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Learning Resources & Technology Services

Annual Report 1999 - 2000

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Introduction

Learning Resources & Technology Services serves all disciplines of St. Cloud State University, along with students, faculty, staff, and community members in central Minnesota. Learning Resource Services and Academic Computing Services merged in 1995 to create a comprehensive campus-wide information organization encompassing the library, academic computing, and instruction-related technical services; the name was changed to Learning Resources & Technology Services in 1997. The library is the second largest academic library in Minnesota and has more than 2.5 million print and nonprint items, including over 620,000 books, more than 1.2 million federal and state documents, 512,000 units of microform, 1,500 periodical titles, nearly 7,000 electronic periodical subscriptions, 61,000 maps, and 28,000 nonprint items (computer software, compact discs, videotapes, films, etc.). The Computing & Technology Services division of LR&TS provides campus-wide computing support, networking services, e-mail services/support, the academic HelpDesk, the Computer Store, instructional television operations, installation and support for electronic classrooms, and maintenance/operation of 375 computer in 14 open computer labs across campus.

Mission, Vision and Goals

Mission:

Connecting you with information and technology

Vision:

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

Goals:

Learning Resources & Technology Services will . . .

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

Personnel

Learning Resources & Technology Services is organized into workgroups, with the workgroup leaders, and all faculty reporting to the Dean. During the year some areas were reorganized in preparation for changes in services once moved into the James W. Miller Learning Resources Center in Fall 2000.

LR&TS Administration
- Dean . . . . . Kristi Tornquist
  - Administrative Assistant . . . . . Ann Chmelewski
  - Faculty Assistant to the Dean . . . . . Christine Inkster
  - Grants & Contracts Coordinator . . . . . Rich Josephson
    - Media . . . . . Ron Williams
    - Information Officer 2 . . . . . Jim Bertram

Access Services
- Coordinator . . . . . Harlan Jensen
- Interlibrary Loan Coordinator . . . . . Karen Thoms
  - Library Technician . . . . . Joan O'Driscoll
  - Library Technician . . . . . Debbie Josephson (as of 9/99)
- Distribution Coordinator . . . . . Harlan Jensen
  - Librarian Technician . . . . . Jacolyn Hansen
  - Office and Administrative Specialist . . . . . Jan Pietron
  - Audio Visual Aide . . . . . Marilyn Moser
- Circulation Coordinator . . . . . Harlan Jensen
  - Library Technician . . . . . Laurie McClintock
- Central Minnesota Library Exchange Director . . . Trish Peterson
  - Office and Administrative Specialist . . . . . Jennifer Schwint
  - Volunteer.. . . . . Bill Kraft

Collection Services
- Coordinator/Acquisitions Coordinator . . . . . Phyllis Lacroix
  - Library Technician . . . . . Diane Larson
  - Office and Administrative Specialist . . . . . Mary Krafnick
  - Office and Administrative Specialist . . . . . Wendy Springer
  - Office Temp . . . . . Julie Herren (part-time spring)
- Cataloging Coordinator . . . . . Bonnie Hedin
  - Library Technician . . . . . Melodie Dukowitz
  - Library Technician . . . . . Bonnie Theis
- Cataloger . . . . . John Lenihan (fixed term)
- Systems Librarian . . . . . Keith Ewing
- University Archivist . . . . . Pat Schenk

User Services

- Coordinator .... Sandra Williams
- Government Documents Coordinator . . . . . Sandra Williams
  - Library Technician . . . . . Connie Hoffman
- Periodicals Coordinator . . . . . Susan Motin
  - Library Technician . . . . . Angela Wortham
- Reference Coordinator . . . . . Robert Hauptman
  - Library Technician . . . . . Debbie Binsfeld
- Reference Librarians . . . . . Fred Hill
  - . . . . . Chris Inkster
  - . . . . . Richard Iten (fixed term)
  - . . . . . Dae Lee
  - . . . . . Larry Lockway
  - . . . . . Bryan Miyagishima
  - . . . . . Renee Rude (sabbatical spring)
  - . . . . . Mark Yannie

Center for Information Media (CIM)

- Coordinator . . . . . Doreen Keable
  - Clerk Typist . . . . . Lucy Supan
- CIM Faculty . . . . . Dennis Fields
  - . . . . . Jeanne Hites (British Studies - spring)
  - . . . . . Luther Rotto
  - . . . . . Merton Thompson (sabbatical 99-00)
  - . . . . . Judith Rodgers (fixed term)
  - . . . . . Marcia Thompson (½-time fixed term)
- Graduate Assistants . . . . . Chengxiao Cao (Angela)
  - . . . . . Laura Krueger
  - . . . . . Yan Li (Edgar)
  - . . . . . Tianhiu Tao (Nina)

InforMedia Services

- Coordinator . . . . . Celina Byers
  - Library Technician . . . . . Pat Sauerer
  - Information Technology Specialist 1 . . . . . Sara Grachek
  - Information Officer 2 . . . . . Mary Shrode
  - Audio Visual Education Specialist . . . . . Debbie Josephson (until 9/99)
- Technology Training . . . . . Jim Pehler
- Special Projects Librarian . . . . . Plamen Miltenoff
- IMS faculty . . . . . Jeanne Hites
  - . . . . . J. M. Nelson
  - . . . . . Fred Polesak
  - . . . . . Tom Stachowski

Computing & Technology User Services

- Director . . . . . Randy Kolb
  - Office and Administrative Specialist . . . . . Lisa Brand
  - Computer Store . . . . . Carl Schmitt
  - Computer Store Clerical Support . . . . . Karen Effertz
  - VAX/VMS Systems Administrator . . . . . Gordie Schmitt
  - Operations/User IDs . . . . . Diane Schmitt
  - Computer Lab Manager . . . . . Dave Wogen
  - Computer Lab User Support . . . . . Sam Barhorst
  - User Services, College of Business/HelpDesk . . . . . Dan Michaels
  - User Services, College of Education . . . . . Jim Pesta
  - Computer Store Support/College of Business . . . . . Mike Graveen
  - User Services, COSS / Computer Store . . . . . Daryl Scholz

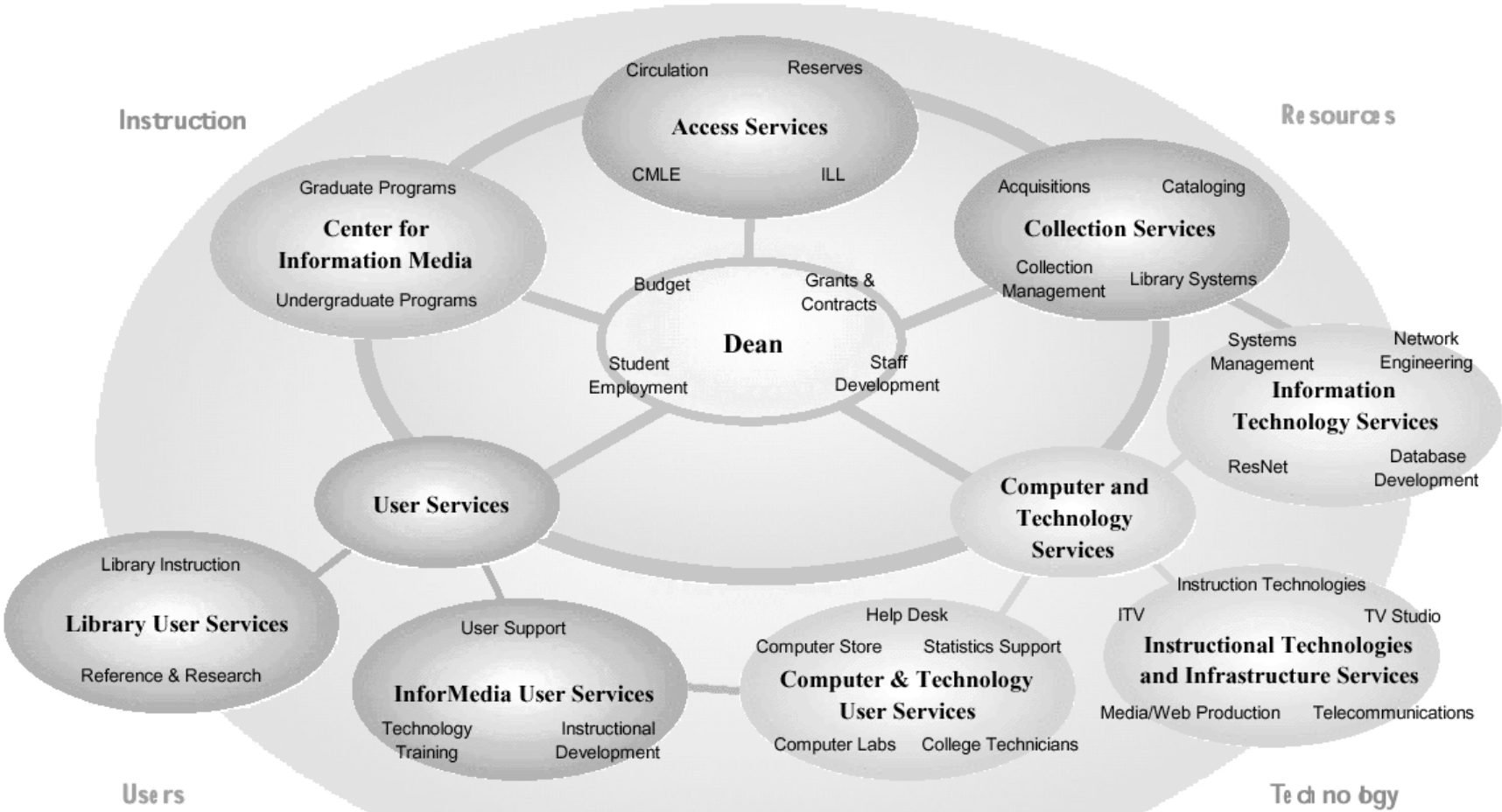
Instructional Technology & Infrastructure Services (ITIS)

