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LR&TS Annual Report 2005-2006

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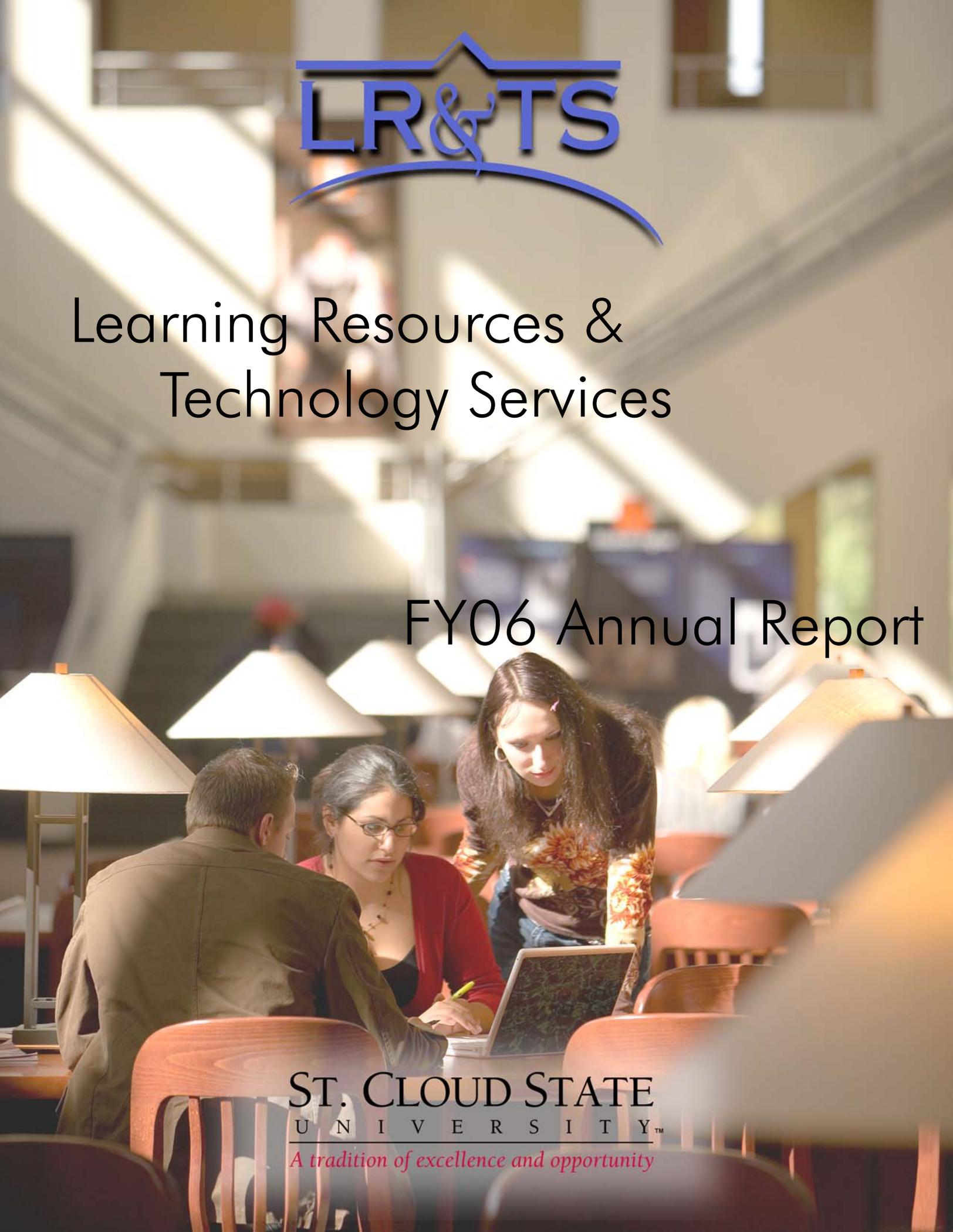
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The logo for Learning Resources & Technology Services (LR&TS) features the letters 'LR&TS' in a blue, serif font. The letters are stylized with a blue outline and are set against a blue, curved, arch-like background element that resembles a stylized roof or a bridge.

Learning Resources & Technology Services

FY06 Annual Report

A photograph of three students in a library or study hall. A man in a brown jacket is seated at a table, looking at a laptop. A woman with glasses and a red cardigan is seated next to him, also looking at the laptop. A woman with long dark hair and a floral patterned shirt is standing and leaning over the laptop, pointing at the screen. The room is filled with wooden tables and chairs, and several desk lamps with white shades are lit, creating a warm, studious atmosphere.

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Learning Resources & Technology Services

FY06 Annual Report

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Introduction

Learning Resources & Technology Services (LR&TS) serves all disciplines of St. Cloud State University and a wide range of users, including students, faculty, staff, and community members in Central Minnesota. LR&TS is a comprehensive campus-wide information organization encompassing the library, academic computing, media and network operations, and instruction-related training, technical services and equipment. The library has more than 2.767 million print and nonprint items, including more than 675,000 books, 1.3 million federal and state documents, 773,000 units of microform, nearly 1,600 periodical titles and 13,000 electronic periodical subscriptions, 1,500 maps, and 25,000 nonprint items (computer software, compact discs, videotapes, DVDs, films, etc.). The Computing & Technology Services division of LR&TS provides campus-wide computing support, networking services, e-mail services/support, the academic HelpDesk, the Computer Store, instructional television and video conferencing operations, installation, and support for 123 electronic classrooms, and maintenance/operation of 625 computers in the Miller Center and 14 general access computer labs across campus.

Mission, Vision, and Goals for 2005 - 2009

Mission:

Connecting you with information and technology.

Vision:

Learning Resources and Technology Services will promote success in educational pursuits and life-long learning through excellence in information and technology.

Goals:

Learning Resources & Technology Services will:

- Provide a safe, healthy, collegial work and learning environment where faculty, staff, and students are respected and valued.
- Be central to SCSU student, faculty, and staff development in the use of information and technology.
- Provide an environment that will support innovation and excellent service.
- Strive for continual improvement in quality
- Continue to nurture existing partnerships and develop new relationships with other organizations to further the mission of SCSU.

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 |
| Accounts Manager | Lisa Pesta |
| Facilities and Reservations Coordinator | Diane R. Schmitt |
| Office and Administrative Specialist | Lucy Supan (half time) |
| Personnel Coordinator | Melissa "Missy" Northenscold |
| Student Employment Coordinator | Jan Pietron |
| Assessment Coordinator | Chris Inkster (half time) |
| Communication Specialist | Dana Drazenovich (half time temp.) |
| Grants Project Developer/Communication Coordinator | Marian Rengel (temp.) |

Learning

Center for Information Media

| | |
|--------------------------------------|--------------------------------|
| Coordinator | Jeanne Anderson |
| Office and Administrative Specialist | Lucy Supan (half time) |
| Faculty | Luther Rotto |
| | John Theis |
| | Merton Thompson |
| Adjunct faculty | Gary Ganje (Fall) |
| | Bob Kochman (Summer) |
| | Karen LaPlant (Spring) |
| | Sara Martini (Fall) |
| | Kathryn Theisen (Spring) |
| | Marcia Thompson (Fall, Spring) |
| Graduate Assistants | Jenny Dalsted |
| | Deb Skophammer |

InforMedia Services

| | |
|-----------------------------|------------------------------|
| Coordinator | Richard Josephson |
| D2L Support Coordinator | Tom Hergert |
| InforMedia Services Faculty | Doris Bolliger |
| | Steve Malikowski |
| | Plamen Miltenoff |
| | Karen Thoms |
| Adjunct faculty | Eileen Moccia (Fall, Spring) |
| | Marylou Terwey (Fall) |
| | Jeff Wood (2/06 - 5/06) |
| Graduate Assistants | Anna Russell (Fall) |
| | Deb Skophammer |

Resources

Access Services

| | |
|---|---|
| Coordinator/Distance Learning Librarian | Melinda Dermody (through 8/05) |
| Coordinator/Distance Learning Librarian | Robin Ewing (beginning 8/05) |
| Audio Visual Circulation Library Technician | Hannah Topp Schefers |
| Circulation Librarian Technician | Angela Wortham |
| Evening Circulation and E Reserves Library Technician | Greg Walz (through 9/05) |
| Evening Circulation and E Reserves Library Technician | Katie Middendorf (temp., 9/05 - 3/06) |
| Evening Circulation and E Reserves Library Technician | Megan Ballenge (temp., from 4/06) |
| Reserves Circulation Library Technician | Pat Sauerer |
| Extended Hours Supervisor | Miyuru Seneviratne (temp., 1/06) |
| Extended Hours Supervisor | Corey Schroeder (temp., beginning 2/06) |
| Central Minnesota Libraries Exchange Director | Patricia Post |
| Administrative Assistant | Jennifer Schwint (80% time) |
| ILL Assistant, Experience Works | Bill Kraft (half time, through 2/06) |
| Government Documents Librarian | Sandra Q. Williams |
| Library Technician | Wendy Springer (half time) |
| Interlibrary Loan Coordinator | Susan H. Motin (through 10/05) |
| Interlibrary Loan Coordinator | Patricia Post (beginning 10/05) |
| Library Technician | Debbie Josephson |
| Library Technician | Joan O'Driscoll (through 4/06) |
| Library Technician | Catherine Bongers (temp., beginning 4/06) |
| Serials Librarian | Susan Schleper |
| Library Technician | Linda Conway |
| Copyright Coordinator | Susan Motin |

Collection Management

| | |
|--|--------------------------------------|
| Workgroup Coordinator | Keith Ewing |
| Acquisitions/Collections Coordinator | Julie Blake (through 1/06) |
| Acquisitions/Collections Coordinator | Jo Flanders (temp, beginning 4/06) |
| Library Technician Acquisitions | Diane Larson |
| Office and Administrative Specialist Senior | Mary Krafnick |
| Library Technician Periodicals | Wendy Springer (half time) |
| Cataloging Coordinator | Joy Roberts (temp., beginning 10/05) |
| Library Technician | Debbie Binsfeld (through 6/06) |
| Library Technician | Melodie Dukowitz (through 12/05) |
| Library Technician | Laurie McClintock |
| Library Technician | Stacy Seaman (temp., 3/06 -5/06) |
| Library Technician | Blair Tosh (temp., beginning 5/06) |
| Center for Holocaust and Genocide Education Director | Susan Motin (half time) |
| Secretary | Jan Anderson (half time) |
| Library Systems Librarian | Keith Ewing |
| University Archivist | Susan Nelson (temp., beginning 1/06) |
| Archives Intern | Deanna Olson (temp., Summer) |

Reference Services

| | |
|--|------------------------------|
| Reference Services Coordinator | Susan Motin |
| NASA Collection Coordinator | James Pehler |
| Multicultural Resource Center Director | Darlene St. Clair |
| Associate Director | Stephen Casanova (half time) |

| | |
|------------------------------|----------------------------------|
| Reference Librarians | Fred Hill |
| | Chris Inkster (one-quarter time) |
| | Kate Peterson |
| | Melissa Prescott |
| | Renee Rude (medical leave) |
| Adjunct Reference Librarians | Lisa Forslund (Fall, Spring) |
| | Michael Gorman (Fall, Spring) |
| | Sarah Gewirtz (Fall, Spring) |
| | Susan Huber (Fall, Spring) |
| | Gladys Swick (Spring) |

Technology

Computing & Technology User Services

| | |
|--|---------------------------|
| Director | Randy Kolb (through 6/06) |
| Computer Labs Manager, General Access | Sam Barhorst |
| User Accounts Manager | Diane E. Schmitt |
| Statistical Consulting Graduate Assistant | Raghavendra Nelli (Fall) |
| | James Jenson (Spring) |
| Statistical Consulting Undergraduate Assistant | Heather Brauer |

Information Technology Services

| | |
|-------------------------------------|----------------------------|
| Director | Phil Thorson |
| Computer Lab Support Specialist | Mark Kotcho |
| | Bob Lessinger |
| | Dave Wogen |
| Computer Systems Administrator | Clint Forseth |
| | Jeff Hennen |
| | John Roberson |
| | Gordie Schmitt |
| | Chris Stanley (temp.) |
| Database/Application Developer | Chris Brown |
| | Linda Carr |
| | Josh Hjelmstad (temp.) |
| | Konstantin Makarov (temp.) |
| Instructional Systems Management | Ben Pratt (temp.) |
| IT Security Coordinator | Darrin Printy |
| Library Computer Support Specialist | Craig Overboe |
| Network Analyst | Tony Sorteberg |
| | Thad Wakefield |
| ResNet Coordinator/HelpDesk Backup | Mike Schomer (temp.) |
| Workstation/Application Specialist | Eric Dietz |

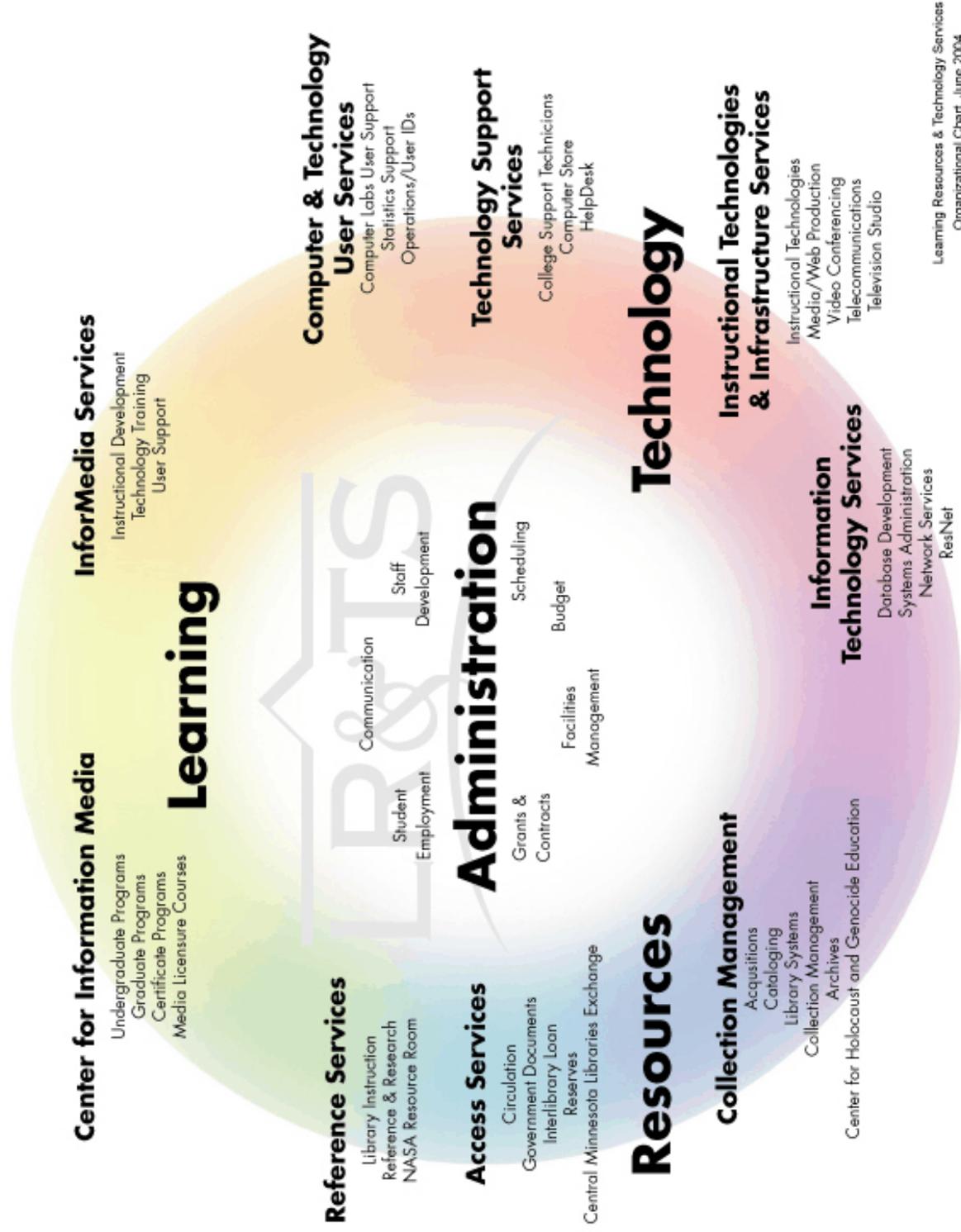
Instructional Technologies & Infrastructure Services

| | |
|---|-------------------|
| Director | Randy Evans |
| Electronic Classroom specialist (lead) | Kelly Larson |
| Electronic Classroom specialist | Jeff Gallus |
| CMDLN Operations Manager | Reuben Wagenius |
| CMDLN Operations Specialist/ Electronic Classroom support | Dennis Murphy |
| CMDLN Operations Specialist/ Electronic Classroom support | Samuel P. Johnson |

| | |
|---|-------------------------------------|
| Assistant Director for Multimedia/Web | Sara Grachek |
| Multimedia/Web Production Specialist | Karin Duncan |
| | Greg Jorgensen (beginning 5/06) |
| | Mark Monn |
| | Mary Shrode |
| | Marcus Pohl (temp., 10/05 - 1/06) |
| Telecommunication Infrastructure Specialist | John Nies |
| Video/Multimedia Production Coordinator | James Bertram |
| Video/Multimedia Production | Holly Santiago (three-quarter time) |
| Videographer | Chuck Czech (one quarter time) |

Technology Support Services

| | |
|---|---|
| College Support Technician, Business | Daryl Scholz |
| College Support Technician, Education | Jim Pesta |
| College Support Technician, Science & Engineering | Chris Fandel |
| College Support Technician, Social Science | Tom Peterson (three-quarter time) |
| Computer Store Manager | Carl Schmitt |
| Computer Store Sales Representative | Tom Peterson (quarter time) |
| HelpDesk Manager | Dan Michaels |
| HelpDesk Supervisor | Ingunn Sverrisdottir (temp., half time, 3/06 - 6/06) |
| HelpDesk Graduate Assistant. | Brian Ekstrom (Spring) |
| | John Fruth (Spring) |
| | Sharvari Siddula (Spring) |



Executive Summary of FY06

Fiscal Year 2006 was one of ongoing transformation for Learning Resources & Technology Services. Much of this is due to increasing demand for information and technology related services, as these become more integral to all areas of St. Cloud State University. Accompanying this demand is the need for corresponding support, whether in the form of training/instruction, maintenance of systems (such as e mail and library databases), maintenance of equipment (particularly in classrooms and computer labs), or general troubleshooting of problems (HelpDesk). As SCSU relies more heavily on applications and systems where access to information and the use of technology becomes mission critical to delivery of instruction and related services, the high demand for these is expected to continue.

Significant changes in FY06 can be grouped into three main categories:

Increased Demand for Some Services

- The number of courses making use of online course management tools continued to climb dramatically. FY06 marked the second year of use of Desire2Learn (D2L) as the supported campus system. The number of courses and instructors using D2L increased 34% and 50%, respectively, over the totals for Spring 2005.
- Technology workshop participation increased dramatically during FY06, with the number of participants up more than 40% over the previous year. A greater number of different workshop topics was offered, many of them D2L-related. As noted above, since there has been a significant increase in the number of faculty using Desire2Learn in their courses, the increase in workshop participation was not unexpected.
- Delivery of interlibrary loan requests via Minnesota Electronic Document Delivery (MEDD) increased by more than 17 percent, a fourth straight year of increases, though the rate of growth has slowed.
- Total interlibrary loan (ILL) transactions finally rebounded significantly (up 26%) after two consecutive years of double-digit decreases. Much of this is attributed to finally putting the ILL module for the Aleph system into production. This makes ILL significantly easier and more convenient for patrons.
- Searches of electronic databases continue to increase, up more than 12% over FY05.
- The Computer Store had significant increases in total dollar sales and the total systems sold over FY05. Overall sales were up more than 30%, surpassing \$3.4 million. The greatest increase was in sales to students, up more than 70%.
- Total HelpDesk service requests increased nearly 23% from FY05, which had dropped significantly from the previous year.

- Wireless networking expanded to cover 99% of campus, and 100% of the residence halls. The number of wireless users on campus nearly tripled, to 20% of all campus accounts, and SCSU was ranked #49 in Intel's 2005 "Most Unwired College Campuses" survey, which rates schools based on their wireless Internet infrastructure and services.

Relatively Stable Demand for Some Services

- The number of undergraduate and graduate students earning majors, minors, or certificates from the Center for Information Media remained stable, with slight increases in the number of students in the graduate (3.5%) and undergraduate (4.9%) programs.
- Library acquisition expenditures were \$1.27 million, up slightly (approximately 5%) over each of the previous six years, but with inflation factored in, might be construed as a net loss in buying power. The fact that this has remained relatively unchanged for so many years has had a cumulative negative impact on the quality of the library collections.
- The number of books checked out from circulation rebounded slightly (up 5%) compared to FY05, which had dropped more than 40 percent from FY04. The total number of active patron records also increased, nearly 3%.
- Wired network access in the residence halls continued to hold steady, down less than 2%, even with the addition of wireless network access.

Decreases in Demand for Some Services

- External grant revenue received for FY06 continued the dramatic decline from the previous year, to below FY01 levels. The amount of grant funded awarded from internal sources was nearly double that from external sources.
- Library instruction sessions and student counts in these sessions declined for the third straight year, though the change in number of sessions was slight (1.68%). Of greater concern is the nearly 15% decrease in the number of students attending the LI sessions. Much of this can be attributed to the drop in English 191 sections making use of the service.
- The number of technology questions serviced by InforMedia Services declined for the second straight year, down more than 11% from FY05. While there were fewer questions answered, the amount of time spent on each increased, as a greater proportion of the questions were complex.
- The number of reference questions serviced decreased for the second straight year, down nearly 16% from FY05. The number of questions serviced, however, was still above FY02 levels.

LR&TS Strategic Focus for FY06

Emphasize mobility

Develop our electronic theses and digital archives.

- We opted not to concentrate on this initiative.

Promote academic applications of mobile devices.

- Although we had opted not to emphasize this area, we did increase the number of student laptops for checkout and began experimenting with podcasting. In addition, last fall we were listed as one of Intel's Top 50 "Most Unwired College Campuses" based on our wireless services.

Expand access to resources and support services from remote locations.

- We implemented Aleph ILL and made some updates to our web site to improve access. Our D2L support continued to grow.

Expand CIM e-learning and delivery opportunities.

- In the Center for Information Media we used MediaSite Live to deliver courses, we piloted teaching at Anoka Ramsey Community College, and we began exploring China connections and distance delivery options there.

Highlight information and technology literacy in the curriculum.

- LR&TS faculty participated in general education discussions and teaching First Year Experience classes. Additionally, we offered technology workshops for students in the Miller Center and we began development of a one- credit information literacy course.

Implement assessment results

Participate in campus-wide assessment and accreditation initiatives.

- Two LR&TS employees chaired NCA committees. Others served on committees as well. The LR&TS Assessment leader was involved with campus Assessment Committee efforts.

