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LR&TS Annual Report 2003-2004

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Learning Resources & Technology Services



Annual Report
2003 - 2004

ST. CLOUD STATE
U N I V E R S I T Y
A tradition of excellence and opportunity

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Introduction

Learning Resources & Technology Services (LR&TS) serves all disciplines of St. Cloud State University and a wide range of users, 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, technical services and equipment. The library has more than 2.767 million print and nonprint items, including more than 675,000 books, 1.3 million federal and state documents, 767,000 units of microform, 1,700 periodical titles, more than 16,000 electronic periodical subscriptions, 1,500 maps, and 25,000 nonprint items (computer software, compact discs, videotapes, DVDs, films, etc.). The Computing & Technology Services division of LR&TS provides campus-wide computing support, networking services, e-mail services/support, the academic HelpDesk, the Computer Store, instructional television and video conferencing operations, installation and support for 108 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 (half-time)
Office and Administrative Specialist	Melanie Tighe
Communication Coordinator	Karen Thoms
Communication Committee	Susan Motin, Marian Rengel
Communication Specialist	Dana Drazenovich (temp., 1/04-6/04)
Grants & Technical Writer	Marian Rengel (fixed term)

Access Services

Coordinator/Circulation Coordinator	Melinda Dermody
Library Technician, Audio-Visual	Hannah Topp Schefers (mat. leave 5/04-8/04)
Library Technician, Audio-Visual	Helen Kelley (temp., 5/04-8/04)
Library Technician, Circulation	Angela Wortham
Library 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
Periodicals Coordinator	Susan Schleper
Library Technician, Periodicals	Laurie McClintock
Central Minnesota Libraries Exchange Director	Patricia Post
Office and Administrative Specialist	Jennifer Schwint
"Experience Works" Employee	Bill Kraft

Center for Holocaust and Genocide Education

Assistant Director	Courtney Hill-Youngquist (6/03-2/04)
Interim Director	Jodi Stoller (3/04-)
Office and Administrative Specialist	Jan Anderson (half-time)

Collection Management

Workgroup Coordinator	Julie Blake (7/03 -1/04)
	Bonnie Hedin (1/04 -)
Collections/Acquisitions Coordinator	Julie Blake
Library Technician	Diane Larson
Office and Administrative Specialist Senior	Mary Krafnick
Library Technician	Wendy Springer
Intern	Sommer Berg (Spring)
Cataloging Coordinator	Bonnie Hedin
Library Technician	Melodie Dukowitz
Library Technician.	Bonnie Theis (retired 2/04)
Library Technician	Debbie Binsfeld
Intern	Bill Degenhard (Spring)
Systems Librarian	Keith Ewing
University Archivist	Pat Schenk
Graduate Assistant	Christina Markwood-Rod

Reference Services

Coordinator	Chris Inkster
Library Instruction Coordinator	Pamela Salela
Library Instruction Scheduling Support	Melanie Tighe
Research QuickStart Coordinator	Pamela Salela
NASA Educational Resource Center Coordinator	Renee Rude
Reference Librarians	James Caufield
	Robert Hauptman (on sabbatical)
	Fred Hill
	Chris Inkster
	Renee Rude
	Pamela Salela
Adjunct Reference Librarians	Nina Battistini (Summer, Fall, Spring)
	Beth Bruestle (Fall, Spring)
	Jodi Carlson (Summer, Fall)
	Robin Ewing (Fall, Spring)
	Randy Getchell (Fall, Spring)
	Stephanie Maresch (Spring)
Additional Reference Desk Assistance	Debbie Binsfeld
	Plamen Miltenoff
	Sandra Williams
	Angela Wortham
	Sommer Berg - graduate intern (Spring)

Center for Information Media

Coordinator	Jeanne Anderson
Office and Administrative Specialist	Lucy Supan (half-time)
CIM Faculty	Judith Rodgers
.....	Luther Rotto
.....	Merton Thompson
.....	Karen Thoms (three-quarter-time Faculty Center for Teaching Excellence)
.....	Jack Lee (fixed term)
Adjunct Faculty	Gary Ganje
.....	Susan Meyer
.....	Kathryn McGowan Theisen
.....	Karen LaPlant
.....	Lisa Larson
.....	Bob Kochman
Graduate Assistants	Tianshu (Tony) Tao
.....	Konstantin Marakov
.....	Marlene Peterson

InforMedia Services

Coordinator	Tom Stachowski
IMS Faculty	Doris Bolliger
.....	Tom Hergert
.....	Richard Josephson
.....	Mark Kotcho (fixed term - Fall)
.....	Plamen Miltenoff
.....	Jim Pehler (on leave: IFO President)
.....	Renee Wittenberg (fixed term)
MDE/EBD Grant Project Coordinators	Beth Bruestle
.....	Marylou Terwey
Graduate Assistants	Laura Nordby
.....	Isnen Fajar

Computing & Technology User Services

Director	Randy Kolb
Computer Lab User Support	Sam Barhorst
Computer Store Manager	Carl Schmitt (reassigned to TSS 5/04)
Computer Store Support	Tom Peterson (half-time, reassigned to TSS 5/04)
HelpDesk Manager	Dan Michaels (reassigned to TSS 5/04)
HelpDesk Consultant & Programmer	Hazem Farra (temporary)
Operations/User IDs	Diane Schmitt
User Services, College of Education	Jim Pesta (reassigned to TSS on 5/04)
User Services, College of Business	Daryl Scholz (reassigned to TSS 5/04)
User Services, College of Social Sciences	Tom Peterson (half-time, reassigned to TSS 5/04)
User Services, College of Fine Arts & Humanities	Mario Felix (reassigned to TSS 5/04)
User Services, College of Science & Engineering	Chris Fandel (reassigned to TSS 5/04)
Graduate Assistant	Ahmad Ramadani

Information Technology Services

Director	Phil Thorson
Database/Application Development	Chris Brown
Database/Application Development	Linda Carr
Database/Application Development	Josh Hjelmstad
Network Specialist	Tony Sorteberg
Network Specialist	Thad Wakefield
Systems Administrator	Jeff Hennen
Systems Administrator	Clint Forseth
Systems Administrator	Gordie Schmitt
Systems Administrator	John Roberson
Instructional Systems Management	Ben Pratt
Open Computer Lab Support	Robert Lessinger
Open Computer Lab Support	Dave Wogen
Open Computer Lab Support	Mark Kotcho
Library Computer Support	Craig Overboe
ResNet Coordinator (Residence Hall Network)	Darrin Printy (to 5/04)
Workstation/Application Specialist	Eric Dietz

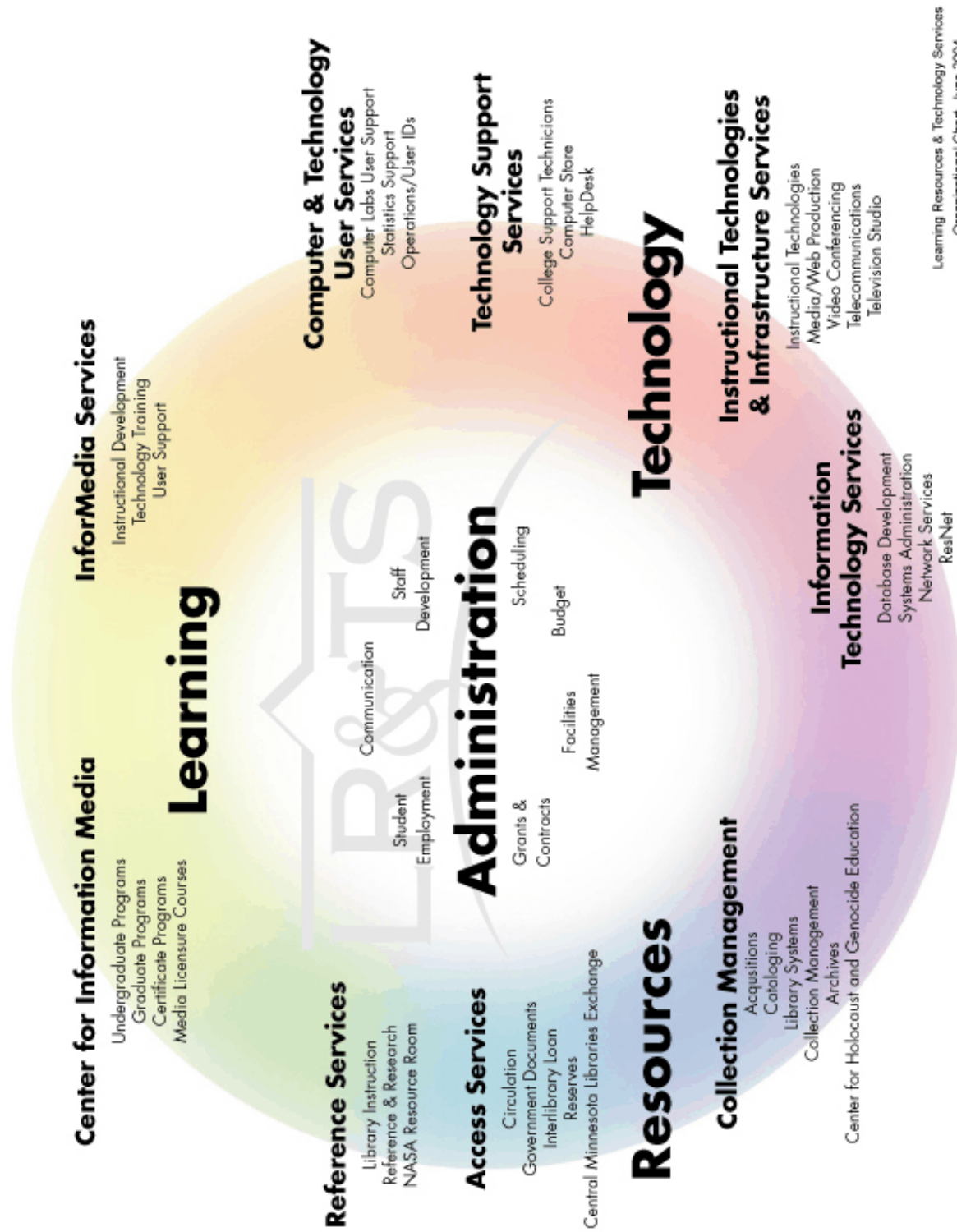
Instructional Technology & Infrastructure Services

Director	Randy Evans
Audio/Visual & ITV Support	Dennis Murphy
E-classroom Support/Systems Designer	Jeff Gallus
E-classroom Support/Systems Designer, Lead	Kelly Larson
Multimedia/Web Manager	Sara Grachek
Multimedia/Web Designer	Mary Shrode
Multimedia/Web Designer	Mark Monn
Multimedia/Web Designer	Karin Duncan
Video/Multimedia Production Coordinator	Jim Bertram
Video/Multimedia Production	Chuck Czech (one-quarter-time)
Infrastructure - Audio/Visual Support.	John Nies
ITV/Videoconferencing Operations Manager	Reuben Wagenius
ITV/Videoconferencing Network Operations	Jennifer Nies (half-time)
Television Studio Manager - Audio/Visual Support	Sam Johnson

Technology Support Services (New workgroup created effective 5/04)

Director	Darrin Printy
Computer Store Manager	Carl Schmitt
Computer Store Support	Tom Peterson (half-time)
HelpDesk Manager	Dan Michaels
User Services, College of Education	Jim Pesta
User Services, College of Business	Daryl Scholz
User Services, College of Social Sciences	Tom Peterson (half-time)
User Services, College of Fine Arts & Humanities	Mario Felix
User Services, College of Science & Engineering	Chris Fandel

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



Executive Summary of FY04

The 2004 fiscal year was one of continued growth and adjustment for Learning Resources & Technology Services. Much of this is due to increasing demand for information and technology-related services, as these become more crucial to all areas of St. Cloud State University. Accompanying this demand is the need for corresponding support, whether in the form of training/instruction, maintenance of systems (such as e-mail, library databases, and WebCT), maintenance of equipment (particularly in classrooms and computer labs), or general troubleshooting of problems (HelpDesk). As SCSU relies more heavily on applications and systems where access to information and the use of technology becomes mission-critical to delivery of instruction and related services, the high demand for these is expected to continue.

Significant changes in measurements for FY04 can be grouped into four main categories:

Increased Demand for Services

Most areas of LR&TS experienced significant growth in demand for services and resources during FY04. This may be attributable in part to concentrated efforts to improve communication of services and resources to the campus community through the creation of communication support positions, as well as outreach through the college liaison teams. Beyond awareness of services, increased demand in services may also be driven by other factors, such as faculty and student interest in newly available resources, and student expectations for use of technology in courses.

- Use of electronic reserves (e-reserves) continues to grow at a rapid rate, as a greater number of materials are made available online to students (up more than 22% over FY03). The e-reserves Web site experienced greater use, with most measures of use up 40 - 60% over the previous year.
- Delivery of interlibrary loan requests via Minnesota Electronic Document Delivery (MEDD) increased by more than 44% over FY03. This service, first made available in Fall 2001, is expected to continue to grow, as it provides ILL access to online and distance learning students, and greater convenience for all users.
- Searches of electronic databases continue to increase, up nearly 7.5% over FY03 and up 279% over FY01.
- The number of reference questions serviced reached its highest level ever at SCSU, with more than 28,000 questions handled by the Reference desk, via walk-up, telephone, and e-mail. This was an increase of more than 10% over FY03, and more than 73% over FY00.
- Use of Research QuickStart pages, which are designed to provide research assistance on specific topic areas, increased 43% over FY03. The addition of new topic areas and increased patron awareness of RQS are believed to account for much of the increase.
- The number of courses making use of WebCT continued to climb, with 330 classes using the system in some way, the highest level yet achieved at SCSU. Based on the interest in Desire2Learn demonstrated by attendance at training sessions, use of online instructional management systems is expected to continue to increase over the next several years, making support for this service crucial.
- The number of technology questions serviced by InforMedia Services increased by nearly 19% over FY03. This relatively new service provides roving technology support to computer users in the Miller Center labs.

- Total HelpDesk service requests reached record levels for the fifth consecutive year, with 18,770 total requests, 14,706 of these during Fall and Spring semesters. This was a 12% increase over FY03. The HelpDesk is being asked to provide support on an ever-increasing number of systems, which requires significantly more time for the training of HelpDesk staff.
- The number of Ethernet connections on campus, both added and activated, increased significantly in FY04, due primarily to construction projects on campus. The main contributing projects were the renovation of Lawrence Hall (211 ports) and Atwood Memorial Center (177 ports), and the wiring of Stateview North and South (144 ports).
- Demand for printing in the computer labs continued to increase, with the number of print jobs up 10% over FY03, and the number of pages printed up 13%.
- The initial pilot of wireless networking was expanded to provide access to more than 75% of campus in FY04, and the number of registered wireless users increased by 550% over FY03. Since most laptops sold now include built-in wireless capabilities, as is the case with many new PDAs, the number of wireless users is expected to grow considerably in the coming years.
- The number of students in the residence halls who take advantage of network access (through ResNet) continues to climb, with connections up more than 20% over FY03, and 96% of the rooms having at least one active connection.
- The number of electronic classrooms on campus continued to grow, now totaling 108. Fifteen of these were funded by the Student Technology Fee, at a rate of five per year, and that three-year commitment ended with FY04. While the greater availability of rooms provides opportunities for faculty and students, with the equipment in 45 of the electronic classrooms is now five or more years old; a massive failure of these rooms will soon occur unless there is a substantial investment in replacement equipment.

Increased Funds Generated/Received

- Grant revenue received for FY04 (\$300,433.56) represented a 54% increase over FY03. While such a large increase is encouraging, nearly all of this was attributable to a single grant (Minnesota Digital Library), and sustaining such growth in grants received will be difficult.
- Although overall receipts were down (see below), the Computer Store did experience increases in the sale of items to faculty (up 25%), staff (up 58%) and students (up 22%) over FY03. However, these sales increases were not sufficient to offset the 30% decrease in university department purchases.

Relatively Stable Demand for Services/Expenditures/Programs

- The number of people coming to the Miller Center stabilized in FY04, after three consecutive years of increases in patron traffic. While those three years saw total gate counts increased by 73% from the last year in Centennial Hall, the count for FY04 decreased less than one percent (0.847%), providing an expected plateau. With more than one million visitors in each of the last three years, the Miller Center remains a very high-traffic area at SCSU.
- Acquisitions expenditures remained relatively flat at \$1.1 million, the approximate amount spent in each of the five previous years. As costs for books, serials, and electronic resources continue to climb, the buying power of this allocation declines, which greatly affects the ability of LR&TS to provide information resources to campus, particularly for new academic programs. Funding for library collections on an FYE basis at SCSU is significantly below that of peer institutions, as well as below that of other MnSCU universities.

- Library instruction counts were down slightly over FY03, in both number of sessions and number of students served, but both figures were at or slightly above the average for the previous four years, indicating a relatively stable demand for LI services.
- The number of undergraduate and graduate students earning majors, minors, or certificates from the Center for Information Media remained stable, with slight increases in the number of graduate (up 1.89%) and undergraduate (up 6.73%) students over FY03. The new graduate e-learning certificate program enrolled its first students in FY04, and this is expected to be an area of growth in the coming years.

Decreases in Demand for Services and/or Revenue

- Most measures in the area of Circulation show significant decreases over previous years, including books, media, equipment, facilities, and reserves. However, since these numbers are generated by the library system, and a switch from the PALS to the Aleph system was implemented in August 2003, data for most of the year were from the new system. Aleph processes and counts transactions differently than did PALS, so direct comparisons are difficult because of these changes.
- Total interlibrary loan (ILL) transactions decreased by nearly 30% over FY03. Much of this may be attributed to the switch to Aleph, which is still awaiting the release of its ILL module, expected in FY05. Since SCSU was no longer on PALS with other libraries, this changed ILL request procedures, and the decrease was not unexpected. As other Minnesota libraries complete their transition to Aleph, and once the Aleph ILL module is implemented, ILL transactions are expected to return to previous levels, which had been relatively stable.
- Overall dollar sales figures were down 20% in FY04 for the Computer Store in comparison to FY03; however, the decrease was entirely due to a 30% drop in university department purchases. During FY03 more than 300 computers in the Miller Center were replaced, which increased Computer Store sales. In FY04 these three-year old computers were made available for free to SCSU departments to replace existing computers that were six or more years old. Consequently, there was a greatly reduced need for departments to purchase their own new systems, and departmental sales at the Computer Store declined.

This is a very brief overview of the significant accomplishments and challenges encountered by Learning Resources & Technology Services during FY04. Clearly the emphasis is on the areas of growing demand for access to information and services that extends across the organization. While LR&TS has been able to respond in some degree to this growth, drawing on funding from grants, the Student Technology Fee, and MnSCU, clearly the vast majority of services provided by LR&TS are increasingly important to the academic environment for students, faculty, and staff. As access to information and use of technology becomes mission-critical to the delivery of education, SCSU must continue to invest resources in these areas in order to be able to successfully meet this demand.

Initiatives for FY04

LR&TS initiatives for FY04 were grouped into five categories. Within each of these were specific goals or projects on which LR&TS chose to focus efforts.

Improve Instruction

- Investigate and develop an information literacy program
- Standardize technology seminars and workshops and incorporate into CIM courses
- Improve support for online course delivery

Communicate Our Initiatives

- Revamp the LR&TS Web site
- Begin offering virtual reference services
- Establish and begin implementing contact goals for liaison teams
- Expand the university community's understanding of HuskyNet and Campus Desktop services
- Improve communication with campus technical staff

Assess Our Resources and Services

- Continue with our collection assessment
- Implement an assessment plan for LR&TS
- Propose a campus software audit

Plan for the Future

- Hire for excellence and diversity
- Complete a disaster recovery plan
- Develop a new LR&TS strategic plan
- Develop a plan for campus-wide information preservation
- Pursue Cultural Center initiative
- Begin implementation of campus Technology Master Plan

Provide Leadership for Our External Communities

- Implement ExLibris
- Provide leadership for the Minnesota Digital Library
- Work with MnSCU on the selection of a statewide IMS system
- Improve bandwidth capacity for campus and region

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 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 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.

Accomplishments:

- Oversaw all administrative functions for a campus unit with approximately 100 faculty and staff members, and with non-salary budgets of more than \$10 million.
- Completed all the Article 22 and 25 comments, reports and meetings for 28 probationary, tenured and fixed term faculty in LR&TS.
- Served on various campus-wide committees, including Academic Affairs Council, Meet and Confer, Student Technology Fee, Article 22/25 review committee, College of Social Science Dean search committee, Web Council, Resource25 Implementation committee, and Change of Employment Status procedures committee.
- Represented SCSU on various technology-related MnSCU committees, including Chief Information Officers, the MnSCU Information Technology Roundtable, the Academic Information Technology Committee, and the Desire2Learn Steering Committee.
- Represented SCSU on various MnSCU and state-wide library boards and committees, including PALS Deans and Directors Executive Committee, MnSCU 4-year library directors, MnLINK User group, PALS User group, the Minnesota Library Association Board of Directors, Minnesota Educational Media Organization, Minnesota Academic Group for New Opportunities in Libraries and Information Access (MAGNOLIA), and the Minnesota Digital Library Coalition.
- Represented SCSU at various national organizational meetings, including Educause.
- Served on the governing boards of the Central Minnesota Libraries Exchange, the Central Minnesota Educational Research & Development Council, the Central Minnesota Distance Learning Network, and Live Interactive Televised Education Supporting Programs and Networks (LITESPAN).
- Provided consultation and support for the Minnesota Department of Education emotional and behavioral disorders training grant.
- Oversaw the initiation and completion of the search process for one fixed-term faculty position, four staff, and twelve adjuncts.
- 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.
- Served as the SCSU point of contact for the MnSCU Instruction Management System initiative.