- Coordinator . . . . . Randy Evans
  - Shop Supervisor / TelecommunicationSupervisor. John Nies
    - Distant Learning / AV Systems . . . . . Dennis Murphy
    - Central MN Distance LearningNetwork . . . . . Reuben Wagenius
    - University Television . . . . . Sam Johnson
    - Electronic Classroom Support . . . . . Kelly Larson
    - ITV Technician . . . . . Jeff Gallus

Information Technology Services

- Coordinator . . . . . Phil Thorson
  - Resident Hall Networks . . . . . Clint Forseth
  - Info. Syst. Spec. 2 . . . . . Thad Wakefield
  - Info. Syst. Spec. 2 . . . . . Jeff Hennen
  - Info. Syst. Spec. 1 . . . . . Tony Sorteberg
  - Database . . . . . Chris Brown
  - Y2K . . . . . Tom Helin
  - Unix Server Support . . . . . Linda Carr
  - Library Technical Support . . . . . Eric Dietz
  - Computer lab technical support . . . . . Scott Sherman

Additional workers: 6 graduate assistants, about 150 student workers each term, and several volunteers.



St. Cloud State University

Learning Resources and Technology Services
Workgroups Organizational Chart
2000

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Summary of 1999 - 2000 accomplishments

Facts from 1999 - 2000:

- 140,417 books, media, reserves and government documents circulated
- 23,711 interlibrary loan requests processed, a 16% increase over 1998-99
- 7,340 additional items shared in the region via Central Minnesota Libraries Exchange
- 5,047 pieces of media equipment distributed

- Materials budget: $623,316 serials
  $428,784 books
  $154,184 electronic resources
  $1,206,284 total

  Serial subscriptions: 1,487 paper subscriptions
  6,845 electronic subscriptions
  8,332 total subscriptions

- 611,842 people through Centennial Hall exit gates
- 16,159 reference questions answered
- 87 linear feet of material were processed and added to the archives and special collections for a running total of 1235.25 feet
- 296 library instruction sessions for 7,846 people
- 89 technology training sessions for 348 faculty and staff
- 324 students in the Center for Information Media
- 370 ITV courses, events and teleconferences delivered, a 160% increase over 1998-99
- Added 8 electronic classrooms, bringing the total number on campus to 73
- 375 computers in open labs
- 890 average users sessions per day on the LR&TS web site (5,259 ave. daily hits)
- 435 Web projects, including the updating of sites
- 1,474 additional Ethernet ports installed on campus, for a total of 7,968
- 5,008 requests supported by the HelpDesk, a 16.7% increase over 1998-99
- 402,444 dial-up sessions
- 9,731 e-mail accounts maintained
- 1,415 ResNet users, with at least one user in 67% of all residence hall rooms
- $1,685,475 in sales by the Computer Store

LR&TS Administration

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

Accomplishments:

- Oversaw preparations for Y2K for all of SCSU, and encountered no problems from the event
- Completed a draft document of the LR&TS Strategic Plan
- Continued planning and preparation for moving into the James W. Miller Learning Resources Center
- Developed a new service model for implementation in the new facility
- Initiated and completed the search process for the newly created position of Associate Dean

Challenges and Opportunities:

- Complete preparations for moving into the new building
- Complete the revision of the LR&TS strategic plan and implement it
- Continue to move toward a distributed learning model for access to services
- Integrate new hires as colleagues into the organizational unit

Resource needs:

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

Access Services - Circulation

Circulation manages the checkout, return, renewal, and shelving of items in the general collection, the juvenile collection, and the reserve collection. Policies were developed to insure a smooth transition from the present Circulation model to the new Centralized Circulation model.

Accomplishments:

- Developed the transitional plan that blends the present Circulation and Reserves into the new Centralized Circulation model in preparation for the move to the new building
- Participated int PALS User Group meetings
- Refined procedures for entering library fines on student account records
- Continued to update faculty, staff, and student lists
- Continued to develop electronic mail as the preferred method of informing patrons about fines, overdues, etc.
- Continued to audit and correct library record errors in the new MnSCU accounting system
- Participated in Electronic Reserves development
- Measured and labeled shelves in preparation for the move to the new facility
- Implemented and integrated both the SCSU Campus Card system and the MnSCU Integrated Statewide Records System (ISRS), transferring the patron record data to MnSCU PALS. The process caused much user frustration and took considerable staff time, but the communication issues and scheduled updates of data were fairly well resolved by the end of October. Some user problems persisted through the remainder of Fall semester, and there were minor isolated issues at the beginning of the following Spring semester, but these were quickly corrected.

Challenges and Opportunities:

- Integration of Circulation and Reserves into Centralized Circulation
- Training and retaining of student workers
- Evaluate if the new Centralized Circulation model positively impacts patron service on the campus

Resource needs:

- Funds for staff and student workers

Statistics:

See Appendix A

Access Services - Distribution

Distribution Services provides campus-wide access to instructional technology and non-print media. Policies were developed to insure a smooth transition from the present Distribution system to the new Centralized Circulation model in preparation for the move to the new building.

Accomplishments:

- Developed the transitional plan that blends the present Distribution Services into the new Centralized Circulation model
- Purchased a Percon Inventory/Browse scanner to assist in shelf maintenance
- Weeded the various collections
- Completed barcoding the equipment and other media items used with the PALS booking module
- Continued the decentralization of the distribution equipment to the various buildings on campus
- Added five laptop computers, two data projectors, four digital cameras, twenty TV/VCR sets into the circulating equipment pool
- Processed 80 outside equipment repairs

Challenges and Opportunities:

- Integration of Distribution Services into Centralized Circulation
- Evaluate if the new Centralized Circulation model positively impacts patron service on the campus
- Training and retaining of student workers
- Training staff and student workers on PALS Booking Module
- Evening supervision in new building
- Inventory and maintenance of decentralized equipment
- Implementation of the long-range equipment replacement plan on the campus

Resource needs:

- Funds to update circulating equipment inventory
- Funds to update decentralized equipment

Statistics:

See Appendices B - D

Access Services - Interlibrary Loan (ILL)

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

Accomplishments:

- Continued to provide fast and efficient service for ILL requests, maintaining high fill-rate for incoming and SCSU ILL requests; obtained information required for numerous SCSU faculty in the process of publishing books
- Total transactions increased by 3,293, a 16 percentage increase over the previous year
- New Interlibrary Loan Library Technician added to the ILL office in 9/99 through internal reallocation of positions
- New ILL Library Technician was trained and with this new assistance requests were processed more quickly and with greater efficiency
- New Interlibrary Loan Library Technician was put in charge of audio duplication
- Interlibrary Loan Library Technician attended three interlibrary loan workshops
- Patrons were able to request ILL books via PALS through patron-initiated requests
- Participated in electronic reserves by inputting requests to the Copyright Clearance Corporation
- ILL/Copyright coordinator conducted professional workshops and presentations relevant to library work
- Continued using the Ariel transmission system for incoming requests
- Planned and cleaned up ILL office in preparation for move to the new library
- Continued operational functions, including evaluation of requests for videotape duplications, training new student workers in office procedures, managing the front desk, answering the main phone line of the library and directing patrons to appropriate person/area

Challenges and Opportunities:

- Continued training of student workers in the ILL procedures / processes
- Maintaining currency in all aspects of copyright issues affecting ILL
- Applying copyright laws and guidelines on ILL requests, as needed
- Checking ILL periodical requests to see if fulltext document is already available to patron through licensed database
- Increasing numbers of requests
- Exploring use of e-mail to notify patrons of arrival of ILL books and articles at LR&TS
- Exploring additional implementation of electronic sharing of ILL items
- Preparing for the move to the new facility
- Identifying a more effective work flow environment for new facility
- Determining reason(s) for inability to fill some requests (not on shelf, check out materials, unavailability of materials, do not lend e.g. videos, rare and reference)

Resource needs:

- Four new (upgraded) computers to allow for day-to-day ILL work flow
- Additional student workers to provide coverage throughout the day so that permanent staff can be away from their desks and at the same time providing coverage in the office
- Continued training resources for office staff to maintain currency in ILL practices and procedures, especially as the Ex Libris implementation date draws nearer

Statistics:

See Appendices E - F

Access Services - Central Minnesota Libraries Exchange (CMLE)

Central Minnesota Libraries Exchange is a multi-type library system created in 1979 to facilitate sharing of library services and resources in a 12-county region in Central Minnesota. CMLE is overseen by a governing board and an advisory committee, with administrative offices located in LR&TS at SCSU. CMLE provides a variety of services to its 275 member libraries, including interlibrary loan and backup reference service. Members include K-12 public and private schools, post-secondary schools, public libraries, and special libraries such as hospital, law, correctional facility, and historical society libraries.

