

7-2002

# LR&TS Annual Report 2001-2002

St. Cloud State University

Follow this and additional works at: [https://repository.stcloudstate.edu/lrs\\_annualrpts](https://repository.stcloudstate.edu/lrs_annualrpts)



Part of the [Library and Information Science Commons](#)

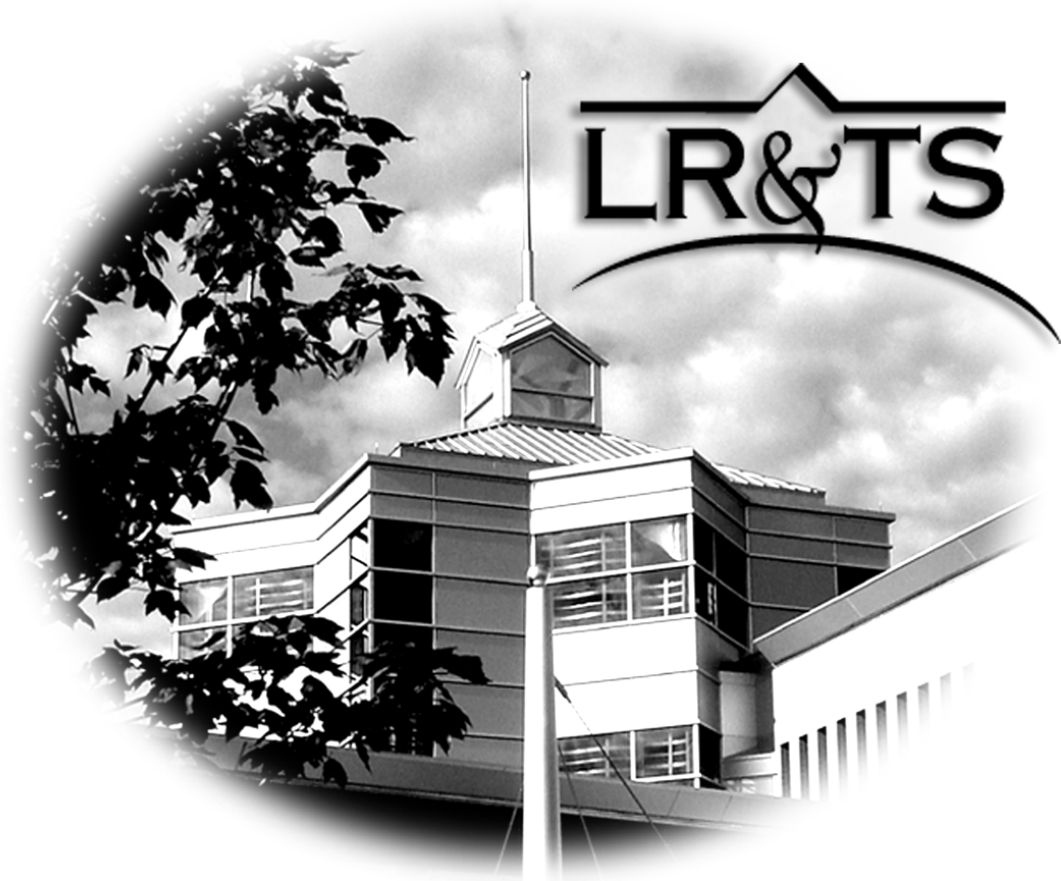
---

## Recommended Citation

St. Cloud State University, "LR&TS Annual Report 2001-2002" (2002). *Library Annual Reports*. 3.  
[https://repository.stcloudstate.edu/lrs\\_annualrpts/3](https://repository.stcloudstate.edu/lrs_annualrpts/3)

This Annual Report is brought to you for free and open access by the Library Services at theRepository at St. Cloud State. It has been accepted for inclusion in Library Annual Reports by an authorized administrator of theRepository at St. Cloud State. For more information, please contact [rswexelbaum@stcloudstate.edu](mailto:rswexelbaum@stcloudstate.edu).

# Learning Resources & Technology Services



Annual Report  
2001 - 2002

**ST. CLOUD STATE**  
UNIVERSITY  
*A tradition of excellence and opportunity*

## Table of Contents

Introduction	1
Mission, Vision, and Goals	1
Personnel	2
Organizational Chart <sup>6</sup>	
Summary of Activities/Accomplishments and Initiatives for 2001 - 2002	7
Initiatives for 2001 - 2002	9
Area Reports	
LR&TS Administration (Dean's Office)	11
Grants & Technical Writing	13
LR&TS College Liaison Teams	15
Access Services	
Circulation	17
Government Documents	19
InterLibrary Loan/Copyright	20
Periodicals	21
Central Minnesota Libraries Exchange	22
Collection Services	
Acquisitions, Cataloging, Library Systems, and University Archives and Special Collections	24
Reference Services	26
Library Instruction	27
Research QuickStart	28
Center for Information Media	29
InforMedia Services	30
Computing & Technology User Services	31
Information Technology Services	33
Instructional Technology & Infrastructure Services	35
Appendices	
A. LR&TS Administration - Grant Activity Comparison	37
B. Access Services - Circulation Statistics	38
C. Access Services - Media Check-out Statistics	39
D. Access Services - Equipment Check-out Statistics	40
E. Access Services - Reserve Statistics	41
F. Access Services - Gate Count Statistics	42
G. Access Services - Government Documents Statistics	43
H. Access Services - Interlibrary Loan Term Summaries	44
I. Access Services - Interlibrary Loan Transaction Request Comparisons	45
J. Access Services - Periodicals Statistics	46
K. Access Services - CMLE Membership Types	47
L. Access Services - CMLE Interlibrary Loan Statistics	47
M. Access Services - CMLE Analysis of Requests	48

N.	Collection Services - Materials Inventory . . . . .	49
O.	Collection Services - Acquisitions Expenditures . . . . .	51
P.	Collection Services - University Archives and Special Collections Used . . . . .	52
Q.	Collection Services - Electronic Subscription Services Usage Statistics . . . . .	53
R.	Reference Services - Reference Holdings . . . . .	56
S.	Reference Services - Reference Questions Service Comparison . . . . .	56
T.	Reference Services - Reference Library Instruction . . . . .	57
U.	Reference Services - Reference Library Instruction by Type . . . . .	58
V.	Center for Information Media - Active Student Counts . . . . .	59
W.	InforMedia Services - Workshop Statistics . . . . .	59
X.	CTUS - HelpDesk Service Requests Received . . . . .	60
Y.	CTUS - HelpDesk Traffic Comparisons . . . . .	60
Z.	CTUS - Computer Store Sales Transactions by Product and Customer Type . . .	61
AA.	Information Technology Services - Campus Ethernet Infrastructure Statistics . . .	62
BB.	Information Technology Services - ResNet Connections . . . . .	62
CC.	ITIS - ITV Usage . . . . .	63
DD.	ITIS - Electronic Classroom Growth . . . . .	63

## Introduction

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

## Mission, Vision, and Goals

### Mission:

Connecting you with information and technology

### Vision:

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

### Goals:

Learning Resources & Technology Services will . . .

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

## Personnel

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

### LR&TS Administration

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

### Access Services

Coordinator	Melinda Dermody
Library Technician, Circulation	Angela Wortham
Librarian Technician, Evening Supervisor	Jacolyn Hansen (through 7/01)
Librarian Technician, Evening Supervisor	Carol Renfro (month of 7/01)
Librarian Technician, Evening Supervisor	Shirley Curtis (month of 8/01)
Librarian Technician, Evening Supervisor	Greg Walz (beginning 8/01)
Library Technician, Periodicals	Laurie McClintock
Library Technician, Reserves	Pat Sauerer
Office Administrative Specialist	Hannah Topp-Schefers (through 7/01)
Office Administrative Specialist	Pat Hamerick (strike replacement 10/01)
Library Technician, Audio-Visual	Jacolyn Hansen (through 7/01)
Library Technician, Audio-Visual	Hannah Topp Schefers (beginning 8/01)
Government Documents Coordinator	Sandra Williams
Interlibrary Loan Coordinator	Susan Motin
Library Technician	Debbie Josephson
Library Technician	Joan O'Driscoll
NASA Educational Resource Center Coordinator	Harlan Jensen
Periodicals Coordinator	Ronadin Carey (fixed term, through 6/02)
Periodicals Coordinator	Susan Schleper (beginning 6/02)
Central Minnesota Library Exchange Director	Trish Peterson (through 6/02)
Central Minnesota Library Exchange Director	Patricia Post (beginning 6/02)
Office and Administrative Specialist	Jennifer Schwint
"Experience Works" Employee	Bill Kraft
"Experience Works" Employee	Eleanor Strack (beginning 11/01)

**Collection Services**

Coordinator/Acquisitions Coordinator . . . . .	Julie Blake
Library Technician . . . . .	Diane Larson
Office and Administrative Specialist Senior . . . . .	Mary Krafnick
Library Technician . . . . .	Wendy Springer
Cataloging Coordinator . . . . .	Bonnie Hedin
Library Technician . . . . .	Melodie Dukowitz
Library Technician. . . . .	Bonnie Theis
Library Technician . . . . .	Debbie Binsfeld
Cataloger (part-time) . . . . .	Ronadin Carey (fixed term)
Systems Librarian . . . . .	Keith Ewing
University Archivist . . . . .	Pat Schenk
Graduate Assistant . . . . .	John Paul

**Center for Holocaust and Genocide Education**

Co-directors . . . . .	Lynn and Scott Bryce
Assistant Director . . . . .	Courtney Hill (during 2001)
Part-time Secretary . . . . .	Pam Rittenour (to 1/02)
Part-time Secretary. . . . .	Nancy Weaver (2-4/02)
Part-time Secretary . . . . .	Jan Anderson (beginning 6/02)
Graduate Assistants . . . . .	Brian Steidl, Darlene Willhite

**Reference Services**

Coordinator . . . . .	Robert Hauptman
Library Instruction Coordinator . . . . .	Chris Inkster
Library Instruction Scheduling Support . . . . .	Pieter Koenst (temporary, beginning 8/01)
Research QuickStart Coordinator . . . . .	Pamela Salela (beginning 8/01)
Reference Librarians . . . . .	James Caufield (beginning 8/01)
. . . . .	Fred Hill
. . . . .	Renee Rude
. . . . .	Mark Yannie

**Center for Information Media**

Coordinator . . . . .	Merton Thompson
Office and Administrative Specialist . . . . .	Lucy Supan (1/2 time)
CIM Faculty . . . . .	Dennis Fields (1/2 time, phased retirement)
. . . . .	Jeanne Hites (1/2 time Strategic Planning)
. . . . .	Rich Josephson (full year sabbatical)
. . . . .	Luther Rotto
. . . . .	Karen Thoms (3/4 time Faculty Center for Teaching Excellence)
. . . . .	Judith Rodgers
. . . . .	Roben Beyer (fixed term)
. . . . .	Sara Falk (adjunct)
. . . . .	David Leitzman (adjunct)
. . . . .	Kathryn McGowan (adjunct)
Graduate Assistants . . . . .	Tianshu Tao (Tony), Youjia Wang (Jennifer)

**InforMedia Services**

Coordinator .....	Tom Stachowski
IMS faculty .....	Ahmed Ali (fixed term)
.....	J. M. Nelson (retired 12/01)
.....	Tom Hergert (beginning 8/01)
.....	Plamen Miltenoff
.....	Mark Kotcho (fixed term)
.....	Renee Wittenberg (fixed term)
.....	Jim Pehler (on leave: IFO President)
Graduate Assistants .....	Elizabeth Breustle, Sarah Kozlovsky

**Computing & Technology User Services**

Director .....	Randy Kolb
Computer Lab User Support .....	Sam Barhorst
Computer Store Manager .....	Carl Schmitt
Computer Store Support .....	Robert Lessinger (through 12/01)
Computer Store Support .....	Tom Peterson (beginning 5/02)
HelpDesk Manager .....	Dan Michaels
Library Technician/Room Reservations .....	Pieter Koenst (temporary, beginning 8/01)
Operations/User IDs .....	Diane Schmitt
User Services, College of Education .....	Jim Pesta
User Services, College of Business .....	Daryl Scholz
User Services, College of Social Sciences .....	Karen Effertz (through 10/01)
User Services, College of Social Sciences .....	Tom Peterson (beginning 10/01)
User Services, College of Fine Arts & Humanities ..	Mario Felix (beginning 3/02)
Graduate Assistant .....	Ruhi Hussain

