

7-1-2003

LR&TS Annual Report 2002-2003

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Learning Resources & Technology Services



Annual Report
2002 - 2003

ST. CLOUD STATE
UNIVERSITY
A tradition of excellence and opportunity

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Introduction

Learning Resources & Technology Services serves all disciplines of St. Cloud State University, including students, faculty, staff, and community members in central Minnesota. LR&TS is a comprehensive campus-wide information organization encompassing the library, academic computing, media and network operations, and instruction-related training and technical services. The library has more than 2.767 million print and nonprint items, including more than 667,000 books, 1.3 million federal and state documents, 743,000 units of microform, 1,800 periodical titles, over 17,000 electronic periodical subscriptions, 1,500 maps, and 26,500 nonprint items (computer software, compact discs, videotapes, DVDs, films, etc.). LR&TS supports all academic areas through library and technology instruction sessions, and offers both graduate and undergraduate programs and courses in Information Media. 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 98 electronic classrooms, and maintenance/operation of 625 computers in the Miller Center and 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 (½ time)
Office and Administrative Specialist	Melissa Bautch (temp., 7/02 - 9/02)
Office and Administrative Specialist	Melanie Tighe (beginning 9/02)
Communication Coordinator	Susan Motin
Communication Specialist	Eileen Moccia (temp., 10/02 - 6/03)
Grants & Technical Writer	Marian Rengel (fixed term)

Access Services

Coordinator/Circulation Coordinator	Melinda Dermody
Library Technician, Audio-Visual	Hannah Topp Schefers
Library Technician, Circulation	Angela Wortham
Librarian Technician, Evening Supervisor/E-Reserves	Greg Walz
Library Technician, Reserves	Pat Sauerer
Government Documents Coordinator	Sandra Williams
Interlibrary Loan Coordinator	Susan Motin
Library Technician, Interlibrary Loan	Debbie Josephson
Library Technician, Interlibrary Loan	Joan O'Driscoll
MEMO Collection and NASA Educational	
Resource Center Coordinator	Harlan Jensen (½ time, retired 12/02)
Periodicals Coordinator	Susan Schleper
Library Technician, Periodicals	Laurie McClintock
Central Minnesota Library Exchange Director	Patricia Post
Office and Administrative Specialist	Jennifer Schwint
"Experience Works" Employee	Bill Kraft
"Experience Works" Employee	Eleanor Strack (through 8/02)
"Experience Works" Employee	Marjorie Lamphier (9/02 through 1/03)

Center for Holocaust and Genocide Education

Co-directors	Lynn and Scott Bryce
Director of Operations	Courtney Hill-Youngquist
Office and Administrative Specialist	Jan Anderson (½ time)
Graduate Assistant	Maria Bernabe

Collection Services

Coordinator/Acquisitions Coordinator	Julie Blake
Library Technician	Diane Larson
Office and Administrative Specialist Senior	Mary Krafnick
Library Technician	Wendy Springer
Cataloging Coordinator	Bonnie Hedin
Library Technician	Melodie Dukowitz
Library Technician.	Bonnie Theis
Library Technician	Debbie Binsfeld
Systems Librarian	Keith Ewing
University Archivist	Pat Schenk
Intern	Julie Kimmes

Reference Services

Coordinator	Chris Inkster
Library Instruction Coordinator	Chris Inkster
Library Instruction Scheduling Support	Melanie Tighe (beginning 9/02)
NASA Educational Resource Center Coordinator	Robert Hauptman (beginning 1/03)
Research QuickStart Coordinator	Pamela Salela
Reference Librarians	James Caufield
.	Robert Hauptman
.	Fred Hill
.	Renee Rude
.	Mark Yannie (through 12/02)
Adjunct Reference Librarians (Spring semester): .	Nina Battistini
.	Beth Bruestle
.	Jodi Carlson
.	Joyce Hommel
Additional Reference Desk Assistance:	Debbie Binsfeld
.	Julie Blake
.	Melinda Dermody
.	Keith Ewing
.	Plamen Miltenoff
.	Susan Motin
.	Susan Schleper
.	Angie Wortham
.	Sandra Williams
.	Julie Kimmes - graduate intern (spring)

Center for Information Media

Coordinator	Merton Thompson
Office and Administrative Specialist	Lucy Supan (1/2 time)
CIM Faculty	Dennis Fields (1/2 time, phased retirement)
.	Jeanne Hites
.	Luther Rotto
.	Judith Rodgers

.....	Karen Thoms (¾ time Faculty Center for Teaching Excellence)
Adjunct faculty	Roben Beyer
.....	Sara Falk
.....	Gary Ganje
.....	David Leitzman
.....	Kathryn McGowan
Graduate Assistants	Tianshu Tao (Tony), Marlene Peterson

InforMedia Services

Coordinator	Tom Hergert
IMS faculty	Doris Bolliger
.....	Richard Josephson
.....	Mark Kotcho (fixed term)
.....	Plamen Miltenoff
.....	Jim Pehler (on leave: IFO President)
.....	Tom Stachowski (full-year sabbatical)
.....	Renee Wittenberg (fixed term)
MDE/EBD project coordinator	Elizabeth Bruestle
Graduate Assistants	Laura Nordby, Isnen Fajor

Computing & Technology User Services

Director	Randy Kolb
Computer Lab User Support	Sam Barhorst
Computer Store Manager	Carl Schmitt
Computer Store Support	Tom Peterson (part-time)
HelpDesk Manager	Dan Michaels
Operations/User IDs	Diane Schmitt
HelpDesk Consultant & Lab Assistant	Hazem Farra (temporary)
User Services, College of Education	Jim Pesta
User Services, College of Business	Daryl Scholz
User Services, College of Social Sciences	Tom Peterson (part-time)
User Services, College of Fine Arts & Humanities ..	Mario Felix
User Services, College of Educ., Nursing	Sam Cayze (1/03 through 6/03)
Graduate Assistant	Ahmad Ramadani

Information Technology Services

Director	Phil Thorson
Database/Application Development	Chris Brown
Database/Application Development	Linda Carr
Intranet Systems Administrator	Jeff Hennen
Workstation/Application Specialist	Eric Dietz
Library Computer Support	Craig Overboe
Network Specialist	Tony Sorteberg

Network Specialist	Thad Wakefield
Open Computer Lab Support	Robert Lessinger
Open Computer Lab Support	Dave Wogen
ResNet Coordinator (Resident Hall Networks)	Darrin Printy
Systems Administrator	Clint Forseth
Systems Administrator	Gordie Schmitt
Exchange Administrator	Jon Roberson
WebCT Technician	Ben Pratt

Instructional Technology & Infrastructure Services

Director	Randy Evans
Audio/Visual & ITV Support	Dennis Murphy
Electronic Classroom 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
Multimedia Production	Karin Duncan
Television Studio Manager	Sam Johnson
Video/Multimedia Production	Jim Bertram
Video/Multimedia Production	Chuck Czech (1/2 time)
Web Manager	Sara Grachek
Web Designer	Mark Monn

Additional LR&TS workers: approximately 225 students each term, and several volunteers.

Summary of Activities/Accomplishments for 2002 - 2003

Materials budget:

.....	\$588,360	Serials
.....	\$270,582	Books
.....	\$256,597	Electronic resources
.....	\$1,115,539	Total

Serial subscriptions: 1,261 paper subscriptions
 17,169 electronic subscriptions
 18,430 total subscriptions

- Circulated nearly 108,000 books, more than 19,000 media items, more than 39,000 reserve items, in addition to more than 7,000 equipment checkouts.
- Processed 24,238 interlibrary loan requests, an 11% increase over FY 02.
- Shared more than 8,200 additional items throughout the region via the Central Minnesota Libraries Exchange.
- Processed and added to the archives and special collections 191.5 linear feet of material, for a running total of 1632.75 feet.
- Answered 25,436 reference questions, an increase of 22% over the previous year.
- Conducted 306 library instruction sessions for 8,645 people, a 23% increase in the number of people over FY 02.
- Presented 143 technology and software-related workshops and training sessions for 917 participants in 65 different topic areas.
- Totaled 1,049,216 people through the Miller Center gates, a 2.2% increase over FY 02.
- Continued to develop the LR&TS College Liaison Team program to strengthen relationships with the academic colleges of St. Cloud State University.
- Received more than \$194,000 in grant funds from federal, state, and MnSCU sources to support LR&TS initiatives.
- Offered majors, minors, and certificate programs for 317 graduate students and 104 undergraduate students in the Center for Information Media, increases of 1% and 10.6%, respectively, over FY 02.
- Co-coordinated the University's new telephone system purchase and installation.
- Successfully launched the new official St. Cloud State University Web site, along with the reconstruction and redesign of the News and Announcement application, including an SCSU image gallery.
- Created 12 new Web sites, completed 10 major site redesigns, and revised and relocated approximately one third (38) of departmental sites to the new main Web server.
- Completed the Admissions CD-ROM with 10,000 copies produced for the first run.
- Completed the first DVD project for the Alumni Association to use in their Minnesota State Fair booth.
- Designed and installed a new sound system for the National Hockey Center.
- Converted Central Minnesota Distance Learning Network from point-to-point video conferencing to Internet Protocol (IP).

- Managed instructional television operations of 17,479 class hours, 295 seminar hours, and 1,497 meeting hours.
- Sold 1,154 computer systems and totaled more than \$1.96 million in sales in the Computer Store, increases over FY 02 of 64.9% and 15.3%, respectively.
- Supported a total of 456,660 user contact hours in the open and Miller Center computer labs during FY 03.
- Processed 770,056 print jobs for student accounts during fall and spring semesters, a 22.6% increase in jobs processed over the same time period the previous year. A total of 2,472,599 pages were printed compared to 1,992,078 pages printed last year during the same time period, a 24.1% increase in printing demand.
- Replaced 71 computers in the open computer labs and 315 additional computers in the Miller Center.
- Handled 13,071 HelpDesk transactions during the academic year, an increase of 45.91% over FY 02.
- Totaled 2,527 ResNet registrations for the year, up 13.2% over FY 02; this included 582 registrations on the first day of Installation Fair and 994 during first five days of Fall semester.
- Maintained the campus Exchange e-mail/file servers with an uptime of 99.18%.
- Implemented a Spam filtering gateway on incoming e-mail, which to date has blocked more than one million messages identified as spam.
- Implemented a new higher-speed student dial-up service with 192 phone lines.
- Expanded the wireless networking pilot to include all of the Miller Center and parts of Atwood Memorial Center.
- Completed an initial pilot of the Time Clock Management System for student payroll, and then implemented it throughout LR&TS, to include approximately 250 student workers.
- Installed 144 network ports within Stateview Apartments.

Initiatives for 2002 - 2003

Expecting the Best of Everyone

LR&TS initiatives for the 2002 - 2003 fiscal year were grouped into four categories: Provide exemplary service, Communicate our initiatives, Manage change, and Improve the work environment. Within each of these categories were specific goals or projects on which LR&TS chose to focus efforts.

Provide exemplary service

- Assess information and technology needs of campus constituents
Began developing a serials survey to deploy in the following academic year. Also conducted an assessment of faculty, staff and closed lab computers by age.
- Rewrite the campus technology plan
Completed and reviewed by the campus; submitted to MnSCU in June 2003.
- Clarify our roles and manage user expectations
Discussed these as part of budget-cutting prioritization.
- Improve our workflow process
Began to use a more formalized project planning process.
- Hire for excellence and diversity
Hired successfully for vacant full-time and adjunct lines, but because of the budget situation, hiring was limited.

Communicate our initiatives

- Expand and refine liaison efforts
Made some progress in outreach efforts. The Dean worked with the Liaison Steering Committee on direction for the coming year.
- Improve internal communications and external communications
Improved all aspects of communication through faculty expertise and the hiring of a temporary communication specialist, which led to more-timely and better-crafted communication to the campus and within LR&TS. The communication team also developed a plan to guide future communication activities.
- Enhance our communications expertise
As mentioned above, a temporary communication specialist was hired to provide communication and marketing expertise.
- Invest in CIM recruiting
Convened an advisory group of CIM alumni and employers who hire our graduates to provide advice and guidance.

Manage change

- Implement ExLibris
After many discussions, communications and meetings, the switch-to-production date for SCSU was set for August 18, 2003. LR&TS personnel continue to assume a leadership role in promoting the change while calming the fears of the faculty and staff at the two-year colleges within MnSCU.

- Provide leadership for Minnesota Digital Library
The Dean continues to chair this group, and SCSU has a central role in project and grant management. Minnesota Department of Education has indicated that additional LSTA grant funds will be available for the project.
- Explore Cultural Center initiative.
This group met intermittently and is still revising the proposal. The discussions continue to be amicable and sources of external funds are being researched.
- Plan to improve SCSU phone services
The conversion to the new PBX system was completed before the June 30th deadline. This change will save SCSU a significant amount of money and also expand services.
- Expand access to technology resources
Campus Desktop (i.e. roaming profiles) and additional wireless access across campus are in the process of being implemented. Additional Internet bandwidth and faster dial-up access were also provided, and the possibility of offering virtual reference services is being explored.
- Implement new web presence
SCSU's new web presence went live at the start of the academic year.

Improve the work environment

- Reduce stress both internally and externally
Services from the Mediation and Employee Assistance programs were used to help address stressful situations; there was also an emphasis on resolving ADA and worker's comp issues with several employees. LR&TS made improvements in communication to campus about changing services to help decrease stress associated with those changes. Many existing policies and procedures were reviewed and formalized; new ones were developed where needed to improve services.
- Provide professional development opportunities
Monthly enrichment sessions were provided for LR&TS employees. Faculty made use of their Professional Development funds; staff do not have professional development funds allocated by contract, so these investments were budgeted in all externally funded projects. The cap on out-of-state travel during FY03 made achieving this goal somewhat more difficult.
- Prioritize projects
This is an ongoing challenge in a work unit that has to deal with many crises--failed systems, power outages, network failures, etc. Emphasis was placed on setting realistic expectations for the workgroups on the nature and number of projects that can be managed at any one time.
- Develop acceptable use policies
A policy for SCSU has been developed, but it is currently on hold until finalization of the MnSCU policy, which was recently approved. Procedures related to implementation of MnSCU's policy are still under discussion.

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. The Dean also serves, with the Director of the Center for Information Systems, as Chief Information Officer for campus, and coordinates the Teaching Learning Technology Roundtable (TLTR) for SCSU. The Dean and Associate Dean represent the university on many library- and technology-related committees, task forces, and working groups at the MnSCU and state levels.

Accomplishments:

- Oversaw all administrative functions for a campus unit with approximately 100 faculty and staff members, and with budgets of over \$10 million.
- Completed all the Article 22 and 25 comments, reports and meetings for 29 faculty in LR&TS.
- Served on various campus-wide committees, including Academic Affairs Council, Meet and Confer, Student Technology Fee, the Campus Card advisory committee, and participated in several fora with the NCHEMS consultants.
- Represented SCSU on various technology-related MnSCU committees, including Chief Information Officers, the MnSCU Information Technology Roundtable, the Minnesota Online Council, and the Academic Software/Systems Steering Committee.
- Represented SCSU on various MnSCU and state-wide library boards and committees, including the Minnesota Library Council, MnSCU 4-year library directors, the Minnesota Library Association, Minnesota Educational Media Organization, Minnesota Academic Group for New Opportunities in Libraries and Information Access (MAGNOLIA), Minnesota Electronic Resources in the Visual Arts (MINERVA), and the Minnesota Digital Library Consortium.
- Represented SCSU at various national organizational meetings, including those of Educause, the American Library Association, and the Association of College Research Libraries.
- Oversaw the hosting of the MnSCU Information Technology Conference at SCSU in June 2003.
- Served on the governing boards of the Central Minnesota Libraries Exchange, the Central Minnesota Distance Learning Network, LITESPAN (Live Interactive Televised Education Supporting Programs and Networks), and the Central Minnesota Educational Research & Development Council.
- Oversaw the initiation and completion of the search process for four fixed-term faculty positions, and four staff positions.
- Refocused efforts on the creation of project plans for workgroup initiatives to better-track and handle implementation of projects.
- Continued to refine operational procedures for the Miller Center, including working with Buildings and Grounds and Public Safety.
- Continued to work with the Campus Card office to refine procedures for providing card access to classrooms and conference rooms, and automatic timing of door locks.
- Presented updates on the state of technology at SCSU to various groups, including Academic Affairs Council and TLTR.

- In consultation with LR&TS faculty, oversaw the expenditure of the final MN.INSTRUCT regional grant funds to provide additional software and hardware for the Professional Development Room.
- Served as the SCSU point of contact for the MnSCU Instruction Management System initiative and participated in the IMS RFP process, including the hosting for MnSCU the four days of software demonstrations by semifinalist vendors, and broadcasting these to MnSCU campuses via ITV and streaming video.
- Oversaw the LR&TS Policies and Procedures Committee, which works to standardize existing LR&TS policies, develop new policies and procedures, and communicate changes to affected parties. During 2002 - 2003, the PPC developed and the Dean's Advisory Council approved:
 - Code of Behavior for Users of the James W. Miller Learning Resources Center
 - Emergency Evacuation Procedures
 - Tornado and/or Severe Weather Warning Procedures
 - Interlibrary Loan Lending Policy
 - Collection Management Policy
 - Display Case Use Policy
 - Study Room Use Policy
 - Policy on Use of the Miller Center Lobby and Atrium
 - Policy for Video Production Services
 - Policy on Reimbursement for Film Development
- Coordinated the activities of the campus Teaching, Learning, and Technology Roundtable (TLTR). Issues addressed included:
 - Completed a new five-year technology master plan for SCSU; the 110-page plan covered 34 topic areas related to technology on campus, and was submitted to MnSCU in May 2003.
 - Extensively discussed and provided feedback throughout the academic year on the MnSCU IMS of the Future initiative, and subsequent RFP process.
 - In light of the completed and approved MnSCU Intellectual Property policy, began review/revision of the SCSU draft IP policy. Clarifications were requested from MnSCU and the Attorney General's office.
 - Provided specific recommendations to the SCSU Strategic Planning Committee for the areas of the plan involving technology.
 - Approved implementation of "Campus Desktop" in student computer labs.
 - Provided feedback to campus bodies regarding a wide variety of topics, including campus bandwidth issues, desktop authentication, campus listservs, Minnesota Online, campus wireless access, and the proposed MnSCU Acceptable Use policy.

Future challenges and resources needed:

- Additional staff to meet the growing demand for use of technology and information resources
- Additional financial resources to fund the growing demand for information resources (such as access to electronic databases) and technology (such as for maintaining electronic classrooms).

LR&TS Administration - Communication

Improving and expanding communication was a priority initiative for 2002-2003. Communication needs across the LR&TS organization were analyzed, and resources were dedicated to improving communication between workgroups and to audiences external to LR&TS. Communication needs that were articulated by the workgroups were translated into goals.

Goals for 2002 - 2003

Assign personnel resources to communication

- One faculty member was assigned Communication Coordinator responsibilities. Advertised and hired a staff support person to assist in creating, organizing and writing.

Publicized LR&TS Initiatives to the campus

- Completed various project plans, including Dialup Numbers, Campus Desktop, MnLINK Migration, Voice Services System, Science with a Soul Exhibit, and National Library Week. Supporting communications included e-mails to SCSU-announce, posters, and handouts.

Organized a student advisory group for the Miller Center.

- Contacted SCSU students and asked them to attend several meetings during the year to provide feedback regarding services and other aspects of LR&TS. Seven students representing undergraduates, graduate students, and student government attended three meetings, and provided feedback on several issues.

Created an LR&TS e-mail address to send important announcements via the SCSU-announce listserv.

- The creation and use of this e-mail address for sending announcements allowed readers to easily recognize messages that provided information regarding LR&TS services, initiatives, etc.

Researched and developed comprehensive communications plan.

- Completed the plan in June 2003.

Coordinated LR&TS enrichment sessions.

- Nine enrichment sessions were offered during the year. The topics covered were LR&TS Policies and Procedures, USA Patriot Act, Video Production and Campus Desktop, Video with a Purpose, USA Patriot Act Teleconference, Strategic Planning for LR&TS, and Strategic Planning Goals for SCSU, Budget, and Minnesota Digital Library and Technology Update.

Produced an internal LR&TS newsletter.

- Published five issues to update and inform LR&TS staff.