CMLE Vision:

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

Accomplishments:

- Performed needs assessment of member libraries
- Arranged vendor discounts
- Planned and implemented fax service for subscribing member libraries
- Completed CMLE's Union List of Periodicals for 84 participating libraries
- Continued interlibrary loan and reference backup service
- Updated directory of member libraries on CMLE's Webpage and on statewide directory
- Held "newcomers" workshop on CMLE's services
- Served as an active member of MnLINK Interlibrary Loan Subcommittee
- Hosted three teleconferences for library staff members from the Soaring to Excellence series
- Collaborated with other multi-type libraries and library associations to improve service
- Provided periodical database training on ProQuest for 113 area library personnel
- Received 1999 Governor's Commendation from Partnership Minnesota that recognized the cooperative efforts of major libraries in CMLE region: CSB/SJU, ECRL, GRRL and SCSU.
- Published four issues of the EXCHANGER, a newsletter for librarians
- Assisted area high school students doing research at SCSU

Challenges and Opportunities:

- Completing CMLE strategic plan
- Continuing need for state-wide program such as MnLINK
- Meeting the increasingly complex information needs of member libraries
- Planning in light of uncertainty of legislative funding for multi-types
- Providing continuing education for electronic access to information
- Licensing of databases
- Meeting delivery challenges associated with MnLINK and electronic document delivery
- Serving as chair of Council of Cooperating Libraries
- Helping develop standards for Minnesota's school media programs
- Serving on MN Library Association conference planning committee
- Helping select new director for Great River Regional Library system

Statistics:

See Appendix G - I

Collection Services - Acquisitions, Cataloging & Library Systems

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

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 theses for microfilming.

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

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

Accomplishments:

- Selected, purchased, processed, and cataloged all print (13, 350 books), non-print, and serials for the collection
- Stepped up ordering/processing schedule in order to make certain as few materials as possible would be arriving during the transition to the new building
- Ordered new periodicals titles as a result of the campus-wide periodicals review
- Completed the inventory of the 4th floor print collection after seven long years
- Continued to catalog electronic resources, such as titles in the American Memory Project at the Library of Congress, some electronic books and other titles
- Cataloged approximately 1,400 non-print items, including some large collections: the Jewish Heritage Video Collection, the complete works of Bach and Beethoven on CD and the Rubinstein CD collection
- Withdrew a large number of non-print items in preparation for the move to the new building, including slides, filmstrips, films, records and cassette tapes
- Wrote position description for Collection Management Coordinator
- Added numerous electronic databases (see separate report)
- Worked with MINITEX to: 1) identify and select electronic subscription resources, 2) take part in writing an RFP for core database services, 3) negotiate a statewide license for netLibrary
- Transferred select journals from government document periodicals to the periodicals area; check in and processing will continue in Collection Services area

- Provided Windows and Excel training for staff members as requested
- Loaded new versions of the PALS Technical Access Client (PalsTac) about every six months, or whenever new versions were released
- Installed new Windows-based computers for faculty and staff in areas that primarily work with either PalsTac (Circ, ILL, Per, Reserves, Distribution) or OCLC Passport (Cat)
- Attended PALS, Collection Management, and professional improvement meetings Individuals were involved with local, state-wide, and national endeavors (see annual reports of individual faculty members)

Challenges and Opportunities:

- Our major challenge this year is to complete all the cataloging changes required by the move to Miller Center. We are looking forward to assistance from a new staff member, but much of that person's time will be devoted to government document processing. We believe we require one additional full-time clerical worker in order to complete various projects listed in our strategic plan.
- We will continue work on state-wide collection development, inventory, cleaning up databases, etc.
- We will continue to work with the reference and the selection committee on departmental liaison issues.
- We will remain on the cutting edge in both acquiring and cataloging electronic resources.
- We will add current and retrospective Marcive records.
- We will be actively involved in the first post-year efforts in the transition to the new library.
- We will be actively involved in selecting a new Collection Management Coordinator.

Resource needs:

- Additional funding to cover inflation cost of library materials and the increasing prices of electronic resources.
- Additional staff to assist with special projects, corrections in catalog records, file organization, and weeding the collection.
- Additional student workers and clerical assistance to help with these tasks and also to assist with acquisition, processing, and cataloging of the high volume of materials that flow through the area.

Statistics:

See Appendix J

Collection Services - Electronic Services

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

Accomplishments:

- Systems librarian served as a member of the MINITEX Electronic Information Resources (MEIR) Task Force to create an RFP, evaluate responses, and select a vendor for electronic databases for MINITEX; Gale, provider of InfoTrac, was selected.
- Systems librarian also served on the MnLINK Vendor Evaluation Team 2 (VET2), to select a replacement system for MnSCU/PALS. A revised RFP was issued in January 2000, with vendor demonstrations and site visits scheduled through summer 2000.
- Usage statistics for electronic subscriptions either held stable or increased in comparison to the previous year.
- Worked with MINITEX on investigating, initiating, and selecting resources for the consortia contract with netLibrary, providing the SCSU community with access to 1541 copyrighted titles, plus 1500 public domain titles, beginning in April 2000.
- Served as a beta tester for the Percon inventory control hardware that integrates with the PALS system, for tracking distribution items.
- Converted serials holdings over from an older Sperry system maintained by Administrative Computing Services to an SQL database to provide a Web-based serials holding list. The project was turned over to Periodicals staff to update bibliographic content and holdings information, and has not been made available to the public at this time.
- Working with C&TS, developed a prototype SQL database for Archives, converting older data from a Data General system. Implementation is on hold pending final location of resources in the new archives area.
- Revised the LR&TS web site to update links and provide access to new subscription resources as they became available. Use of the site continued to increase over the previous year.
- Added several new electronic databases, which will be available beginning in July 2000. Included are: *AccessScience*, *BasicBIOSIS*, *CINHAL*, *Computer Database*, *Contemporary Authors*, *Dissertation Abstracts*, *LibraryLit*, *PAIS*, *RILM*, *Grove Dictionary of Opera*, *Dictionary of Life Sciences*, and *Women Writers Online*.
- Made available to the SCSU community the following electronic services during 1999 - 2000:
    - Facts.com, and online version of *Facts-on-File*.
    - *PsycInfo* via Gale began on October 1999.
    - *Ethnic NewsWatch*, a fulltext targeted toward students and faculty in MGM and multicultural courses.
    - *GenderWatch*, a fulltext services aimed at students and faculty in women's studies.
    - *EconLit*, which is targeted to students and faculty in economics and related social sciences and business
    - *GeoRef*, targeted to users in earth sciences and related disciplines, including biology and chemistry

    - *Political Science Abstracts*, for students in political science and disciplines interested in public policy and international affairs.

- *Criminal Justice Abstracts* was changed from a CD-ROM subscription to a Web subscription in January 2000; it is targeted students and faculty in criminal justice, sociology, social work and political science.
- *Periodical Contents Index*, for students and faculty in social sciences, humanities, and general sciences with an interest in history.
- *HarpWeek Civil War*, provides fulltext images of *Harper's Weekly* for the period 1857 - 1865, and is targeted to students and faculty in U.S. history and related disciplines, including minority studies.
- Added the General Science Collection to the *JSTOR* subscription, with provides seven new fulltext journal titles covering 1960 through 1997.
- Added sixty scholarly journals from nine universities to the *Project MUSE* subscription, brining the total number of journals covered to 112.

Challenges and Opportunities:

- The need for implementation of revisions to improve usability of the LR&TS web pages as soon as is feasible.
- Continued development of Research QuickStart.

Resource needs:

- The greatest resource needs are in the area of personnel/time to implement needed updates/revisions in electronic services.