**Instructional Technology & Infrastructure Services**

Director .....	Randy Evans
Audio/Visual & ITV Support .....	Dennis Murphy
Electronic Classroom Support .....	Jeff Gallus
Electronic Classroom Support .....	Kelly Larson
Graphics/Presentation Support .....	Mary Shrode
Infrastructure - Audio/Visual Support. ....	John Nies
Instructional Television/Video Teleconferencing	Reuben Wagenius
Television Studio Manager .....	Sam Johnson
Video/Multimedia Production .....	Jim Bertram
Video/Multimedia Production .....	Chuck Czech (1/2 time, beginning 5/02)
Web Manager .....	Sara Grachek
Web Designer .....	Mark Monn

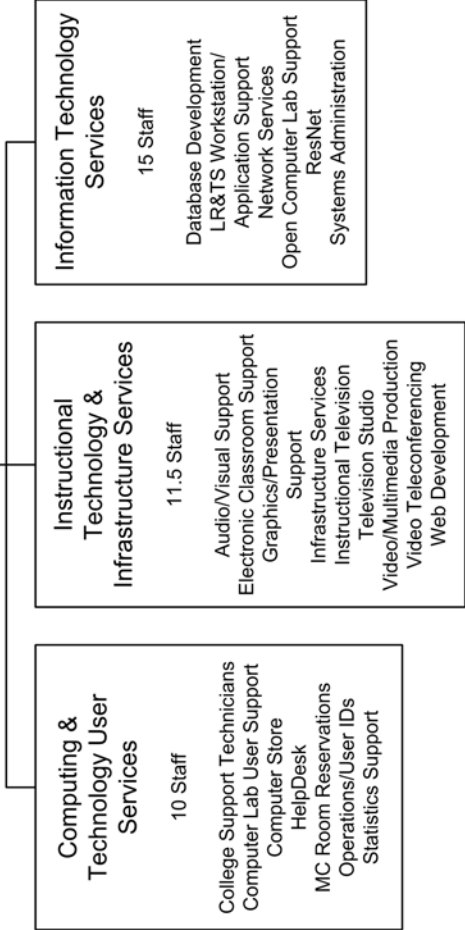
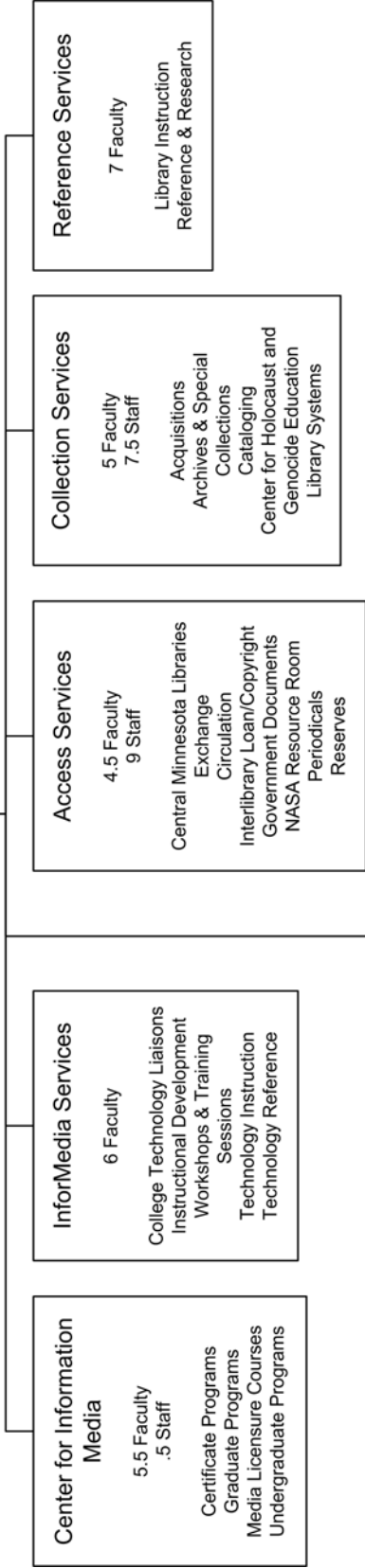


**Information Technology Services**

Director	Phil Thorson
Database/Application Development	Chris Brown
Database/Application Development	Linda Carr
Intranet Systems Administrator	Jeff Hennen
Workstation/Application Specialist	Eric Dietz
Library Computer Support	Craig Overboe
Network Specialist	Tony Sorteberg
Network Specialist	Thad Wakefield
Open Computer Lab Support	Scott Sherman (through 8/01)
Open Computer Lab Support	Robert Lessinger (beginning 1/02)
Open Computer Lab Support	Dave Wogen
ResNet Coordinator (Resident Hall Networks)	Darrin Printy (beginning 8/01)
Systems Administrator	Clint Forseth
Systems Administrator	Gordie Schmitt

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

**LR&TS Administration**  
 1 Dean  
 1 Associate Dean  
 1 Faculty  
 3.5 Staff  
 Budgets  
 Grants & Contracts  
 Student Employment  
 Staff Development



St. Cloud State University  
**Learning Resources & Technology Services**  
 Organizational Chart, June 2002

## Summary of Activities/Accomplishments for 2001 - 2002

### Materials budget:

.....	\$594,788	Serials
.....	\$297,853	Books
.....	\$206,557	Electronic resources
.....	<b>\$1,099,198</b>	<b>Total</b>

Serial subscriptions:     1,440 paper subscriptions  
                                   14,042 electronic subscriptions  
                                   15,482 total subscriptions

- Circulated nearly 140,000 books, more than 16,000 media items, almost 29,000 reserve items, in addition more than 5,300 equipment check-outs.
- Processed 21,840 interlibrary loan requests.
- Shared more than 8,000 additional items throughout the region via the Central Minnesota Libraries Exchange.
- Processed and added to the archives and special collections 129 linear feet of material, for a running total of 1,441.25 feet.
- Answered 20,862 reference questions.
- Conducted 245 library instruction sessions for 7,012 people, an increase of 8.6% over 2000 - 2001.
- Presented 166 technology and software-related workshops and training sessions for 1,122 participants in 22 different topic areas, which was a 22% increase in the number of sessions and a 69% increase in the number of participants over the previous year (2000-2001).
- Saw 1,026,649 people come through the Miller Center gates, an 18.63% increase over 2000 - 2001.
- Initiated the LR&TS College Liaison Team program to build relationships with the academic colleges of St. Cloud State University. Each team contains librarians, information specialists, and technicians (where available).
- Received \$70,617 in grant funds in support of the Minnesota Digital Library.
- Offered majors, minors, and certificate programs for 314 graduate students and 94 undergraduate students in the Center for Information Media, increases of 4.7% and 123.8%, respectively, over 2000 - 2001.
- Added 13 electronic classrooms, including the first 5 of 15 Student Technology Fee-funded classrooms, bringing the total number on campus to 98.
- Totaled 2,127 ResNet registrations for the year, up 15% over 2001 - 2002; this included 431 registrations on the first day of Installation Fair and 1,104 during first five days of Fall semester.
- Totaled more than \$1.7 million in sales in the Computer Store and sold 700 microcomputers, an increase of 10% over 2000-2001.
- Supported a 13.2% increase in service requests at the HelpDesk without any increase in full-time staff.
- Supported a total of 498,505 user contact hours in the open computer labs during 2001-2002, a 1.65% increase in demand.
- Replaced 135 computers in the open computer labs.

- Processed 628,070 print jobs for student accounts, with an accumulated 1,992,078 pages printed.
- Serviced 139 graphics project requests, which resulted in 2,369 contributing pieces (overhead transparencies, artwork/camera ready, scanning, Web graphics, electronic presentations, signs, consultation, digital photography).
- Committed over 1,400 hours to the SCSU Web site redesign, including development of database applications for the A-Z Index with keyword search, People Directory, News/Announcements, Campus Map, Events Calendar and the Dynamic header/footer.
- Completed Web projects for 75 clients, totaling nearly 1,000 hours.
- Responded to 1,378 Web Team e-mails.
- Managed Instructional Television operations of 20,279 class hours, 308 seminar hours, and 889 meeting hours, nearly a 20% increase in operational hours over 2000 - 2001.
- Maintained the campus HuskyNet server uptime at nearly 100%.
- Handled "MyFiles" accounts for 2,300 faculty/staff and nearly 13,500 students.
- Handled "MyWeb" accounts for 232 faculty/staff, more than 2,000 students, and more than 100 student organizations.

## Initiatives for 2001-2002

LR&TS initiatives for the 2001 - 2002 fiscal year were grouped into four categories: Preservation, Access, Communication, and Taking care of ourselves (PACT). Within each of these categories were specific goals or projects on which LR&TS chose to focus efforts.

### Preservation

**Digitization** – This includes examining the digitization of paper collections and also preserving digital collections. LR&TS is the lead institution for the Minnesota Digital Library project, working with the University of Minnesota, the Minnesota Historical Society, and others to encourage digitization and common access to unique Minnesota collections. Grants, which included the digitization plans, were submitted in fall 2001 and spring 2002. The fall grant was funded and an additional \$50,000 has been received for the project. Still pending are responses to requests for an additional \$250,000 (response expected September 2002) and another \$25,000 (response expected summer 2002). In addition, LR&TS is working with Graduate Studies on a process to digitize SCSU theses. Finally, significant progress has been made in digitizing images of the statewide Minnesota Educational Media Organization (MEMO) collection, which is housed at SCSU.

**Replacing classics** – The Collection Services workgroup established goals to replace crumbling and damaged book collections so that future readers also will have access to these timeless works. Collection assessment plans have been completed, but plan implementation was suspended in order to focus on ExLibris implementation (see below).

### Access

**Course delivery options** – The Center for Information Media faculty examined course delivery options to bring programs to the students, and finalized development of a course delivery plan during Spring 2002. The plan designates which course will be offered at a distance for the next five years to allow for student planning. In addition, LR&TS provided support for distributed learning efforts across campus in an effort to increase services to faculty teaching at a distance over the previous year. While the number of ITV courses diminished, the number of Web course offerings increased. LR&TS faculty and staff were also heavily involved in the E-Learning Task Force planning activities.

**ExLibris implementation** – This initiative relates to library access. Implementation of this new statewide library automation system is targeted for December 2002. SCSU is serving as a beta test site for the state.

### Communication

**Outlook/Exchange implementation** – This product is more than just a communication vehicle, in that it provides e-mail, calendaring, and file space. The project implementation was started well before the 2001 - 2002 academic year, and by May 1, 2002 all campus e-mail accounts were moved off of Tigger, the previous e-mail server. Approximately 17,000 campus faculty, staff, and students are now using Outlook/Exchange. LR&TS continues to provide training and assistance as users learn more about the capabilities of these resources.

**Publicity of LR&TS services** – During 2000 - 2001, communication from LR&TS to the SCSU campus community was marginal at best, because of the move to the Miller Center. While communication has improved during the past year, it is still not at a desirable level. LR&TS continues to look for ways throughout the organization to let the campus know about the services offered and to also manage user expectations. The LR&TS liaison teams were started in January 2002, assigning librarians, technicians, and curriculum designers to each college. This has helped to establish points of contact for faculty, and initial feedback has been positive.

#### Taking care of ourselves

The past two years were very stressful for LR&TS faculty and staff because of the move from Centennial Hall to the Miller Center, and the Y2K project. LR&TS personnel agreed to monitor the physical, mental, social, spiritual, and material aspects of our lives and to individually work toward healthier lifestyles. In an effort to address this goal, a number of social activities were initiated to improve interaction among individuals and workgroups. Monthly activities were sponsored by one or more workgroups, with strong participation throughout LR&TS. These included a Smoothie Day, Pie Day, Waffle Day, March Many Muffins Madness, a Jell-o Extravaganza, and an annual holiday party. "Enrichment sessions" were also started, which allow all members of LR&TS to come together and learn about new initiatives. Individually, staff have chosen to participate in exercise and athletic programs after work to improve their personal health.