Additional accomplishments/activities:

- Monitored SCSU-announce listserv and LR&TS e-mail address for LR&TS issues and responded to individuals or to the list.
- Created an outline of the draft LR&TS Crisis Communication Plan and distributed it to the LR&TS Disaster Preparedness Committee

Future challenges and resources needed:

- The communication plan needs to be reviewed and implemented.
- Ongoing support through dedication of personnel.
- Develop policies and procedures for communicating information to various audiences.

LR&TS Administration - Grants & Technical Writing

The LR&TS Grant Projects Developer works with the faculty, staff and administrators within LR&TS to explore and nurture projects suitable for grant funding that serve the goals of LR&TS. This person explores the connections between the primary goals of LR&TS and the services the unit provides, to identify projects that meet the guidelines and goals of external funding agencies, which include federal, state, local, MnSCU, SCSU and non-profit and private foundations. The Grant Projects Developer also helps faculty and staff pursue their own ideas that may need or benefit from external funding support. In working on these projects, the Grant Projects Developer conducts research in support of the grant writing process, advises all parties within LR&TS concerning budget development, and provides other necessary support to seeking and administering grants. The Grant Projects Developer is also responsible for pursuing grant possibilities with other St. Cloud area organizations, such as the Great River Regional Library and area public school districts, and serves as a member of SCSU's Applied Research Committee.

Goals for 2002 - 2003

Work with LR&TS faculty and staff to develop grant projects in support of LR&TS strategic goals.

- IMLS Grant for Recruiting and Educating School Library Media Specialists: \$499,800. Pending.
- LSTA - query Library Development and Services in Minnesota Department of Education for grant funding to put the School Library Media Specialist course work online in support of educating librarians. \$184,629. Not funded.
- Center for Teaching & Learning; proposal to develop blended learning modules: \$14,980. Awarded.
- FIPSE Information Literacy proposal: \$482,988. 3-year grant. Submitted Feb. 13, 2003. Not funded.
- MnSCU E-Learning Grant: \$137,054. "Teaching Teachers to Teach Online." CIM E-Learning Certificate online/Collaboration with Lake Superior College, 1-year grant. Submitted February 3, 2002. Not funded. Discussions underway to pursue the goals and outcomes of this project.
- MN Dept of Children Families and Learning: \$178,642.80. CFL Emotional Behavior Disorders Best Practices training video. One-year grant. Awarded.
- Explored project for U.S. Department of Education "Improving Literacy Through School Libraries." No application pursued.
- Explored U.S. State Department grant to fund a librarianship collaboration with a university in Moldova. No application pursued.
- Advised five faculty members on developing Short-Term faculty improvement grants, four extensively. One awarded in full, three partially awarded, one not submitted.
- Advised two faculty members on applications for the Office of Sponsored Programs "University Researcher." One awarded.

Work with LR&TS workgroups to develop grant projects that support their efforts to improve and maintain technology services to SCSU community.

- Administered the NEH Preservation Assistance grant (\$4,111) awarded in Spring 2002.
- Developing an application to NEH for an item-by-item assessment of the Lindgren collection and the rare books collection.

- Advised staff in the Center for Holocaust and Genocide Education (CHGE) on three grant proposals. Provided grant advice and editorial assistance on three projects. CHGE submitted six grants during FY02-03, totaling \$141,140. One grant for \$14,962 was not funded; the five others are pending.
- Technology and classroom innovation: consulted with Information Technology Services on assisting faculty in colleges with developing technology-related grant projects to take advantage of purchasing opportunities. Under development.

Continue efforts to develop the Minnesota Digital Library project.

- Assisted in administering funds for two Minnesota Digital Library Coalition grants. Application for a third LSTA grant to support the digital library project is in the planning stages.
- One new LSTA grant project for \$300,000 is under development and will lead to a grant application in the fall.

Seek funding and grant development opportunities in support of LR&TS by working with other members of the SCSU community.

- Began researching grant opportunities to support the proposed Multicultural Resource Center.
- Continued to research and plan grant projects to support development of the nursing collection in the Miller Center.

Seek grant opportunities and partnerships that will help LR&TS meet its St. Cloud community outreach goals.

- Pursuing possibility of working with the Great River Regional Library, area public school districts, and the College of St. Benedict and St. John's University and to develop a Central Minnesota Information Literacy collaboration/initiative.
- Planned and wrote LR&TS application to the American Library Association to host their traveling exhibit "Elizabeth I: Legend and Ruler." Awarded June 2003. We will pursue additional funding from such groups as the Minnesota Humanities Commission, which provided a letter of support for our application.

Additional Accomplishments/Activities:

- Conducted greater variety of research into funding possibilities, including but not limited to subscription to SMARTS automated notification program offered through the Office of Sponsored Programs, Foundation Center and Minnesota Council on Foundations databases, Grantminer program through MnSCU subscription, "Technology Grant News" (Quarterly, print); "Giving Forum" (Quarterly publication of the Minnesota Council on Foundations, print); "Minnesota Giving E-News" (weekly e-mail newsletter from Minnesota Council on Foundations)
- Worked more closely with the Office of Sponsored Programs and with the Research Director in the College of Education

Future challenges and resources needed:

- Investigate the success of the LR&TS investment in the Grant Projects Developer position and ascertain the value of continuing to fund this position.
- Explore the possibility of greater collaboration between colleges in grant project development.

Statistics:

See Appendix A

LR&TS College Liaison Teams

The College Liaison Team program started in Fall 2001, as a way to build relationships with the colleges of St. Cloud State University. Each team contains librarians, information specialists, and technicians (where available).

Personnel

Steering Committee: Julie Blake, Randy Evans, Tom Hergert, Chris Inkster, Randy Kolb, Susan Motin, Marian Rengel, Pamela M. Salela, Phil Thorson, Mark Yannie (fall)

Teams

Business: Julie Blake, Doris Bolliger, Keith Ewing, Fred Hill, Daryl Scholz, Mary Shrode.

Education: Chris Inkster, Plamen Miltenoff, Jim Pesta, Mary Shrode, Sandra Williams.

Fine Arts & Humanities: James Caufield, Melinda Dermody, Mario Felix, Tom Hergert, Mary Shrode, Mark Yannie (fall only).

Science and Engineering: Bob Hauptman, Rich Josephson, Randy Kolb, Susan Motin, Susan Schleper, Mary Shrode.

Social Sciences: Bonnie Hedin, Mark Kotcho, Tom Peterson, Renee Rude, Pamela Salela, Mary Shrode.

Goals for 2002 - 2003

Build relationships with faculty members in the five colleges

- This goal was met with varying success. Each team worked with its college in different ways, but all teams made efforts. Late in the year, the Steering Committee met by itself and with Dean Tornquist to determine what path the teams should take in the future. The new vision appears to be one of building relationships at the departmental level.

Additional Accomplishments/Activities:

College of Business:

- Sent an e-mail about Learning Resources & Technology Sources and detailed information about the team members to the College of Business listserv.
- Distributed information and messages to the College of Business about LR&TS issues as needed, including reminders about ordering materials, catalogs and Choice reviews, handouts about the migration from WebPALS to Aleph, etc.
- Worked with individual College of Business faculty members on both their research and library materials questions.
- Presented a "Perceived Value and Use of Electronic Resources" survey to a college-wide faculty meeting.
- Worked with several faculty on COB technology needs, online resources, and to promote InforMedia Services.
- One liaison team member served on the search committee for the interim dean.
- Provided library instruction sessions to marketing classes for two faculty.
- Developed Business (General), Marketing, Accounting, Management, Finance, and Business Computer Information Systems resource lists on Research QuickStart.
- Provided an "article" about LR&TS resources and services for the COB student handbook.

College of Education:

- Attended the COE DAC to inform department chairs of LR&TS services.
- E-mailed a "Tip of the Week" to the COE listserv.
- IMS faculty spent time at the Curriculum and Technology Center lab an hour a week to meet with faculty on a wide variety of topics.
- Sent catalogs to COE faculty for collection development purposes.
- Gave personal, face-to-face assistance to several COE faculty, referring them to LR&TS services as needed.
- Were invited by one department to speak at their departmental meeting.
- Gave a Fall workshop on new technology to the COE and LR&TS/CIM.
- Advertised WebCT and associated multimedia production support services available to faculty.
- Met with faculty group studying publishing issues to explain periodicals area and ILL process.
- Added a page for almost every major in the COE to the Research QuickStart database to aid in research.
- Gave numerous library instruction sessions for COE classes.

College of Fine Arts and Humanities:

- Met with COFAH Dean's Advisory Council to update them on LR&TS services.
- Gave presentations to the Communication Disorders and Communication Studies departments, covering Research QuickStart.
- Reconfigured the Research QuickStart pages for Communication Disorders and Communication Studies, per their requests.
- Forwarded Communication Disorders' list of favorite periodicals to Periodicals to be added to the Subject guide to periodicals.
- Sorted catalogs and Choice cards according to departments, and mailed the materials to department Chairs, along with a letter explaining the ordering process (and the current budget situation). This letter also described RQS, and included a notification as to the other members of the CFA&H Liaison team

College of Science and Engineering:

- Regularly sent collection development materials, announcements, and a small newsletter to the Dean's Office.
- Continued working with Chemistry Department on their research course.
- Provided instruction sessions on CINAHL and E-portfolios for the Nursing Department.
- Met with all departments and attended monthly DAC meetings to promote LR&TS services.
- Discussed projects with Nursing Department
- Provided individualized support across a wide range of departments for many types of questions
- Worked with math and engineering faculty on the Maple software contract renewal, forwarding related information to department faculty.
- Worked with the Nursing program to get a .25 technician position approved and filled to support their technical needs.

College of Social Science:

- Made presentations to the COSS Dean's Advisory Council and to a new faculty seminar, as well as to the departments of Social Work and Criminal Justice.
- Arranged for one COSS DAC meeting to be held in the LR&TS conference rooms 114-115, which enabled the team to show off the Miller Center facilities.
- Developed two letters for distribution to departments, one pertaining to the liaison team as a whole and the other pertaining to catalog and slip distribution.
- Met with the Women's Center twice regarding their information needs; continue to have a running dialog with them and serve as a communications bridge between them and the web support technicians.
- Meet with most COSS chairs and directors on a one-on-one basis on three or more occasions to explain Miller Center resources.
- Delivered COSS Liaison info-bookmarks to the mailboxes all college faculty and staff.
- Collected and distributed publishing catalogs and Choice slips.

Future challenges and resources needed:

- The primary resource need is finding the faculty and staff time necessary to make this program successful.
- Some level of staff support for the program.

Access Services - Circulation

The Circulation Desk is a “one-stop-shopping” service desk providing centralized check-out of many resources. At the Circulation Desk, a patron is able to check-out, return or renew books, audio-visual items, audio-visual equipment and Reserve items. Circulation also provides and coordinates Electronic Reserves. Patrons are also able to pick up interlibrary loan items, reserve and checkout study rooms, obtain or activate a library account, receive assistance with fines and overdues, and receive general directional assistance with the Miller Center’s resources and services. Four library technicians supervise the desk, with a faculty member serving as the coordinator of Circulation and Distance Learning library services. A Circulation staff member and/or student worker supervises the desk, providing centralized circulation service to patrons during all hours that the library is open.

Goals 2002 - 2003

Develop and promote effective communication strategies.

- Access communication initiatives included Amnesty Week and National Library Week.

Enhance customer service.

- Examples include Periodical’s creation of a serials holdings list to assist patrons, Circulation’s improvement of E-Reserves, CMLE’s obtaining of a grant to provide delivery service of ILL items to member libraries, Government Document’s provision of Tax Forms, and ILL’s provision of electronic document delivery of articles through MEDD (Minitex Electronic Document Delivery).

Cooperate and partner with other LR&TS work groups.

- Access Services partnered with members of Reference for the development of Virtual Reference, providing library instruction and reference desk coverage and providing assistance with Serials and Government Documents. Access also worked with: Collection Management in the migration to Ex Libris; several aspects of Serials including the development of a Serials Survey; ITS in developing the serials holding list database; and CTUS in creating a student laptop procedure/policy.

Provide outreach to central Minnesota community.

- Access provided outreach to central Minnesota through CMLE and Interlibrary Loan services. Additionally, the distance learning library services benefitted central Minnesota, along with other areas of the country. Circulation worked with libraries, such as Great River Regional and St. John’s University/College of St. Ben’s to facilitate sharing of resources.

Work to develop and revise policies and procedures.

- Circulation had new policies approved by the Policies and Procedures Committee and DAC. Additionally, Periods and Circulation worked on their student worker training procedures and Circulation partnered with CTS to develop policies/procedures for student laptop check-out and the Avid editing suite.

Encourage and promote professional development for all work group members.

- Access faculty attended local and national conferences including ACRL, MLA Conference and a variety of workshops. Access staff attended conferences and workshops including the University of Minnesota’s “Enhancing Quality Staff,” and SCSU Human Resources’s “Thriving in Chaos.”

Plan and work toward a successful migration from PALS to Aleph (Ex Libris).

- Access has played a very active role in the Ex Libris migration. Faculty and staff have attended numerous pre-conversion and functional training sessions. We have also done extensive work on data review, acceptance testing and final preparation for the upcoming switch-to-production. Several Access member also served as chairs on MnLINK committees (User Groups and Acceptance Testing), and most of the staff/faculty have attended MnLINK user group meetings and various migration meetings.

Grow, develop and take care of ourselves as a work group.

- Access took care of itself in a variety of ways. Regularly scheduled meetings with a new addition of monthly "Birthday party/meetings" celebrated the staff/faculty birthdays of that month. A water subscription service was started to promote the health and well-being of Access employees, and has now been expanded to include employees from other areas in the Miller Center. Access members also coordinated the creation of the "LR&TS Singers" who get together to practice and occasionally perform songs for LR&TS.

Additional accomplishments/activities:

- Increased the number of Electronic Reserve files from 262 in FY02 to 1,689 in FY03. These numbers include PDF, audio, video and computer files.
 - Provided several presentations on E-Reserves to SCSU faculty and the state library community.
 - Hired two student workers who work solely on scanning E-Reserve documents.
 - Hits on the E-Reserves web pages increased to over 126,000.
- Played a very active role in the migration to the Ex Libris library system.
- Participated in the MnLINK Acceptance testing and MnLINK User Group meetings, with faculty/staff serving as committee chairs of both.
- Created a comprehensive audio-visual manual that includes information, specifications, capabilities, check-out guidelines and images of media equipment in the collection.
- Assisted in the creation of the Second Annual Celebrations of Light display in the Miller Center.
- Developed an efficient and organized process for collecting and maintaining Circulation service statistics.
- Worked with Business Office to facilitate collection of unpaid accounts.
- Restructured patron classifications to facilitate migration to new system.
- Worked with the English department to provide faculty-level services to TAs and GAs.
- Worked with the ILL office to revise procedures for media requests by CSB/SJU; they now go through ILL.
- Worked with ILL office to revise procedures for ILL requests by Great River; now online.
- Revised media check-out policy to extend circulation privileges to faculty of neighboring higher educational institutions.
- Worked with the Center for Continuing Studies to provide barcodes (online database access and circulation privileges) to "Senior-to-Sophomore" classes.
- Worked cooperatively with the ITIS area in providing, maintaining and purchasing items for the media equipment collection.
- Upgraded equipment for sensitizing/desensitizing books; provided desensitizer to CMLE.
- Coordinated the first LR&TS Amnesty Week for allowing patrons to return overdue material without being charged overdue fines. It provided goodwill media coverage, with a limited number of additional returns.

- Worked with the Curriculum and Technology Center staff to prepare them for migration to Ex Libris.
- Worked with grant-writing and other campus and community groups to apply for/receive ALA's "Elizabeth I: Ruler and Legend" grant.
- Reorganized shelving of non-print media; repackaged some items for better use of space.
- Continued improving the Circulation area's work flow and service.

Future challenges and resources needed:

- Adequate student worker budget to support the functioning of the entire Circulation area and its services.
- Budget, for equipment and staffing, to support the continuously growing Electronic Reserves service.
- Resources and support for the implementation and continued use of the library's new automated system (Aleph).
- Funds to continue purchasing, replacing and repairing existing electronic and media collection.

Statistics:

See Appendix B

Access Services - Government Documents

The Government Documents area in LR&TS has the following responsibilities: selecting, receiving, processing, weeding, and maintaining the materials that come from the Government Printing Office and the state of Minnesota.

Goals 2002 - 2003

In cooperation with the United States government, maintain the government documents collection to the best that staffing, budgets and technology will allow.

- The required procedures for selective depositories were followed. All materials received were made available for use in a timely manner. A variety of journal titles have been shelved in the Periodicals area to provide easier browsing, and as these titles ceased publication in print, the paper copies were moved back to the government documents area.
- The paper reports and documents that comprise the Serial Set of the 106th Congress (1999-2000) were prepared for binding, and these volumes were processed and shelved when they came back from the bindery.

Provide high quality, efficient government documents reference service for students, faculty and staff of LRTS, and for community members.

- The Government Documents Librarian met with the Reference Team on a regular basis in order to share insights into the use of government document resources.
- The Government Documents web site (<http://lrts.stcloudstate.edu/guides/govt.html>) and the documents notebook in Reference were maintained.
- Both the Reference Team and the Government Documents Librarian answered questions related to documents, including the census, maps, and use of legal resources.
- Library instruction sessions that consisted of mostly documents or legal research methods were delivered to classes on request by the Government Documents Librarian.

Additional accomplishments/activities:

- Federal and state tax forms were made available in the government documents area on 1st West. This collection of forms and instructions was maintained on a consistent basis from the middle of January through the middle of May. A handout was prepared to accompany this display to alert users to websites for downloading additional forms and instructions.
- A display was prepared for the display case in the lobby of the Miller Center. The display was titled "40 Years of Government Documents at St. Cloud State University" and commemorates the completion of 40 years as a selective depository. The display was mounted on May 4, 2003.
- Eight document annuals were placed on standing order for the Ready Reference collection.
- The 1930 Census for the state of Minnesota was added to the census microfilm collection and the census notebook was updated. The Miller Center is the only repository of the state-wide 1930 census in the central Minnesota area.

Future challenges and resources needed:

- Time to complete the Marcive retrospective project.
- Training on the new Aleph online catalog (MnPALS) as it impacts government documents.
- Continuation of library support staff to manage the day-to-day cataloging of federal documents.

Statistics:

See Appendix C

Access Services - Interlibrary Loan (ILL)/Copyright

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 libraries at the St. Cloud and Veterans Administration hospitals. In addition, the ILL office utilizes OCLC and Ariel 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.

Copyright continues to be an extremely important component of interlibrary loan and crosses over into many other functions in LR&TS. The TEACH Act and a better understanding of "fair use" has prompted an increase of questions directed to the copyright coordinator. In an effort to inform the SCSU community, copyright workshops are continuing to be offered to SCSU faculty, staff and students.

Goals 2002 - 2003

Continued to provide fast and efficient service for ILL requests.

- Interlibrary loan requests are processed throughout the day, five days a week.

Continued maintaining a high fill-rate for incoming and SCSU patron requested ILL requests.

- The fill-rate of 75% for incoming requests continued to be high, as did the fill-rate for SCSU patrons at 87%.

Additional accomplishments/activities:

- Began using OCLC Illiad for ILL transactions.
- Posted Interlibrary Loan Policy for Borrowing on the LR&TS web site following approval by the Deans Advisory Council.
- Assisted in electronic reserves by inputting requests to the Copyright Clearance Corporation.
- Applied copyright laws and guidelines on ILL requests, as needed. Maintained and updates the copyright tracking report for periodicals under the U.S. Copyright Law. The last three years reports are given to the Serials Coordinator to assist in serial collection assessment and development.
- Conducted one copyright workshop.

Future challenges and resources needed:

- A completed procedures manual.
- Resources to handle the increasing numbers of ILL requests.
- Assisting in development and implementation of the Ex Libris Aleph system for Interlibrary Loan; SCSU will be among the first group of libraries in the world to use this Ex Libris interlibrary loan module.
- Exploring use of e-mail to notify patrons of arrival of ILL books and articles at LR&TS

Statistics:

See Appendix D

Access Services - Periodicals

The Periodicals area provides public service, maintenance and open-stacks access to approximately 1,500 popular and scholarly print publications, as well as numerous indexes and abstracts. In addition to print materials, the Periodicals staff help patrons access the more than 15,000 electronic journals available through the Learning Resources & Technology Services' online journal holdings list. These electronic resources are available to students, faculty and staff 24 hours a day, seven days a week and from remote locations. The staff also 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 responsible for shelving the new and used print and microfiche Government Documents. Periodicals staff also maintains the Miller Center public photocopiers.