Statistics:

See Appendices K - L

Collection Services - University Archives and Special Collections

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

Accomplishments:

- 87 linear feet of material were processed and added to the archives and special collections for a running total of 1235.25 feet.
- The Lindgren Asian Art collection was cleaned and re-boxed for storage. The first five items sent to Master Framers in St. Paul have been received back and look wonderful. Another group is presently being worked on by them, and is expected back in the near future. The Foundation made the decision to go ahead with as much of this work as the budget for the care of the collection will allow at this time.
- Because of the removal of the data general computer system, all the archives and special collections index files were saved to disk.

Challenges and Opportunities:

- Once settled into the new building, an overall review of records retention schedules will commence, beginning with the College of Science and Engineering.
- A large amount of material awaits processing.
- The Archives online index still needs to be implemented for public use.

Resource needs:

- Continued help of graduate assistants and student workers.
- A photocopier and a scanner.
- An additional computer for using the online index once it is available for use.

Statistics:

See Appendix M

User Services - Reference

The Reference desk was staffed by Reference personnel (six faculty members, adjuncts, and one Library Tech) for 80 hours on weekdays and 16 hours on weekends during the regular school year (including double-staffing), as well as 62.5 hours on weekdays and 4 hours on Sunday evening during summer sessions. The desk was open on all term breaks, except holidays.

Accomplishments

- Provided service with no glitches during the second year on the semester system.
- Added many new web-based databases, such as *Gender Watch*.
- Selected new Reference tools.
- Participated in training sessions.
- Worked on *Quickstart*.
- Weeded entire collection.
- Continued handouts.
- Met frequently in order to plan for the move.
- Reoriented some items physically in preparation for the move.
- Discussed the implementation of group liaison work.
- Conducted online searches (DIALOG, STN) infrequently.

Challenges and Opportunities

- Providing Reference service for distance education students.
- Increasing usage of web-based materials, especially non-commercial sites located via various browsers.
- Working with patrons in a complex and sometimes frustrating technologized environment.
- Adjusting schedules to accommodate sabbaticals during the academic year.
- Planning for the move to the new facility.

Resources Needs

- New computers may be required in order to replace outmoded equipment.

Statistics

See Appendices N - P

User Services - Government Documents

The Government Documents area is a partial depository for U.S. documents, receiving approximately 37 percent of documents published by the federal government. It is also a full depository for Minnesota documents, receiving 100 percent of documents made available by Minnesota government. The area is staffed by a faculty coordinator (Sandra Williams), a library technician who works in the third floor area (Connie Hoffman), and a library technician who works in the Cataloging area of Collections Management (Bonnie Theis). The area also employs 8-10 student workers, each with an average of 14 hours/week.

Accomplishments

- Updated profile in preparation for Marcive projects.
- Completed self-study as required by Library Programs Service of GPO.
- Maintained "Gov Docs in the News" bulletin board for current news on government publications and pertinent Web sites.
- Maintained Government Documents binder in Reference area.
- Maintained Government Documents home page on the Internet.
- Attended training sessions (PALS User Group meetings, legal research training, Marcive meetings, Spring 2000 Depository Library Council, Government Documents Spring Forum).
- Reviewed government periodicals to determine optimal shelf locations in th new building.
- Received 6,200 federal paper items, of which 5,500 were added to PALS.
- Received 5,500 federal fiche titles and added approximately 4,500 to PALS.
- Added 300 CD-ROMs to PALS also.
- Received 190 paper items and 300 fiche titles Minnesota documents.
- Withdrew more than 28,000 items, both federal and state, in preparation for the Marcive project and also for the move to the Miller Center.
- Handled 11,000 items (both federal and state) through the browse mode (removed from the shelf and our student workers needed to reshelve them) and circulated 3,000 items.
- Answered around 3,800 reference questions having to do with federal and state documents and maps, and 1,000 questions of a non-document nature.

Challenges and Opportunities

- Making the transition to the new building.
- Helping the Reference Team provide public service for documents.
- Staying knowledgeable and current with government Internet sites.
- Beginning both the ongoing and retrospective conversion projects through Marcive.

Resource Needs

- A DVD player in order to access some depository materials.

Statistics:

See Appendices Q - S

User Services - Periodicals / Serials

Periodicals / Serials continues to be influenced by the rapid changes occurring in electronic access and fulltext availability.

Accomplishments:

- Completed periodical/serial evaluation; 192 new titles were added to the collection in the five colleges and across the departments.
- Completed periodicals/serials clean up for move to the new library.
- Completed the design of a new electronic periodical holdings list with collaboration from the systems librarian and technical assistant.
- Began inputting and checking each listing in the new electronic periodical holdings list.
- Completed gathering of statistics on a monthly basis rather than on a semester basis as had been done previously.
- Worked with Government Documents and Cataloging to move current issues of government document periodicals to periodicals.
- Investigated updating of periodical holdings to MULS and OCLC.
- Continued planning for serial inventory.
- Continued to promote and teach patrons to use Project MUSE, JSTOR, Academic Press, and Lexis-Nexis subscription services.

Challenges and Opportunities:

- Keeping current with electronic access to journals, magazines and newspapers.
- Continuing analysis of periodical/serials collection.
- Working with departments and colleges to complete campus-wide serials evaluation project.
- Managing service counter with limited student coverage.
- Raising patron awareness of electronic periodical subscriptions.
- Completing and maintaining new electronic periodical holdings list by checking each record, adding electronic links and adding subject headings to each record.

Resource Needs:

- Equipment solution for microfiche/film collection to be downloaded and printed elsewhere.

Statistics:

See Appendix T

Center for Information Media

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

Accomplishments

- Advised students in the undergraduate and graduate IM programs (see Appendix U for details).
- Planned and facilitated 21st Annual Children's Literature Workshop; enrollment closed at 175 attending and 59 registering for credit.
- Completed the second full year of the semester calendar.
- Completed design for CIM spaces and classrooms for Miller Center.
- Completed first year of two-year program with University of North Texas offering an ALA certified Masters degree, with approximately 35 students enrolled.
- Taught courses at District 287 Plymouth.
- Marketed Plymouth cohort in conjunction with Continuing Studies.
- Assessed media generalist licensure program relative to Board of Teaching competencies.
- Implemented computer competencies requirement for College of Education students through expansion of IM 245 and IM 260 course offering and test out procedures.
- Determined hardware and software purchases for course offerings.
- Published and distributed two issues of *CIM News*.
- Awarded Luther Brown Scholarships to four individuals.
- Awarded the Carl and Marilyn Savage Assistantship.
- Continued to offer previewing and duplicating services of the NASA Teacher Resource Room to area educators and other interested patrons.

Curriculum proposals passed through the campus curriculum committees and currently awaiting approval by Academic Affairs:
IM 622 Media Selection and Evaluation -- decrease from a 3 credit course to a 2 credit course
IM 623 Reading, Listening and Viewing Guidance -- created as a new 2 credit course
IM 628 Administration of Media -- decrease from a 3 credit course to a 2 credit course
IM 634 Instructional Design II -- drop as a 2 credit course and add as a 3 credit course
IM 697 Research Applications -- decrease from a 3 credit course to a 2 credit course

Created special section of Media Materials and Methods of Instruction for Child and Family Studies students offered as IM 486 for 3 credits.

Challenges and Opportunities

- Offering sufficient sections to meet demand for undergraduate service and General Education, especially IM 245, 260 and 421
- Impact of retirement of Doreen Keable and phased retirement of Dennis Fields as well as retirements of other LR&TS faculty
- Heavy graduate advising loads
- Meeting the demands for off campus courses and ITV courses
- Providing appropriate classroom, lab and software access in Miller Center for students enrolled in programs

Resources Needed

- Additional .50 secretarial support
- Additional faculty position to reduce dependence on fixed term and adjunct faculty and to meet student demand for courses
- Additional funds to increase the ability to update software and hardware to support instruction

Statistics:

See Appendix U

InforMedia Services

InforMedia Services includes Reserves, Centennial Hall Computer Labs, the Faculty Development Lab, World Wide Web development, graphics and video production, and technology training. IMS also provides a variety of production services, including video, presentation, Web, print, mounting and lamination.

Accomplishments:

- Developed policies and a prototype for a campus-wide electronic reserves system accessible through the Web.
- Worked with the Music Department on streaming media to create an online virtual listening lab for use by students in Music courses.
- Completed work on 435 Web page projects. Sixty-three percent of these projects took an hour or less to complete; 30 percent took 1 to 10 hours to complete; 7 percent took more than 10 hours to complete.
- Provided 88.5 hours of training for 348 participants.
- Produced 11 informational/instructional/promotional video projects for campus clients, including the Women's Center, Admissions, Driver Traffic Safety, and International Studies.
- Videotaped 14 on-location speakers for faculty and administrators, generating $1290 in hourly charges for production time.
- Refined a service model for the new building, with roving information specialists providing support to technology users.
- Continued to work toward developing campus leadership cadres and field laboratories as part of the MN.INSTRUCT Regional Technology Center grant project.

