson, the Instructional Technology Certificate was marketed to faculty of technical colleges in southwestern Minnesota.
- Under the leadership of Luther Rotto, a one-credit workshop was developed to assist College of Education majors in acquiring the computer competency required for admission to Teacher Education.
- The curriculum of IM 462/562 was moved away from dependence on the Stewart Hall analog television facilities and toward digital facilities added to MC B 31. This was primarily through the efforts of Rich Josephson and Fred Polesak.
- Completed the following curriculum changes:
 - IM 622 -- decreased from a 3 credit course to a 2 credit course
 - IM 623 -- created as a new 2 credit course
 - IM 634 -- dropped as a 2 credit course and added as a 3 credit course
 - IM 697 Research Applications -- decreased from a 3 credit course to a 2 credit course.
- Determined hardware and software purchases for course offerings.
- Published and distributed two issues of *CIM News*.
- Awarded Luther Brown Scholarships to four individuals.
- Awarded the Carl and Marilyn Savage Assistantship.

Future Resource Needs:

- Additional .50 secretarial support
- Faculty position in Track III to begin to take over Dennis' load in internships as well as HRD courses.
- Funds for updating software and hardware to support instruction.
- Additional graduate faculty to teach 600 level courses and advise graduate students.

Statistics:

See Appendix U

InforMedia Services

InforMedia Services provides software support and training for students, staff and faculty. The IMS workgroup has a faculty representative assigned to each college. The liaison faculty member sets up workshops, training sessions and in-service opportunities pertaining to technology, software and computers in general for staff and faculty within each college. Workshops and training sessions are most often done on a small group basis, but frequently individual or smaller groups work on topics of interest. Members of the IMS faculty also spend time helping students who utilize computers and technology resources within the Miller Center. The role can be loosely defined as a “roving technology reference resource.” IMS works closely with computer lab consultants and computer lab supervisors.

Accomplishments:

- InforMedia Services faculty scheduled, and worked with faculty and staff in Access, ITIS, and CTUS, MN.INSTRUCT and CIS to present, more than 137 workshops and training sessions for 665 participants in 30 different topics, which included WebCT, PowerPoint, scanning, copyright, electronic classrooms, Excel, Access, Dreamweaver, and Multimedia for the Web; this was a 54% increase in the number of sessions and a 91% increase in the number of participants over the previous year. IMS faculty also presented brown bag seminars and conducted tours of the Miller Center.
- Worked with MN.INSTRUCT, ITS, and ITIS staff to plan, equip, and implement the Professional Development Room (PDR).
- Provided 50 hours of contact time per week in the role of roving Information Specialist.
- Supported SCSU faculty in using WebCT for 65 courses, with many more in development.
- Provided 716 hours of contact time as faculty technology liaisons to the five colleges on campus.
- Worked at establishing relationships with ITIS, C&TUS, CIM,ITS, and the Reference workgroups.
- Created and utilized an online presence to register participants for workshops and training sessions in addition to providing an online evaluation form.

Future Resource Needs:

- Equipment and software upgrades, and sufficient technical support to keep the Professional Development Room current.
- Resources to advertise the Information Specialist (“rover”) services to increase awareness.
- Clerical support for scheduling, registration of participants, preparation of materials, evaluation, and compilation of statistics on workshops offered.
- Additional resources to assist a growing number of faculty with instructional design and the use of WebCT in the delivery of online instruction.

Statistics:

See Appendix V

Computing & Technology User Services (CTUS)

Computing and Technology User Services provides valuable support for students, faculty and staff who use technology. Students, faculty, staff and administrators at SCSU make use of a wide variety of software, including standard office applications (word processing, spread sheets, presentations), web browsers, multiple e-mail applications, and other more highly specialized applications, such as those for statistical analysis of research data. C&TUS supports these users through the HelpDesk, support technicians in the Colleges of Business, Education, and Fine Arts and Humanities, maintaining the open computer labs, distributing funds from the student technology fee, working with faculty in the development/adoption of computer-based course materials, troubleshooting technology-related problems, and operating the Computer Store for the purchase of hardware, software and accessories. With the move to the Miller Center, CTUS also assumed responsibility for scheduling the building's computer classrooms, as well as library instruction sessions.

Accomplishments:

- Had Computer Store sales totaling over \$1.7 million.
- Shortly after moving into the Miller Center, provided an informational session about the HelpDesk and Computer Store for office managers from all areas of campus.
- Through Gateway, Wizmo, and Full Circle Imaging, provided coordination for service calls for 192 computer repairs and cleaning of all laser printers on campus.
- Provided statistical consulting support for nearly 50 faculty and graduate students, and 2 external projects.
- Provided over 40 introductory Minitab sessions to approximately 525 students, primarily in the College of Business.
- Provided scheduling for five classroom/lab spaces in the Miller Center for classes, meetings, and library instruction sessions.
- Maintained the existing 144 dial-up lines, which typically averaged 60% utilization during a 24-hour day. Usage has declined 5% over the previous year, to 382,212 total connections.
- Delivered over 45,000 e-mail messages through Tigger on an average day, with peak days over 104,000 messages; over 5 million messages were delivered during spring semester.
- Maintained over 5,000 active accounts on Tigger and Condor.
- While contact hours in the open computer labs across campus decreased by 9% in comparison to 1999 - 2000, when the availability of the computer facilities in the Miller Center are factored in, a total of 461,181 contact hours were provided to students on campus, an increase of 27% over the previous year.
- Through HelpDesk, provided 40 hours per week of full-time staff service, supplemented by over 100 hours per week of part-time staff, and processed 7,913 service requests, a 58% increase over 1999 - 2000.
- The Technology Fee Committee:
 - Increased the number of computer lab support staff from 3 to 4.
 - Increased the maintenance and supplies budget to support print quotas.
 - Recommended that the level of the fee for 2001 -02 be increased from \$2.00 per semester credit to \$4.00 per semester credit.
 - Recommended supporting the new messaging system by increasing the amount of funds provided to maintain it and eventually replace it.
 - Changed the equipment replacement plan from every 4 years to every 3 years.