Goals 2002-2003:

To support and enhance access to the periodicals collection in all formats (i.e. print, electronic, and microformats)

- The journal holdings information was successfully migrated into a new database that has streamlined data input for periodicals staff and has greatly enhanced searching on the patrons' side of the database. Review and updating has begun on the holdings information to ensure accurate reporting of our journal holdings in this heavily used database.
- Shelf reading as well as shifting projects were completed in the microfiche and print collections this year to ensure proper order and easy access to these materials. Other duties, such as creating instructional signage, were carried out to facilitate use of the collection as well as use of microform readers and printers.

Continually assess and improve the assistance given at the periodicals service desk.

- Periodicals staff attended training sessions and workshops to improve customer service skills and training skills. These newly acquired skills were put to use in the updating of training manuals in order to improve student workers' knowledge of the periodicals area and to improve their service skills.
- The periodicals area initiated and formed a committee to investigate the most advantageous placement of photocopiers for efficient use of photocopy rooms and patron convenience.

Assess the journal collection to primarily meet the curriculum needs, but also the research interests of students, faculty and staff.

- Periodicals prepared a serials survey that would ascertain preferred formats (electronic or print) for specific serial titles. An additional aim of the survey is to determine of what importance these titles are to the curriculum and research interests of faculty. In addition, journal requests from faculty, staff and community members are reviewed throughout the year.

Develop, review and revise policies and procedures for the periodicals area.

- Development and review of student worker training policies was a focus for this year.

Additional accomplishments/activities:

- Reviewed data and trained in preparation for the migration from PALS to the new ILS system, Aleph.
- Made binding and maintenance decisions on more than 200 journal titles.
- Replaced worn microfiche envelopes (300+); this is an ongoing project.

- Created new forms for evening and weekend student workers to complete to ensure accurate statistical reporting.
- Retrained and tested each student worker on government document filing system.

Future challenges and resources needed:

- Develop and implement an assessment tool that responds to curriculum needs of faculty and students as well as the research interests of our patron population.
- Continue to update the journal holdings list to reflect, as accurately as possible, the holdings that LR&TS owns in all formats (i.e. print, electronic and microforms)
- Continue to develop policies and procedures for Periodicals.
- Reconsider workflow as LR&TS moves from PALS to Aleph.
- Sufficient student work hours to meet the daily tasks of this area as well as on-going comprehensive projects.
- Add additional shelving behind the periodicals service desk.

Statistics:

See Appendix E

Access Services - Central Minnesota Libraries Exchange (CMLE)

The Central Minnesota Libraries Exchange (CMLE) is one of seven multicounty, multitype library cooperation systems in Minnesota. CMLE is overseen by a governing board, and provides services and resources to a 12-county region in Central Minnesota with administrative offices located in LR&TS at SCSU. CMLE's 282 member libraries 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. Top rated services include interlibrary loan, delivery and discounts. A full menu of services, training and governance information is available on the CMLE Web site at www.cmle.org.

Goals for 2002 - 2003

CMLE submits an annual strategic plan to the state of Minnesota in which it defines and prioritizes its five key roles, sets forth its goals, and supplies strategies to meet those goals. This year, key roles in prioritized order included CMLE as facilitator, connector, communicator, developer and leader. Sixteen distinct goals were drafted, usually three per priority area, and all were approved by the CMLE Governing Board. All goals were met as shown in the accomplishments listed below by key role.

Accomplishments/activities:

Facilitator

- Provided interlibrary loan and backup reference services for 8,649 requests, filling over 95% successfully.
- Through a \$7,200 LSTA grant, delivery services of interlibrary loan materials were provided to twenty-four K-12 media centers who lacked any delivery service.
- Hosted sixteen high school student visits to LR&TS. These visits can offer students bibliographic instruction, checkout of materials through CMLE, and hopefully, a positive college experience at SCSU, increasing chances for future enrollment.
- Coordinated the distribution of 22,000 free, new Scholastic books to member libraries.

Connector

- Made refinements to member contact information through the multitype cooperative MnLIBS Library Directory Web site project at www.mnlibs.org.
- Negotiated discounts for furniture, books, supplies, and equipment for all member libraries with some savings totalling 40%.
- In several situations, CMLE was able to connect libraries struggling with issues like new construction, policy development, starting a new library, or staffing issues, with others who had solved similar problems.

Communicator

- Provided a fresh new Web site with new design and updated content. We also purchased the CMLE domain name for ease of navigation.
- Published four issues of the Exchanger newsletter to communicate national, statewide and regional library related news.
- Offered time sensitive grant news and legislative updates through the CMLE e-mail distribution list when the need arose.
- Began a marketing campaign that includes a new logo and awareness pieces that will go with each order to heighten awareness of services provided by CMLE.

Developer

- Hosted seven teleconferences locally including the Soaring to Excellence series offered by the College of DuPage.
- Facilitated and hosted four other trainings and workshops on various topics including training sessions on Electronic Library Minnesota (ELM). In many cases, CMLE coordinated with East Central Regional Libraries, Great River Regional Libraries, College of St. Benedict, St. Cloud State University, and St. John's University to offer low-cost, professional development opportunities.
- Assisted staff at Library Development and Services, MN Department of Education, in offering two regional state-sponsored training sessions at SCSU.
- Began offering MLA/MEMO Legislative Committee meetings via ITV at SCSU in March.
- Hosted our annual meeting at St. John's University in October, which included breakout sessions, a legislative forum, dinner and talk by guest author Pete Hautman.

Leader

- Served as an elected member of the Minnesota Library Council and the Minnesota Voluntary Certification Oversight Committee.
- Collaborated and coordinated with many library systems and associations including the Council of Cooperating Libraries (CCL).
- Advocated for the needs of libraries through relationship building with legislators, active participation during the legislative session, and writing the Talking Points for the legislative platform for multitypes.

Future challenges and resources needed:

- Resources to support escalating costs with the seventh year of a flat budget.
- Provision of adequate student staff to assist with interlibrary loan transactions.
- State or local dollars to subsidize costs of delivery.
- Locating and securing additional funding streams that fit well with the CMLE mission.
- A photocopier and new printer to support daily work flow.
- Resources to support member requests for guidance and materials previously provided by the state library agency.
- All MN libraries and library systems need strong leadership from our state library agency, to best fulfill statewide needs.

Statistics:

See Appendix F

Collection Services - Acquisitions, Cataloging, Library Systems, University Archives and Special Collections, and the Center for Holocaust and Genocide Education

Collection Management is made up of five areas: Acquisitions and Processing, Cataloging, Library Systems, University Archives and Special Collections, and the Center for Holocaust and Genocide Education. Generally, the faculty and staff of Collection Management 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. The University Archives and Special Collections and the Center for Holocaust and Genocide Education have much more public missions; the latter is funded through a grant, and has additional educational outreach goals.

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 implementing Ex Libris Aleph, to coordinating the management of electronic resources and the LR&TS Web site. Considerable time and energy are devoted to state-wide issues, including the Minnesota Digital Library and MnLINK.

University Archives and Special Collections:

Archives serves as the University's repository for rare and special collections, as well as managing the University's historical records.

Center for Holocaust and Genocide Education:

The Center is dedicated to providing funding, resources, and opportunities to support teaching and learning about Holocaust and genocide issues.

Goals for 2002 - 2003

Collection management offered several goals under each of the broader LR&TS' goals. Because there are so many, they will be summarized here.

LR&TS will be an environment where innovation and excellent patron service will flourish.

- Continue to support the curriculum through selection, purchasing, and processing of appropriate print, non-print, and electronic materials.
 - Collection Management has selected, acquired, cataloged, and made available material in all formats across a wide range of subjects. In addition, we continue to do collection assessment, maintenance, and repair as time and budgets permit. The Center for Holocaust and Genocide Education continued to foster academic research, sponsor programs, and make materials available in their particular subject area.
- Improve access to the collection through the enhancement of the online catalog and web site. Ensure a smooth migration of cataloging and acquisitions functions and data from PALS into Aleph.
 - Collection Management has been heavily involved in the migration from PALS to Aleph. We have completed collection mapping and the first data review, and we are now involved in training and the second data review. Staff also spent a great deal of time cleaning the data in PALS in preparation for migration, and are now reconsidering all workflows and practicing using the new system. Collection Management has also continued to maintain the numbers and quality of electronic resources offered to LR&TS patrons. Plans to migrate to a new cataloging interface were put on hold until after migration to Aleph.

LR&TS will be central to faculty and staff development in the use of information technology.

- Increase the number and variety of resources for electronic information, and improve access to the collection through enhancement of the catalog.
 - As seen in Goal 1, item b above, Collection Management has continued to strengthen LR&TS' information technology resources through maintaining electronic resources and working with the Aleph migration. In addition, cataloging staff continue to add records for freely available websites, including numerous government documents, to the online catalog. Collection Management faculty also participate in the College Liaison Team project to facilitate relationships with classroom faculty; these relationships often involve assisting faculty with technology for pedagogy or research.

LR&TS will continue to establish partnerships with business and educational institutions within central Minnesota.

- Assume/provide leadership in investigating and establishing a collaborative collection assessment and coordinated collection management with regional institutions of higher education and possibly other types of libraries.
 - These projects have fallen to a much lower priority in the face of the upcoming system migration and continuing budget concerns.
- Through the Center for Holocaust and Genocide Education, enhance greater awareness of, teach about, and foster research about Holocaust and genocide issues.
 - The Center has sponsored programs, brought speakers to campus, provided materials to local teachers, created exhibits, and taught about Holocaust and genocide issues for both SCSU and the public at large.

LR&TS will receive foremost recognition from MnSCU and the legislature in information distribution, access, and technology, and the highest priority for funding.

- Be involved in statewide and national endeavors in cataloging, collection development, and library automation.
- Collection Management has continued to remain on the cutting edge in both acquiring and cataloging electronic resources. Members have worked with MINITEX to identify and select subscription databases, have participated in statewide collection development, and have attended numerous professional development activities. We have taken a leading role in the planning, training, and implementation of the statewide MnLINK project, particularly with the Aleph library automation software.

LR&TS will strive for one national grant and national recognition per year.

- Attempt to garner national recognition through regional/statewide collaborative projects such as the Minnesota Digital Library, collaborative collection assessment, and coordinated collection development.
- Collection Management has not pursued collaborative collection assessment and coordinated collection development as noted above. However, Keith Ewing has been heavily involved in the Digital Library project and has received grant funding for it.

Additional accomplishments/activities:

- SCSU has taken responsibility for specification and testing of the Ex Libris booking module for MnLINK.
- Worked with Eric Celeste of the University of Minnesota on an OpenURL solution for the academic libraries in the state.
- Worked with the University of Minnesota on the LibData update to Research QuickStart.

Future challenges and resources needed:

- Time - With the implementation of the new automated system, we are currently involved in analyzing every aspect of our workflows. We need time to reflect on those as well as learn the new system.
- Student and Clerical Staff to assist with day-to-day workload and the migration to the new system and the resulting data entry and cleanup.
- Library materials funds - We are underfunded for our programmatic offerings compared to our peers.

Statistics:

See Appendix G

Reference Services

The Reference team's mission is, through service and instruction, to enable and assist students, faculty, and other patrons in accessing, evaluating, and applying information. The reference desk is one of the most visible services in LR&TS. The reference desk was staffed by seven Reference faculty for 60 hours on weekdays (25 of which are double-staffed) and 16 hours on weekends during the regular school year. During summer sessions the reference desk is staffed for 60 hours on weekdays and 4 hours on Sunday evenings. In addition, the desk was open 40 hours per week during all term breaks (except holidays and workshop days).

Goals for 2002-2003

Effectively manage the Reference workgroup

- Held weekly reference meetings and shared responsibilities for managing Reference (selection, vendors, goals, technology, web presence, desk and office areas, etc.).
- Created and implemented spreadsheet for reference statistics.

Educate and train team members

- Provided training for team members on new technologies (Altiris Vision, LR&TS folders, Campus Desktop, wireless computer cart, reference statistics spreadsheet), new and updated databases (MnLINK, CINAHL, WestLaw, Alternative Press, InfoTrac Web), web sites (FirstGov), and others.
- Oriented and trained four new reference adjunct faculty and a graduate intern (spring).

Be informed and actively involved as needed in ExLibris migration and implementation

- Coordinator regularly participated in state and local meetings as well as committees related to ExLibris migration.

Manage reference collection and services

- Weeded and shifted crowded areas of the Reference Collection (particularly Library of Congress sections B, C, D, E, G, HN-HZ, J, L, Q, R, T).
- Improved e-mail and written communication for FAQs, frequent assignments, etc.
- Expanded reference team role in database evaluation and selection.

Research and investigate future directions for Reference Services

- Attended University of Minnesota Reference Symposium as a team.
- Collaborated on project plan for implementation of Virtual Reference.

Continue to improve reference services

- Expanded sources and subjects on Research QuickStart in collaboration with librarians from other LR&TS work groups; used RQS for numerous library instruction sessions.
- Highlighted reference sources in theme displays for campus or current events.
- Answered reference questions posed through SCSU-Discuss or SCSU-Announce.
- Publicized services through SCSU-Discuss and SCSU-Announce, liaison teams, new faculty activities, and other venues.

Increase professional involvement outside LR&TS

- Shared with other team members information gained from attendance at meetings, workshops, conferences, conventions, and listservs.

Participate actively in LR&TS college liaison team project

- Included at least one reference team member on each college team.
- Publicized reference services through college listserv, meetings with DAC, meetings with departments, networking with SCSU faculty.

Collaborate with other LR&TS work groups

- Collaborated with ITS on Reference area technology (printer problems, earphone jacks, Reference computer imaging, Campus Desktop, etc.).
- Collaborated with IMS through inclusion of IMS training in some library instruction sessions, referrals of students and faculty, troubleshooting tips for WebCT, HuskyNet, etc.
- Relocated some Reference books to Archives.
- Work on standing orders and weeding with Collection Management.
- Helped with revisions on SCSU Journal Holdings database interface.
- Collaborated with IMS faculty for TurnItIn.com plagiarism-detection software trial and training.

Active involvement with development of LR&TS Web presence

- Participated in LR&TS Web Committee (several members and chair).
- Communicated web page difficulties and suggestions for user friendliness and improvements.

Future challenges and resources needed:

- Conversion to MnPals online catalog will be a challenge.
- Continuing level of Reference service and knowledge will be a challenge during FY04 because of sabbatical and frozen probationary position.
- Continual high level training of adjunct reference librarians will be a challenge.
- Advancement in technology and information sources will continue to be a challenge in terms of training, familiarity, etc.
- Integration of QuestionPoint virtual reference service into reference services will require time for training as well as adjustments on the Reference Desk schedule.

Statistics

See Appendix H

Reference Services - Library Instruction

The library instruction program is one of LR&TS's most visible services to the campus. Most sessions are presented in MC 218 or MC 122, which are both equipped with state-of-the-art technology.

Personnel

Coordinator of Library Instruction - Chris Inkster

Coordinator of Library Instruction (in transition spring semester) - Pamela Salela

Scheduler and Statistical Support - Melanie Tighe

Technical Support - Kelly Larson, Jeff Gallus, Eric Dietz

Primary Instruction Librarians (30 or more sessions/year) - James Caufield, Bob Hauptman, Fred Hill, Chris Inkster, and Pamela Salela

Additional Instruction Librarians (fewer than 20 sessions/year) - Beth Bruestle, Jodi Carlson, Melinda Dermody, Keith Ewing, Joyce Hommel, Plamen Miltenoff, Susan Motin, Renee Rude, Susan Schleper, Sandra Williams, and Mark Yannie

Goals for 2002-2003

Design and provide library instruction for SCSU classes and other appropriate groups.

- Library instruction sessions increased by 25% and people attending increased by 23% compared to the previous year (see Appendix I).
- Five reference librarians presented more than 30 sessions each during the year. An additional 11 librarians presented between 1 and 19 sessions each during the year. Five of these were new and were mentored in pedagogy, library resources, and use of technology for presentations.

Use technology to improve pedagogy, presentation, and record keeping for library instruction.

- Presenters used technology (including Altiris Vision, PowerPoint, SmartBoard, wireless computer cart, digital photos, Research QuickStart, and others) to improve pedagogy for library instruction and to showcase cutting-edge technologies for campus patrons.
- Coordinator and scheduler worked together to improve statistical reporting and record keeping.
- Scheduler created and modified an outstanding database to enhance statistics and record keeping.
- Instruction librarians collaborated with faculty in Information Media to develop an online tutorial for InfoTrac Web as part of a grant (still in progress).
- IMS faculty presented information about using HuskyNet, Web files, etc., to several library instruction sessions.
- Many of the new RQS pages were developed for use in library instruction sessions.

Increase participation in library instruction among various target groups.

- ENGL 191 -- The coordinators worked extensively with the English Department composition director; participation increased.
- Upper level research courses (300-400) -- Notes about the program were sent to all instructors of upper and graduate level research courses; participation increased.
- Senior to Sophomore courses -- The coordinator worked with Continuing Studies to improve procedures for these courses
- New faculty -- Several efforts were made to inform about the program (Information Fair, FCTE library session, liaison program)

- Participation was initiated or noticeably increased from a number of departments: Art, Community Studies, CEEP, Chemistry, Communication Studies, History, Physics, Mechanical Engineering, Nursing, Physics, Political Science, Psychology, Sociology, and Women's Studies. This may be attributed to LR&TS College Liaison Team efforts as well as LR&TS efforts to work with new faculty.

Keep library instruction librarians up to date on databases, new technologies, instruction approaches, etc.

- The coordinator organized training sessions for core presenters on new or updated databases and Websites. A variety of librarians presented training sessions on CINAHL, firstgov.gov, census information, Alternative Press, ERIC, InfoTrac Web, WestLaw, ABI/Inform, and others.
- The incoming coordinator organized a workshop for interested instruction librarians at the start of the spring semester; 14 librarians attended the workshop.

Evaluate at least a segment of the library instruction program.

- ENGL 191 was chosen as a target for a limited evaluation. Results of the evaluation are still being processed.
- Individual instruction librarians evaluated presentations in a variety of ways.

Additional accomplishments/activities:

- A new coordinator was selected and appointed at the end of fall semester. The outgoing and incoming coordinators worked together regularly during spring semester to plan for the continuation and advancement of the program.

Future challenges and resources needed:

- Next year the Reference Team will be down two full-time positions (one from a resignation and one from a sabbatical leave). Maintaining the strength and expertise of the program will be a challenge with fewer participants.
- The reduced number of librarians makes it even more essential to have time, personnel, and resources to investigate, develop, and implement appropriate online tutorials and other technological ways of improving the program.
- Time and resources are needed to investigate the implementation of information literacy across the curriculum.

Statistics

See Appendix I

Reference Services - Research QuickStart

Research QuickStart (RQS) is a Web-based research-assistance tool developed by the University of Minnesota libraries. A collaboration with University of Minnesota libraries was established several years ago to develop an SCSU-based Research QuickStart. While some work was done on this project earlier, it was not updated and made generally available to the public until January 2002. Several LR&TS faculty worked to redesign the interface, and additional faculty worked to input information for databases, reference sources, Web sites, and indexes into the RQS database.

Research QuickStart is now available from the LR&TS homepage. Clicking on a subject gives students and other patrons' information on basic research tools, including reference books, Web sites, indexes, and other databases.

Central coordination of RQS is currently maintained through the Reference unit. However, the continued development and maintenance of RQS is fully dependent on the collaborative effort several LR&TS faculty from the following units: Reference, Access Services & Acquisitions.