Challenges and Opportunities:

- Planning for the new building.
- Implementation of the new service model once moved into the new building.
- Moving streaming and electronic reserves projects into a production environment.
- Implementation of MN.INSTRUCT grant leadership cadres and field laboratories.

Resource needs:

- Equipment and software upgrades to keep the available resources current.

Statistics:

See Appendix V

Computing & Technology User Services (C&TUS)

Computing and Technology User Services provides valuable support for students, faculty and staff who use technology. Students, faculty, staff and administrators at SCSU make use of a wide variety of software, including standard office applications (word processing, spread sheets, presentations), web browsers, multiple e-mail applications, and other more highly specialized applications, such as those for statistical analysis of research data. C&TUS supports these users through the HelpDesk, maintaining the open computer labs, distributing funds from the student technology fee, working with faculty in the development/adoption of computer-based course materials, and troubleshooting technology-related problems.

Accomplishments:

- Removed 44 terminals from the Beehive to provide additional space.
- Upgraded Office 97 to Office 2000 in the open computer labs.
- Added PhotoShop and AfterEffects to the standard software list for open labs.
- Made HelpDesk Expert software available in the open labs to facilitate the reporting of problems. This substantially reduced the turnaround time for resolving problems in the labs.
- Established software testing routines in the labs to identify problems before users find them; this proactive process has reduced user anxiety by eliminating known problems.
- Decided to remain with Windows 95 in the labs to maintain conformity across the labs and to provide stability.
- Maintained over 10,000 active accounts on Tigger and Condor, with over 9,000 active on Tigger.
- Delivered over 45,000 e-mail messages through Tigger on an average day, with peak days over 140,000 messages; over 5 million messages were delivered during spring semester.
- Maintained the existing 144 dialup lines, which typically averaged 60 -70% utilization during a 24-hour day.
- Had Computer Store sales totaling over $2.0 million.
- Provided statistical support to nearly 50 faculty and graduate students and three(3) external projects throughout the year.
- Provided 61student training sessions, covering E-mail (using Eudora, 6 sessions), Intro to Clarisworks (3 sessions), Introduction to Office 2000 (3 sessions), Introduction to Internet (11 sessions), and Introduction to Minitab (37sessions).
- The Technology Fee Committee:
  - Recommended that the number of computers in open labs remain at 375 units.
  - Continued to track and evaluate the volume of printing in the labs.
  - Recommended that the level of the fee for 2000-01 remain at $2.00 per semester credit.
  - Approved the printing solution proposal for fall 2000.
  - Discussed 3-year and 4-year acquisition plans with a recommendation of staying on the 4-year plan for now.
  - Recommended the current dialup access service remain 'status quo'.
  - Discussed the messaging and calendaring replacement plan for the campus.
  - Recommended adoption of Microsoft campus-wide license agreement for 2000-01.

- Evaluated support of the Academic Learning Center's (ALC) facility and recommended that the Center secure University resources for replacing computer workstations, etc. (the committee will re-evaluate this in 2000-01.
- Approved the continuation of the current policy on the redistribution of used equipment from the open computer labs.
- Produced web pages of the committee's work (www.StCloudState.edu/ctus/tech_fee).

Challenges and Opportunities:

- Exploring ways of providing customer service to the campus community in the new building, including training programs for faculty, staff and students.
- The need for college support staff coordination with other LR&TS staff.
- Getting to know the new Miller Center facility.
- Implementation of a new messaging and calendaring system.
- Training student staff.
- Continuing to work with the Technology Fee Committee to meet student computing needs.

Resource needs:

- A new messaging/calendaring system is needed for the entire campus
- The support model to assist faculty in the various colleges needs to continue to develop.
- Additional staff (the 0.75 FTE in the technology fee budget) is needed to support the labs.
- Equipment needs are still a high priority.
- The statistical analysis service is of benefit to campus, and there is an ongoing need for these training funds.

Statistics:

See Appendices W - Y

Information Technology Services (ITS)

Information Technology Services (ITS) provides technical support and innovative solutions for St. Cloud State University's computer systems and data communication. ITS is made up of 6 focus groups: networking, servers and authentication, ResNet, database application development, library system support, and open lab technologies. Each area provides core competencies for its focus but is also required to integrate its services with the other focus groups. This culture creates an environment that facilitates the ability to be leaders and supporters of the change that occurs around and within technology services.

Accomplishments:

- The Y2K committee was formed to analyze, inventory, and provide information to the administration on what concerns and risks were present at St. Cloud State University. A temporary employee was hired to assist analyzing the SCSU inventory for potential Y2K issues. Only minor issues were found on or after January 1st, 2000 because of the proactive planning and installation of many necessary service packs.
- Assisted in the development of Active Directory Services, WINS, and DHCP; created a pilot environment for Microsoft Systems Management to be used on all workstations in Miller Center and all open labs.
- Successfully integrated personnel from the old Network Engineering Group and Academic Computing Services following reorganization.
- Completed evaluation of Lotus Domino and began preparations for evaluation of Microsoft Exchange.
- Deployed a new WebCT server and provided some limited technical support.
- Provided leadership to campus in deploying a common directory service, Windows 2000 Active Directory, and DCHP for dynamic assignment of TCP/IP addresses.
- Provided RESnet service to more than 1600 users in the residence halls.
- Planned for and specified electronic equipment for the new James W. Miller Learning Resources Center, which will include 558 computers.
- Worked to develop an electronic reserves system which will allow for 24/7 access to materials.

Challenges and Opportunities:

- The migration of the open lab Novell Netware servers to Microsoft Windows 2000 servers.
- The need for time and expertise for new initiatives like multimedia streaming and application deployment.
- Selection and deployment of a new messaging, scheduling, and file services system.
- Creating an up-to-date computing environment which will meet the expectations of students and provide easy access to academic resources.
- Providing outstanding, reliable, and easy access to software applications, printing, and Internet resources in the open computer labs.
- Successfully roll out a single-sign-on authentication to enable future applications to pass through a username/password without the hassle of the user re-authenticating each time an electronic service is requested.

- Develop roaming laptop connections so that students, faculty, staff, and administrators can use a laptop anywhere on the network. This system will also provide the basis for wireless access to personal computers and personal desktop accessories.
- Move applications like electronic reserves and streaming from pilot to production status while providing appropriate technical support.

Resource needs:

- The greatest resource need continues to be in the area of personnel, with staff needed to provide an appropriate level of support when rolling out new services.
- Student workers to supplement full-time staff and assist with office coordination.
- Additional training dollars to continue to allow staff to enhance and further-develop their technical skills.

Statistics:

See Appendices Z - AA

Instructional Technology and Infrastructure Services (ITIS)

Instructional Technology and Infrastructure Services (ITIS) provides technical support for electronic classrooms, the Stewart Hall television studio and editing facilities, and installation of fiber and Ethernet connections throughout campus. ITIS also oversees and supports instructional television (ITV) and teleconferencing, including housing the Network Operations Center for the Central Minnesota Distance Learning Network (CMDLN).

Accomplishments:

- Installed over 1,100 network connections in the Miller Center.
- Installed over 250 network and campus card connections throughout campus.
- Completed installation of multiple high-strand-count fiber optic backbones.
- Coordinated the relocation of LR&TS telephone services from Centennial Hall to the Miller Center.
- Coordinated the negotiations to move MnSCU data services from leased lines to the CMDLN broadband wide area network.
- Managed the telecommunications and coordination of 224 classes, 8 seminars and 138 meetings.
- Coordinated a teleconference connecting the FBI training facility in Quantico Virginia with a Criminal Justice class in Ritsche Auditorium.
- Coordinated a teleconference connecting Senators Paul Wellstone and Rod Gramms in Washington DC with an on-campus conference.
- Managed video conferences for two students interviewing for employment positions in Singapore.
- Upgraded Centennial Hall rooms 62,133 and 130 with new automation systems.
- Installed new, or upgraded, eight classrooms in various buildings on campus.
- Maintained over 65 "Smart" classrooms with minimal staffing and no centralized resources.
- Designed, wrote equipment specifications, bid and installed seven "Smart" classrooms in the new Miller Learning Resources Center.
- Continued in our efforts to develop streaming technologies.
- Obtained a leveraged equipment grant from MnSCU for $93,000, which allowed for the purchase of three new camera systems for the television studio.

Challenges and Opportunities:

- With the completion of the Miller Center we hope to realign some resources to speed the development and deployment of new technologies, such as streaming media.
- Due to funding cuts in the student worker budget within the College of Fine Arts and Humanities, management of the television studio was very challenging; much effort was spent in trying to keep the facilities open enough hours to meet the needs of the faculty and students.