Review LR&TS assessment results and prioritize actions.

- We reviewed the previous year's assessment results in the fall and worked on some of the targeted areas.

Continue LR&TS assessment efforts.

- We repeated surveys with revisions and expanded our assessment work.

Enhance our learning environments

Develop interactive and integrated information resources.

- We opted not to concentrate on this initiative, but we did add "multisearch" capabilities offering easier searches across many of our library databases.

Invest in campus electronic classrooms.

- We now have stable funding for campus electronic classrooms so we have teaching equipment on a replacement cycle. This allows us to proactively address needs before crisis situations arise.

Resolve campus audience response system technologies.

- We did the preparatory work to allow us to launch the "clicker" system in the fall of 2006. The largest classrooms on campus were equipped, the bookstore was updated, and faculty training is being conducted.

Improve Miller Center seating and signage.

- We did some chair replacement, but we opted not to concentrate on signage.

Improve our services for nontraditional and graduate students.

- We opted not to concentrate on this area.

Increase our success/Reduce our risk

Comply with MnSCU security guidelines.

- We received funding for a full time security person and filled this vacancy. We also hired consultants to review our security risks in our internal network and host areas.

Fine tune our disaster recovery plans and expand our business continuity planning.

- Disaster recovery planning was set at a lower priority, but we did some work on this including participating in preliminary campus pandemic planning.

Recruit and retain CIM students.

- Recruitment and retention are ongoing areas of effort in CIM. A lot of good work was done over the course of the year with some increases in enrollment noted.

Participate in campus recruitment and retention efforts.

- We assisted as requested but this was not an area of focus. As always, our computer labs and the library are campus recruitment tools. We expanded library hours at the request of the Student Government Association.

Organize for effectiveness

Review our current organizational structure.

- We spent countless hours reviewing our organization and our future vision. We also brought in a consultant to help us with these efforts. The result was a new organizational structure that will be implemented over the course of the next year.

Implement our new strategic plan.

- Implementing our new strategic plan became a lower priority, although the plan itself framed our futures discussions.

Improve our mentoring of probationary faculty.

- We opted not to concentrate on this area. The probationary faculty formed an internal mentoring team.



Administration . . .

The LR&TS Dean's office oversees a campus unit with approximately 100 faculty and staff members, and with budgets totaling more than \$20 million. Working with administration at the campus and Minnesota State

Colleges and Universities system levels, the Dean's office provides the centralized support needed so LR&TS workgroups can focus on the services they provide to campus and various other constituencies.

LR&TS Dean's Office

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

Summary of FY06 accomplishments:

Many resources for the year were put into "futures" discussions related to reorganization of personnel within LR&TS. A number of resignations and retirements, coupled with a rapidly changing information and technology environment, created an opportunity to try to better-position LR&TS to provide services well into the future.

FY06 Goals:

Serve as SCSU library and technology liaison/representative to various constituencies.

- Served on campus-wide committees, including: Academic Affairs Council, Meet and Confer, Student Technology Fee, Web Council, and Resource25 Implementation committee.
- Represented SCSU on technology-related MnSCU committees, including Chief Information Officers, the MnSCU CIO Consultation Committee, the Academic Information Technology Committee, the Desire2Learn Advisory Committee, the Desire2Learn Ad Hoc Review Committee.
- Represented SCSU on MnSCU and state-wide library boards and committees, including PALS Deans and Directors Executive Committee, Minnesota Academic Group for New Opportunities in Libraries and Information Access (MAGNOLIA), and the Minnesota Digital Library Coalition.
- Served on the governing boards of the Central Minnesota Libraries Exchange, the Central Minnesota Educational Research & Development Council, the Central Minnesota Distance Learning Network (CMDLN), and Live Interactive Televised Education Supporting Programs and Networks (LITESPAN).
- Represented SCSU at national organizational meetings, including Educause and American Library Association, and the Broadcast Education Association.

Provide leadership and direction for LR&TS and services to campus.

- Presented updates on the state of technology at SCSU to various groups, including Academic Affairs Council, TLTR, and Student Technology Fee Committee.
- Oversaw the LR&TS Policies and Procedures Committee. During FY06, the PPC:
 - Updated the draft policy for E-mail as Official Communication to Employees.
 - Finalized the policy and form for Student HuskyNet Accounts.
 - Drafted a policy for Acceptable Use of Computer and Information Technology Resources.
 - Examined the need for a Data Retention and Archiving of Electronic Records policy.
 - Updated the Policy for Video Production Services.

Respond to personnel needs of the unit.

- Completed all the Article 22 and 25 comments, reports and meetings for 27 probationary, tenured and fixed-term faculty in LR&TS.
- Oversaw the initiation and completion of the search process for one probationary and five fixed-term faculty positions.

Monitor and respond to campus needs related to technology.

- Coordinated the activities of the campus Teaching, Learning, Technology Roundtable (TLTR). Issues addressed during FY06 included:
 - Provided feedback on the Technology Performance Indicators from the SCSU Strategic Plan and the proposal to change the representation and scope of SCSU Web Council.
 - Helped finalize which standardized Classroom Performance System ("clickers") would be used on campus, and developed policies and procedures for use.
 - Discussed and provided input on a variety of topics, including the draft policy for e-mail as official communication to employees, campus computing standards, and volume software licensing.

In connection with the Center for Information Media, oversaw the awarding of the Luther Brown, Doreen Keable, and Carl and Marilyn Savage Scholarships, as well as the

John G. Berling Award.

- John G. Berling Awards of \$100 each were awarded Kay Sandin and Supawan Supanakorn.
- A Luther Brown Scholarship of \$1,000 was awarded to Cassie Jensen.
- Doreen Keable scholarships of \$1,000 each were awarded to Jenny Hill and Kathleen Lewin.
- A Carl & Marilyn Savage assistantship of \$500 was awarded to Cassie Jensen.

Provide contracted information and technology services for various campus units and agencies external to SCSU.

- Provided support services to the MnSCU Office of the Chancellor for Desire2Learn, including SQL database optimization, LDAP and ISRS integration, D2L site administrator training, along with 24/7 third level support.

- Hosted and provided training for LibData library services for multiple MnSCU campuses through the Office of the Chancellor.
- Provide central operations and oversight of the Central Minnesota Distance Learning Network.
- Leased campus fiber optic lines to various telecommunication providers.

Aggregate and provide information about LR&TS services to various national organizations and services.

- Completed the Educause Core Data Survey and the Association of College & Research Libraries (ACRL) Survey annual survey.
- St. Cloud State ranked #49 in Intel's 2005 "Most Unwired College Campuses" survey, which rates schools based on their wireless Internet infrastructure and services.

Major changes from FY05

- In addition to the general leadership, oversight, and operations of the unit, engaged in the futures discussions and the reorganization process.

Assessment

As part of campus-wide assessment efforts, LR&TS gathers data each year for feedback on the services provided to the SCSU community. This information is analyzed and used to improve services.

Summary of FY06 accomplishments:

This is the third year of focused LR&TS assessment efforts. Two major student surveys about LR&TS services were administered this year, building on similar surveys conducted in FY05: a Miller Center student survey of satisfaction, and an SCSU Telephone Survey of student satisfaction. The Miller Center survey was also administered in Atwood to solicit feedback from a different audience. Sections of several campus-wide reports that touched on technology and library, such as National Survey of Student Engagement, the MnSCU faculty technology survey, a summer school survey, and the SCSU Spring Survey, were also used as sources of assessment data. Assessment projects implemented by LR&TS workgroups were included as part of the assessment data. The results of these assessment efforts are overwhelmingly positive and complimentary of LR&TS services and resources, although the assessments did identify several specific areas in which LR&TS can work to improve its services in the future.

FY06 Goals:

Revise and repeat the 2005 Miller Center Student Survey to begin building long-term data regarding student satisfaction with LR&TS services.

- The Miller Center student survey questions were closely analyzed and revised to provide less ambiguous data. The format of the survey was also revised to try to ensure that validity and meaning of student responses was clear. A total of 567 students responded to the survey, which was administered in April.

Administer a version of the Miller Center student survey in Atwood Memorial Center to get responses from a different audience of students that had not necessarily been in the Miller Center recently.

- Many students who approached the Atwood table said they had already taken the survey in the Miller Center earlier. A disappointing total of only 23 new students took the survey in Atwood.

Implement an LR&TS Assessment Committee to assist with revisions of surveys, formatting of surveys, and general implementation and analysis strategies.

- The committee was formed late in fall semester and was active with assessment projects throughout the year.

Revise and repeat the 2005 SCSU LR&TS Telephone Survey to a broad cross section of SCSU students to determine student satisfaction with a variety of LR&TS services.

- Questions were revised and reordered to clarify the meanings of student responses and to complement the Miller Center Student Survey questions. A total of 566 students responded. The SCSU Survey team reported that the participation rate for this survey was exceptionally high and participants were enthusiastic and positive.

Analyze SCSU documents and campus-wide surveys for data applicable to LR&TS services.

- The Assessment Coordinator analyzed information from NSSE, SCSU Spring Survey, MnSCU technology satisfaction survey, a summer school survey, online learners survey, and others as available. These assorted documents provided a perception of LR&TS services from a wide variety of internal and external audiences and points of view.

Gather information required of LR&TS for Technology Performance Indicators for the SCSU Strategic Plan.

- The Technology Performance Indicators were approved in May, 2005. Information related to these Pls is still being gathered for a fall report to the Strategic Planning Committee.

Work with LR&TS work groups who wish to do focused assessments.

- Several workgroups in LR&TS did focused assessments with assistance from the Assessment Coordinator: Access (student study rooms), Reference (library instruction; Reference Desk service), and ITIS (e-classrooms -- survey was designed but not administered).

Major changes from FY05:

- Revised survey questions and formatting of surveys to prevent ambiguous answers and to make it easier to compare data from year to year.
- Implemented LR&TS Assessment Committee to oversee and advise on details of assessment projects.
- Compiled triangulation study of three 2005 major assessment results and began to compile long-term data analysis.

Communication

The LR&TS communication team oversees the planning and implementation of LR&TS communications to external university and community audiences. They provide professional writing, editing, consulting, and planning services to LR&TS to help meet communication needs. Communication personnel advise the staff and provide project guidance and input as needed.

Summary of FY06 accomplishments:

Highlights for FY06 include extensive communication to campus and individuals regarding summer 2005 e-classroom upgrades; event planning and communication for the Miller Center's fifth anniversary celebration and reception; planning and implementation of multifaceted communication of HuskyNet e-mail as an official method of communication to students; communication to faculty, staff and students regarding reinstatement of library overdue notices/fines; information for the Classroom Performance System ("clickers") Web site; publicity for events sponsored by the Center for Holocaust and Genocide Education; publication of the 2005-06 Student Technology Handbook, and editing and consulting services to all work groups within LR&TS.

FY06 Goals:

Provide quality communication support for LR&TS work groups and for the organization as a whole, working with staff and faculty to meet a variety of communication needs.

- Accomplished through work on a wide variety of projects, for most areas within LR&TS.

Major changes from FY05:

- In FY05, the Communication Specialist's position included additional hours to work on assessment. In FY06, this position returned to 50 percent time.

Other items of note:

- The Communication team participated fully in reorganization discussions, working to continue the development of communication as a significant service within LR&TS and to share with others in the organization the importance of dedicating staff time to this function. The current plan for reorganizing LR&TS includes a full-time Communication Specialist.

Grants

The Grant Project Developer provides research, planning, and grant writing support and service to all units within LR&TS. This support is for seeking internal and external funding and for new initiatives and ongoing projects. The Grant Project Developer serves as a liaison between LR&TS and the Office of Sponsored Programs and the other colleges and departments across campus.

Summary of FY06 accomplishments:

FY06 included work on: developing a major grant application on behalf of the Center for Information Media; developing grant applications to support the Elizabeth I: Ruler and Legend traveling museum exhibit that will be on display in the Miller Center during August and September 2006; supporting the Minnesota Digital Library; assisting with grants support for the Multicultural Resource Center, and advising LR&TS workgroups and individuals on grant resources that may be available to them for supporting specific projects. Reorganization efforts within LR&TS slowed grants initiatives as personnel reconsidered goals and objectives.

FY06 Goals:

Develop grant projects to support LR&TS initiatives.

- Collaborated and served as principal writer on \$896,313 grant from the Center for Information Media to the Institute of Museum and Library Services, which was not funded.
- Developed and wrote two grants to support programming surrounding the Elizabeth I: Ruler and Legend exhibit, one of which was funded.
- Assisted in planning and developing a "Let's Talk About It: Jewish Literature" programming grant application to the American Library Association.
- Provide grant planning advice and information to LR&TS work groups.
- Assisted the staff in the Multicultural Resource Center in developing viable projects that would be fundable through external grants. Assisted faculty in developing internal and external grant applications.

Collaborate with departments and programs across campus to seek and identify grant projects.

- Worked with the Department of Electrical and Computer Engineering to develop and submit a grant application to Hewlett Packard.
- Advised staff in other departments on possible projects.

Provide grant fulfillment services and support to faculty and staff who are successful in receiving grants.

- Worked on the Elizabeth I, Jewish Literature, and Alexander Hamilton projects (all are funded in part through the American Library Association and the National Endowment for the Humanities), providing programming and funding advice.

Continue LR&TS grant seeking efforts in support of the Minnesota Digital Library and provide project support to the Minnesota Digital Library Coalition.

- Served as principal writer and project developer on a \$221,674 grant submitted to the Minnesota Department of Education by MINITEX Library Information Network on behalf of the Minnesota Digital Library.
- Served on the Minnesota Digital Library Coalition Steering Committee and the MDLC Management Team and provided grant fulfillment services to the MDLC on behalf of LR&TS.

Major changes from FY05:

- In FY06, the Grant Project Developer position shifted from an Inter Faculty Organization position to a Minnesota State University Association of Administrative and Service Faculty position.

Statistics:

See Appendix A



Learning . . .

From undergraduate students to faculty and staff, LR&TS provides classes, workshops, and individual support to meet the educational needs of many different communities.

Whether it is information literacy, the theory and practice of librarianship, or how to use specific hardware or software resources, LR&TS provides this support in a variety of modes and venues.

Center for Information Media

The Center for Information Media (CIM) is the academic unit of Learning Resources & Technology Services, offered in cooperation with the College of Education. The 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 tracks, two certificate programs, and courses leading to school library media specialist licensure.

Summary of FY06 accomplishments:

CIM engaged in marketing and saw a small increase in enrollment for both graduate and undergraduate programs. CIM faculty carried out program assessment and held the annual advisory committee meeting, resulting in a number of changes, including to curriculum and to program delivery at Anoka Ramsey Community College.

FY06 Goals:

Increase graduate and undergraduate program enrollment by 20%. Conduct direct mail campaigns to prospective students.

- Undergraduate majors decreased by 3 students, while the minor and certificate have increased by 2 and 6 students, respectively.
- Graduate enrollment increased by 3.49%, with the largest increase in the School Library Media Licensure program, which was up 8.64%.
- In April 2006, a mailing was sent to prospective students in education and business.

Learn to market programs to new audiences.

- Mailings to educators were created for the Anoka Ramsey Community College (ARCC) program, which was launched Fall of 2005.
- An open house was held at ARCC to market the new program.
- A display was created to market the CIM programs, and mailing lists were used to send materials to educators and businesses.
- Two faculty journeyed to China to explore partnerships for delivery of coursework via DELTA (distributed education learning technology applications) technologies. Based on their experiences, courses are under examination for opportunities to include global content and adaptation for international delivery.

Conduct a steering committee meeting for each program.

- The CIM Advisory Committee meeting was held April 29th, and provided important information and direction for the CIM programs.

Fully implement assessment, including performance based student progress and database decision making for all programs/levels.

- An assessment plan was implemented to collect data necessary for accreditation and program improvement. Curriculum revisions, including collapsing the graduate program to two tracks, are under development as a result of the findings.

Evaluate distributed learning options to support program decisions for the future.

- Examined schedules to determine optimal formats to meet student needs; examined synchronous and asynchronous technologies for feasibility and student satisfaction.
- Implemented options deemed best able to attract and retain working adults.
- A new full semester program will replace the accelerated model for off campus delivery using appropriate DELTA options. These include ITV, Mediasite, and Desire2Learn technologies for ARCC and other possible locations.

Develop a standard information literacy course. Work toward making information literacy a requirement for all students. Include global perspectives in the development and implementation of an information literacy course.

- As the first step in making information literacy a requirement, began to deliver IM 104 and IM 204 as part of the First Year Experience program during the 2005-2006 academic year.
- Worked on a grant proposal with a goal of creating opportunities to develop information literacy skills for all students.

Major changes from FY05:

- Implemented plans for assessment data collection for accreditation reports and program improvement.
- Held the 27th Annual Children's Literature Workshop with 333 registrants (28% increase from last year) and 33 persons taking the course for credit (14% increase from last year).
- Delivered online/hybrid versions of several courses.
- Filled open faculty position for 2006-2007 academic year.

Statistics:

See Appendix B

Course Management Systems

InforMedia Services (IMS) provides SCSU with support for Desire2Learn (D2L), the MnSCU course management system. This includes assisting with requests for new courses, and providing training sessions, one-on-one support, assistance through e-mail, and technology instruction sessions for classes.

Summary of FY06 accomplishments:

IMS provided support for all users of Desire2Learn at SCSU. As part of this support, IMS faculty and staff updated the workshop handouts to reflect updates in the software.

FY06 Goals:

Continue to support D2L.

- IMS provided D2L support for approximately 350 faculty, 12,000 students, and over 1000 sections of classes each semester during the 2005-2006 academic year. This support included providing workshops for faculty on D2L, providing e-mail support seven days a week, and working one-on-one with faculty with D2L issues.

Continue to standardize IMS workshop and training modules.

- IMS completely updated all the D2L training materials. This standardization allows a greater number of IMS faculty to offer individual workshops that are part of a series without overlap or missing critical parts of the overall series.

Major changes from FY05:

- The demand for D2L support continued to grow. There has been a trend in lower numbers of faculty attending scheduled workshops and more faculty requesting one-on-one support.

Statistics:

See Appendix C

Library Instruction

The goal of the Library Instruction program is to help students become efficient, effective, and independent researchers who are able to use a variety of library and information resources and to think critically as they gather and use information. These skills are vital to success in academic studies, for global citizenship, and in lifelong learning endeavors. Librarians work with faculty across the University to design course-integrated sessions to teach students about research fundamentals including advanced searching of databases and the Internet, finding books, getting materials from other libraries, and considering ethical issues such as plagiarism and copyright.

Personnel:

Coordinator: Kate Peterson

Scheduling Support: Diane R. Schmitt

Reference Librarians: Fred Hill, Chris Inkster, Susan Motin, Melissa Prescott, Darlene St. Clair

Additional Librarians: Keith Ewing, Robin Ewing, Lisa Forslund (adjunct Spring), Michael Gorman (adjunct Spring), Justine Martin (adjunct Spring and summer), Plamen Miltenoff, Gladys Swick (adjunct Spring), Sandra Williams

Summary of FY06 accomplishments:

With two new librarians and three new adjunct librarians, the year was full of learning and teaching. Almost 300 sessions about using the library and doing research were offered, which served more than 6,200 students. Course QuickStart web pages were created using the database-driven LibData software. These web pages include subject specific resources based on course content and assignments that students can use as they work on their research assignments at home. Librarians also continued to assess and improve the library instruction program using surveys in most of the LI sessions and explored the use of new technologies, such as audience response units ("clickers").

Scholarship/Creative Activity

As part of a regional comprehensive university, LR&TS personnel are involved with a variety of scholarly and creative activities that contribute to the disciplines represented in LR&TS. These include presentations at conferences, publications in academic journals, and peer-reviewed creative activities.

FY06 Goals:

Provide excellent library and information literacy instruction.

- 14 librarians taught over 290 sessions and reached 6,299 students from first year to graduate students.
- Over 80 sessions were presented for ENGL 191 sections, a course which requires introductory academic research and writing.

Evaluate and assess the library instruction program.

- We conducted a survey for library instruction sessions, analyzed the data and continued to improve the content and delivery of library instruction.

Create an Information Literacy plan for the SCSU campus.

- A small group of LR & TS faculty and librarians began to create Information and Technology minimum standards, including multi-level assessment techniques.

Major changes from FY05:

- Evaluations were conducted in almost all library instruction sessions, the data utilized and improvements made.
- Course QuickStart web pages were created to extend the reach of library instruction.
- The Web-based interactive tutorial that was developed in 2005 was not utilized, due to limited librarian time.
- There was minimal marketing of the Library Instruction program due to limited librarian time.
- Library instruction was under-resourced, due to the number of vacant and temporarily filled librarian positions.

Statistics:

See Appendix D

Summary of FY06 accomplishments:

The scholarly and creative activities of the personnel in LR&TS amount to 35 conference presentations at the state, national, and international level and six publications in national journals and international proceedings.

Statistics:

See Appendix E

Student Technology Training

Technology training sessions for students are provided through the combined effort of faculty and staff, primarily in the InfoMedia Services and Computing Technology User Services workgroups. A variety of topics are covered, and the workshops are marketed in several locations on campus. In addition, specialized technology information/training sessions are offered for targeted groups of students.

Personnel:

Coordinators: Rich Josephson, Randy Kolb
 Faculty/Staff Trainers: Doris Bolliger, Tom Hergert, Mark Kotcho, Steve Malikowski, Plamen Miltenoff, Karen Thoms
 Student Trainers: Heather Brauer, James Jenson, Nelli Raghavendra, Andrew Vieau

Summary of FY06 accomplishments:

During the course of the year, more than 100 technology information and training sessions were offered to a variety of audiences. These included technology orientation sessions for new incoming students, First Year Experience participants, and College 150 courses, as well as open software training sessions for those interested in learning more about specific applications, such as Minitab, SPSS, Dreamweaver, and Flash.

FY06 Goals:

Provide an online registration process for students

- The student workshop online registration process that was used is the same system used by IMS and CIS for faculty and staff.
- The system was designed for easy reporting of the number of students who were registered and eventually attended the workshops.
- Workshops offered during fall and spring semesters were added to the database in advance so the students could register online.

Provide additional topics for workshops over last year

- Advanced Minitab workshops were offered.
- A new one-hour format of SPSS workshops was presented.
- iTunes and iPhoto workshops were offered for the first time.

Increase the marketing efforts to promote the workshops

- Promotional fliers were made and distributed throughout the campus.
- A Web site promoting the workshops was created and referenced via the LR&TS/HuskyNet Web pages.

Assess student workshops.

- Electronic assessment tools were used to gather assessment information on the student technology workshops.

Major changes from FY05:

- For the first time, technology presentations were made to several incoming first-year students during fall move-in days.
- Presentations were made to the SCSU Ambassadors to update their technology knowledge related to the SCSU environment.