Personnel

RQS Coordinator: Pamela M. Salela

Systems Support & liaison to University of Minnesota: Keith Ewing

Contributors to Subject Page Development & Maintenance:

- Julie Blake: accounting, business computer information systems, finance, management
- Jodi Carlson: aquatic biology, biology (general), biotechnology, cell biology, ecology and field biology, economics, environmental studies, physics and wildlife management
- James Caufield: art, communication disorders, communication studies, creative writing, ethnic studies (Asian Americans), French, German, information media, Latin American studies, linguistics, literature, mass communication and philosophy
- Melinda Dermody: film studies & theater
- Keith Ewing: aviation, business (general & international), chemistry, East Asian studies, marketing (general & international)
- Fred Hill: genealogy
- Joyce Hommel: earth & atmospheric sciences and history
- Chris Inkster: applied psychology, careers, child & family studies, children's literature, counselor education and educational psychology, education (early childhood, elementary & secondary), educational administration & leadership, English, physical education & sports science, popular culture and special education.
- Susan Motin: biomedical sciences, chemistry, history (local), holocaust/genocide studies, music, nursing
- Pamela Salela: anthropology, community studies, criminal justice, ethnic studies (general, American Indians & Latino/Chicano), Gay, Lesbian, Bisexual & Transgender Issues, geography, gerontology, military science, political science, psychology, social work, sociology and women's studies
- Susan Schleper: International relations, Latin American Studies, religious studies and Spanish
- Sandra Williams: government publications
- Other Contributors: Beth Bruestle & Chia Vang (student worker)

Goals for 2002 - 2003

Build more subject pages for SCSU majors and minors

- added 22 subject pages during 2002-2003

Add more resources to RQS database

- 43 indexes (print or electronic) were added, 128 web sites were added, 285 reference materials
- Through organized management, tapped into reference resources for the Social Sciences, Humanities, History and Science (<http://www.dianahacker.com/resdoc/>). Determined which of these are accessible to SCSU students, faculty & staff. Assessed which sources are relevant to the needs of SCSU and began to add these to the resources now available through RQS.

Increase campus awareness of RQS.

- Multiple links to RQS from the LR&TS homepage (top menu, left side menu, and center of page)
- Introduced students to RQS through library instruction workshops
- Introduced faculty to RQS through new faculty workshop in Fall of 2002
- Sent out email announcements to scsu-announce on appropriate occasions to advertise existence of RQS subject page for relevant needs (ex.: Gay, Lesbian, Bi-sexual, Transgender Awareness Week, Women's History Month, in response to discussion questions, etc.)

Additional accomplishments/activities:

- Began editing QuickStudy
- Brought in more participants to build subject pages
- Increased subject availability in the sciences and business
- Dramatic increase in use of RQS as indicated by the statistics.

Future challenges and resources needed:

- Migration to LibData, a new program built by the University of Minnesota to replace RQS.
 - Customization of resource entry to take advantage of the cross-indexing and customization capabilities that are available in LibData.
 - Providing workshops and training on LibData.
- Adding more subject pages to complement all SCSU program needs.
- Need more dedicated human resources (time) to ensure that this tool will be maintained with a certain expectation of quality and reliability for resources.
- Maintenance of existing subject pages. Quality control is a concern.

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 specialist licensure.

Goals for 2002 - 2003

Develop an e-learning certificate program.

- This program was developed and approved by MnSCU.

Expand distance education opportunities for students through interactive television and web course delivery.

- We continued to offer several classes via ITV and still encounter technical difficulties on occasion. IM 421 was offered in a blended web format with mixed results.

Improve the marketing of our Master's tracks in Information Technologies and Human Resources Development/Training.

- We investigated several options and continue to move forward on this.

Seek approval at the MnSCU level for the IM School Library Media Licensure Certificate.

- Approval is still pending.

Seek additional distance learning opportunities to serve our students.

- We continue to investigate this. Offering courses in the Twin Cities is a priority.

Investigate the feasibility of offering an American Library Association accredited Masters of Library of Science program.

- Judith Rodgers received 33% reassigned time for spring semester to lead this investigation. Her recommendations will be forthcoming.

Investigating the establishment of the 2+2 program in Information Media with MCTC.

- This program was created and approved by MnSCU.

Conduct an advisory board meeting to provide guidance for the department.

- The advisory board held a very productive meeting May 3 with representatives of each of the programs offered within CIM. The board plans to meet again within the year.

Additional accomplishments/activities:

- Continued to offer service classes, such as IM 245, 422, for the Transition to Teaching Program as needed.
- Held the 24th Annual Children's Literature Workshop with more than 135 registrants.
- Scholarship for undergraduates was created through the generosity of the Doreen Keable family.
- Several additional sections of IM 204 were offered through the cooperation of Continuing Education to support the Nursing program.
- Several new computers and tables and supporting software were purchased to expand and update the capabilities of the MC B31 lab.

Future challenges and resources needed:

- Permanent replacement for vacancy due to retirement.
- Increase recruitment efforts particularly for Tracks II and III.
- Continue to have the financial resources necessary to support hardware and software needs for classes.
- .5 FTE additional administrative assistant support.

Statistics:

See Appendix J

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 (5-10 participants), but frequently individual or smaller groups work on topics of interest.

Members of the IMS faculty also spend time helping students, faculty, and staff who use 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.

This past year several grant opportunities were investigated and many hours spent planning and organizing for possible projects. We received and began work on a \$178,000 grant from the Minnesota Department of Children, Families, and Learning (now the Department of Education) for a multimedia training package for teachers of children with emotional and behavioral disorders. We also received a \$14,980 grant from MnSCU to development e-learning materials. Members of the IMS team attended conferences, workshops and seminars locally, nationally and internationally.

Goals for 2002 - 2003

Provide technology training and development for faculty, staff and students

- InforMedia Services faculty scheduled, and worked with faculty and staff in Access, ITIS, and CTUS, and CIS to present more than 143 workshops and training sessions for 917 participants in 65 different topic areas, which included WebCT, PowerPoint, scanning, copyright, electronic classrooms, Excel, Access, Dreamweaver, Video Production, and Multimedia for the Web. IMS faculty also presented brown bag seminars, facilitated FCTE-sponsored book talks and faculty forums, and conducted tours of the Miller Center.
- Supported 219 SCSU faculty in using WebCT for at least 400 courses, with many more in development.

Assist university faculty in integrating instructional design and technology concepts into their courses and curricula

- Liaison work within the colleges and specific follow-ups to workshops and training.
- Collaborative work with ITIS in production activities for on-line and face-to-face instruction.

Serve as a "public face" for the Miller Center to SCSU and to the St. Cloud Community

- Provided 50 hours of contact time per week "roving" in the Miller Center computer labs, encountering and assisting university and public constituencies, and answering nearly 3,700 technology-related questions.
- In the liaison initiative we interact with faculty, staff, and administration from each college, addressing technology needs and concerns and presenting the LR&TS perspective.
- Some IMS faculty participate in TLTR and other campus focused technology discussions.

Cooperation and partnership with workgroups within LR&TS

- IMS participation in the C&TS managers' group with Dean Tornquist has facilitated clear and timely communication and collaboration among groups.

- Worked at improving our evolving relationships with ITIS, CTUS, CIM, ITS, and the Reference workgroups.
- Collaborated closely with ITS in the development and introduction of the Campus Desktop system for integrated technology services to the university community.
- IMS faculty participate in weekly CIM meetings and bi-weekly CIM graduate advisers' meetings and activities.
- IMS and ITIS collaborate on the production initiative for faculty support, especially as relates to WebCT.

Support, nourish, and challenge each other within the IMS workgroup as we dream, plan, design, implement, and evaluate individual and group initiatives

- In our twice-weekly meetings we address each individual's needs, responsibilities, and opportunities.
- Collaborative efforts within IMS have been very successful, especially in the areas of workshop design, materials creation, and workshop delivery.
- Grants work has been cooperatively executed from original proposal drafting through grant focused group work.

Additional accomplishments/activities:

- Worked with ITS and ITIS staff to revise and update equipment and software available in the Professional Development Room (PDR).
- Informed faculty and staff of necessary technical changes, including the end of the "condor" server as a web hosting system, and helped with migration of Web presences from condor to HuskyNet.
- Updated and used an online presence to register participants for workshops and training sessions, in addition to providing an online evaluation form.
- Coordinated with Melanie Tighe, LR&TS scheduler, to create and maintain a database of workshops, events, and participants.
- Successfully managed our own budget allotment for the first time, staying under budget and supporting the Professional Development Room and our individual technology needs.

Future challenges and resources needed:

- Equipment and software upgrades, and sufficient technical support to keep the Professional Development Room current; the computers are currently almost three years old.
- 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 (partially provided by Melanie Tighe for 2002-2003).
- Additional resources to assist a growing number of faculty with instructional design and the use of WebCT (or other selected course management systems) in the delivery of online instruction.

Statistics:

See Appendix K

Computing & Technology User Services (CTUS)

Computing & Technology User Services provides support for students, faculty, and staff who use technology. Students, faculty, staff, and administrators at SCSU make use of a wide variety of hardware and software, including Intel and Macintosh computers, standard office applications (word processing, spread sheets, presentations), Web browsers, e-mail applications, and other more highly specialized software programs, such as those for statistical analysis of research data. CTUS supports these users through the HelpDesk; support technicians in the Colleges of Business, Education, Social Sciences, 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.

Goals for 2002 - 2003

Provide laptops for student use.

- The Student Technology Fee Committee approved the acquisition of 12 laptop computers for students to check out via Circulation. The laptops initially became available during fall semester.

Improve the pool of dialup accesses for students, faculty and staff.

- The Student Technology Fee Committee approved a three year lease of 192 dial-up lines. These lines were installed and ready for the start of fall semester, but students were given until October 31, 2002, to switch to the new lines. Faculty and staff continue to use the old lines. Use of all the lines were comparable to previous years, so there was ample resources for faculty, staff and students via the dial-up accesses.

Refine the information in the Student Technology Handbook.

- The committee worked on all aspects of the handbook and solicited input from several people, including people from outside LR&TS. The committee also discussed the ways the handbook gets distributed each year and recommended focusing on the Residential Halls during 2003-2004.

Develop process for University departments to use e-mail to selectively send messages to subgroups of students.

- The process was developed internally and a number of requests were received during the year. The service was not actively promoted last year, but now that we have the process refined, we plan to actively promote the service to the various departments across campus. A total of 12 requests were received and processed from various departments to send out a message to either the entire list of students or a sub-group of the students. This is in addition to Kathryn Kelly's request to provide her with an e-mail distribution list of the selected first-year students she works with in their initial year at SCSU.

Improve online documentation.

- Nearly all of the CTUS Web pages were reviewed during the year and, where needed, updated to reflect the correct information. Our staff, along with ITS staff, developed new documentation as well for new services, including the Campus Desktop project.

Refine communication to campus community on technology changes, especially those having an impact users.

- The HelpDesk staff communicated to people on the listserv, SCSU-Announce, routinely when it was known there were problems with services on the network or that the network was going to be unavailable for a certain amount of time. CTUS staff were very involved with the development of communication related to the Campus Desktop project.

Actively support efforts of liaison group.

- All of the college technicians were actively involved with their respective liaison groups.

Attend more training opportunities.

- Although some of the college technicians attended some useful training sessions on technical topics, it was difficult for some of us to attend workshops and other training opportunities. IMS workshops were helpful and were attended as needed as well as the ones conducted by Karen Wenz and the CTS group.

Define/refine what is important and focus efforts on those activities.

- Increased activities in the HelpDesk and the Computer Store were the result of increased efforts by the staff to promote the services available from these service centers.

Increase staff to support the various services we provide.

- Hazem Farra was hired temporarily to supplement the support provided at the HelpDesk, especially evening hours. Sam Cayze was hired, on a short-term basis, during spring semester by the College of Education and the College of Science and Engineering to support their efforts with the use of technology. He was instrumental in making the technology resources operationally ready for the Nursing program's remote site.

Promote the "Team" concept.

- Several activities were conducted within the CTUS workgroup to promote the team concept. Each semester, the student workers (100+) were recognized for their efforts by providing an end-of-semester party. CTUS staff participated in several of the LR&TS activities to promote the team spirit (including the miniature golf course design contest!).

Additional accomplishments/activities

- Recorded 13,071 HelpDesk transactions during the academic year, an increase of almost 46% over FY02.
- Registered a 15.3% increase Computer Store sales, up \$260,000 over FY02, to \$1.96 million. A total of 1,154 computer systems were sold via the Store.
- Supported dial-up usage on the new student lines, where 273,877 contact hours were recorded between September 1, 2002 and June 30, 2003.
- Made documentation available to faculty, staff and students in the form of: Student Technology Handbook, Phone number cards for the new dial-ups, brochures (various topics), fliers (various topics).
- Replaced 71 computers in the open computer labs (51 Windows workstations, 20 Macintosh).
- Supported disk space demands from faculty, staff and students totaling more than 429,125 MB.
- Processed 770,056 print jobs for student accounts during fall and spring semesters. This represents a 22.6% increase in jobs processed over the same time period the previous year. A total of 2,472,599 pages were printed compared to 1,992,078 pages printed last year during the same time period, a 24.1% increase in printing demand.

- A total of 2,936 classroom hours were recorded in open labs that can be reserved (Business, Stewart Hall, Riverview, Education and the Academic Learning Center).
- Supported a total of 456,660 user contact hours in the open labs and Miller Center during 2002-2003, a 2.6% decrease in demand.
- Statistical Consulting Group:
 - Provided statistical consulting support for nearly 65 faculty and graduate students, and 1 external project.
 - Provided 24 introductory Minitab sessions to approximately 275 for College of Business students.
- The Technology Fee Committee:
 - Increased from three to four the number of computer lab support staff funded.
 - Increased the maintenance and supplies budget to support print quotas.
 - Recommended that the level of the fee remain the same - \$4.00 per semester credit.
 - In addition to the regular budgetary line items like Student Help and equipment, the Committee designated funds to support:
 - HelpDesk - \$30,000 for Graduate Assistants and additional Student Help funds (annually).
 - Open Computer Labs - \$56,900 for an additional support staff position (annually).
 - Bandwidth to Campus - \$120,000 to increase University bandwidth (one-time funds).
 - Miller Center Computers - \$65,000 to purchase monitors for Miller Center computers (one-time funds).
 - HuskyNet Services - \$10,000 for Graduate Assistant to promote services provided by HuskyNet (annually).
 - Campus Wireless Project - \$39,800 for hardware and software needs of the wireless project for the University (\$35,000 one-time funds; \$4,800 annually).
 - E-classrooms - \$53,000 for support of e-classrooms (one-time funds).

Future challenges and resources needed:

- Materials and time to develop, in cooperation with IMS faculty, a program of technology training workshops for students. This effort should be coordinated through faculty teaching courses and requesting one- or two-hour presentations in their courses.
- Continued monitoring of the usage in the various computer labs around campus and evaluate the continued need for these resources.
- Continued planning with the Technology Fee Committee to strive to improve the quality of the facilities and services available to the students.
- Improved communication to faculty, staff and students of information about the services and materials available through the Computer Store and the HelpDesk.

Statistics:

See Appendix L

Information Technology Services (ITS)

Information Technology Services (ITS) provides technical support for the SCSU campus computer systems and data communication. ITS is made up of five groups: campus workstation and application support, database application development, networking, servers and authentication, and ResNet. Each area provides core competencies for its focus, but is also required to integrate its services with the other groups.

Goals for 2003 - 2004

Enhance the services provided to the campus through projects implemented by the ITS workgroup
 Improve department project workflow, documentation , and work allocation
 Enhance Relationships with CTUS and InforMedia services
 Cultivate emerging technology opportunities for the campus
 Fill vacancies, nurture workgroup culture, and develop internal mentoring
 Maintain statewide presence as leader in technology field

Additional accomplishments/activities:

Campus Workstation and Application Support

- Began full migration of public workstations to Windows XP Professional.
- Completed Campus Desktop pilot; full roll-out expected for Fall 2003.
- Created, deployed and maintained seventy-nine software images on 538 PCs.
- Migrated to Altiris Deployment Server for deployment of application and workstation images.
- Rebuilt the keyserver for better utilization of keyed applications throughout campus.
- Used LabTrack workstation inventory software for hardware tracking.
- Replaced 315 Miller Center lab and classroom workstations.
- Began Macintosh Campus Desktop pilot.

Database/Application Development

- Completed initial deployment of the Time Clock Management System within LR&TS; final revisions continue.
- Moved Tigger/Condor services migration to HuskyNet nearer to completion.
- Weather forecasting project anticipated to be completed Fall 2003.
- Designed a Uniprint solution for campus Unix systems.
- Refined project request form systems.
- Updated the Student Research Colloquium application and adding a documentation element.
- Created the Volunteer Link database application.
- Fixed the one for all HuskyNet Visual Basic bug.
- Implemented the College of Business database for tracking publications/faculty.

Networking

- Completed extensive testing of Virtual Private Networking for future deployment.
- Upgraded Packetshaper was purchased and installed to increase the manageability and scalability of our bandwidth management solution.
- Implemented mobile wireless laptop cart into full service (20 Laptops).
- Expanded wireless networking pilot to additional campus locations (Miller Center and Atwood).
- Purchased 70 additional wireless access points for distribution among campus buildings.

ResNet

- Computer registration system redesigned to take advantage of automatic registration of HuskyNet accounts and simplify user interface
- Totaled 2,527 ResNet registrations for the year, up 13.2% over 2001 - 2002; this included 582 registrations on the first day of Installation Fair and 994 during first five days of Fall semester
- Cisco Cache Engine implemented to reduce ResNet bandwidth consumption
- Continued to maintain high-level of support for ResNet program
- Installation of new computers for Holes and Hillcase computer labs
- Installation of 144 network ports within Stateview Apartments.
- Involved in talks and planning with ITIS group on the renovation of Lawrence Hall scheduled to open Fall 2003
- Purchase and implementation of 12 Mb of additional bandwidth
- Dual representation at the ResNet 2003 Symposium at The University at Buffalo
- Developed RFP for commodity campus bandwidth

Servers and authentication

- Installed new campus proxy server for off-campus library resources access
- Uniprint server processed 787,890 print jobs (25% increase over the previous year) with an accumulated 2,556,937 pages printed (28% increase over the previous year)
- 99.18% uptime maintained for campus exchange servers
- Migrated Campus Domain Controllers to Active Directory 2003
- Implemented Spam filtering gateway
- Upgraded Donor2 Alumni Database while migrating to new hardware
- Continued development of automation scripts for improved efficiency of Active Directory maintenance
- New Uniprint server installed to accommodate Campus Desktop
- Increased student file space quota from 25 MB to 100 MB per user
- Increased storage space for exchange server system
- New WebCT Technician hired in January 2003
- WebCT FrontPage redesigned with additional functionality and information
- Maintained active HuskyNet accounts for 15,932 students, 1,596 faculty/staff, and 537 emeriti, as well as 301 accounts used by departments, and 168 used by student organizations.
- Maintained active network file space accounts for 677 faculty/staff and 6,779 students and active Web space accounts for 322 faculty/staff and 1,855 students.

Future challenges and resources needed:

- Ongoing commitment with CTUS and IMS for:
 - Systems support
 - MyCourses
 - Campus Desktop
 - Policy development
- Campus licensing of software ex. Mac OS, Macromedia
- Maintaining an acceptable computing environment with the ever increasing size and complexity of lab specific applications
- Integration of new director into current computing and technology service management team

- Leveraging purchasing power with vendors through campus wide and/or MNSCU purchasing focus
- Developing a strong support model for the services we provide (IMS, ITS, and CTUS)
- Purchase campus wide licensing for Apple operating system
- Evaluate keyed application as a cost savings measure for campus
- Selection and implementation of enterprise network and computer monitoring system
- Financial commitment from MnSCU or SCSU to support needed bandwidth.
- Funding for the replacement of servers which do not have committed dollars but still are providing services, such as Tigger, Condor, and Eeyore.
- Funding for network services which do not have committed dollars, such as for faculty/staff dial-up access.
- Staffing is desperately needed within our workstation/application support group to maintain and enhance the increased number of machines and the addition of many workstation applications (1 FTE).
- Staffing is needed to increase SCSU's computer network system security (1 FTE).
- Staffing is needed in database application development to keep up with the high demand for dynamic web applications (1 FTE).
- Student workers to provide office coordination (2 students at 20 hour/week).
- Training dollars are needed to supplement current appropriations.

Statistics:

See Appendix M

Instructional Technology & Infrastructure Services (ITIS)

Instructional Technology & Infrastructure Services (ITIS) provides a diverse range of services for St. Cloud State University. Services ITIS provides include: Web management and design, WebCT and curricular material production, video/multimedia production, telecommunication infrastructure management, electronic classroom design and support, audio-visual maintenance, operations management for the Central Minnesota Distance Learning Network, and technical, operational, and scheduling services for instructional television and video conferencing.

Goals for 2002 - 2003

E-Classrooms

Improve the aesthetics of each room (cable tie cables, clean up any cables laying on the floor, etc.

- Technicians worked throughout the year to tidy up classrooms.

Provide a detailed troubleshooting guide for the HelpDesk (a sort of technical manual for the rooms).

- Guides have been deployed in most rooms.