## LR&TS Administration

The Dean's Office manages all aspects of Learning Resources & Technology Services, overseeing all budgetary aspects of the unit, directing the planning for the unit, and coordinating the efforts of the various workgroups. The Dean also represents the unit in Academic Affairs Council, conveying the needs and initiatives of the unit to the rest of campus, and working with the colleges to ensure that LR&TS meets the library and computing needs of the campus academic community. The Dean also serves, with the Director of the Center for Information Systems, as Chief Information Officer for campus, and coordinates the Teaching Learning Technology Roundtable (TLTR) for SCSU.

### Accomplishments:

- Oversaw the initiation and completion of the search process for two tenure-track and three fixed-term faculty positions, and five staff positions.
- With the pending retirement of the Director of the Central Minnesota Libraries Exchange, a non-tenure-track faculty position, it was necessary to re-evaluate the position, since such lines were no longer an option under the IFO contract. Conducted an evaluation of the position, reviewed available options from among the existing bargaining units, worked with MnSCU and DOER on moving the position into the most appropriate classification, and with CMLE, successfully conducted a search for the redefined Director position.
- Took supervisory and budget responsibility for the Center for Holocaust and Genocide Education, including three personnel.
- Oversaw continued operation of the Miller Center and all LR&TS services during the two-week state-wide strike of AFSCME and MAPE personnel in October 2002, which involved approximately half of all LR&TS employees.
- Oversaw implementation of HuskyNet, a single sign-on system for access to e-mail, calendaring, network file space, and Web space for all campus users.
- Refocused efforts on the creation of project plans for workgroup initiatives to better-track and handle implementation of projects.
- Developed and initiated use of an online system to track duty days for LR&TS faculty.
- Continued to refine operational procedures for the Miller Center, including working with Buildings and Grounds and Public Safety.
- Worked with Public Safety on the installation of panic alerts and scream alarms in the Miller Center.
- Worked 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 President's Council, TLTR, the SCSU Foundation, Rotary Club, and Emeriti Faculty.
- In consultation with LR&TS faculty, managed the MN.INSTRUCT regional grant funds to provide technology training opportunities for SCSU faculty.
- Served as the SCSU point of contact for the MnSCU Instruction Management System initiative, coordinating funding and resources to provide access to WebCT and Anlon to faculty on campus.
- Implemented internal procedures to better-handle and track changes made to facilities and technology in the Miller Center.

- Developed the LR&TS Policies and Procedures Committee to collect, review, and standardize existing LR&TS policies, develop procedures for proposing and implementing new policies, as well as communicating the policies to affected parties. Developed and approved policies/procedures included:
  - Process for Submission and Development of Policies and Procedures
  - Policy on Food and Beverages in the Miller Center
  - Policy on Use of the Miller Center Facilities and Resources by Minors
  - Elevator Out of Order Procedures
- Coordinated the activities of the campus Teaching, Learning, and Technology Roundtable (TLTR). Issues addressed included:
  - Conducted an extensive SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis of technology at SCSU in preparation of developing a new campus technology plan.
  - Provided a response to technology initiatives in the MnSCU Chancellor's workplan.
  - Reviewed and made recommendations to the SCSU Strategic Planning committee regarding their priority strategic goals involving technology.
  - Reviewed and provided feedback on SCSU Web page redesign.
  - Examined anti-plagiarism software and services, and members participated in a trial use of one service.
  - Began planning for a campus Internet2 demonstration.
  - Reviewed SCSU-announce and SCSU-discuss listserv usage, and made recommendations to President's Council on usage guidelines.
  - Reviewed technical support for "gray zone" areas on campus, that do not specifically fall under administrative or academic computing for support.

#### **Future Resource Needs:**

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



## LR&TS Administration - Grants & Technical Writing

In 2001-2002, Learning Resources & Technology Services continued to develop its efforts to pursue federal, state, and local grants to support library, teaching, and technology services.

From the office of the LR&TS grants writer came nine external grant applications totaling \$1,587,595 to federal, state, corporate, and university foundations. Of the funds requested, \$77,848 were funded, \$1,256,578 were rejected, and \$244,169 are still awaiting a decision (expected in September 2002) by the funding sources.

The projects included three grants to fund the planning and development of a digital cultural resource for Minnesota, a project to incorporate distance learning techniques into the introductory information literacy course, a project to offer an online major in Criminal Justice, grants to support a lecture series sponsored by LR&TS, a grant to assess SCSU's preservation needs, and a grant to build the Miller Center's nursing collection. One major project for \$178,643, was under development through the spring and summer of 2002 and awaiting submission in late August.

The grants writer also worked with staff and faculty on six applications for competitive internal funding, including four leveraged equipment projects and two cultural diversity projects. Of four leveraged equipment projects proposed, two completed the application process. Both received funding for a total of \$72,913. Neither cultural diversity grant, totaling \$2,300, received funding; however, both projects were completed with other funds and resources.

The grants writer worked on a variety of potential projects. One involved an application to the Foundation Center in New York City for LR&TS to become a Cooperating Collection, providing grant research to the Central Minnesota non-profit community, a project for which LR&TS would have sought funding from area foundations. The Foundation Center rejected that application; LR&TS is moving ahead with its own plans to bring grants research resources into the library and will still seek funding support from area foundations.

The grants writer served as the LR&TS representative on the Applied Research Committee, a campus-wide committee that advises the Director of the Office of Sponsored Programs.

The person in this position also served as a technical writer for LR&TS, working with the workgroups to produce print materials to explain and publicize services, as well as to promote the LR&TS spring lecture series, "Future View: Information Technology, Higher Education and Society."

### Accomplishments:

- Developed three grant requests in support of the Minnesota Digital Library: two were accepted for funding for \$70,617; the third for \$244,269 is pending.
- Developed grant requests for support of "Future View: Information Technology, Higher Education and Society" lecture series which were funded from two sources for \$3,120.
- Developed National Endowment for the Humanities Preservation Assessment Grant for \$4,111 to hire a consultant to study SCSU's Archives and determine needs for preserving that collection. Grant awarded August 2002.

- Worked with Information Technology Services (ITS) to develop a proposal for the MnSCU leveraged equipment grant initiative to fund a wireless portable laptop laboratory, with 20 laptop computers. The equipment donation from Compaq and matching MnSCU funds totaled \$50,920.
- Worked with Instructional Technology & Infrastructure Services (ITIS) to develop a proposal for the MnSCU leveraged equipment grant initiative to fund a nonlinear video editing server system for 10 video editing stations. The equipment donation from Crash and Sue's Film and Video Post Production and matching MnSCU funds totaled \$87,175.
- Developed three other grant requests which were not funded; these included:
  - \$773,863 grant from the U.S. Department of Education for "Creating an Information Literacy Core Requirement."
  - \$60,000 two-year grant from the Otto Bremer Foundation for "Developing the Nursing Collection in LR&TS at St. Cloud State University."
  - \$428,715 from Alfred P. Sloan Foundation for "Criminal Justice: AS to BS on the Web" online degree offering program in conjunction with the Criminal Justice Department.

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

- Grant-related projects included:
  - Continued working with the Chair of the SCSU Nursing Sciences Department to investigate major foundation funding possibilities for LR&TS nursing collections.
- Completed technical writing projects included:
  - Five liaison team bookmarks.
  - Five two-fold brochures for the Center for Information Media and one three-fold brochure for InforMedia Services
  - Student technology services brochure and the 36-page 2002-2003 Student Technology Handbook
  - Consulted on writing projects for staff in Computing & Technology User Services and Information Technology Services.

#### **Future Resource Needs:**

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

#### **Statistics:**

See Appendix A

## LR&TS College Liaison Teams

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

### Personnel

Steering Committee: Julie Blake, Randy Evans, Chris Inkster, Randy Kolb, Susan Motin, Marian Rengel, Tom Stachowski, Phil Thorson, Mark Yannie

### Teams

Business: Fred Hill, Keith Ewing, Julie Blake, Daryl Scholz, Renee Wittenberg

Education: Chris Inkster, Sandra Williams, Jim Pesta, Plamen Miltenoff, Tom Stachowski

Fine Arts & Humanities: Bob Hauptman, Mark Yannie, James Caufield, Tom Hergert, Melinda Dermody

Science and Engineering: Susan Motin, Ronadin Carey, Randy Kolb, Ahmed Ali, Plamen Miltenoff

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

### **Accomplishments:**

Steering Committee:

- Met several times to discuss mission and practical aspects of the project.
- Expanded the Steering Committee to include Phil Thorson, Randy Evans, and Marian Rengel.
- Created a project plan.
- Planned and implemented the retreat to train all liaison participants in teamwork and to learn about the responsibilities and functions of all LR&TS work groups.
- Created a standard PowerPoint presentation for teams to use.
- Created bookmarks for faculty in each college.
- Created Web sites for each team.
- Made arrangements for a liaison listserv.
- Served as conduit of information for brochures, etc.

College of Business

- Met with the COB Dean's Executive Committee.
- Received permission to post messages to the COB LISTSERV, and subsequently posted occasional messages.
- Performed some faculty development work.
- Distributed publishers' catalogs and *Choice* review cards to department chairs.
- Worked with COB faculty on the issue of the subscription to ABI/Inform.
- Discussed technology, smart classrooms, and contact people with the College of Business Technology Committee as they plan for remodeling Centennial Hall.
- Continued to build relationships with COB faculty.

College of Education

- Met three times as a team to plan and coordinate outreach efforts to COE.
- Distributed help sheets on using ERIC via Cambridge to all faculty.

- E-mailed Timely Tips to the COE LISTSERV on several occasions; received positive feedback and follow-up questions on each tip sent.
- Offered Reference service at Curriculum Technology Center two hours per week for faculty and students.
- Distributed publishers' catalogs and *Choice* review cards to department chairs, along with a cover note and order cards.
- Handled many technology-related requests.
- Continued to build relationships with COE faculty.

#### College of Fine Arts & Humanities

- Met with the COFAH DAC.
- Team members attended two Open Forums of the college.
- Mailed a liaison bookmark to each faculty member in COFAH.
- Received permission to post messages to the COFAH listserv.
- Distributed publishers' catalogs and *Choice* review cards to department chairs.
- Handled many technology-related requests.
- Contacted the departments about any servers that might be affected by the new firewall.
- Continued to build relationships with COFAH faculty.

#### College of Science & Engineering

- Met twice with the COSE DAC, for a general introduction and to explain implementation of the campus IT firewall.
- Conducted three sessions on electronic portfolios for the Nursing program; sample portfolios were burned to CD and will be used during the program's accreditation next year.
- Distributed publishers' catalogs and *Choice* review cards to department chairs.
- Answered several copyright questions via phone or email.
- Continued to build relationships with COSE faculty.

#### College of Social Sciences

- Invited COSS DAC to meet in Miller Center when agenda included the liaison concept.
- Made contacts with COSS department chairs.
- Handled many technology-related requests.
- Continued to build relationships with COSS faculty.

#### **Future Resource Needs:**

- The primary need is time to be able to develop relationships between the liaison teams and college faculty.

## Access Services - Circulation

The Circulation Desk is a "one-stop-shopping" service desk, providing centralized check-out a variety of 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. 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 items, and receive general directional assistance with the Miller Center's resources and services. Four library technicians supervise the desk, with a faculty member serving as the coordinator of Circulation and Distance Learning library services. A Circulation staff member and/or student workers supervise the desk during all hours that the library is open, thereby providing centralized circulation service to patrons at all times.