- 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 FY04, the PPC developed and the Dean's Advisory Council approved:
 - Interlibrary Loan Borrowing Policy
 - Community Patron Computer Access Policy and associated forms
 - Updates/revisions to the Display Case Usage Policy
 - Distribution and Displaying of Table Tents or Other Printed Materials Policy
 - Policy for Purchase of Mobile Devices
 - USA PATRIOT Act - Policy and Procedure
 - LR&TS Van Use Policy
 - SCSU Student Campus Desktop Policy
 - Policy for Miller Center Donor Recognition
 - Policy for Dean/Director (LR&TS/Library) Recognition
 - Facilities Use Policy for the Miller Center and Associated Areas
- Coordinated the activities of the campus Teaching, Learning, Technology Roundtable (TLTR). Issues addressed included:
 - Developed criteria for evaluation of options related to switching from WebCT to Desire2Learn for instructional management support.
 - Worked to populate committees called for in the 5-year technology plan approved in FY03.
 - Reviewed and provided feedback on a draft of the MnSCU Acceptable Use Policy, the proposed MnSCU Business Practice Alignment Recommendations, and a draft of a policy about Online Courses.
 - Recommended to the Provost an investment in security equipment for classroom equipment.
 - Discussed and provided recommendations related to portals, microcomputer standards, audience response systems, e-mail as official communication to students, and campus security for electronic classrooms.

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 equipping additional electronic classrooms).

LR&TS Administration - Communication

Improving and expanding communication was a priority initiative for 2003-2004. Communication, both internal and external, was addressed, with emphasis on timely and accurate information in written, oral, and electronic formats. Communication needs were gathered from across the LR&TS workgroups and those needs were translated into goals.

Goals for FY04

- To provide communication that is accurate, timely, coordinated, consistent, proactive, and reflective of a professional image.
- To provide representation of workgroups on Communication Committee activities, which would provide more “buy-in” of the workgroups as well as provide a better understanding of rationale and processes of the Communication Committee.
 - Established a Communication Committee Group team, with a representative from each of the LR&TS workgroups on this team. The rationale for this team was that each member would serve as the Communication Committee’s aide in expediting complete and accurate messages by being the internal resource person. Members serving on this team were Julie Blake (Collection Management), Dana Drazenovich (Communication Specialist), Jeff Gallus (ITIS), Chris Inkster (Reference), Rich Josephson (IMS), Mark Kotcho (ITS), Susan Motin (Access), Jim Pesta (CTUS), Marian Rengel (Dean’s Office), and Karen Thoms (CIM).
- To offer enrichment sessions to provide opportunity for all LR&TS staff to learn more about LR&TS-related issues and general topics.
 - Coordinated enrichment sessions which included: Humor and Diversity in the Workplace, Working with Students with Disabilities, Update on Wireless at SCSU, Best Practices: Writing in the Workplace, and Copyright Considerations in Higher Education (a downlink sponsored by MnSCU and offered during the FCTE Faculty Forum Workshop Day activities).
- To work as a team with workgroups to prepare materials, both written and electronic, which would accurately reflect the LR&TS mission, as well as the message being sent.

Accomplishments/activities:

- Created and submitted to the Policies and Procedure Committee (PPC) a Communication Committee Policy Statement.
- Created CIM recruitment posters.
- Worked with wireless implementation, including communication plan, poster, campus announcements, and FAQ.
- Worked on the Ask a Librarian project, creating a logo and developing content for posters, SCSU-announce, the SCSU Web site, and a news release for the University Chronicle and KVSC-FM.
- Worked on a number of items related to MnPALS, assisted with messages about Aleph dark time, and created copy for MnPALS “thaw” announcements.
- Worked with the HuskyNet graduate assistant to create/edit two flyers on HuskyNet services.
- Set a priority of getting out campus announcements of IMS faculty workshops.

- Created publicity regarding conversion from WebCT to Desire2Learn (D2L), along with associated workshops being offered.
- Assisted with building signage changes that need to be made.
- Worked on an ongoing basis with the LR&TS Web page Showcase items for events including Black History Month, Reference displays, Asian art, the availability of tax forms, etc.
- Assisted the Center for Holocaust and Genocide Education with the creation of flyers.
- Worked on a spam information document.
- Worked with staff on CIM newsletter articles.
- Began working on the e-classrooms communication project.
- Developed newsletter copy and brochure copy for Dr. Doreen Keable scholarship.
- Worked with CTUS on short-term and long-term ways to communicate information about student workshops.
- Updated Communication Guidelines on Use, Spelling and Punctuation.
- Created the LR&TS Communication Project Form.
- Began reviewing Web pages and working with Web staff to make updates so all information is current.
- Reviewed a software liability policy with IMS.
- Publicized LR&TS initiatives to the campus (newspaper, hard-copy, or e-mail)
 - E-mails to SCSU-announce, posters, handouts, and editing of various documents were completed for various project plans.
 - Contacted SCSU students to see if they would be willing to serve on the LR&TS Student Advisory Committee. The committee met once during the year.
 - Used an LR&TS e-mail address to send important announcements via the SCSU-announce listserv. This e-mail account was monitored by members of the Communication Committee.

Future challenges and resources needed:

- Continuation of Communication Specialist position for FY05.
- Continuation of enrichment sessions with topics that are useful to the faculty and staff within LR&TS.
- Restart the electronic in-house newsletter, which was discontinued in 2003 because of other pressing communication needs.

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 helps faculty and staff pursue their own ideas that may need or benefit from external funding support. This person also provides outward looking vision in monitoring grant-making trends and directions and anticipating future LR&TS needs that might be met by seeking and obtaining external funding. The Grant Projects Developer conducts research on grant opportunities, advises all parties within LR&TS concerning budget development, and provides writing and editing support on grant projects. This person also provides grant coordination support for existing LR&TS grants. The Grant Projects Developer is responsible for pursuing grant possibilities with other St. Cloud area organizations, such as the Great River Regional Library, MnSCU, regional colleges, and area public school districts. The Grant Projects Developer serves on SCSU's Applied Research Committee as the LR&TS research director. In this capacity she also supports the Office of Sponsored Programs to encourage and develop cross-campus collaboration.

Goals for FY04

Work with faculty members to identify grant opportunities and develop grant projects in support of their professional development goals.

- Worked on four projects with faculty in the Center for Information Media; two are ongoing, one did not result in a grant, and one application was rejected by funder.
- Worked on three other grant projects with faculty, one was funded for \$450, another is under development and the third did not result in an application.
- Provided advice and research on an additional eight projects from idea development to providing information on funding possibilities

Work with all members of LR&TS, within workgroups and across workgroups, to develop grant projects that support their efforts to improve and maintain library and technology services to the SCSU community.

- Worked on four projects that would develop library services, including preservation of rare books, development of information literacy resources, and expansion of technology services. The preservation project resulted in a pending grant application. The information literacy grant application was denied. One project lead to a decision not to move forward with an application and another is still in development.

Work with LR&TS faculty and staff to collaborate with departments and programs across campus in seeking and identifying grant projects to support university goals.

- Developed one grant application in coordination with the Department of Statistics that did not receive funding
- Continued to advise faculty from across campus on possible LR&TS involvement in grant projects and to share information with departments and the Office of Sponsored Programs that could lead to grant projects.

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

- Conducted research on projects that reached out to Great River Regional Library, College of St. Benedict/St. John's University and other statewide organizations.

Continue grant efforts to develop the Minnesota Digital Library project.

- Wrote a successful grant application to begin creating the Minnesota Digital Library. Received in January 2004 the Library Services and Technology Act grant for \$299,983.56 to digitize photographs for "Minnesota Reflections," the signature project of the Minnesota Digital Library. Began implementation and oversight of this grant project.

Additional Accomplishments/Activities:

- Conduct grant research. A responsibility of the Grant Projects Developer includes monitoring information sources on grant funding. This year that involved conducting frequent searches of more than three Web databases, subscribing to more than 10 electronic and two print resources, and conducting broad, general research.
- Provide support for currently funded grant projects. This included advising principal investigators on five projects, including the Minnesota Digital Library Coalition, the Minnesota Department of Education grant with InforMedia Services, and planning for the Elizabeth I exhibit which LR&TS will host in the fall of 2006. Such support includes serving as a liaison between the grant recipients and the SCSU Business Office and the Office of Sponsored Programs, as well as budget development, writing and planning advice.
- Share information with the Office of Sponsored Programs, the College of Education and other colleagues across campus. The Grant Projects Developer worked closely with counterparts in OSP and COE to encourage and support grant seeking efforts of faculty members. She also shared grant project information with departments in SCSU's academic colleges, including Nursing, Criminal Justice, Mathematics, and others. The Grant Projects Developer also reviewed grants from colleagues across campus who were seeking LR&TS support for their projects.

Future challenges and resources needed:

- To more clearly and effectively identify connections between LR&TS goals and the goals of grant-making organizations, including private, corporate, state and federal sources.
- To develop collaborations between LR&TS faculty and staff and colleagues across campus to identify synergies and innovations that could better serve the objects of grant-making organizations
- To work more closely with the Minnesota State Colleges and Universities Chancellor's Office to identify funding collaborations.

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 includes librarians and information specialists.

Personnel

Steering Committee: Julie Blake, James Caufield, Randy Evans, Chris Inkster, Sara Grachek, Randy Kolb, Susan Motin, Marian Rengel, Pamela Salela, Tom Stachowski, Phil Thorson

Teams

- Business: Julie Blake, Doris Bolliger, Fred Hill, Daryl Scholz, Mary Shrode.
- Education: Karin Duncan, Chris Inkster, Plamen Miltenoff, Jim Pesta, Sandra Williams.
- Fine Arts & Humanities: James Caufield, Melinda Dermody, Mario Felix, Tom Hergert, Mark Monn.
- Science and Engineering: Keith Ewing, Rich Josephson, Randy Kolb, Mark Monn, Susan Motin.
- Social Sciences: Bonnie Hedin, Tom Peterson, Renee Rude, Pamela Salela, Susan Schleper, Mary Shrode, Tom Stachowski.

Goals for FY04

Attempt to clarify the vision and goals of the College Liaison Team program.

- The teams had a "retreat" in which the teams went around the building to all of the workgroups to get a tour, handout, and basic information on what happens in each. This was meant to give all teams a solid grounding in the workings of all of LR&TS. The retreat was well-received.

Build relationships with faculty members in the five colleges.

- Each team handled this in different ways, but they all made efforts. Some colleges seem more receptive to outreach efforts than others.

Future goals

- Each college liaison team should focus on one or two people from each department within the college and conduct an information session to those people.
- Each college liaison team should identify one or two departments to work with specifically to review their LR&TS needs. Feedback from these meetings should be shared with the various people who are involved with providing the service.

Additional Accomplishments/Activities:

College of Business:

- Met once, decided that the business faculty would be more suited to individual contacts than team activities.
- 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 (COB) faculty members on their research and library materials questions.
- Assisted individuals in the COB with instructional technology issues.
- Offered and provided individuals with customized computer software workshops.
- Met with the Dean and the Director of Research in the COB to provide an overview of LR&TS services.
- Participated in the College Liaison Retreat.

College of Education:

- Sent e-mail messages to the College of Education listserv alerting them to issues relevant to their departments.
- Prepared a PowerPoint presentation to use with departments.
- Gave a presentation to the Child and Family Studies Department.
- Met with College of Education DAC to discuss general goals and activities of liaison program.
- Worked with individual College of Education faculty members on research and technology questions.
- Presented a variety of drop-in technology workshops, usually on Friday morning in the CTC.
- Participated in the College Liaison Retreat.

College of Fine Arts and Humanities:

- Analyzed student English papers and presented to the English faculty and graduate assistants on the topic of what can be done to improve student research skills. Showed how neglect of library resources and excessive reliance on Internet resources led to superficial and biased research.
- Made contacts within the Mass Communications department and worked with them on their accreditation.
- Worked with a member of the Department of Theatre, Film Studies and Dance regarding the reuse of sound clips through the history of film.
- Consulted with Fine Arts and Humanities faculty concerning the decision about the Wilson databases (these databases had large price increases, and we were debating which to drop).
- Sorted catalogs and Choice Review cards according to departments, and mailed to department chairs for their use in requesting library materials.
- Participated in the College Liaison Retreat.

College of Science and Engineering:

- Requested and received approval for the liaison team to be added to the COSE e-mail distribution list.
- Met with accreditation teams for the master's degree in Applied Behavior Analysis and the bachelor's degree in Aviation Maintenance Management.
- Discussed the various roles of the COSE technicians within the college with Interim Dean David DeGroot.
- Worked with Dean DeGroot and technicians within COSE to re-distribute several computers that were removed from LR&TS.
- Participated in the College Liaison Retreat.

College of Social Sciences:

- Presented to the department of Sociology & Anthropology's Library Committee.
- Sorted catalogs and Choice slips for distribution to individual departments each semester.
- Selected items for various departments in COSS.
- Discussed possibilities for LR&TS resources with the Women's Studies Program, building toward a more formal presentation in FY05.
- Provided consultation to COSS faculty on ways to address their technology needs.
- Provided input for the department of Social Work's accreditation process.
- Met with the COSS Dean's Advisory Council to introduce and talk about the serials survey that was administered during Spring semester of 2004.
- Participated in the College Liaison Retreat.

Future challenges and resources needed:

- The primary resource needed is time for all of those involved to commit to liaison efforts.
- Some level of staff support for the program.
- A greater commitment by LR&TS faculty and staff to the purpose of the liaison efforts.
- Need to survey faculty and staff from different colleges to assess their understanding of LR&TS and their desires for service so that we can better meet their needs.
- We can offer our services, but we need to be invited to give a presentation to a department. Some areas are not as receptive to our overtures as others.
- A greater emphasis on individual contacts instead of group presentations.

Access Services - Circulation

The Circulation Desk is a “one-stop-shopping” service point 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 provides and coordinates Electronic Reserves (E-reserves). Patrons are also able to pick up interlibrary loan items, reserve and check-out study rooms, obtain or activate a library account, receive assistance with fines and overdue materials, 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. Circulation staff members and/or student workers supervise the desk, providing centralized circulation service to patrons during all hours that the library is open.

Goals for FY04

Enhance quality of access to services and collections.

- Continued to provide excellent customer service while dealing with the challenges of downtime to the Aleph system.
- Hired two additional student workers and added additional software to improve processing time of E-reserves materials.
- Revised and updated the New Fiction and New Non-Fiction procedures and shelving.

Continue to play an active role in upcoming phases of the Aleph migration.

- Provided all circulation service functions in spite of significant gaps in the availability of the Aleph system.
- Established and input many necessary system settings in the Oracle tables of the Aleph system.
- Participated in the implementation and subsequent review of the automated patron loader interface between the ISRS system and the library’s Aleph system.
- Cataloged audio-visual equipment into the online library catalog, allowing for easier checkout and improving the use of the Aleph library system.
- Worked with the MnLINK office as development partners on the new media booking system for Aleph.

Work to develop and revise policies, procedures and workflow.

- Reviewed and revised the student hiring and training processes.
- Researched and subsequently updated the E-reserves submission guidelines for faculty.
- Worked with CTUS and the Tech Fee Committee to modify policies and procedures for checking out student laptops.
- Revised the check-out policy and processes for circulation privileges to faculty and students of St. Cloud Technical College.

Additional accomplishments/activities:

- Attended and participated in MnLINK User Group and PALS User Group meetings.
- One circulation faculty and one staff member served on the executive committees of the Circulation User Groups of both MnLINK and PALS organizations.

- Participated in the establishment of a virtual reference service for the library, and Access faculty helped provide virtual reference service once it was in place.
- Increased the number of E-reserves files by more than 20 percent, from 1,689 in FY03 to 2,068 in FY04. These numbers include PDF, audio, video, and computer files.
- A Circulation faculty member chaired a MnSCU committee investigating and recommending a model for providing virtual reference service to all of the MnSCU schools.
- Established and implemented many new processes to compensate for the temporary lack of necessary services in the current Aleph system.
- Improved process and documentation for various Circulation functions, such as shelf maintenance.
- Circulation faculty and staff participated in the establishment of an Information Desk pilot project, which was subsequently established as a permanent service.
- Assisted in the creation of the Third Annual Celebrations of Light display in the Miller Center, which received much media promotion.
- Restructured many patron and item classifications in the new library system.
- Worked with the Center for Continuing Studies to provide barcodes (online database access and circulation privileges) to "Senior-to-Sophomore" classes.
- Worked with the ITIS workgroup to provide, maintain, and purchase items for the media equipment collection.
- Reorganized shelving of non-print media and equipment allowing for better use of space.
- Continued improving the Circulation area's day-to-day work flow and procedures.
- Worked with a North Texas University library school student in a practicum involving researching electronic reserves policies and procedures.

Future challenges and resources needed:

- Continuing to reserve equipment and the media collection without an online resource in the library system.
- Increasing budget for equipment and staffing to improve processing time for an ever-growing, high-demand E-reserves service.
- Resources and support for the subsequent phases of the library's Aleph system, especially during the migration to a new version and upcoming enhancements to the system, including the addition of a media booking system.
- Budgeting for the purchase, replacement and repair of the electronic and audio-visual equipment collection.

Statistics:

See Appendix B

Note: This year's circulation statistics reflect major changes from the way transactions were recorded in the PALS system in past years, compared to the current recording process in the new Aleph system. This includes significant downtimes in the Aleph system and work-around recording procedures that occurred during the transition from PALS to Aleph.

Access Services - Government Documents

The Government Documents area in LR&TS has the following responsibilities: selecting, processing, and maintaining the materials that are received as part of the Federal Depository Library Program and the state of Minnesota. This area provides public service and outreach to patrons who want to use the materials, either within the library or electronically via the Internet.

Goals for FY04

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, usually within two weeks of arrival. A variety of journal titles have been shelved in the Periodicals area to provide easier browsing, and as these titles ceased publication in print, all issues in all formats (paper, microfiche, or bound) were moved back to the government documents areas.

Provide high-quality, efficient government documents reference service in support of LR&TS for students, faculty, and staff, and for community members.

- The government documents librarian met with the Reference team on a regular basis to share insights into the use of government document resources and to learn about reference questions having to do with government documents. Training was provided on genealogy in government documents, researching Minnesota legislation, and obtaining census data for cities and states.
- The government documents Web site (<http://lrts.stcloudstate.edu/library/guides/govt.asp>) and the documents notebook in the Reference area were updated and maintained.
- The Reference team and the government documents librarian answered questions related to documents, including the census, other statistics, maps, and use of legal resources.
- The government documents librarian participated in the Virtual Reference pilot program, answering questions two hours each week.
- Two displays were co-coordinated by Government Documents and Reference: the anniversary of the 40th year of President John F. Kennedy's assassination, and a commemoration of 60 years of D-Day.
- Sixteen library instruction sessions that consisted of mostly documents or legal research methods were delivered by the government documents librarian to classes.
- The government documents librarian presented "Genealogy in Government Documents at SCSU" to the Genealogy and Family History Workshop on Nov. 1, 2003. The conference was sponsored by the St. Cloud Area Genealogists, Inc. A variation of this presentation was also presented to the reference team at the Great River Regional Library on Nov. 14, 2003.
- A display highlighting 40 years of depository status was prepared for the Miller Center lobby display case by the government documents librarian, summer 2003.

Additional accomplishments/activities:

- Federal and state tax forms were made available in the government documents area of the Miller Center on First Floor 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 Web sites for downloading additional forms and instructions.
- A newspaper article "SCSU Marks its 40th Year as Home of Federal Records" was published by the *St. Cloud Times* on July 28, 2003. This story appeared with several photographs and highlighted SCSU's 40th anniversary of being named a depository for federal documents.
- The article "Government Documents Go to School" was written by the government documents librarian and accepted for publication by *Teacher Librarian*, a peer-reviewed journal, for its June 2005 issue.
- The government documents librarian participated in a panel presentation of the session "When the Serial Set Isn't REALLY the Serial Set: How Selectives Cope with Congressional Reports and Documents" at the Fall Depository Library Conference, Washington, D.C., Oct. 21, 2003.
- The government documents librarian presented "Genealogy in Government Documents" at the 17th Annual Minnesota / South Dakota Government Publications Information Forum, Morris, MN, May 6, 2004.
- The government documents librarian presented "Sites for Kids" as part of a panel of presenters in a session titled "My Favorite Government Web Sites," at the 17th Annual Minnesota/South Dakota Government Publications Information Forum, Morris, MN, May 6, 2004.

Future challenges and resources needed:

- The primary need for government documents is time to complete the MARCIVE retrospective project. The government documents librarian completed her review of the items to be included in this project in July 2003. However, due to the switch to the Aleph online library system that summer, the retrospective project had to be put on hold.

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 daily delivery and pick up of MINITEX and CMLE materials for area libraries, including College of St. Benedict, St. John's University, Great River Regional Library, St. Cloud Technical College, and the library at the St. Cloud Hospital. The ILL office also 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. The University of Minnesota-Duluth also requested St. Cloud State University's interlibrary loan policies for borrowing and lending to use as models for updating their policies.

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

Goals for FY04

Continue to provide fast and efficient service for ILL requests.

- Interlibrary loan continued to fill outgoing and incoming requests in a fast and efficient manner, usually within 24-hours during normal business days. This was accomplished even while going back to a completely paper-based tracking and processing system due to the current lack of an interlibrary loan module in the Aleph system.

Continue to maintain a high fill-rate for incoming and SCSU patron requested ILL requests.