Statistics:

See Appendix F

Technology Training and Support

InforMedia Services (IMS) provides hardware and software support and training for students, staff, and faculty through workshops, training sessions, and in-house opportunities. IMS members also assist students, faculty, and staff with computers and technology resources by "roving" 52 hours each week in the Miller Center computer labs.

Summary of FY06 accomplishments:

IMS faculty and staff updated a majority of workshop handouts to reflect updates in the various software applications for which training is offered. More than 270 workshops/technology instruction sessions were conducted, with more than 1,800 participants. Technology instruction sessions were also offered for Fall Convocation, and in Spring for Faculty Workshop and Faculty Forum Days. As part of roving, IMS members answered more than 2,680 questions in the second floor computer lab; and worked with colleges and departments in a liaison role to make them aware of technology solutions and opportunities.

FY06 Goals:

Communicate, cooperate and partner with other workgroups within LR&TS.

- IMS has worked with most workgroups within LR&TS in the offering of workshops, collaborative support for university faculty, and development of new services for new technologies.

Maintain high number of workshops and training sessions for SCSU faculty, staff and students.

- IMS offered 272 workshops with 1,848 participants.

Use database technology to improve record keeping, reporting, outreach and liaison activities.

- Due to data privacy restrictions placed on the access to information from university databases, the goals in this area were not accomplished. Some information on workshops and roving statistics was gathered and analyzed utilizing internal databases.

Assess student support activities.

- Roving support continued to be assessed with paper assessment forms.

Communicate with departments regarding faculty questions, concerns and/or training on instructional technology related issues.

- Faculty workshops were used to promote IMS services for faculty and departments. This resulted in an increase in the number of one-on-one and interdepartmental group sessions provided to faculty.

Major changes from FY05:

- The number of questions answered during roving continued to decrease. This may be attributable to increased student skills, more knowledgeable student assistance at the desk, and a more stable computer environment. However, the questions that were received tended to be more difficult to answer and, as a result, more time consuming.
- IMS projects often involve more LR&TS workgroups than in the past. Examples include EZ D2L support sessions, podcasting, and convocation workshop scheduling.

Statistics:

See Appendix G



Resources . . .

The important work of education is augmented by having proper and sufficient resources available. Through LR&TS, an wide assortment of print and nonprint items are maintained, including books, federal and state documents, maps,

microforms, DVDs, and computer software. Beyond these millions of items, patrons have access to thousands of online databases, and may also check out laptop computers and a variety of types of audiovisual equipment.

Acquisitions

Manage and provide support for all aspects of collection management, including the selection, purchase, and processing of additions to Learning Resources collections. The group is also responsible for processing withdrawals from the collection, temporary binding and repair, preparation of bindery shipments, and preparation of SCSU theses for microfilming.

Summary of FY06 accomplishments:

Continued to support the curriculum through selection, purchasing, cataloging, and processing of print, non-print, and electronic materials. Participation in the MINITEX consortium resulted in savings of more than \$1.5 million, primarily in the purchase of electronic resources such as LexisNexis, Project MUSE, and Elsevier ScienceDirect.

FY06 Goals:

Continue to support the curriculum through the selection and purchase of electronic resources.

- Added the following new electronic services: Naxos Music Library (audio files), Alexander Street Classical Music Library (audio files), Communication and Mass Media Complete (index with fulltext), and Meteorological and Geostrophysical Abstracts (index). Supported the Herberger College of Business acquisition of CRSP US Stock Database and Standard & Poor's Research Insight and ExecuComp databases.
- Added the Business II collection to our JSTOR holdings, adding archives for 16 additional journal titles.
- Saw about a 13% increase in the use of databases and online fulltext resources over FY05.
- Worked with faculty developing expanded graduate programs in Higher Education Administration, Psychology/Clinical Counseling, Social Work and Nursing to assess budget requirements to acquire additional resources to support program goals. Compiled a collection report for Geography dept. accreditation.

Continue to support the curriculum through the selection and purchase of print and non-print resources.

- Continued previous patterns of materials acquisitions through Baker & Taylor, Midwest, Yankee, and Blackwell; see statistics for expenditures and volume counts.
- Began discussing greater involvement of liaison librarians in collection management, including selection and de-selection of materials; simultaneously began investigating options for consolidating book vendors to take advantage of vendors' online services for selection (e.g., Yankee's Gobi or Blackwell's Collection Manager). De-selection and collection assessment was limited due to staff availability.

Increase the number and variety of resources for electronic information; develop, implement, and integrate information technologies.

- New electronic resources are mentioned above. In addition, acquired and implemented MultiSearch, a federated search service from Cambridge Scientific based on the Muse platform. MultiSearch will be in a proof-of-concept phase during FY07 and is limited to a selection of 28 databases, organized into 9 groups, for the current subscription.

Pursue and participate in collaborative efforts with other institutions in collection development, shared acquisitions, and other opportunities.

- With the departure of acquisitions personnel, this goal was placed on hold.

Major changes from FY05:

- There were several staff changes due to retirements and medical leave.
- The University allocated an additional \$189,000 to support new graduate programs in Cultural Resource Management, Nursing, Social Work, Educational Administration, Psychology, and Audiology. An additional allocation for FY07 is anticipated.

Statistics:

See Appendix H

Cataloging

Manage and provide support for all aspects of resource description and classification, including copy cataloging, original cataloging, and management of outsourced cataloging, for materials identified in the MnPALS online catalog. The group also provides database maintenance of OCLC and Aleph records, label production, and tracking pending changes in cataloging protocols and standards.

Summary of FY06 accomplishments:

Despite numerous staff changes, most of the media cataloging backlog was cleared, the transfer and cataloging of the NASA resources into the Main collection was started, and by outsourcing to MINITEX, the backlog of cataloging SCSU theses was cleared. MARCIVE loads for US government publications continued until May 2006 when problems were encountered with a new Aleph loader; PALS announced a cessation of MARCIVE loading in early June 2006, and options for moving forward are being evaluated. Minnesota documents, now published primarily on the Web, rarely arrive in print or micro formats; there is no clear process for identifying electronic Minnesota documents. Staff investigated and started negotiating for a global change to update 12,866 records for online vendor services (JSTOR, Project MUSE, ScienceDirect, and netLibrary) in the Aleph catalog. A cataloging processes manual was also drafted.

FY06 Goals:

Continue to support the curriculum through selection, purchasing, cataloging, and processing of print, non-print, and electronic materials; improve access through the enhancement of the catalog and LR&TS Web site.

- Cataloged print, non-print, and electronic resources. Were able to catch up on the backlog that had built up due to personnel medical leave.
- As time allowed, continued re-cataloging and integrating materials from the old CFL collection and cataloging and integrating materials from the NASA Teacher Resource Collection.
- Corrected approximately 10,000 of the 22,761 items added in the MARCIVE retrospective additions from FY2005.

Improve access to the number and variety of electronic resources available through the MnPALS catalog.

- Completed the majority of the research to upgrade cataloged records for JSTOR, Project MUSE, ScienceDirect, and netLibrary already in MnPALS to support proxy access; negotiated with the PALS office to complete global record changes before Fall Semester 2006.
- Investigated ways to add necessary proxy URL information to the base URLs of electronic resources for inclusion in MnPALS.

Pursue and participate in collaborative efforts with other institutions in collection development, shared acquisitions, and other opportunities.

- Continued to participate in MnPALS user groups, especially for changes in indexing and catalog configurations, and tracked numerous developments at the Library of Congress and OCLC, including access level cataloging, draft RDA standards, and changes for serials authority records.

Major changes from FY05:

- Cataloging, more than any other single workgroup, endured enormous personnel changes, due to multiple medical leaves and retirements.
- MARCIVE record loading to Aleph was suspended in May 2006, jeopardizing access to new U.S. government publications.

Center for Holocaust & Genocide Education

The following is the statement of purpose was created and agreed upon by the Center for Holocaust and Genocide Education Advisory Board in 1996.

- Teaching the Holocaust and genocide and in addition developing sensitivity to and understanding of anti-Semitism, racism, sexism, hatred, and oppression.
- Recognizing the victims of the Holocaust and genocide and giving voice to survivors, liberators, and eye witnesses so as to educate future generations.
- Fostering academic research especially as it concerns pedagogical materials and continuing to serve as a repository for Holocaust and genocide materials.
- Sponsoring programs which promote Holocaust and genocide education and making available print and non-print materials to students, educators, scholars and community groups.
- Serving to enhance greater awareness of the Holocaust and genocide through exhibits, seminars and symposiums, and other special presentations, e.g. testimonies, speeches, and discussions.
- Ongoing teaching and analyzing the Holocaust and genocide from interfaith, interdisciplinary and international perspectives.

Summary of FY06 accomplishments:

The Center continued to be a resource for faculty, students and community members regarding the Holocaust and other genocides. The staff answered questions and also provided a variety of materials, including posters, kits and teaching materials for elementary through post-secondary educators, both at SCSU and throughout the Central Minnesota region. A number of speakers, including Holocaust survivors, were brought to campus to give their testimonies.

FY06 Goals:

Hold advisory board meetings.

- Held an advisory board meeting.

Continued to work toward the curriculum approval process for a minor in Holocaust & Genocide studies as requested by the Center for Holocaust and Genocide Education Advisory Board.

- The minor needs to be approved by each department and college that has a course included in the minor.

Seek additional outside funding.

- Continued to work with the LR&TS grant writer for possible foundations and agencies for funding.

Continue providing support to faculty and students in the areas of the Holocaust and other genocides.

- Continued to answer questions and assist faculty, students and community members with questions or materials related to the Holocaust or other genocides.

Continue programming of Holocaust and genocide events.

- Sponsored a number programs during the academic year, including Holocaust survivors, authors and a performance artist.
- Co-sponsored an initiative to confer an honorary doctorate to a Holocaust survivor. The honorary doctorate was conferred on Mr. Henry Oretelt in May 2006.

Major changes from FY05:

- A search for a full-time director was begun in Summer 2006.

Central Minnesota Libraries Exchange (CMLE)

The Central Minnesota Libraries Exchange (CMLE) is one of seven multicounty, multitype library cooperation systems created through Minnesota statute. The CMLE is overseen by a governing board, and provides services and resources to a 12-county region in Central Minnesota with administrative offices located in LR&TS at SCSU. CMLE's 282 member libraries include K-12 public and private schools, post-secondary institutions, public libraries, and special libraries such as hospital, law, correctional facility, and historical society libraries. Top rated services include the Exchanger newsletter, interlibrary loan and delivery. A full menu of services, trainings and governance information is available on the CMLE Web site at www.cmle.org.

Summary of FY06 accomplishments:

Interlibrary loan service was provided for 7,175 requests. Over 60 percent of these requests were for books with 50 percent of the requests coming from area K-12 schools. Another 49 percent of requests came from special libraries, including the hospital and prisons. 47 percent of requests were filled using the collections of SCSU, St. Johns University and the College of St. Benedict. MINITEX provided materials to fill 31 percent of the requests. CMLE staff also provided backup reference services for 295 requests using the resources and reach of the collections at SCSU. Communication tools, including the Exchanger newsletter, e-mails, and the CMLE Website, continue to rank as our top rated services as they support librarians in many settings, often working in isolation.

FY06 Goals:

CMLE will exercise its leadership role in supporting and advocating for the rights of all libraries and librarians in the Central MN region and statewide.

- Served on the Minnesota Voluntary Certification Oversight Committee, with responsibility to accredit new statewide trainings for certification.
- Served on the MLA/MEMO Information Literacy Collaborative and research sub-group.
- Collaborated and coordinated with many library systems and associations including the Multitype Library System Directors (MLSD).
- Advocated for the needs of all libraries through relationship building with legislators and active participation during the legislative session.

CMLE will work with its 282 member libraries to increase access to library materials through interlibrary loan and backup reference services, maximizing possible uses of the MnLINK gateway.

- Provided interlibrary loan and backup reference services for 7,175 requests, filling 94 percent successfully.
- Through a \$14,000 LSTA grant, delivery services were provided to twenty-one libraries or media centers that lacked any delivery service. Materials shipped to the libraries included interlibrary loan materials, free Spanish language newspapers, African newspapers and other free donated materials including reference books and the Raising Readers publication.
- CMLE hosted numerous high school student visits to LR&TS. These visits can offer students: bibliographic instruction, checkout of materials through CMLE, and hopefully, a positive college experience at SCSU, increasing chances for future enrollment.

CMLE will act in the role of communicator, connector and developer of its academic, public, special and school libraries in twelve counties.

- Provided timely information and a means to request materials through our CMLE Website.
- Published four issues of the Exchanger newsletter to communicate national, statewide and regional library related news to all member libraries.
- Offered time sensitive grant news, legislative updates, and training opportunities through the CMLE e-mail distribution list when appropriate.
- Maintained current information about member library facilities and staff in all member libraries for internal use, and for State Library Services at the MN Department of Education.
- Negotiated discounts for furniture, books, supplies, and equipment for all member libraries, with some savings totaling 40 percent.
- Connected libraries struggling with issues like new construction, policy development, starting a new library, or staffing issues, with others who had solved similar problems.
- Facilitated and hosted trainings, workshops and teleconferences on various topics, including training sessions on Electronic Library Minnesota (ELM). In many cases, CMLE coordinates with East Central Regional Libraries, Great River Regional Libraries, College of St. Benedict, St. Cloud State University LR&TS and St. John's University to offer low-cost, professional development opportunities.

- Offered monthly MLA/MEMO Legislative Committee meetings via ITV at SCSU for all members of MLA and MEMO using equipment and space at LR&TS.
- Hosted our annual meeting at the Stearns History Museum in St. Cloud in October, which included a presentation by the state librarian, as well as book talks.

Major changes from FY05:

Increased collaborative efforts with Great River Regional Library (GRRRL) resulted in several times per week delivery of CMLE requested materials to the public library branches closest to each participating school.

- A new, twice a week delivery service from ISD742 offices distributes materials between CMLE and local schools at no charge.

Circulation

Circulation coordinates access to Learning Resources collections. Circulation personnel staff the Circulation Desk during all hours that the library is open, thereby providing assistance with LR&TS resources and services to patrons at all times. At the Circulation Desk, patrons can check-out, return or renew books, audio-visual items, audio-visual equipment (laptops, cameras, etc.), and student study rooms. The Circulation Desk also functions as a general information desk where personnel answer patron questions in person and by telephone. Additionally, circulation personnel coordinate traditional and electronic reserves, the media collection, and stack maintenance.

Summary of FY06 accomplishments:

During this transitional year, Circulation weathered faculty and staff personnel changes. Beginning with the Spring 2006 semester, library hours were extended to better serve patron needs at the request of the Student Government Association. As the main area responsible for closing the building, Circulation added personnel to accommodate the new hours. New services added during the year include the Courtesy Corps, e-mail notices for overdue items, and short-term laptop checkout. In April 2006, student study room users were surveyed to determine how to best meet their equipment and service needs.

FY06 Goals:

Provide patron-focused services

- Administered survey to study room users. Results indicate that students are pleased with the service.
- Circulation Librarian participated in Virtual Reference and the Information Desk.
- Instituted the Courtesy Corps to provide a more pleasant working environment for patrons.

- Beginning in October, the CMLE Director also managed the SCSU ILL Department through a temporary contractual agreement.
- New colored, nylon zip bags in various colors were implemented to make the sorting for delivery services easier.

Statistics:

See Appendix I

Enhance access to resources

- Increased library hours for spring and summer semesters.
- Added new equipment for checkout, such as the laptop cart and digital recorder.
- Continued emphasis on shelf reading.

Develop policies, procedures and workflow

- Reorganized workroom and storage cabinets.
- Continued working on Circulation procedures manual.

Utilize appropriate information technologies

- Worked with the Systems librarian to implement the delivery of e-mail notices for overdue items.
- Continued to actively participate in the Aleph migration.

Major changes from FY05:

- Extended library hours during the spring and summer semesters.
- Added personnel to accommodate new hours.
- There were personnel shifts due to a faculty resignation.
- New temporary e-reserve technician due to a resignation.

Statistics:

See Appendix J

Copyright

The Copyright librarian provides advice and recommendations to faculty, staff, and students on matters related to the proper use of intellectual property in an educational environment. This includes providing continuing education for new and continuing SCSU employees on understanding "fair use." Changes in copyright law and court decisions related to interpretation of those laws are also monitored for the impact on educational use of materials.

Summary of FY06 accomplishments:

Copyright questions were answered in an accurate and timely manner. A continuing effort was made to increase SCSU employees' knowledge of copyright by answering questions and directing persons to information available via print or the Internet. Changes in copyright law and other related areas were continually monitored and researched by the copyright coordinator.

FY06 Goals:

Provide accurate responses to copyright questions.

- Responded to an average of 5 copyright questions per month, a slight increase over the 4.25 questions per month average of FY05.

Continue to document copyright questions.

- Kept a statistical record of copyright questions asked and answered.

Continue to review video and audio duplication requests for copyright compliance.

- Reviewed all duplication requests for copyright compliance. An explanation was provided for any requests that were rejected.

Continue copyright education for SCSU employees

- Worked with the communications specialist to put out an announcement on the scsu-announce list regarding the new MnSCU copyright primer.

Government Documents

The Government Documents area in LR&TS has the responsibility for selecting federal materials in all formats through the Federal Depository Library Program (FDLP); adding them to the collection, maintaining the collection; and providing library instruction, reference service and outreach to campus and community patrons. This area works with state documents in the same way. The Government Documents Coordinator is responsible for the selection of documents, the coordination of their processing and maintenance in all areas, and educational outreach.

Summary of FY06 accomplishments:

Provided library instruction sessions specifically related to government documents, at both the graduate and undergraduate levels. Library technicians in the Collections work group handled the receiving and processing of state and federal materials in all formats, added them to MnPALS, and prepared them for the shelves (paper items and videotapes) or drawers (CD-ROMs, DVDs, maps, and microfiche). Although circulation of both federal and state documents was down from FY05, use of the federal collection soared. The addition of electronic records to the catalog will enhance the use of government documents.

FY06 Goals:

- Provide reference service for government documents as the program moves to a more electronic format.
- Presented 14 library instruction sessions on government documents to undergraduate and graduate classes at faculty invitation and one session for a department.
 - Answered reference questions having to do with government documents via phone from campus or community members or when calls were referred from the reference desk.
 - Hosted a regional session on the economic census and other business data for campus and community participants. The information was presented by employees of the U.S. Census Bureau.
 - Prepared several pathfinders to assist in the independent use of government documents.

Publicize government documents to the campus community and elsewhere.

- Posted notices on SCSU-announce and the College of Education listserv about pertinent documents as information became available.
- Created a display that included several formats of government documents in the reference area for "Constitution Day," September 17, 2005.
- Made tax forms available to the campus and community.

Coordinate the MARCIVE government document retrospective project.

- This work is ongoing. Two temporary employees (one at a time) have worked since March, 2006, to add records for these uncataloged microfiche to MnPALS. A total of 11,227 records have been added so far.

Major changes from FY05:

- Loading of federal documents to the MnPALS catalog has been intermittent, as the PALS technicians have had mixed results working with the software to load these records into Aleph.
- The addition of state document records to the catalog is currently on hold, since neither the documents nor the microfiche are sent to libraries as part of a depository program. State documents are now made available by the state electronically, and LR&TS needs to develop a systematic way of adding catalog records of these documents to the MnPALS catalog.
- Browse statistics for the federal documents rose by more than 50% over last year, which indicates that these physical-format items are still valued and used by the campus community. Browse statistics for state documents are not available.
- Electronic materials represented the largest growth in new records added to the catalog last year and it is predicted that these numbers will grow at an even faster rate in FY07.

Statistics:

See Appendix K

Interlibrary Loan

The Interlibrary Loan (ILL) Department provides interlibrary loan services for students, faculty, and staff primarily through MINITEX, the statewide ILL coordination office. The ILL office also coordinates daily delivery and pickup of MINITEX and CMLE materials for area libraries, including the College of St. Benedict/St. John's University, Great River Regional Library, St. Cloud Technical College, and the St. Cloud Hospital.

Summary of FY06 accomplishments:

This area successfully weathered a year of great change. Staff "went live" at the end of February as part of the first group to implement the long-awaited Aleph ILL software. This greatly changed workflow and processes. After three years of operating on a paper system, the new efficiencies of the software are noticeable. Subsequently, there was a 26 percent increase in total ILL transactions, the largest increase in over six years. SCSU ILL received 8,045 requests for loans of materials, and requested 10,738 items on behalf of SCSU patrons. Electronic delivery of requested articles is now the system default, in addition to e-mail patron notification. Patrons are also able to do online renewals while exercising their new ability to check the status of all requested materials. Interlibrary loan is rejuvenated and now accessible from anywhere on campus.

FY06 Goals:

Continue providing excellent customer service within the ILL department.

- Request loads were up 26 percent this year, with an average turnaround time for Aleph requests of .71 days. This is notable given a new system, one retirement, and one medical leave in the ILL area. Patrons enjoy the ease of submitting requests electronically, and enjoy their new ability to electronically monitor their request status and renewals. For the first time, patrons now receive e-mail notifications when materials have arrived, in addition to reminders about overdue materials.

Implement Aleph Interlibrary Loan module.

- Staff attended training for the new software in mid-February. Then, February 27, 2006 marked the first day that Aleph ILL software was used to process requests. Early transactions in the software prompted requests for modifications and improvements, a role that ILL staff provided and continue to provide as they collaborate with other ILL Departments and the PALS staff in Mankato.

Integrate new Aleph Interlibrary Loan procedures into existing ILL procedures.

- Radical revision of the current procedures manual was necessary as the new software was implemented.
- Process documents were created to guide staff in the use of the new software, and in preparation for training student workers on the new system in the fall. The manual contains procedures for all ILL systems including Aleph, OCLC, and e-mail, fax, or paper requests.

Major changes from FY05:

- Complete transition from a paper-based ILL system to the new Aleph ILL software, including report generation for this annual report.
- New ability to communicate with the patron through system-generated e-mails.
- MEDD (electronic document delivery) is the default setting when requesting an article through the new Aleph ILL. There have been consistent, significant increases in MEDD statistics since Aleph ILL was implemented.
- The ILL area is now managed by the CMLE director, through a contractual agreement.

Statistics:

See Appendix L

LibData

LibData, developed by the University of Minnesota, is both a database and a Web page authoring system that provides research assistance to LR&TS patrons through its various components. Research QuickStart lists resources by subject. Course QuickStart lists resources and services for a specific course. PageScribe can be used to create Web pages for any purpose using the resources in LibData. Assignment Calculator creates a step-by-step schedule for completing assignments. The creation and maintenance of resources and Web pages within LibData is a collaborative effort involving librarians throughout LR&TS.