- Designated funds to support new emerging technologies.
- Increased the amount of funds used for student employees.
- Provided equipment and support for 5 new electronic classrooms in each of the next three years.
- Improved the quality of dial-up access to 56K lines, increased the number of ports, and provided support.

Future Resource Needs:

- Resources to develop and expand implementation of the Outlook messaging and calendaring system to all faculty, staff and students.
- Materials and time to develop, in cooperation with IMS faculty, a program of technical training workshops for students.
- Better means for communicating to faculty, staff and students information about the services and materials available through both the HelpDesk and the Computer Store.
- Resources to improve training of part-time student workers to help provide better service through the Computer Lab Consultants; the increase in the technology fee for the coming year will fund this.
- Continued planning with the Technology Fee Committee to strive to improve the quality of facilities and services that the fee provides.

Statistics:

See Appendices W - Z

Information Technology Services (ITS)

Information Technology Services (ITS) provides technical support and innovative solutions to the campus of St. Cloud State University as it relates to computer systems and data communications. ITS is a leader in developing relationships and solutions with all entities involved in teaching and learning. ITS is made up of six focus groups: networking, servers and authentication, ResNet, database application development, library system support, and open lab technologies. Each area provides core competencies for its focus, but is also required to integrate its services with the other focus groups. This culture creates an environment that facilitates the ability to be leaders and supporters of the change that occurs around and within technology services.

Accomplishments:

Networking:

- Installation of 2472 switched 10/100 data ports on campus.
- Installation of 1504 switched 10/100 data ports in the Miller Center.
- 110 roaming users registered during school year 2000-2001.
- Implementation of enterprise level core Cisco 6509 in data center and campus hub.
- Implementation of campus firewall and bandwidth management phase 1.
- Deployment of DHCP, DNS, and WINS.
- Excellent up time of campus network.

Servers and authentication:

- Initial design and rollout of campus wide directory services (Active Directory).
- Conceptual planning for future single sign-on and integration into ISRS.
- Promoting integration of departmental computing into Active Directory phase 1.
- Initial integration of ISRS into backend systems including WebCT and Active Directory.
- Extensive project planning with Compaq Professional Services and Pioneer Standard to design and implement the campus Exchange and file services solution.
- Implementation of enterprise Exchange clusters for all faculty/staff and students.
- Implementation of enterprise storage area network (SAN) for campus.
- Migration of student and faculty/staff web environment.
- Implementation of a state-of-the-art SAN and server technology to scale for many purposes.

ResNet:

- 1839 students were set up and connected to ResNet during the 2000-2001 school year.
- Uniprint printing was installed before school year to allow students access to the print quota provided by the Student Technology Fee.
- Network registration was improved to allow access to open data jacks on campus for all students, faculty, and staff.
- Bandwidth management tools were utilized to minimize overload of traffic between ResNet and the Internet.
- Upgrades to the ResNet network were proposed and funded in June.
- Installation of 1440 switched 10/100 ports were installed during July (phase 1)
- Preparation for phase 2, with 2192 switched 10/100 ports to be installed during August.

Database Application Development:

- Large applications include; Electronic Reserves, Miller Center online classroom schedule, LR&TS Faculty duty day calendar, MnSCU Local Application Development (LADE) project.
- Integration of ISRS data into SCSU local applications, such as Electronic Reserves and HuskyNet authentication.
- Automation of WebCT user and course information between ISRS and WebCT.
- Provided valuable input towards schemas to be used for local ISRS database development.
- Critical collaboration with Center for Information Systems as it relates to programming, database architecture, emerging technologies, and training.

Library System Support and application deployment:

- Deployment of 548 workstations into the new Miller Center facility.
- Collaborative work with Computing & Technology User Services on user support of the new facility.
- Prototyped and deployed Norton Anti Virus for campus workstations, servers, and home computers.
- Creation of a centralized installation point for all campus application to be used by college technicians, HelpDesk, computer store, and faculty/staff.
- Proof of concept work with Microsoft's SMS and Altiris Lab Expert application to deploy applications.

Open Lab Technologies:

- Implementation of Uniprint printing solution into labs within a two-week time period.
- Acceptance of a proposal to the Student Technology Fee Committee for a three-year computer replacement cycle.
- Proof of concept of Windows 2000, Altiris lab expert, SMS, and Keyserver image for fall 2001.
- Created a stronger foundation for collaboration between ITS and CTUS.