- Achieving this goal was difficult, due to the migration to the Aleph system and its lack of the an online interlibrary loan module. This made it more difficult for PALS libraries to identify and request items from SCSU, resulting in fewer lending requests. Many of the requests received in ILL were blind, i.e. the library making the requesting did not know if SCSU had the item that was requested, which reduced the chances for filling the request. Despite these circumstances, the interlibrary loan staff continued to provide a fill-rate of 63% for incoming requests and a fill-rate 88% for SCSU patrons.

Participate in transition to the Aleph system.

- Interlibrary Loan staff continued to work with the MnLINK office and the MnLINK interlibrary loan development committee to test and begin implementation of the Aleph interlibrary loan module.

Additional accomplishments/activities:

- Completed the first draft of the Interlibrary Loan Procedures manual.
- Updated Ariel software to version 4.0.
- Continued working with the Distance Learning Librarian to coordinate interlibrary loan policies and delivery to distance learning students.
- Facilitated MnSCU Copyright Satellite Conference during Faculty Forum Day.

- Reviewed the MnSCU Copyright Primer Web site at the request of MnSCU, and provided feedback about the site.
- Conducted copyright workshops and presentations relevant to library work.

Future challenges and resources needed:

- Testing 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 1,700 popular and scholarly print publications, as well as print and electronic access to numerous indexes and abstracts. In addition to print journals, the Periodicals staff help patrons access the more than 18,000 electronic titles available through the Learning Resources & Technology Services' (LR&TS) 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 is responsible for filing new and re-filing used periodical and Government Document microfiche and microfilm and assisting patrons in the microform area where all Periodical and Government Document microforms are stored. Microform readers and printers are located in the periodicals area for patrons' convenience and are also maintained and managed by the staff and student workers. Periodicals staff also maintains the Miller Center public photocopiers.

In addition to general maintenance of the print and online collections, microform equipment, and photocopiers, Periodicals also offers a document delivery service for faculty. Faculty can make article requests of materials which are housed in the Miller Center. These articles are copied in a timely manner, sent to the faculty member, and billed back to the department for which the faculty member works.

Goals for FY04

To support and enhance access to the periodicals collection in all formats.

- The journal holding list (JHL), which facilitates public access to all periodicals holdings both print and electronic, was a primary focus this year. Over 1,600 microfiche holdings were added to the JHL in an ongoing attempt to accurately report to users the materials that are available in the periodical collection. Additionally, corrections, additions, and edits were made to the JHL as a result of a focused effort to find and eliminate discrepancies while ensuring that missing information was added to the database.
- Periodicals staff planned and completed a shifting project of the bound section in the basement of the Miller Center. The move will allow for growth in the areas that house active bound titles and will also aid in accurate re-shelving of materials.
- A project plan was created to address the problem of unbarcoded microfiche in the collection. Upon completion of the project, the library's online catalog will more accurately reflect the journal holdings in the micro format collection. This project will aid in proper reporting of our holdings to other Interlibrary Loan offices, as well as complement the open URL software (SFX) that was launched this summer.

Continually assess and improve the services and assistance given in Periodicals.

- Improvements to student worker training manuals were continued this year. In addition, revisions were made to forms used by student workers to report problems and/or questions that arise while serving patrons during the evening and on weekends.
- Periodical staff coordinated with the Dean's office to facilitate the move to new photocopier machines which, it is hoped, will help reduce the number of problems with patron use of photocopiers.

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

- Periodicals engaged in a comprehensive assessment of the journal collection this year. A serials survey was developed and sent to department chairs at SCSU. The focus of the survey was to glean which titles are most important for supporting the curricular needs of faculty and students. Based on faculty input, changes were made to the journal subscription list, including discontinuing some titles and adding others. Budgetary considerations were taken into account when making these decisions.

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

- A new policy was developed to respond to the need to keep print materials on the shelf even after its micro format counterpart has been received. Historically, as soon as microfiche arrived the print was removed from the collection. However, it was recognized that in some cases, retaining the print version was desirable.

Encourage professional development for Periodicals faculty and staff.

- Both periodical faculty and staff took advantage of a myriad of training and developmental opportunities this year to improve on-the-job performance, as well as enhance service to our patrons. Some examples are workshops on copyright issues, working with today's students, thriving during times of change, and many more. Periodicals faculty attended several national conferences as well as statewide conferences and workshops.
- Beyond professional development, faculty and staff participated and/or coordinated other activities to enhance personal development. Some examples are participation in campus organizations to help those in need, organizing a party for a retiring faculty member, coordination and participation in several activities in recognition and appreciation of student workers.

Additional accomplishments/activities:

- Periodicals student workers do all of the shelving and reshelving for government documents, and during FY04, approximately one third of the Government Documents collection was shelf-read and arranged in proper order. Additionally, many Government Documents that were not formerly barcoded were sent for processing and re-shelved.
- Several donated journal titles were incorporated into the collection.
- A system was created and implemented to record manual browse statistics to aid in collection development.
- Use of the print and micro format periodical titles was monitored, and based on this information, locations of these items were shifted to allow for easy access and accurate shelving of the materials.

Future challenges and resources needed:

- Hire and train a library technician to replace the outgoing current staff person.
- Maintain a sufficient number of student worker hours to ensure quality service at the periodicals service desk.
- Maintain an adequate collection to respond to curricular needs with a less than adequate collections development budget.
- Manage the shift to electronic resources effectively and seamlessly from the end users' point of view.
- Add a shelving unit behind the periodicals service desk as staging ground for re-shelving.

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. The 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 the Miller Center 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 the Exchanger newsletter, interlibrary loan and delivery. A full menu of services, trainings and governance information is available on the CMLE Web site at www.cmle.org.

Goals for FY04

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 leader, facilitator, communicator, connector, and developer. Eighteen distinct goals were drafted 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:

Leader

- Served as an elected member of the Minnesota Library Council to assist and guide in the strengthening of our state library agency and all libraries in Minnesota.
- Served on the Minnesota Voluntary Certification Oversight Committee, with responsibility to accredit new trainings for certification.
- 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.

Facilitator

- Provided interlibrary loan and backup reference services for 7,697 requests, filling 95% successfully.
- Through a \$9,600 LSTA grant, delivery services of interlibrary loan materials were provided to 24 K-12 media centers that lacked any delivery service.
- Hosted numerous 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.
- Through a \$20,000 LSTA grant, CMLE acted as lead agency in developing and implementing an online training needs assessment tool for all K-12 media center staff in Minnesota. This tool illustrates regional and statewide training needs.

Communicator

- Provided timely information and a means to request materials through our CMLE Web site.
- 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 using a marketing campaign that includes a new logo and awareness pieces that were included with each order to heighten awareness of services provided by CMLE and to gather feedback in an organized way.

Connector

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

Developer

- Hosted teleconferences locally, including the Soaring to Excellence series offered by the College of DuPage.
- Facilitated and hosted other trainings and workshops on various topics including training sessions on Electronic Library for Minnesota (ELM). In many cases, CMLE coordinates with East Central Regional Libraries, Great River Regional Libraries, College of St. Benedict, St. Cloud State University LR&TS and St. John's University to offer low-cost, professional development opportunities.
- Offered monthly MLA/MEMO Legislative Committee meetings via ITV for all members of MLA and MEMO using equipment and space in the Miller Center.
- Hosted our annual meeting at Pebble Creek Golf Course in Becker in October, which included a program-sharing panel, dinner, and talk by guest author Faith Sullivan.

Future challenges and resources needed:

- Resources to support escalating costs with the eighth 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, computer, and new printer to support daily work flow.
- Resources to support member requests for guidance and materials previously provided by the state library agency.

Statistics:

See Appendix F

Collection Management - 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 and monitoring Ex Libris Aleph, to coordinating the management of electronic resources. Considerable time and energy are devoted to statewide issues, including the Minnesota Digital Library, the Electronic Library for Minnesota (ELM) 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 resources, and opportunities to support teaching and learning about Holocaust and genocide issues.

Goals for FY04

Collection Management offered several goals under each of the broader LR&TS goals.

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

- Continue to support the curriculum through selection, purchasing, cataloging, 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 its 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 was heavily involved in the migration from PALS to Aleph. We completed training and data reviews and spent as much time as possible cleaning up data before migration. We migrated from PALS to Aleph in August 2003, then worked on learning the system in a hands-on, day-to-day environment. We have been consistently reconsidering all workflows, practicing using the new system, and cleaning up data problems that occurred during migration. 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 have been put on hold until fuller functionality is achieved in that software.

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 the goal above, Collection Management has continued to strengthen LR&TS information technology resources through maintaining electronic resources and working with the Aleph migration. Collection Management staff have taken the lead in working with FindIt!, an OpenURL product that allows patrons to receive integrated access and “one-stop shopping” of electronic full-text articles. Staff have also recently been involved in the transition to a new contracted collection of databases in the Electronic Library for Minnesota (ELM). In addition, cataloging staff continue to add records for freely available Web sites, 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 migration from PALS to the Aleph system, 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 Minnesota Digital Library project and has received grant funding for it.

Additional accomplishments/activities:

- Took 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.
- Worked on sorting, deduplicating, and adding appropriate materials donated to us from the former library of the Division of Library Development and Services (LDS) in the Minnesota Department of Children, Families and Learning (now the MN Department of Education).
- Compiled several reports on collections for departments involved in accreditation processes.
- Use of rare books and special collections increased significantly due to student research projects that made use of the collections.

Future challenges and resources needed:

- Time - We are still learning our new automated system and how it works. We cannot do some things that we used to be able to, but we can do other things instead. We are still involved in adjusting our workflows and implementing upgrades, each with a steep learning curve.
- Additional student workers to assist with day-to-day workload, particularly during peak periods of acquisition.
- Library materials funds, as we are underfunded for our programmatic offerings compared to peer institutions.

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. Reference faculty staffed the Reference Desk for 60 hours on weekdays (52 of which were double-staffed) and 16 hours on weekends during the regular school year. During summer sessions the reference desk was staffed for 56 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 FY04

Provide excellent reference service at the Reference Desk, by telephone, by AskRef e-mail service, and through personal contacts.

- Learned MnPALS, then helped the campus community learn this new library system.
- Evaluated and made recommendations on numerous databases.
- Learned new databases and helped campus community with new ways of accessing information.
- Trained six adjunct librarians to give them the skills and knowledge to help patrons.

Continue to provide education and training on the use of the library's resources through the Library Instruction program.

- Served as main presenters for our library instruction service, which provided 274 sessions to 7,465 students.
- Developed the content and pedagogy for Day 1 ENGL 191 sessions; assisted with development of a hands-on activity for instructors to use as follow up.

Investigate appropriate technologies to enhance reference services.

- Improved the Reference Web presence through our active involvement in the LR&TS Web redesign project.
- Continued to restructure our online sources to better meet patrons' needs.
- Received training from Student Disability Services on several of the assistive technologies on ADA workstations.
- Assisted with implementation of Community Patron accounts, CampusDesktop, and other technology-related issues that impact the user.

Continue to actively participate in the LR&TS liaison program.

- Each reference librarian served on a college liaison team.
- Helped to communicate information about reference services and other LR&TS services to the university community.

Take care of ourselves

- Met regularly to inform each other about and learn about a wide variety of reference- and technology-related topics and issues.
- Continued to improve communication within our Reference Team through published agendas and minutes, including "In the Spotlight" on each agenda to highlight members' contributions and accomplishments (both personal and professional).
- Continued to work for equity in reference scheduling and other responsibilities.

- Included on agendas opportunities to share information from conferences, workshops, professional reading, listservs, etc.

Pilot Virtual Reference Service

- Established a pilot project in Spring 2004 to deliver virtual reference service to the St. Cloud State University community. The American Library Association defines virtual reference as a “reference service initiated electronically, often in real-time, where users employ computers or other Internet technology to communicate with librarians, without being physically present.” The goal of the pilot is to determine if virtual reference is a helpful and effective way to deliver reference services. The hope is that by meeting students where they are - either remotely or sitting at a computer in the library - librarians will be able to enhance our user community’s library experience and give them alternatives to traditional reference desk service. Use of the service by patrons was limited, since the service was not promoted while during the initial phase of testing. The pilot will continue into the next year and be evaluated at that time.

Additional accomplishments/activities:

- Adjunct reference librarians assisted with many small projects, including weeding of the business section of the collection, evaluation of some items for purchase, investigation of online reference tools, updating and verification of Research QuickStart entries and links, notification of departments of new Reference Collection items, listing of indexes in the Reference area, thematic displays, and improved shelving configuration of maps and atlases.
- Expanded Research QuickStart sources and subjects.
- Collaborated with other LR&TS workgroups:
 - ITS - Reference area technology (imaging, Library Express stations, printing, etc.).
 - IMS - Included IMS training in some library instruction sessions.
 - Access - Opening/closing procedures, online journals holdings list, shifting of serials from Reference to Periodicals, government document changes, and new Web sites.
 - Collection Management - Database evaluation and selection, addition of Ready Ref note to catalog record.

Future challenges and resources needed:

- The level of Reference services will be affected if we are not successful in maintaining and/or increasing the number of Reference faculty.
- Integration of QuestionPoint virtual reference service into Reference Services will require time for training and possibly adjustments on the Reference Desk schedule.
- Conversion of Research QuickStart to LibData will possibly be time-consuming; we may need adjunct or clerical assistance for this project.
- Advancement in technology and information sources will continue to be a challenge in terms of training, familiarity, help guides, etc.
- Investigating and implementing on-line information literacy tutorials will require significant time and effort; we may need adjunct help to free librarians for this project.

Statistics

See Appendix H

Reference Services - Library Instruction

The library instruction (LI) program is a very valuable resource for courses across campus. Library instruction sessions are designed to assist students in developing efficient, effective research skills, familiarize students with available LR&TS services (such as the Reference Desk) and foster positive attitudes towards the use of library resources and services in general. Library instruction is typically delivered as one or two sessions during regular class meeting times, with the content tailored to the needs of that course.

Personnel

Coordinator of Library Instruction - Pamela Salela

Scheduler and Statistical Support - Melanie Tighe

Technical Support - Kelly Larson, Jeff Gallus, Eric Dietz

Reference Faculty - 176 sessions (64%)

James Caufield, Bob Hauptman, Fred Hill, Chris Inkster, Renee Rude, Pamela Salela

Non-Reference Faculty - 55 sessions (20%)

Melinda Dermody, Keith Ewing, Plamen Miltenoff, Susan Motin, Marian Rengel, Susan Schleper, Sandra Williams

Adjunct Faculty - 43 sessions (16%)

Nina Battistini, Jodi Carlson, Bill Degenhard, Robin Ewing

Goals for FY04

Adjust to new role as library instruction coordinator:

- Established and developed a relationship and rapport with the faculty coordinator for English 191 Teaching Assistants. Met with the coordinator and discussed concerns and visions.
- Coordinator and scheduler worked together to improve statistical reporting and record keeping for LI sessions.

Develop pedagogical goals for working with Freshmen English students.

- LI coordinator met with English TAs several times over the past academic year to discuss and work to improve the library instruction workshops.

Reach out to more graduate classes.

- Sent letter to graduate instructors teaching courses with a research focus, inviting them to use LI services. This did result in increased usage of LI workshops by these course instructors.

Mentor new adjuncts into doing library instruction workshops.

- New LR&TS faculty and new Reference adjunct faculty were mentored on library instruction pedagogy, library resources, and use of technologies for presentation.

Additional accomplishments/activities:

- Established clearer line of communication between scheduler, technology support and library instruction coordinators.
- Worked with Reference Coordinator on updating instruction handouts.
- Revised Miller Center Virtual Tour (PPT presentation) to incorporate new statistics, as well as added information about Archives, the HelpDesk, and the Computer Store.
- Increased visibility of Research QuickStart through library instruction workshops.
- Informed new faculty about the availability of library instruction through the Information Fair, library sessions, and the liaison program.
- Began discussions with Reference faculty on procedure for evaluating library instruction sessions.
- Revamped the statistical report to reflect usage by different groups.

Future challenges and resources needed:

- Develop a schema for moving the Library Instruction service more nearly into a program.
- Develop handout for Academic Search Premier, the database that is taking the place of InfoTrac Web.
- More thoroughly investigate ways to develop online, interactive instructional tools to incorporate the teaching of information literacy through our Library Instruction service.
- Work with Distance Education Librarian on incorporation of library instruction workshops into these classes.
- Work with others in LR&TS to develop an information session to inform new faculty about library instruction services.
- Encourage liaison teams to promote library instruction workshops.
- Develop marketing for library instruction, targeting more graduate students, and students in the residence halls and the First Year Experience program.
- Find more ways to work collaboratively with IMS faculty on more collaborative library instruction that incorporates a campus technology overview (HuskyNet, D2L, etc.).
- Develop assessment tools to improve the quality of the service and student learning outcomes.
- Augment statistical reports to reflect graduate course use.

Statistics

See Appendix I

Reference Services - Research QuickStart (RQS)

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. Several LR&TS faculty worked to redesign the interface, and to input information for databases, reference sources, Web sites, and indexes into the RQS database.

Research QuickStart is now available from a menu on the LR&TS homepage under Library Resources and Services. In addition, it is also linked on the Article Indexes page, the AskRef page, and from two menu locations off of the Distance Learning page. Clicking on a subject gives the user information on basic research tools, including reference books, selective Web sites, indexes, and other databases.

Central coordination of RQS is currently housed in the Reference unit. However, the development and maintenance of RQS is fully dependent on the collaborative efforts of several LR&TS faculty from Reference, Access Services, and Collection Management.

Personnel

RQS Coordinator: Pamela Salela

Systems Librarian: Keith Ewing

Systems Maintenance: Gordie Schmitt

Contributors to subject page development and maintenance continue to be the same in the following areas:

- Julie Blake: accounting, business computing information systems, finance, 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, philosophy.
- Melinda Dermody: film studies, theater.
- Keith Ewing: aviation, business (general and international), chemistry, East Asian studies, marketing (general and international).
- Fred Hill: genealogy.
- Chris Inkster: careers, child and family studies, children's literature, community psychology, counselor education and educational psychology, education (early childhood, elementary, and secondary), educational administration and leadership, English, physical education and sports science, popular culture, special education.
- Susan Motin: biomedical sciences, chemistry, history (local), holocaust/genocide studies, music, nursing.
- Renee Rude: diversity issues, ethnic studies (African American).
- Pamela Salela: anthropology, community studies, criminal justice, ethnic studies (general, American Indians, and Latino/Chicano), Gay, Lesbian, Bisexual and Transgender Issues, geography, gerontology, military science, political science, psychology, social work, sociology, women's studies.
- Susan Schleper: International relations, Latin American studies, religious studies, Spanish.
- Sandra Williams: Government publications.

Subject areas that lost oversight (due to loss of adjuncts, as well as one probationary faculty member) include: African Studies, aquatic biology, biology (general), biotechnology, cell biology, earth and atmospheric sciences, ecology and field biology, economics, environmental and technological studies, history, nuclear medicine technology, physics, and wildlife management.

Goals for FY04

Build more subject pages for SCSU majors and minors.

- Many more resources were added to the RQS database.

Maintain existing RQS subject pages and try to add more pages to reflect majors, minors and graduate programs.

- 49 Web sites and 86 reference materials were added to the database.

Continue to increase campus awareness of RQS.

- Information about RQS was added to the redesigned Web page for "Find an Article (Indexes/Databases)." Information was also included in library instruction sessions and in interactions with patrons at the Reference Desk.

Introduced students to RQS through library instruction workshops.

- Information about RQS was added to several library instruction sessions during the year.

Additional accomplishments/activities:

- The campus continues to rely on RQS as a standard research tool as witnessed by the statistics.
- Coordinator attended a LibData Webinar meeting provided by the University of Minnesota to learn about a new utility that will replace RQS.

Future challenges and resources needed:

- Migration of RQS data to LibData, a new program built by the University of Minnesota that incorporates RQS, along with PageScribe and CourseData utilities that will enable cross-indexing and customization.
- Installation of LibData onto a dedicated SCSU server, which will also house the instances of this program for Minnesota State University - Mankota, Winona State University, and College of St. Benedict/St. John's University. Although we will maintain server access, each institution will be fully responsible for development of their own tool.
- Work with LibData content manager at the University of Minnesota to provide LibData training for SCSU, as well as the other three institutions.
- Provide in-house workshops and training on LibData at SCSU.
- Identify contributors for content areas that are currently without oversight.
- Add more subject pages to complement all SCSU program needs.
- Develop communication channel between SCSU and other institutions using LibData.

Statistics

See Appendix J

Center for Information Media

The Center for Information Media (CIM) is the academic unit of Learning Resources & Technology Services. 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 FY04

Increase graduate program enrollment.

- Increase Track III enrollment.
 - Overall enrollment increased by 1.8%.
- Have a steering committee for each of our three tracks. (Their work and recommendation could eventually be rolled into one parent steering committee. We especially need one for Track III).
- Learn to market programs to new market segments.
- Increase number of Web-based courses (to attract working adults who cannot or do not want to travel).
 - Courses ready for Web delivery: IM 260, IM552, IM546, IM632.
 - Courses under development: IM638 and IM608.

Get e-learning certificate program up and running.

- Increase number of Web-based courses (begin with facilitation course).
 - Courses ready for Web delivery: IM546.

Fully implement assessment (performance-based student progress and database decision making for all programs /levels).

- Assessment flow is planned for graduate only programs. Input into COE database is on hold until undergraduate COE programs are complete.

Develop a standard info literacy course.

- Use lectures and break-out discussion groups for more efficient use of limited faculty time.
- Work toward making an information literacy course a requirement for all students.
- Emphasize the integration of technology into the curriculum.
- Include global perspectives in the development and implementation of an information literacy course.
 - A grant for this was written but did not receive funding.

Limit our program to what we can manage given our FTE faculty and our expertise.

Work with IMS to standardize technology seminars and workshops and incorporate into CIM courses.