Provide excellent "Customer Service" and fast response time upon any complaints of a room problem.

- A majority of calls are answered or responded to immediately upon notification.

Have the ability to obtain the lamp hours from projection systems across campus via a remote management system. This is the first stage of a campus wide classroom management system.

- Completed on a limited basis as hardware funding becomes available.

Deploy IP telephones in all E-Classrooms (budget dependent).

- Delayed until the new PBX telephone system is fully deployed.

Install 5 more "Tech Fee" E-Classrooms.

- Completed.

Web Development

Successful redesign and deployment of SCSU's new web environment.

- New SCSU web site launched.
- Relocated approximately one third (38) of the web sites to the new main web server.
- Reconstruction and redesign of the News and Announcement application, including a SCSU image gallery.

Complete a new web site for Instructional Technology and Infrastructure Services.

- In progress.

Redesign the LR&TS web site.

- In progress.

Graphic Design/WebCT

Increase staffing and refocus efforts of existing staff to address the need of faculty in designing and populating WebCT courses.

- In progress, working closely with WebCT faculty coordinator.

Increase technical understanding of audio/video/animation application in the electronic environment (presentation software, web, graphics).

- New staff, Karin Duncan very well versed in multi-media and authoring systems.

Complete the St. Cloud State University's Women's Center sexual harassment training project.

- Client has abandoned the project.

Video Production

Finish the Admissions marketing CD ROM project.

- The Admissions CD ROM project was completed, with 10,000 copies produced for the initial run; copies were mailed to prospective students.

Design and produce a new Admissions orientation video.

- In progress

Design and produce a new Admissions "traveling" video.

- In progress

CD-ROM for training FISH philosophy.

- In progress

Video conferencing/ITV

Start deployment of H.323 (IP based) video conferencing systems.

- Purchased and deployed 10 new H.323 codecs.

Develop a directory of telephone and video conferencing contacts and sites.

- In progress

Upgrade classrooms throughout the Central Minnesota Distance Learning Network with new "automation" systems.

- In progress

Telecommunications Infrastructure

Install high-capacity fiber optic backbone to south end of campus.

- Completed 96 fiber installation between the Atwood Hub and the Cooling Plant.

Complete the termination of all trunk fibers in the Atwood Hub.

- Complete

Additional accomplishments/activities:

- Co-coordinated the University's new telephone system purchase and installation.
- Produced the best-practices video "How to Avoid an Art Attack.
- Awarded \$3,000.00 grant from the Central Minnesota Arts Board for planning of a regional film festival.
- Completed the first DVD project, for the Alumni Association to use in their Minnesota State Fair booth.
- Produced 15 video clips for the redesigned Admissions web site.
- Created 12 new web sites.
- Completed 10 major redesigns of web sites.
- Assisted 10 faculty with designing WebCT courses.
- Converted 171 course materials to Web CT formats.
- Designed and produced two on-line tests.

- Completed the first of three Study Skills CD-ROMs for the Academic Learning Center.
- Converted over 1500 slides for inclusion in WebCT courseware.
- Designed and installed a new sound system for the National Hockey Center.
- Prepared budgets and completed design of communications infrastructure for the new stadium and recreational facility.
- Coordinated the design and installation of a new multi-point video security system for “Q” lot.
- Designed new E-classrooms for Lawrence Hall and Centennial Hall.
- Coordinated the installation three new television broadcast triax cables from Stewart Hall television studio to the National Hockey Center requiring over 25 volunteers.
- Utilized Internet2 resources to provide video conferencing sessions for the Center for International Studies with the Universidad de Concepcion in Chile as well as connections with locations in Poland, Portugal, and China.
- Provided “Electronic Field Trip” connections for local school districts to locations such as NASA.
- Converted Central Minnesota Distance Learning Network from point-to-point video conferencing to Internet Protocol (IP).
- Upgraded two ITV classrooms with improved graphics display systems.
- Installed the fiber optic cables and 144 network connections for Stateview North and South.
- Designed and installed the telecommunications wiring for Lawrence Hall.
- Completed over 255 telecommunications line moves, adds, and changes.
- Installed a major fiber optic upgrade to the south end of campus.
- Completed audio-visual inventory and maintenance program.
- Installed new televisions and carts in remaining classrooms that required them.

Future challenges and resources needed:

- The demand for ITIS web services is constantly increasing as more departments no longer want the responsibility to maintaining their sites due to the increasing amount of technical expertise that is required. Due to the demands for security on our web/internet servers, the ability for departments to build or maintain their web sites is becoming more difficult to provide. To meet this demand ITIS will require additional staff and student worker resources.
- Today’s web environment is one of dynamic, database driven applications. Because of this change from static pages to dynamic pages the need for database developers has dramatically increased. To meet SCSU’s need for an ever-increasing dynamic web presence, the resources for database design and creation must be addressed. We will need additional database developer staff to meet the demand.
- Purchasing software for staff production computers has become a costly annual expense and the issue is compounded by our method of purchasing software. Currently we purchase software upgrades once a year, usually at the same time we purchase new computing hardware. This method is inefficient due to software company’s introducing upgrades throughout the year. Using our current method we may miss a new release of critical software by up to eleven months, while our clients may begin using the new release almost immediately. This has caused us conflicts in the past where clients will provide us content created in a newer version of software that is not compatible with our version. We recommend that ITIS be provided an annual budget for software purchases to allow us to be more responsive to software upgrades.

Statistics:

See Appendix N

Appendix A LR&TS Administration - Grants

Table 1 - External Grants

Project Title	Funding source	Source type	Date submitted	Amount requested	Amount received
Recruiting and Educating School Library Media Specialists	Institute for Museum and Library Services	Federal	4/15/2003	\$499,800.00	\$0.00
Blended Learning modules	Center for Teaching and Learning	MnSCU	3/3/2003	\$14,980.00	\$14,980.00
Information Literacy	Fund for the Improvement of Post Secondary Education	Federal	2/13/2003	\$482,988.00	\$0.00
Teaching Teachers to Teach Online	MnSCU	MnSCU	2/3/2003	\$137,054.00	\$0.00
Emotional/Behavior Disorders Brest Practices	MN Dept of Ed	Federal/state	10/31/2003	\$178,642.80	\$178,642.80
Elizabeth I: Traveling Exhibit	National Endowment for the Humanities	Federal	12/13/2002	\$1,000.00	\$1,000.00
CHGE: 5 Educators to Facing History	Bremer Foundation	Private Foundation	12/4/2002	\$14,962.00	
CHGE: Jerry Silverman	Target Foundation	Corporate Foundation	10/21/2002	\$5,000.00	\$0.00
CHGE: New Education Projects	Jewish Community Foundation	Private Foundation	3/14/2003	\$21,247.00	
CHGE: New Education Projects	Fingerhut Family Foundation	Private Foundation	5/3/2003	\$48,584.00	
CHGE: Educational Outreach	Coca-Cola Foundation	Corporate Foundation	5/4/2003	\$30,100.01	
CHGE: New Education Projects	Doublas Foundation	Private Foundation	5/4/2003	\$21,247.01	
Total				\$1,455,604.82	\$194,622.80

Table 2 - Internal Grants

Project Title	Funding source	Source type	Date submitted	Amount requested	Amount received
"Science with Soul" (Salela)	SCSU Diversity Committee	SCSU	1/21/2003	\$375.00	\$375.00
Coffee Shop Art (Hauptman)	SCSU Diversity Committee	SCSU	5/3/2003	\$1,000.00	\$0.00
WebCT Regional Conference (Wittenberg)	Short-Term Faculty Improvement	SCSU/FA	1/31/2003	\$1,187.05	\$771.82
WebCT Regional Conference (Bolliger)	Short-Term Faculty Improvement	SCSU/FA	1/31/2003	\$1,187.05	\$771.82
WebCT Regional Conference (Hergert)	Short-Term Faculty Improvement	SCSU/FA	1/31/2003	\$1,187.05	\$771.82
Information Literacy Training (Caulfield)	Short-Term Faculty Improvement	SCSU/FA	3/25/2003	\$1,264.00	\$1,189.00
Faculty Researcher Grant (Hites)	Office of Sponsored Programs	SCSU	10/15/2002	\$3,275.00	\$3,275.00
Faculty Researcher Grant (Hergert)	Office of Sponsored Programs	SCSU	10/15/2002	\$5,000.00	\$0.00
Total				\$14,475.15	\$7,154.46

**Appendix A (cont.)
LR&TS Administration - Grants**

Table 3 - Grants In Progress

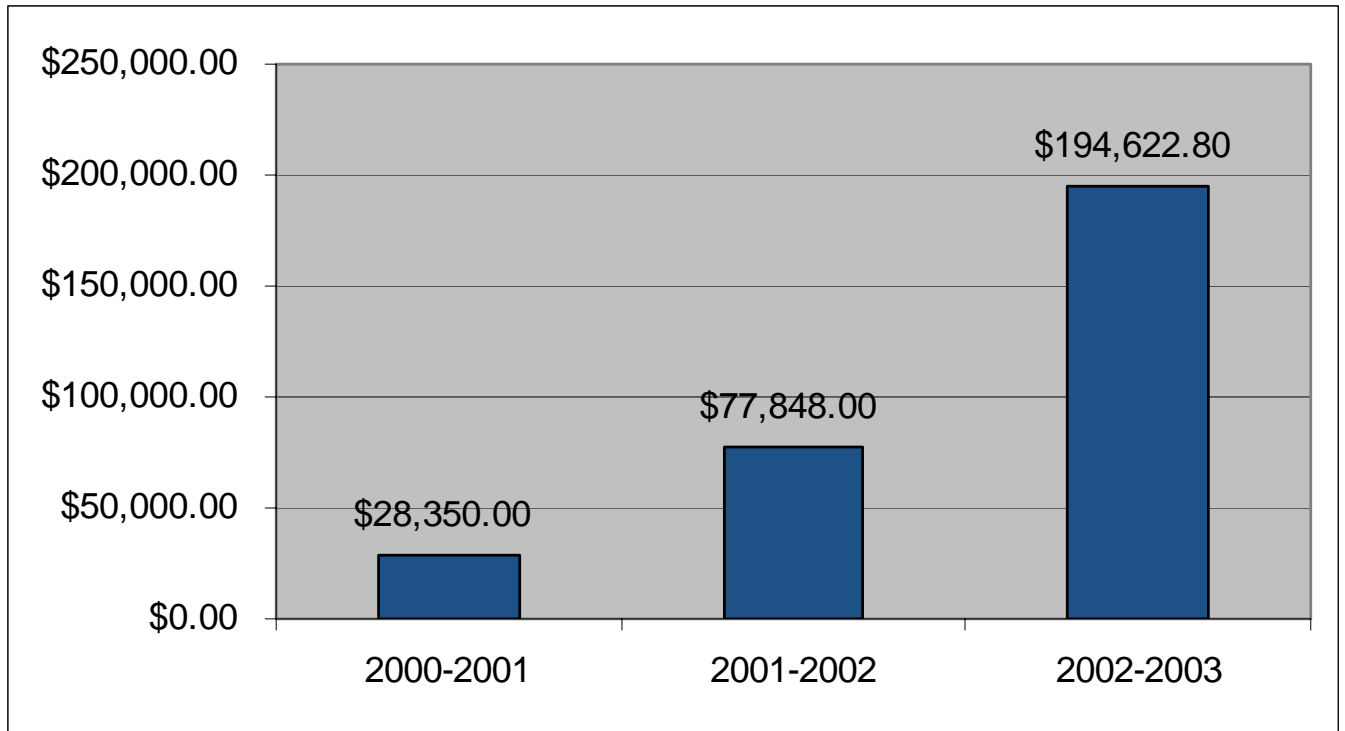
Project Title	Funding source	Source type	Amount to be requested
Develop School Library Media Specialist	Library Services and Technology Act	Federal/State	\$184,629
MN Digital Library Signature Project	Library Services and Technology Act	Federal/State	\$125,000
MN Digital Library Signature Project	Library Services and Technology Act	Federal/State	\$175,000
NEH Preservation Assistance Grant	National Endowment for the Humanities	Federal	\$12,000
Total			\$496,629

Table 4 - Grant Activity Comparison

	FY 01	FY 02	FY 03
External Grants submitted	7	9	6
Amount requested	\$1,416,341.00	\$1,587,595.00	\$1,455,604.82
Amount received	\$28,350.00	\$77,848.00	\$194,622.80
Success rate	2%	4.9%	13.37%
Internal Grants	1	6	5
Amount requested	\$3,530.00	\$77,213.00	\$14,475.15
Amount received	\$3,530.00	\$71,913.00	\$7,154.46
Success rate	100%	93.1%	49.43%

Appendix A (cont.)
LR&TS Administration - Grants

Chart 1 - Growth in External Grants Received
2000 - 2003



Appendix B
Access Services - Circulation

Table 5 - Circulation Statistics Comparison

	FY 02	FY 03	% Change
Books checked out at desk	73,060	81,848	12.03%
Books checked out at self-check	6,750	9,574	41.84%
Total Books checked out	79,810	91,422	14.55%
Book renewals	7,550	16,409	117.34%
Total items browsed	52,575	44,825	-14.74%
New community barcode applications	436	443	1.61%
Total patron records	30,208	32,204	6.61%

Appendix B (cont.)
Access Services - Circulation

Table 6 - Media Checkout Statistics
July 1, 2002 - June 30, 2003

	Charges	Renewals
Software & CD-ROMs	93	21
Cassette tapes	277	36
Visual Aids	69	7
Audio CDs	1,202	176
Records	111	14
Films & Filmstrips	8	4
Slides	41	9
Videodiscs	32	9
Videotapes	14,505	1,709
DVDs	1,042	176
Total	17,380	2,161
Totals FY 02	16,137	1,631
Change from FY 02	7.70%	32.50%

**Appendix B (cont.)
Access Services - Circulation**

Table 7 - Equipment Checkout Statistics
July 1, 2002 - June 30, 2003

	Charges	Renewals
TV/VCRs	29	0
Overhead Projectors	54	0
Faculty/Staff Laptop Computers	368	22
Student Laptop Computers*	743	33
Data Projectors	312	0
Slide Projectors	72	3
Film & Filmstrip Projectors	4	0
Screens	15	0
Cassette Recorders	1,041	47
Microphones/Headphones	1,483	24
Public Address Systems	19	0
VHS Camcorders/Tripods	1,118	38
Digital Video Camcorder	328	12
Digital Still Cameras	168	11
Miscellaneous Items	878	47
Total	6,632	237

*New category of items, not checked out previously

Table 8 - Equipment Checkout Annual Comparison

	FY 99	FY 00	FY 01	FY 02	FY 03
Total Equipment Checkouts	3,635	5,047	5,299	5,316	6,632
Change from Previous Year		38.84%	4.99%	0.32%	24.76%

Appendix B (cont.)
Access Services - Circulation

Table 9 - Facilities Checkout Statistics
July 1, 2002 - June 30, 2003

	Charges	Renewals
Student Study Rooms	25,204	419
Avid Video Editing Rooms*	451	8
Total	25,655	427
Totals FY 02	19,133	498
Change from FY 02	34.09%	-14.26%

*New category of space, not checked out previously

Appendix B (cont.)
Access Services - Circulation

Table 10 - Reserves Statistics
July 1, 2002 - June 30, 2003

Month	Charges
July	789
August	283
September	7,263
October	5,073
November	4,214
December	1,979
January	5,188
February	4,854
March	3,760
April	3,940
May	935
June	805
Total	39,083
Totals FY 02	28,939
Change from FY 02	35.05%

Appendix B (cont.)
Access Services - Circulation

Table 11 - Electronic Reserves, General Website Statistics
July 1, 2002 - June 30, 2003

Hits	Entire Site (Successful)	636,436
	Average Per Day	1,738
Page Views	Page Views (Impressions)	478,469
	Average Per Day	1,307
	Document Views	410,991
Visits	Visits	23,373
	Average Per Day	63
	Average Visit Length	00:24:42
Visitors	Unique Visitors	6,269
	Visitors Who Visited Once	3,468
	Visitors Who Visited More Than Once	2,801

Table 12 - Electronic Reserves, Files Added Comparison

	FY 01	FY 02	FY 03
Video files	31	5	4
Audio files	474	43	419
PDF files	115	213	1,203
Other (html, rtf, doc, etc.)	0	1	63
Total	620	262	1,689

Appendix B (cont.)
Access Services - Circulation

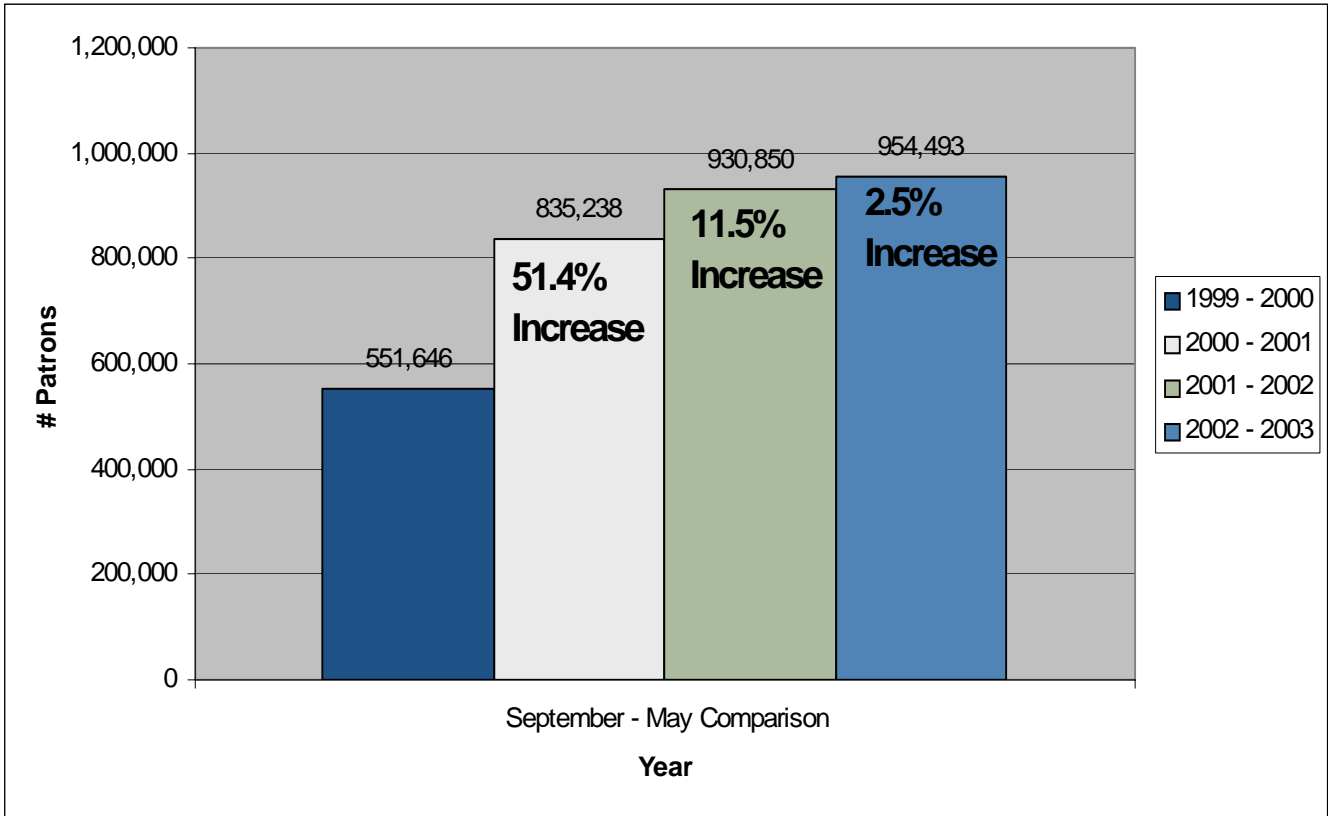
Table 13 - Gate Count Statistics
July 1, 1999 - June 30, 2003

Month	Centennial		Miller Center	
	Patrons FY 00	Patrons FY 01	Patrons FY 02	Patrons FY 03
July	22051	*	33,501	37,633
August	17237	*	31,706	27,288
September	66,575	85,020	129,689	124,616
October	76,906	115,797	124,056	151,410
November	80,445	123,339	119,398	119,618
December	66,375	90,207	101,192	101,113
January	30,845	54,180	67,273	67,585
February	62,441	98,333	105,725	105,299
March	55,894	93,366	90,716	97,756
April	72,690	116,087	136,811	136,241
May	39,475	58,909	55,991	50,856
June	20,908	30,164	30,592	29,804
Total	611,842	865,403	1,026,650	1,049,222