Personnel:

Coordinator: Melissa Prescott

Systems Librarian: Keith Ewing

Systems Maintenance: Gordie Schmitt

Contributors: Robin Ewing, Lisa Forslund, Michael Gorman, Fred Hill, Chris Inkster, Susan Motin, Kate Peterson, Susan Schleper, Gladys Swick, Sandra Williams

Summary of FY06 accomplishments:

In Fall 2005, the Course QuickStart and PageScribe components of LibData were implemented. All LibData contributors participated in training. Contributors assisted in converting many of the library Web pages into the PageScribe format to facilitate maintenance. In order to improve usability of the system, the group also began a redesign process of the standard terminology used in Research QuickStart. In addition, St. Cloud State University began to provide hosting and support for any MnSCU schools wanting to utilize the LibData system. Library faculty coordinated this effort and provided training on the implementation and use of the software to representatives from ten MnSCU institutions.

FY06 Goals:

Implement Course QuickStart component of LibData.

- Course QuickStart was implemented in Fall 2005 and LR&TS librarians created 46 pages for individual courses.

Implement PageScribe component of LibData.

- PageScribe was implemented in Fall 2005 and LR&TS librarians began converting appropriate library Web pages to this format.

Train library faculty in use of Course QuickStart and PageScribe.

- Four training sessions were offered, with a total of ten faculty librarians trained.

Convert appropriate library Web pages to PageScribe format to facilitate maintenance.

- All online reference resources pages were converted to PageScribe. Formatting of index/database Web pages is dependent on configuration and design of the new MultiSearch federated search tool interface.

Provide server hosting, support, and training for MnSCU institutions wanting to implement LibData system.

- LibData instances for the first round of ten institutions are operable. One all-day training session was offered for individuals from participating institutions.

Major changes from FY05:

- The Course QuickStart and PageScribe components of LibData were implemented.
- St. Cloud State University began to offer server hosting and support for MnSCU institutions wanting to implement LibData.

Statistics:

See Appendix M

Library Systems

Manage and provide support for library systems and associated applications, including ExLibris Aleph Integrated Library System, SFX OpenURL service, CSA MultiSearch federated search service, LR&TS Web library pages, LR&TS Journal Title Holdings database, LibData database, and OCLC Connexion. Provide support for LR&TS EZProxy and troubleshooting problems with access to subscription database services. Continue to participate in state-wide issues, particularly with LibData, the Minnesota Digital Library, and MnLINK.

Summary of FY06 accomplishments:

Upgraded LibData and SFX and undertook several changes to improve the user interface to each. In coordination with Acquisitions and Cataloging, several new databases were implemented. In coordination with the Reference Team, CSA MultiSearch, a federated search service, was implemented. In coordination with the ILL Office, the Aleph ILL module in MnPALS was implemented. In coordination with Access Services, initiated Aleph circulation notices via e-mail in MnPALS.

FY06 Goals:

Improve access through the enhancement of the catalog and LR&TS Web.

- Implemented Aleph circulation overdue notices via e-mail and made numerous edits to Aleph tables and XSL forms; implemented Aleph ILL module and continue to work solving problems with notices and editing Aleph tables and XSL forms; continued to tweak Aleph tables to improve overall functionality and performance.
- Made several updates and changes to LR&TS Web pages to add new resources, update URLs, and make requested changes for ILL and Reference.
- In coordination with Reference, made several improvements to the SFX interface; implemented X-services interface with MnPALS to improve interaction; uploaded local holding records to the SFX Knowledge Base; and continued to extract serial records from SFX for loading to the local journal holdings database available on the LR&TS Web; integrated SFX request with Aleph ILL; upgraded to SFX 3.0. Implemented a new version of LibData and edited PHP forms to improve access and appearance.
- Investigated and resolved numerous problems accessing databases when they occurred. Upgraded to OCLC Connexion 1.5 and 1.6 to support cataloging.

Increase the number and variety of resources for electronic information; develop, implement, and integrate information technologies.

- Added new electronic services to LR&TS Web pages and LibData (see Acquisitions report for specific titles).
- Worked with Reference Team to implement CSA MultiSearch federated search engine and designed Web-based search forms for LR&TS Web.
- Worked with Information Technology workgroup to implement CRSP and Standard & Poor's Research Insight.
- Updated SciFinder Scholar software on Chemistry Department computers.

Pursue and participate in collaborative efforts with other institutions.

- Continued to participate in expansion and further development of the Minnesota Digital Library.
- Participated in MnPALS user groups and task forces.

Major changes from FY05:

- Upgraded workstation monitors to dual flatscreen arrangement to facilitate multi-tasking workflow between two programs in Acquisitions and Cataloging.
- Investigated changes to label printing processes.
- Implemented Aleph circulation notices and ILL module.

Statistics:

See Appendix N

Multicultural Resource Center

The Multicultural Resource Center (MRC) provides services and resources for students, faculty and community members to research, teach about, and broaden their knowledge of historically excluded racial and ethnic groups of color in the United States. Of special interest are the historical and contemporary experiences of people of color in the Midwest.

Summary of FY06 accomplishments:

The creation of the MRC was one of the demands of the 1995 SCSU Student Hunger Strike, and FY06 was the first year for the MRC. The newly hired director began work in August 2005. The MRC Director and Associate Director started to work with the MRC Advisory Board to refine and implement the vision and set a path for the future efforts of the MRC.

FY06 Goals:

Identify physical space for the MRC.

- Miller Center 136 and 137 was designated as MRC space, as well as the area immediately outside these offices.

Reach out to the SCSU campus community.

- The MRC Director and Associate Director have made connections with the campus community including: Multicultural Student Services, Racial Issues Colloquium, student groups of color, Staff and Faculty of Color Caucus, Women's Studies Program, American Indian Center, Department of Ethnic Studies, Department of Human Relations and Multicultural Education, and the Student of Color Recruitment and Retention working group.

Reach out to communities beyond SCSU.

- Outreach efforts into the community include creating connections with the Multicultural Center of Central Minnesota, United Migrant Opportunities Services, Hispanic Business Association, Mexican Consulate of St. Paul, Seeking Educational Equity and Diversity (SEED), and the Multicultural Indigenous Academy (St. Paul).

Assemble and meet with the MRC Advisory Board.

- The Director and Associate Director have met with the Advisory Board to refine the vision and set priorities for the MRC. The Advisory Board is made of representatives from faculty, staff, students and community members.

Develop programming consistent with the MRC mission.

- The MRC was a cosponsor of the visit and lecture of Nathan Wolf, consul of the Mexican Consulate of St. Paul on February 1, 2006.
- The Director taught a course, Border Issues and Environmental Justice at the US/Mexico Border, for the Department of Ethnic Studies through Continuing Studies. The instructor and students visited Texas and Mexico for eight days during Spring Break to further study these issues.

Examine naming alternatives for the MRC.

- A number of meetings were held with the Advisory Board and representatives of student groups, alumni and community members to discuss the idea of renaming the MRC to better fit the mission of the center. These discussions are ongoing.

Pursue grants and funding to support the MRC.

- A SCSU foundation account for the MRC was created.
- A grant application was submitted and awarded for Acknowledging Diversity in Higher Education for Racial Equity (ADHERE) from Minnesota State Colleges and Universities. Written in coordination with the SCSU American Indian Center, the proposal supports a summer institute for 2007 that seeks to increase the recruitment and retention of Native students by providing faculty and teacher training in American Indian Studies.
- A grant was submitted to the Cultural Diversity committee for The Graduates, a speaker series of successful SCSU alumni of color.

Major changes from FY05:

- Inaugural year for MRC
- Associate Director selected
- MRC space allocated

Periodicals

The Periodicals work area provides public service, maintenance, and open-stacks access to more than 1,400 popular, trade and scholarly print publications, as well as print and electronic access to numerous indexes and abstracts. The Periodicals staff help patrons access more than 18,000 electronic titles which are available online. The staff is responsible for assisting patrons in the microform area where all Periodical and Government Document microforms are stored. Microform readers and printers are located in the periodicals area for patron convenience and are maintained and managed by the staff and student workers. Periodicals staff also maintains the Miller Center public photocopiers.

Summary of FY06 accomplishments:

Much of the energy of the Periodicals staff and student workers went into organizing the collection and making sure that it is in good order for easy access by our patrons. A major microfilm shifting project was completed this year. Hundreds of titles were checked in the microfilm collection to ensure that they are filed correctly and that the journal holdings database reflects precisely what is available. A shifting project in the bound periodicals collection was completed as well. This was done to make room for growing bound titles and to relieve crowding in some areas of the bound collection.

In the area of collection development, the Periodicals area developed and executed a journal evaluation to review titles assigned to the College of Science & Engineering (COSE). The survey enjoyed an almost 100% return rate from each department in COSE.

FY06 Goals:

Support and enhance access to the periodicals collection in all formats.

- As reported above, two major shifting projects were begun and completed in the Periodicals area this year. The bound collection was analyzed and measured to ensure that adequate space would be available for growing active bound titles while identifying areas that no longer needed growing room. Another shifting project in the microfilm collection identified titles that had been confusing to follow, due to title changes, and made them more user friendly by inserting cross references within the collection.
- The staff also continues to make progress in cleaning up the journal holding database and making it as accurate as possible.
- The Periodicals area acquired and installed a digital film reader to allow for more sophisticated viewing and downloading of microformats.

Continually assess and improve the assistance given at the Periodicals service desk

- The new staff member hired in FY05 continues to improve customer service in the area. Students are well trained and able to answer a variety of questions.
- Though statistics in the area of "patrons helped" has dropped in the last few years, customer service still remains a primary goal of the Periodicals area.

Assess whether the journal collection meets the curriculum needs and research interests of students, faculty and staff.

- Periodicals engaged the College of Science & Engineering in a comprehensive evaluation of the journal collection which supports this college.
- A journal evaluation survey was developed and sent out to the department head of each college. Communication between Periodicals and each department was maintained throughout the process to help facilitate the collection of usable data. With the data retrieved from the survey, collection development decisions were made. Unfortunately, due to dwindling fiscal resources, more subscriptions were dropped as opposed to added to the collection.

Encourage professional development for Periodicals faculty and staff

- The periodicals faculty member attended NASIG (North American Serials Interest Group) national conference in Denver.
- The Periodicals staff member took advantage of several local training opportunities, including sessions for Microsoft Office Publisher and InDesign.

Major changes from FY05:

- Both faculty and staff participated fully in the reorganization discussions which have been happening within LR&TS during FY06.
- Budget shortages continue to plague the Periodicals area in a major way. Because journal prices are very vulnerable to inflation, new acquisitions in Periodicals have come mostly through aggregator collections like Academic Search Premier and online full-text collections like JSTOR and Project Muse. While these collections are a boon to our students and faculty, they don't allow for independent collection development. There is still a need for growth in the Periodicals budget to serve the curricular and research needs of our students and faculty.

Statistics:

See Appendix O

Reference Services

Reference Services enable and assist students, faculty, staff and community patrons in finding, accessing, evaluating, and applying information. Reference provides this "just-in-time" assistance to patron for finding the library materials needed to successfully complete their assignments, or as part of life-long learning endeavors. On-demand assistance is provided through a variety of means. Services include the Reference Desk (walk-up or via telephone, including an 800 number), AskRef e-mail reference service, the "Ask a Librarian" virtual reference service, library instruction, and LibData. Information on the latter two areas is covered in separate reports.

Summary of FY06 accomplishments:

Reference librarians continued to provide excellence service in person, by phone and online. Two surveys were conducted fall and spring that supported the above statement. The English 191 library instruction sessions were updated and the students in these sections were surveyed for satisfaction. The surveys provided very positive feedback for these sessions. Two new reference librarians took on important responsibilities for library instruction, LibData and Course QuickStart. The new reference 1-800 number project was completed and advertised for people to call in toll-free. The method for collecting reference question statistics was improved. Multiple databases were evaluated, and more than 200 reference books were added to the collection.

FY06 Goals:

Continue to provide excellent reference service at the Reference Desk, by telephone, by AskRef email service, through personal contacts, and through exploration of other possible services.

- Staffed the Reference Desk for walk-up and telephone service for 60 hours on weekdays (33 of which were double-staffed) and 16 hours on weekends during the academic year. During summer the Reference Desk was staffed for 60 hours on weekdays and 4 hours on Sunday evenings. In addition, the desk was open 40 hours per week during all term breaks (except holidays and workshop days). More than 21,000 questions were answered.
- Answered AskRef e-mail questions every hour during service hours.

- Provided online, synchronous chat (Ask a Librarian), for 20 hours/week during the academic year. A total of 7 librarians worked on providing this service, which uses OCLC's QuestionPoint software. We answered 154 questions, averaging 6.34 minutes for each virtual encounter.
- Conducted a survey of Reference desk patrons during a week in Fall 2005 and Spring 2006. Results indicated that patrons were overwhelmingly appreciative of and satisfied with the reference services provided.
- Added a toll-free telephone number for patrons to reach the reference librarians, and began advertising its availability, particularly to distance students.

Hire new reference librarians to fill vacancies.

- Hired two new probationary and three fixed-term reference librarians.

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

- Included a reference librarian on each college liaison team.

Migrate LibData to the new program.

- Migrate LibData successfully.

Begin using Course QuickStart.

- Began inputting for individual courses in Fall 2005.

Involved in Information Literacy.

- Reference librarians were involved in updating IM104 and IM204, in First Year Experience course offerings, and on the General Education Committee.

Active participation in collection development and review.

- Completed a list of standing order cancellations, a list of recommendations of MINITEX offers, and a list of future databases for consideration.

Major changes from FY05:

- New probationary and fixed term personnel.

Statistics:

See Appendix P

University Archives and Special Collections

Manage, process, and provide support for the University's historical operational records and the LR&TS repository of rare and special collections.

Summary of FY06 accomplishments:

The previous archivist retired at the start of the fiscal year; a replacement was not in place until late Fall semester. During the interim, service was provided by faculty in Collection Management, but no statistics were kept. A temporary archivist, assisted by an intern in the summer, spent large portions of time discovering the basic organization and schematics of the Archives operations, creating an inventory of archival storage boxes and re-labeling boxes to match locations, creating an inventory of the Rare Book collection, updating forms and policies, and catching up as much as possible with printing and filing campus e-mails.

FY06 Goals:

Maintain basic operations and services of Archives during a transition year.

- Major emphasis placed on assessment of processing, organization, and management of collections. Most pre-processing was completed for recently deposited University records, but final processing, including indexing and organization, awaits final drafting and approval of a long-range plan. As noted above, much was done to make locating materials in the storage area easier, primarily through re-labeling boxes and completing an inventory of Rare Books.

Major changes from FY05:

- The retirement of the university archivist.



Technology . . .

LR&TS supports the academic and administrative missions of SCSU by providing design, installation, training, operations, and maintenance services for a wide range of technologies. This includes 14 general access campus computer labs, 121 electronic classrooms, eight interactive television (ITV) rooms, and audiovisual systems on campus. Personnel support a campus telecommunications infrastructure with more than 1 million

feet of optical fiber, 8,646 network connections, and servers for e-mail, file, and Web space accounts. This includes equipment and software for more than 22,000 user accounts using nearly 700 gigabytes of storage space. Campus technology users are supported by a variety of services, including the college technicians, the technology HelpDesk, the residence halls network (ResNet), and the Computer Store.

College Technicians

College Technicians work out of offices located in four of the academic colleges, providing fast, close-at-hand computing and technical help to faculty, in the classroom and offices.

Summary of FY06 accomplishments:

Worked as a team to assist in the rollout of a campus-wide HelpDesk system and asset management system. Collaborated with the workstation/application team and Computer Store to develop software imaging for new Windows desktop and laptop machines prior to campus distribution.

FY06 Goals:

Help define the role of the Technology Support Services (TSS) workgroup and assist with integrating the workgroup director.

- The position is being searched for summer 2006

Assist with building a strong team environment within the TSS workgroup.

- Each technician hosted a workgroup meeting to report to the team current projects, procedures, and available resources in their college.

Improve communication to each college's faculty and staff regarding available technology resources and services.

- Each technician improved communication through a variety of methods: liaison meetings with departments, tips and information sent to college listservs, large group presentations, and individual consultations with faculty and staff.

Major changes from FY05:

- Piloted implementation of Altiris Asset Management.
- Planned for implementation of Altiris HelpDesk Software.

Computer Labs - General Access

General access computer labs across the campus are open to all SCSU students. Funds for the facilities are provided by the Student Technology Fee. A total of 387 computers (84 Macs, 303 Windows) are available in 10 buildings. All labs are available during daytime hours throughout the academic year. Most general access labs are also open evenings and weekends. Lab consultants are on duty when labs are open to assist users. Software available in the labs includes Microsoft Office, Outlook, Internet Explorer and other browsers, and specialized software for Web design, computer graphics and statistics.

Summary of FY06 accomplishments:

The second annual lab consultant training day was organized and successfully conducted before the start of Fall semester; more than 75% of the consultants attended. An online course was developed and offered through Desire2Learn (D2L), which included a quiz on the lab operating procedure manual and a quiz on the student handbook; each consultant was required to score 100% on each test. Customer service training was also provided to consultants, in two one-hour sessions. A new E-mail address (OpenLabs@stcloudstate.edu) was introduced for students to convey their suggestions, concerns, or criticism of the labs. Finally, the Student Recreation Center lab was added to the Tech Fee-supported labs list, while the Write Place computer lab went back to a being a closed lab.

FY06 Goals:

Promote more faculty involvement in the labs' re-imaging process and raise faculty awareness of the software available in the labs.

- The notification of the timeline and process for software requests was sent to all SCSU faculty and staff. Contact was made with all departments that requested software in the past to arrange times for testing the software on the revised image. Notification to testers was given out in the form of an e-mail followed by confirmation by telephone.
- The document that designates the responsible testers for particular software was updated in Spring 2006.

Improve services in the general access labs by increasing the training provided to lab consultants and soliciting feedback on the quality of customer service provided.

- 92 lab consultants completed 718 total hours of training in FY06, an average of 7.8 hours per person. Each consultant needed to complete five hours of training per semester in order to qualify for a raise.
- The three lab supervisors completed 48 hours of training in FY06.

Improve the support provided for e-classrooms and the general access labs in the evening by working with the HelpDesk and the evening and weekend supervisors (ELVES) to define and improve coordination and contact procedures.

- The ELVES continued to log and track problems in the labs that were less technical, but related to lab operations, which allows for the problems to be properly channeled for resolution.

Major changes from FY05:

- A D2L course for lab consultants was developed to provide information and quiz the students on their knowledge of operating procedures and the student handbook.

Statistics:

See Appendix Q

Computer Store

The Computer Store is a reseller of computer hardware and software to the University, as well as individual sales to students, faculty, staff, and emeriti. Reseller contracts exist with Adobe, Apple, Dell, Gateway, Hewlett Packard, Macromedia, Microsoft, Quark, SPSS, SAS, and others. Products include peripherals such as printers, external drives, digital cameras, PDAs, and computer supplies. Services include sales support, free delivery, pre-loading of software, system setup, and order tracking.

Summary of FY06 accomplishments:

It was a very busy year, as the Computer Store had more than \$3.4 million in total sales. As part of preparation for deployment of new computers on campus, a disk image that included the operating system and general use software applications was preinstalled by the store on Windows computers prior to delivery. This provided for a more consistent user experience across campus, and assisted support personnel so computers were deployed more quickly.

FY06 Goals:

Actively promote the Computer Store.

- Participated in the Back-to-School fair in the fall.
- Informed departments of various new technologies at open forums held throughout the year.
- Provided store information at the SCSU technician's meetings during the year.
- Worked with St. Cloud Technical College to provide sales and support to that campus.

Operate the store effectively so that a reasonable profit is realized.

- Updated the database to newer version this fiscal year adding UPC codes and a barcode scanner at the register.
- Total sales exceeded the annual forecast, increasing over FY05 by 40.7 percent.

Major changes from FY05:

- Provided workstation imaging for Windows desktops and laptops.

Statistics:

See Appendix R

Database/Application Development

Database/application personnel develop and maintain databases to support a variety of applications and make that data easily accessible over the World Wide Web. Personnel also write and maintain utility scripts and code that automate backend systems and services, such as account creation and maintenance.

Summary of FY06 accomplishments:

Over the course of the year, began planning for, and started conversion to Microsoft's .NET programming framework for Web applications, in place of ASP, which is currently used. This new approach will be used with the College of Education project. SCSU hosted professional .NET training for personnel within the workgroup, in the Center for Information Systems, and with local businesses. Other projects included providing a mechanism for the University Program Board (UPB) to validate the status of registrants (students or faculty) for an online event ticketing system, and modifying account processes to provide e-mail and portal access for students newly admitted to SCSU. Personnel also attended training for Sharepoint portal programming development.

FY06 Goals:

Complete design phase of College of Education data system.

- The project was reviewed with a consultant from InterTech and broken into smaller phases.

Improve project plans so that the scope of projects is clearly defined, measures of time are accurately estimated, and documentation is available on project delivery.

- Implemented a new method of project provisioning. As part of this, worked to implement prioritization standards.

Ensure encryption is utilized and eliminate clear text passwords where possible.

- Worked with Servers/Authentication Systems and Workstation Support staff to transition applications to encrypted, secure authentication.

Implement the LabSeats reporting database, which shows the availability of computers in general access labs.

- The application was completed and implemented. The project was shared with others throughout the system through a presentation at the annual MnSCU Information Technology conference.

Major changes from FY05:

- Transitioned the database/application development area into a working team, with a project leader.
- Placed a larger focus on better initial definition of the scope of projects, and ensured that these limitations are maintained for better project management.
- Evaluated the workgroup structure, the services provided, and the priority given to ITS, ITIS, and LR&TS, as well as campus departments.

Electronic Classrooms/Audiovisual Support

This area manages all design, budgeting, installation, and maintenance of all electronic classrooms and ITV rooms, as well as maintenance of all A/V equipment in general purpose classrooms. A majority of non-academic A/V systems across campus is also managed through this group.

Summary of FY06 accomplishments:

Successfully upgraded and retrofitted all e-classrooms to a new control/management system. Began implementation of an equipment replacement schedule for the majority of e-classrooms. Integrated the Helpdesk interface into each e-classroom.

FY06 Goals:

Review and enhance security measures for all electronic classroom equipment.

- The security system from Public Safety has been installed, awaiting activation once the system is complete.

Continue development of an e-classroom enterprise management system.

- All equipment has been installed, and the gathering of statistics has begun.

Collaborate with the HelpDesk in developing training and support materials to assist in resolving e-classroom problems in a timely manner.

- Provided training sessions periodically through the school year, as needed.
- Worked with HelpDesk staff in creating a calling structure for when classroom problems arise, and taught the HelpDesk staff how to better utilize the telephones within the HelpDesk (transferring, conference calls, park, hold, etc).
- Expanded the Quick Reference Guides (for the classrooms) to be more dynamic to the room.

Assist in the design and budget preparation for e-classrooms in the remodeled Centennial Hall.

- This budget has been presented and approved. The next step is the purchasing of hardware.

Continue to develop the wireless PDA inventory system.

- In process.

Inventory, clean, and check for operational readiness all audiovisual equipment.

- This was done continuously, with a more thorough process at the end of each semester.

Merge all audiovisual databases and develop and implement a bar coding system to increase accuracy of inventory tracking, utilizing the pocket PC to read bar codes.