CIM faculty will examine their course content to determine which courses are best suited to adding global studies-related content without curricular change.

- Examined IM420, IM462, IM622, and IM682, and global studies-related content was included as appropriate.
- Began a program partnership/collaboration with the University of Jonkoping, Sweden.

Additional accomplishments/activities:

- Developed new CIM Web environment in cooperation with the College of Education.
- Developed transition points for assessment.
- Hired a tenure-track replacement for Dennis Fields.
- Completed investigation of ALA accreditation.
- Implemented an e-learning certificate program and enrolled first students (see statistics in Appendix K).
- Held the 25th Annual Children’s Literature Workshop with more than 148 registrants.
- Selected recipient and awarded the first Doreen Keable Scholarship for undergraduate CIM majors.
- Purchased several new tables, computers, and supporting software to expand and update the capabilities of the MC B31 lab.

Future challenges and resources needed:

- Increase recruitment efforts, particularly for Tracks II and III.
- Maintain the financial resources necessary to support hardware and software needs for classes.
- Additional half-time FTE administrative assistant support.
- Obtain the resources necessary to fully implement CIM assessment plan.

Statistics:

See Appendix K

InforMedia Services (IMS)

InforMedia Services provides software support and training for faculty, students, and staff. The IMS workgroup has a faculty representative assigned to each of the five colleges. These faculty liaisons set up workshops, training sessions, and in-service opportunities involving hardware, software, and related issues. These services are offered to staff and faculty within each college. Workshops and training sessions most often involve groups of 5-10 participants, but frequently, smaller groups or individuals work on topics of interest.

Members of the IMS faculty also help students, faculty, and staff with computers and technology resources within the Miller Center. This role can be loosely defined as a "roving technology reference resource." In this effort, IMS works closely with computer lab consultants and supervisors.

This year, IMS faculty completed work on a \$178,000 grant from the Minnesota Department of Children, Families, and Learning (now the Minnesota Department of Education) by producing a multimedia training package for teachers of children with emotional and behavioral disorders. We also completed work on a \$14,980 grant from MnSCU for producing e-learning materials. Members of the IMS team attended conferences, workshops, and seminars locally, nationally, and internationally.

Mission Statement:

InforMedia Services faculty are committed to applying and refining a proactive model of technology support, training, and development. This effort serves students, faculty, and staff at St. Cloud State University. IMS faculty will work in partnership with all workgroups within LR&TS to develop technology and media services for SCSU.

Goals for FY04

Continue to develop, coordinate, and implement student, faculty, and staff technology training.

- IMS conducted 176 training sessions with 767 faculty and staff attending.

Assist University faculty in integrating instructional design and technology concepts and practices into their courses and curricula.

- IMS conducted 44 technology instruction sessions for faculty serving 2,872 students.

Serve as a "public face" for the Miller Center to the University community and to the greater St. Cloud community.

- IMS faculty often serve community patrons who have technology questions or policy issues in the computer lab on second floor of the Miller Center.

Emphasize cooperation and partnership with workgroups within LR&TS.

- IMS faculty began exploring with Reference the possibility of developing online resources to support Library Instruction.

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.

Fulfill the terms of current grants and continue to explore alternative funding possibilities.

- IMS faculty successfully completed both grants that were in progress at the start of the year.
- IMS faculty submitted final budget and narrative reports for both of these grants on schedule.
- Faculty submitted presentation proposals to conferences, based on work from these grants.

Plan, develop, and implement several research and development themes within IMS and include other workgroups as appropriate.

- IMS has worked with other workgroups within LR&TS to determine best practices for solving presentation issues for the Desire2Learn course management system.

Report results of research and development efforts to IMS and others as appropriate.

- IMS integrated results of research and development into our regular faculty/staff/student seminars.

Plan, develop, assist, report, and incorporate two separate small group projects related specifically to IMS issues and established in cooperation with Dr. Robert Inkster and his students.

- IMS faculty supported these student projects as subject matter experts.

Additional accomplishments/activities:

- Supported SCSU faculty in using WebCT and Desire2Learn for 753 courses, with many more in development.
- Continued to standardize our faculty/staff/student workshops resulting in a decrease in the number of workshop titles offered while increasing the overall quantity of workshops and numbers of participants.
- Supported activities of the Faculty Center for Teaching Excellence by leading workshops and book talks.

Future challenges and resources needed:

- IMS's major challenge for the academic year 2004-2005 is the conversion from the WebCT course management system to the Desire2Learn system. This conversion will require substantial increases in training sessions for faculty and direct support to faculty having difficulties with the conversion.
- Assimilating two new faculty members into our work area and the changing roles of our returning faculty will likely produce challenges and opportunities.

Statistics:

See Appendix L

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 Windows 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 with the HelpDesk, with support technicians in the Colleges of Business, Science and Engineering, Social Sciences, Education, and Fine Arts and Humanities, by maintaining the open computer labs, by distributing funds from the student technology fee, by working with faculty in the development/adoption of computer-based course materials, by troubleshooting technology-related problems, and by operating the Computer Store for the purchase of hardware, software, and accessories.

As part of reorganization within LR&TS, beginning May 19, 2004, some CTUS personnel were moved to create a new workgroup, Technology Support Services. The Computer Store, HelpDesk, ResNet, and college support technicians became part of TSS, while Computer Lab User support, Operations/User IDs, and Statistical Consulting remained with CTUS. Due to the abbreviated time period for which this change was in effect during FY04, all goals, accomplishments, and statistics for TSS are reported under CTUS.

Goals for FY04

Promote the HuskyNet and Campus Desktop services in residence halls, general access labs, and other areas on campus.

- Posted signs that promoted the use of HuskyNet and Campus Desktop services in all general access labs.
- Participated in the Main Street activity in the fall.
- Delivered a copy of the Student Technology Handbook to every student living in the Residence Halls.

Improve the service at the HelpDesk by developing and implementing the CPU farm to simulate user environments.

- Acquired and installed the hardware and software to create the CPU farm.
- Used the simulated environment to aid in responding to user questions.

Support implementation and use of the Campus Desktop project.

- Assisted the technical support staff in implementing the Campus Desktop in the general access labs and some of the curriculum-related labs as well.
- Worked with the technical support staff to develop a new method for collecting and reporting use in the computer labs. This new process will be put in operation beginning Fall 2004.

Support the efforts of the LR&TS Web conversion process.

- CTUS staff actively participated in various activities and meetings related to the conversion of the LR&TS Web pages.
- CTUS staff actively participated on the Web team.
- CTUS staff actively participated on the Web usability team.

Support the efforts of the Liaison Team's proposal for FY04 by adopting the "make 10 contacts" philosophy by each member of the CTUS area that is on a liaison team.

- CTUS staff participated on the Liaison Steering Committee
- The college technicians worked closely with faculty and staff within their colleges to provide one-on-one support and training.

Improve communication with technical staff outside LR&TS; continue the technicians meetings, but actively promote presentations by technicians outside of LR&TS.

- CTUS staff organized and facilitated two University-wide technician meetings. Attendance by non-LR&TS technicians increased over the previous year.

Communicate with faculty about the software available in the labs (using the re-imaging process).

- The Image Committee met and discussed the process for communicating with faculty on the software changes related to the general access labs.
- In Fall and Spring semesters, written communication was sent to all faculty that defined the process for requesting software changes. The process has significantly improved the communication of software requests from faculty.

Additional accomplishments/activities

- HelpDesk transactions during the year totaled 18,770 records. This represents an 8.4% increase over FY03.
- Conducted the HelpDesk Support Log User Satisfaction survey. The response rate was 66% (434 out of 656 faculty, staff, and students). The user satisfaction rate exceeded 98%.
- Computer Store sales decreased from \$2.35 million in FY03 to \$1.86 million in FY04, a 20.9% decrease in total sales. A total of 780 computer systems were sold via the Computer Store compared to 1,358 in FY03. The availability of redistributed computers from Miller Center to the rest of the campus was seen as the primary reason for this decrease in sales. Sales to University departments dropped 30% while sales increased to faculty (25.4%), staff (57.6%), and students (21.8%).
- Supported dialup use on the new phone lines, where 375,877 contact hours were recorded between September 1, 2003, and June 30, 2004, an increase of 37.2% over FY03. This increase in use was caused primarily by moving the faculty and staff to the new lines. A total of 28.7% of the total time available, 24 hours a day, 7 days a week, was used. Each of the 192 lines average 6.57 hours of traffic each day. Of the total use, 76.3% was generated by students and 23.7% by faculty and staff.
- Student laptops, available from the Circulation Desk, were checked out 344 times. There are 12 laptops available for students, 9 with the Windows operating system, and 3 with the Macintosh OS.

- Documentation was made available to faculty, staff, and students in the form of the Student Technology Handbook, phone number cards for the new dialups, brochures (various topics), and fliers (various topics).
- Replaced 113 computers in the general access labs (65 Windows workstations, 48 Macintosh computers).
- Supported disk space demands from faculty, staff, and students totaling more than 350 megabytes.
- Processed 811,564 print jobs for student accounts during Fall and Spring semesters. This represents a 5.4% increase in jobs processed over the same time period the previous year. A total of 2,730,143 pages were printed compared to 2,472,599 pages printed last year during the same time period, a 10.4% increase in printing demand.
- A total of 1,313 classroom hours were recorded in open labs (Business, Stewart Hall, Riverview, Education, and the Academic Learning Center).
- Supported a total of 514,149 user contact hours in the open labs and Miller Center during FY04, a 12.6% increase in demand over FY03.
- Statistical Consulting Group:
 - Provided statistical consulting support for 58 faculty and graduate students and 1 external project.
 - Provided 24 introductory Minitab sessions to approximately 300 College of Business students.
- Provided 382 redistributed computers (73 Macs, 309 PCs) to student organizations and departments. These units were originally located in the Miller Center or the general access computer labs.
- Coordinated repairs and maintenance calls on 81 printers and 83 computers.
- Processed 334 HuskyNet account requests for new faculty, staff, graduate students, and departments.
- Processed 947 Community Patron account requests.
- The Technology Fee Committee:
 - Recommended an increase in students' e-mail, file, and Web space allocations.
 - Recommended the adoption of the new Technology Fee Committee bylaws.
 - Recommended the adoption of e-mail as an official channel of communication to all SCSU students.
 - Recommended the use of Emerging Technology funds to purchase a plasma screen to display the level of activity in the general access labs.
 - Recommended using \$4,448 one-time funds to promote HuskyNet services.
 - Recommended a budget for FY05 and an increase in the level from \$4.00 to \$7.57 per semester credit. This recommendation was subsequently not approved by the Student Senate.
 - Developed technology-related questions for the SCSU Survey.

Future challenges and resources needed:

- Monitor the use in the various computer labs around campus and evaluate the continued need for these resources in the current locations. The Centennial Hall remodeling project will require involvement by LR&TS and the Technology Fee Committee to evaluate locations of computer labs within the remodeled building.
- Continue planning with the Technology Fee Committee to improve the quality of the facilities and services available to the students. The Technology Fee Committee needs to work closely with the Fee Allocation Committee early in the year to discuss budget plans for FY06.

Statistics:

See Appendix M

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 FY04

- Enhance the services provided to the campus through projects implemented by the ITS workgroup.
- Enhance communication with Client Services, CTUS, InforMedia Services, and LR&TS communication staff.
- Improve department project workflow, documentation, and work allocation.
- Cultivate emerging technology opportunities for the campus.
- Maintain and enhance statewide presence as leader in the technology field.
- Fill vacancies, nurture workgroup culture, and develop internal mentoring.

Additional accomplishments/activities:

Campus Workstation and Application Support

- Image consolidation continued, and number of different software images created was reduced from 79 to 33, reducing total cost of ownership.
- Completed full migration of ITS-supported public workstations to Windows XP Professional.
- Rebuilt and migrated the KeyServer to new system hardware for improved use of keyed applications throughout campus.
- Continued to enhance LabTrack workstation inventory software utilized for hardware inventory tracking.
- Worked with three departmental labs to extend Campus Desktop capabilities to more than 80 additional workstations in HaH, ECC and BB.
- Worked to facilitate communication and documentation on use of electronic classrooms across campus.
- Collaborated with User Services to improve overall satisfaction of the student computing environment.
- Streamlined the physical process for decommissioning lab equipment.
- Created and rolled out a Windows XP image for more than 30 Miller Center workstations that were re-distributed to campus.
- Replaced 135 lab and classroom workstations.
- Completed Campus Desktop roll-out to all ITS-supported public workstations.
- Completed a major version upgrade on the Altiris Deployment Server, extending and enhancing workstation imaging capabilities.
- Replaced 315 Miller Center lab and classroom workstations.
- Defined the software acquisition (purchasing) process.
- Conducted iCampus Desktop (Macintosh) pilot program for student roaming profiles; implementation expected Fall 2004.

- Facilitated communication to campus about technology (i.e. Wireless, Campus Desktop).
- Guided the HuskyNet GA on promoting HuskyNet services.
- Worked with SCSU Admissions and SCSU Student Advising to use technology for different functions on campus.
- Presented “Campus Desktop” and “Workstation Imaging Technologies” at the MnSCU IT Conference.
- Presented technology features of SCSU to Russian technologists during their visit to campus.
- Migrated all ITS-supported Macs on campus to MacOS 10.3.4.
- Continued to provide technical support with the Aleph migration.
- Assisted with improving the equipment ordering process in Miller Center for faculty and staff.
- Evaluated the use of SharePoint Portal Server 2003 for collaboration and document management.
- Resolved 825 level 2 HelpDesk tickets.

Database/Application Development

- Completed initial deployment of the Time Clock Management System within LR&TS.
- Designed a Uniprint solution for campus Unix systems.
- Refined the process for gathering information about proposed projects to better-gauge the resources required.
- Updated the Student Research Colloquium application and added a documentation element.
- Created the Volunteer Link database application.
- Implemented the College of Business database for tracking publications/faculty.
- Started the Lab Seats project; implementation is targeted for Fall 2004.
- Completed the Online Employment project.
- Started work on the Husky Installer project; completion is scheduled for Fall 2004.
- Completed the redesign of the Costa Rica program Web site.
- Started work on the Quiz Manager project; completion is scheduled for Fall 2004.
- Completed Bob Weisman’s weather forecasting project.
- Continued the phase out of Condor/Tigger and migration to HuskyNet.
- Continued the phase out of Eeyore, which is targeted for decommissioning in Fall 2004.
- Completed the Request Mailer project for Admissions Office.
- Provided Web site technical support.

Networking

- Deployed 70+ wireless access points across campus to improve campus wireless coverage.
- Began deployment of wireless access points in the residence halls.
- Replaced the firewall.
- Increased the level of network monitoring to mitigate virus infiltration.

ResNet

- Despite virus attacks, we did not have to shutdown the network at the start of Fall semester as many universities did.
- Improved the computer registration system to handle deployment of virus fixes and software patches.
- Totaled 2,737 registrations, up 21.5% from FY03; this included 747 registrations prior to the Installation Fair and 969 during first five days of Fall semester.

- Worked extensively to keep viruses in check.
- Continued to maintain high-level of support for ResNet program.
- Purchased anti-virus licensing for all resident students and began deployment.
- Brought Lawrence Hall online following an extensive building renovation, adding more than 200 data jacks.
- Began the process of examining the feasibility of installing wireless access in the residence halls.
- Provided representation at the ResNet 2004 Symposium at Princeton University.

Servers and authentication

- Uniprint server processed 873,819 print jobs (10% increase over the previous year) with an accumulated 2,937,368 pages printed (13% increase over the previous year).
- Maintained a 99.95% uptime for campus servers.
- Implemented a layered e-mail anti-virus/anti-spam system for improved e-mail security.
- Stopped 10s of millions of spam messages from being delivered to SCSU recipients this year through the spam filtering gateway. Two-thirds of inbound e-mail was detected as spam and not delivered to SCSU inboxes.
- Upgraded Campus File Servers to Windows 2003 and implemented cluster technologies to increase performance and availability.
- Piloted a successful program for the Microsoft Exchange 2003 upgrade.
- Provided redundancy for e-mail routing by adding a second mail exchanger record in DNS.
- Upgraded the campus e-mail system to Exchange 2003, which provided the following features: enhanced Web-mail interface, including mailbox statistics; e-mail access for mobile devices; secure full Outlook client access from home; opt-in spam reports for users.
- Helped integrate the Voice Mail system with Outlook so users can access voice mail from their e-mail accounts.
- Implemented a cutover plan to transition from WebCT to Desire2Learn; completion is targeted for August 2004.
- Started the process of installing a new mailing list (listserv) server and software with many new features to take the place of current listserv server.
- Began installing a new Linux server to house an open source application called LibData. The SCSU server will initially be the home for four different instances of LibData: SCSU, Minnesota State University, Mankato, Winona State University, and College of St. Benedict/St. John's University.
- Continued development of CourseFiles (formally known as MyCourses) while adding new features and options.
- Increased student storage space for exchange server system from 15 MB to 25 MB per user and faculty/staff space from 55 MB to 100MB.
- 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:

- 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).
- Full-time staff is needed to provide office coordination for ITS and Client Services (1 FTE).
- Full-time staff is need to support D2L.
- Continue to pursue purchasing campus-wide licensing for Apple operating system.
- Continue to evaluate keyed application as a cost-saving measure for campus.
- Ongoing commitment with CTUS and IMS for:
 - Systems support
 - MyCourses
 - Campus Desktop
 - Policy development
- Resources to pursue campus licensing of software (e.g. Mac OS, Macromedia, Adobe, Symantec, etc.).
- Maintaining an acceptable computing environment with the ever-increasing size and complexity of lab specific applications.
- Integration of the new Technology Support Services director into the current computing and technology service management team.
- Leveraging purchasing power with vendors through campus-wide and/or MNSCU purchasing opportunities.
- Selection and implementation of network and computer monitoring system to include quality of service.
- Financial commitment from MnSCU or SCSU to support needed bandwidth for campus.
- Training dollars to supplement current appropriations.
- Migrating numerous applications to Single Sign On.

Statistics:

See Appendix N

Instructional Technologies & Infrastructure Services (ITIS)

Instructional Technologies & Infrastructure Services (ITIS) provides a diverse range of services for St. Cloud State University, including Web management and design, production of curricular materials for WebCT and course uses, video/multimedia production, telecommunication infrastructure installation and management, electronic classroom design, installation and support, audio-visual maintenance and inventory, and operations management for the Central Minnesota Distance Learning Network.

Goals for FY04

Electronic Classrooms

Complete a major redesign of the Ritsche Auditorium presentation system.

- Completed.

Assist in the design of new classrooms in the remodel of Centennial Hall.

- Delayed due to space allocation issues.

Complete a security lock down of all e-classroom equipment.

- Completed by 1-31-04.

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

- Delayed until further funding becomes available.

Deploy IP telephones in all e-classrooms (budget dependent).

- Developed a proposal for the SCSU administration, and submitted a proposal to the Student Technology Fee Committee. Neither has been funded at this time.

Install the last five "Tech Fee" e-classrooms.

- Completed.

Web Development

Consolidate the two media support areas (Web and faculty/IMS) into one, cohesive, more efficient, more productive group.

- This goal has worked out extremely well. The team has melded into a cohesive group. The collaboration, efficiency, and quality of product have all increased due to this management realignment.

Provide leadership in the redesign/makeover of the LR&TS Web site and have it substantially completed by the end of the academic year.

- The process of the redesign/makeover of the site is 95% completed. The site has a consistent new look and feel, and content from the old site was updated. Content ownership has been established and documented. At this point, we need to deploy the Contribute software for maintenance, and decide if anything further needs to be done with the LR&TS site, other than adding new content when warranted and maintaining current content.

Move all remaining Web sites off of Tigger and onto the new Web server.

- Official departments are now moved off of Tigger and to the WWW server. A total of 65 sites from Condor have been moved, with approximately 36 remaining to be moved. Of those 36, we are actively working on 16.

Assist in the transition from WebCT to Desire2Learn as an instructional management system.

- Assisting in a proactive role by helping faculty transfer course materials and set up new courses.

Video Production

Edit three new marketing advertising spots for television broadcast.

- Completed. The production was a collaboration between University Communications and Hatling/Flint ad agency. The finished ads were formatted for Web viewing, DVD distribution, and broadcast by Twin Cities television stations.

Design and produce a new Admissions orientation video.

- Completed. The production required extensive planning and included several alumni interviews within the region. The program was also authored for DVD use.

Produce 12 new video clips for the Admissions Web site.

- Completed. Encoded for playback in Quicktime and Windows Media formats.

Produce a video for parents to view while waiting for orientation to begin.

- Completed.

Design and produce a new Admissions "traveling" video.

- In progress.

Video conferencing/ITV

Complete first phase of deployment of H.323 (IP-based) video conferencing systems.

- Completed.

Install and manage CMDLN's 16-channel multipoint control unit (MCU).

- Completed.

Upgrade classrooms throughout CMDLN with new automation systems.

- Completed.

Reduce dependence on InterTechnologies Group for class scheduling and connectivity.

- By using the new MCU we were able to become more independent in our operations.

Complete the promotional brochure for video conferencing services and use the "roll about" for at least one CIM ITV class.

- The brochure was completed and distributed throughout campus. We will target at least one CIM class for use of the system this year.

Telecommunications Infrastructure

Coordinate a group to start the planning process for "hardening" (backup power and cooling) critical campus systems.

- This effort has been reported to the Dean and a recommendation has been made to the Vice President of Administrative Affairs. It appears that a proposal will be completed and forwarded to MnSCU for funding.

Complete the Atwood expansion and Recreation Center/Stadium cabling and audiovisual system installations.

- All are in progress as of 6/30/04. Atwood is substantially completed while the stadium is underway. The Recreation Center expansion will not be completed until November 2004.