Future Resource Needs:

- Servers which do not have committed dollars but still are providing services include Condor, Eeyore, Rabbit, and Tigger.
- Network services which do not have committed dollars including faculty/staff dial ups.
- Staffing is desperately needed for the messaging, scheduling, and file services project; this individual needs to be a backend systems manager (1 FTE).
- Student workers to provide office coordination (2 students at 20 hour/week).
- Training dollars are needed to supplement current appropriations.

Statistics:

See Appendices AA - BB

Instructional Technology & Infrastructure Services (ITIS)

Instructional Technology and Infrastructure Services (ITIS) provides technical support for electronic classrooms, the Stewart Hall television studio and editing facilities, installation of fiber and Ethernet connections throughout campus, and as a result of reorganization within LR&TS, now also provides support for Web development, graphic design, and video/multimedia production. ITIS also oversees and supports instructional television (ITV) and video teleconferencing, including housing the Network Operations Center for the Central Minnesota Distance Learning Network (CMDLN).

Accomplishments:

- Completed Web projects for 111 clients, totaling 1,139 hours.
- Presented 43 workshops on Web Design, Dreamweaver (I and II), Fireworks, PowerPoint, Scanning, and SmartBoard operation; combined, these serviced approximately 300 staff and faculty.
- Created and maintained College of Education / NCATE Web site during the last half of 2000. This site has been used as a model by NCATE for other institutions looking to do their accreditation process online.
- Converted the static alphabetical site index to a dynamic database format, including student organizations listings on the University Organizations Web site.
- Updated the online student handbook.
- Serviced 125 graphics project requests, which resulted in 2065 final output pieces and 140 contributing pieces (overhead transparencies, artwork/camera ready, scanning, web graphics, electronic presentations, signs, consultation, digital photography).
- Created 12 PowerPoint presentations in support to LR&TS Dean/Associate Dean, SCSU Convocation (President's Office), legislative work (Administration), Residential Life staff recruitment, training, and orientation, and Records and Registration Orientation Sessions.
- Designed Help Aids for classrooms and group study rooms.
- Complete campus classroom inventory of audio-visual equipment and its condition, as well as cleaning and testing of all audio-visual equipment.
- Replaced 36 A/V carts with safer and better designed ones.
- Culled and organized the videotape inventory of accumulated footage from video projects of the past decade for future storage and retrieval
- Completed video projects included taping of President Roy Saigo's convocation speech, a half-hour program on the Miller Center Grand Opening (with footage provided to and aired by Twin Cities television stations), three productions for the Minnesota Highway Safety Center (with footage from these edited and provided to CBS's "48 Hours"), an SCSU Ambassador greeting for ABC's "Good Morning America," Spring Commencement 2001, and multiple video segments for Admissions program use. Also, footage provided to ABC Television earlier in the year aired in August 2000 in the prime time program "Vanished."
- Began planning, design and implementation of production for an SCSU admissions recruiting CD-ROM, with a Fall 2001 target completion date.
- Video director/editor was invited to take part in a presentation at the national American Marketing Association conference in Baltimore, MD in November 2000. A PowerPoint and companion video were created as part of the presentation on marketing of higher education in today's marketplace.

- Upgraded video editing facilities to accommodate DVCPro and MiniDV video formats.
- Completed data and telecommunications wiring of the James W. Miller Learning Resources Center, including 300 additional Ethernet runs.
- Collaborated with the SCSU administration to ensure faculty involvement in outside UTVS production that use the television facilities.
- The television studio area serviced more than 1500 client checkouts, not including editors used by students in the new classes.
- Integrating three new Sony triax studio cameras into the television facilities.
- Managed the telecommunications and coordination of 224 classes, 8 seminars and 138 meetings, a total of 17,982 operational hours.
- Added Miller Center B17 and B18 to SCSU's ITV room inventory.
- Coordinated 3 teleconferences connecting the FBI training facility in Quantico Virginia with a Criminal Justice class in Ritsche Auditorium.
- Managed connections to Truss Joist, Potlatch and Regents Hospital.
- Completed A-V installation for five Miller Center classrooms/computer labs, three conference rooms, and 16 group study rooms.
- Added 12 electronic classrooms, bringing the total number on campus to 85.
- Completed the video system in the Professional Development Room (MC-205).
- Started to upgrade electronic classrooms to touch panels with remote management capabilities.
- Began security lockdown and alarm system installation in electronic classrooms, to be completed by fall 2001.
- Upgraded equipment in a number of electronic classrooms, including those in the Business Building, Education Building, Engineering & Computing Center, Headley Hall, Mathematics & Science Center, Performing Arts Center, Stewart Hall, and Ritsche Auditorium.
- Added instructional sheets to each electronic classroom and also provided them online.
- Completed fiber optic upgrades for the Heating Plant, Centennial Hall, Halenbeck Hall and the Alumni House.
- Completed installation and fault resolution of Campus Card systems in the Residential Halls and across campus.
- Updated documentation for all Ethernet, fiber optic and telecommunications lines.

Future Resource Needs:

- Additional staff to provide support for electronic classrooms, Web projects, ITV scheduling, and video production.
- Additional and ongoing funding to upgrade the television studio facilities.
- Funding to support additional electronic classrooms, as well as maintenance and equipment replacement/upgrades of existing rooms.