- Will transfer existing data with the implementation of Alteris Inventory system.

Major changes from FY05:

- Position changes/streamlining of job duties.
- Added an enterprise classroom management system.
- Centralized funding for e-classroom maintenance and replacement was used.

Statistics:

See Appendix S

HelpDesk

The SCSU Technology HelpDesk serves as a point of contact for technology questions, problems, and the status of resources. HelpDesk staff provide advice and information for any type of technology, with priority given to academic uses. Staff are responsible for answering or routing problems for all HuskyNet-related services, e-classrooms, wireless, account, D2L, and computer lab issues. HelpDesk staff provide backup to college technicians and primary workstation support for 30 offices/departments on campus. In addition, staff provide advanced services for problems with personally owned computers that cannot be solved over the phone, giving priority to academic endeavors.

Summary of FY06 accomplishments:

Overall traffic at the HelpDesk increased by nearly 23% in comparison to FY05, with more than 12,000 total incidents logged during the academic year. Incidents requiring more extensive time, such as checking in a student's computer for trouble-shooting or visiting an office to resolve a problem, are documented with ticket tracking software; HelpDesk handled 1,524 tickets in FY06, which is the largest recorded volume since the tracking system was put in place in 1999. Ticket lifecycle was significantly reduced, especially for campus (Faculty, Staff, Lab profiles) issues, and problems continue to be solved on first contact in approximately 90% of cases. Customer satisfaction surveys filled out at the counter and as a result of ticket follow-up continue to be overwhelmingly positive. HelpDesk personnel also collaborated with others to select, customize, and pilot a new ticket tracking system, to be implemented at the start of FY07.

FY06 Goals:

Plan for a new HelpDesk ticketing solution.

- Implementation planning was completed, and the formal cutover to Altiris Helpdesk was in July 2006.

Enhance collaboration between the HelpDesk and ResNet.

- Have provided some cross-training opportunities and continue to work to synchronize procedures.

Provide assistance for users of SCSU technology services.

- Extensive training was provided to HelpDesk workers to ensure a higher quality of support.

Work with ITS and other campus technicians to improve support of all campus users.

- Collaboration on large projects has been excellent and draft policies have ensured better integration.
- Updated and periodically distributed the Campus Support List.

Provide computer support for campus offices that do not have a designated support technician.

- Brought machines in line with campus best practices, such as enforcing the principle of least privileged user accounts and creating print queues for all locations.
- Provided user education.
- Continue to redeploy repurposed lab machines to campus.

Helped support the general access computer labs by handling some troubleshooting and escalation of problems.

- Computers with general access lab images were set up in the HelpDesk, and used to troubleshoot reported problems such as profile issues.

Work with ITIS to plan and implement a call center to improve the end user experience.

- The call center has been ordered and will be designed and implement in FY07.

Educate users on the most time-consuming problems (spyware, viruses, operating system failures.)

- Developed methods to streamline detection and removal of spyware and viruses.
- Continued to encourage users to become more self-sufficient.

Major changes from FY05:

- Personally owned computers with problems caused by spyware have continued to increase significantly, and require a much greater time-commitment for support personnel.
- Adoption of RoomView software has improved e-classroom support.
- Restructured the work area into two groups to provide a better escalation path, resulting in improved service, especially for on-campus users.
- A major increase in wireless computers and availability has put additional strain on the HelpDesk. Most issues continue to be solved quickly at the front desk without requiring the computer to be checked in for more extensive trouble-shooting.

Statistics:

See Appendix T

Information Technology Security

This past year, Information Technology security response and mitigation continues to be a priority for both MnSCU and SCSU. The IT security coordinator works with all parties involved (internal and external) to provide a consistent and coordinated response to security issues, ranging from virus outbreaks and file sharing complaints to identity theft and unauthorized wireless access.

Summary of FY06 accomplishments:

Worked with a consultant to conduct an SCSU-specific internal security assessment of some of our most critical IT assets. Began addressing IT security issues with contract vendors on campus. Substantially increased SCSU's involvement in MnSCU-wide IT security initiatives.

FY06 Goals:

Provide a consistent and timely response to complaints on behalf of the University.

- A systematic way to respond to the wide variety of issues is still evolving and being implemented; 76 incidents were investigated in FY06.

Coordinate efforts with MnSCU and other state agencies on behalf of SCSU.

- The IT security coordinator was involved with three MnSCU IT security initiatives.

IT policy and procures will be written, reviewed, and implemented as needed in a coordinated effort.

- Actively participated in the MnSCU IT security standards working group which drafted several standards in FY06.

IT security has been integrated into the IT planning process

- Security-related issues are beginning to be addressed during planning, and future budgets may reflect security items as part of total cost of ownership.

Major changes from FY05:

- During Fall semester, LR&TS moved toward formalizing the coordination for responding to Security incidents by bringing these responsibilities under one position.

Statistics:

See Appendix U

ITV/Videoconferencing

This area provides services not only to St. Cloud State University, but to K-12 and higher education institutions throughout the state. The primary function of ITV/Videoconferencing is to schedule and provide connectivity for videoconferences and ITV-based academic programs. This is a technically complex operation which requires a highly trained staff to operate successfully and provide the users with a quality experience. The staffing for the Network Operations Center is funded through a consortium of higher education institutions within Central Minnesota and is known as the Central Minnesota Distance Learning Network (CMDLN).

Summary of FY06 accomplishments:

In cooperation with several state agencies, the entire CMDLN was upgraded to handle MPEG2 video. This was accomplished while still supporting regular programming and special events. In Spring 2006, the operational support area was redesigned to facilitate cooperation and communications for the ITV network. All control systems and 90% of the transmission systems were upgraded to improve event quality.

FY06 Goals:

Switch the CMDLN core network to MPEG2 transmission, and implement a system to manage the new capabilities.

- The network upgrade is completed, with work on management and configuration still in progress.

Improve Mediasite reliability

- Ongoing, with no errors during Spring 2006, but multiple failures at the start of the summer.

Install and manage a second Mediasite system.

- Completed. The second system was used for two classes during first summer session of 2006.

Install a new telephone bridge for use in ITV rooms and with Mediasite, and train support staff on set up and use.

- Completed. Two staff members are comfortable setting up the phone bridge, which was used for 12 classes.

Major changes from FY05:

- ITV network changed from uncompressed digital to the MPEG2 transmission system.

Statistics:

See Appendix V

Multimedia/Web Production Services

The multimedia/Web production team is responsible for developing and maintaining the official SCSU Web environment, as well as supporting faculty who are developing curricular Web sites and materials. In addition, assistance is offered in the development of curricular materials for use in SCSU's course management system, Desire2Learn (D2L), and in supporting campus clientele with presentation materials.

Summary of FY06 accomplishments:

Fiscal Year 2006 saw an overall increase in the number of projects, particularly in the areas of electronic presentations and CD/DVD production. The emphasis of the multimedia/Web production team this year was placed on moving all official sites from the old Web server (Condor) to the new server (WWW), and was completed June 1, 2006. An additional staff position was added in June to help support online courses offered through the Center for Continuing Studies. Improved relations with the Center for Information Systems came through working collaboratively on various dynamic application projects. A slight decrease in the number of maintenance projects is attributed to the increased use of Contribute by clients to maintain their Web sites.

FY06 Goals:

Complete the move of official sites from Condor to WWW by spring semester 2006.

- The last official department site was moved from Condor to WWW on June 1, 2006. All other official sites were moved by December 31, 2005.

Redesign, in partnership with the SCSU Web Council, the upper tiers of the SCSU Web site to help improve recruitment and retention.

- In November 2005, the marketing firm Stamats was brought in to do an interactive Web audit. The final report was received in January 2006, and based on that analysis, the prospective students Web page was revised to reflect more of a marketing perspective. Future revisions to the site are pending an administrative decision regarding funding for a redesign.

Investigate and recommend an enterprise web content management solution and a Web log analyzer for the SCSU campus Web environment.

- In February 2006, Stamats conducted a CMS workshop at SCSU. Based on feedback from various stakeholders, they produced a report that detailed requirements and possible CMS solutions. Implementation of such a solution will move forward once funding for such a system is identified.

Create a best practices/idea/code library for internal use by multimedia/Web production staff so as to continually improve production services for the SCSU campus.

- A development library was created and currently houses information on best coding practices and various job aids.

Provide outstanding and exemplary support for multimedia, Web and D2L projects.

- The multimedia/Web production team continues to provide excellent service, in part due to effective workgroup collaboration and cross-training of team members. The team has received positive feedback from clients throughout the year on their ability to provide prompt and professional services.

Major changes from FY05:

- Assisted with the creation of applications for a new searchable course schedule, career services job postings, early notification system and Pipeline summer camp registration.
- Provided support for online homecoming candidate selection, student government voting, commencement registration, and surveys for UPB and graduating seniors.
- Completed major redesigns of the Records and Registration, and Campus Recreation Web sites.

Statistics:

See Appendix W

Networking

Networking staff members design, install, and maintain campus data networks. The team provides wired and wireless networking services for the campus community. They also establish and maintain SCSU's connection to the Internet.

Summary of FY06 accomplishments:

Continued to provide excellent service in the areas of wired and wireless networks. Initiated plans for a campus-wide data network hardware upgrade. As a result of efforts to deploy wireless network access throughout campus, SCSU placed in the top 50 most "unwired" campuses in the United States. The campus wireless network coverage area was expanded to include previously unserved areas and to improve reception in those areas already covered by the wireless signal. Also developed tools for isolating infected computers on the campus data network.

FY06 Goals:

Create a plan for campus data network upgrades.

- A network upgrade plan was developed, and quality of service (QOS) needs for FY07 are being reviewed.

Propose improved wireless guest access for vendors and visitors

- Plans have been provided to ITS management for future streamlining of guest wireless access.

Major changes from FY05:

- Early in FY06, completed full deployment of the ResNet wireless project.

Statistics:

See Appendix X

ResNet

ResNet provides technical support for students living in the residence halls, primarily focusing on network and Internet related issues.

Summary of FY06 accomplishments:

This year's annual ResNet Install Fair went very well compared to the previous year. This was partially due to many computers coming in with Windows XP Service Pack 2 pre-installed, significantly reducing the amount of time needed to work with each computer. In the summer of 2005, the campus wireless network was extended to include the residence halls. Despite the widespread deployment of Symantec AntiVirus, the ResNet office continues to see high rates of virus and spyware related problems. However, typically the ResNet staff is able to fix and return computers with a short turn-around time.

FY06 Goals:

Provide a simple and successful Fall startup process for students to register their computers when first coming to campus.

- The Fall 2005 startup was extremely successful, with more than 1,400 computers registered by the start of classes, and more than 400 more registered during the four-day ResNet Installation Fair during the first week of classes.

Enhance deployment of Symantec AntiVirus software to ResNet students.

- A new Symantec AntiVirus installer was developed and deployed for ResNet users which eliminated certain problems and enhanced security on the end user's computer.

Deploy full wireless coverage in the residence halls by Fall 2005.

- Wireless was fully deployed before the start of Fall semester, and has proven to be very popular with the student residents.

Major changes from FY05:

- A wireless network was deployed throughout the residence halls during the summer of 2005. Due to the number of student owned laptops with wireless connectivity, the wireless network has been a very welcome addition to the residence halls.
- A software application was developed to package the Symantec AntiVirus installation into an easy to understand process. The main purpose of this application was to detect and remove other third-party antivirus applications, which can conflict with Symantec and cause problems for users. The application also ensures that Automatic Updates and the Windows Firewall are turned on and configured optimally.

Other items of note:

- The ResNet staff continue to be involved with the international ResNet community through their participation in the ResNet.org listserv, the ResNet Symposium steering community, and the annual ResNet Symposium. With two former ResNet coordinators remaining on staff in LR&TS, in addition to the current Coordinator, SCSU has one of the most robust and successful combinations of ResNet experience in higher education.

Statistics:

See Appendix Y

Servers/Authentication Systems

Staff members maintain and offer assistance with the campus-wide computer servers, including e-mail, World Wide Web, database, and Desire2Learn services, and the many departmental file and print servers.

Summary of FY06 accomplishments:

Implemented file server and database clusters to provide a more reliable and scalable environment for file servers and campus applications, and scripts were created to allow for centralized administration of how Macintosh computers connect to network storage spaces. The Exchange and file server hardware and software were also upgraded, and new server room racks were installed to accommodate newer style equipment which improved air flow and power distribution. Redundant systems were implemented for SPAM and virus filtering on campus e-mail servers. The SharePoint portal for newly admitted students was placed into production.

FY06 Goals:

Ensure encryption and eliminate clear text passwords where possible.

- Worked with Workstation Support and Database/Application Development staff to transition applications to encrypted, secure authentication, but this use is not yet mandated. Plans are being developed to require encryption.

Complete migration from Condor to HuskyNet and other systems.

- Condor has been removed from production.

Develop collaborative work endeavors with the MnSCU Office of the Chancellor.

- Proposed and implemented LibData support for more than 6 MnSCU institutions.

Design, test, and implement enterprise technologies.

- Started the implementation of virtual server environments to reduce the number of physical servers.

Provide more reliable off-campus access to services and improve overall performance.

- Users' primary means of access to files remotely is now provided via WebFS, which improved users' ability to access files using a Web browser.

Maintain and enhance statewide presence as leader in technology field through partnerships and courseware.

- Provided D2L server/support services to the MnSCU Office of the Chancellor under a year-long interagency agreement.

Complete standardization of HuskyNet account processing.

- Entered the final phase of account reviews by developing administrative policies for technicians.

Major changes from FY05:

- Upgraded and installed new hardware for campus e-mail servers.
- Upgraded and installed new hardware for campus file servers.
- Migrated to a new student file directory structure to accommodate future student files server growth.
- Attached additional systems to the campus Storage Area Network (SAN) infrastructure.
- Replaced clear text FTP from campus fileservers with Secure FTP.

Other items of note:

- Two projects were proposed to the Student Technology Fee Committee: Virtual Lab via Citrix remote access technologies, and Microsoft Live communications server. Pilot projects for both of these initiatives are being developed, with testing scheduled for Fall 2006.

Statistical Consulting

The Statistical Consulting service area provides direct support to graduate students and faculty on various research projects that are conducted. An expanding service in this area is the development of online surveys which allows the researcher to place the survey on the Web to collect the data instantly as the person completing the survey responds to the questions. Student workshops are also offered during fall and spring semesters on Minitab and SPSS, statistical software programs available to students in the General Access labs (see Student Technology Training).

FY06 Goals:

Conduct workshops on SPSS and Minitab for students and actively promote the workshops to specific departments in the College of Social Sciences, College of Education, and College of Science & Engineering.

- Conducted 15 - 20 introductory and advanced workshops on Minitab each semester.
- Conducted SPSS series of workshops during fall semester.
- Marketed the workshops via faculty in the three colleges.

Continue to provide quality statistical research support to various audiences across campus, including for faculty and graduate students who request support to complete their research projects.

- Provided assistance on 55 faculty and graduate student projects, 12 university departments/organizations, 23 course evaluations, as well as 27 online surveys.

Major changes from FY05:

- In addition to the typical research support provided, the fall SCSU Homecoming voting was conducted online and tallied by the Statistical Consulting group.

Statistics:

See Appendix Z

Telecommunications Infrastructure Services

This area provides the campus with coordination, consultation, design, installation, and maintenance of the telecommunications infrastructure. The telecommunications infrastructure serves many functions, ranging from the network connections for all of the computers on campus, to the wiring that makes the parking gates work. Virtually all of the devices on campus that use either a copper or fiber optic connection are managed by this service area.

Summary of FY06 accomplishments:

The campus "wireless" infrastructure system has been completed, although this is an ongoing process as buildings are renovated or new structures are built. As buildings are renovated (such as Atwood), a Category 6 data and a Category 5E telephone cable are being installed in offices and classrooms for anticipated future increases in network requirements.

FY06 Goals:

Install the telecommunications wiring in Centennial Hall for 1000+ data/phone runs.

- Work will begin in August 2006.

Design the telecommunications network for the pending Wick Science Building addition.

- The initial design work is complete, and the wiring budget is approved.

Design the telecommunications network for the Riverview renovation project.

- The initial design work is complete.

Design the telecommunications network for the Brown Hall Project.

- Work has just started on this.

Develop plans to start deployment of redundant fiber optic paths.

- Work has not yet started.

Major changes from FY05:

- Continued to refine and update the telecommunications infrastructure documentation.

User Accounts

This service area administers the creation and management of HuskyNet accounts for faculty, staff, students, and other users. Request forms for new accounts are processed as they are received. An audit of accounts is performed each summer. Community patron accounts are also managed by this area. Other area responsibilities include coordination of the redistributed workstations from the general access computer labs to other units on campus; the tracking of disk space used by faculty, staff, and students; and coordination of laser printer maintenance and workstation warranty repair.

Summary of FY06 accomplishments:

New HuskyNet IDs were created for 236 department accounts, 293 faculty/staff accounts and 33 student organizations during the year. Over 1,100 community patron accounts were either created, renewed or had password maintenance. Repair support log tickets included service for 91 laser printers, and 83 PC and 50 Apple (Mac) units needing warranty repair.

FY06 Goals:

Continue to support the "Change in Employment Status Checklist" process so that it is properly implemented and follows LR&TS and University policies.

- As notifications are received, forms are sent to supervisors to be completed and returned; changes are processed as they are received. Bi-weekly employment status reports are also received from MnSCU which identify changes in employment assignments. Forms are sent to supervisors for any employment changes not received previously.

Audit accounts frequently for employee/student ID linkage

- Accounts are monitored to ensure forms and signatures are being obtained

Continue to support the redistribution of computers from the Miller Center and general access computer labs to other campus units.

- Facilitated the redistributed of over 400 computers to campus curriculum labs, student organizations, and SCSU departments.

Major changes from FY05:

- A new process was implemented this year for managing HuskyNet accounts when a change in employment occurs for faculty or staff.

Statistics:

See Appendix AA

Workstation Support

The workstation/application support team services all of the workstations and end-user computers in the James W. Miller Learning Resources Center, as well as those in SCSU's general access computer labs and electronic classrooms and conferences rooms. The primary goal of this team is to provide reliable desktop systems, equipment acquisition, and hardware/software maintenance.

Summary of FY06 accomplishments:

The workstation/application support team provided new hardware acquisitions for more than 400 systems during the year. More than 600 additional computers were also re-imaged. The team developed software deployment solutions for both Windows and Macintosh platforms, which are also used by the Computer Store to prep new campus computer purchases. This provides a common set of software and system settings for campus computers. The team was also instrumental in selecting and preparing for implementation of a new Helpdesk software solution, along with an asset and inventory system.

FY06 Goals:

Set campus computer standards for distribution to workstations.

- Created a common look and feel for workstation hardware and operating system imaging in public computing spaces, campus labs, and many user offices.

Ensure encrypted authentication is used and eliminate transmission of clear text passwords where possible.

- Efforts have continued to remove systems and workstation applications which do not provide encrypted and secure authentication.

Improve communication between campus departments on projects and initiatives of the work area.

- Regular communication via interactive meetings and listservs have improved end user knowledge of initiatives.

Leverage purchasing power through central purchasing of software and hardware.

- Attempts to negotiate software discounts from vendors were minimally successful, but did result in a provide campus-wide software licensing plan that included the Macintosh operating systems.

Increase the reliability of connectivity and data storage for Macintosh computers on campus.

- Worked extensively with Servers/Authentication staff to ensure file server access was obtained through a common method.
- An Apple Support Working Group was established to assist in the strategic direction of Macintosh support for campus.

Major changes from FY05:

- Provided college technicians and HelpDesk staff with a common application and system configuration through improved software imaging and packaging solutions.
- Improved the working processes by involving many people in project planning and coordination meetings.

Video Production

Instructional and promotional video services are provided for the campus community and its various departments. The video production staff provide technical expertise and production assistance to students, staff, and faculty. Completed productions are distributed in numerous tape formats along with CD-ROM, DVD and Web applications. Also available are design services for print and Web. Funding generated by productions is used to maintain and upgrade equipment annually. Many video productions are an integral part of the recruiting tools used by University Communications, Alumni Relations, and the Admissions Office.

Summary of FY06 accomplishments:

As SCSU competes with other public and private institutions for a shrinking number of prospective students, video is an important marketing tool. In this past year, a new marketing director and the administration's commitment to increasing the marketing budget resulted in video services being highly utilized. Completed productions were distributed via television broadcasts covering the five state region. Additional media products for print and the Web were generated from the content created for the video productions. Given the success of these marketing efforts, future productions will continue with this approach. There also was increased demand for instructional support and walk-in requests to assist students and staff.

FY06 Goals:

Provide creative production media marketing services for SCSU

- Created and produced television ads for the SCSU marketing campaign. Duplicated ads for regional TV stations and distribution on DVD, and encoded the ads for viewing online.
- Produced a recruitment DVD (250 DVDs duplicated by ITIS) for the Center for Information Media.
- Produced a video for the Admissions office which is shown at high school visits, lobby exhibitions, college fairs, and other public arenas.
- Produced an advising/orientation video. The twenty minute program is viewed by new students and their parents during orientation.

Develop strategies for integration of high definition (HD) technologies within workflow.

- Completed two productions shot in HD.
- Attended a national conference to help track rapidly changing industry developments.

Integrate Final Cut Pro (FCP) non-linear editing system into production flow.

- A dedicated FCP work station is now fully operational.

Provide instructional support services for campus.

- Completed a Safe Sex video for Health Services.
- Conducted live event recordings covering campus speakers and presentations, including for the Center for Holocaust and Genocide Education, various student organizations, graduation, and convocation.
- Provided student/staff technical/instructional support on a daily basis for video production-related classroom and lab needs.

Major changes from FY05:

- Increased demand for video production services.
- Utilized high definition technologies in completed productions.
- The number of live event recordings doubled.
- Saw a significant increase in the use of the SCSU marketing budget for video services.