*Centennial Hall, gate counter was no longer operational

Appendix B (cont.)
Access Services - Circulation

Chart 2 - Gate Count, September - May Comparison



Appendix C
Access Services - Government Documents

Table 14 - Government Document Collection and Usage Comparison

	FY02 Total	Added	Withdrawn	FY03 Total	% Change
Documents - Federal					
a. Paper	194,570	3,562	405	197,727	1.62%
b. Microfiche	757,861	2,582	33	760,410	0.34%
c. CD-ROMs & DVDs	2,298	139	111	2,326	1.22%
Charges (checkouts)	3,030			1337	-55.87%
Browses (usage)	4,056			5475	34.99%
Documents - State					
a. Paper	22,180	115	1	22,294	0.51%
b. Microfiche	38,144	1984	0	40,128	5.20%
Charges (checkouts)	37			180	386.49%
Browses (usage)	756			155	-79.50%
Documents - Reference					
Titles	56	12	0	68	21.43%
Items	300	12	0	312	4.00%

Appendix D
Access Services - Interlibrary Loan

Table 15 - Request Summaries 2002 - 2003

	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
MINITEX	1,535	1,410	8,856	7,804
PALS	4,798	4,266	2,353	2,056
Mail/Fax	40	31	3	3
OCLC	3,013	943	360	222
St. Ben's (MNF)	916	831	706	586
St. John's (MNJ)	525	492	479	381
GRRL	654	632	0	0
Total	11,481	8,605	12,757	11,052
Fill Rate		75%		87%

Appendix D (cont.)
Access Services - Interlibrary Loan

Table 16 - Transaction Request Comparisons

	FY 00	FY 01	FY 02	FY 03	Difference 02 - 03	Change 02 - 03
Requests initiated by SCSU (outgoing)	13,150	12,970	10,994	12,757	1,763	16.04%
Requests initiated by SCSU and filled (outgoing)	11,520	11,322	9,776	11,052	1,276	13.05%
Requests received by SCSU (incoming)	10,561	11,401	10,846	11,481	635	5.85%
Requests filled by SCSU (incoming)	8,175	8,754	8,018	8,605	587	7.32%
Total number of transactions	23,711	24,371	21,840	24,238	2,398	10.98%

	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 received by SCSU (incoming) FY02	10,846	8,018	2,828	74%
Requests received by SCSU (incoming) FY03	11,481	8,605	2,876	75%
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%
Requests initiated by SCSU (outgoing)FY02	10,994	9,776	1,218	89%
Requests initiated by SCSU (outgoing)FY03	12,757	11,052	1,705	87%

Appendix D (cont.)
Access Services - Interlibrary Loan

Table 17 - Minnesota Electronic Document Delivery

Month	FY 02*	FY 03
July	2	75
August	-	61
September	-	58
October	-	127
November	4	116
December	6	69
January	7	54
February	35	138
March	28	117
April	49	98
May	71	156
June	122	71
Total	322	1,140
Change from Previous Year		254.04%

*MEDD service officially began in November; July - October was used for system testing.

Appendix E
Access Services - Periodicals

Table 18 - Serial Subscriptions Comparison

	FY 01*	FY 02*	FY 03	Change from previous Year
Current Periodicals Subscriptions (total titles including bound/fiche):	1,962	1,949	1,796	-7.85%
Electronic Journal Subscriptions:	628	1,785	2,474	38.60%
Electronic Journals held in aggregated databases	8,991	14,042	14,695	4.65%
Electronic Databases for indexing/abstracting	38	41	63	53.66%
Electronic Databases for full-text reference sources	17	19	20	5.26%

*Previous year figures adjusted to match counts in the automated system due to cleanup work for migration

Appendix E (cont.)
Access Services - Periodicals

Table 19 - Patrons Assisted, Annual Comparison

Month	FY 01	FY 02	FY 03
July	*	466	245
August	*	382	230
September	1,135	1,133	1,008
October	1,987	1,672	1,106
November	1,498	1,632	985
December	708	729	556
January	428	658	509
February	1,055	1,378	1,112
March	1,020	1,381	904
April	100	1,337	1,135
May	320	301	401
June	467	272	520
Total	8,718	11,341	8,711
Change from Previous Year		30.09%	-23.19%

*Figures were not gathered until September 2001

Appendix E (cont.)
Access Services - Periodicals

Table 20 - Pages of Copying for Faculty, Annual Comparison

Month	FY 01	FY 02	FY 03
July	*	109	43
August	313	364	24
September	503	217	50
October	462	630	157
November	542	303	77
December	332	304	45
January	123	262	137
February	635	144	137
March	326	148	174
April	228	92	328
May	553	757	117
June	187	338	29
Total	3,891	3,668	1,318
Change from Previous Year		-5.73%	-64.07%

*Figures were not gathered until August 2001

Appendix E (cont.)
Access Services - Periodicals

Table 21 - Number of Items Shelved, Annual Comparison

Month	FY 02	FY 03
July	2,553	2,947
August	2,783	2,706
September	2,698	5,097
October	3,307	7,366
November	4,041	7,295
December	1,867	3,932
January	2,334	5,734
February	2,898	7,921
March	3,230	6,476
April	4,359	9,089
May	3,016	4,866
June	2,510	4,993
Total	35,596	68,422
Change from Previous Year		92.22%

Appendix F
Access Services - Central Minnesota Libraries Exchange

Table 22 - CMLE Membership Types

Library Type	Number
K-12 public	173
K-12 private	32
Public library branches in 2 regional systems	45
Post-secondary institutions	9
Special libraries (law, hospital, correctional facilities, historical societies)	23
Total	282

Table 23 - CMLE Interlibrary Loan Statistics

	FY 01	FY 02	Change
Total requests received	8,580	8,649	0.80%
Borrowing libraries	129	104	-19.38%
Lending sources	115	98	-14.78%
Requests filled	8,167	8,219	0.64%
Requests cancelled	413	430	4.12%

Appendix F (cont.)
Access Services - Central Minnesota Libraries Exchange

Table 24 - CMLE Analysis of Backup Reference Requests

	FY 02	FY 03	% Total	Change from Previous Year
Books	5,187	5,415	63%	4.40%
Articles (photocopies)	2,938	2,878	33%	-2.04%
"Backup" Reference Questions, Online Searches & Other	455	356	4%	-21.76%
Total	8,580	8,649	100%	0.80%
Length of Time Taken to Fill Requests				
Same-day service	3,634	3,279	38%	-9.77%
1 day	765	626	7%	-18.17%
2 days	498	514	6%	3.21%
3 - 7 days	2,184	2,116	25%	-3.11%
8 - 14 days	752	1,109	13%	47.47%
15 or more days	334	537	6%	60.78%
Cancelled	413	441	5%	6.78%
Total	8,580	8,622	100%	0.49%

Appendix G Collection Management

Table 25 - Materials Inventory Holdings: June 30, 2003

Item	Total 6/30/2002	Added FY 03	Withdrew FY 03	Reinstated FY 03	Total 6/30/2003
Books					
Books - Volumes	660,794	8,034	1,464	77	667,441
Books - Titles	451,785	5,463	996	52	456,304
Electronic Books	9,857	376			10,233
Monographic Volumes Purchased					7,682
Documents - Federal					
a. Paper - Volumes	194,570	3,562	405		197,727
- Titles	98,317	1,781	203		99,895
b. Microcards (units)	264,583				264,583
c. Microfiche (titles)	757,861	2,582	33		760,410
d. Microfilm (reels and Titles)	2,543				2,543
e. CD-ROMs	2,298	139	111		2,326
f. Electronic (cataloged)	5,206	4,470			9,676
Documents - State					0
a. Paper - Volumes	22,180	115	1		22,294
Paper - Titles	10,118	59	1		10,176
b. Fiche (units)	38,144	1,984			40,128
Serial Titles					0
a. Paper*	1,279	4	22	0	1,261
b. Microform*	637		136		501
c. Serials: not purchased**	33	1			34
d. Electronic full-text titles in collections	2,474				2,474
e. Electronic titles held in aggregators/databases (very unstable, much overlap; we have no control over contents)	14,695				14,695
f. Electronic databases for indexing/abstracting	43				43
g. Electronic collections of full-text journals/e-books	17		2		15
h. Electronic databases for full-text reference sources	19	1			20
Microforms, both serial and nonserial					
a. Periodicals (Fiche and reels)	174,186	6,722	12		180,896
b. Classified collections (units)	5,666		28		5,638
c. ERIC (units)	463,150	10,943			474,093
d. LAC (Library of American Civilization) Microbooks	40,151				40,151
e. LEL (Library of English Literature) Microbooks	42,424				42,424

Item	Total 6/30/2002	Added FY 03	Withdrew FY 03	Reinstated FY 03	Total 6/30/2003
Audiovisual materials					
Films (motion: 8 mm and 16 mm)	41		4		37
Filmstrips (sets)	331				331
Audio					
a. Phonograph Records	1,454		280		1,174
b. Tapes	1,838	14	3		1,849
c. Compact Discs	2,351	33			2,384
Maps/Atlases	1,504	11	17		1,498
Slides (sets, including slide/tape sets))	278	1	3		276
Video					
a. Videotapes (sets)	15,357	326	22		15,661
b. Video Discs	297		3		294
c. DVDs	169	58			227
Computer Software	118	2			120
Aids	220	12			232
CD-ROMs	151	10			161
Total Audiovisual materials	24,109	467	332		24,244
					0
Archives (linear feet)	1,441.25	191.5			1,632.75

* Refigured to match automated system.

** Refigured to include government documents housed in periodical areas.

**Appendix G (cont.)
Collection Management**

Table 26 - Acquisitions Expenditures

Fiscal Year	Serials	Electronic Resources	Books	Total	No. of Paper/ Microform 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	\$ 536,815		\$ 618,074	\$ 1,154,889	1,816*	8,142
2000	\$ 623,316	\$ 154,184	\$ 428,784	\$ 1,206,284	1,996*	6,845
2001	\$ 556,312	\$ 248,850	\$ 284,183	\$ 1,089,345	1,962*	628 complete, 8,991 in aggregs.
2002	\$ 594,788	\$ 206,557	\$ 297,853	\$ 1,099,198	1,949*	1,785 complete; 14,042 in aggregs.
2003	\$ 588,360	\$ 270,582	\$ 256,597	\$ 1,115,539	1,796*	2,474 complete; 14,695 in aggregs.

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.

*Refigured to match PALS totals.

**Appendix G (cont.)
Collection Management**

Table 27 - Collection Expenditures

One-time Purchases	
Books/monographs	\$228,297.29
Serials backfiles (paper/micro)	0.00
Electronic resources (software, databases, CD-ROM's)	3,562.95
Ongoing Commitments	
Monographic standing orders	\$166,114.22
Serials subscriptions (paper/micro)	422,245.42
Electronic resources	268,131.96
Other Library Materials	
Audiovisual materials (video, audio, kits)	\$27,186.50
Other Materials (manuscripts, maps, etc)	0.00
Total Library Materials Expenditures	\$1,115,538.34
Related Expenses	
Preservation (repair, archives)	\$5,652.89
Contract binding	11,000.00
Bibliographic Utilities (OCLC, Marcive)	34,917.85
Total Related Expenditures	\$51,570.74
Total Collection Management Expenditures	\$1,167,109.08

**Appendix G (cont.)
Collection Management**

Table 28 - Use of University Archives and Special Collections

Collection	FY 94	FY 95	FY 96	FY 97	FY 98	FY 99	FY 00	FY 01	FY 02	FY 03
Processed Archival Collections	199	158	245	598	627	632	660	431	497	549
Ready Reference General	52	61	69	87	131	115	44	57	108	156
Ready Reference Publications	133	138	188	166	184	192	306	220	225	394
Ready Reference Buildings	146	72	157	128	215	406	690	400	436	327
Unprocessed	2	9	19	44	44	9	10	42	55	46
Minnesota Authors' Papers	9	14	4	44	30	17	45	23	34	33
Rare Books			35	46	53	61	59	40	46	65
Special Collections				2	12	14	2	7	15	14
Total Use of Collections	541	452	717	1,212	1,394	1,545	1,816	1,221	1,418	1,587

Appendix G (cont.) Collection Management

Table 29 - Electronic Subscription Services Usage

Database Name/Service	2000-01	2001-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Total
ABI/Inform (total searches) [8/01--]	6260	490	248	766	863	820	571	815	767	959	915	342	368	7924	
ABI/Inform (FT use) [8/01--]	5100	605	333	950	810	949	654	1101	1103	1469	1153	317	513	9957	
Academic Press IDEAL (fulltext viewed)(inc into SciDirect 1/03)	1091	1605	31	50	155	316	274	370						1196	
AccessScience (McGraw-Hill; total hits)	722	1340	50	9	96	123	85	38	68	58	113	214	84	50	988
ACS Chemistry Journals (html/pdf views)	844	1241			332	Not avail	Oct-Dec		21	143	648	872	1090	482	3588
African American Biographical Database (searches)	558	47	0	0	0	1	7	0	7	6	25	8	2	1	57
Alternative Press Index (FS:Block)	2583	79	40	181	617	971	1122	64	833	1066	1202	492	305	6972	
America: History & Life (ABC) (searches)	1138	800	21	3	26	200	130	145	24	158	274	176	39	76	1272
AP PhotoArchive (queries)	1383	1	17	12	31	355	80	49	356	67	155	162	186	1471	
Applied SciTech Index (FS:Block)	28	0	0	1	11	1	9	14	34	3	38	15	11	137	
Art Index (FS:Block)	275	7	2	98	104	88	58	65	189	68	82	23	8	792	
ArticleFirst (FS:MTX)	4409	3879	123	74	285	409	637	359	385	464	699	512	124	89	4160
Arts & Hum Index (FS:Block)	261	12	1	22	114	69	29	33	160	52	71	13	15	591	
BasicBIOSIS (FS:Block)	1954	1461	25	30	140	158	206	94	103	167	143	379	34	23	1502
Biography Index (3/03-, FS:Block)											0	2	6	1	9
Book Review Digest (FS:Block)	619	52	15	32	141	280	162	42	91	81	112	29	18	1055	
CINAHL (Ovid; search sessions) [10/01-]	189	7	5	11	15	34	16	78	60	107	135	11	30	509	
CollegeSource Online (searches)	438	29	2	14	96	193	155	55	42	22	6	49	4	667	
CollegeSource Online (catalogs viewed)	89	0	4	1	5	28	46	8	3	1	2	4	2	104	
ComAbstracts (CIOS) (accesses)	12702	3892	371	39	319	1157	1663	385	303	810	1304	1092	278	424	8145
CQ Researcher (1/02-) (sessions)	93	3	4	4	233	336	33	11	101	343	172	15	13	1268	
Criminal Justice Abstracts (logins)	11140	820	13	3	123	131	107	73	42	59	99	133	13	14	810
Dissertation Abs (FS:Block)	1145	845	73	94	62	50	87	43	72	167	134	35	20	42	879
EconLit (FS:Block)	967	1789	66	35	112	113	75	77	264	163	423	570	48	114	2060
EDRS E*Subscribe (EDs viewed)	2534	4871	108	84	97	293	143	94	Stats changed, avail only at						819
Emerald Insight (4/02-) (sessions)	34	9	1	10	26	33	19	19	39	135	260	75	79	705	
Emerald Insight (4/02-) (articles)	20	7	3	2	30	25	19	21	64	20	32	24	10	257	
Encyclopedia of Life Sciences (Grove) (Sessions)	164	7	Not	14	33	ua	ua	ua	ua	5	47	14	14	134	
Encyclopedia of Life Sciences (Grove) (Article views)	80	0	Not	2	16	ua	ua	ua	ua	ua	ua	ua	ua	18	
ERIC (CSA)*	11011	14831	802	417	1378	3634	371	624	466	503	1298	782	410	1777	12462
Ethnic Newswatch (sessions)	744	862	30	21	121	287	113	140	28	105	142	205	18	67	1277
Ethnic Newswatch (articles)			36	30	390	606	200	480	53	310	400	451	12	73	3041
Facts.com (visits)	7987	2491	122	16	33	91	66	38	14	51	40	59	17	51	598

Database Name/Service	2000-01	2001-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Total
Facts.com (requests for content - closest to full-text)			376	37	351	617	612	286	50	662	334	455	254	798	4832
Gender Watch (sessions)	658	957	35	8	62	243	233	204	30	139	202	185	26	74	1441
Gender Watch (articles)			95	24	163	777	990	638	26	393	504	494	59	383	4546
General Science Index (FS:Block) (10/01-)			0	0	0	3	2	3	5	4	4	128	20	19	188
GeoRef (CSA)* [6/00-]	711		348	0	41	167	33	148	5	15	129	24	78	26	674
GeoRef In Process (CSA) [9/01-]			138	2	23	29	9	29	0	0	21	11	62	1	192
Grove Encyclopedia of Art (Sessions)			106	6 Not	19	37	36	12	8	20	7	14	9	11	179
Grove Encyclopedia of Art (Article views)			135	6 Not	7	47	31	13	11	19	1	8	3	14	160
Grove Encyclopedia of Music (Sessions)			41	2 Not	4	38	27	28	2	21	22	30	15	37	226
Grove Encyclopedia of Music (Article views)			38	0 Not	1	137	46	35	9	128	30	34	17	33	470
HarpWeek Civil War (visits)			0	5	0	2	3	5	1	8	12	3	2		41
Historical Abs (ABC) (searches)	719		431	13	56	126	99	64	17	71	56	77	13	35	633
Humanities Index (12/01-)			546	6	25	40	103	67	10	56	54	51	19	32	466
InfoTrac--Biog. and Genealogy Master Index (Gale; sessions)			4324	21	22	45	73	101	89	37	110	97	131	44	798
InfoTrac--Biog. and Genealogy Master Index (Gale; Retrievals)			338	20	27	35	89	144	42	152	141	235	47	36	1076
InfoTrac--Bus. & Co. Resource Ctr (Gale) (sessions) [9/01]			9560	89	108	336	350	222	393	409	399	388	75	95	3225
InfoTrac--Bus. & Co. Resource Ctr (Gale) (Retrievals) [9/01]			4081	164	222	720	565	933	518	1052	1360	1026	316	140	8277
InfoTrac--Computer Database (Gale) (sessions) [6/00-]	4048		4953	100	48	157	504	407	121	322	339	523	91	79	2888
InfoTrac--Computer Database (Gale) (Retrievals) [6/00-]			7525	218	82	870	776	431	216	501	530	943	207	90	5076
InfoTrac--Contemporary Authors (Gale) (sessions) [6/00-]	1483		2010	82	49	264	319	442	300	257	428	364	65	47	2778
InfoTrac--Contemporary Authors (Gale) (Retrievals) [6/00-]			2005	69	71	228	196	324	222	164	300	215	53	35	1987
InfoTrac--Expanded Academic (sessions)	55089		61561	1963	796	4826	12130	11974	7066	8438	8982	14293	2452	2085	78074
InfoTrac--Expanded Academic (Retrievals)			212229	7713	2751	13536	37107	39880	21032	25086	29326	41509	5834	4298	235947
InfoTrac--General Businessfile (sessions)	10874		10646	419	213	1526	1423	1363	990	1205	1531	1368	182	391	11714
InfoTrac--General Businessfile (Retrievals)			38738	2516	1139	4910	4094	5414	3816	3058	4117	5382	4137	506	1331
InfoTrac--General Reference (sessions)	7545		8553	220	110	579	1287	1537	902	1098	1192	1734	305	229	9711
InfoTrac--General Reference (Retrievals)			27518	560	278	1621	3931	4650	2575	1479	3512	4620	663	460	27339
InfoTrac--Health Reference (sessions)	5375		6108	195	77	386	760	1098	587	752	880	1562	297	207	7050
InfoTrac--Health Reference (Retrievals)			19932	753	201	1182	2261	3395	1908	2177	2617	4248	551	515	20506
InfoTrac--OneFile (sessions)	9948		16528	605	313	1438	2596	2905	1045	2361	2592	4287	703	758	21262
InfoTrac--OneFile (Retrievals)			54832	2714	930	3259	6834	8473	4800	6359	7007	11667	1998	2038	58412
Journals@Ovid (search sessions) [10/01-]			417	15	20	29	84	57	262	248	315	599	23	40	1709
Journals@Ovid (fulltext) [10/01-]			591	13	27	24	127	72	303	252	396	810	16	38	2099
JSTOR (total prints)	3112		3457	138	110	246	462	452	379	346	568	493	1239	504	5204
JSTOR (article views)	3334		8781	296	308	671	1653	1991	1920	936	1599	1465	3325	663	524
L-N Academic Universe (searches)	32191		44254	1270	716	3432	8173	9650	6927	3849	7442	6419	13096	2427	63401
L-N Academic Universe (docs retrieved)	38328		79866	2464	1516	6698	19958	14264	7328	14627	13672	29261	4751	114539	
L-N Congressional Universe (searches)	1137		1204	12	15	23	109	141	36	41	152	197	151	17	894
L-N Congressional Universe (docs retrieved)			1645	9	21	33	113	139	50	48	225	427	186	25	1276
LexisNexis Current Issues Universe (searches)			5005	34	33	78	150	753	n/a	981	879	375	751	13	4047