### Accomplishments:

- Continued improving the Circulation area's work flow and service.
- Began creating, and made significant progress in developing, comprehensive policies and procedures for circulation services.
- Began development of an updated comprehensive student training plan and manual.
- Developed new shelving procedures for student workers, where certain "student shelvers" are specifically responsible only for shelving and shelf-maintenance thereby ensuring a more efficient and effective shelf maintenance process.
- Assisted in the implementation and provision of e-reserves.
- Worked cooperatively with the ITIS area in providing, maintaining and purchasing items for the media equipment collection.
- Began Aleph migration training and preparation, including clean up of the patron database, item record database and reserve item database.
- Developed a Distance Learning Library Services Web site and began planning for an update to the Circulation Web page.
- Completed comprehensive shelf-reading and review of the entire video collection.
- Made significant progress in updating and standardizing the "Re-shelving Area" signs for the bookshelves throughout the building.
- Continued serving as the only point to transfer value from Copicards to the Campus Cards.
- Began creation of a comprehensive audio-visual manual that includes information, specifications, capabilities, and check-out guidelines for all media equipment in the collection.
- Weeded and shifted areas of the media collection to allow room for the continued growth in the DVD and CD collections.
- Worked with the Systems Librarian to evaluate the patron classes, item classes, and item locations in preparation for Aleph migration.
- Performed and reconciled inventory reports of the book collection using the electronic Percon reader.
- Reorganized the physical spaces in Circulation, including the back area, the Access work room, and the storage cabinets, to allow for a more efficient workflow.
- Implemented the use of an online call number training system (LC Easy) for student workers.
- Coordinated the procedures, set-up, and maintenance of the New Fiction and New Non-fiction book shelf areas.

- Assisted in the creation of a well-received "Celebrations of Light" display in the Miller Center (part of a workgroup project).
- Hired two new permanent staff members - one to fill the vacant evening supervisor position, and one to fill a newly created position responsible for Circulation and audio-visual duties.
- Designed, and had installed, a customized key box used in the new procedure for study room check-out.
- Maintained crucial circulation services during the AFSCME strike, when all circulation staff members were on strike.

**Future Resource Needs:**

- An adequate student worker budget to support the functioning of the Circulation area, especially in the likely event that fewer work study funds are available in '02-'03.
- Resources and support for the implementation of the library's new automated system (ExLibris/Aleph).
- Funds to continue updating, replacing, and repairing existing media equipment.
- Budget to continue adding electronic resources (such as laptops, digital cameras, and data projectors) to the circulating media equipment collection.
- Budget to support the increasing library services and resources for distance learners.
- Student budget to support electronic reserves.

**Statistics:**

See Appendices B - F

## Access Services - Government Documents

The Government Documents area in LR&TS has two main responsibilities: selecting, receiving, processing, and maintaining the materials that come from the Government Printing Office and the state of Minnesota, and providing public service to patrons who desire to use the materials.

### Accomplishments

- Maintained the government documents Web site (<http://lrts.stcloudstate.edu/guides/govt.html>) and the notebook in Reference.
- Maintained almost 50 government document periodical titles in the Periodicals area where they are available for browsing.
- Prepared the 105th Congressional Serial Set for binding.
- Selected and prepared several other government documents for binding.
- Prepared a donation of 50 shelves of microprint boxes of depository items covering the years 1956-1964 to be sent to the University of Minnesota.
- Purchased and processed the 59 reels that make up the 1930 Federal Census for Minnesota
- Provided continued public service for the collections through a combination of the faculty coordinator and the reference team.
- Provided 20 library instruction sessions.
- Prepared for migration to the ExLibris/Aleph system

### Future Resource Needs:

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

### Statistics:

See Appendix G

## Access Services - Interlibrary Loan (ILL)/Copyright

The ILL office provides interlibrary loan services for students, faculty, and staff primarily through MINITEX (the statewide ILL coordination office). The ILL office also coordinates delivery and pick up of MINITEX and CMLE materials daily for area libraries, (including College of St. Benedict, St. John's University, Great River Regional Library, and libraries at the St. Cloud and Veterans Administration hospitals). 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.
- Completed ILL policies for lending and drafted policies for borrowing.
- Continued sending requests via Ariel and continued using the Ariel transmission system for incoming requests. Updated Ariel software to Ariel 3.3.
- Implemented and advertised to the entire SCSU campus community via student and campus-wide listservs the MINITEX electronic document delivery (MEDD) system.
- Continued maintaining high fill-rate for incoming (74%) and SCSU requested (89%) ILL requests.
- Continued to participate in electronic reserves by inputting requests to the Copyright Clearance Corporation
- Applied copyright laws and guidelines on ILL requests, as needed.
- Conducted copyright workshops and presentations relevant to library work.
- Automated the phone answering/menu system to handle the majority of calls to the Miller Center.
- Redesigned the furniture layout and shelving for the new ILL office to improve functionality.

### Future Resource Needs:

- A completed procedures manual.
- Additional student workers.
- Continued training resources for office staff to maintain currency in ILL practices and procedures, especially as the ExLibris implementation date draws nearer.
- Resources to handle the increasing numbers of ILL requests.
- Resources for additional implementation of e-mail notification of requests arrivals, and for electronic sharing of ILL items.
- Four new (upgraded) computers to allow for day-to-day ILL workflow and to handle the new ExLibris system.

### Statistics:

See Appendices H - I



## Access Services - Periodicals

The Periodicals area provides public service, maintenance and open-stacks access to approximately 1,500 popular and scholarly print publications, as well as numerous indexes and abstracts. In addition to print materials, the Periodicals staff help patrons access the more than 15,000 electronic journals available through the Miller Center's online catalog. These electronic resources are available to students, faculty, and staff 24 hours a day, seven days a week and from remote locations. The staff also re-files microforms and assists patrons in the Microform area where all Periodical and Government Document microforms are stored and microform reader/printers are located. The Periodicals staff is responsible for shelving the new and used print and microfiche Government Documents. Periodicals staff also maintains Miller Center public photocopiers.

### Accomplishments:

- Completed project to enter all print holdings into the online journal list.
- Created a uniform appearance by typing and laminating labels for both print journals and microforms.
- Began the process of developing a student training manual, as well as policies and procedures for the Periodicals area.
- Began the process of creating an assessment tool in order to evaluate the journal collection on an on-going basis.
- Completed several relabel and barcoding projects.
- Compiled a typed list of all 1,500 journal titles and verified each one in PALS and with the print journal listing.
- Created a new faculty copy request form.

### Future Resource Needs:

- Two additional patron "stand-up" computer stations near the Periodicals counter.
- Shelving unit behind Periodicals counter.

### Statistics:

See Appendix J

## Access Services - Central Minnesota Libraries Exchange (CMLE)

The Central Minnesota Libraries Exchange is a multitype 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 with administrative offices located in LR&TS at SCSU. CMLE provides a variety of services to its 285 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:

- Continued interlibrary loan and backup reference service, filling 95% of 8,580 requests.
- Wrote a successful Library Services and Technology Act (LSTA) grant for \$7,200 to expand and improve delivery of interlibrary loan materials to under-served areas.
- Published four issues of the EXCHANGER, a newsletter for member librarians that shares national, statewide, and regional resource news.
- Hosted five teleconferences for library staff members including Soaring to Excellence and Virtual Reference
- Provided two periodical database training sessions on ELM (Electronic Library Minnesota) databases for area library personnel.
- Participated with all multitypes in the development and implementation of the school library media center census for Minnesota K-12 schools.
- Arranged vendor discounts for library supplies and books for member libraries.
- Performed needs' assessment of member libraries to better structure services.
- Planned and implemented fax service for subscribing member libraries.
- Completed CMLE's Union List of Periodicals for 72 participating libraries.
- Updated directory of member libraries on CMLE's Web page and on statewide directory.
- Held "newcomers" workshop on CMLE's services.
- Served as a member of the Advisory Committee for MINITEX.
- Collaborated with other multitype library systems and associations to improve service.
- Assisted approximately 200 students visiting the SCSU campus from eight area high schools with doing research in the Miller Center.

### Future Resource Needs:

- Resources to advocate for support of all types of libraries and multitype systems in the face of uncertain state and federal funding. This is in part due to cuts at Library Development and Services (LDS).
- Continued planning for the future with decreased leadership, support, and guidance from the state library agency (LDS).
- Resources to support member requests for materials previously provided and circulated by the state library agency, which are no longer available.

- Resources to support training and continuing education to CMLE members in the face of uncertain continued funding for previous LDS supported training opportunities.
- Resources to meet the increasingly complex information needs of member libraries. The volume of CMLE requests could increase this year due to 2002 budget cuts for member libraries, especially in the K-12 environment.
- Resources to support the expansion and implementation of MnLINK and electronic document delivery.

**Statistics:**

See Appendices K - M

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

Generally, faculty and staff of 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. The Center for Holocaust and Genocide Education was added to the workgroup this year, but has a much more public and educational mission; it is funded with grant money. Collection Services is made up of five areas: Acquisitions and Processing, Cataloging, Library Systems, University Archives, and the Center for Holocaust and Genocide Education.

### Acquisitions and Processing:

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

### Cataloging:

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

### Library Systems:

Library Systems is involved with a variety of endeavors ranging from monitoring MnSCU/PALS functions to coordinating the management of electronic resources and the LR&TS Web site. Considerable time and energy are devoted to state-wide issues, including the Minnesota Digital Library.

### University Archives and Special Collections:

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

### Center for Holocaust and Genocide Education:

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

### **Accomplishments:**

- Purchased, processed, and cataloged all print (8,253 books), non-print, and serials for the collection.
- Cataloged approximately 950 non-print items, including videos, DVD's, CD's, and kits.
- Continued to catalog electronic resources, including electronic books, Web sites, and government documents.
- Cataloged the donated Joan K. Blaska Collection of children's books.

- Continued adding MARC records to PALS for netLibrary e-books and Project MUSE and JSTOR electronic journal titles.
- Continued weeding and cataloging U.S. document maps and finished recataloging atlases from Reference to the Maps collection.
- Weeded filmstrip collection.
- Continued to identify and acquire missing items from the Modern Library's classics lists.
- Continued database cleanup and began cleanup of periodical holdings information in preparation for migration and beta testing for the incoming Ex Libris/Aleph system. Finished the cleanup of Reference and Minnesota documents serials holdings and neared completion of the cleanup of serials holdings in the circulating collection.
- Removed lower priority backlog items from the PALS acquisitions file to prepare for migration to ExLibris/Aleph.
- Completed barcoding of indexes in Reference and worked on periodical indexes in the basement; none had been barcoded previously.
- Added, revised, tracked usage, and evaluated electronic databases.
- Worked with MINITEX to identify and select electronic subscription resources.
- Participated in preparation and pre-conversion training for incoming Ex Libris/Aleph system.
- Worked with the Department of Nursing Science to provide data and assistance for their Board of Nursing approval visit.
- Processed and added 77 linear feet of material to the archives.
- Continued to organize the storage area of archives.
- Continued to review records retention schedules on a five-year rotation.
- Continued to gather information on the monetary value of the rare book collection for insurance purposes.
- Assisted numerous individuals to attend workshops, museums, and other educational opportunities related to Holocaust and genocide studies and education.
- Offered several workshops, including the fourth Holocaust Across the Curriculum.
- Sponsored and set up Holocaust and genocide exhibits, classes, lectures, and informational booths on campus and in area schools.

#### **Future Resource Needs:**

- Additional student and clerical staff to assist with typical day-to-day tasks of acquiring, cataloging, database maintenance, and processing new materials, as well as necessary special projects such as weeding.
- Additional staff to maintain productivity during migration to ExLibris/Aleph.
- An increased collections budget to cover inflationary increases in serial and electronic database cost without decreasing the book budget.
- A photocopier for the Archives area so materials will not need to be taken from the area to be copied.

#### **Statistics:**

See Appendices N - Q

## Reference Services

Reference faculty help patrons answer queries, locate information, and deal with technical problems. The reference desk was staffed by seven Reference faculty for 60 hours on weekdays (25 of which are double-staffed) and 16 hours on weekends during the regular school year. During summer sessions, the reference desk is staffed for 60 hours on weekdays and 4 hours on Sunday evenings. In addition, the desk was open on all term breaks (except holidays and workshop days).

### Accomplishments

- Provided reference service with no glitches during the second year in the new building.
- Created and implemented a two-year goals and action plan.
- Integrated and mentored two new faculty members.
- Extended AskRef e-mail service by answering e-mail every hour during desk hours rather than three times per day.
- Created a system for answering reference questions asked indirectly through the campus listservs
- Added new Web-based databases.
- Selected new Reference tools and weeded standing orders.
- Implemented Research QuickStart as a research tool, with reference faculty inputting information into the database.
- Used technological applications, including Research QuickStart, effectively.
- Participated in training sessions (e.g., Research QuickStart, Science Direct).
- Completed individualized training on ADA equipment.
- Created new pathfinders as needed.
- Implemented college and departmental liaison work as part of LR&TS College Liaison Team program.
- Experimented with reference service offered off-site in the Curriculum Technology Center of the College of Education.
- Increased use of Web-based materials.
- Investigated future oversight of the NASA collection.
- Assisted with ongoing implementation of SCSU Print Journal Holdings online database.
- Agreed to be a Foundation Center Cooperating Collection library, for which a grant proposal was submitted.