Resource needs:

- The availability of human resources to move ahead with new technologies has slowed deployment to a snails pace.
- Many of the systems in the television studio are over ten years old and are on the verge of catastrophic failure, meaning that if they break down there is no place to send them for repair and they will need to be replaced. A systematic plan to upgrade the systems needs to be funded.

Statistics:

See Appendices BB - CC

Appendix A

Access Services
Circulation Statistics 1999 - 2000

Books checked out	84,659
Book renewals	13,150
Total items browsed	43,884
Overdues processed	16,256
Fines processed	9,509
Fines collected	5,245
Dollar amount of fines collected	$29,545
Average dollar amount per fine	$5.63
Book carts shelved	1,553
New non-SCSU barcode applications	284
Graduate Student applications	168
SCSU student applications (new Campus Card implementation)	321
Missing book claims (forms received)	323
Missing books located	260
Withdrawn books from missing	159
Withdrawn books (lost and paid for)	247
Withdrawn books repaired	129
Overdue e-mail notices sent	2,669
Recall and holds available e-mail notices sent	105
Hold available e-mail notices sent	103
Missing (available & unavailable) e-mail notices sent	96

Appendix B

Access Services
Distribution Statistics 1999 - 2000
Total Item Quantities

Videotapes	13,957
Videodiscs	297
Software	922
DVDs	26
Audio CDs	1,610
Films	195
Filmstrips	366
Slides	274
Cassette tapes	1,892
CD-ROMs	183
Audio/visual aids	294
Camcorders	30
Tripods	23
TV/VCR sets	18
Cassette player/recorders	46
Video projectors	6
Overhead projectors	13
Slide projectors	19
Laptop computers	11
Computer projectors	6
Tripod screens	16
Public address systems	3
Film and filmstrip projectors	7
Videodisc players	2

Appendix C

Access Services
Media Check-out Statistics from PALSTAC
July 1, 1999 - June 30, 2000

	Charges	Renewals	Overdues Processed	Fines Processed	Dollars Collected	Records Added	Records Dropped
Software & CD-ROM	121	3	46	10	$137.00	74	5
Cassette tapes	289	7	67	28	$200.00	32	48
Visual Aids	83	6	20	4	$12.00	31	32
Audio CDs	1,151	18	254	56	$463.00	484	7
Films & Filmstrips	21	0	6	1	$10.00	150	4
Slides	32	0	7	1	$2.00	1	100
Videodiscs	74	1	7	0	$0.00	8	0
Videotapes	13,824	214	2,052	412	$3,427.15	1,374	126
DVDs	5	0	0	0	$0.00	26	0
Total	15,600	249	2,459	512	$4,251.15	2,180	322

Appendix D

Access Services
Equipment Check-out Statistics from PALSTAC
July 1, 1999 - June 30, 2000

	Charges	Renewals	Overdues Processed	Fines Processed	Dollars Collected	Records Added
TV/VCRs	989	2	70	0	$0	45
Overhead Projectors	208	1	38	0	$0	16
Video Projectors	316	0	18	0	$0	12
Laptop Computers	154	0	13	0	$0	10
Data Projectors	176	0	3	0	$0	6
Slide Projectors	146	1	18	0	$0	25
Cassette Recorders	479	1	68	14	$96	54
Videodisc Players	42	0	4	0	$0	4
Miscellaneous Items	848	3	133	3	$15	127
Public Address Systems	24	0	2	0	$0	7
Microphones	113	0	20	1	$7	40
Camcorders/Tripods	1,453	3	138	20	$200	78
Film & Filmstrip Projectors	21	0	9	0	$0	7
Cameras	22	0	5	0	$0	7
Screens	56	0	13	0	$0	19
Total	5,047	11	552	38	$318	457

Appendix E

Access Services
Interlibrary Loan 1999-2000 Term Summaries

	Incoming Requests		Outgoing Requests	
	Total requests received by SCSU from	Total requests filled by SCSU for	Total requests from SCSU sent to	Total requests from SCSU filled by
Summer 1999				
Minitex	345	302	1582	1459
PALS	586	520	226	212
Mail and Fax	15	6	0	0
OCLC	526	337	40	8
St. Ben's (MNF)	38	35	93	78
St. John's (MNJ)	56	49	66	51
GRRL	183	173	0	0
Subtotal	1749	1422	2007	1808
Fall 1999				
Minitex	738	578	3855	3356
PALS	1492	1274	590	505
Mail and Fax	25	18	0	0
OCLC	497	249	82	42
St. Ben's (MNF)	216	174	239	195
St. John's (MNJ)	202	158	205	161
GRRL	154	137	1	1
Subtotal	3324	2588	4972	4260
Spring 2000				
Minitex	1176	901	4882	4376
PALS	2453	2016	800	699
Mail and Fax	30	11	0	0
OCLC	769	291	21	18
St. Ben's (MNF)	385	336	273	212
St. John's (MNJ)	369	308	190	142
GRRL	295	291	0	0
Subtotal	5477	4154	6166	5447
Annual Totals				
Minitex	2259	1781	10319	9191
PALS	4531	3810	1616	1416
Mail and Fax	81	46	5	5
OCLC	1792	877	143	68
St. Ben's (MNF)	639	545	605	485
St. John's (MNJ)	627	515	461	354
GRRL	632	601	1	1
Subtotal	10561	8175	13150	11520

Appendix F

Access Services
Interlibrary Loan Transaction Request Comparisons

	FY 99	FY 00	Difference	Change
Requests initiated by SCSU (outgoing)	11,501	13,150	1,649	14%
Requests initiated by SCSU and filled (outgoing)	10,152	11,520	1,368	13%
Requests received by SCSU (incoming)	8,917	10,561	1,644	18%
Requests filled by SCSU (incoming	6,700	8,175	1,475	22%
Requests (requested-filled) by SCSU	2,217	2,386	169	8%
Total number of transactions	20,418	23,711	3,293	16%

	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 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%

Appendix G

Access Services
CMLE Membership Types

K-12 public	170
K-12 private	30
Public library branches in 2 regional systems	44
Post-secondary institutions	9
Special libraries (law, hospital, correctional facilities, historical societies)	22
Total	275

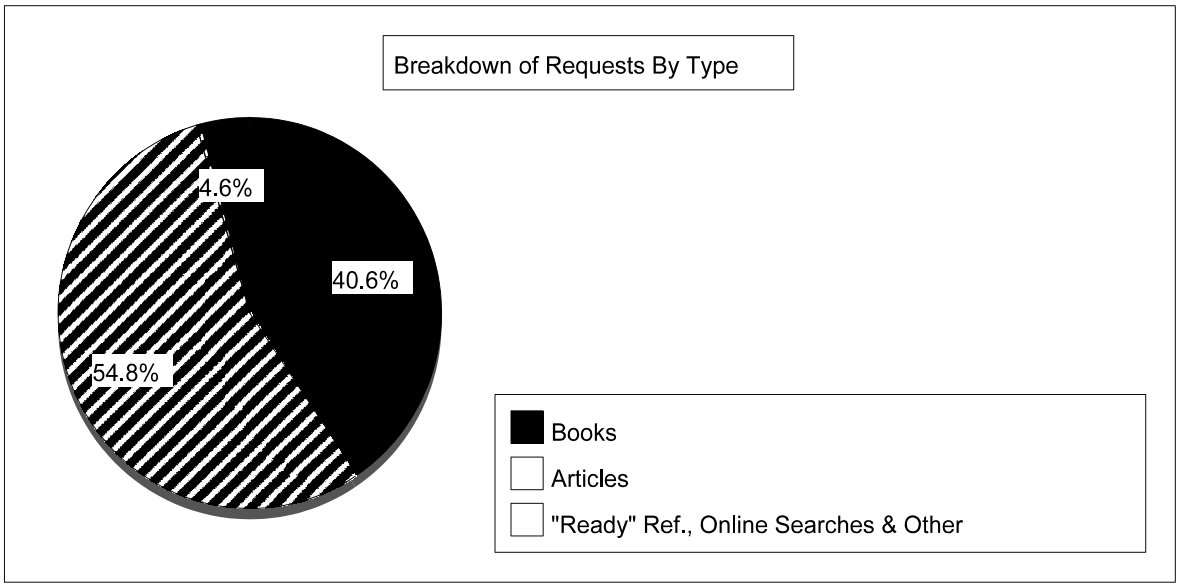
Appendix H

Access Services
CMLE Interlibrary Loan Statistics
July 1, 1990 - June 30, 2000

Total requests received	7663
Borrowing libraries	111
Lending sources	91
Requests filled	7340
Requests cancelled	323

Appendix I

Access Services
CMLE Analysis of Requests



Books	3,114	40.6%
Articles (photocopies)	4,200	54.8%
"Ready" Ref. Questions, Online Searches & Other	349	4.6%

Length of Time Taken to Fill Request:

Same day service	3,108	41%
1 day	979	1300%
2 days	440	600%
3 - 7 days	1,873	2400%
8 - 14 days	559	700%
15 or more days	381	500%
Cancelled	323	4