Database Name/Service	2000-01	2001-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Total
LexisNexis Current Issues Universe (docs retrieved)			59	151	152	285	1340	n/a	1865	1710	728	1474	248		8012
Lexis-Nexis Historical Universe (searches)	180		53	No longer											53
Lexis-Nexis Historical Universe (docs retrieved)	56	2													2
L-N Statistical Universe (searches)	2848	3350	71	31	165	374	568	301	135	357	557	540	129		3228
L-N Statistical Universe (docs retrieved)	4110	53	34	34	193	330	681	371	126	400	627	562	99		3476
Library Lit (FS:Block)	365	494	31	17	37	36	42	42	24	17	32	27	28	17	350
Mental Measurements Yrbk (logins)	222	193	5	2	12	20	37	27	10	33	35	33	20	13	247
MLA (in LRC) (sessions)	1079	485	38	53	211	431	551	250	103	99	192	237	19	34	2218
netLibrary (Mtx; accesses)	284	1154	84	29	146	294	315	196	136	220	257	444	142	82	2345
NetFirst (FS:MITX) (Ends 7/02)	145	186	7												7
Oxford English Dictionary (Total requests)	10595	272	732	3793	2440	973	1185	689	1024	804	2848	1986	874		17620
PAIS (FS:Block)	348	200	34	7	8	18	81	19	5	26	15	15	0	9	237
PCI (Chadwyck) [1/00--] (searches)	467	468	10	6	43	110	53	17	4	9	12	66	7	194	531
PoemFinder (views)	243				21	725	444	39	14	111	57	132	84	65	1692
Polling the Nations (4/02-) (sessions)	17	6	2	5	3	20	10	4	7	38	19	0	0	2	116
Project MUSE (fulltext viewed)	2641	1886	51	74	108	300	703	192	70	180	370	208	162	100	2518
PsyInfo (CSA) [9/01--]	19360	154	853	2433	4405	730	1035	1005	681	2074	1238	632	1154		16394
Recent Refs in Soc. Sci. (CSA)*	14188	28115	1508	1221	3781	7638	1240	1713	1356	1268	3354	2074	1014	2447	28614
RIA Checkpoint (7/02-)															0
RILM (FS:Sub)	442	344	35	1	19	20	43	28	3	29	38	84	20	27	347
Sanborn Maps of Minnesota (7/02-) (visitors)			10	4	6	16	14	8	4	11	12	4	5	2	96
Sanborn Maps of Minnesota (7/02-) (images fetched)			50	70	33	209	65	58	9	143	22	3	12	6	680
ScienceDirect (fulltext)	4365	208	125	1025	1437	1104	651	599	968	1167	1120	543	761		9708
ScienceDirect (no. searches)	5313	201	123	1625	2397	1568	898	375	638	877	794	329	877		10702
Scientific American Archives (Grove; sessions)													21	19	40
Scientific American Archives (Grove; article views)	187						36		19	16			17	6	94
Social Sci Index (FS:Block)	1051	41	10	132	235	458	168	58	169	230	436	44	44	47	2028
Social Svcs Abs (CSA)*	10563	2379	38	56	298	600	156	124	91	205	373	178	97	150	2366
Sociological Abs (CSA)*	2374	4682	112	67	422	827	129	237	94	114	470	355	137	507	3471
Web Resources for Soc Sci (CSA)*	16092	28019	1499	1220	3777	7629	1239	1705	1352	1266	3353	2072	1014	2447	28573
Westlaw (4/03-) (searches)													82	45	181
Women Writers Online (Brown Univ) (hits)	737	263	20	10	54	62	15	25	3	33	83	49	9	17	380
WorldCat (FS:MITX)	5399	9033	676	732	1245	1650	1454	1131	1273	1853	1419	1366	977	1664	15440
Worldwide Political Science Abs (CSA)*	1041	992	28	34	164	449	56	56	41	45	182	97	95	47	1294
Total Searches	282733	825534	31761	17527	72956	132005	142110	89114	51709	103719	119284	17061	35120	31676	997592

12 Stats are hit and miss, faxed from Macmillan.

No statistics

Appendix G (cont.) Collection Management

Table 30 - LR&TS Web Site Usage

	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Total
Hits - LR&TS Homepage	51,285	38,475	58,495	75,155	63,084	50,554	47,603	63,747	61,559	78,029	32,484	28,748	649,218
Hits - Entire LR&TS Site	267,601	231,207	339,768	407,801	378,356	355,105	335,635	413,668	483,855	744,300	421,505	291,878	4,670,679
User Sessions	48,351	42,597	57,392	81,280	79,549	73,248	71,727	86,670	92,434	104,519	112,281	55,676	905,724
Avg Site Hits/Day	8,632	7,458	11,325	13,154	12,611	11,455	10,826	14,773	15,608	24,810	13,596	9,729	153,977
Avg User Sessions/Day	1,559	1,374	1,913	2,621	2,651	2,362	2,612	3,095	2,981	3,483	3,621	1,855	30,127
Most Used Directories													
about/	1,143	1,150	2,544	2,646	2,467	2,137	2,731	2,407	2,584	2,581	1,814	1,510	25,714
access/courseserves	*	*	2,837	1,881	1,340	954	2,411	2,267	1,430	1,534	*	598	15,252
archives/	684	746	654	1,018	1,113	817	954	875	845	1,003	1,009	782	10,500
cim/	533	1,078	580	679	716	567	699	677	693	776	603	538	8,139
ereserves/	3,166	4,006	23,982	12,849	9,504	6,739	18,717	18,368	9,398	10,706	2,823	5,946	126,204
guides/	1,530	1,334	3,430	5,132	5,199	3,193	2,902	3,794	3,783	49,493	25,812	23,221	128,823
guides/web	*	*	620	1,241	1,261	963	1,037	1,232	1,325	1,358	1,040	891	10,968
web/	1,207	1,598	2,543	2,238	1,679	1,223	1,774	2,073	1,796	2,213	1,069	968	20,381
Most Used Pages													
about/	322	357	735	*	686	543	829	743	677	706	380	384	6,362
about/hours.html	522	417	1,142	1,094	1,188	1,061	1,117	955	1,244	1,263	1,113	813	11,929
access/courseserves/	*	*	2,363	1,632	1,168	834	2,051	2,026	1,276	1,378	341	552	13,621
cim/	343	342	378	392	438	348	488	406	443	497	332	308	4,715
ereserves/	715	714	3,967	2,288	1,654	1,190	3,049	3,351	1,742	2,021	561	1,098	22,350
faculty/	239	261	380	407	316	279	552	467	377	373	234	333	4,218
guides/askref.html	211	232	682	852	771	482	563	591	647	671	251	251	6,204
guides/catalogs.html	210	156	405	635	538	332	345	449	461	483	*	295	4,309
guides/ecollections.html	*	*	516	770	674	531	382	568	566	607	232	225	5,071
guides/indexes.html	255	235	775	1,365	1,525	841	673	1,037	986	1,188	361	370	9,611
guides/inforesources.html	328	230	545	749	937	541	384	536	578	526	322	241	5,917
proxy.html	236	196	824	1,128	773	461	667	866	749	*	*	*	5,900
web/	325	469	893	664	512	389	567	654	549	607	*	*	5,629

* Absence of a number only indicates that the page was not in the top slots for the month. Use probably still occurred.

Several seasonal events also got a high number of hits in only a few months, including pages about the Children's Literature Workshop, the Celebration of Lights Display, and the Science with Soul display.

**Appendix H
Reference Services**

Table 31 - Reference Holdings Annual Comparison

	FY 02 Count	FY 03 Count
Total number of Reference titles in the collection	9,201	9,162
Total number of Reference items in the collection	22,247	22,517
Titles dropped	1,968	2,478
Titles added	2,823	2,748
Items browsed for reshelving (does not include materials reshelved by patrons)	10,957	6,135

Table 32 - Reference Questions Serviced by Month and Type

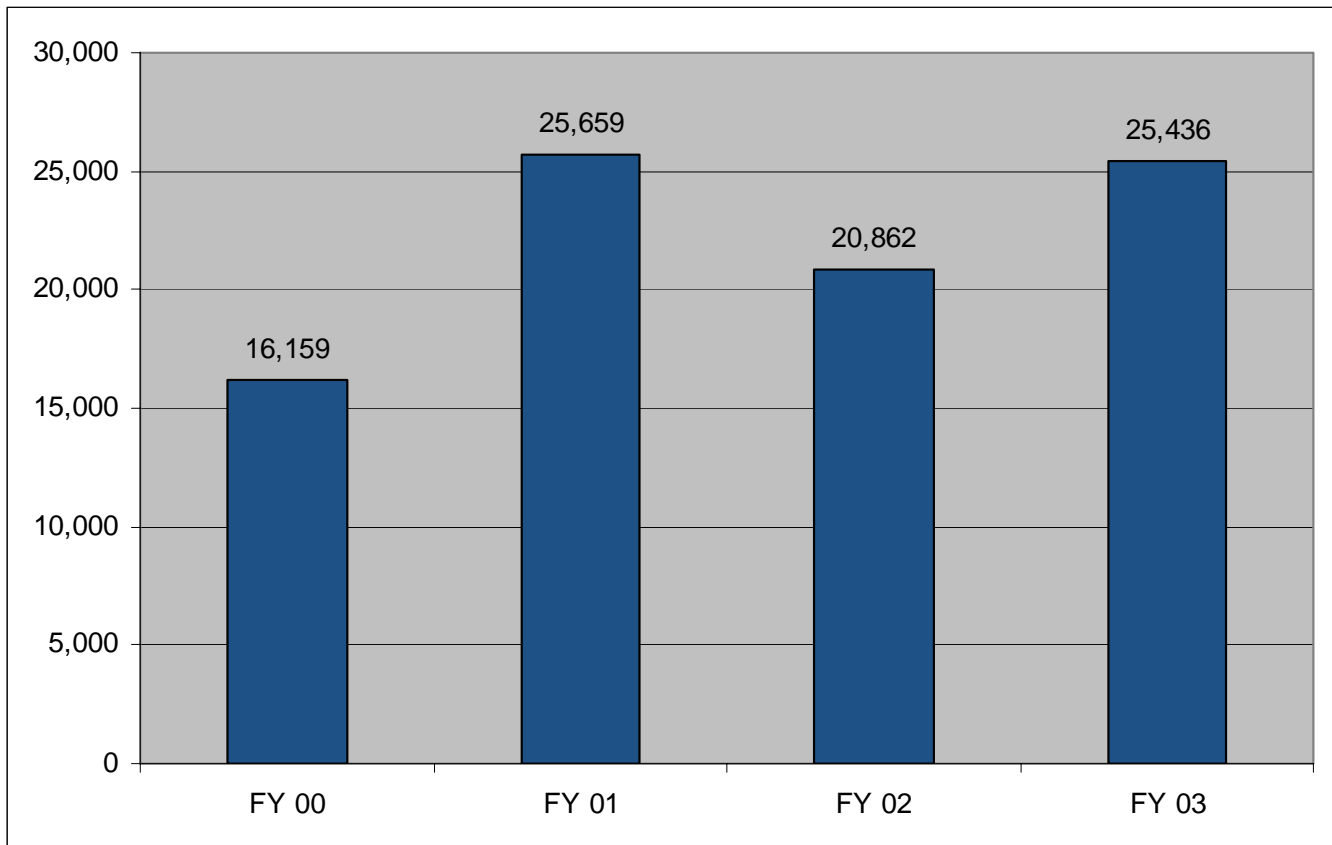
Month	Reference Desk	AskRef (e-mail)	Phone	Monthly Total
June	953	1	114	1,068
July	1,037	13	110	1,160
August	539	12	101	652
September	3,275	38	176	3,489
October	3,510	81	129	3,720
November	2,855	61	132	3,048
December	1,749	39	114	1,902
January	1,642	41	97	1,780
February	2,273	48	154	2,475
March	2,208	63	135	2,406
April	2,742	37	145	2,924
May	746	10	56	812
Total	23,529	444	1,463	25,436

Appendix H (cont.)
Reference Services

Table 33 - Reference Questions Serviced Comparison

	FY 00	FY 01	FY 02	FY 03
Number of Questions	16,159	25,659	20,862	25,436
Change from Previous Year		58.79%	-18.70%	21.93%

Chart 3 - Reference Questions Serviced Comparison



Appendix I
Reference Services - Library Instruction

Table 34 - Reference Library Instruction

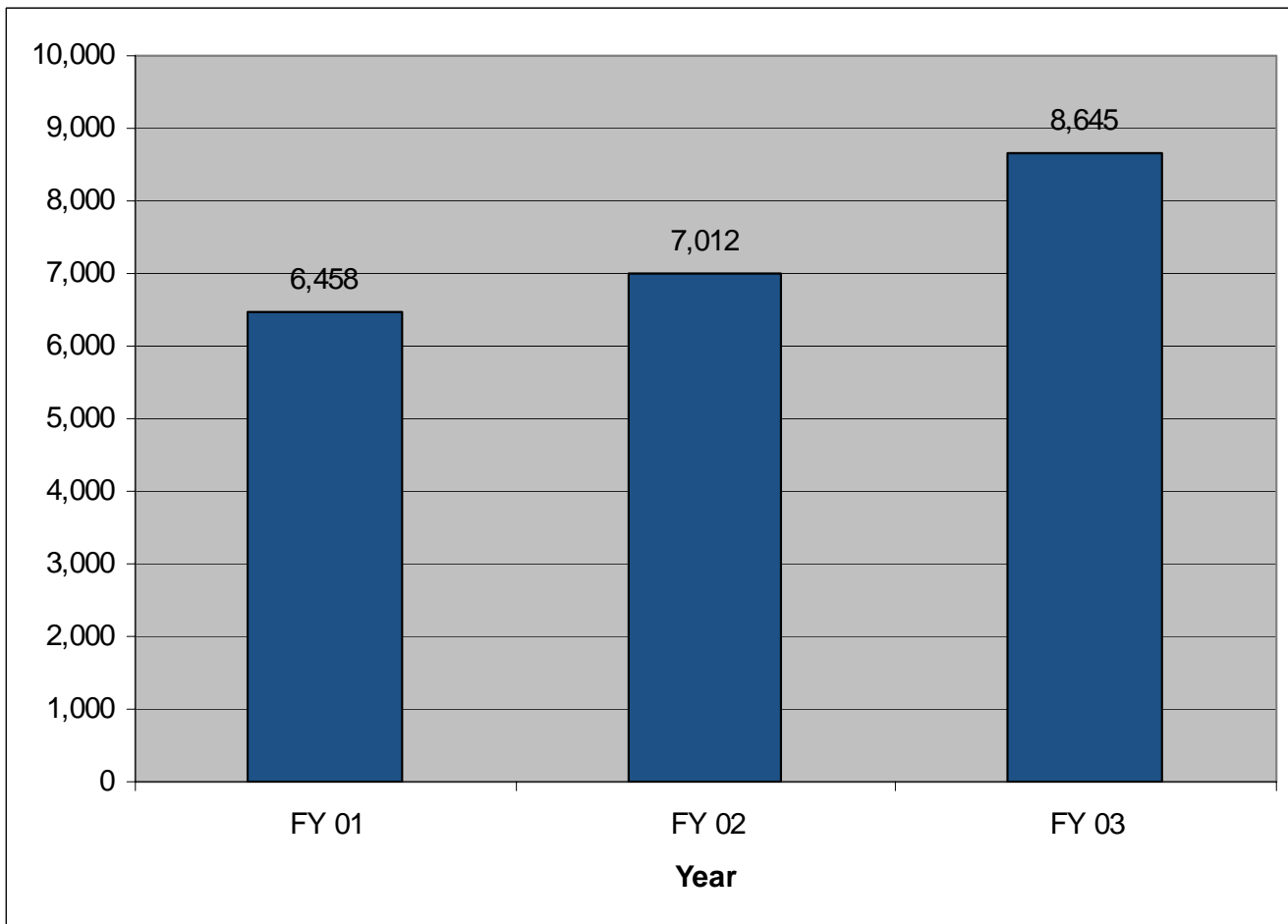
Term	Number of Sessions	Number of Students
Summer 2002		
Intersession	1	22
Session 1	9	161
Session 2	3	45
Sub-Total	13	228
Fall 2002		
September	34	868
October	84	2,829
November	36	907
December	8	171
Sub-Total	162	4,775
Spring 2003		
January	18	402
February	62	2,176
March	29	613
April	18	352
May	4	99
Sub-Total	131	3,642
Totals	306	8,645

Appendix I (cont.)
Reference Services - Library Instruction

Table 35 - Library Instruction Annual Comparison

	2000 - 2001	2001 - 2002	2002 - 2003
Number of sessions	276	245	306
Change from previous year		-11.23%	24.90%
Number of students	6,458	7,012	8,645
Change from previous year		8.58%	23.29%

Chart 4 - Growth in Number of Students Served



Appendix I (cont.)
Reference Services - Library Instruction

Table 36 - Reference Library Instruction by Type Comparison

Types of Sessions	FY 02	FY 03	Change from Previous Year
Classes presented outside MC 218	53	79	49.06%
High school classes	17	6	-64.71%
Senior to Sophomore program	9	10	11.11%
After 5:00 p.m.	27	50	85.19%
ENGL 191	90	89	-1.11%
• Day 1 large group	26	23	-11.54%
• Day 2 individual classes	64	47	-26.56%
• Day 1/Day 2 combined	--	19	NA
Upper level research courses	23	28	21.74%
Graduate courses	17	23	35.29%
By college:			
College of Business	2	5	150.00%
College of Education	50	32	-36.00%
College of Fine Arts & Humanities	119	105	-11.76%
College of Science & Engineering	6	7	16.67%
College of Social Science	35	39	11.43%
University-wide (Honors, etc.)	--	8	NA
Other institutions (SCTC, Anoka-Ramsey, etc)	--	9	NA

Appendix J
Center for Information Media

Table 37 - Active Student Count Comparison

Student Degree Category	01-02	02-03	Percent change
Masters degree	205	210	2.44%
School Library Media Specialist licensure	80	69	-13.75%
Graduate instructional technology certificate program	29	38	31.03%
Total Graduate Students	314	317	0.96%
Undergraduate Major	23	32	39.13%
Undergraduate Minor	29	34	17.24%
Undergraduate Certificate	42	38	-9.52%
Total Undergraduate Students	94	104	10.64%

Appendix K
InforMedia Services

Table 38 - Workshop Statistics

	2000 - 2001	2001 - 2002	2002 - 2003	Change from Previous Year
Workshop Titles Offered	29	77	65	-15.58%
Workshops Offered	137	167	143	-14.37%
Participants	665	1122	917	-18.27%

Table 39 - Technology Questions Serviced Comparison

Semester	FY 02	FY 03	
Fall		2,027	2,041
Spring		1,614	1,658
Total		3,641	3,699
Change from previous year			1.59%

Table 40 - WebCT Usage Comparison

Semester	Courses	Students	Instructors
Spring 2001	79	3689	*
Fall 2001	114	*	66
Spring 2002	152	6077	117
Fall 2002	215	*	207
Spring 2003	240	7380	219