Statistics:

See Appendices CC - DD

Appendix A

Access Services
Circulation Statistics 2000 - 2001

Books checked out	81,069
Book renewals	13,148
Total items browsed	72,716
New community barcode applications	575

Appendix B

Access Services
Media Check-out Statistics from PALSTAC
July 1, 2000 - June 30, 2001

	Charges	Renewals	Records Added	Records Dropped
Software & CD-ROMs	79	6	52	725
Cassette tapes	379	19	15	780
Visual Aids	70	6	17	75
Audio CDs	1,427	148	601	3
Films & Filmstrips	12	2	0	37
Slides	17	0	0	0
Videodiscs	32	0	0	0
Videotapes	14,941	1,191	871	44
DVDs	293	33	65	0
Total	17,250	1,405	1,621	1,664

Appendix C

Access Services
 Equipment Check-out Statistics from PALSTAC
 July 1, 2000 - June 30, 2001

	Charges	Renewals	Records Added
TV/VCRs	65	0	0
Overhead Projectors	68	0	6
Video Projectors	82	0	0
Laptop Computers	279	0	8
Data Projectors	258	0	3
Slide Projectors	98	1	25
Cassette Recorders	1,069	13	19
Miscellaneous Items	790	26	26
Public Address Systems	12	0	0
Microphones	843	25	23
Camcorders/Tripods	1,639	40	25
Film & Filmstrip Projectors	12	2	0
Cameras	67	1	1
Screens	17	0	0
Total	5,299	108	136

Appendix D

Access Services
Reserve Statistics 2000 - 2001

Month	Charges	Records Added
July	1,695	183
August	1,696	184
September	5,697	1,153
October	5,447	342
November	4,319	218
December	2,172	39
January	3,636	888
February	5,300	457
March	3,892	200
April	3,368	35
May	1,605	34
June	828	65
Total	39,655	3,798

Appendix E

Access Services
Government Documents Statistics 2000 - 2001

	Added	Withdrawn	Total
Documents - Federal			
a. Paper	2,354	6,485	192,129
b. Microfiche	2,830	2,905	754,868
c. CD-ROMs	106	55	2,050
Charges (checkouts)			1,258
Browses (usage)			161,878
Documents - State			
a. Paper	237	17	22,030
b. Microfiche	1,190	36	36,104
Charges (checkouts)			203
Browses (usage)			28,603
Documents - Reference			
Titles	0	13	56
Items	0	567	300
Charges (checkouts)			4
Browses (usage)			312

Appendix F
Access Services
Interlibrary Loan Term Summaries 2000 - 2001

	Incoming Requests		Outgoing Requests	
	Total requests received by SCSU from	Total requests filled by SCSU for	Total requests from SCSU sent to	Total requests from SCSU filled by
Summer 2000				
Minitex	250	211	1,325	1,212
PALS	515	450	205	184
Mail	4	3	0	0
OCLC	239	153	93	65
St. Ben's (MNF)	5	36	107	94
St. John's (MNJ)	62	53	61	46
GRRL	268	83	0	0
Subtotal	1,358	989	1,791	1,601
Fall 2000				
Minitex	512	434	3,680	3,240
PALS	1,602	1,379	564	505
Mail	6	6	0	0
OCLC	373	172	33	12
St. Ben's (MNF)	224	198	231	190
St. John's (MNJ)	212	182	187	134
GRRL	184	172	0	0
Subtotal	3,113	2,543	4,695	4,081
Spring 2001				
Minitex	655	587	4,398	3,959
PALS	2,550	2,252	792	688
Mail	12	9	5	4
OCLC	1,750	694	240	153
St. Ben's (MNF)	696	624	590	489
St. John's (MNJ)	536	463	456	344
GRRL	711	562	0	0
Subtotal	6,910	5,191	6,481	5,637
Annual Totals				
Minitex	1,417	1,232	9,403	8,411
PALS	4,667	4,081	1,561	1,377
Mail	22	18	5	4
OCLC	2,362	1,019	366	230
St. Ben's (MNF)	925	858	928	773
St. John's (MNJ)	810	698	704	524
GRRL	1,163	817	0	0
FAX	31	27	2	2
	4	4	1	1
Subtotal	11,401	8,754	12,970	11,322

Appendix G

Access Services
Interlibrary Loan Transaction Request Comparisons

	FY 99	FY 00	FY 01	Difference 00 - 01	Change 00 - 01
Requests initiated by SCSU (outgoing)	11,501	13,150	12970	-180	-1.37%
Requests initiated by SCSU and filled (outgoing)	10,152	11,520	11322	-198	-1.72%
Requests received by SCSU (incoming)	8,917	10,561	11401	840	7.95%
Requests filled by SCSU (incoming)	6,700	8,175	8754	579	7.08%
Total number of transactions	20,418	23,711	24371	660	2.78%

	Received	Filled	Difference	Request Fill-rate
Requests received by SCSU (incoming) FY99	8,917	6,700	2,217	75%
Requests received by SCSU (incoming) FY00	10,561	8,175	2,386	77%
Requests received by SCSU (incoming) FY01	11,401	8,754	2,747	77%
Requests initiated by SCSU (outgoing)FY99	11,501	10,152	1,349	88%
Requests initiated by SCSU (outgoing)FY00	13,150	11,520	1,630	88%
Requests initiated by SCSU (outgoing)FY01	12,970	11,322	1,648	87%