Appendix J

Collection Services
Materials Inventory
Holdings: June 30, 2000

Item	Total 7/1/1999	Added 1999-2000	Withdrew 1999-2000	Reinstated 1999-2000	Total 6/30/2000
Books	613,287	13,350	4,690	369	622,316
Documents - Federal					
a. Paper	204,503	6,200	14,443	0	196,260
b. Microcards (units)	264,583	0	0	0	264,583
c. Microfiche (titles)	756,222	5,581	6,860	0	754,943
d. Microfilm (reels and Titles)	2,543	0	0	0	2,543
e. CD-ROMs	2,511	373	885	0	1,999
Documents - State					
a. Paper	21,683	190	63	0	21,810
b. Fiche	34,606	344	0	0	34,950
Microforms (other than documents)					
a. Periodicals (Fiche and reels)	137,014	13,882	0	0	150,896
b. Classified collections (titles and volumes)	5,676	0	14	0	5,662
c. ERIC (titles)	415,303	15,611	0	0	430,914
d. LAC (Library of American Civilization) Microbooks	40,151	0	0	0	40,151
e. LEL (Library of English Literature) Microbooks	42,424	0	0	0	42,424
Films (motion: 8 mm and 16 mm)	642	0	2	0	640
Filmstrips (sets)	2,024	0	261	0	1,763
Audio					
a. Phonograph Records	7,062	0	755	0	6,307
b. Tapes	4,683	24	18	4	4,693
c. Compact Discs	1,122	522	3	0	1,641
Audio Visual	2,666	19	261	0	2,424
Maps/Atlas	61,381	121	113	0	61,389
Slides (sets, including slide/tape sets))	516	0	97	0	419
Video					
a. Videotapes (sets)	12,850	1,699	60	11	14,500
b. Video Discs	298	2	3	0	297
c. DVDs	0	26	0	0	26
Computer Software	717	34	3	0	748
Aids	219	19	55	0	183
CD-ROMs	238	21	0	0	259
Total Items	2,634,924	58,018	28,586	384	2,664,740

Periodicals and Serials	
a. Current periodicals subscriptions (total titles including bound /fiche)	1,487
b. Electronic journal subscriptions	6,845

Appendix K

Collection Services
SCSU Electronic Subscription Usage
January - June 2000

Electronic Subscription	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00
AABD	20	60	90	37		
America: History & Life (ABC)	1	0	79	82	20	14
ArticleFirst^ (OCLC)		360	322	377	73	103
Cambridge Scientific	134	453	398	242	65	210
Criminal Justice Abstracts	33	97	57	63	11	12
Current Contents	[no usage statistics are available for this period]					
ECO^ (OCLC)		543	386	363	137	115
ERIC (CSA)*	98	183	383	220	121	478
ERIC^ (OCLC)		505	436	262	127	135
Ethnic Newswatch			50	66	32	1
Gender Watch			2	41	4	9
Historical Abs (ABC)	0	1	34	39	9	17
InfoTrac--Expanded Academic	897	4636	4996	6554	1402	1310
InfoTrac--General Businessfile	341	1055	1047	1044	402	293
InfoTrac--General Reference	181	937	966	1323	387	211
InfoTrac--Health Reference	80	569	643	904	217	226
JSTOR	19	63	32	55	16	22
Mental Measurements Yrbk	11	20	4	3	9	1
MLA	[no usage statistics are available for this period]					
PCI (Chadwyck)	7	11	9	17	14	0
Political Science Abs (CSA)*	136	117	96	184	95	8
Project MUSE	[no usage statistics are available for this period]					
PsycInfo (Gale)	180	951	1008	1006	177	230
Recent Refs in Soc. Sci. (CSA)*	273	947	920	619	300	568
Social Svcs Abs (CSA)*	99	131	116	182	149	81
Sociological Abs (CSA)*	181	684	484	315	215	46
Web Resources for Soc Sci (CSA)*	273	947	920	596	300	568
WorldCat^ (OCLC)		438	350	396	153	268

Appendix L

Collection Services
LR&TS Web Usage
1999 - 2000 Academic Year

	Jul 99	Aug 99	Sep 99	Oct 99	Nov 99	Dec 99	Jan 00	Feb 00	Mar 00	Apr 00	May 00	Jun 00
Hits - Homepage	11,274	7,453	26,758	38,248	38,952	28,403	19,563	43,025	37,768	44,533	21,325	15,493
Hits - Site	99,943	69,860	161,964	224,168	240,127	182,013	120,718	204,973	177,298	201,532	124,636	114,480
User Sessions	16,683	11,635	25,930	28,238	40,998	31,667	22,299	34,844	34,889	36,034	23,212	18,997
Avg - Site Hits/Day	3,331	2,253	5,398	7,231	8,004	5,871	3,894	7,068	5,719	6,501	4,020	3,816
Avg - User Sessions/Day	556	375	864	910	1,366	1,021	719	1,201	1,125	1,162	748	633
Most Used Directories												
cim/	2,259	1,235	2,138	2,297	2,333	1,908	1,970	2,270	3,228	2,386	2,922	2,833
web/	735	561	1,191	1,232	1,205	938	1,057	1,041	1,140	1,086	938	808
per/	440	249	988	1,317	1,408	917	516	1,212	1,278	1,204	527	491
faculty/	272	229	498	476	442	396	429	510	636	532	494	422
guides/	2,002	1,496	5,079	5,869	7,334	4,556	2,943	5,756	5,428	5,561	2,839	2,205
Most Used Pages*												
guides/indexes.html	352	258	1,461	2,088	2,483	1,356	754	2,004	1,941	2,077	675	626
guides/catalogs.html	nd	325	1,489	1,733	2,109	1,323	775	1,547	1,552	1,688	666	554
guides/inforesources.html	nd	233	937	1,248	1,448	835	427	1,133	962	1,050	413	415
guides/netsearch.html	747	495	1,909	1,818	2,124	1,350	779	1,379	1,158	1,192	593	434

*Excludes the LR&TS home page, as it is used as the startup page for all computers in the Learning Resources Center

Appendix M

Collection Services
University Archives and Special Collections Used

Collection	1993-94	1994-95	1995-96	1996-97	1997-98	1998-99	1999-2000
Processed Archival Collections	199	158	245	598	627	632	660
Ready Reference General	52	61	69	87	131	115	44
Ready Reference Publications	133	138	188	166	184	192	306
Ready Reference Buildings	146	72	157	128	215	406	690
Unprocessed	2	9	19	44	44	9	10
Minnesota Authors' Papers	9	14	4	44	30	17	45
Rare Books			35	46	53	61	59
Special Collections				2	12	14	2

Appendix N

User Services
Reference Holdings
July 1, 1999 - June 30, 2000

	Count
Total number of Reference titles in the collection	9,189
Total number of Reference items in the collection	24,245
Records dropped	722
Records added	2,940
Items browsed for reshelving (does not include materials reshelved by patrons)	7,446

Appendix O

User Services
Reference Library Instruction
July 1, 1999 - June 30, 2000

Library instruction sessions	296
Students attending sessions	7,846
Total library instruction hours	299

Appendix P

User Services
Reference Questions Serviced by Type
July 1, 1999 - June 30, 2000

	Summer 1999	Fall 1999	Spring 2000	Totals
Ready Reference	402	2,783	2,233	5,418
Web/PALS	282	1,770	1,228	3,280
Directional	138	1,221	878	2,237
Internet/Web	167	975	1,350	2,492
Extended Reference	104	442	518	1,064
Telephone Reference	102	385	328	815
CD-ROMs	126	328	80	534
Technical Problems	12	73	40	125
ASKREF	9	43	78	130
Off Desk	15	18	31	64
Totals	1,357	8,038	8,764	16,159