Appendix A
LR&TS Administration - Grants
Table 1 - External Grants

| Project Title | Funding source | Source type | Date submitted | Amount requested | Amount received |
|---|---|-------------|----------------|---------------------|-------------------|
| Have Court Will Travel in the Park | Central Minnesota Community Found Private | Private | 3/23/2006 | \$2,430.00 | \$0.00 |
| Elizabeth I Traveling Exhibit programming support | Minnesota Humanities Commission | Federal | 3/16/2006 | \$3,000.00 | \$3,000.00 |
| Recruiting and Mentoring Minnesota's School Library Media Specialists | Institute of Museum and Library Servi | Federal | 11/30/2005 | \$896,313.00 | \$0.00 |
| Let's Talk About It: Jewish Literature | American Library Associatin | Private | 9/22/2006 | \$1,500.00 | \$1,500.00 |
| Central Region Bioterrorism Hospital Preparedness Program | St. Cloud Hospital | Private | 11/20/2005 | \$7,500.00 | \$0.00 |
| Central Region Bioterrorism Hospital Preparedness Program | St. Cloud Hospital | Private | 11/20/2005 | \$7,500.00 | \$0.00 |
| Total | | 4 | | \$910,743.00 | \$4,500.00 |

Appendix A
LR&TS Administration - Grants
Table 2 - Internal Grants

| Project Title | Funding source | Source type | Date submitted | Amount requested | Amount received |
|---|-----------------------------------|-------------|----------------|--------------------|-------------------|
| Media Site Live Portable System | SCSU Office of Sponsored Programs | SCSU | 10/13/2005 | \$14,616.00 | \$0.00 |
| Institute for Information Literacy Immersion (Schleper) | Faculty Improvement Grant | FA | 3/28/2006 | \$1,804.30 | \$1,804.30 |
| Professors of Instructional Design and Technology (Hergert) | Faculty Improvement Grant | FA | 3/30/2006 | \$491.00 | \$491.00 |
| President's China Delegation 2006 (Thompson) | Faculty Improvement Grant | FA | 3/30/2006 | \$1,650.00 | \$1,650.00 |
| Principles and Practices (Thels) | Faculty Improvement Grant | FA | 1/31/2006 | \$2,079.25 | \$1,765.00 |
| Identifying Changes in the Use of a Course Management System (Malikowski) | Faculty Improvement Grant | FA | 11/28/2005 | \$2,700.00 | \$2,700.00 |
| The Application of Online Communications in the Educational Virtual Space (Miltenoff) | Faculty Improvement Grant | FA | 11/30/2005 | \$7,376.00 | \$0.00 |
| Multicultural Resource Center Cultural Diversity lecture series | SCSU Cultural Diversity Committee | Local | 5/11/2006 | \$6,080.00 | \$0.00 |
| Student study of indigenous communities in Alaska | SCSU Cultural Diversity Committee | SCSU | 5/11/2006 | \$5,000.00 | \$1,500.00 |
| Total | | 7 | | \$41,796.55 | \$9,910.30 |

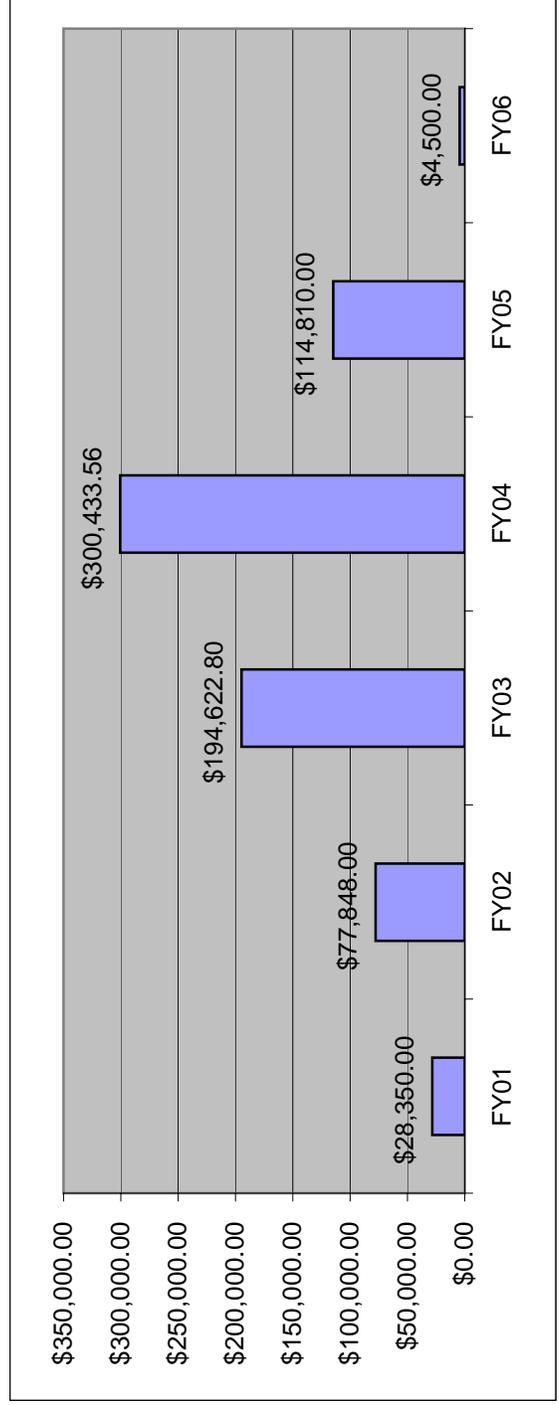
Appendix A
LR&TS Administration - Grants
Table 3 - Collaboration with other departments/colleges/organizations

| Project Title | Funding source | Source type | Date submitted | Amount requested | Amount received |
|--|-----------------|-------------|----------------|---------------------|---------------------|
| Minnesota Digital Library Maintenance and Development (MINITEX) | MnDOE/LSTA | Federal | 3/15/2006 | 221,674.00 | 221,674.00 |
| MnSCU Designed for Learning BIOL 151 (Biology/COSE) | MnSCU | MnSCU | 3/10/2006 | 20,000.00 | 20,000.00 |
| American Indian Studies Summer Institute (American Indian Studies/COSS) | MnSCU | MnSCU | 2/13/2006 | \$5,000.00 | \$5,000.00 |
| Writing a Story: Mastering the Discipline through Civic and Technological Engagement (English/FAH) | MnSCU | MnSCU | 2/2/2006 | \$4,953.00 | \$4,953.00 |
| The Engineering First-Year Experience Technology (COSE) | Hewlett Packard | Corporation | 2/7/2006 | \$70,000.00 | \$0.00 |
| Total | | 5 | | \$321,627.00 | \$251,627.00 |

Appendix A
LR&TS Administration - Grants
Table 4 - Grant Activity Comparison

| | FY01 | FY02 | FY03 | FY04 | FY05 | FY06 |
|---------------------------|----------------|----------------|----------------|--------------|--------------|--------------|
| External Grants submitted | 7 | 9 | 6 | 5 | 6 | 6 |
| Amount requested | \$1,416,341.00 | \$1,587,595.00 | \$1,455,604.82 | \$531,872.32 | \$272,846.80 | \$910,743.00 |
| Amount received | \$28,350.00 | \$77,848.00 | \$194,622.80 | \$300,433.56 | \$114,810.00 | \$4,500.00 |
| Success rate | 2.00% | 4.90% | 13.37% | 56.49% | 42.08% | 0.49% |
| Internal Grants | 1 | 6 | 5 | 1 | 3 | |
| Amount requested | \$3,530.00 | \$77,213.00 | \$14,475.15 | \$3,930.00 | \$3,699.60 | \$41,796.55 |
| Amount received | \$3,530.00 | \$71,913.00 | \$7,154.46 | \$0.00 | \$2,862.75 | \$9,910.30 |
| Success rate | 100.00% | 93.14% | 49.43% | 0.00% | 77.38% | 23.71% |

Appendix A
LR&TS Administration - Grants
Chart 1 - External Grant Funding Received, FY01 - FY05



Appendix B
Center for Information Media
Table 5 - Graduate Student Counts

| Student Degree Category | FY01 | FY02 | FY03 | FY04 | FY05 | FY06 | % change |
|---|-------------|-------------|-------------|-------------|-------------|-------------|-----------------|
| Total Master's Degree | 201 | 205 | 210 | 213 | 206 | 208 | 0.97% |
| Active Students* | | | | | 50 | 71 | |
| Information Technologies (Track I) | ** | ** | ** | ** | 45 | 46 | |
| Active Students* | | | | | 8 | 15 | |
| Educational Media (Track II) | ** | ** | ** | ** | 98 | 101 | |
| Active Students* | | | | | 34 | 51 | |
| Instructional Design/Training (Track III) | ** | ** | ** | ** | 63 | 63 | |
| Active Students* | | | | | 8 | 17 | |
| School Library Media Specialist Licensure | 82 | 80 | 69 | 73 | 81 | 88 | 8.64% |
| Active Students* | | | | | 26 | 35 | |
| Graduate E-learning Certificate Program | 0 | 0 | 0 | 4 | 8 | 6 | -25.00% |
| Active Students* | | | | | 8 | 4 | |
| Graduate Instructional Technology Certificate Program | 17 | 29 | 38 | 33 | 20 | 22 | 10.00% |
| Active Students* | | | | | 15 | 9 | |
| Total Graduate Students | 300 | 314 | 317 | 323 | 315 | 326 | 3.49% |

* Active students are those who took coursework between Summer 2005 and Spring 2006

**Not tracked previously

Appendix B
Center for Information Media
Table 6 - Undergraduate Student Counts

| Student Degree Category | FY01 | FY02 | FY03 | FY04 | FY05 | FY06 | % change |
|-------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-----------------|
| Undergraduate Major | 25 | 23 | 32 | 31 | 32 | 29 | -9.38% |
| Undergraduate Minor | -- | 29 | 34 | 37 | 34 | 36 | 5.88% |
| Undergraduate Certificate | 17 | 42 | 38 | 43 | 36 | 42 | 16.67% |
| Total Undergraduate Students | 42 | 94 | 104 | 111 | 102 | 107 | 4.90% |

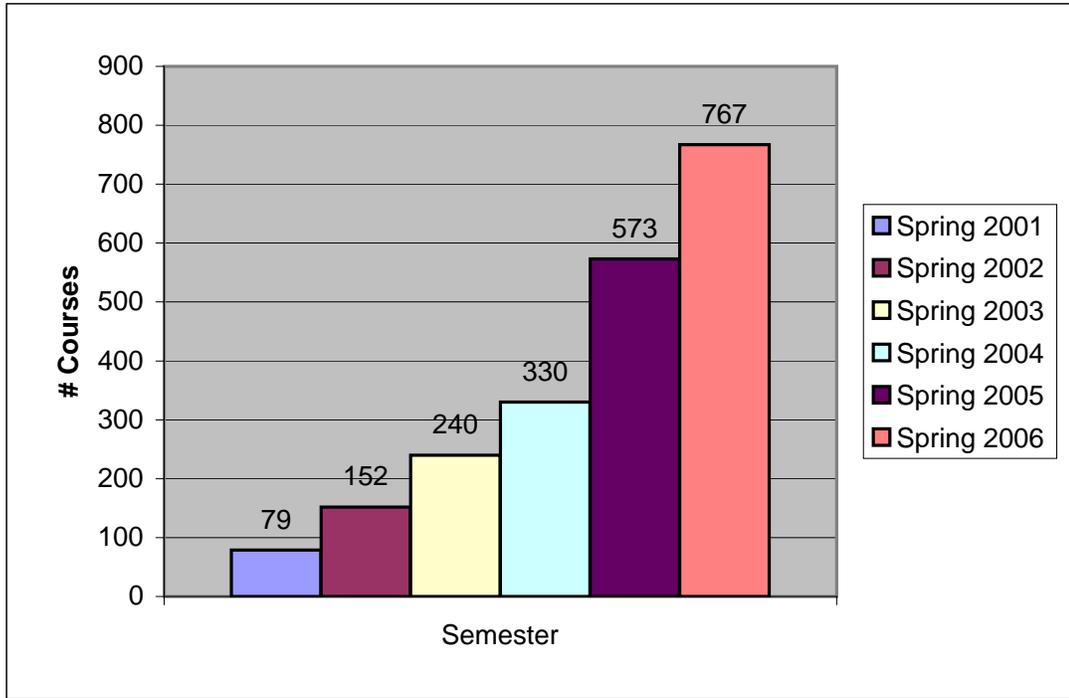
Appendix C
 Course Management Systems
 Table 7 - WebCT/Desire2Learn Use

| | Semester | Courses | Students § | Instructors |
|---------------------|-----------------|----------------|-------------------|--------------------|
| WebCT | Spring 2001 | 79 | 3,689 | |
| | Fall 2001 | 114 | * | 66 |
| | Spring 2002 | 152 | 6,077 | 117 |
| | Fall 2002 | 215 | * | 207 |
| | Spring 2003 | 240 | 7,380 | 219 |
| | Fall 2003 | 323 | * | * |
| | Spring 2004 | 330 | 14,145 | * |
| | Fall 2004 | 471 | 10,859 | 204 |
| Desire2Learn | Spring 2005 | 573 | 11,372 | 243 |
| | Fall 2005 | 715 | 12,187 | 332 |
| | Spring 2006 | 767 | 11,712 | 365 |
| | | | | |

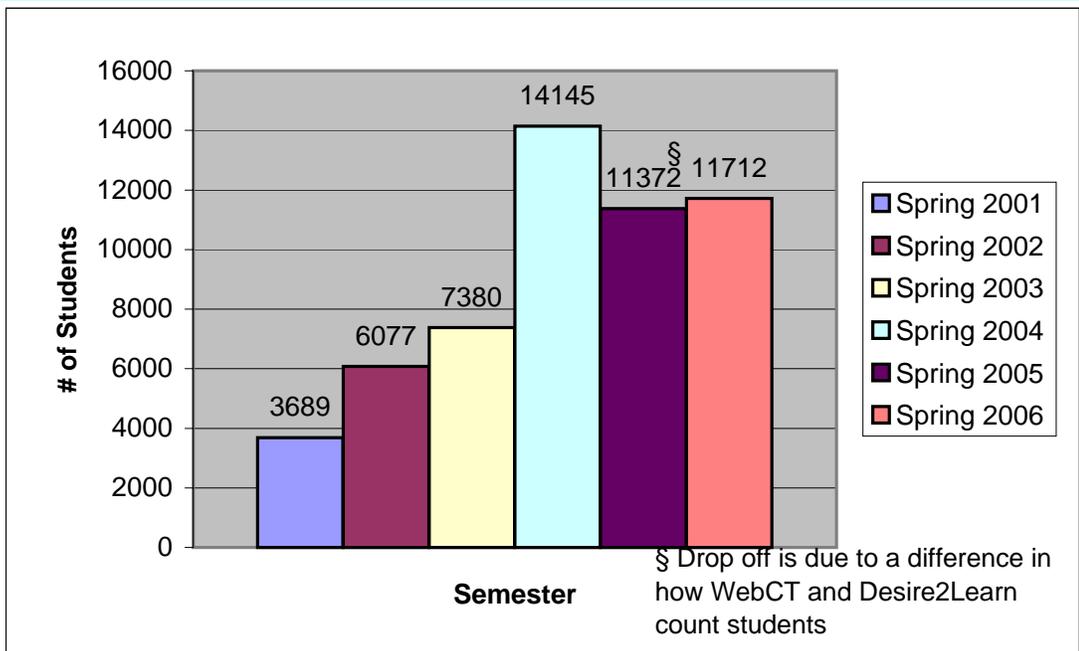
* no data available

§ WebCT and Desire2Learn process student counts differently

Appendix C
 Course Management Systems
 Chart 2 - Course Use Comparison



Appendix C
 Course Management Systems
 Chart 3 - Student Use Comparison



Appendix D
Library Instruction
Table 8 - Library Instruction Sessions

| Term | Number of Sessions | Number of Students |
|---------------|---------------------------|---------------------------|
| Summer 2005 | | |
| Session 1 | 6 | 93 |
| Session 2 | 7 | 121 |
| Sub-total | 13 | 214 |
| Fall 2005 | | |
| August | 0 | 0 |
| September | 40 | 1103 |
| October | 84 | 1832 |
| November | 27 | 513 |
| December | 3 | 87 |
| Sub-total | 154 | 3535 |
| Spring 2006 | | |
| January | 9 | 223 |
| February | 69 | 1345 |
| March | 29 | 589 |
| April | 17 | 336 |
| May | 2 | 57 |
| Sub-total | 126 | 2,550 |
| Totals | 293 | 6,299 |

Appendix D

Library Instruction

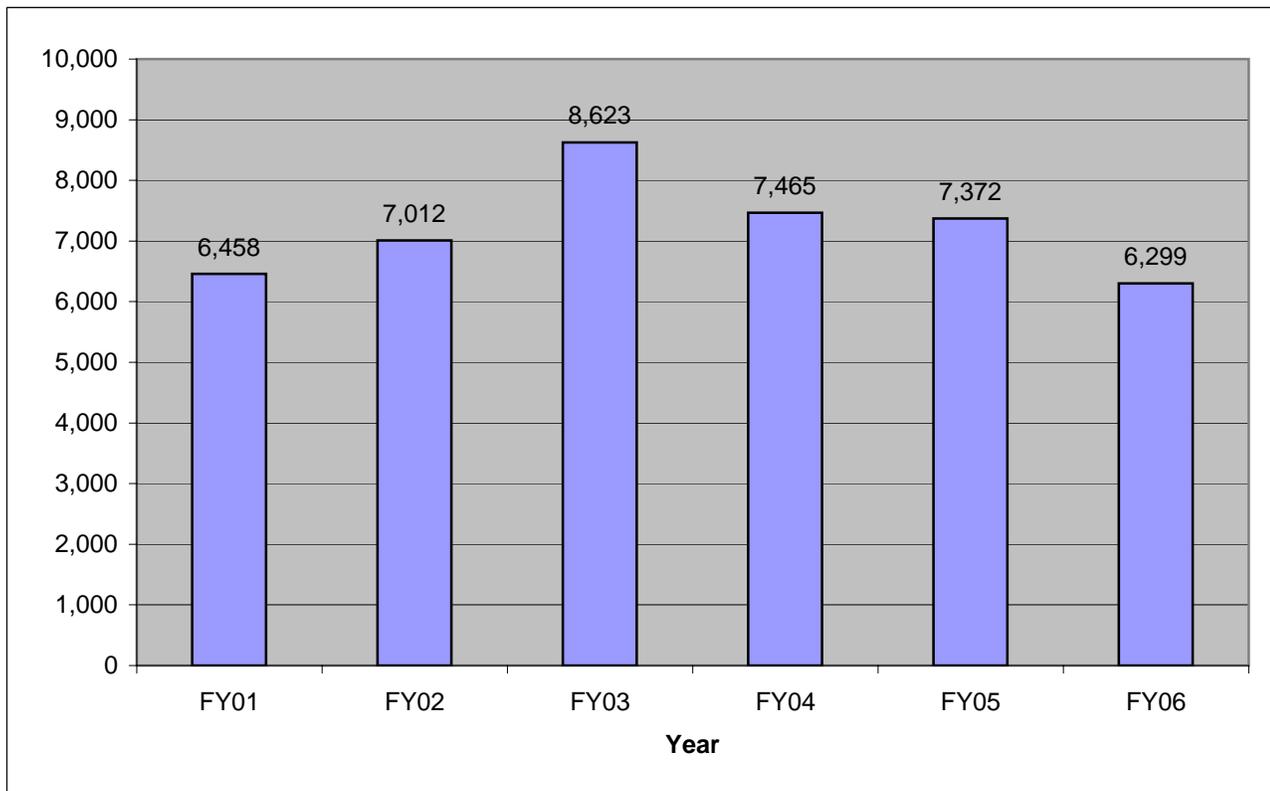
Table 9 - Library Instruction Annual Comparison

| | FY01 | FY02 | FY03 | FY04 | FY05 | FY06 | # Change | % Change |
|--------------------|-------------|-------------|-------------|-------------|-------------|-------------|-----------------|-----------------|
| Number of Sessions | 276 | 245 | 305 | 274 | 298 | 293 | -5 | -1.68% |
| Number of Students | 6,458 | 7,012 | 8,623 | 7,465 | 7,372 | 6,299 | -1,073 | -14.56% |

Appendix D

Library Instruction

Chart 4 - Change in Number of Students Served



Appendix D
Library Instruction
Table 10 - Library Instruction by Type Comparison

| Number of Sessions: | FY02 | FY03 | FY04 | FY05 | FY06 | % Change |
|--|-------------|-------------|-------------|-------------|-------------|-----------------|
| Classes presented outside MC 218 | 53 | 79 | 91 | 110 | 137 | 25% |
| High school classes | 17 | 6 | 7 | 7 | 9 | 29% |
| Senior to Sophomore program | 9 | 10 | 16 | 16 | 14 | -13% |
| After 5 p.m. | 27 | 50 | 54 | 49 | 38 | -22% |
| ENGL 191 total | 90 | 89 | 70 | 106 | 82 | -23% |
| ENGL 191 Day 1 combined group | | | | 37 | 39 | 5% |
| ENGL 191 Day 2 individual classes | | | | 40 | 28 | -30% |
| ENGL 191 Day1/Day 2 combined | | | | 29 | 15 | -48% |
| Upper level research courses | | | | 14 | 13 | -7% |
| Graduate courses | | | | 18 | 16 | -11% |
| By College: | | | | | | |
| College of Business | 2 | 5 | 6 | 7 | 6 | -14% |
| College of Education | 50 | 32 | 34 | 29 | 40 | 38% |
| College of Fine Arts & Humanities | 119 | 105 | 159 | 167 | 168 | 1% |
| College of Science & Engineering | 6 | 7 | 11 | 9 | 7 | -22% |
| College of Social Sciences | 35 | 39 | 35 | 63 | 39 | -38% |
| University-wide (Honors, Coll. Transition) | 0 | 8 | 6 | 23 | 10 | -57% |
| Other institutions (Anoka-Ramsey, SCTC) | 0 | 9 | 16 | 5 | 11 | 120% |

Appendix E

LR&TS Scholarship/Creative Activity

Publications

Lacourt, J., St. Clair, D., Kokotailo, P.K., Wilson, D., & Chewning, B. (2005). "Know your roots": Development and evaluation of an oral history curriculum for Native American middle-school students. *American Indian Culture and Research Journal*, 29(4), 59-74.

Malikowski, S. R., Thompson, M. E., & Theis, J. G. (2006). External factors associated with adopting a CMS in resident college courses. *Internet & Higher Education*, 9, 163-174.

Miltenoff, P. & Hauptman, R. (2005). Ethical dilemmas in libraries: an international perspective. *The Electronic Library*, 23(6), 640-670. Note: received an Emerald Literature Network Highly Commended Award for the article

Miltenoff, P. & Schnellert, G. (2006) *Teaching of Bulgarian history abroad: the U.S. case: From university readings and research in Bulgarian history*. Sofia, Bulgaria: Proceedings of the 4th International Seminar Sofia University, Department of History, Paper available at:
http://web.stcloudstate.edu/pmiltenoff/sofia_u_hist/history_final.doc.

Presentations

Anderson, J. & Gustafson, T. (2006). *Preparing to Apply for Certified Performance Technologist*, MNISPI May 20, 2006, The Loft, Minneapolis

Anderson, J., Bolliger D. U., & Hergert T. (2005). *E-education: Maximizing Interaction in the Online Environment*. Presented at the September meeting of the Digital Learning Forum, Minneapolis, MN--September 13, 2005.

Anderson, J. (2005). *PICCLE: News Analysis*. NCTE (National Conference of Teachers of English) Conference, November, 16, 2005. Pittsburgh, PA.

Ewing, K., (2005, Oct.). *Demographic trends and technology in libraries*. Presentation at the Great River Regional Library professional development day, St. Cloud, MN.