Appendix H

Access Services
Periodicals Statistics 2000 - 2001

Current Periodicals Subscriptions (total titles including bound/fiche):	1,454
Electronic Journal Subscriptions:	628
Electronic Journals held in aggregated databases	8991
Electronic Databases for indexing/abstracting	38
Electronic Databases for full-text reference sources	17

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total
Patrons Assisted			1,135	1,987	1,498	708	428	1,055	1,020	1,300	320	467	9,918
Faculty Copying Requests													
Items Requested:		21	53	27	53	32	9	16	20	13	30	11	285
Pages Copied:		313	503	462	542	332	123	635	326	228	553	187	4,204
Number of Items Shelved (started 5/01)											2,849		2,849

Appendix I

Access Services
CMLE Membership Types

K-12 public	175
K-12 private	31
Public library branches in 2 regional systems	45
Post-secondary institutions	9
Special libraries (law, hospital, correctional facilities, historical societies)	22
Total	282

Appendix J

Access Services
CMLE Interlibrary Loan Statistics
July 1, 2000 - June 30, 2001

Total requests received	8,009
Borrowing libraries	115
Lending sources	116
Requests filled	7,603
Requests cancelled	406

Appendix K

Access Services
CMLE Analysis of Requests

Books	3,921	49%
Articles (photocopies)	3,732	47%
“Ready” Reference Questions, Online Searches & Other	356	4%
Total	8,009	100%
Length of Time Taken to Fill Requests		
Same day service	3,479	44%
1 day	715	9%
2 days	406	5%
3 - 7 days	2,038	25%
8 - 14 days	631	8%
15 or more days	334	4%
Cancelled	406	5%
Total	8,009	100%

Appendix L
Collection Services
Materials Inventory
Holdings: June 30, 2001

Item	Total 6/30/2000	Added 2000-2001	Withdrew 2000-2001	Reinstated 2000-2001	Total 6/30/2001
Books	622,316	10,138	1,315	206	631,345
Electronic Books	5,724	600	0	0	6,324
Documents - Federal					
a. Paper	196,260	2,354	6,485	0	192,129
b. Microcards (units)	264,583	0	0	0	264,583
c. Microfiche (titles)	754,943	2,830	2,905	0	754,868
d. Microfilm (reels and Titles)	2,543	0	0	0	2,543
e. CD-ROMs	1,999	106	55	0	2,050
Documents - State					
a. Paper	21,810	237	17	0	22,030
b. Fiche	34,950	1,190	36	0	36,104
Microforms (other than documents)					
a. Periodicals (Fiche and reels)	150,896	653	0	0	151,549
b. Classified collections (titles and volumes)	5,662	1	2	0	5,661
c. ERIC (titles)	430,914	736	0	0	431,650
d. LAC (Library of American Civilization) Microbooks	40,151	0	0	0	40,151
e. LEL (Library of English Literature) Microbooks	42,424	0	0	0	42,424
Films (motion: 8 mm and 16 mm)	640	0	155	0	485
Filmstrips (sets)	1,763	0	41	0	1,722
Audio					
a. Phonograph Records	6,307	0	1	0	6,306
b. Tapes	4,693	18	865	0	3,846
c. Compact Discs	1,641	673	4	0	2,310
Maps/Atlas	61,389	0	42	0	61,347
Slides (sets, including slide/tape sets))	419	5	3	0	421
Video					
a. Videotapes (sets)	14,500	490	27	7	14,970
b. Video Discs	298	1	0	0	298
c. DVDs	26	84	0	0	110
Computer Software	748	0	197	0	551
Aids	183	12	82	0	113
CD-ROMs	259	18	15	0	262
Total Items	2,668,040	20,146	12,247	213	2,676,152

Periodicals and Serials

a. Current periodicals subscriptions (total titles including bound /fiche)	1,454
b. Electronic journal subscriptions	628
c. Electronic journals held in aggregated databases (very unstable and much overlap)	8,991
d. Electronic databases for indexing/abstracting (some w/full-text, some provided by Minitex)	38
e. Electronic databases for full-text reference sources	17

Appendix M
Collection Services
Acquisitions Expenditures

Fiscal Year	Serials	Electronic Resources	Books	Total	No. of Paper Serial Titles	No. of Electronic Serial Titles
1990	\$ 326,000		\$ 200,000	\$ 526,000	2,092	
1991	\$ 326,000		\$ 250,000	\$ 576,000	2,097	
1992	\$ 403,000		\$ 427,709	\$ 830,709	2,089	
1993	\$ 423,769		\$ 305,481	\$ 729,250	2,082	
1994	\$ 460,480		\$ 313,000	\$ 773,480	2,098	
1995	\$ 440,587		\$ 356,524	\$ 797,111	2,103	
1996	\$ 510,000		\$ 273,571	\$ 783,571	2,123	NA
1997	\$ 549,827		\$ 233,173	\$ 783,000	2,032	1,166
1998	\$ 516,815		\$ 266,185	\$ 783,000	2,161	1,404
1999 SCSU	\$ 536,815		\$ 246,185	\$ 783,000		
1999 MnSCU			\$ 371,889	\$ 371,889		
1999 Total	\$ 536,815		\$ 618,074	\$ 1,154,889	1,307	8,142
2000 SCSU	\$ 536,815	\$ 54,184	\$ 192,001	\$ 783,000		
2000 MnSCU	\$ 86,501	\$ 100,000	\$ 236,783	\$ 423,284		
2000 Total	\$ 623,316	\$ 154,184	\$ 428,784	\$ 1,206,284	1,487	6,845
2001 SCSU	\$ 556,312	\$ 0	\$ 135,185	\$ 691,497		
2001 MnSCU	\$ 0	\$ 248,850	\$ 148,998	\$ 397,848		
2001 Total	\$ 556,312	\$ 248,850	\$ 284,183	\$ 1,089,345	1,454	628 true, 8,991 in aggs.