Appendix Q

User Services
Government Documents
1999 - 2000 Federal Statistics

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
Received													
Paper-s.list	465	586	416	469	246	598	272	645	594	372	553	477	5,693
extras	121	103	62	94	105	8	4	1	1	1	3	4	507
Fiche-titles	537	546	694	701	444	186	785	359	209	231	351	538	5,581
Maps	0	30	0	13	51	10	11	0	0	0	0	6	121
CD-Roms	36	37	72	41	34	21	13	7	40	14	32	26	373
TOTAL	**1159**	**1302**	**1244**	**1318**	**880**	**823**	**1085**	**1012**	**844**	**618**	**939**	**1051**	**12,275**
Added to PALS													
Paper (23)	194	157	393	400	285	187	428	199	269	172	245	216	3,145
Paper (25)	187	214	194	243	110	79	222	165	330	177	233	245	2,399
Fiche	92	113	403	458	370	428	403	332	779	403	427	356	4,564
Maps	0	0	7	7	16	8	2	7	0	0	2	0	49
CD-Roms	50	24	33	37	0	19	1	7	74	53	22	1	321
TOTAL	**523**	**508**	**1030**	**1145**	**781**	**721**	**1056**	**710**	**1452**	**805**	**929**	**818**	**10,478**
Withdrawn													
Paper (23)	15	19	61	5	66	48	15	36	110	106	247	132	860
Paper (25)	75	60	177	34	78	69	191	56	1191	76	55	366	2,428
nonbarcoded	35	0	108	1842	105	424	527	753	1825	1181	2485	1870	11,155
Fiche-pals	5	208	7	9	17	38	192	13	987	8	41	46	1,571
nonbarcoded	0	0	5	243	306	195	28	625	1078	329	1523	957	5,289
Maps-pals	2	9	10	20	0	0	0	11	7	9	8	0	76
nonbarcoded	0	0	0	0	0	0	37	0	0	0	0	0	37
CD-Roms-pals	0	0	123	0	1	0	1	51	686	0	0	0	862
nonbarcoded	0	0	0	0	23	0	0	0	0	0	0	0	23
TOTAL	**132**	**296**	**491**	**2153**	**596**	**774**	**991**	**1545**	**5884**	**1709**	**4359**	**3371**	**22,301**
Browses													
Paper (23)	408	205	459	290	664	636	188	648	510	461	318	121	4,908
Paper (25)	192	96	92	264	534	279	67	205	488	376	112	80	2,785
Fiche	106	27	107	219	350	357	50	267	253	642	97	135	2,610
nonbarcoded	0	0	0	0	0	11	7	14	0	11	0	0	43
Maps	10	2	32	96	58	139	94	159	13	24	36	56	719
CD-Roms	1	1	4	6	7	8	4	2	0	4	1	1	39
TOTAL	**717**	**331**	**694**	**875**	**1613**	**1430**	**410**	**1295**	**1264**	**1518**	**564**	**393**	**11,104**
CHECK-OUT													
Paper (23)	90	34	88	300	441	268	72	160	214	501	81	55	2,304
Paper (25)	0	0	0	0	0	0	0	0	0	3	1	0	4
Fiche	13	8	14	42	120	63	20	26	26	71	12	9	424
Maps	12	1	8	17	20	25	4	10	1	3	0	1	102
CD-Roms	2	10	1	7	6	3	6	2	1	4	1	0	43
TOTAL	**117**	**53**	**111**	**366**	**587**	**359**	**102**	**198**	**242**	**582**	**95**	**65**	**2,877**

Appendix R

User Services
Government Documents
1999 - 2000 Minnesota Statistics

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
RECEIVED													
Paper	31	13	13	29	12	17	11	10	1	35	13	5	**190**
Fiche-titles									133	211			**344**
each													**-**
Maps													**-**
CD-Roms													**-**
TOTAL	**31**	**13**	**13**	**29**	**12**	**17**	**11**	**10**	**134**	**246**	**13**	**5**	**534**
ADDED TO PALS													
Paper	0	34	1	0	23	9	0	8	0	1	3	36	**115**
Fiche													**-**
Maps													**-**
CD-Roms													**-**
TOTAL	**0**	**34**	**1**	**0**	**23**	**9**	**0**	**8**	**0**	**1**	**3**	**36**	**115**
WITHDRAWN													
Paper	1	0	0	0	0	34	0	0	0	0	1	5	**41**
nonbarcoded									1			21	**22**
Fiche-pals													**-**
nonbarcoded													**-**
Maps-pals													**-**
nonbarcoded													**-**
CD-Roms-pals													**-**
nonbarcoded													**-**
TOTAL	**1**	**0**	**0**	**0**	**0**	**34**	**0**	**0**	**0**	**0**	**0**	**0**	**63**
BROWSES													
Paper	10	36	17	12	39	94	22	16	19	72	5	33	**375**
nonbarcoded													**-**
Fiche					3	5	7						**15**
nonbarcoded													**-**
CD-Roms													**-**
TOTAL	**10**	**36**	**17**	**12**	**42**	**99**	**29**	**0**	**0**	**0**	**0**	**0**	**245**
CHECK-OUT													
Paper	1	9	12	16	34	26	5	11	16	35	13	1	**179**
Fiche													**-**
Maps													**-**
CD-Roms													**-**
TOTAL	**1**	**9**	**12**	**16**	**34**	**26**	**5**	**11**	**16**	**35**	**13**	**1**	**179**

Appendix S

User Services
Government Documents
1999 - 2000 Questions

Month	Gov Doc	Minn	Map	Non Gov Doc	Total
July	109	18	16	51	194
August	78	12	12	37	139
September	239	31	38	89	397
October	421	65	55	140	681
November	449	69	38	104	660
December	177	22	36	43	278
January	198	19	15	66	298
February	269	38	21	148	476
March	342	21	38	79	480
April	485	77	23	162	747
May	162	46	16	66	290
June	146	21	28	28	223
Total	3075	439	336	1013	4863

Appendix T

User Services
Periodicals Statistics
1999 - 2000

Current Serial Subscriptions (Paper): 1,479

Current Serial Subscriptions (Electronic): 6,845

(Including Project MUSE, Academic Press, InfoTrac, OCLC Electronic Collections Online and Lexis-Nexis)

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total
Circulation (Current 2 Years):	1,013	779	2,140	3,244	2,958	1,959	1,370	2,021	1,980	2,271	707	818	21,260
Patrons Assisted	N/A	594	2,459	2,698	2,906	1,862	693	1,784	1,768	1,915	486	662	17,827
Laser Printing (pages)	N/A	877	2,877	6,923	8,058	5,074	814	5,006	3,436	3,967	848	1,389	39,269
Copying Service Requests													
Faculty Copying													
Items Requested:	52	56	49	34	45	27	25	40	71	22	21	53	495
Pages Copied:	532	758	555	355	503	295	293	535	896	465	127	518	5,832
Student Copying													
Items Requested:	27	2	2	0	43	155	41	23	4	1	0	6	304
Pages Copied:	1,085	38	32	0	61	204	43	112	45	2	0	70	1,692
CMLE Copying*													
Items Requested:	14	18	46	93	35	55	58	85	88	62	52	N/A	606
Pages Copied:	191	156	294	782	177	508	121	369	800	451	386	N/A	4,235
Copicard													
Xerox:	7,723	4,981	17,575	26,102	27,066	19,658	8,072	19,028	17,026	19,928	9,952	7,640	184,751
Microform:	6,928	3,350	5,260	13,242	17,560	7,752	3,223	10,602	9,792	10,491	3,531	5,109	96,840
Total:	14,651	8,331	22,835	39,344	44,626	27,410	11,295	29,630	26,818	30,419	13,483	12,749	281,591

* CMLE copying is performed by CMLE workers on equipment in the Periodicals Area.

Appendix U

Center for Information Media
Active Student counts

Masters degree	
Track I - Information Technologies	38
Track II - Educational Media	102
Track III - Human Resource Development/Training	63
Media Generalist licensure	64
Graduate instructional technology certificate program	11
Total Graduate Students	**278**
Undergraduate major	27

Appendix V

InforMedia Services
Training Statistics

	1998 - 1999	1999 - 2000	Change
Hours	76.5	88.5	15.69%
Registration	546	379	-30.59%
Participants	387	348	-10.08%
Attendance Rate (participants/registered)	71%	92%	21.00%
Preparation time	143	167	16.78%

Appendix W

Computing & Technology User Services
HelpDesk Service Requests Received During 1999-2000

	Faculty	Students	Staff	Unknown	Total
Fall semester	460	1,739	216	128	2,543
Spring semester	536	1,323	385	221	2,465
Total	996	4,058	601	349	5,008

Appendix X

Computing & Technology User Services
Active Tigger Accounts, 1999-2000

Account Group	# Accts	# Logins (Year)	Logins/User(Year)
Students	8,929	2,479,288	277.7
Faculty	618	141,718	229.3
Staff	184	52,779	286.8
Total	9,731	2,673,785	

Appendix Y

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

		Systems			Other	
Customer Type	Supplies	Mac	PC	Printers	Peripherals	Software
Univ. Departments	2,840	211	257	155	698	3,088
Faculty	74	36	5	30	84	55
Staff	38	10	4	10	27	23
Students	70	37	13	34	84	175
Total	3,022	294	279	229	893	3,341

Appendix Z

Information Technology Services
Campus Ethernet Infrastructure Statistics

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

Appendix AA

Information Technology Services
ResNet Connections

Year	Connections
FY 98	704
FY 99	1026
FY 00	1415

Appendix BB

Instructional Technology & Infrastructure Services
ITV Usage

	Hosted	Total
Fall 1998	12	12
Fall 1999	18	24
Spring 1999	15	15
Spring 2000	14	18

Appendix CC

Instructional Technology & Infrastructure Services
Electronic Classroom Growth

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