Additional accomplishments/activities:

- Created 15 new Web sites.
- Redesigned 28 Web sites and moved them to the WWW server.
- Completed 378 maintenance-related updates on existing Web sites.

- Deployed the content management software, Macromedia Contribute, to 15 offices and departments.
- Launched new polling site for President Saigo (Campus Conversations).
- Completed major online Undergraduate Bulletin revisions.
- Assisted with MN Department of Education Grant MDE project (109 CDs produced).
- Assisted with the development of 5 dynamic database application projects.
- Assisted 15 departments with WebCT and D2L online course development, along with 38 individual faculty (21 WebCT, 17 D2L).
- Provided production support for online courses being used in the newly accredited Applied Behavioral Analysis and bachelor of Applied Science in Aviation Maintenance Management online programs.
- Assisted 108 SCSU offices and departments with multimedia/Web projects.
- Completed 527 total projects, including 114 faculty projects, 410 administrative projects, and 3 external projects. Created more than 20 electronic presentations.
- Produced 7 CD/DVD projects resulting in the mass production of 608 CDs and 10 DVDs.
- Created the Lake Wobegon® Film Festival in conjunction with Theatre and Film Studies program. The three-day event took place at Sauk Centre Main Street Theatre.
 - Co-wrote a grant, which was awarded \$3,000 from the Central Minnesota Arts Board.
 - Coordinated print and Web promotion, event structure, and selection of films from five states and Canada.
 - Received ADDY® award for print media campaign of event.
- Provided design and art for Admissions search mailer recruitment print campaign and related Web site.
- Produced a Resident Life video for recruitment marketing.
- Coordinated and videotaped SCSU alumni throughout Minnesota for ongoing productions.
- Installed 139 new Ethernet runs in existing buildings.
- Installed 46 new Ethernet runs for the campus wireless system; this is an ongoing project.
- Installed 211 Ethernet and 100 phone runs in Lawrence Hall.
- Added finishing touches to the campus PBX system, including relocating two 100-pair telephone cables through Halenbeck Hall for the stadium project.
- Installed 10 new data projectors in various campus buildings.
- Relocated all the telecommunication lines that service the National Hockey Center.
- Assisted in the development of the new Information Desk for the lobby of the Miller Center.
- Deployed a new wireless handheld classroom audiovisual inventory system.
- Redesigned the CMDLN Network Operations Center.

Future challenges and resources needed:

- As the desire for database-driven applications for the Web increases, it is becoming more evident every day that we need to stabilize the staffing for database programmers at a level that will sustain our current environment and allow us to meet future demands.
- Operating and maintaining e-classrooms has become a focal point for faculty concerns during the past year. With approximately 50% of the more than 100 e-classrooms in operation having projection equipment that exceeds five years in age, we are rapidly approaching a period of major failures. Though requests have been made in multiple venues to fund maintenance and upgrades, no funding mechanism has been developed at this time.
- With the remodeling of Centennial Hall scheduled to begin in the near future, we have a considerable concern on the level of planning and forethought being directed to the telecommunication systems for the building. Even though there appears to be a proposed schematic design of the facility, no communication has taken place with the ITIS staff to discuss locations of critical telecommunication closets and pathways.
- SCSU's television studio is in serious need of attention. Many of the systems that are critical to the core functions of the studio are more than 15 years old. It is just a matter of time before we have a major failure and the studio will not be operational for an extended period of time. With an annual maintenance budget of only \$8,000, the facility is deteriorating to the point of being a non-operational.
- The campus data network is a critical telecommunications component for almost all operations on campus. Many of the buildings served by the fiber optic network on which the data runs have no redundant paths serving them. During this next year, we will need to develop a strategy to address the issue of redundant fiber optic paths for mission critical buildings/services. This effort will need to be a joint effort between the information technology groups and campus maintenance department.

Statistics:

See Appendix O

Appendix A LR&TS Administration - Grants

Table 1 - External Grants

Project Title	Funding source	Source type	Date submitted	Amount requested	Amount received
School Library Media Specialist Education: An Online Opportunity	MN Dept of Ed/LSTA	Federal	9/18/2003	\$193,860.00	\$0.00
HP Technology for Teaching	Hewlett-Packard	Corporate Foundation	3/1/2004	\$7,500.00	\$0.00
Minnesota Digital Library Implementation	LSTA/MN Dept of Ed	Federal/State	11/7/2003	\$299,983.56	\$299,983.56
Assimilating America: The Life and Stories of I.B. Singer	NEH/Library of America	Federal/private	12/5/2003	\$450.00	\$450.00
Developing Online, Interactive Information Literacy Tutorials	Center for Teaching and Learning/MnSCU	State	1/22/2004	\$14,981.00	\$0.00
CHGE: Three New Education Projects	Fingerhut Family Foundation	Private	11/15/2003	\$12,597.76	\$0.00
Total				\$531,872.32	\$300,433.56

Table 2 - Internal Grants

Project Title	Funding source	Source type	Date submitted	Amount requested	Amount received
Redesigning IM 502 (Thompson)	Long-Term Faculty Improvement	SCSU/FA	2/1/2004	\$3,930.00	\$0.00
Total				\$3,930.00	\$0.00

Table 3 - Grants In Progress

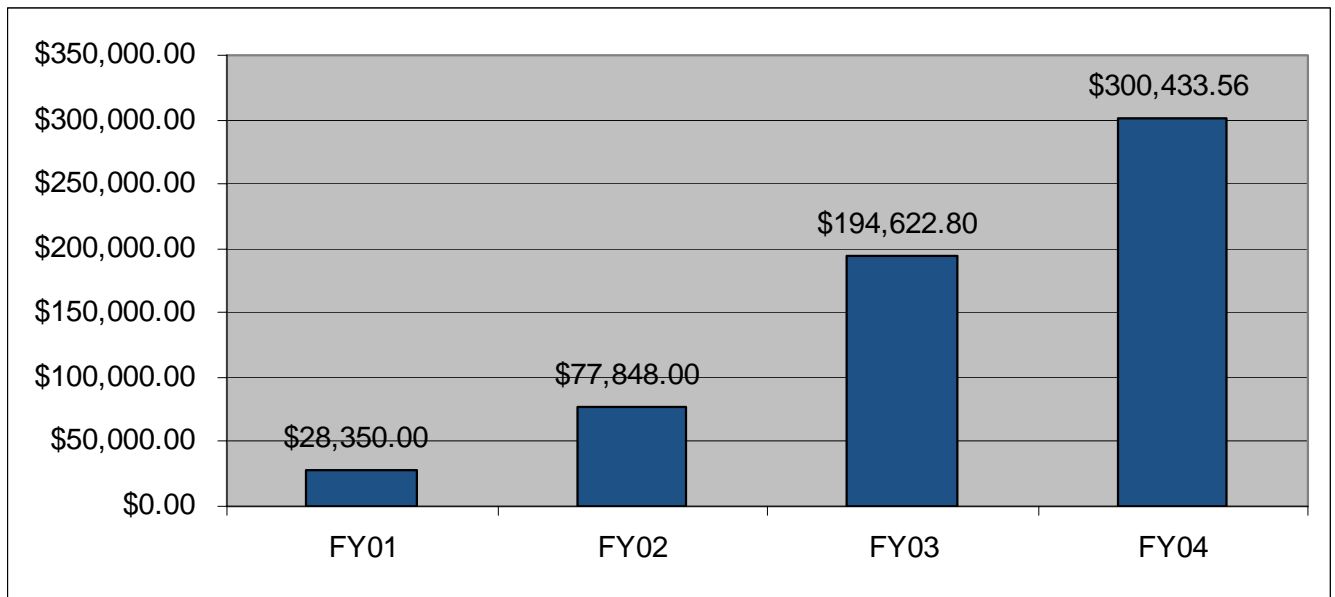
Project Title	Funding source	Source type	Date submitted	Amount to be requested
Preservation Assistance Grant	National Institute of Humanities	Federal	5/11/2004	\$5,000.00
CHGE: Silverman Concert	Wolinsky Family Foundation	Private	5/15/2004	\$2,500.00
Total				\$7,500.00

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

Table 4 - Grant Activity Comparison

	FY01	FY02	FY03	FY04
External Grants submitted	7	9	6	5
Amount requested	\$1,416,341.00	\$1,587,595.00	\$1,455,604.82	\$531,872.32
Amount received	\$28,350.00	\$77,848.00	\$194,622.80	\$300,433.56
Success rate	2%	4.9%	13.37%	56.49%
 Internal Grants	 1	 6	 5	 1
Amount requested	\$3,530.00	\$77,213.00	\$14,475.15	\$3,930.00
Amount received	\$3,530.00	\$71,913.00	\$7,154.46	\$0.00
Success rate	100%	93.1%	49.43%	0.00%

Chart 1 - Growth in External Grant Funding Received
FY01 - FY04



Appendix B
Access Services - Circulation

Table 5 - Circulation Statistics Comparison

	FY02	FY03	FY04*	% Change
Books checked out at desk	73,060	81,848	58,010	-29.12%
Books checked out at self-check	6,750	9,574	765†	-92.01%
Total Books checked out	79,810	91,422	58,775	-35.71%
Book renewals	7,550	16,409	8,666	-47.19%
Total items browsed	52,575	44,825	n/a	
New community barcode applications	436	443	381	-14.00%
Total patron records	30,208	32,204	15,953‡	-50.46%

*This year's circulation statistics reflect major changes from the way transactions were recorded in the PALS system in past years, compared to the current recording process in the new Aleph system. This includes significant down-times in the Aleph system and work-around recording procedures that occurred during the transition from PALS to Aleph.

†Due to the transition to the Aleph system, the self-check station was inoperable much of FY04.

‡Includes only patron records active in Aleph on June 30, 2004. Future procedures will be adjusted to count patron records active during the entire fiscal year.

Appendix B (cont.)
Access Services - Circulation

Table 6 - Media Checkout Statistics
July 1, 2003 - June 30, 2004

Item	Charges*
Software & CD-ROMs	68
Cassette tapes	99
Visual Aids	26
Audio CDs	1,051
Records	31
Films & Filmstrips	7
Slides	8
Videodiscs	16
Videotapes	11,361
DVDs	1,039
Total	13,706
Totals FY03	17,380
Change from FY03	-21.14%

*This year's circulation statistics reflect major changes from the way transactions were recorded in the PALS system in past years, compared to the current recording process in the new Aleph system. This includes significant down-times in the Aleph system and work-around recording procedures that occurred during the transition from PALS to Aleph.

Appendix B (cont.)
Access Services - Circulation

Table 7 - Equipment Checkout Statistics
July 1, 2003 - June 30, 2004

	Charges*
TV/VCRs	24
DVD Players (new category)	4
VHS Camcorders/Tripods	428
Digital Video Camcorder	117
Digital Still Cameras	133
Screens	14
Overhead Projectors	12
Slide Projectors	18
Film & Filmstrip Projectors	0
Data Projectors	174
Faculty/Staff Laptop Computers	265
Student Laptop Computers	344
CD Boombox*	3
Cassette Recorders	344
Public Address Systems	9
Microphones/Headphones	1,050
Miscellaneous Items	473
Total	3,412
Totals FY03	7,083
Change from FY03	-51.83%

*This year's circulation statistics reflect major changes from the way transactions were recorded in the PALS system in past years, compared to the current recording process in the new Aleph system. This includes significant down-times in the Aleph system and work-around recording procedures that occurred during the transition from PALS to Aleph.

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

Table 8 - Facilities Checkout Statistics
July 1, 2003 - June 30, 2004

	Charges*
Student Study Rooms	13,325
Avid Video Editing Rooms	651
Total	13,976
Totals FY03	25,655
Change from FY03	-45.52%

Table 9 - Reserves Statistics
July 1, 2003 - June 30, 2004

	# Profs Using	# Classes Using	Records Added	Total Charges*
Reserve	311	401	5,573	24,480
FY02 Total	†	†	2,395	28,939
Change from FY02			57.02%	-18.21%
Totals FY03	†	†	3,348	39,083
Change from FY03			39.92%	-35.05%

†Category not previously tracked

*This year's circulation statistics reflect major changes from the way transactions were recorded in the PALS system in past years, compared to the current recording process in the new Aleph system. This includes significant down-times in the Aleph system and work-around recording procedures that occurred during the transition from PALS to Aleph.

Appendix B (cont.)
Access Services - Circulation

Table 10 - Electronic Reserves, General Web Site Statistics

		FY03	FY04	% Change
Hits	Entire Site (Successful)	636,436	966,278	51.83%
	Average Per Day	1,738	2,647	52.30%
Page Views	Page Views (Impressions)	478,469	690,157	44.24%
	Average Per Day	1,307	1,890	44.61%
	Document Views	410,991	574,394	39.76%
Visits	Visits	23,373	36,835	57.60%
	Average Per Day	63	100	58.73%
	Average Visit Length	00:24:42	00:21:51	-11.54%
Visitors	Unique Visitors	6,269	11,225	79.06%
	Visitors Who Visited Once	3,468	6,913	99.34%
	Visitors Who Visited More Than Once	2,801	4,312	53.95%

Table 11 - Electronic Reserves, Files Added Comparison

	FY01	FY02	FY03	FY04
Video Files	31	5	4	2
Audio Files	474	43	419	10
PDF Files	115	213	1,203	1,639
Other (html, rtf, doc, etc.)	0	1	63	413
Total	620	262	1,689	2,068
Change from Previous Year		-57.74%	544.66%	22.44%

Appendix B (cont.)
Access Services - Circulation

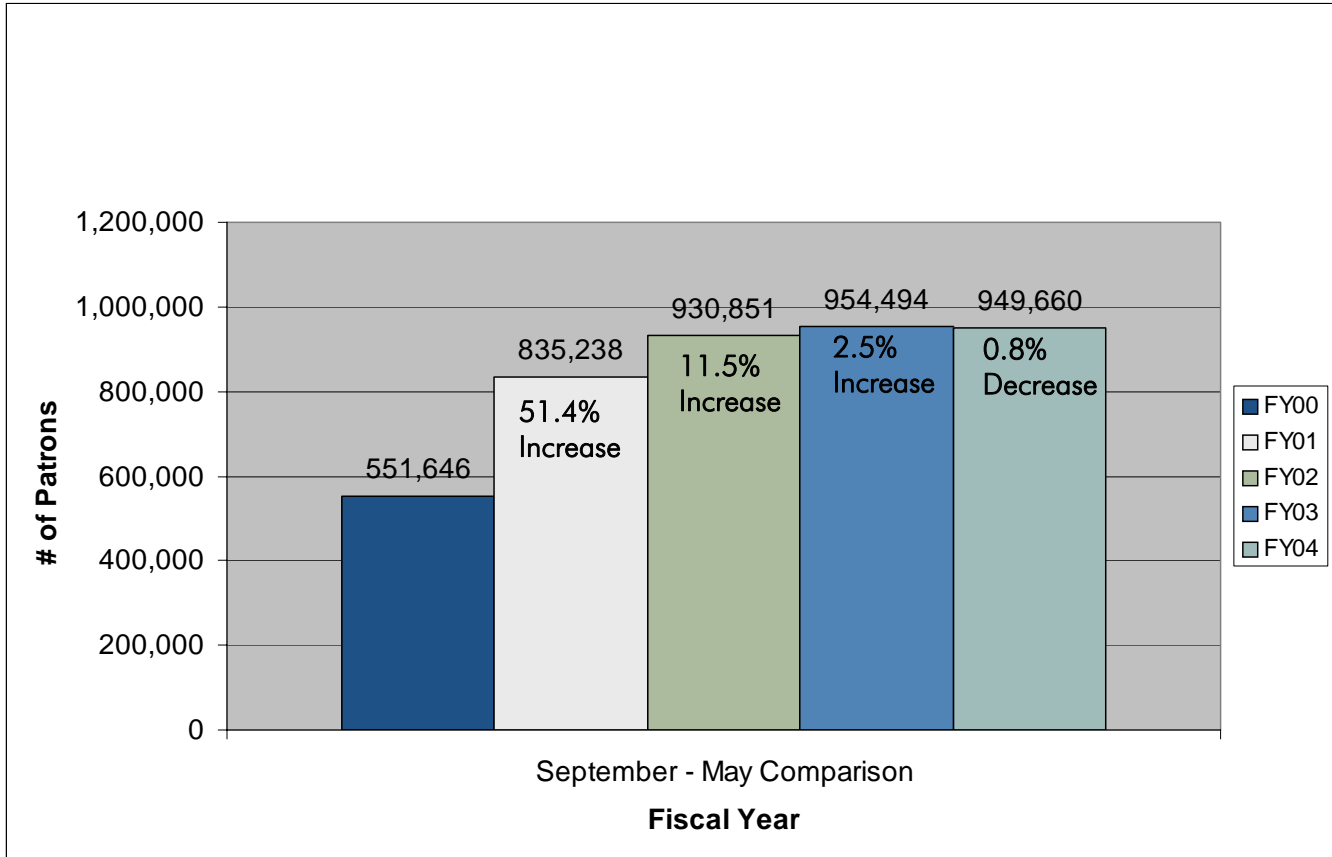
Table 12 - Gate Count Statistics
July 1, 1999 - June 30, 2004

Month	Centennial		Miller Center		
	# Patrons FY00	# Patrons FY01	# Patrons FY02	# Patrons FY03	# Patrons FY04
July	22051	*	33,501	37,633	34,968
August	17237	*	31,706	27,288	24,881
September	66,575	85,020	129,689	124,616	127,483
October	76,906	115,797	124,056	151,410	146,403
November	80,445	123,339	119,398	119,618	119,311
December	66,375	90,207	101,192	101,113	99,643
January	30,845	54,180	67,273	67,585	65,496
February	62,441	98,333	105,725	105,299	110,412
March	55,894	93,366	90,716	97,756	105,753
April	72,690	116,087	136,811	136,241	132,192
May	39,475	58,909	55,991	50,856	42,969
June	20,908	30,164	30,592	29,804	30,818
Total	611,842	865,403	1,026,650	1,049,222	1,040,333

*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 13 - Government Document Use Comparison

	FY03 Total	Added	Withdrawn	FY04 Total	% Change
Documents - Federal					
a. Paper	197,727	2,362	1,043	199,046	0.67%
b. Microfiche	760,410	2,971	19	763,362	0.39%
c. CD-ROMs & DVDs	2,326	142	47	2,421	4.08%
d. Electronic	9,676	223	0	9,899	2.30%
Charges (checkouts)	1,337			681	-49.07%
Browses (use)	5,475			11,576	111.43%
Documents - State					
a. Paper	22,294	93	8	22,379	0.38%
b. Microfiche	40,128	2,089	13	42,204	5.17%
Charges (checkouts)	180			46	-74.44%

Appendix D
Access Services - Interlibrary Loan

Table 14 - Term Summaries FY04

	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
<u>Summer 2003</u>				
MINITEX	346	306	952	688
PALS	665	565	162	141
Mail/Fax	8	5	0	0
OCLC	761	228	65	45
College of St. Benedict	19	18	49	42
St. John's University	36	35	74	54
Great River Regional Library	181	171	0	0
Subtotal	2,016	1,328	1,302	970
<u>Fall 2003</u>				
MINITEX	579	486	3,058	2,761
PALS	1,528	1,247	0	0
Mail/Fax	10	8	1	0
OCLC	1,185	392	168	104
College of St. Benedict	147	139	145	145
St. John's University	112	103	106	106
Great River Regional Library	153	138	0	0
Subtotal	3,714	2,513	3,478	3,116
<u>Spring 2004</u>				
MINITEX	1,038	844	3,533	3,247
PALS				
Mail/Fax	10	9		
OCLC	1,905	591	182	134
College of St. Benedict	230	211	136	136
St. John's University	105	96	130	130
Great River Regional Library	217	193		
Subtotal	3,505	1,944	3,981	3,647
<u>Annual Totals</u>				
MINITEX	1,963	1,636	7,543	6,696
PALS	2,193	1,812	162	141
Mail/Fax	28	22	1	0
OCLC	3,851	1,211	415	283
College of St. Benedict	396	368	330	323
St. John's University	253	234	310	290
Great River Regional Library	551	502	0	0
Total	9,235	5,785	8,761	7,733

Appendix D (cont.)
Access Services - Interlibrary Loan

Table 15 - Minnesota Electronic Document Delivery

Month	FY 02	FY 03	FY 04
July	2	75	21
August	-	61	8
September	-	58	85
October	-	127	274
November	4	116	188
December	6	69	136
January	7	54	96
February	35	138	157
March	28	117	247
April	49	98	152
May	71	156	137
June	122	71	142
Total	322	1,140	1,643
Change from Previous Year		254.04%	44.12%

Appendix D (cont.)
Access Services - Interlibrary Loan

Table 16 - Transaction Request Comparisons

	FY00	FY01	FY02	FY03	FY04	Difference 03 - 04	Change 03 - 04
Requests Initiated by SCSU (outgoing)	13,150	12,970	10,994	12,757	8,761	-3,996	-36.35%
Requests Initiated by SCSU and Filled (outgoing)	11,520	11,322	9,776	11,052	7,733	-3,319	-33.95%
Requests Received by SCSU (incoming)	10,561	11,401	10,846	11,481	9,235	-2,246	-20.71%
Requests Filled by SCSU (incoming)	8,175	8,754	8,018	8,605	5,785	-2,820	-35.17%
Total Number of Transactions	23,711	24,371	21,840	24,238	17,996	-6,242	-28.58%

	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 Received by SCSU (incoming) FY04	9,235	5,785	3450	63%
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%
Requests Initiated by SCSU (outgoing)FY04	8,761	7,733	1,028	88%