*Figures not available

Appendix K (cont.)
InforMedia Services

Chart 5 - WebCT Active Course Comparison

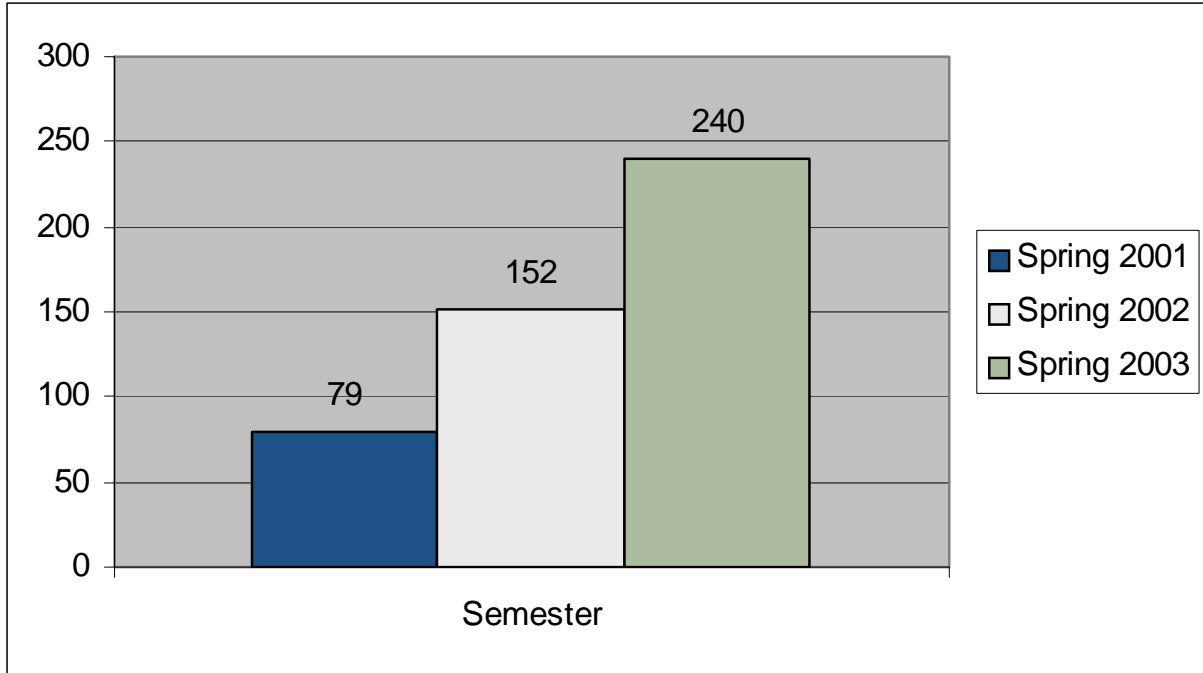
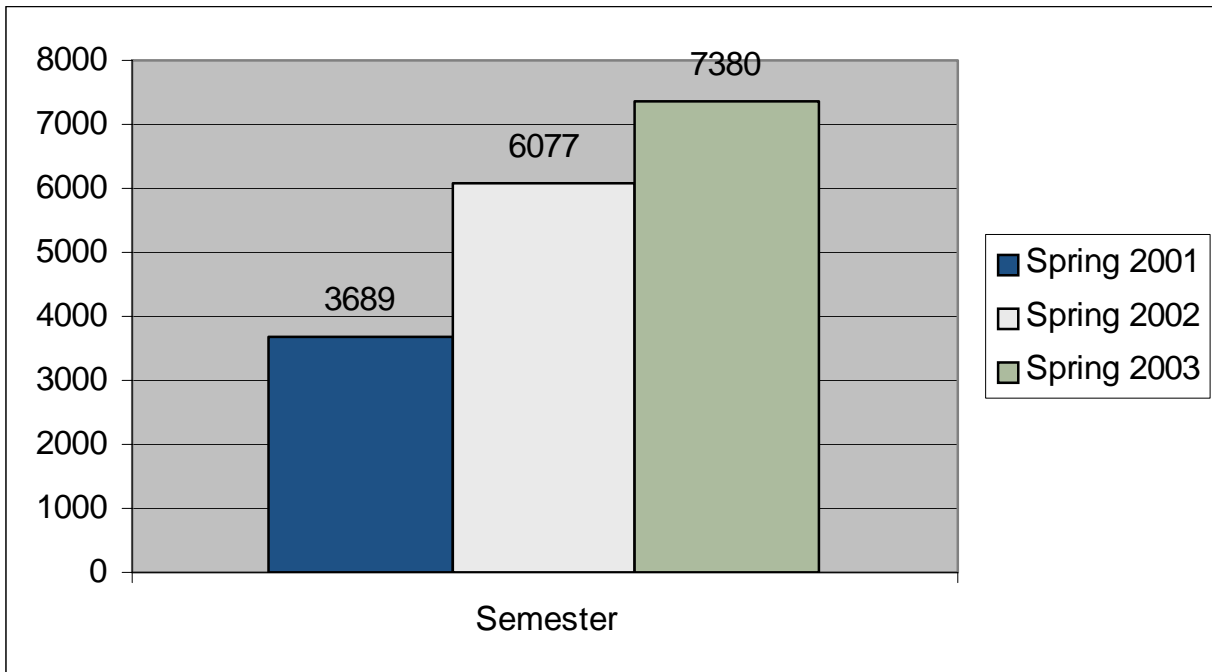
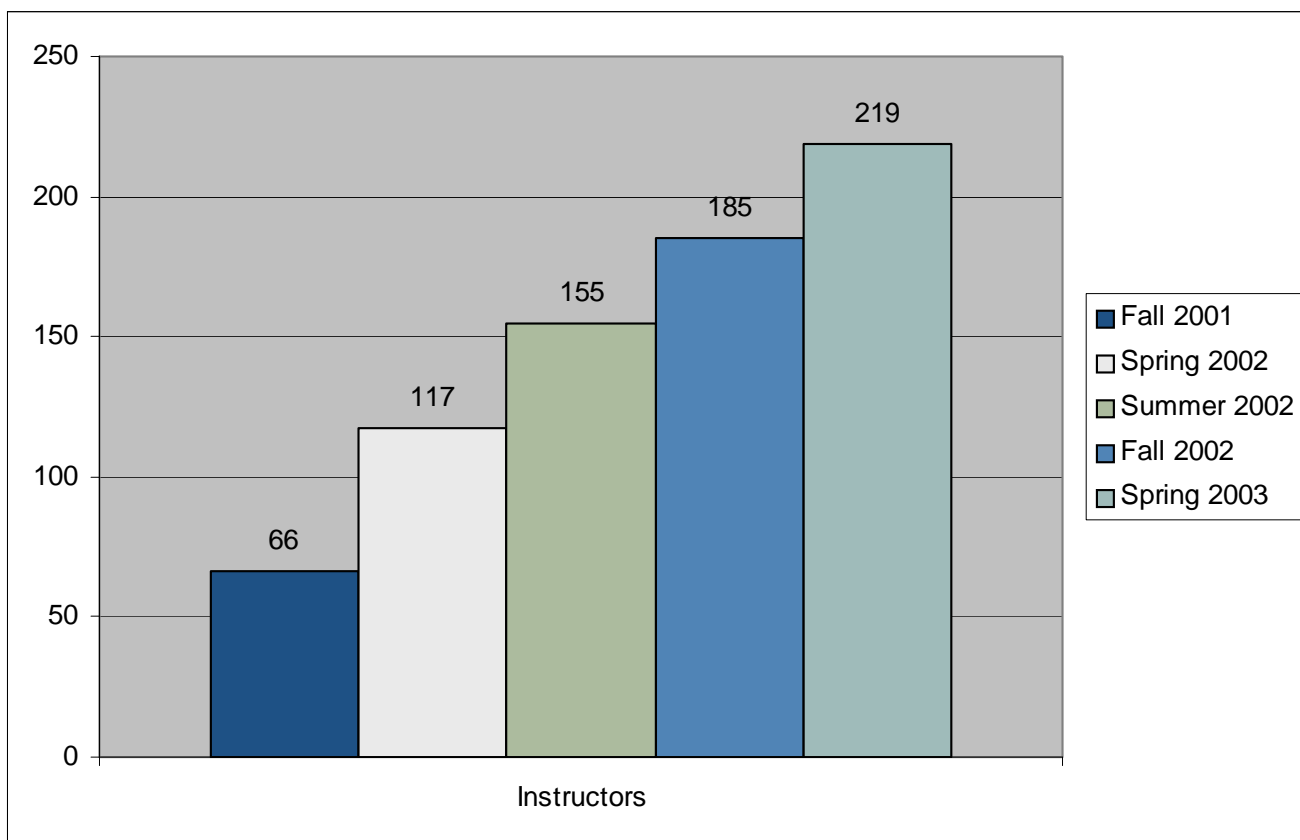


Chart 6 - WebCT Active Student Comparison



Appendix K (cont.)
InforMedia Services

Chart 7 - WebCT Active Instructor Comparison



Appendix L
Computing & Technology User Services

Table 41 - HelpDesk Service Requests Received, 2002-2003

Request From	Fall semester	Spring semester	Break Times*	Total
Faculty	1,141	1,434	1,066	3,641
Students	3,506	3,028	1,273	7,807
Staff	1,289	1,700	1,436	4,425
Unknown	500	473	465	1,438
Total	6,436	6,635	4,240	17,311

Request Type	Fall semester	Spring semester	Break Times*	Total
Advice/Information	3,140	3,514	2,013	8,667
How to Do a Task	703	605	513	1,821
Installation/Setup	308	314	287	909
Troubleshoot Problem	2,285	2,202	1,427	5,914
Total	6,436	6,635	4,240	17,311

*Break data not gathered in previous years

Table 42 - HelpDesk Traffic Academic Year Comparisons FY 99 - FY 03

Semester	FY 99	FY 00	FY 01	FY 02	FY 03
Fall	2,477	2,543	3,296	3,879	6,436
Spring	1,813	2,465	4,617	5,079	6,635
Total	4,290	5,008	7,913	8,958	13,071
Change from previous year		16.74%	58.01%	13.21%	45.91%

Appendix L (cont.)
 Computing & Technology User Services

Chart 8 - HelpDesk Traffic Academic Year Growth FY 99 - FY 03

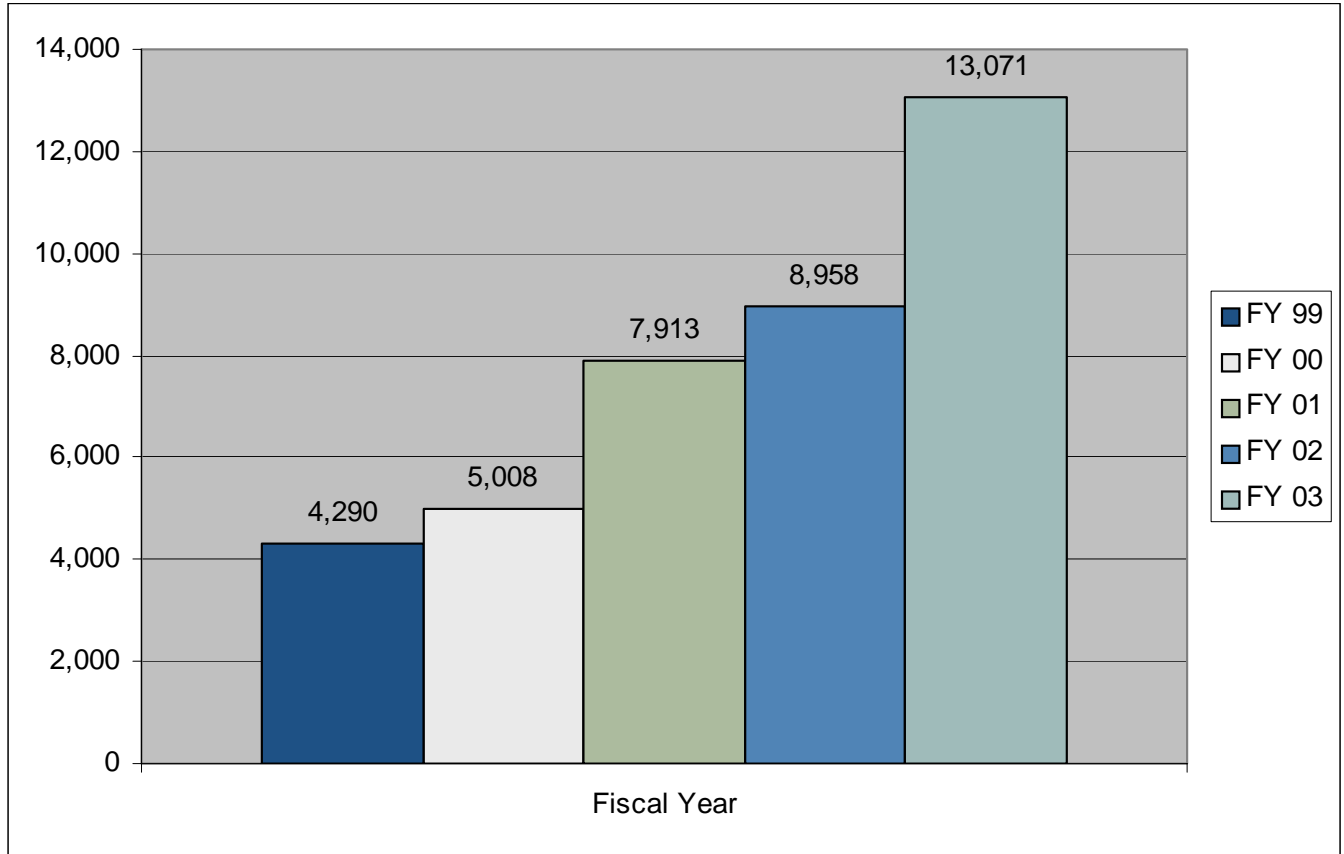


Table 43 - Computer Store Sales by Product and Customer Type, 2002 - 2003

Customer Type	Systems				Other		Dollar Sales
	Supplies	Mac	PC	Printers	Peripherals	Software	
Univ. Departments	6,958	307	847	188	4,693	2,375	\$1,963,157
Faculty	93	22	8	10	108	78	\$70,845
Staff	32	8	6	7	56	39	\$26,878
Students	313	57	103	84	410	742	\$292,533
Total	7,396	394	964	289	5,267	3,234	\$2,353,413

Appendix M
Information Technology Services

Table 44 - Campus Ethernet Infrastructure Statistics

	FY 97	FY 98	FY 99	FY 00	FY 01	FY 02	FY 03
New network drops	551	952	395	1592	169	115	133
New activated Ethernet connections	523	738	360	1470	100	107	129

Table 45 - ResNet Connections

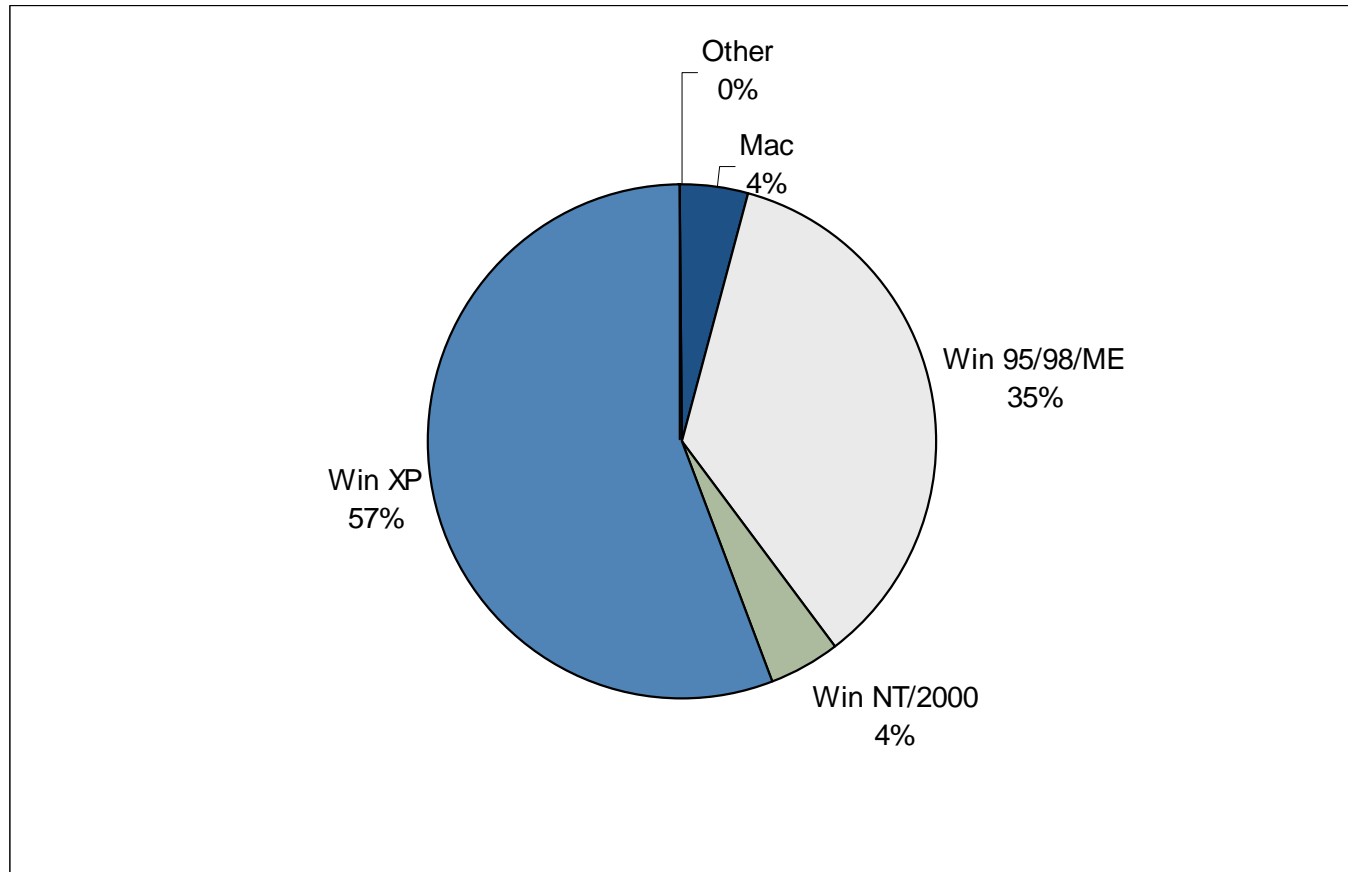
Year	Connections	Change from Previous Year
FY 98	704	--
FY 99	1,026	45.74%
FY 00	1,415	37.91%
FY 01	1,733	22.47%
FY 02	2,095	20.89%
FY 03	2,233	6.59%

Appendix M (cont.)
Information Technology Services

Table 46 - Percentage of Residence Hall Rooms with One or more Active Connections

Fall 1998	Fall 1999	Fall 2000	Fall 2001	Fall 2002	Total Rooms
660	888	1,160	1,299	1,462	1,594
41.41%	55.71%	72.77%	81.49%	91.72%	

Chart 9 - Residence Hall Operating System Used, May 2003



**Appendix M (cont.)
Information Technology Services**

Table 47 - Campus Wireless Network Coverage

Building	Building Coverage	# Nodes	% of Campus
Education	100%	20	4.00%
Atwood	50%	2	4.00%
Miller Center	80%	5	4.00%
Total			12.00%

**Both Atwood and Miller Center are only in the testing phase of wireless implementation

Table 48 - Number of Campus Wireless Users

	Number
FY00	0
FY01	0
FY02	0
FY03	85

Appendix N
Instructional Technology & Infrastructure Services

Table 49 - ITV Events and Hours Hosted

Events Type Hosted	Summer 2002	Fall 2002	Spring 2003	Event Type Total
Credit	1	19	25	45
Meeting	0	11	11	22
Seminar	0	2	2	4
Total	1	32	38	71

Hours Hosted				Total Hours Hosted
Credit	40	808	1,126	1,974
Meeting	0	23	21	44
Seminar	0	5	6	11
Total	40	836	1,153	2,029

Table 50 - ITV Events and Hours Received

Events Type Received	Summer 2002	Fall 2002	Spring 2003	Event Type Total
Credit	0	5	5	10
Meeting	2	23	40	65
Seminar	0	1	3	4
Total	2	29	48	79

Hours Received				Total Hours Received
Credit	0	180	200	380
Meeting	9	64	99	172
Seminar	0	4	17	21
Total	9	248	316	573

Appendix N (cont.)
 Instructional Technology & Infrastructure Services

Table 51 - Electronic Classroom Growth

Year	FY 90	FY 91	FY 94	FY 95	FY 96	FY 97	FY 98	FY 99	FY 00	FY 01	FY 02	FY 03
Number of rooms	0	3	6	7	12	24	33	68	81	85	93	98

Chart 10 - Electronic Classroom Growth