1995-present: These figures do not include transfers from colleges to the budget to help pay for costly databases. Counts of electronic journals may include double-counting of titles across databases.

Appendix N

Collection Services
University Archives and Special Collections Used

Collection	1993- 1994	1994- 1995	1995- 1996	1996- 1997	1997- 1998	1998- 1999	1999- 2000	2000- 2001
Processed Archival Collections	199	158	245	598	627	632	660	431
Ready Reference General	52	61	69	87	131	115	44	57
Ready Reference Publications	133	138	188	166	184	192	306	220
Ready Reference Buildings	146	72	157	128	215	406	690	400
Unprocessed	2	9	19	44	44	9	10	42
Minnesota Authors' Papers	9	14	4	44	30	17	45	23
Rare Books			35	46	53	61	59	40
Special Collections				2	12	14	2	7

Appendix O
Electronic Subscription Services
Usage Statistics
2000-2001 Academic Year

Database Name/Service	Jul 00	Aug 00	Sep 00	Oct 00	Nov 00	Dec 00	Jan 01	Feb 01	Mar 01	Apr 01	May 01	Jun 01	Total
AABD	121	25	25	44	139	52	20	16	96	11	0	9	558
Academic Press IDEAL (fulltext viewed)	71	43	64	111	140	84	68	80	111	166	62	91	1091
AccessScience (McGraw-Hill; total hits)	41	0	4	0	2	30	75	106	99	169	28	168	722
ACS Chemistry Journals (fulltext)	[no statistics available at this time]												
Alternative Press Index (NISC)	[no statistics available at this time]												
America: History & Life (ABC)	16	5	95	177	197	85	67	168	142	120	23	43	1138
AP PhotoArchive	[no statistics available at this time]												
ArticleFirst (Mtx)	235	117	439	603	658	352	283	500	395	520	194	113	4409
BasicBIOSIS (Block)	11	7	33	125	532	268	69	121	254	403	85	46	1954
CCH Tax Research Library	[no statistics available at this time]												
CINAHL (Block)	0	0	0	1	19	2	0	3	3	3	3	0	34
CollegeSource Online	[no statistics available at this time]												
ComAbstracts (CIOS)	[no statistics available at this time]												
Computer Database (Gale) [6/00--]		55	203	598	744	312	142	476	533	590	183	212	4048
Contemporary Authors (Gale) [6/00--]		14	75	242	266	151	59	137	179	220	73	67	1483
ContentsFirst (Mtx)	11	2	26	59	50	16	5	32	51	61	14	14	341
Criminal Justice Abstracts (logons)	35	1	99	247	176	85	46	122	114	165	30	20	1140
Current Contents (Silverplatter)(logons cum +wk)	167		25	168	74	31	20	4	33	92	20	21	655
Dissertation Abs (Block)	86	60	76	102	173	87	147	141	99	70	67	37	1145
EconLit (Block)	4	2	59	44	51	39	262	224	108	129	20	25	967
EDRS E*Subscribe (EDs viewed)	19	22	41	157	94	75	229	390	427	453	205	422	2534
Electronic Collections Online (OCLC; fulltext viewed)	136	58	39	97	188	232	60	48	62	66	43	22	1051
Encyclopedia of Life Sciences (Grove)	[no statistics available at this time]												
ERIC (CSA)*	302	140	2369	1537	1296	839	855	1567	842	913	310	41	11011
ERIC (Mtx)	35	41	29	43	78	14	8	48	29	18	9	19	371
Ethnic Newswatch (sessions)	3	1	29	64	153	104	6	56	155	101	23	49	744
Facis.com (homepage hits)	247	47	585	1334	1361	932	217	637	698	1348	0	581	7987
Gender Watch (sessions)	9	4	60	150	121	66	20	49	57	105	13	4	658
GeoRef (CSA)* [6/00--]	9	1	17	69	182	33	105	78	51	138	28	0	711
Grove Dictionary of Art	[no statistics available at this time]												
Grove Dictionary of Music and Musicians	[no statistics available at this time]												
HarpWeek Civil War	[no statistics available at this time]												
Historical Abs (ABC)	6	2	37	136	83	29	41	150	155	60	7	13	719