### Future Resource Needs:

- New hardware and software for ADA compliance (on order).
- Earphone jacks for all Reference area computers and earphones for each reference librarian.
- New laser printer.
- New office computers for some.
- Resources to develop Web-based library instruction components (Web-based tutorials, etc.).
- Time to continue to learn and effectively use the technologies available, as well as to explore the appropriate pedagogies for library instruction in MC 218.
- Additional faculty line.

### Statistics

See Appendices R - S

## Reference Services - Library Instruction

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

### Personnel

Chris Inkster - Coordinator of Library Instruction

Pieter Koenst - scheduler and statistical support

Kelly Larson, Jeff Gallus, and Eric Dietz - technical support

James Caufield, Bob Hauptman, Fred Hill, Chris Inkster, Pamela Salela, and Mark Yannie, with assistance from Melinda Dermody, Susan Motin, Renee Rude, and Sandra Williams

### **Accomplishments / Activities**

- Presented 245 sessions to 7,012 students, with sessions "tailor-made" for course assignments.
- Continued to use technology in MC 218 and MC 122 to improve pedagogy for library instruction and to showcase cutting-edge technologies for campus patrons.
- Participated in training sessions on new technologies and databases.
- Increased participation in upper level research courses (300-400) and graduate research courses (500-600), which may be the result of invitations sent to course faculty.
- Improved the percentage of participation by ENGL 191 instructors (65% in 2001 - 2002) compared to the previous year (32% in 2000-2001).
- Collaborated with new ENGL 191 director and instructors to design and schedule sessions.
- Presented sessions to departments that had previously not participated in library instruction (HURL, Ethnic Studies, Sociology) and to new departments (Nursing).
- Increased library instruction sessions through relationships created through LR&TS College Liaison Teams program.
- Integrated Research QuickStart into library instruction as appropriate; many of the subject pages were created for upcoming library instruction sessions.
- Mentored new reference faculty in pedagogy for library instruction and in use of technology.
- Improved routines for scheduling library instruction for the Senior to Sophomore program.
- Improved statistical reporting and record keeping routines for library instruction.
- Performed limited evaluation of ENGL 191 large-group presentations.

### **Future Resource Needs**

- Time to plan suggestions for campus-wide emphasis on information literacy.
- Resources and time to investigate development of online library instruction tutorials.
- Installation of screen control software in MC 218 to increase student participation.
- Attendance of more library instruction faculty at appropriate pedagogical workshops and conferences.
- Time to continue to investigate ways to involve more instructors in library instruction, particularly as more campus courses are taught in technology-enhanced classrooms that make it possible for the instructor to do his/her own library instruction.

### **Statistics**

See Appendices T - U

## Reference Services - Research QuickStart

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

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

### Personnel

RQS Coordinator: Pamela Salela

Major Contributors: Keith Ewing, (database assistance), Mark Monn, (graphics assistance), Chris Inkster, Susan Motin, Sandra Williams, James Caufield, and Mark Yannic.

Other contributors: Melinda Dermody, Renee Rude, and Fred Hill.

### Accomplishments / Activities

- Determined the basis and began developing subject pages for majors, minors, and graduate programs.
- Determined the basis and developed special-needs pages for Holocaust/Genocide, Gay, Lesbian, Bi-sexual and Transgender issues, and Diversity issues.
- Established guidelines for organization of LR&TS RQS, for editorial standards, etc.
- Provided a number of training and help sessions for librarians adding information to RQS
- Proofread and edited entries.
- Integrated RQS into library instruction.
- Advertised RQS through College Liaison Team program.

### Future Resource Needs

- Time and labor to continue to develop RQS sources, including print indexes.
- Continued offering of training and help sessions to assist librarians in development of RQS.



## Center for Information Media

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

### Accomplishments

- Developed and implemented a plan for course offerings through 2006.
- Offered courses in a variety of formats to meet students' needs. This past year nine classes were offered via ITV to a variety of locations throughout Minnesota, three classes were offered off-campus, and three classes were offered on a weekend basis.
- Held the 23rd Annual Children's Literature Workshop with more than 130 registrants.
- Completed the following curriculum changes:
  - Added new core class, IM 302, to the IM major and minor.
  - Revised IM 421-521, 454-554, 455-555, 456-556, 462-562, 618, 620, 656, 682.
  - Revised the undergraduate and graduate Instructional Technology Certificate programs.
  - Created IM 423-523 to support Child and Family Studies program.
  - Had approved through campus level IM School Library Media Specialist Licensure Certificate.
- Determined hardware and software purchases for course offerings.
- Published and distributed two issues of *CIM News*.
- Awarded Luther Brown Scholarship.
- Awarded the Carl and Marilyn Savage Assistantship.

### Goals for 2002-03

- Expand distance education opportunities for students through interactive television and Web course delivery.
- Develop an e-learning certificate program.
- Improve the marketing of our Master's tracks in Information Technologies and Human Resources Development/Training
- Seek approval at the MnSCU level for the IM School Library Media Licensure Certificate.
- Explore the possibility of ALA accreditation for our Master's program.

### Future Resource Needs:

- Additional .50 secretarial support.
- Faculty position in Track III to begin to take over Dennis Fields' load in internships as well as Human Resources Development courses.
- Additional faculty to teach undergraduate and graduate courses.
- Funds for updating software and hardware to support instruction.

### Statistics:

See Appendix V

## InforMedia Services

InforMedia Services provides software support and training for students, staff, and faculty. The IMS workgroup has a faculty representative assigned to each college. The liaison faculty member sets up workshops, training sessions and in-service opportunities pertaining to technology, software and computers in general for staff and faculty within each college. Workshops and training sessions are most often done on a small-group basis (5-10 participants), but frequently individual or smaller groups work on topics of interest. Members of the IMS faculty also help students, faculty, and staff who use computers and technology resources within the Miller Center. In that role, IMS faculty may be loosely defined as "roving technology reference resources." IMS works closely with computer lab consultants and computer lab supervisors. This past year several grant opportunities were investigated and many hours spent planning and organizing for possible projects. Members of the IMS team attended conferences, workshops, and seminars locally, nationally, and internationally.

### Accomplishments:

- InforMedia Services faculty scheduled, and worked with faculty and staff in Access, ITIS, and CTUS, MN.INSTRUCT, and CIS to present more 166 workshops and training sessions for 1,122 participants in 22 different topic areas, which included WebCT, PowerPoint, scanning, copyright, electronic classrooms, Excel, Access, Web Design, Dreamweaver, Video Production, and Multimedia for the Web; this was a 22% increase in the number of sessions and a 69% increase in the number of participants over the previous year (2000-2001).
- Presented brown bag seminars, facilitated Faculty Center for Teaching Excellence-sponsored book talks and faculty forums, and conducted tours of the Miller Center.
- Worked with MN.INSTRUCT, ITS, and ITIS staff to plan and equip the Professional Development Room (PDR).
- Provided 50 hours of weekly contact time during each semester in the role of "roving" Information Specialist.
- Supported SCSU faculty in using WebCT for 152 courses, with many more in development.
- Provided 716 hours of contact time as faculty technology liaisons to the five colleges on campus.
- Established working relationships with ITIS, C&TUS, CIM, ITS, and the Reference workgroups.
- Created and used an online tool for registering participants for workshops and training sessions and created an online evaluation form for these workshops.

### Future Resource Needs:

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

### Statistics:

See Appendix W

## Computing & Technology User Services (CTUS)

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

### Accomplishments:

- Supported a 13.2% increase in service requests at the HelpDesk without an increase in full-time staff.
- Processed 7,913 HelpDesk service requests, a 58% increase over 1999 - 2000.
- Provided an informational session about the HelpDesk and Computer Store for office managers from all areas of campus.
- Supported a total of 498,505 user contact hours in the open labs during 2001 - 2002, a 1.65% increase in demand.
- Sold 700 microcomputers through the Computer Store, an increase of 10% over 2000 - 2001, and total sales of more than \$1.7 million.
- Provided coordination for service calls for 192 computer repairs, and cleaning of all laser printers on campus.
- Provided statistical consulting support for nearly 50 faculty and graduate students, and 2 external projects.
- Provided more than 40 introductory Minitab sessions to approximately 525 students, primarily in the College of Business.
- Provided scheduling for five classroom/lab spaces in the Miller Center for classes, meetings, and library instruction sessions.
- Provided to students on campus a total of 461,181 contact hours in computer labs, an increase of 27% over the previous year.
- The Technology Fee Committee:
  - Increased from three to four the number of computer lab support staff.
  - Increased the maintenance and supplies budget to support print quotas.
  - Recommended that the level of the fee for 2001-02 increase from \$2.00 per semester credit to \$4.00 per semester credit.
  - Recommended supporting the new messaging/calendaring/file system by increasing the amount of funds provided to maintain it and eventually replace it.
  - Changed the equipment replacement plan from every four years to every three years.
  - Designated funds to support new emerging technologies.
  - Provided equipment and support for five new electronic classrooms in each of the next three years.
  - Improved the quality of dial-up access to 56K lines, increased the number of ports, and provided support.

**Future Resource Needs:**

- Resources to develop and expand implementation of the Outlook/Exchange messaging and calendaring system to all faculty, staff, and students. This includes staff time to work with the various offices who could and would use e-mail to officially communicate with students.
- Materials and time to develop, in cooperation with IMS faculty, a program of technical training workshops for students. This effort should be coordinated through faculty teaching courses and requesting a one- or two-hour presentation in their classes.
- Better means for communicating to faculty, staff, and students information about the services and materials available through both the HelpDesk and the Computer Store.
- Resources to improve training of part-time student workers to help provide better service through the Computer Lab Consultants; the increase in the technology fee for the coming year will fund this.
- Increased full-time staff both in the HelpDesk and the Computer Store.
- Continued planning with the Technology Fee Committee to strive to improve the quality of facilities and services that the fee provides.

**Statistics:**

See Appendices X - Z

## Information Technology Services (ITS)

Information Technology Services (ITS) provides technical support to the SCSU campus related to computer systems and data communications. 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.

### **Accomplishments:**

#### Campus Workstation and Application Support:

- Completed desktop migration to Windows 2000.
- Centralized Mac administration tasks through the adoption of Mac Administrator software.
- Created, deployed, and maintained 79 software images on more than 500 PCs.
- Completed migration to Altiris Deployment Server for deployment of application and workstation images.
- Made more than 50 software applications available through the server install point.
- Ported Macintosh workstation authentication through the Microsoft Active Directory.

#### Database Application Development:

- Completed training on XML, SQL 2000 and ASP.NET.
- Began development of the Delete/Verify HuskyNet account process.
- Completed most of the main SCSU Web page functionality, including:
  - News (SCSU Today, SCSU Now, U-News, and Press Releases).
  - People Search.
  - Web site search.
  - Campus Calendars (Events, Announcements, Interfaith Calendar, and Academic Calendar).
  - Campus Map.
- Completed the Resource Checkout project, and v2.0 beta releases of the LR&S Duty Day and Student Research Colloquium projects.
- Began work on student timecard project.

#### Networking:

- Purchased and tested the Cisco cache engine to be implemented Fall 2002.
- Installed the Cisco Access Control server to coordinate dial-up and wireless authentication.
- Completed extensive testing of Virtual Private Networking for future deployment.
- Fully-implemented the Internet bandwidth management product (PacketShaper) and stepped-up dialog with MnSCU staff to find a solution to bandwidth issues.
- Upgraded 1344 ports to 10/100 access across 12 campus communication rooms.
- Expanded the wireless networking pilot to several campus locations.

#### Servers and authentication:

- Prototyped and deployed Norton Anti Virus for E-mail Gateways, protecting Exchange servers and desktops from additional viruses.
- Processed 628,070 print jobs through the Uniprint server, with an accumulated 1,992,078 pages printed.
- Maintained the Campus Exchange server at near 100% uptime.