Schnellert, G. & Miltenoff, P. (2006). *Comparison of grading and evaluation in North America and Eastern Europe: From university education - challenges and perspectives for the 21st century*. Sofia, Bulgaria: Proceedings of the International Conference at Sofia University, Department of Education.

Williams, Sandra Q. (2005). Cataloging Rules. *Knowledge Quest* 34, (2), KQ WebExtra. View at <http://www.ala.org/ala/aasl/aaslpubsandjournals/kqweb/kqarchives/volume34/342swilliams.htm>

Williams, Sandra Q. (2005). The Recent Evolution of Cataloging. *Knowledge Quest* 34, (1), 43-44.

Ewing, K., (2006, Sept.). *Trends affecting the development of the next generation OPAC*. Presented at the MnLINK annual conference, Brooklyn Park, MN.

Ewing, R.L. (2006). *Online catalog training for students*. Invited presentation at the Spring 2006 MnPALS User Groups Meeting, St. Cloud, MN. April 20, 2006.

Ewing, R.L., & Martin, J.L. (2006). *Adapting gaming principles to library instruction*. Presented at Academic and Research Library Day, Chanhassen, MN. April 28, 2006.

Ewing, R.L., & Martin, J.L. (2006). *Finding your inner gamer: Adapting instruction for digital natives*. Presented at the LOEX 2006 Conference, Adelphi, MD. May 6, 2006.

Ewing, R.L. (2006). *What do they do in those study rooms anyway? Results of a survey at St. Cloud State University*. Poster session presented at the 2006 American Library Association Annual Conference, New Orleans, LA. June 26, 2006.

Inkster, C. D., Miltenhoff, P., & Williams, S. Q. (2005, Sept.). *Liaison teams: collaborating with colleagues across colleges*. Poster session presented at the Minnesota Library Association conference, Minneapolis, MN.

Malikowski, S. R., & Theis, J. G. (2006). *How course management systems are used and factors affecting use*. Paper presented at the 22nd annual conference on Distance Teaching and Learning, Madison, WI.

Miltenhoff, P. (2006, May). *Comparison of grading and evaluation in North America and Eastern Europe* Presented at the *International Conference From: university education challenges and perspectives for the 21st century*. Sofia, Bulgaria: Sofia University, Department of Education.

Miltenhoff, P. (2006, May). *Presentation and discussion with faculty and students on new technologies in academic libraries and liaison work with Colleges of Education*. Invitation by Dr. Alexander Dimchev, Dean of College of Library and Information Science, Sofia University, Sofia, Bulgaria.

Miltenhoff, P. (2006, May). *Presentation and discussion with library staff on recent trends in American libraries and parallel trends in Bulgarian academic libraries*. Invitation by Mariana Peteva, Library Director at St. Konstantin Preslavski of Shumen University, Bulgaria.

Miltenhoff, P. (2006). *Presented and lead a discussion with faculty on new technologies in education*. Invitation by Professor Dr. Plamen Radev, Department of Education and Psychology, Plovdiv University, Plovdiv, Sofia, Bulgaria.

Miltenhoff, P. (2006, May). *Presented and lead a discussion with library staff on recent trends in American libraries*. Invitation by Library Director Biliiana Alexandrova at American University in [Blagoevgrad] Bulgaria (AUBG).

Miltenhoff, P. (2006, May). *Teaching of Bulgarian history abroad: the U.S. case*. Presented at the *4th International Seminar From: university readings and research in Bulgarian history*. Sofia University, Department of History. Paper available at:
http://web.stcloudstate.edu/pmiltentoff/sofia_u_hist/history_final.doc

Miltenhoff, P. (2006, Feb.). *Innovation, education, technology, and you*. Presented at the 2006 IOC (Illinois Online Conference). Presentation available online:
http://web.stcloudstate.edu/pmiltentoff/seeking_balance.ppt

Miltenhoff, P. (2006, May). *Mimicking podcasting in course management software (Blackboard and D2L)*. Presented at the annual MnSCU Classroom of the Future (COFT) conference, Minneapolis, MN.

Miltenhoff, P. (2006, April). *Mimicking podcasting in course management software (Blackboard and D2L)*. Presented at the MnSCU Information Technology conference, Brainerd, MN.

Miltenhoff, P. (2006, Feb.). *Mimicking podcasting in course management software (CMS)*. Presented at the *Realizing Student Potential* conference in Minneapolis, MN. Presentation available online:
http://web.stcloudstate.edu/pmiltentoff/cms_podcast/cms_podcast.ppt

Panigabutra-Roberts, A. J. (2006, Sept.). *Sex trafficking in women and children : a Thai woman's perspective*. Presented at St. Cloud State University's women on Wednesday series, Saint Cloud, MN.

Panigabutra-Roberts, A. J. (2006, April). *Resource description and access (RDA): old wine in the new bottle?* Presented at the Minnesota Library Association Academic and Research Libraries Division. ARLD Day, Chaska, MN.

Peterson, K. (2006). *AccessScience. Issues in science and technology librarianship, 45,1*. View at
<http://www.istl.org/06-winter/index.html>.

Peterson, K. (2006, April). *MySpace is yourspace: virtual social networks and library outreach. (breakout session)*. Co-presented at the California Academic and Research Library Conference, Asilomar, CA. View at
<http://gort.ucsd.edu/myoung/CARL06.ppt>.

Prescott, M. K. (2006, April). *Are they looking, listening, or learning? Best practices and trends in information literacy tutorials*. Presented via webcast with colleagues on the Association of College & Research Libraries (ACRL) Instruction Section's Emerging Technologies in Instruction Committee at *Innovate and Motivate: Next Generation Libraries*, virtual conference sponsored by ACRL, the Coalition for Networked Information, and EDUCAUSE.

Thompson, M. & Thompson, M. (2005, Oct.). *Marketing your media program*. Presented at Minnesota Educational Media Organization (MEMO), Mankato, MN.

Thoms, K. (2006, April). *Dreamweaver: an introduction*. Presented at Central Minnesota Business Educators, Inc., St. Cloud, MN.

Thoms, K & Schroeder, L. (2005, Oct.). *Exploring possibilities and discovering best practices to support adjunct faculty*. Co-presented at the 30th annual Professional and Organizational Development in Higher Education (POD) international conference, "a gathering by the waters: exploring possibilities and engaging ideas." Milwaukee, WI.

Thoms, K. (2005, Oct.). *Kicking and screaming: overcoming faculty resistance to teaching online courses*. Presented at the 30th annual Professional and Organizational Development in Higher Education (POD) international conference, "a gathering by the waters: exploring possibilities and engaging ideas." Milwaukee, WI.

Thoms, K. (2006, April). *Online learning through the eyes of a student*. Presented at 11th annual Instructional Technology conference, Middle Tennessee State University, Murfreesboro, TN.

Thoms, K. (2006, Feb.). *Online learning through the eyes of a student*. Presented at Realizing Student Potential conference, Minnesota State Colleges and Universities. Minneapolis, MN.

Thoms, K, Bolliger, D., & Grabham, B. (2006, Feb.). *Online learning through the eyes of a student*. Presented at St. Cloud State University's Faculty Forum Workshop Day, St. Cloud, MN.

Williams, S. Q. (2005, Oct.). *Government documents go to school*. Presented at the American Association of School Librarians (AASL) conference, Pittsburgh, PA.

Williams, S. Q., Inkster, C. D., & Miltenhoff, P. (2005, Sept.). *Liaison teams: collaborating with colleagues across colleges*. Poster session presented at the Minnesota Library Association conference, Minneapolis, MN.

Appendix F
 Student Technology Training
 Table 11 - Types of Training Sessions Offered

| | Fall | | Spring | | Total | |
|-----------------------|-------------------|----------------|-------------------|----------------|-------------------|----------------|
| | <u># Sessions</u> | <u>Attend.</u> | <u># Sessions</u> | <u>Attend.</u> | <u># Sessions</u> | <u>Attend.</u> |
| College 150 classes | 8 | 200 | 0 | 0 | 8 | 200 |
| FYE Sessions | 2 | 185 | 0 | 0 | 2 | 185 |
| In-coming Orientation | 7 | 400 | 0 | 0 | 7 | 400 |
| Software specific | 42 | 267 | 42 | 227 | 84 | 494 |
| Total | 59 | 1,052 | 42 | 227 | 101 | 1,279 |

Appendix F
 Student Technology Training
 Table 12 - Software Training Sessions Offered

| <u>Topic/Software</u> | Fall 2005 | | Spring 2006 | | Total | |
|------------------------------|-------------------|----------------|-------------------|----------------|-------------------|----------------|
| | <u># Sessions</u> | <u>Attend.</u> | <u># Sessions</u> | <u>Attend.</u> | <u># Sessions</u> | <u>Attend.</u> |
| Appleworks-advanced | | | 1 | 2 | 1 | 2 |
| Appleworks-creating database | | | 1 | 2 | 1 | 2 |
| Dreamweaver Part I | 4 | 22 | 3 | 25 | 7 | 47 |
| Dreamweaver Part II | 2 | 11 | 3 | 22 | 5 | 33 |
| Dreamweaver Part III | | | 1 | 3 | 1 | 3 |
| DVD Burning | | | 1 | 1 | 1 | 1 |
| Fireworks | 1 | 4 | | | 1 | 4 |
| Flash Part I | 1 | 8 | | | 1 | 8 |
| Flash Part II | 1 | 5 | | | 1 | 5 |
| InDesign Part I | | | 3 | 18 | 3 | 18 |
| InDesign Part II | | | 3 | 19 | 3 | 19 |
| iTunes + iPhoto | 1 | 3 | 1 | 2 | 2 | 5 |
| Minitab-introduction | 19 | 158 | 16 | 93 | 35 | 251 |
| Minitab-ANOVA & Chi-sq | | | 3 | 12 | 3 | 12 |
| Minitab-Regression | | | 3 | 14 | 3 | 14 |
| OS X | 1 | 4 | | | 1 | 4 |
| Outlook-Calendaring | | | 1 | 0 | 1 | 0 |
| Photoshop | 2 | 17 | 2 | 14 | 4 | 31 |
| SPSS Part I | 2 | 9 | | | 2 | 9 |
| SPSS Part II | 2 | 6 | | | 2 | 6 |
| SPSS Part III | 2 | 4 | | | 2 | 4 |
| SPSS Part IV | 2 | 3 | | | 2 | 3 |
| Web Design | 1 | 3 | | | 1 | 3 |
| Wireless | 1 | 10 | | | 1 | 10 |
| Total | 42 | 267 | 42 | 227 | 84 | 494 |

Appendix G
Technology Training and Support
Table 13 - Workshop Offerings and Participation

| | FY01 | FY02 | FY03 | FY04 | FY05 | FY06 | % Change |
|-------------------------|------|-------|------|------|-------|-------|---------------|
| Workshop Titles Offered | 29 | 77 | 65 | 60 | 51 | 70 | 37.25% |
| Workshops Offered | 137 | 167 | 143 | 176 | 246 | 272 | 10.57% |
| Participants | 665 | 1,122 | 917 | 767 | 1,304 | 1,848 | 41.72% |

Appendix G
Technology Training and Support
Table 14 - Technology Questions Serviced Comparison

| | FY02 | FY03 | FY04 | FY05 | FY06 | % Change |
|--------------|--------------|--------------|--------------|--------------|--------------|----------------|
| Semester | | | | | | |
| Fall | 2,027 | 2,041 | 2,468 | 2,027 | 1,437 | -29.11% |
| Spring | 1,614 | 1,658 | 1,924 | 1,001 | 1,243 | 24.18% |
| Total | 3,641 | 3,699 | 4,392 | 3,028 | 2,680 | -11.49% |

Appendix H
Acquisitions
Table 15 - Materials Inventory Holdings

| Collection | Taken 7/13/2005 | | Taken 7/1/2006 | | Difference FY05 to FY06 | |
|-------------------------|-----------------|----------------|----------------|------------------|-------------------------|---------------|
| | Titles | Items | Titles | Items | Titles | Items |
| Circulation | 423,960 | 500,626 | 429,096 | 506,866 | 5,136 | 6,240 |
| Reference | 9,617 | 24,059 | 9,591 | 24,258 | -26 | 199 |
| Juvenile | 23,002 | 25,399 | 23,506 | 26,003 | 504 | 604 |
| Rare | 1,401 | 1,608 | 1,418 | 1,670 | 17 | 62 |
| Tech Services | 106 | 206 | 102 | 170 | -4 | -36 |
| Theses | 4,929 | 4,547 | 5,224 | 4,834 | 295 | 287 |
| US Government Documents | 104,829 | 173,080 | 117,869 | 189,845 | 13,040 | 16,765 |
| MN Government Documents | 13,871 | 22,598 | 13,950 | 22,836 | 79 | 238 |
| Classified microfilm | 1,850 | 2,690 | 1,840 | 2,691 | -10 | 1 |
| Microcard | 53 | 53 | 53 | 53 | 0 | 0 |
| Classified fiche | 17,530 | 17,748 | 17,528 | 17,735 | -2 | -13 |
| CD-ROM | 174 | 172 | 179 | 180 | 5 | 8 |
| CD-Audio | 2,335 | 2,449 | 2,388 | 2,516 | 53 | 67 |
| Visual Aids | 223 | 228 | 234 | 254 | 11 | 26 |
| Maps | 1,259 | 1,548 | 1,270 | 1,562 | 11 | 14 |
| Film | 59 | 57 | 57 | 57 | -2 | 0 |
| Filmstrip | 343 | 238 | 332 | 239 | -11 | 1 |
| LP Records | 1,223 | 1,251 | 1,226 | 1,256 | 3 | 5 |
| Slides | 289 | 323 | 247 | 312 | -42 | -11 |
| Audio cassettes | 1,511 | 1,793 | 1,504 | 1,788 | -7 | -5 |
| Video cassettes | 13,020 | 15,846 | 13,107 | 16,033 | 87 | 187 |
| Video discs | 162 | 296 | 34 | 36 | -128 | -260 |
| Software | 130 | 125 | 85 | 125 | -45 | 0 |
| DVDs | 655 | 681 | 1,001 | 1,150 | 346 | 469 |
| Periodicals | 6,576 | 153,449 | 6,458 | 154,063 | -118 | 614 |
| Archives | 76 | 128 | 95 | 148 | 19 | 20 |
| Internet Resources | 40,590 | 30,844 | 47,163 | 28,934 | 6,573 | -1,910 |
| CMHC - Rare | 37 | 35 | 37 | 35 | 0 | 0 |
| Equipment | | | 115 | 611 | 115 | 611 |
| CTC Library | | 12,805 | | 12,805 | | 0 |
| Total Holdings | 669,810 | 994,882 | 695,709 | 1,019,065 | 25,899 | 24,183 |

Note: Negative figures in the "Differences" columns (shaded numbers) represent withdrawals and/or database cleanup due to lost items; discrepancies between the change in Titles and Items are generally multi-volume sets or multiple Title records associated with a single item.

Appendix H
Acquisitions

Table 16 - Acquisitions Expenditures FY06

| | FY05 | FY06 |
|--|-----------------------|-----------------------|
| One-time Purchases | | |
| Books/monographs | 293,339.07 | 234,375.83 |
| Serials backfiles (paper/micro) | 0.00 | 28.00 |
| Electronic resources (software, databases, CD-ROM's) | 1,033.74 | 828.72 |
| Ongoing Commitments | | |
| Monographic standing orders | 141,560.36 | 147,154.97 |
| Serials subscriptions (paper/micro) | 447,070.41 | 465,687.56 |
| Electronic resources | 271,426.00 | 372,206.26 |
| Other Library Materials | | |
| Audiovisual materials (video, audio, kits) | \$42,627 | 39,305.42 |
| Other Materials (manuscripts, maps, etc.) | 0 | 823.43 |
| Total Library Materials Expenditures | 1,197,056.72 | 1,260,410.19 |
| Related Expenses | | |
| Preservation (repair, archives) | 4,291.00 | 1,505.89 |
| Contract binding | 14,201.00 | 10,983.66 |
| Bibliographic Utilities (OCLC, Marcive) | 37,757.00 | |
| Total Related Expenditures | 56,249.00 | 12,489.55 |
| Total Collection Management Expenditures | \$1,253,305.72 | \$1,272,899.64 |

Appendix I
Central Minnesota Libraries Exchange (CMLE)
Table 17 - CMLE Membership Types

| | FY02 | FY03 | FY04 | FY05 | FY06 |
|--|-------------|-------------|-------------|-------------|-------------|
| K-12 public | 177 | 173 | 173 | 173 | 173 |
| K-12 private | 31 | 32 | 32 | 32 | 32 |
| Public library branches in 2 regional systems | 45 | 45 | 45 | 45 | 45 |
| Post-secondary institutions | 9 | 9 | 9 | 9 | 9 |
| Special libraries (law, hospital, correctional facilities, historical societies) | 23 | 23 | 23 | 23 | 23 |
| Total | 285 | 282 | 282 | 282 | 282 |

Appendix I
Central Minnesota Libraries Exchange (CMLE)
Table 18 - CMLE Interlibrary Loan Statistics

| | FY02 | FY03 | FY04 | FY05 | FY06 | % Change |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|-----------------|
| Total requests received | 8,580 | 8,649 | 7,697 | 7,245 | 7,175 | -0.97% |
| Borrowing libraries | 129 | 104 | 101 | 84 | 79 | -5.95% |
| Lending sources | 115 | 98 | 64 | 72 | 124 | 72.22% |
| Requests filled | 8,167 | 8,219 | 7,333 | 6,891 | 6,762 | -1.87% |
| Requests unfilled/cancelled | 413 | 430 | 367 | 354 | 413 | 16.67% |

Appendix I
 Central Minnesota Libraries Exchange (CMLE)
 Table 19 - CMLE Analysis of Requests

| | FY02 | FY03 | FY04 | FY05 | FY06 | % Total % Change |
|--|--------------|--------------|--------------|--------------|--------------|------------------|
| Books | 5,187 | 5,415 | 4,724 | 4,542 | 4,352 | 61% |
| Articles (photocopies) | 2,938 | 2,878 | 2,577 | 2,267 | 2,528 | 35% |
| "Back Up" reference questions, online searches & other | 455 | 356 | 396 | 436 | 295 | 4% |
| Total | 8,580 | 8,649 | 7,697 | 7,245 | 7,175 | 100% |
| Length of Time to Fill Requests | | | | | | |
| Same day service | 3,634 | 3,279 | 3,473 | 2,847 | 2,463 | 34% |
| 1 day | 765 | 626 | 472 | 546 | 590 | 8% |
| 2 days | 498 | 514 | 402 | 529 | 463 | 6% |
| 3 - 7 days | 2,184 | 2,116 | 1,720 | 1,643 | 1,761 | 25% |
| 8 - 14 days | 752 | 1,109 | 855 | 902 | 908 | 13% |
| 15 or more days | 334 | 537 | 408 | 424 | 577 | 8% |
| Cancelled | 413 | 441 | 367 | 354 | 413 | 6% |
| Total | 8,580 | 8,622 | 7,697 | 7,245 | 7,175 | 100% |

Appendix J
Circulation
Table 20 - Circulation Transactions

| | FY02* | FY03* | FY04 | FY05 | FY06 | % Change |
|--------------------------------------|---------------|---------------|---------------|---------------|---------------|--------------|
| Books checked out at desk | 73,060 | 81,848 | 58,010 | 34,760 | 36,814 | 5.91% |
| ILL Books checked out at desk | | | | | 790 | |
| Books checked out at self-check | 6,750 | 9,574 | 765§ | 8,408 | 7,759 | -7.72% |
| Total books checked out | 79,810 | 91,422 | 58,010 | 43,168 | 45,363 | 5.08% |
| Book renewals | 7,550 | 16,409 | 8,666 | 16,328 | 16,320 | -0.05% |
| Total items browsed | 52,575 | 44,825 | † | † | † | |
| New community barcode applications | 436 | 443 | 381 | 393 | 280 | -28.75% |
| Total patron records | 30,208 | 32,204 | 15,953 | 24,264 | 24,981 | 2.95% |

* Some circulation activities were double-counted in PALS; double-counting was eliminated with the move to Aleph in FY04.

§ Due to migration to Aleph, the self-check machine was not operational July through mid-April.

† Browse statistics are not currently available from the Aleph system.

ILL books began being checked out from the Circulation Desk in March 2006. This is due to the implementation of the Aleph ILL module.

Appendix J
Circulation
Table 21 - Patron Records

| | FY04* | FY05 | FY06 | % Change |
|------------------------|---------------|---------------|---------------|--------------|
| Faculty/Staff | 1,524 | 1,614 | 1,518 | -5.95% |
| Retired Faculty/Staff | 7 | 22 | 28 | 27.27% |
| Undergraduate Students | 12,534 | 19,149 | 19,431 | 1.47% |
| Graduate Students | 1,281 | 2,404 | 2,970 | 23.54% |
| CMLE | 223 | 226 | 244 | 7.96% |
| Interlibrary Loan | 3 | 0 | 4 | 100.00% |
| Community (active) | 381 | 849 | 786 | -7.42% |
| Total | 15,953 | 24,264 | 24,981 | 2.95% |

*Due to the migration to Aleph, there were some discrepancies in counts, particularly for students and community patrons.

Appendix J
Circulation
Table 22 - Reserves

| | FY02 | FY03 | FY04 | FY05 | FY06 | % Change |
|-----------------------|--------|--------|--------|--------|--------|----------|
| Records added | 2,395 | 3,348 | 5,573 | 3,970 | 2,260 | -43.07% |
| Total charges | 28,939 | 39,083 | 24,480 | 28,384 | 25,555 | -9.97% |
| # of professors using | * | * | 311 | 210 | 211 | 0.48% |
| # of classes using | * | * | 401 | 330 | 308 | -6.67% |

*not tracked previously

Reserve charge numbers and records added are less due to more material being processed for e-reserve and a processing change for traditional reserve.