Database Name/Service	Jul 00	Aug 00	Sep 00	Oct 00	Nov 00	Dec 00	Jan 01	Feb 01	Mar 01	Apr 01	May 01	Jun 01	Total
InfoTrac--Expanded Academic (sessions)		900	2780	7690	10854	5150	1866	5902	7342	8781	1969	1855	55089
InfoTrac--General Businessfile		256	866	1407	1509	733	586	1473	1496	1519	583	446	10874
InfoTrac--General Reference		45	355	1052	1266	694	214	742	1126	1510	339	202	7545
InfoTrac--Health Reference		41	326	873	785	533	185	492	736	980	157	267	5375
InfoTrac--OneFile			722	1492	1731	882	355	1009	1364	1719	390	284	9948
JSTOR (total prints)	37	62	193	538	389	160	388	564	348	335	73	25	3112
JSTOR (article views)							295	821	922	971	237	88	3334
Lexis-Nexis Academic Universe													
Lexis-Nexis Congressional Universe													
Lexis-Nexis Historical Universe													
Lexis-Nexis Statistical Universe													
LibraryLit (Block)	6	9	17	36	41	13	45	38	25	37	6	92	365
Mental Measurements Yrbk	6		21	57	28	17	20	7	17	38	7	4	222
MLA	28		41	318	232	57	55	84	89	115	40	20	1079
MLA Directory of Periodicals			17	150	118	81	18	24	48	45	17	10	528
Mpls StarTribune (Proquest)									668	1763	540	377	3348
National Newspaper Index (total searches)							337	899	940	1763	542	403	4884
netLibrary (Mtx; total uses for period only)													284
NetFirst (Mtx)	5	0	5	20	27	11	8	17	21	27	2	2	145
Oxford English Dictionary													
PAIS (Block)	4	11	31	42	50	23	4	19	57	76	19	12	348
PCI(Chadwyck)[1/00.-] (searches)	0	5	38	109	71	10	53	20	36	58	64	3	467
PoemFinder													
Project MUSE (fulltext viewed; quarterly)									794				2641
PsychInfo (Gale)	8	5	163	117	212	92	468	1288		1215	326	298	4192
Recent Refs in Soc. Sci. (CSA)*		161	1251	2402	2745	665	1099	2589	1220	1444	564	48	14188
RILM (Block)	0	1	37	38	83	35	20	88	35	60	33	12	442
Scientific American Archives (Grove; fulltext)													
Social Svcs Abs (CSA)*	372	193	2802	2620	2165	1224	133	481	244	228	101	0	10563
Sociological Abs (CSA)*	31	3	166	215	162	129	229	613	227	384	208	7	2374
Status-USA (US Govt)													
Web Resources for Soc Sci (CSA)*	372	193	2802	2372	2165	1224	1099	2589	1220	1444	564	48	16092
Women Writers Online (Brown Univ)	17	8	44	186	138	45	13	22	21	78	26	139	737
WorldCat (Mtx)	279	229	324	609	514	445	534	512	678	564	389	322	5399
Worldwide Political Science Abs (CSA)*	8	5	163	117	212	92	77	81	100	144	42	0	1041
Total Searches	2737	2774	17900	28568	32274	16988	10905	25527	24467	31219	8678	7766	210087

Where "no statistics available at this time" appears, the database service vendor either does not provide statistics or does not provide usable statistics at this time. The lack of statistics from these vendors is a source of constant frustration. We estimate the additional use of these resources would amount to between 50,000 to 75,000 additional uses for the period.

Appendix P

Collection Services LR&TS Web Usage Statistics 2000 - 2001 Academic Year

	Jul 00	Aug 00	Sep 00	Oct 00	Nov 00	Dec 00	Jan 01	Feb 01	Mar 01	Apr 01	May 01	Jun 01	Total
Hits - Homepage	**	1,516	75,721	107,794	110,849	82,115	59,237	104,071	117,459	145,313	81,093	54,516	939,684
Hits - Site		19,624	316,113	412,551	409,543	311,131	230,153	379,778	414,192	503,427	296,495	231,304	3,524,311
User Sessions		3,707	44,992	54,910	66,203	35,668	41,041	54,265	61,842	70,916	42,004	30,636	506,184
Avg - Site Hits/Day		2,180	10,537	13,308	13,651	10,036	7,424	13,563	13,361	16,239	9,564	7,710	117,573
Avg - User Sessions/Day		411	1,499	1,771	2,206	1,150	1,323	1,938	1,994	2,287	1,354	1,021	16,954
Most Used Directories													
cim/		3,079	16,151	20,411	14,973	12,943	12,561	21,263	17,940	16,655	19,195	35,868	191,039
web/		1,538	8,860	9,997	6,937	7,519	8,928	8,932	9,508	10,431	7,554	5,515	85,719
per/		99	1,160	1,230	1,001	643	550	661	676	823	683	621	8,147
faculty/		221	2,218	2,452	1,954	1,709	1,730	1,765	2,150	2,049	2,110	2,035	20,393
guides/		579	10,293	14,594	13,389	7,445	5,836	10,733	10,565	12,502	5,296	4,135	95,367
about							1,119	1,308	1,427	1,836	1,102	939	7,731
Most Used Pages													
guides/indexes.html	**		2,898	4,566	4,209	2,109	1,250	3,172	2,788	3,906	1,044	965	26,907
guides/catalogs.html		9	2,843	3,937	3,993	2,308	1,582	3,072	3,001	3,857	1,120	870	26,592
guides/inforesources.html		76	987	1,610	1,450	736	504	993	929	1051**	**	**	8,336
guides/netsearch.html	**		773	900	561	370	385	887	969	979**	**	**	5,824