- Migrated the Atwood Memorial server from Novell NetWare to Windows 2000 server for file, print, and Web servicing.
- Implemented the production Real Media server.
- Maintained "MyFiles" accounts for 2,300 faculty/staff and nearly 13,500 students.
- Maintained "MyWeb" accounts for 232 faculty/staff, more than 2,000 students, and more than 100 student organizations.
- Upgraded the Enterprise Storage Area Network with latest software and firmware.
- Continued development of automation scripts for improved efficiency of Active Directory maintenance.
- Upgraded Unix Systems with the latest security and system patches.
- Installed Anti-spam, Apache, and Sendmail on Unix servers.

#### ResNet:

- Hired a new ResNet Coordinator, effective August 16, 2001.
- Overhauled the computer registration system to take advantage of automatic registration of HuskyNet accounts.
- Processed 2,127 ResNet registrations (15% above the previous year), including 431 on the first day of the Install Fair and 1,104 during first five days of fall startup.
- Installed new front desk printers in all residence halls.
- Simplified printing to front desks through the Campus Uniprint solution.
- Upgraded ResNet electronics to switched 100 Mb infrastructure.
- Continued to maintain high-level of support for ResNet program.
- Purchased of new computers for the Mitchell Hall computer lab.
- Prepared and planned for the opening of the newly purchased Stateview Apartments, which will add approximately 144 new ports to ResNet by Fall 2002.
- Participated in planning with the ITIS work group on the renovation of Lawrence Hall, scheduled to open Fall 2003.

#### **Future Resource Needs:**

- Financial commitment from MnSCU or SCSU to support needed bandwidth.
- Funding for the replacement of servers which do not have committed dollars but still are providing services, such as Tigger, Condor, and Eeyore.
- Funding for network services which do not have committed dollars, such as for faculty/staff dial-up access.
- Staffing is desperately needed within our workstation/application support group to maintain and enhance the increased number of machines and the addition of many workstation applications (1 FTE).
- Staffing is needed to increase SCSU's computer network system security (1 FTE).
- Staffing is needed in database application development to keep up with the high demand for dynamic web applications (1 FTE).
- Student workers to provide office coordination (2 students at 20 hour/week).
- Training dollars are needed to supplement current appropriations.

#### **Statistics:**

See Appendices AA - BB

## Instructional Technology & Infrastructure Services (ITIS)

Instructional Technology & Infrastructure Services (ITIS) provides technical support for electronic classrooms, the Stewart Hall television studio and editing facilities, installation of fiber and Ethernet connections throughout campus, Web development, graphic design, and video/multimedia production. ITIS also contracts with the Central Minnesota Distance Learning Network (CMDLN) to provide technical, operational, and scheduling services for ITV and video conferencing.

### Accomplishments:

- Committed more than 977 hours to completing Web projects for 75 clients, which included:
  - Web sites for Acacia, Athletes for Success, Counselor Education and Education Psychology, Faculty/Staff Campaign 2002, HuskeyNet, Economic Development Center and a Human Resources Policy Manual.
  - Review and redesign of the SCSU Admissions online application site.
  - Creation of the Costa Rica study abroad interactive site.
  - Major revisions to the online Semester Bulletins.
- Committed more than 1,400 hours to the SCSU Web site redesign.
- Coordinated Web database applications for the A-Z Index with keyword search, People Directory, News/Announcements, Campus Map, Events Calendar, and the Dynamic header/footer.
- Responded to 1,378 Web Team e-mails.
- Presented 37 workshops covering the following topics: Web Design, Dreamweaver (I and II), Fireworks, Photoshop, PowerPoint and Scanning.
- Serviced 139 graphics project requests, which resulted in 2,369 contributing pieces (overhead transparencies, artwork/camera ready, scanning, web graphics, electronic presentations, signs, consultation, digital photography).
- Created six PowerPoint presentations in support of the LR&TS Dean/Associate Dean, SCSU President's Office (for SCSU Convocation), Administrative Affairs (for legislative work), Residential Life (for staff recruitment, training, and orientation), and Excellence in Leadership Awards.
- Added 13 electronic classrooms, bringing the total number on campus to 98. This includes the first five of 15 classrooms funded by the Student Technology Fee.
- Pre-production on the SCSU admissions CD-ROM involving development and design was followed by an intensive shooting schedule and coordinating appropriate photos, video and audio segments. The CD will contain 27 minutes of edited audio and video. The release date was moved to Fall 2002 due to a delay in delivery of the campus map from University Communications.
- Completed a "Best Practices" video for an \$8,400 grant from the department of Children Families & Learning. Production involved design, videotaping, editing, animation, and graphic support.
- Videotaped UPB volunteer activities at the 2002 Lemonade Arts Fair. Edited selected segments for regional media coverage, and edited a six-minute highlight video for banquet presentation honoring volunteers.
- Completed two 60-second commercials created and edited for SCSU Alumni Association's "Husky Night Out." The ads were aired nationally on the Fox Sports Network.
- Produced 16-minute pre-tour video for Admissions office.

- Upgraded video editing facilities with five new digital editing systems and an associated digital video server.
- Collaborated with the SCSU administration to ensure fair accounting in student payroll and the maintenance of a respectful working environment during production of televised SCSU Hockey games.
- Added 115 new data connections in various buildings on campus.
- Completed an extensive upgrade of the campus fiber infrastructure, and all academic building fibers are now completely terminated.
- Managed 20,279 class hours, 308 seminar hours, and 889 meeting hours in ITV Operations.
- Coordinated the development of the state-wide H.323 peering point hub.
- Developed contracts for lease of excess LITESPAN fiber optic capacity.
- Coordinated seven Heath Seminars including Bio-Terrorism, Infection Control and Alzheimer's.
- Managed connections to Children, Families & Learning, the United States Drug Administration, MnSCU, Regions Hospital and other entities.
- Upgraded Ritsche Auditorium projector.
- Upgraded six classrooms with automation systems or new projectors.
- Began deployment of the Campus-wide Classroom Management network.
- Added four foreign language video streams to the campus network.
- Started installation of a new sound system for the National Hockey Center.
- Performed ongoing cleaning, maintaining, and inventory of equipment in the 225+ classrooms on campus, and replaced many overhead projectors, video cassette recorders, and television/monitors in the rooms.
- Replaced the last of the Copicard equipment on campus with the equipment for the SCSU Campus Card.

#### **Future Resource Needs:**

- Additional staff to provide support for assisting faculty with producing materials for online classes.
- Additional and ongoing funding to upgrade the television studio facilities.
- Funding to support additional electronic classrooms, as well as maintenance and equipment replacement/upgrades of existing rooms.

#### **Statistics:**

See Appendices CC - DD



## Appendix A

LR&TS Administration  
Grant Activity Comparison

	2000-2001	2001-2002
External Grants submitted	7	9
Amount requested	\$1,416,341.00	\$1,587,595.00
Amount received	\$28,350.00	\$77,848.00
Success rate	2%	4.9%
<hr/>		
Internal Grants	1	6
Amount requested	\$3,530.00	\$77,213.00
Amount received	\$3,530.00	\$71,913.00
Success rate	100%	93.1%

## Appendix B

Access Services  
 Circulation Statistics  
 July 1, 2001 - June 30, 2002

	2000 - 2001	2001 - 2002
Books checked out at desk	*	73,060
Books checked out at self-check	*	6,750
Total books checked out	81,069	79,810
Book renewals	13,148	7,550
Total items browsed	72,716	52,575
New community barcode applications	575	436
Total patron records	*	30,208

\* separate figures not compiled for 2000 - 2001

## Appendix C

Access Services  
Media Check-out Statistics from PALSTAC  
July 1, 2001 - June 30, 2002

	Charges	Renewals
Software & CD-ROMs	59	7
Cassette tapes	316	52
Visual Aids	70	7
Audio CDs	1,281	183
Films & Filmstrips	18	0
Slides	21	0
Videodiscs	38	1
Videotapes	13,725	1,287
DVDs	609	94
Total	16,137	1,631
Totals 2000 - 2001	17,250	1,405
Change from 2000 - 2001	-6.90%	13.86%

## Appendix D

Access Services  
 Equipment Check-out Statistics from PALSTAC  
 July 1, 2001 - June 30, 2002

	Charges	Renewals
TV/VCRs	16	0
Overhead Projectors	47	0
Laptop Computers	273	0
Data Projectors	227	0
Slide Projectors	76	0
Cassette Recorders	1,499	42
Miscellaneous Items	647	33
Public Address Systems	18	1
Microphones/Headphones	1,294	83
Camcorders/Tripods	1,022	46
Film & Filmstrip Projectors	10	1
Cameras	62	3
Screens	8	0
Digital Video Camcorder	117	3
Total	5,316	212
Totals 2000 - 2001	5,299	108
Change from 2000 - 2001	0.32%	49.06%

## Appendix E

Access Services  
Reserve Statistics  
July 1, 2001 - June 30, 2002

Month	Charges
July	635
August	552
September	3,790
October	3,902
November	3,396
December	2,032
January	3,195
February	3,739
March	2,851
April	2,992
May	972
June	883
Total	28,939
Totals 2000 - 2001	39,655
Change from 2000 - 2001	-37.03%

## Appendix F

Gate Count Statistics  
July 1, 1999 - June 30, 2002

Month	Patrons 2001 - 2002 (Miller Center)	Patrons 2000 - 2001 (Miller Center beg. 9/00)	Patrons 1999 - 2000 (Centennial Hall)
July	33,501	*	22051
August	31,706	*	17237
September	129,689	85,020	66,575
October	124,056	115,797	76,906
November	119,398	123,339	80,445
December	101,192	90,207	66,375
January	67,273	54,180	30,845
February	105,725	98,333	62,441
March	90,716	93,366	55,894
April	136,811	116,087	72,690
May	55,991	58,909	39,475
June	30,592	30,164	20,908
Total	1,026,650	867,402	613,841
Percent change from previous year	18.36%	41.31%	--

\*Centennial Hall, gate counter was no longer operational

## Appendix G

Access Services  
Government Documents Statistics 2001 - 2002

	Added	Withdrawn	Total
<b>Documents - Federal</b>			
a. Paper	2,964	523	194,570
b. Microfiche	3,043	50	757,861
c. CD-ROMs	336	88	2,298
Charges (checkouts)			3,030
Browses (usage)			4,056
<b>Documents - State</b>			
a. Paper	150	0	22,180
b. Microfiche	2,040	0	38,144
Charges (checkouts)			37
Browses (usage)			756

Appendix H  
Access Services  
Interlibrary Loan Term Summaries 2001 - 2002

	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
<b>Summer 2001</b>				
MINITEX	352	324	1,201	1,109
PALS	556	503	256	218
Mail/Fax	5	4	0	0
OCLC	609	202	53	28
St. Ben's (MNF)	57	54	70	61
St. John's (MNJ)	76	68	66	54
GRRL	219	217	0	0
Subtotal	1,874	1,372	1,646	1,470
<b>Fall 2001</b>				
MINITEX	549	481	2,827	2,598
PALS	1,430	1,240	591	517
Mail/Fax	13	8	0	0
OCLC	940	306	78	48
St. Ben's (MNF)	351	315	230	188
St. John's (MNJ)	265	230	112	93
GRRL	242	238	0	0
Subtotal	3,790	2,818	3,838	3,444
<b>Spring 2002</b>				
MINITEX	782	697	3,819	3,502
PALS	2,001	1,755	995	851
Mail/Fax	25	19	2	2
OCLC	1,135	428	156	81
St. Ben's (MNF)	594	328	298	236
St. John's (MNJ)	328	301	240	190
GRRL	317	300	0	0
Subtotal	5,182	3,828	5,510	4,862
<b>Annual Totals</b>				
MINITEX	1,683	1,502	7,847	7,209
PALS	3,987	3,498	1,842	1,586
Mail/Fax	43	31	2	2
OCLC	2,684	936	287	157
St. Ben's (MNF)	1,002	697	598	485
St. John's (MNJ)	669	599	418	337
GRRL	778	755	0	0
Total	10,846	8,018	10,994	9,776