Appendix E
Access Services - Periodicals

Table 17 - Serial Subscriptions Comparison

	FY01	FY02	FY03	FY04	Change from previous Year
Current Periodicals Subscriptions (total titles including bound/fiche):	1,454	1,441	1,788	1,737	-2.85%
Electronic Journal Subscriptions:					
Electronic Journals Held in Aggregated Databases	628	1,785	2,474	2,194	-11.32%
Electronic Databases for Indexing/Abstracting	8,991	14,042	14,695	16,139	9.83%
Electronic Databases for Full-text Reference Sources	38	41	63	55	-12.70%
	17	19	20	21	5.00%

Appendix E (cont.)
Access Services - Periodicals

Table 18 - Patrons Assisted, Annual Comparison

Month	FY01	FY02	FY03	FY04
July	-	466	245	375
August	-	382	230	182
September	1,135	1,133	1,008	1,032
October	1,987	1,672	1,106	1,207
November	1,498	1,632	985	935
December	708	729	556	783
January	428	658	509	355
February	1,055	1,378	1,112	614
March	1,020	1,381	904	728
April	100	1,337	1,135	643
May	320	301	401	211
June	467	272	520	311
Total	8,718	11,341	8,711	7,376
Change from Previous Year		30.09%	-23.19%	-15.33%

Appendix E (cont.)
Access Services - Periodicals

Table 19 - Pages of Copying for Faculty, Annual Comparison

Month	FY01	FY02	FY03	FY04
July	-	109	43	300
August	313	364	24	56
September	503	217	50	63
October	462	630	157	130
November	542	303	77	174
December	332	304	45	131
January	123	262	137	4
February	635	144	137	462
March	326	148	174	418
April	228	92	328	7
May	553	757	117	450
June	187	338	29	97
Total	3,891	3,668	1,318	2,292
Change from Previous Year		-5.73%	-64.07%	73.90%

**Appendix E (cont.)
Access Services - Periodicals**

Table 20 - Number of Items Shelved, Annual Comparison

Month	FY02	FY03	FY04
July	2,553	2,947	4,192
August	2,783	2,706	1,848
September	2,698	5,097	5,009
October	3,307	7,366	6,302
November	4,041	7,295	5,868
December	1,867	3,932	3,712
January	2,334	5,734	5,267
February	2,898	7,921	3,845
March	3,230	6,476	7,136
April	4,359	9,089	4,603
May	3,016	4,866	4,328
June	2,510	4,993	3,642
Total	35,596	68,422	55,752
Change from Previous Year		92.22%	-18.52%

Appendix F
Access Services - Central Minnesota Libraries Exchange

Table 21 - 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 22 - CMLE Interlibrary Loan Statistics

	FY02	FY03	FY04	Change
Total Requests Received	8,580	8,649	7,697	-11.01%
Borrowing Libraries	129	104	101	-2.88%
Lending Sources	115	98	64	-34.69%
Requests Filled	8,167	8,219	7,333	-10.78%
Requests Cancelled	413	430	367	-14.65%

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

Table 23 - CMLE Analysis of Backup Reference Requests

	FY02	FY03	FY04	% Total	Change from Previous Year
Books	5,187	5,415	4,724	62%	-12.76%
Articles (photocopies)	2,938	2,878	2,577	33%	-10.46%
"Backup" Reference Questions, Online Searches & Other	455	356	396	5%	11.24%
Total	8,580	8,649	7,697	100%	-11.01%
Length of Time Taken to Fill Requests					
Same-day service	3,634	3,279	3,473	45%	5.92%
1 Day	765	626	472	6%	-24.60%
2 Days	498	514	402	5%	-21.79%
3 - 7 Days	2,184	2,116	1,720	22%	-18.71%
8 - 14 Days	752	1,109	855	11%	-22.90%
15 or More Days	334	537	408	5%	-24.02%
Cancelled	413	441	367	5%	-16.78%
Total	8,580	8,622	7,697	100%	-10.73%

Appendix G Collection Management

Table 24 - Materials Inventory Holdings: June 30, 2004

Item	Total 6/30/2003	Added FY04	Withdrew FY04	Reinstated FY04	Total 6/30/2004
Books					
Books - Volumes	667,441	8,379	469	74	675,425
Books - Titles	456,304				456,304
Electronic Books	10,233	3,543	0	0	13,776
Monographic Volumes Purchased					6,393
Documents - Federal					
a. Paper - Volumes	197,727	3,405	1,043	0	200,089
- Titles	99,895	1,703	522	0	101,076
b. Microcards (units)	264,583	0	0	0	264,583
c. Microfiche (titles)	760,410	2,971	19	0	763,362
d. Microfilm (reels and Titles)	2,543	0	0	0	2,543
e. CD-ROMs	2,326	142	47	0	2,421
f. Electronic (cataloged)	9,676	223	0	0	9,899
Documents - State					0
a. Paper - Volumes	22,294	180	15	0	22,459
Paper - Titles	10,176	93	8	0	10,261
b. Fiche (units)	40,128	2,089	13	0	42,204
Serial Titles					0
a. Paper*	1,261	4	24	0	1,241
b. Microform*	501	0	43		458
c. Serials: Not Purchased**	34	4			38
d. Electronic Full-text Titles in Collections	2,474				2,474
e. Electronic Titles Held in Aggregators/Databases (very unstable, much overlap; no control over contents)	14,695				16,139
f. Electronic Databases for Indexing/Abstracting	43	0	3	0	40
g. Electronic Collections of Full-text Journals/E-books	15	0	0	0	15
h. Electronic Databases for Full-text Reference Sources	20	1	0	0	21
Microforms, both serial and nonserial					
a. Periodicals (fiche and reels)	180,896	8,044	0	0	188,940
b. Classified Collections (units)	5,638	0	1	0	5,637
c. ERIC (units)	474,093	15,572	0	0	489,665
d. LAC (Library of American Civilization) Microbooks	40,151				40,151
e. LEL (Library of English Literature) Microbooks	42,424				42,424

Item	Total 6/30/2003	Added FY04	Withdrew FY04	Reinstated FY04	Total 6/30/2004
Audiovisual Materials					
Films (motion: 8 mm and 16 mm)	37	0	0	0	37
Filmstrips (sets)	331	0	0	0	331
Audio					
a. Phonograph Records	1,174	0	0	0	1,174
b. Tapes	1,849	3	2	0	1,850
c. Compact Discs	2,384	76	0	0	2,460
Maps/Atlases	1,498	78	4	0	1,572
Slides (sets, including slide/tape sets))	276	0	0	0	276
Video					
a. Videotapes (sets)	15,661	344	24	0	15,981
b. Video Discs	294	0	0	0	294
c. DVDs	227	187	0	0	414
Computer Software	120	0	0	0	120
Aids	232	11	1	0	242
CD-ROMs	161	23	6	0	178
Total Audiovisual Materials	24,244	722	37		24,929
					0
Archives (linear feet)	1,632.75	170.0			1,802.75

* Refigured to match automated system.

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

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

Table 25 - Acquisitions Expenditures

Fiscal Year	Serials	Electronic Resources	Books	Total	No. of Paper Serial Titles	No. of Electronic Serial Titles
FY90	\$ 326,000		\$ 200,000	\$ 526,000	2,092	
FY91	\$ 326,000		\$ 250,000	\$ 576,000	2,097	
FY92	\$ 403,000		\$ 427,709	\$ 830,709	2,089	
FY93	\$ 423,769		\$ 305,481	\$ 729,250	2,082	
FY94	\$ 460,480		\$ 313,000	\$ 773,480	2,098	
FY95	\$ 440,587		\$ 356,524	\$ 797,111	2,103	
FY96	\$ 510,000		\$ 273,571	\$ 783,571	2,123	NA
FY97	\$ 549,827		\$ 233,173	\$ 783,000	2,032	1,166
FY98	\$ 516,815		\$ 266,185	\$ 783,000	2,161	1,404
FY99 SCSU	\$ 536,815		\$ 246,185	\$ 783,000		
FY99 MnSCU			\$ 371,889	\$ 371,889		
FY99 Total	\$ 536,815		\$ 618,074	\$ 1,154,889	1,307	8,142
FY00 SCSU	\$ 536,815	\$ 54,184	\$ 192,001	\$ 783,000		
FY00 MnSCU	\$ 86,501	\$ 100,000	\$ 236,783	\$ 423,284		
FY00 Total	\$ 623,316	\$ 154,184	\$ 428,784	\$ 1,206,284	1,487	6,845
FY01 SCSU	\$ 556,312	\$ 0	\$ 135,185	\$ 691,497		
FY01 MnSCU	\$ 0	\$ 248,850	\$ 148,998	\$ 397,848		
FY01 Total	\$ 556,312	\$ 248,850	\$ 284,183	\$ 1,089,345	1,454	628 complete, 8,991 in aggrs.
FY02 Total	\$ 594,788	\$ 206,557	\$ 297,853	\$ 1,099,198	1,440	1,785 complete; 14,042 in aggrs.
FY03 Total	\$ 588,360	\$ 270,582	\$ 256,597	\$ 1,115,539	1,788*	2,474 complete; 14,695 in aggrs.
FY04 Total	\$ 625,829	\$ 233,752	\$ 245,053	\$ 1,104,634	1,725	2,194 complete; 16,139 in aggrs.

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 26 - Collection Expenditures FY04

One-time Purchases	
Books/monographs	\$ 211,033.53
Serials Backfiles (paper/micro)	0.00
Electronic Resources (software, databases, CD-ROM's)	14,386.14
Ongoing Commitments	
Monographic Standing Orders	135,452.06
Serials Subscriptions (paper/micro)	490,376.52
Electronic Resources	222,646.83
Other Library Materials	
Audiovisual Materials (video, audio, kits)	30,738.66
Other Materials (manuscripts, maps, etc)	0.00
Total Library Materials Expenditures	\$1,104,633.74
Related Expenses	
Preservation (repair, archives)	4,158.21
Contract Binding	4,810.80
Bibliographic Utilities (OCLC, Marcive)	45,698.48
Total Related Expenditures	\$54,667.49
Total Collection Management Expenditures	\$1,159,301.23

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

Table 27 - University Archives and Special Collections Used

Collection	FY94	FY95	FY96	FY97	FY98	FY99	FY00	FY01	FY02	FY03	FY04
Processed Archival Collections	199	158	245	598	627	632	660	431	497	549	1,063
Ready Reference General	52	61	69	87	131	115	44	57	108	156	237
Ready Reference Publications	133	138	188	166	184	192	306	220	225	394	710
Ready Reference Buildings	146	72	157	128	215	406	690	400	436	327	414
Unprocessed	2	9	19	44	44	9	10	42	55	46	12
Minnesota Authors' Papers	9	14	4	44	30	17	45	23	34	33	13
Rare Books			35	46	53	61	59	40	46	65	319
Special Collections				2	12	14	2	7	15	14	450

Appendix G (cont.) Collection Management

Table 28 - Electronic Subscription Services Use

Database Name/Service	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Total
ABI/Inform (total searches) [8/01--]	637	466	1277	1875	2886	938	586	2480	2393	2356	581	582	17057
ABI/Inform (FT use) [8/01--]	560	452	1407	2821	3414	980	700	2800	2739	3263	561	662	20359
AccessScience (McGraw-Hill; total hits)	45	37	218	167	195	9	29	143	50	131	296	36	1356
ACS Chemistry Journals (html/pdf views)	369	103	748	1101	1062	616	241	328	1529	1360	110	250	7817
African American Biographical Database (searches)	0	0	0	7	36	16	0	12	17	7	0	3	98
Alternative Press Index (FS:Subscrip)	39	173	73	351	472	309	80	561	395	715	470	322	3960
America: History & Life (ABC) (searches)	37	25	80	209	198	163	72	211	227	230	51	112	1615
AP PhotoArchive (queries)	19	159	47	39	81	n/a	37	174	29	85	17	198	885
Applied SciTech Index (FS:Block, Wilson 1/04--)	17	10	153	83	94	102	114	286	131	165	31	160	1346
Art Index (FS:Block, Wilson 1/04--)	7	14	89	385	228	136	4	88	378	227	29	77	1662
ArticleFirst (FS:MTX)	57	30	633	648	767	368	268	708	908	766	137	3	5293
Arts & Hum Index (FS:Block)	6	6	42	56	60	56	24	78	54	70	9	10	471
BasicBIOSIS (FS:Block)	9	0	365	525	531	216	117	270	323	265	44	10	2675
Biography Index (3/03- , FS:Block)	0	0	7	1	3	4							15
Book Review Digest (FS:Block)	5	15	69	73	167	109							438
Books In Print (12/03-) (searches)					22	655	322	481	70	7	121	94	1772
ChemAbs - SciFinder Scholar (12/03-) (accesses)				1	31	112	107	331	350	107	326	149	1514
CINAHL (Ovid; search sessions) [10/01-]	16	9	121	153	95	41	95	139	185	226	42	28	1150
CollegeSource Online (searches)	4	12	30	217	81	15	14	55	29	9	8	24	498
CollegeSource Online (catalogs viewed)	1	2	2	14	9	1	1	2	15	2	9	0	58
ComAbstracts (CIOS) (accesses)	408	190	206	847	1355	394	453	1782	1545	1511	180	14	8885
CQ Researcher (1/02-) (sessions)	19	1	137	159	348	107	27	118	180	182	18	3	1299
Criminal Justice Abstracts (logins)	28	11	151	146	165	61	47	115	135	176	33	61	1129
Dissertation Abs (FS:Block)	29	44	54	77	212	198	148	69	87	127	28	21	1094
EconLit (CSA)	294	55	657	714	497	251	750	637	362	223	54	302	4796
EDRS E*Subscribe (EDs viewed)	unavailable												0
Emerald Insight (4/02-) (sessions)	57	47	190	327	185	84	52	111	114	158	35	51	1411
Emerald Insight (4/02-) (articles)	8	6	132	26	147	59	19	55	72	55	19	39	637
Encyclopedia of Life Sciences (Grove) (sessions)	13	2	31	40	62	24	7	28	20	15	3	1	246
Encyclopedia of Life Sciences (Grove) (article views)	unavailable												0
ERIC (CSA)*	1309	431	1710	3282	2853	1160	1095	3219	2133	1690	335	940	20157
Ethnic Newswatch (sessions)	13	7	51	177	214	243	47	107	436	735	263	449	2742
Ethnic Newswatch (articles)	32	7	73	262	624	581	79	4	630	590	204	91	3177
Facts.com (visits)	11	2	40	89	177	66	n/a	n/a	143	89	2	33	652
Facts.com (requests - closest to full-text)	42	12	264	847	1762	505	n/a	n/a	323	192	1	21	3969

Database Name/Service	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Total
Gender Watch (sessions)	35	20	15	70	142	91	49	109	242	574	127	368	1842
Gender Watch (articles)	138	90	51	193	554	230	125	14	403	341	60	117	2316
General Science Index (FS:Block) (10/01-12/03)	14	8	59	160	136	65							442
GeoRef (CSA)* [6/00-]	28	5	37	50	122	68	39	89	138	183	18	1	778
GeoRef In Process (CSA) [9/01-]	2	0	1	4	48	12	5	32	39	78	9	0	230
Grove Encyclopedia of Art (Sessions)	5	1	23 n/a		24	23	19	58	24	21	3	2	203
Grove Encyclopedia of Art (Article views)	2	2	50 n/a		56	41	8	153	79	83	13	2	489
Grove Encyclopedia of Music (Sessions)	11	7	33 n/a		35	27	12	33	28	76	28	20	310
Grove Encyclopedia of Music (Article views)	1	0	140 n/a		30	83	29	92	116	354	108	84	1037
HarpWeek Civil War (visits)	unavailable												0
Historical Abs (ABC) (searches)	14	8	72	242	159	130	48	196	166	174	28	18	1255
Humanities Index (12/01-12/03)	5	2	42	94	156	76							375
InfoTrac--Biography and Genealogy (Gale; sessions)	82	25	48	104	135	113	41	101	113	112	12	33	919
InfoTrac--Business & Company (Gale) (sessions) [9/01]	139	107	349	442	610	359	235	506	691	787	85	81	4391
InfoTrac--Business & Company (Gale) (full-text) [9/01]	320	246	595	662	1252	769	527	818	1339	1576	131	131	8366
InfoTrac--Computer Database (Gale)(sessions) [6/00-]	125	40	292	465	626	282	34	197	147	172	49	48	2477
InfoTrac--Computer Database (Gale)(full-text) [6/00-]	179	71	313	574	710	398	69	243	135	200	98	123	3113
InfoTrac--Contemporary Authors (Gale) (sessions)	59	35	188	427	436	273	27	79	100	87	21	22	1754
InfoTrac--Expanded Academic (sessions)	2430	1148	5829	12529	16738	8299	6579	14864	14720	18571	2817	2581	107105
InfoTrac--Expanded Academic (full-text)	5573	3363	9981	21858	31279	14449	10677	25313	26931	34378	4149	5229	193180
InfoTrac--General Businessfile (sessions)	483	207	1164	1229	1880	854	560	1302	1330	1294	162	207	10672
InfoTrac--General Businessfile (full-text)	1828	600	3022	2541	4716	2021	1273	3033	3170	3593	371	548	26716
InfoTrac--General Reference (sessions)	330	129	762	1414	2290	1287	231	690	668	861	148	71	8881
InfoTrac--General Reference (full-text)	791	326	1763	2818	4496	2734	739	1374	1394	1784	209	163	18591
InfoTrac--Health Reference (sessions)	293	52	626	1163	1370	771	241	981	891	1270	237	214	8109
InfoTrac--Health Reference (full-text)	700	196	1151	2266	2676	1282	419	1635	1905	2710	342	436	15718
InfoTrac--OneFile (sessions)	824	391	1850	3541	4598	2639	338	1112	1184	1596	311	501	18885
InfoTrac--OneFile (full-text)	2089	869	2842	5277	7367	4375	412	1572	1987	2709	306	591	30396
Informel (7/03-) (sessions)	3	13	28	42	52	33	5	21	14	31	5	1	248
Informel (7/03-) (full-text)	1	4	6	21	18	12	0	2	8	10	8	0	90
Ingenta (full-text)	57	41	160	436	397	209 incorrect	207	incorrect	207	369	65	131	2072
Journals@Ovid (search sessions) [10/01-]	29	7	333	377	226	148	357	607	652	752	140	59	3687
Journals@Ovid (full-text) [10/01-]	37	3	400	502	265	164	402	786	840	897	147	44	4487
JSTOR (total prints)	217	116	540	1225	1975	617	350	595	963	816	208	130	7752
JSTOR (article views)	399	155	1452	3726	5041	2644	872	2180	3475	3956	639	362	24901
L-N Academic Universe (searches)	1864	1131	5130	7911	11303	7337	2664	5779	4862	7610	1270	1294	58155
L-N Academic Universe (docs retrieved)	4565	2304	10569	15775	23772	14528	4506	11477	10882	15570	2580	2154	118682
L-N Congressional Universe (searches)	72	22	80	58	202	149	21	72	88	108	8	189	1069
L-N Congressional Universe (docs retrieved)	105	22	109	99	414	205	26	98	98	116	5	158	1455
LexisNexis Current Issues Universe (searches)	115	57	104	1189	548	217	78	836	454	163	17	52	3830
LexisNexis Current Issues Universe (docs retrieved)	236	104	217	2237	1045	452	163	1555	877	339	31	79	7335

Database Name/Service	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Total
Lexis-Nexis Historical Universe (searches)	unavailable												0
Lexis-Nexis Historical Universe (docs retrieved)	unavailable												0
L-N Statistical Universe (searches)	109	33	358	476	616	390	86	369	377	337	53	240	3444
L-N Statistical Universe (docs retrieved)	98	33	347	495	619	418	51	385	322	277	42	157	3244
Library Lit (FS:Block, Wilson 1/04-)	14	3	43	34	44	65	58	90	54	58	44	300	807
LitFinder (views)	52	17	147	263	336	134	41	88 u/a	82	82	39	303	1502
Mental Measurements Yearbook (logins)	14	29	33	44	74	36	24	15	29	58	7	5	368
MLA (in LRC) (sessions)	41	26	76	144	245	132	29	72	60	85	21	52	983
netLibrary (MINITX; accesses)	186	30	122	308	275	150	104	315	204	488	225	131	2538
Oxford English Dictionary (total requests)	231	114	3951	1521	1618	904	972	1745	2288	2816	5611	244	22015
PAIS (FS:Block)	0	0	3	35	26	31	1	15	11	23	6	2	153
PCI (Chadwyck) [1/00-] (searches)	3	8	35	104	110	91	51	172	156	163	51	28	972
Polling the Nations (4/02-) (sessions)	3	2	18	8	23	7	7	13	22	31	3	3	140
Project MUSE (full-text viewed)	70	53	229 in Dec	in Dec	1828	128	128	171	288	302	63	103	3235
ProQuest Newsstand (searches) (just use PQN)	176	1215	737	1637	1105	441	288	1066	817	1264	310	438	9494
ProQuest Newsstand (full-text) (just use PQN)	106	28	487	523	645	348	213	696	679	979	158	268	5130
PsyInfo (CSA) [9/01-]	586	224	2194	3564	3672	2440	1333	2670	2054	2614	507	609	22467
Recent Refs in Soc. Sci. (CSA)*	1876	693	3992	7589	7245	3964	3625	7690	4899	5179	1037	2279	50068
RIA Checkpoint (7/02-)	unavailable												0
RILM (FS:Sub)	3	4	61	146	67	28	8	39	109	83	16	7	571
Sanborn Maps of Minnesota (7/02-) (visitors)	1	2	15	45	36	6	9	8	6	4	3	3	138
Sanborn Maps of Minnesota (7/02-) (images fetched)	0	18	19	252	464	0	188	6	3	8	3	1	962
ScienceDirect (full-text)	710	220	1258	1972	2207	1410	932	1531	1847	2510	638	321	15556
ScienceDirect (searches)	609	108	980	1657	2182	1285	623	1575	1898	2126	510	347	13900
Scientific American Archives (Grove; sessions)	unavailable												0
Scientific American Archives (Grove; article views)	unavailable												0
Social Sci Index (FS:Block)	72	13	116	435	502	291							1429
Social Svcs Abs (CSA)*	193	14	236	524	484	137	72	548	233	217	22	26	2706
Sociological Abs (CSA)*	254	43	224	771	957	263	481	953	414	607	144	149	5260
Web Resources for Soc Sci (CSA)*	1876	693	3986	7589	7242	3958	3618	7684	4921	5187	1036	2274	50064
Westlaw (4/03-) (queries)	13	5	165	40	68	94	94	339	288	574	62	158	1806
Women Writers Online (Brown University) (hits)	7	2	24	46	44	15	10	68	78	85	12	23	414
World Almanac (requests)													97
WorldCat (FS:MITX)	1124	1779	1555	1982	2000	1598	1671	3575	1825	2042	2443	2394	23988
Worldwide Political Science Abs (CSA)*	143	4	92	168	300	114	42	135	73	146	24	281	1522
Total Searches	36,861	19,668	80,986	139,812	180,138	97,529	52,474	126,029	121,328	148,465	32,072	32,157	1,067,519