**

Appendix Q

Library User Services
Reference Holdings
July 1, 2000 - June 30, 2001

	Count
Total number of Reference titles in the collection	9,011
Total number of Reference items in the collection	21,392
Titles dropped	2,579
Titles added	2,456
Items browsed for reshelving (does not include materials reshelved by patrons)	9,207

Appendix R

Library User Services
Reference Questions Serviced Comparison

	1999 - 2000	2000 - 2001	Percent Change
Number of Questions	16,159	25,659	58.79%

Appendix S

Library User Services
Reference Library Instruction
July 1, 2000 - June 30, 2001

Term	Number of Sessions	Number of Students
Summer 2000		
Session 1	6	85
Session 2	6	122
Sub-Total	12	207
Fall 2000		
September	53	1,510
October	76	1,894
November	21	458
December	0	0
Sub-Total	150	3,862
Spring 2001		
January	21	483
February	47	988
March	25	594
April	19	324
May	0	0
Sub-Total	114	2,389
Totals	276	6,458

Comparison for FY 99-00 to FY 00-01

	1999 - 2000	2000 - 2001	Change	Percent Change
Number of sessions	296	276	-20	-6.8%
Number of students	7,846	6,458	-1,388	-17.7%

Appendix T

Library User Services
Miller Center Tours Conducted
July 1, 2000 - June 30, 2001

	Number of Tours	Number of Participants	Notes
Campus departments and units	28	347	All colleges were represented
Other campus-related groups	9	181	SCSU Alumni, SCSU Faculty Women, classes, etc.
Community	7	233	School district employees, clubs, area librarians, media reporters, etc.
Professional groups	21	238	MnSCU, UMn, library groups, etc.
Totals	65	999	

Figures do not include informal tours

Appendix U

Center for Information Media
Active Student counts

Student Degree Category	99-00	00-01	Percent change	Students Completing 00-01
Masters degree	203	201	-1%	23
Media Generalist licensure	64	82	+28%	31
Graduate instructional technology certificate program	11	17	+55%	0
Total Graduate Students	278	300	+8%	54
Undergraduate Major	27	25	-7%	5
Undergraduate Certificate		17	--	10
Total Undergraduate Students	27	42	56%	15

Appendix V

InforMedia Services
Workshop Statistics 2000 - 2001

	Number
Workshop Titles Offered	29
Workshops Offered	137
Participants	665

Appendix W

Computing & Technology User Services
HelpDesk Service Requests Received During 2000-2001

Request From	Fall semester	Spring semester	Total
Faculty	734	1,086	1,820
Students	1,437	2,215	3,652
Staff	616	1,146	1,762
Lab/Classroom	10	47	57
Unknown	499	123	622
Total	3,296	4,617	7,913

Request Type	Fall semester	Spring semester	Total
Advice/Information	1,290	2,160	3,450
How to Do a Task	307	675	982
Installation/Setup	196	389	585
Troubleshoot Problem	608	1,201	1,809
Unknown	895	192	1,087
Total	3,296	4,617	7,913

Appendix X

Computing & Technology User Services
HelpDesk Traffic Comparisons

Semester	1998-1999	1999-2000	Change from previous year	2000-2001	Change from previous year
Fall	2,477	2,543	2.66%	3,296	29.61%
Spring	1,813	2,465	35.96%	4,617	87.30%
Total	4,290	5,008	16.74%	7,913	58.01%

Appendix Y

Computing & Technology User Services
Active* Tigger Accounts, 2000-2001

Account Group	# Accts*	# Logins (Year)	Logins/User(Year)
Students	3,571	165,617	46.4
Faculty	340	20,098	59.1
Staff	163	5,847	35.9
Total	4,074	191,562	

*Figures do not include accounts accessed only by POP3 client applications

Appendix Z

Computing & Technology User Services
Computer Store Sales Transactions by Product Type and Customer Type

Customer Type	Supplies	Systems			Other	
		Mac	PC	Printers	Peripherals	Software
Univ. Departments	4,185	227	278	97	2,769	1,468
Faculty	69	29	9	17	163	36
Staff	59	36	14	22	162	21
Students	152	29	14	29	216	171
Total	4,465	321	315	165	3,310	1,696

Appendix AA

Information Technology Services
Campus Ethernet Infrastructure Statistics

	FY 96/97	FY 97/98	FY 98/99	FY 99/00	FY 00/01
New network drops	551	952	395	1592	169
Activated Ethernet connections	523	738	360	1470	100

Appendix BB

Information Technology Services
ResNet Connections

Year	Connections
FY 98	704
FY 99	1,026
FY 00	1,415
FY 01	1,839

Appendix CC

Instructional Technology & Infrastructure Services
ITV Usage

	Hosted	Total
Fall 1998	12	12
Fall 1999	18	24
Fall 2000	17	27
Spring 1999	15	15
Spring 2000	14	18
Spring 2001	27	39

Appendix DD

Instructional Technology & Infrastructure Services
Electronic Classroom Growth

Year	Number of rooms
1990	0
1991	3
1994	6
1995	7
1996	12
1997	24
1998	33
1999	68
2000	81
2001	85