## Appendix I

Access Services  
Interlibrary Loan Transaction Request Comparisons

	FY 99	FY 00	FY 01	FY 02	Difference 01 - 02	Change 01 - 02
Requests initiated by SCSU (outgoing)	11,501	13,150	12,970	10,994	-1,976	-15.24%
Requests initiated by SCSU and filled (outgoing)	10,152	11,520	11,322	9,776	-1,546	-13.65%
Requests received by SCSU (incoming)	8,917	10,561	11,401	10,846	-555	-4.87%
Requests filled by SCSU (incoming)	6,700	8,175	8,754	8,018	-736	-8.41%
Total number of transactions	20,418	23,711	24,371	21,840	-2,531	-10.39%

	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 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%

## Appendix J

Access Services  
Periodicals Statistics 2001 - 2002

	00 - 01	01 - 02
Current Periodicals Subscriptions (total titles including bound/fiche):	1,454	1,441
Electronic Journal Subscriptions:	628	1,785
Electronic Journals held in aggregated databases	8,991	14,042
Electronic Databases for indexing/abstracting	38	41
Electronic Databases for full-text reference sources	17	19

2000 - 2001	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Patrons Assisted			1,135	1,987	1,498	708	428	1,055	1,020	1,300	320	467	9,918
Faculty Copying Requests													
Items Requested:		21	53	27	53	32	9	16	20	13	30	11	285
Pages Copied:		313	503	462	542	332	123	635	326	228	553	187	4,204

2001 - 2002	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Patrons Assisted	466	382	1,133	1,672	1,632	729	658	1,378	1,381	1,337	301	272	11,341
Faculty Copying Requests													
Items Requested:	3	8	8	10	7	11	8	5	5	4	13	9	91
Pages Copied:	109	364	217	630	303	304	262	144	148	92	757	338	3,668
Number of Items Shelved (New statistic)	2,553	2,783	2,698	3,307	4,041	1,867	2,334	2,898	3,230	4,359	3,016	2,510	35,596

## Appendix K

Access Services  
CMLE Membership Types

K-12 public	177
K-12 private	31
Public library branches in 2 regional systems	45
Post-secondary institutions	9
Special libraries (law, hospital, correctional facilities, historical societies)	23
Total	285

## Appendix L

Access Services  
CMLE Interlibrary Loan Statistics

	FY 01	FY 02	Change
Total requests received	8,009	8,580	7.13%
Borrowing libraries	115	129	12.17%
Lending sources	116	115	-0.86%
Requests filled	7,603	8,167	7.42%
Requests cancelled	406	413	1.72%

## Appendix M

Access Services  
CMLE Analysis of Requests

Books	5,187	61%
Articles (photocopies)	2,938	34%
“Ready” Reference Questions, Online Searches & Other	455	5%
<b>Total</b>	<b>8,580</b>	<b>100%</b>

## Length of Time Taken to Fill Requests

Same-day service	3,634	42%
1 day	765	9%
2 days	498	6%
3 - 7 days	2,184	25%
8 - 14 days	752	9%
15 or more days	334	4%
Cancelled	413	5%
<b>Total</b>	<b>8,580</b>	<b>100%</b>

Appendix N  
Collection Services  
Materials Inventory  
Holdings: June 30, 2002

Item	Total 6/30/2001	Added 2001-2002	Withdrew 2001-2002	Reinstated 2001-2002	Total 6/30/2002
<b>Books</b>					
Books - Volumes	653,138	8,253	728	131	660,794
Books - Titles	**				451,785
Electronic Books	6,324	3,533			9,857
<b>Documents - Federal</b>					
a. Paper - Volumes	192,129	2,964	523		194,570
- Titles	98,000	338	21		98,317
b. Microcards (units)	264,583				264,583
c. Microfiche (titles)	754,868	3,043	50		757,861
d. Microfilm (reels and Titles)	2,543				2,543
e. CD-ROMs	2,050	336	88		2,298
f. Electronic (cataloged)					5,206
<b>Documents - State</b>					
a. Paper - Volumes	22,030	150			22,180
Paper - Titles	10,000	118			10,118
b. Fiche (units)	36,104	2,040			38,144
<b>Serial Titles</b>					
a. Paper	923	12	26	0	909
b. Microform	530	1			531
c. Serials: not purchased	7				7
d. Electronic full-text titles in collections	628	1,157			1,785
e. Electronic titles held in aggregators/databases (very unstable, much overlap; we have no control over contents)					14,042
f. Electronic databases for indexing/abstracting	38	7	4		41
g. Electronic collections of full-text journals/e-books	7	7	1		13
h. Electronic databases for full-text reference sources	17	3	1		19
<b>Microforms, both serial and nonserial</b>					
a. Periodicals (Fiche and reels)	162,538	11,648			174,186
b. Classified collections (units)	5,661	5			5,666
c. ERIC (units)	448,633	14,517			463,150
d. LAC (Library of American Civilization) Microbooks	40,151				40,151
e. LEL (Library of English Literature) Microbooks	42,424				42,424

Item	Total 6/30/2001	Added 2001-2002	Withdrew 2001-2002	Reinstated 2001-2002	Total 6/30/2002
<b>Audiovisual materials</b>					
Films (motion: 8 mm and 16 mm)	42		1		41
Filmstrips (sets)	548		217		331
Audio					
a. Phonograph Records	1,460		6		1,454
b. Tapes	1,939	20	121		1,838
c. Compact Discs	2,236	115			2,351
Maps/Atlases	1,461	45	2		1,504
Slides (sets, including slide/tape sets))	277	1			278
Video					
a. Videotapes (sets)	14,812	662	136	19	15,357
b. Video Discs	292	5			297
c. DVDs	129	42	2		169
Computer Software	112	6			118
Aids	200	20			220
CD-ROMs	132	20	1		151
<b>Total Audiovisual materials</b>	23,640	936	486	19	24,109
Archives (linear feet)	1,312.25	129			1,441.25

\* All totals have been refigured to match PALS totals of 7/19/02. (It is impossible to get totals for any time other than when requested.) Very little would have been added after 6/30, so this is quite close to fiscal year figures. However it is very different from previous year reports. These are as close to accurate as we can get at this time.

\*\* It is impossible to get title counts from PALS except for as a snapshot total exactly when requested, so we have the total but no way of knowing exactly how we got to that point. We hope that Aleph will let us pull more useful reports.

Appendix O  
Collection Services  
Acquisitions Expenditures

Fiscal Year	Serials	Electronic Resources	Books	Total	No. of Paper Serial Titles	No. of Electronic Serial Titles
1990	\$ 326,000		\$ 200,000	\$ 526,000	2,092	
1991	\$ 326,000		\$ 250,000	\$ 576,000	2,097	
1992	\$ 403,000		\$ 427,709	\$ 830,709	2,089	
1993	\$ 423,769		\$ 305,481	\$ 729,250	2,082	
1994	\$ 460,480		\$ 313,000	\$ 773,480	2,098	
1995	\$ 440,587		\$ 356,524	\$ 797,111	2,103	
1996	\$ 510,000		\$ 273,571	\$ 783,571	2,123	NA
1997	\$ 549,827		\$ 233,173	\$ 783,000	2,032	1,166
1998	\$ 516,815		\$ 266,185	\$ 783,000	2,161	1,404
1999 SCSU	\$ 536,815		\$ 246,185	\$ 783,000		
1999 MnSCU			\$ 371,889	\$ 371,889		
1999 Total	\$ 536,815		\$ 618,074	\$ 1,154,889	1,307	8,142
2000 SCSU	\$ 536,815	\$ 54,184	\$ 192,001	\$ 783,000		
2000 MnSCU	\$ 86,501	\$ 100,000	\$ 236,783	\$ 423,284		
2000 Total	\$ 623,316	\$ 154,184	\$ 428,784	\$ 1,206,284	1,487	6,845
2001 SCSU	\$ 556,312	\$ 0	\$ 135,185	\$ 691,497		
2001 MnSCU	\$ 0	\$ 248,850	\$ 148,998	\$ 397,848		
2001 Total	\$ 556,312	\$ 248,850	\$ 284,183	\$ 1,089,345	1,454	628 complete, 8,991 in aggrs.
2002 Total	\$ 594,788	\$ 206,557	\$ 297,853	\$ 1,099,198	1,440	1,785 complete; 14,042 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.

## Appendix P

Collection Services  
University Archives and Special Collections Used

Collection	1993 - 1994	1994 - 1995	1995 - 1996	1996 - 1997	1997 - 1998	1998 - 1999	1999 - 2000	2000 - 2001	2001 - 2002
Processed Archival Collections	199	158	245	598	627	632	660	431	497
Ready Reference General	52	61	69	87	131	115	44	57	108
Ready Reference Publications	133	138	188	166	184	192	306	220	225
Ready Reference Buildings	146	72	157	128	215	406	690	400	436
Unprocessed	2	9	19	44	44	9	10	42	55
Minnesota Authors' Papers	9	14	4	44	30	17	45	23	34
Rare Books			35	46	53	61	59	40	46
Special Collections				2	12	14	2	7	15



## Appendix Q

### Electronic Subscription Services Usage Statistics 2001-2002 Academic Year

Database Name/Service	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Total	2000-01
ABI/Inform (total searches) [8/01-]		53	528	818	732	329	45	767	744	726	317	774	5633	
Academic Press IDEAL (full-text viewed)	72	34	102	248	138	113	134	246	213	219	86	43	1648	1091
AccessScience (McGraw-Hill; total hits)	47	7	78	99	232	156	35	80	160	240	188	18	1340	722
ACS Chemistry Journals (full-text, quarterly)			2		0				8			0	10	
African American Biographical Database	1	3	7	4	10	5	0	0	13	1	3	0	47	558
Alternative Press Index (FS:Block)				0	0	0	48	449	380	1328	343	35	2583	
America: History & Life (ABC) (searches)	30	20		112	152	70	52	131	82	93	44	14	800	1138
AP PhotoArchive (queries)	199	21	184	187	160	73	130	243	165	14	7	0	1383	
Applied SciTech Index (FS:Block)				2	3	0	0	0	0	21	2	0	28	
Art Index (FS:Block)						76	19	60	28	68	24	0	275	
ArticleFirst (FS:MTX)	124	74	155	246	697	442	177	307	786	625	153	93	3879	4409
Arts & Hum Index (FS:Block)				3	0	115	23	19	50	29	5	17	261	
BasicBIOSIS (FS:Block)	31	13	74	171	263	120	52	311	165	211	28	22	1461	1954
Biography and Genealogy Master Index (Gale; sessions)								7	68	119	28	21	243	
Book Review Digest (FS:Block)						48	30	62	63	302	99	15	619	
Business & Company Resource Ctr (Gale) [9/01]			90	322	276	121	122	248	312	372	113	59	2035	
CINAHL (FS:Block) [end 11/01]	23	25	10	1	0								59	
CINAHL (Ovid; search sessions) [10/01-]			12	9	7	6	47	10	16	14	8	1	130	
CollegeSource Online (searches)	2	16	10	29	181	26	27	40	56	42	3	6	438	
CollegeSource Online (catalogs viewed)	2	2	1	4	34	29	6	1	4	5	0	1	89	
ComAbstracts (CIOS)	173		171	438	1316	157				354	222	10	2841	12702
Contemporary Authors (Gale) [6/00--]	81	51	98	316	306	147	182	211	197	342	60	57	2048	1483
CQ Researcher (1/02-) (sessions)							0	0	20	73	0	0	93	
Criminal Justice Abstracts (logons)	12	13	25	222	153	73	41	126	151	94	20	11	941	1140
Dissertation Abs (FS:Block)	113	15	20	107	125	30	81	78	74	93	29	80	845	1145
ECO (End 3/02)							67	85	21				173	
EconLit (FS:Block)	22	15	175	215	162	90	415	316	169	79	42	89	1789	967
EDRS E*Subscribe (EDs viewed)	528	167	575	914	741	491	876	56	145	124	45	209	4871	2534
Education Index (FS:Block)				4	5								9	
Emerald Insight (4/02-) (sessions)										17	7	10	34	
Emerald Insight (4/02-) (articles)										6	5	9	20	
Encyclopedia of Life Sciences (Grove) (Sessions)										140	19	5	164	
Encyclopedia of Life Sciences (Grove) (Article views)										66	10	4	80	