FY01	FY02	FY03	FY04
281,497	821,400	993,326	1,067,519
	191.80%	20.93%	7.47%

Searches by FY

% Change from Previous Year

Appendix G (cont.)
Collection Management

Table 29 - LR&TS Web Site Use

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04*	Feb-04	Mar-04*	Apr-04	May-04	Jun-04	Total
Hits - Homepage	33,080	24,811	55,076	u/a	u/a	u/a	3,753	70,643	29,402	114,969	68,236	66,136	466,106
Hits - Site	284,139	231,931	458,671				66,060	1,300,42	577,97	1,423,97	469,48	464,76	5,277,430
User Sessions	52,791	44,464	79,715				2,983	50,360	22,112	54,931	23,085	21,604	352,045
Average Site Hits/Day	9,165	7,481	15,289				2,130	44,842	18,644	47,465	15,144	15,492	22,125
Average User Sessions/Day	1,702	1,498	3,611				96	1,736	713	1,831	744	720	1,692
Most Used Directories													
about/	1,133	1,479	3,667				81	1,594	622	1,289	671	798	11,334
about/hours							132	1,205	462	1,532	997	1,273	5,601
ereserves/	512		39,328										39,840
guides/	15,309	21,713	52,755										89,777
library/							2,416	55,753	23,081	57,671	13,950	15,090	167,961
library/course_reserves							360	5,957	2,144	4,427	1,097	1,296	15,281
library/electronic_reserves							455	7,525	2,673	5,057	1,180	1,877	18,767
library/guides							916	15,561	6,734	14,622	4,442	4,422	46,697
library/guides/articlesearch							501	11,614	4,601	11,616	2,247	2,578	33,157
technology/							84	2,163	710	1,424	474	535	5,390
web/	103	1,078	2,573				91			788	884		5,517
Most Used Pages													
about/	444	391	977				54	936	358	783	322	411	4,676
about/hours.html or about/hours/	742	745	1674				132	1200	462	1530	997	1273	8,755
ereserves/	515		7573										8,088
guides/mnpals.html	3,305	1,874											5,179
library/							532	12,809	5,083	10,034	2,898	2,729	34,085
library/course_reserves							337	5,479	1,982	4,079	1,007	1,176	14,060
library/electronic_reserves							407	6,809	2,335	4,563	1,000	1,680	16,794
library/findarticles.asp							932	25,079	7,330	27,593	5,050	5,974	71,958
library/findbooks.asp							951	17,841	10,652	20,017	5,859	5,992	61,312
library/guides/articlesearch/business.asp							86	1,677	691	1,414		342	4,210
library/guides/articlesearch/education.asp								1,131	530	923		560	3,144
library/guides/articlesearch/general.asp							171	3,556	1,426	3,643	625	573	9,994
library/guides/articlesearch/socialsciences.asp							70	1,560	522	1,548	323	381	4,404
library/guides/inforesources.asp							76	1,896	765	1,814	527	519	5,597
library/guides/neisearch.asp							66	1,485	690	1,157	408	510	4,316
technology/							84	2,163	710	1,424	474	535	5,390

* A new LR&TS Web design debuted in January 2004. Some data is missing for started months. Several seasonal events also received a high number of hits in only a few months, including the various showcased exhibits and updates on MnPALS. Absence of a number only indicates that the page was not in the top slots for the month. Use likely still occurred.

**Appendix H
Reference Services**

Table 30 - Reference Holdings Annual Comparison

	FY02	FY03	FY04
Total Number of Reference Titles in the Collection	9,201	9,162	9,226
Total Number of Reference Items in the Collection	22,247	22,517	23,065*
Titles Dropped	1,968	2,478	246
Titles Added	2,823	2,748	794*

*estimate

Table 31 - Reference Questions Serviced by Month and Type, FY04

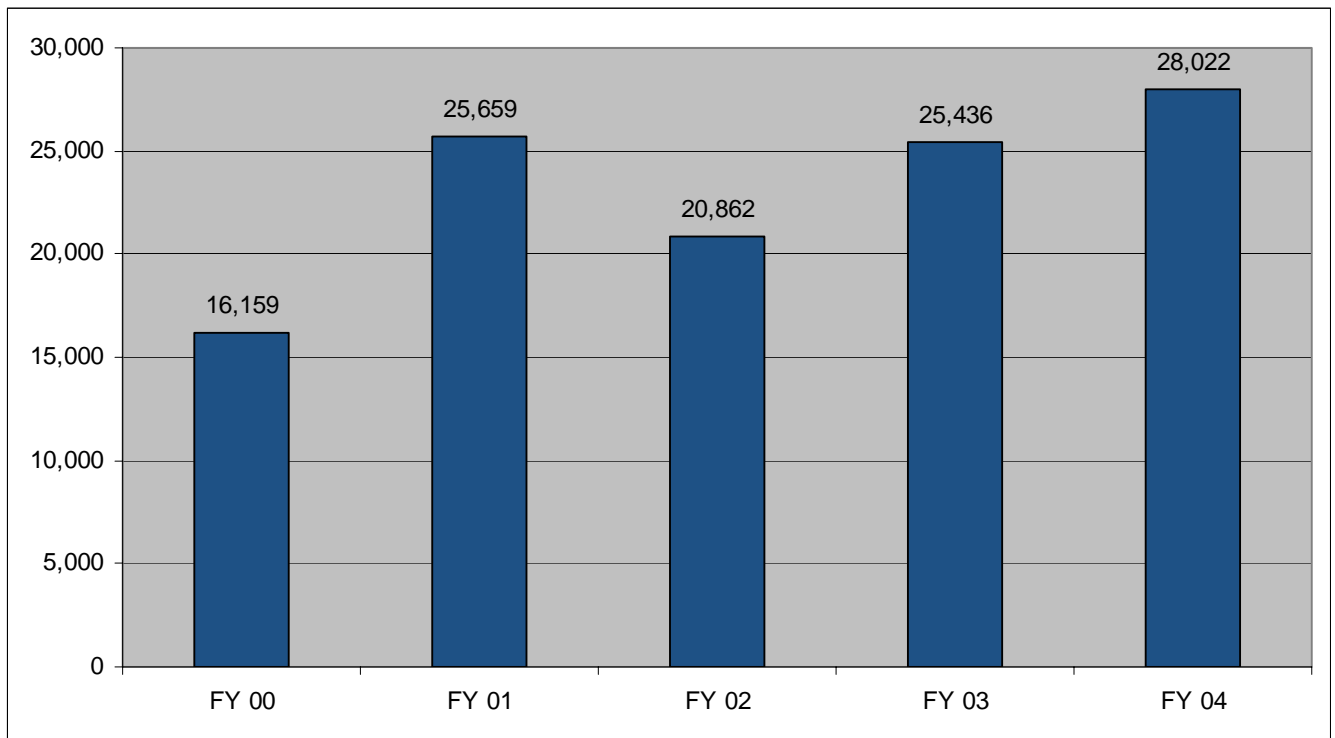
Month	Reference Desk	AskRef (e-mail)	Phone	Monthly Total
June	1,126	17	72	1,215
July	1,141	21	53	1,215
August	604	4	37	645
September	3,905	50	170	4,125
October	3,153	66	148	3,367
November	3,227	68	139	3,434
December	1,913	31	106	2,050
January	1,977	44	111	2,132
February	2,714	81	151	2,946
March	2,744	70	161	2,975
April	3,083	53	163	3,299
May	548	14	57	619
Total	26,135	519	1,368	28,022

Appendix H (cont.)
Reference Services

Table 32 - Reference Questions Serviced Comparison

	FY 00	FY 01	FY 02	FY 03	FY 04
Number of Questions	16,159	25,659	20,862	25,436	28,022
Change from Previous Year		58.79%	-18.70%	21.93%	10.17%

Chart 3 - Reference Questions Serviced Comparison



Appendix I
Reference Services - Library Instruction

Table 33 - Reference Library Instruction, Summer 2003 - Spring 2004

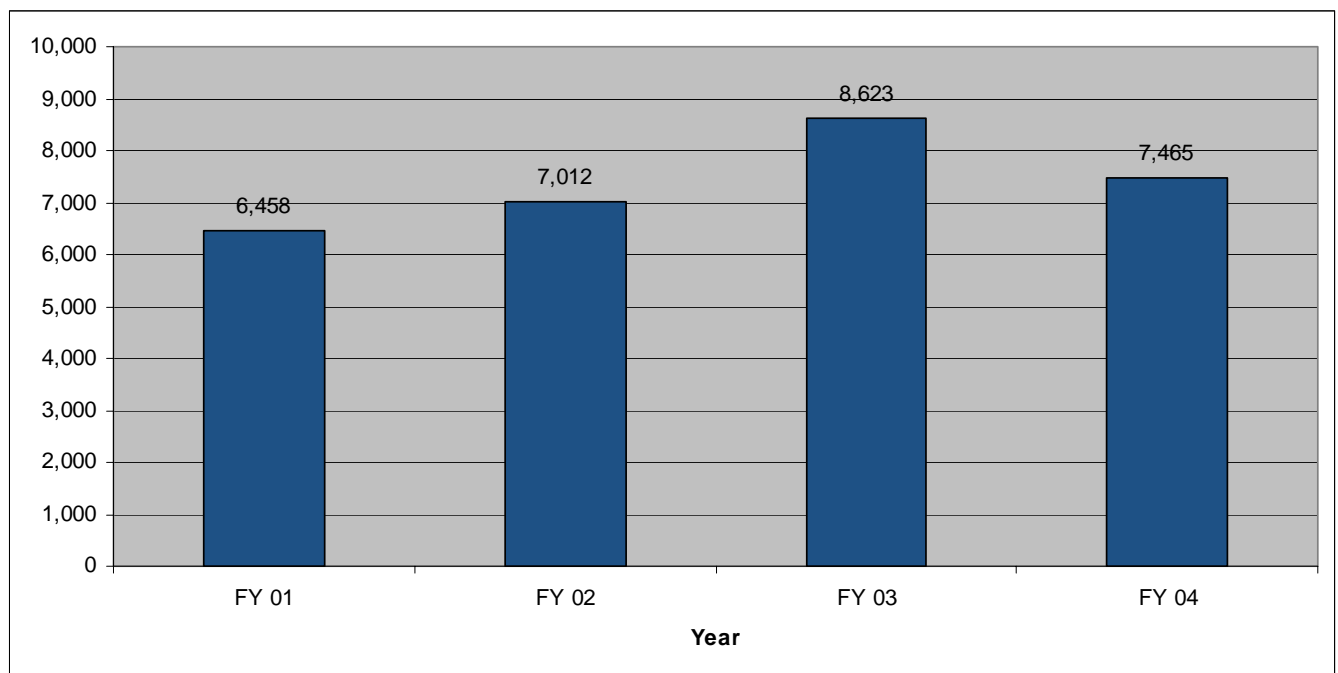
Term	Number of Sessions	Number of Students
<u>Summer 2003</u>		
Session 1	9	122
Session 2	4	58
Sub-Total	13	180
<u>Fall 2003</u>		
August	1	24
September	44	1,479
October	74	2,274
November	27	648
December	4	71
Sub-Total	150	4,496
<u>Spring 2004</u>		
January	14	211
February	52	1,655
March	22	497
April	22	406
May	1	20
Sub-Total	111	2,789
Totals	274	7,465

Appendix I (cont.)
Reference Services - Library Instruction

Table 34 - Library Instruction Annual Comparison

	FY01	FY02	FY03	FY04
Number of Sessions	276	245	305	274
Change from Previous Year		-11.23%	24.49%	-10.16%
Number of Students	6,458	7,012	8,623	7,465
Change from Previous Year		8.58%	22.97%	-13.43%

Chart 4 - Change in Number of Students Served



Appendix I (cont.)
Reference Services - Library Instruction

Table 35 - Reference Library Instruction by Type Comparison

Types of Sessions	FY02	FY03	FY04	Change from Previous Year
Classes Presented Outside MC 218	53	79	91	15.19%
High School Classes	17	6	7	16.67%
Senior to Sophomore Program	9	10	16	60.00%
After 5:00 p.m.	27	50	54	8.00%
English 191 sections	90	89	70	-21.35%
By college:				
College of Business	2	5	6	20.00%
College of Education	50	32	34	6.25%
College of Fine Arts & Humanities	119	105	159	51.43%
College of Science & Engineering	6	7	11	57.14%
College of Social Science	35	39	35	-10.26%
University-wide (Honors, etc.)	--	8	6	-25.00%
Other Institutions (SCTC, Anoka-Ramsey, etc)	--	9	16	77.78%

Appendix J
Reference Services - Research QuickStart (RQS)

Table 36 - RQS Page Hit Comparison

	FY03	FY04	% Change
RQS Page Hits	113,895	140,686	23.52%
RQS Subject Page Requests	19,125	27,330	42.90%

Table 37 - RQS Top Use Subject Pages

Rank	Subject	Page Requests	Overall %
1	History	1,307	4.76
2	Psychology	1,285	4.68
3	Criminal Justice	1,185	4.32
4	Business (General)	1,042	3.80
5	Marketing	1,028	3.75
6	Communication Studies	985	3.59
7	Art	920	3.35
8	Nursing	912	3.32
9	CEEP	878	3.20
10	Child & Family Studies	771	2.81
	Total	10,313	37.58

Appendix K
Center for Information Media

Table 38 - Active Student Count Comparison

Student Degree Category	FY02	FY03	FY04	Change from Previous Year
Master's Degree	205	210	213	1.43%
School Library Media Specialist Licensure	80	69	73	5.80%
Graduate E-learning Certificate Program	--	--	4	400.00%
Graduate Instructional Technology Certificate Program	29	38	33	-13.16%
Total Graduate Students	314	317	323	1.89%
Undergraduate Major	23	32	31	-3.13%
Undergraduate Minor	29	34	37	8.82%
Undergraduate Certificate	42	38	43	13.16%
Total Undergraduate Students	94	104	111	6.73%

Appendix L
InforMedia Services

Table 39 - Workshop Statistics

	FY01	FY02	FY03	FY04	Change from Previous Year
Workshop Titles Offered	29	77	65	60	-7.69%
Workshops Offered	137	167	143	176	23.08%
Participants	665	1,122	917	767	-16.36%

Table 40 - Technology Questions Serviced Comparison

Semester	FY02	FY03	FY04	Change from Previous Year
Fall	2,027	2,041	2,468	20.92%
Spring	1,614	1,658	1,924	16.04%
Total	3,641	3,699	4,392	18.73%

Table 41 - WebCT Use 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
Fall 2003	323	*	*
Spring 2004	330	14,145	*

*Figures not available

Appendix L (cont.)
 InforMedia Services

Chart 5 - WebCT Active Course Comparison

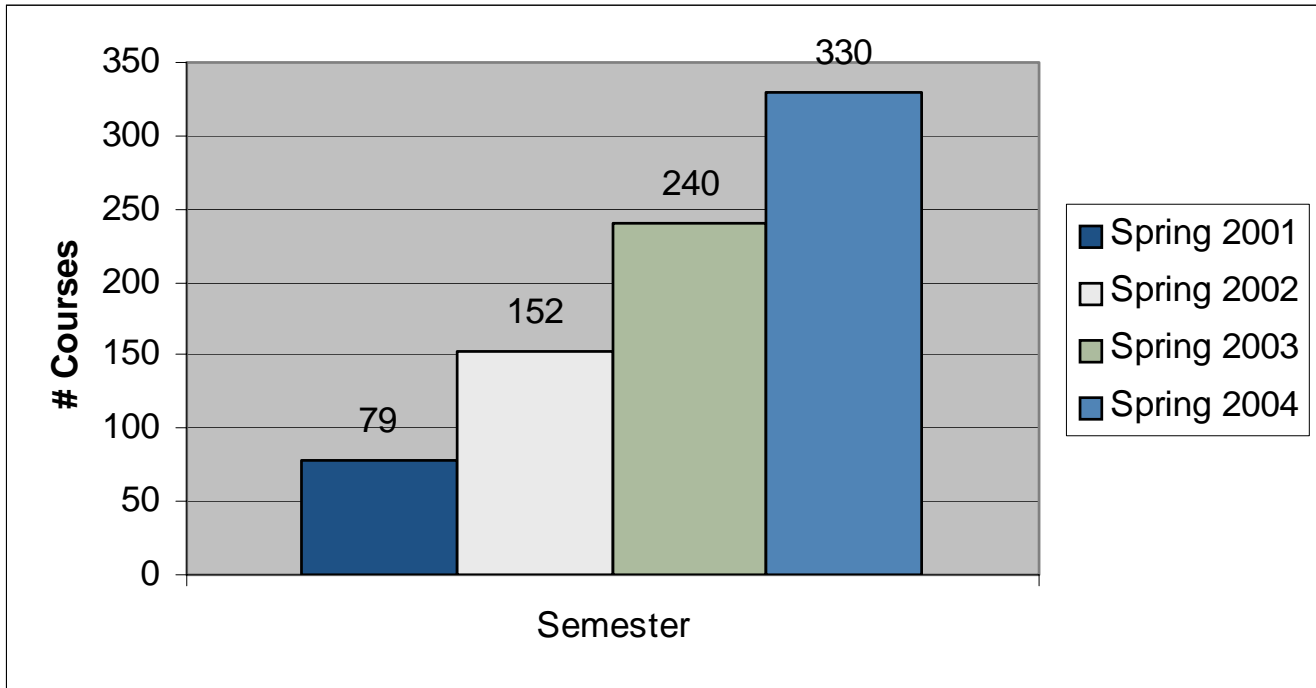
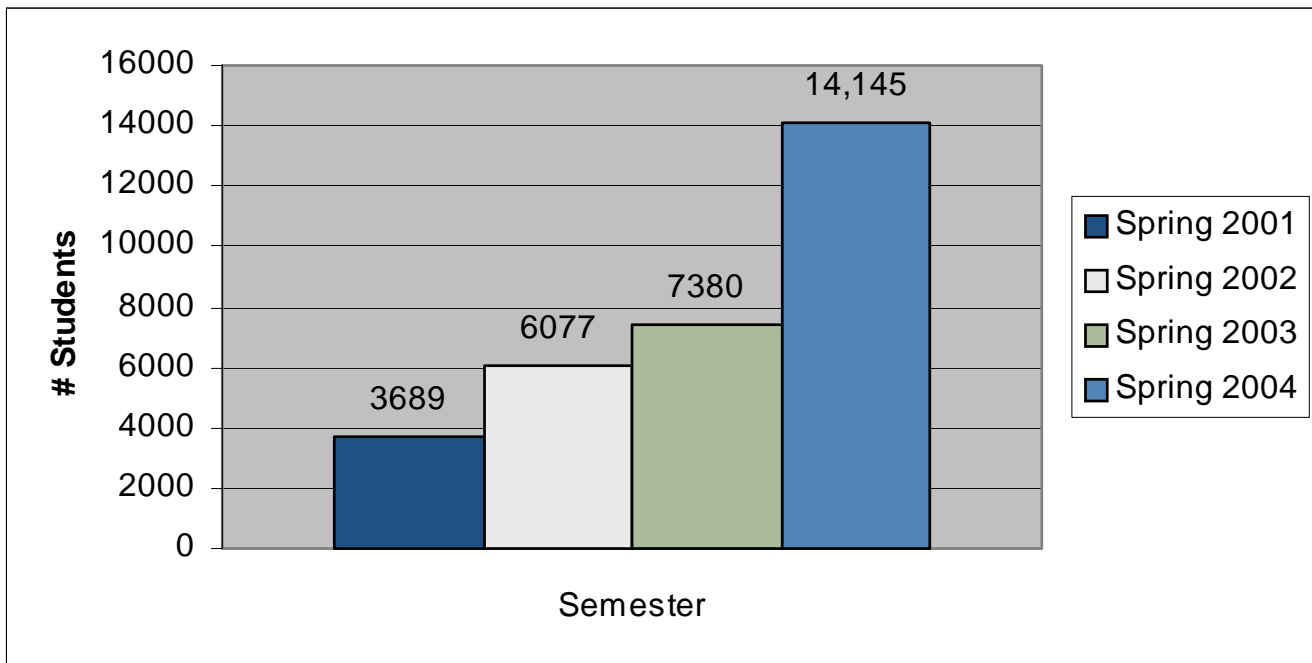