Database Name/Service	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Total	2000-01
ERIC (FS:MTX)	16	11	5	29	15	16	5	15	6	0	0	0	118	371
ERIC (CSA)*	613	321	1030	1109	2109	1369	926	2152	2338	1107	425	1332	14831	11011
Ethnic Newswatch (sessions)		7	12	155	73	50	30	185	87	185	55	23	862	744
Facts.com (homepage hits)	104	152	303	251	1222	260	12	62	35	56	11	23	2491	7987
Gender Watch (sessions)		11	26	162	109	80	48	148	101	223	43	6	957	658
General Science Index (FS:Block) (10/01-)				1	6	0	0	0	0	2	2	0	11	
GeoRef (CSA)* [6/00--]	0	1	26	8	60	33	14	81	48	57	11	9	348	711
GeoRef In Process (CSA) [9/01--]			14	6	38	11	3	24	12	20	10	0	138	
Grove Encyclopedia of Art (Sessions)										79	15	12	106	
Grove Encyclopedia of Art (Article views)										114	14	7	135	
Grove Encyclopedia of Music (Sessions)										31	5	5	41	
Grove Encyclopedia of Music (Article views)										26	8	4	38	
HarpWeek Civil War														0
Historical Abs (ABC) (searches)	15	3		87	120	26	20	25	52	57	19	7	431	719
Humanities Index (12/01-)						0	23	48	45	54	22	16	208	
ISI Current Contents (Silverplatter)(logons cum+wk)	13	22	20	30	62	11	40	87	28	56	13	4	386	655
InfoTrac--Computer Database (Gale) [6/00--]	113	68	205	423	385	236	147	371	411	482	166	54	3061	4048
InfoTrac--Expanded Academic (sessions)	1500	898	2929	8133	10188	5623	2905	6480	8427	10441	2326	1711	61561	55089
InfoTrac--General Businessfile	335	247	630	1362	1257	886	933	1172	1368	1737	454	265	10646	10874
InfoTrac--General Reference	213	135	318	1069	1519	862	421	834	1077	1648	337	120	8553	7545
InfoTrac--Health Reference	168	134	245	617	877	519	264	591	1016	1304	245	128	6108	5375
InfoTrac--OneFile	245	174	841	2400	2781	1657	737	1801	2004	2808	646	434	16528	9948
Journals@Ovid (search sessions) [10/01-]			6	16	6	13	97	138	55	66	20	0	417	
Journals@Ovid (full-text) [10/01-]			2	40	2	20	102	132	130	139	24	0	591	
JSTOR (total prints)	41	17	347	393	400	331	201	562	488	392	154	131	3457	3112
JSTOR (article views)	96	54	487	940	1879	710	566	1258	954	1207	447	183	8781	3334
L-N Academic Universe (searches)	1267	1004	1891	5361	6334	3704	3184	5429	4840	8606	1682	952	44254	32191
L-N Academic Universe (docs retrieved)	4152	2985	3202	8861	11523	6667	5237	9335	8298	15068	2990	1548	79866	38328
L-N Congressional Universe (searches)	79	0	26	279	255	93	34	80	91	224	16	27	1204	1137
L-N Congressional Universe (docs retrieved)	87	0	27	406	355	163	35	106	100	303	18	45	1645	
Lexis-Nexis Historical Universe (searches)										146	**	34	180	
Lexis-Nexis Historical Universe (docs retrieved)										52	**	4	56	
L-N Statistical Universe (searches)	96	99	192	369	598	320	93	330	291	763	161	38	3350	2848
L-N Statistical Universe (docs retrieved)	138	116	263	374	739	379	91	397	307	1092	164	50	4110	
Library Lit (FS:Block)	70	53	46	36	77	36	63	41	45	32	13	98	610	365
Mental Measurements Yrbk	4	7	10	16	38	11	7	32	14	37	9	8	193	222
MLA	15	12	31	64	89	16	24	79	53	69	21	12	485	1079
MLA Directory of Periodicals	5	7	6	22	37	7	8	25	21	21	7	6	172	528
Mpls StarTribune (Proquest)	321	229	153	337	343	95	1	275	295	387	118	117	2671	3348

Database Name/Service	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Total	2000-01
National Newspaper Index (total searches)	350	243	609	2031	2349	1078	10	1435	1582	3348	712	366	14113	4884
neLibrary (Mtx; total uses for period only)	33	14	83	162	185	167	87	117	35	122	83	66	1154	284
NetFirst (FS:MTX)	4	16	10	12	31	22	37	9	16	15	5	9	186	145
Oxford English Dictionary (Total requests)	425	57	2170	3391	923	917	453	468	643	620	309	219	10595	
PAIS (FS:Block)	8	9	3	32	47	10	0	9	31	32	13	6	200	348
PCI (Chadwyck) [1/00-] (searches)	2	4	8	119	73	68	12	41	69	26	36	10	468	467
PoemFinder (views)	Statistics unavailable until 2/02													243
Polling the Nations (4/02-) (sessions)														17
Project MUSE (fulltext viewed)														1886
PsycInfo (Gale) [end 1/02]	125	46	79	144	332	143	53	210	443	225	41	45	4517	4192
PsycInfo 1887-1966 (CSA) [9/01--]														1965
PsycInfo 1967-1983 (CSA) [9/01--]														2413
PsycInfo 1984-present (CSA) [9/01--]														10465
Recent Refs in Soc. Sci. (CSA)*	752	472	2240	2607	4709	3287	1568	3394	4161	2773	671	1481	28115	14188
RILM (FS:Sub)	6	10	16	43	78	50	20	10	18	38	15	40	344	442
ScienceDirect (full-text)	15	52	107	303	286	123	162	1390	487	1024	240	176	4365	
ScienceDirect (no. searches)	9	36	84	318	221	133	182	1562	664	1427	382	295	5313	
Scientific American Archives (Grove; sessions)	Stats rec'd annually. Suspect problems with reporting.													12
Scientific American Archives (Grove; article views)	Stats rec'd annually.													187
Social Sci Index (FS:Block)														187
Social Svcs Abs (CSA)*	36	25	54	138	253	128	171	595	553	302	51	73	2379	10563
Sociological Abs (CSA)*	120	106	146	389	1234	1054	301	335	527	346	44	80	4682	2374
Web Resources for Soc Sci (CSA)*	743	460	2228	2598	4696	3269	1562	3393	4157	2770	666	1477	28019	16092
Women Writers Online (Brown Univ)	8	14	30	44	62	26	0	34	2	29	11	3	263	737
WorldCat (FS:MTX)	366	783	574	859	963	553	489	619	719	1216	1013	879	9033	5399
Worldwide Political Science Abs (CSA)*	6	12	21	37	89	89	31	99	316	227	28	37	992	1041
Total Searches	14493	9848	25770	53712	68926	39965	25113	52733	54664	72238	17292	14340	449646	295867

\*Turned on by accident, not normally offered.

\*\*New way of collecting stats probably accounts for drop.

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

## Appendix R

Reference Services  
Reference Holdings  
July 1, 2001 - June 30, 2002

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

## Appendix S

Reference Services  
Reference Questions Serviced Comparison

	1999 - 2000	2000 - 2001	2001 - 2002	Percent Change
Number of Questions	16,159	25,659	20,862*	-18.70%

\* The first year of a new facility was, as expected, a year of a high number of questions. The location of the Reference Desk on 1st floor also was a contributing factor. Thus the drop-off of the number of questions this year was to be expected.

## Appendix T

Reference Services  
Reference Library Instruction  
July 1, 2001 - June 30, 2002

Term	Number of Sessions	Number of Students
Summer 2001		
Session 1	5	118
Session 2	7	113
<b>Sub-Total</b>	<b>12</b>	<b>231</b>
Fall 2001		
September	36	938
October	67	2,329
November	23	491
December	1	32
<b>Sub-Total</b>	<b>127</b>	<b>3,790</b>
Spring 2002		
January	20	576
February	48	1,488
March	24	597
April	13	300
May	1	30
<b>Sub-Total</b>	<b>106</b>	<b>2,991</b>
<b>Totals</b>	<b>245</b>	<b>7,012</b>

## Comparison for FY 00-01 to FY 01-02

	2000 - 2001	2001 - 2002	Change	Percent Change
Number of sessions	276	245	-31	-11.23%
Number of students	6,458	7,012	554	8.58%

## Appendix U

Reference Services  
 Reference Library Instruction by Type  
 July 1, 2001 - June 30, 2002

Number of Sessions	
Classes presented outside MC 218	53
High school classes	17
Senior to Sophomore program	9
After 5:00 p.m.	27
ENGL 191	90
Combined group	26
Individual classes	64
Upper level research courses	23
Graduate courses	17
By college:	
College of Business	2
College of Education	50
College of Fine Arts & Humanities	119
College of Science & Engineering	6
College of Social Science	35

## Appendix V

Center for Information Media  
Active Student Counts

Student Degree Category	00-01	01-02	Percent change
Masters degree	201	205	1.99%
School Library Media Specialist licensure	82	80	-2.44%
Graduate instructional technology certificate program	17	29	70.59%
<b>Total Graduate Students</b>	<b>300</b>	<b>314</b>	<b>4.67%</b>
Undergraduate Major	25	23	-8.00%
Undergraduate Minor	--	29	
Undergraduate Certificate	17	42	147.06%
<b>Total Undergraduate Students</b>	<b>42</b>	<b>94</b>	<b>123.81%</b>

## Appendix W

InforMedia Services  
Workshop Statistics

	2000 - 2001	2001 - 2002
Workshop Titles Offered	29	77
Workshops Offered	137	167
Participants	665	1122

## Appendix X

Computing & Technology User Services  
HelpDesk Service Requests Received During 2001-2002

Request From	Fall semester	Spring semester	Total
Faculty	1,354	1,533	2,887
Students	1,780	2,247	4,027
Staff	715	1,268	1,983
Unknown	30	31	61
<b>Total</b>	<b>3,879</b>	<b>5,079</b>	<b>8,958</b>

Request Type	Fall semester	Spring semester	Total
Advice/Information	2,126	2,751	4,877
How to Do a Task	710	913	1,623
Installation/Setup	322	235	557
Troubleshoot Problem	721	1,180	1,901
<b>Total</b>	<b>3,879</b>	<b>5,079</b>	<b>8,958</b>

## Appendix Y

Computing & Technology User Services  
HelpDesk Traffic Comparisons 2001 - 2002

Semester	1998-1999	1999-2000	Change from previous year	2000-2001	Change from previous year	2001-2002	Change from previous year
Fall	2,477	2,543	2.66%	3,296	29.61%	3,879	17.69%
Spring	1,813	2,465	35.96%	4,617	87.30%	5,079	10.01%
Total	4,290	5,008	16.74%	7,913	58.01%	8,958	13.21%



## Appendix Z

Computing & Technology User Services  
Computer Store Sales Transactions by Product Type and Customer Type, 2001 - 2002

Customer Type	Supplies	Systems			Other	
		Mac	PC	Printers	Peripherals	Software
Univ. Departments	5,326	135	417	117	1,275	1,860
Faculty	115	34	19	34	92	53
Staff	107	6	6	4	35	29
Students	165	53	30	29	91	171
Total	5,713	228	472	184	1,493	2,113

## Appendix AA

Information Technology Services  
Campus Ethernet Infrastructure Statistics

	FY 96/97	FY 97/98	FY 98/99	FY 99/00	FY 00/01	FY 01/02
New network drops	551	952	395	1592	169	115
Activated Ethernet connections	523	738	360	1470	100	107

## Appendix BB

Information Technology Services  
ResNet Connections

Year	Connections
FY 98	704
FY 99	1,026
FY 00	1,415
FY 01	1,839
FY 02	2,127

## Appendix CC

Instructional Technology & Infrastructure Services  
ITV Usage

	Total Classes
Fall 1998	12
Fall 1999	24
Fall 2000	27
Fall 2001	27
Spring 1999	15
Spring 2000	18
Spring 2001	39
Spring 2002	22

## Appendix DD

Instructional Technology & Infrastructure Services  
Electronic Classroom Growth

Year	1990	1991	1994	1995	1996	1997	1998	1999	2000	2001	2002
Number of rooms	0	3	6	7	12	24	33	68	81	85	93