Chart 6 - WebCT Active Student Comparison



Appendix M
Computing & Technology User Services

Table 42 - HelpDesk Traffic by Request Type, FY04

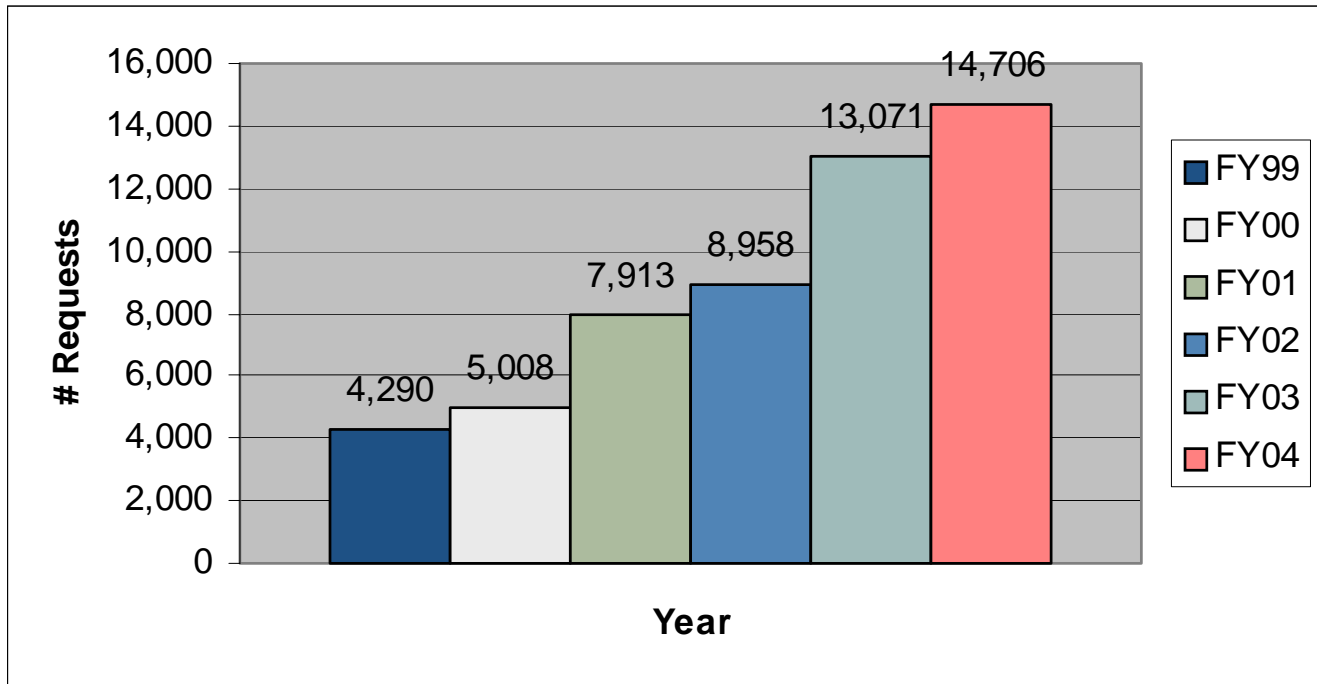
Problem Type	Count	
	Fall 2003	Spring 2004
HuskyNet - Dialup	657	433
HuskyNet - IDs and Passwords	765	667
HuskyNet - Exchange/E-mail	694	714
HuskyNet - Library Data	104	72
HuskyNet - Filespace/Webspace	313	346
HuskyNet - WebCT/D2L	152	168
HuskyNet - Open Data Jacks/	291	306
Software - Data Recovery/Convert	261	245
Software - Office	172	185
Software - Other	326	256
Software - Internet/Web	256	247
Software - Operating System	311	292
Software - Virus/Spyware	314	456
General - Non-Technical or N/A	1491	1639
General - Request for campus visit	106	106
Network - Status Board Update	6	11
Network - Other	452	277
Hardware Issues	471	276
Printing Issues	168	123
E-classroom Issues	118	140
Lab Issues	120	71
Phone System Issues	85	43
Total	7,633	7,073

Appendix M (cont.)
Computing & Technology User Services

Table 43 - HelpDesk Traffic Comparisons, FY99 - FY04

Semester	FY99	FY00	FY01	FY02	FY03	FY04
Fall	2,477	2,543	3,296	3,879	6,436	7,633
Spring	1,813	2,465	4,617	5,079	6,635	7,073
Total	4,290	5,008	7,913	8,958	13,071	14,706
Change from Previous Year		16.74%	58.01%	13.21%	45.91%	12.51%

Chart 7 - HelpDesk Traffic Academic Year Growth, FY 99 - FY 04



Appendix M (cont.)
Computing & Technology User Services

Table 44 - Computer Store Sales by Product and Customer Type, FY04

Customer Type	Supplies	System			Other		FY04	FY03	%
		Mac	PC	Printers	Peripherals	Software	\$ Sales	\$ Sales	Change
University Departments	7,790	134	402	79	2,494	2,267	\$1,373,193	\$1,963,157	-30.05%
Faculty	106	26	9	2	13	232	\$88,853	\$70,845	25.42%
Staff	30	11	10	6	120	121	\$42,349	\$26,878	57.56%
Students	353	55	133	46	442	1,146	\$356,441	\$292,533	21.85%
Total	8,279	226	554	133	3,069	3,766	\$1,860,836	\$2,353,413	-20.93%

Appendix N
Information Technology Services

Table 45 - Campus Ethernet Infrastructure Statistics

	FY97	FY98	FY99	FY00	FY01	FY02	FY03	FY04
New Network Drops	551	952	395	1592	169	115	133	620
New Activated Ethernet Connections	523	738	360	1470	100	107	129	692

Table 46 - ResNet Connections

Year	Connections	Change from Previous Year
FY98	704	--
FY99	1,026	45.74%
FY00	1,415	37.91%
FY01	1,733	22.47%
FY02	2,095	20.89%
FY03	2,233	6.59%
FY04	2,737	22.57%

Appendix N (cont.)
Information Technology Services

Table 47 - Percentage of Residence Hall Rooms with One or More Active Connections

Fall 1998	Fall 1999	Fall 2000	Fall 2001	Fall 2002	Fall 2003	Total Rooms
660	888	1,160	1,299	1,462	1,530	1,594
41.41%	55.71%	72.77%	81.49%	91.72%	95.98%	

Chart 8 - Residence Hall Operating System Used, May 2004

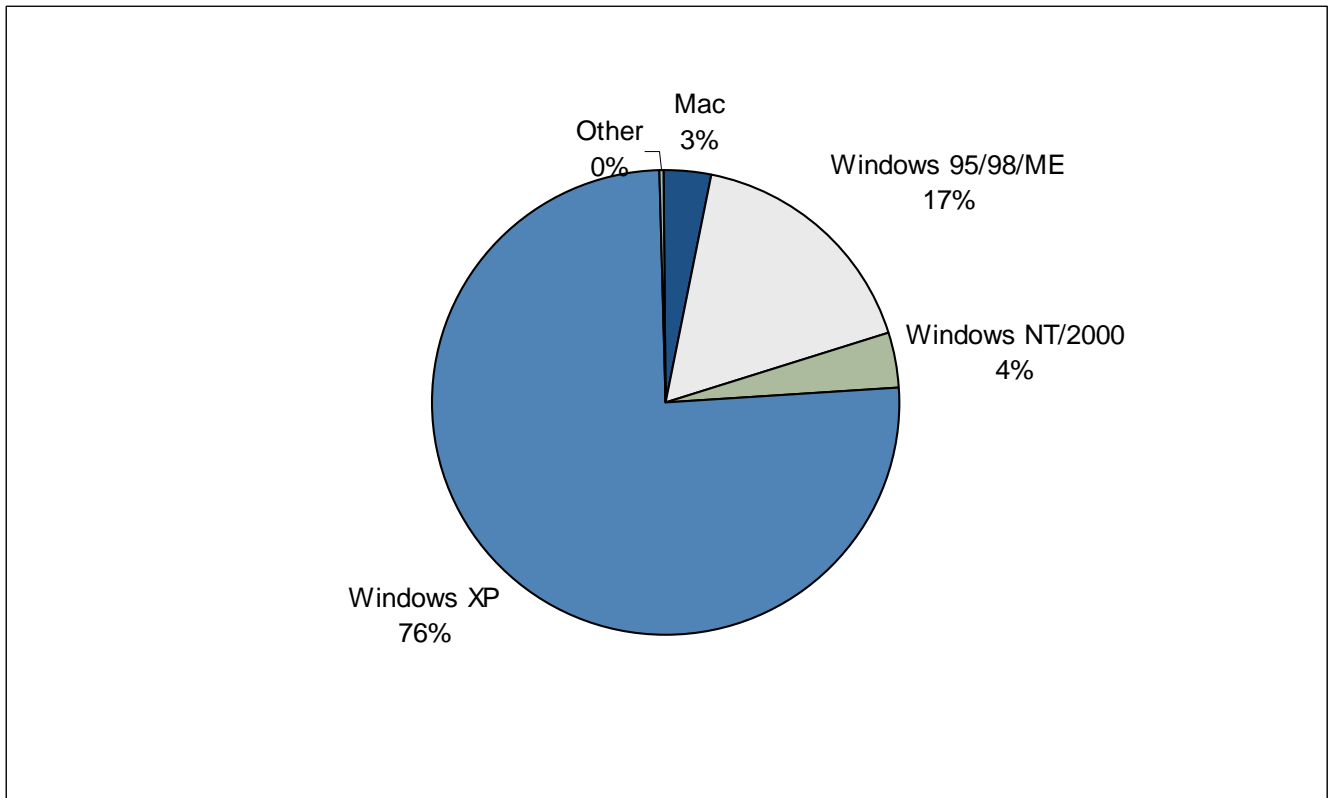


Table 48 - Number of Campus Wireless Users

	FY00	FY01	FY02	FY03	FY04
Users	0	0	0	85	552

Appendix N (cont.)
Information Technology Services

Table 49 - Campus Wireless Network Coverage

Building	Building Coverage	# Nodes	% of Campus
Education	100%	6	4.00%
Atwood	90%	6	4.00%
Miller Center	80%	8	4.00%
Administration	100%	4	4.00%
552	100%	5	4.00%
Engineering & Computing Center	100%	6	4.00%
Headley Hall	100%	4	4.00%
Whitney House	100%	2	4.00%
Continuing Studies	100%	1	3.00%
Women's Center	100%	1	3.00%
Alumni House	100%	1	3.00%
Public Safety	100%	1	3.00%
North Office Center	100%	1	3.00%
Business Building	100%	6	4.00%
Performing Arts Center	100%	4	4.00%
Kiehl Visual Arts Center	100%	4	4.00%
American Indian Center	100%	1	3.00%
Richard Green House	100%	1	3.00%
Carol Hall	100%	1	3.00%
National Hockey Center	100%	5	4.00%
Halenbeck Hall	100%	4	4.00%
Total		72	76.00%

Appendix N (cont.) Information Technology Services

Chart 9 - Map of Campus Wireless Coverage

Shaded areas indicate wireless coverage.



Appendix N (cont.)
Information Technology Services

Table 50 - Network/System Uptime

Year	Total Hours Down	Average Monthly Hours Down	Total Network Uptime
FY00	50	4.17	99.43%
FY01	38	3.17	99.57%
FY02	79	6.58	99.10%
FY03	71	5.92	99.18%
FY04	18	1.50	99.80%

Table 51 - Reasons for Network/System Downtime

Downtime Reason	Hours Down	
	FY03	FY04
Maintenance	4	12
Equipment/Technical Malfunction	67	4
Security/Virus/Denial of Service, etc.	0	2
Total	71	18

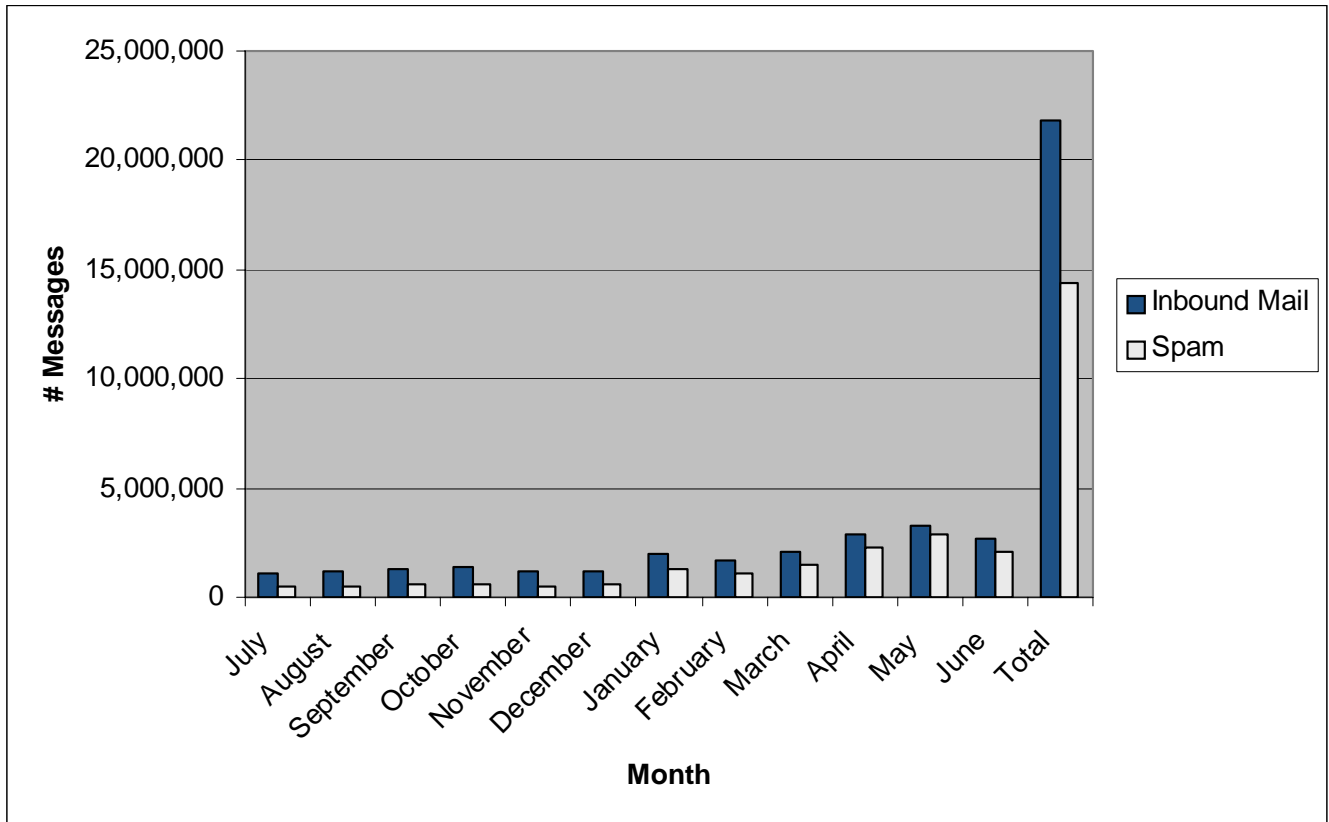
Appendix N (cont.)
Information Technology Services

Table 52 - Spam as Percentage of Inbound E-mail

Month	Inbound Mail	Spam	% of Messages Spam
July	1,060,506	471,955	44.50%
August	1,167,806	527,444	45.17%
September	1,292,114	547,948	42.41%
October	1,347,097	580,791	43.11%
November	1,216,697	537,009	44.14%
December	1,208,657	562,605	46.55%
January	2,028,837	1,333,449	65.72%
February	1,664,191	1,103,634	66.32%
March	2,042,522	1,488,329	72.87%
April	2,860,752	2,301,156	80.44%
May	3,305,749	2,864,819	86.66%
June	2,673,930	2,113,538	79.04%
Total	21,868,858	14,432,677	66.00%
	False Positives	169	
	% False Positives	0.00117%	

Appendix N (cont.)
Information Technology Services

Chart 10 - Spam as Percentage of Inbound E-mail



Appendix O
Instructional Technologies & Infrastructure Services

Table 53 - ITV Events and Hours Hosted

Event Type Hosted	Summer 2003	Fall 2003	Spring 2004	Event Type Total	FY03 Total	% Change
Credit	1	27	28	56	45	24.44%
Meeting	0	6	13	19	22	-13.64%
Seminar	0	1	2	3	4	-25.00%
Total	1	34	43	78	71	9.86%

Hours Hosted	Summer 2003	Fall 2003	Spring 2004	Total Hours Hosted	FY03 Total	% Change
Credit	40	852	951	1,843	1,974	-6.64%
Meeting	0	8	32	40	44	-9.09%
Seminar	0	2	6	8	11	-27.27%
Total	40	862	989	1,891	2,029	-6.80%

Table 54 - ITV Events and Hours Received

Event Type Received	Summer 2003	Fall 2003	Spring 2004	Event Type Total	FY03 Total	% Change
Credit	0	8	0	8	10	-20.00%
Meeting	3	20	22	45	65	-30.77%
Seminar	0	4	8	12	4	200.00%
Total	3	32	30	65	79	-17.72%

Hours Received	Summer 2003	Fall 2003	Spring 2004	Total Hours Received	FY03 Total	% Change
Credit	0	160	0	160	380	-57.89%
Meeting	4	53	59	116	172	-32.56%
Seminar	0	25	38	63	21	200.00%
Total	4	238	97	339	573	-40.84%

Appendix O (cont.)
Instructional Technologies & Infrastructure Services

Table 55 - Classroom Equipment

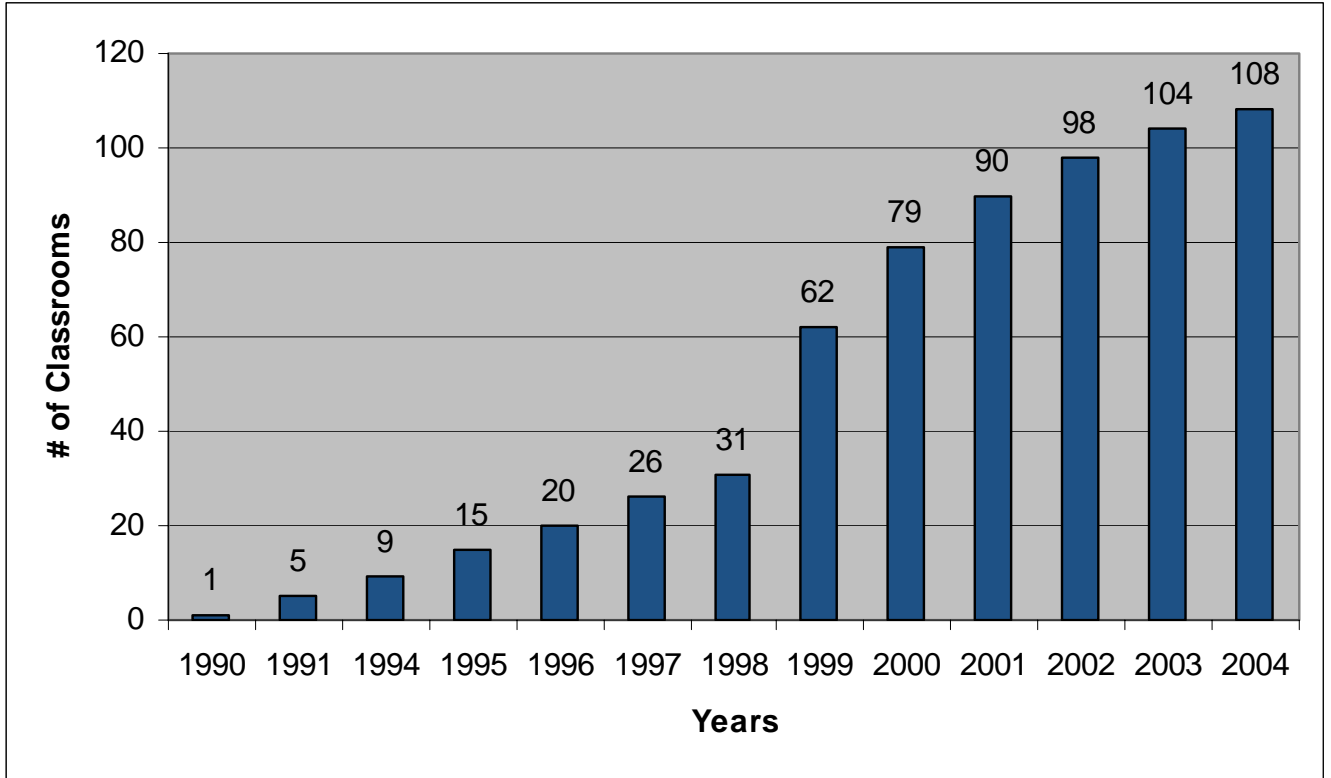
Item	# Classrooms with	% Classrooms with
LCD Projectors	139	72.02%
Computers	105	54.40%
Televisions	159	82.38%
VCRs	90	46.63%
DVD Players	35	18.13%
Document Projectors/Systems/Cameras	66	34.20%
Smartboards	3	1.55%

Table 56 - Electronic Classroom Growth

Year	# Added	# Upgraded	Total Rooms
1990	1	0	1
1991	4	0	5
1994	4	0	9
1995	6	0	15
1996	5	0	20
1997	6	1	26
1998	5	2	31
1999	31	4	62
2000	17	8	79
2001	11	5	90
2002	8	4	98
2003	6	2	104
2004	4	2	108
Total	108	28	

Appendix O (cont.)
Instructional Technologies & Infrastructure Services

Chart 11 - Electronic Classroom Growth



Appendix O (cont.)
Instructional Technologies & Infrastructure Services

Chart 12 - Age of Electronic Classrooms