Appendix J
Circulation
Table 23 - Facilities Check-out

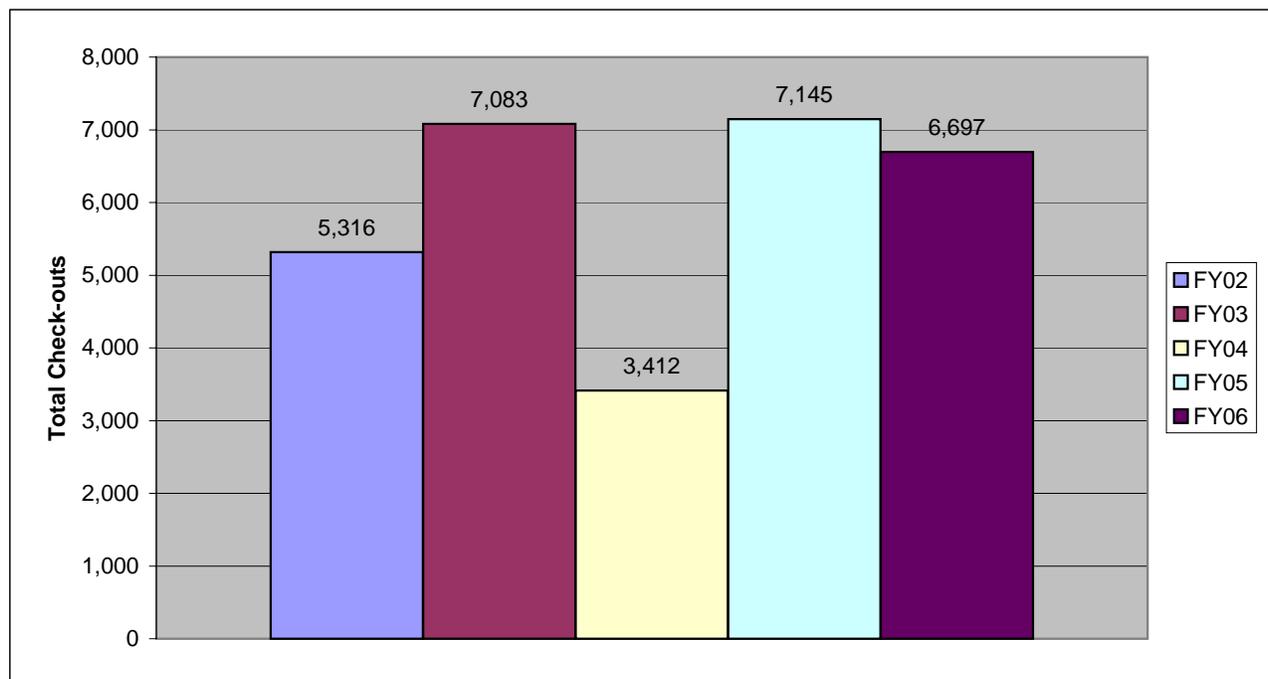
| | FY04 | FY05 | FY06 | % Change |
|--------------------------|----------------|----------------|----------------|---------------|
| Student study rooms | Charges 13,325 | Charges 13,677 | Charges 13,614 | -0.46% |
| Avid video editing rooms | 651 | 634 | 0 | -100.00% |
| Total | 13,976 | 14,311 | 13,614 | -4.87% |

Checkout of the Avid video editing rooms was discontinued July 1, 2005.

Appendix J
Circulation
Table 24 - Equipment Check-out

| Items | FY04 Charges | FY05 Charges | FY06 Charges | % Change |
|--|-----------------|-----------------|-----------------|---------------|
| Accessories (headphones, microphones, camcorder batteries, tripods) | 1,050 | 4,239 | 2,908 | -31.40% |
| Audio Equipment (cassette recorders, CD boomboxes, PA systems) | 356 | 889 | 621 | -30.15% |
| Data projectors | 174 | 363 | 397 | 9.37% |
| Digital cameras (video & still) | 250 | 502 | 482 | -3.98% |
| Faculty laptop computers | 265 | 504 | 407 | -19.25% |
| Student laptop computers | 344 | 242 | 893 | 269.01% |
| Short term laptop computer (new item, laptops from laptop cart) | | | 659 | |
| Miscellaneous (projection screens, microphone stands, etc.) | 487 | 13 | 19 | 46.15% |
| Projectors (slide, overhead, film & filmstrip) | 30 | 68 | 46 | -32.35% |
| VHS camcorders | 428 | 295 | 232 | -21.36% |
| Video equipment (TV/VCR, DVD player, VCR) | 28 | 30 | 33 | 10.00% |
| Total | 3,412 | 7,145 | 6,697 | -6.27% |

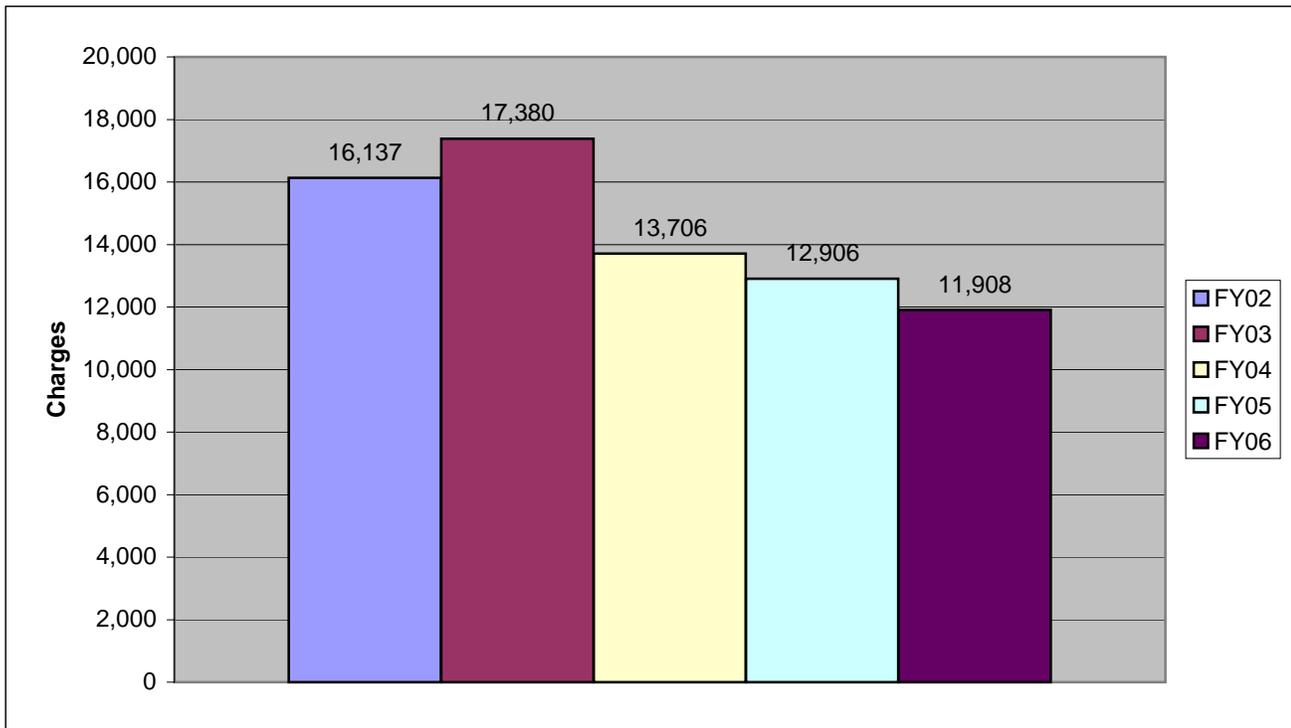
Appendix J
Circulation
Chart 5 - Annual Equipment Check-out Comparison



Appendix J
Circulation
Table 25 - Media Check-out

| | FY04 Charges | FY05 Charges | FY06 Charges | % Change |
|--------------------|-----------------|-----------------|-----------------|---------------|
| Software & CD-ROMs | 68 | 101 | 4 | -96.04% |
| Cassette tapes | 99 | 91 | 106 | 16.48% |
| Visual aids | 26 | 32 | 38 | 18.75% |
| Audio CDs | 1,051 | 957 | 899 | -6.06% |
| Records | 31 | 23 | 16 | -30.43% |
| Films & filmstrips | 7 | 3 | 7 | 133.33% |
| Slides | 8 | 20 | 7 | -65.00% |
| Videodiscs | 16 | 18 | 1 | -94.44% |
| Videotapes | 11,361 | 9,587 | 7,330 | -23.54% |
| DVDs | 1039 | 2074 | 3500 | 68.76% |
| Total | 13,706 | 12,906 | 11,908 | -7.73% |

Appendix J
Circulation
Chart 6 - Annual Media Check-out Comparison

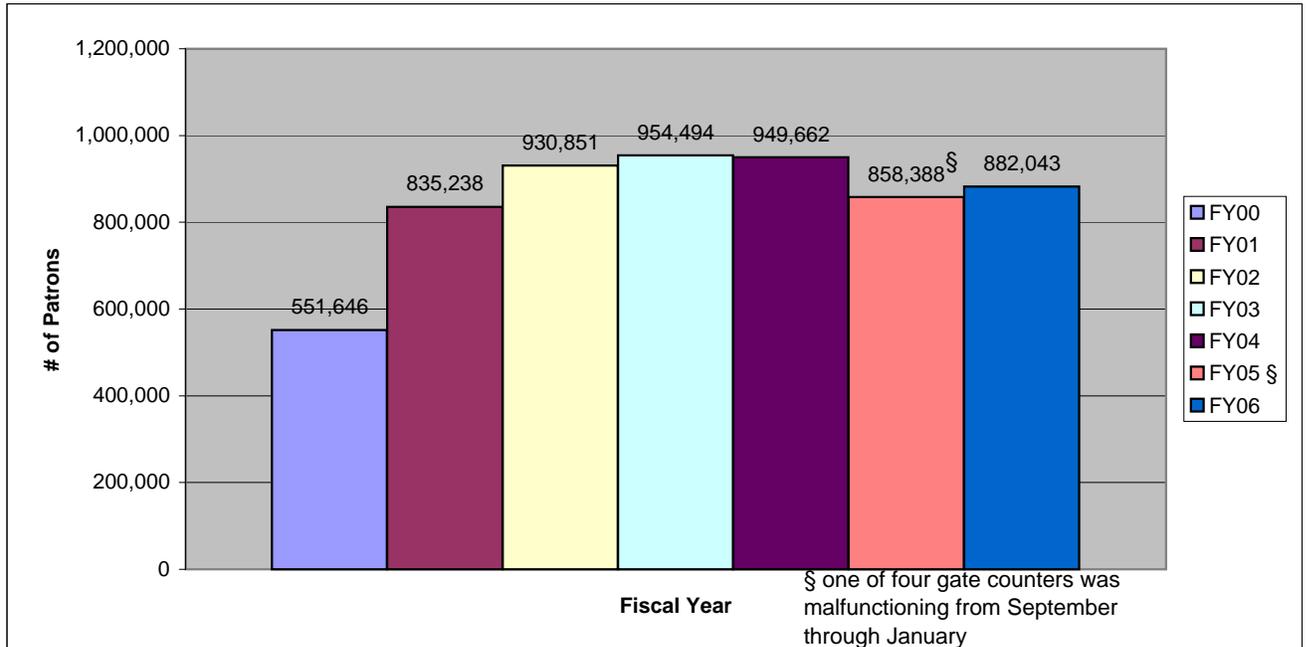


Appendix J
Circulation
Table 26 - Monthly Gate Count Statistics

| Month | Centennial Hall | | Miller Center | | | | | % Change |
|--------------|-----------------|----------------|------------------|------------------|------------------|----------------|----------------|--------------|
| | FY00 | FY01 | FY02 | FY03 | FY04 | FY05 § | FY06 | |
| July | 22051 * | | 33,501 | 37,633 | 34,968 | 28,573 | 28,249 | -1.14% |
| August | 17237 * | | 31,706 | 27,288 | 24,881 | 25,435 | 28,845 | 13.40% |
| September | 66,575 | 85,020 | 129,689 | 124,616 | 127,483 | 109,870 | 101,314 | -7.79% |
| October | 76,906 | 115,797 | 124,056 | 151,410 | 146,403 | 116,055 | 127,344 | 9.73% |
| November | 80,445 | 123,339 | 119,398 | 119,618 | 119,311 | 112,410 | 119,265 | 6.10% |
| December | 66,375 | 90,207 | 101,192 | 101,113 | 99,643 | 87,895 | 90,010 | 2.41% |
| January | 30,845 | 54,180 | 67,273 | 67,585 | 65,496 | 42,211 | 48,420 | 14.71% |
| February | 62,441 | 98,333 | 105,725 | 105,299 | 110,412 | 103,500 | 104,643 | 1.10% |
| March | 55,894 | 93,366 | 90,716 | 97,756 | 105,753 | 99,044 | 97,473 | -1.59% |
| April | 72,690 | 116,087 | 136,811 | 136,241 | 132,192 | 119,395 | 122,933 | 2.96% |
| May | 39,475 | 58,909 | 55,991 | 50,856 | 42,969 | 68,008 | 70,644 | 3.88% |
| June | 20,908 | 30,164 | 30,592 | 29,804 | 30,818 | 26,060 | 25,438 | -2.39% |
| Total | 611,842 | 865,402 | 1,026,650 | 1,049,219 | 1,040,329 | 938,456 | 964,574 | 2.78% |

* Centennial Hall gate counter was no longer operational
§ one of four gate counters was malfunctioning from September through January

Appendix J
Circulation
Chart 7 - Gate Count, September - May Comparison



Access Services

Circulation

Table 27 - Electronic Reserves, Files Added Comparison

| | FY01 | FY02 | FY03 | FY04 | FY05 | FY06 % Change |
|------------------------------|------------|------------|-------------|-------------|------------|--------------------|
| Video files | 31 | 5 | 4 | 2 | 0 | 86 100.00% |
| Audio files | 474 | 43 | 419 | 10 | 8 | 5 -37.50% |
| PDF files | 115 | 213 | 1,203 | 1639 | 885 | 911 2.94% |
| Other (html, rtf, doc, etc.) | 0 | 1 | 63 | 413 | 2 | 29 1350.00% |
| Total | 620 | 262 | 1689 | 2064 | 895 | 1031 15.20% |

Appendix J
 Government Documents
 Table 28 - Government Documents Comparison

| | FY05 Total | Added | Withdrawn | FY06 Total | % Change |
|----------------------------|------------|---------|-----------|------------|----------|
| Documents – Federal | | | | | |
| Paper | 200,257 | 451 | 311 | 200,397 | 0.07% |
| Microfiche | 765,848 | *16,872 | | 782,720 | 2.20% |
| CD-ROMs & DVDs | 2,492 | 76 | 54 | 2,514 | 0.88% |
| Electronic | 11,546 | 2,954 | | 14,500 | 25.58% |
| Charges (checkouts) | 755 | | | 464 | -38.54% |
| Browses (use) | 9,368 | | | 14,325 | 52.91% |
| Documents – State | | | | | |
| Paper | 22,401 | 79 | | 22,480 | 0.35% |
| Microfiche | 42,637 | 183 | | 42,820 | 0.43% |
| Electronic | ? | 86 | | 86 | N/A |
| Charges (checkouts) | 56 | | | 32 | -42.85% |

* This figure includes 11,227 fiche barcoded as part of the retrospective MARCIVE project.

Appendix L
Interlibrary Loan
Table 29 - Term Summaries

| | Incoming Requests | | Outgoing Requests | |
|-----------------------------|---------------------------------------|------------------------------------|-----------------------------------|-------------------------------------|
| | Total requests received by SCSU from: | Total requests filled by SCSU for: | Total requests from SCSU sent to: | Total requests from SCSU filled by: |
| <u>Summer 2005</u> | | | | |
| MINITEX | 417 | 340 | 1,325 | 1,192 |
| PALS | 113 | 95 | 0 | 0 |
| Mail/fax | 3 | 3 | 0 | 0 |
| OCLC | 834 | 294 | 116 | 64 |
| St. Ben's (MNF) | 24 | 24 | 36 | 36 |
| St. John's (MNJ) | 26 | 24 | 25 | 25 |
| GRRL | 96 | 88 | 0 | 0 |
| <i>Subtotal</i> | 1,513 | 868 | 1,502 | 1,317 |
| <u>Fall 2005</u> | | | | |
| MINITEX | 667 | 536 | 3,287 | 3,089 |
| PALS | 323 | 286 | 0 | 0 |
| Mail/fax | 15 | 12 | 0 | 0 |
| OCLC | 1380 | 628 | 250 | 169 |
| St. Ben's (MNF) | 122 | 177 | 124 | 124 |
| St. John's (MNJ) | 91 | 86 | 65 | 65 |
| GRRL | 100 | 93 | 0 | 0 |
| <i>Subtotal</i> | 2,698 | 1,818 | 3,726 | 3,447 |
| <u>Spring 2006</u> | | | | |
| MINITEX | 1153 | 948 | 3,905 | 3,255 |
| PALS | 227 | 201 | 0 | 0 |
| Aleph (Other) | 340 | 256 | 1017 | 741 |
| Mail/fax | 11 | 7 | 0 | 0 |
| OCLC | 1,691 | 700 | 319 | 200 |
| St. Ben's (MNF) | 195 | 158 | 132 | 97 |
| St. John's (MNJ) | 125 | 107 | 137 | 91 |
| GRRL | 92 | 83 | 0 | 0 |
| <i>Subtotal</i> | 3,834 | 2,460 | 5,510 | 4,384 |
| <u>Annual Totals</u> | | | | |
| MINITEX | 2237 | 1824 | 8517 | 7536 |
| PALS | 663 | 582 | 0 | 0 |
| Aleph (Other) | 340 | 256 | 1017 | 741 |
| Mail/fax | 29 | 22 | 0 | 0 |
| OCLC | 3905 | 1622 | 685 | 433 |
| St. Ben's (MNF) | 341 | 359 | 292 | 257 |
| St. John's (MNJ) | 242 | 217 | 227 | 181 |
| GRRL | 288 | 264 | 0 | 0 |
| Total | 8,045 | 5,146 | 10,738 | 9,148 |

Appendix L
 Interlibrary Loan
 Table 30 - Minnesota Electronic Document Delivery

| Month | FY02 | FY03 | FY04 | FY05 | FY06 |
|--------------------------------------|-------------|----------------|---------------|---------------|---------------|
| July | 2 | 75 | 21 | 231 | 94 |
| August | - | 61 | 8 | 183 | 78 |
| September | - | 58 | 85 | 148 | 130 |
| October | - | 127 | 274 | 334 | 475 |
| November | 4 | 116 | 188 | 224 | 298 |
| December | 6 | 69 | 136 | 328 | 145 |
| January | 7 | 54 | 96 | 111 | 80 |
| February | 35 | 138 | 157 | 193 | 166 |
| March | 28 | 117 | 247 | 170 | 525 |
| April | 49 | 98 | 152 | 164 | 280 |
| May | 71 | 156 | 137 | 86 | 219 |
| June | 122 | 71 | 142 | 147 | 224 |
| Total | 322 | 1,140 | 1,643 | 2,319 | 2,714 |
| Change from previous year | | 254.04% | 44.12% | 41.14% | 17.03% |

Appendix L
Interlibrary Loan
Table 31 - Transaction Request Comparisons

| | FY99 | FY00 | FY01 | FY02 | FY03 | FY04 | FY05 | FY06 | % Change |
|--|---------------|---------------|---------------|----------------|---------------|----------------|----------------|---------------|---------------|
| Requests initiated by SCSU (outgoing) | 11,501 | 13,150 | 12,970 | 10,994 | 12,757 | 8,761 | 7,776 | 10,738 | 38.09% |
| Requests initiated by SCSU and filled (outgoing) | 10,152 | 11,520 | 11,322 | 9,776 | 11,052 | 7,733 | 6,920 | 9,148 | 32.20% |
| Requests received by SCSU (incoming) | 8,917 | 10,561 | 11,401 | 10,846 | 11,481 | 9,235 | 7,109 | 8,045 | 13.17% |
| Requests filled by SCSU (incoming) | 6,700 | 8,175 | 8,754 | 8,018 | 8,605 | 5,785 | 4,138 | 5,146 | 24.36% |
| Total transactions | 20,418 | 23,711 | 24,371 | 21,840 | 24,238 | 17,996 | 14,885 | 18,783 | 26.19% |
| Change from Previous Year | | 16.13% | 2.78% | -10.39% | 10.98% | -25.75% | -17.29% | 26.19% | |

Appendix L
Interlibrary Loan
Table 32 - Fill-Rate Comparisons

| Requests received by SCSU (incoming) | Received | Filled | Difference | Request Fill-rate |
|--|----------|--------|------------|-------------------|
| FY99 | 8,917 | 6,700 | 2,217 | 75% |
| FY00 | 10,561 | 8,175 | 2,386 | 77% |
| FY01 | 14,354 | 11,302 | 3,052 | 79% |
| FY02 | 10,846 | 8,018 | 2,828 | 74% |
| FY03 | 11,481 | 8,605 | 2,876 | 75% |
| FY04 | 9,235 | 5,785 | 3,450 | 63% |
| FY05 | 7,109 | 4,138 | 2,971 | 58% |
| FY06 | 8,045 | 5,146 | 2,899 | 64% |
| Requests initiated by SCSU (outgoing) | | | | |
| FY99 | 11,501 | 10,152 | 1,349 | 88% |
| FY00 | 13,150 | 11,520 | 1,630 | 88% |
| FY01 | 19,205 | 16,832 | 2,373 | 88% |
| FY02 | 10,994 | 9,776 | 1,218 | 89% |
| FY03 | 12,757 | 11,052 | 1,705 | 87% |
| FY04 | 8,761 | 7,733 | 1,028 | 88% |
| FY05 | 7,776 | 6,920 | 856 | 89% |
| FY06 | 10,738 | 9,148 | 1,590 | 85% |

**Appendix M
LibData**

Table 35 - Use Comparison

NOTE: New method for collecting statistics began mid year FY05

| | FY02 | FY03 | FY04 | FY05 | FY06 |
|--|-------------|-------------|-------------|-------------|-------------|
| Total LibData database resource entries: | 600 | 1082 | 1226 | 1226 | 1762 |
| Total resources created: | 600 | 482 | 144 | 0 | 536 |

Research QuickStart (RQS)

| | FY02 | FY03 | FY04 | FY05 | FY06 |
|--------------------------|-------------|-------------|-------------|-------------|-------------|
| Total RQS Subject pages: | 56 | 78 | 78 | 78 | 88 |
| Total RQS user hits: | 3467 | 19125 | 27447 | 5921 | 17178 |

Top 5 pages with number of hits FY06:

Marketing: 2474 (14%)
 Nursing: 1777 (10%)
 Child & Family Studies: 1577 (9%)
 Communication Studies: 1036 (6%)
 Special Education: 1010 (6%)

Course QuickStart (CQS)

| | FY02 | FY03 | FY04 | FY05 | FY06 |
|--------------------------|-------------|-------------|-------------|-------------|-------------|
| Total CQS pages created: | 0 | 0 | 0 | 0 | 46 |
| Total CQS user hits: | N/A | N/A | N/A | N/A | 8090 |

Top 5 pages with number of hits FY06:

ENGL 191 (Day 1 page): 1725 (21%)
 SOC 303: 402 (5%)
 HONS 170: 394 (5%)
 PHIL 211: 338 (4%)
 ENGL 191 (Matthew Cleveland's Day 2): 330 (4%)

PageScribe

| | FY02 | FY03 | FY04 | FY05 | FY06 |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|
| Total PageScribe pages: | 0 | 0 | 0 | 0 | 47 |
| Total PageScribe user hits: | N/A | N/A | N/A | N/A | 16740 |

Top 5 pages with number of hits FY06:

Online Reference Resources: 3872 (23%)
 Citation Guides & Style Guides: 1147 (7%)
 Statistics: 792 (5%)
 Laws & Politics: 418 (2%)
 Encyclopedias: 398 (2%)

Appendix N
Library Systems
Table 33 - Electronic Subscription Services Use

| Database Name/Service | Jul-05 | Aug-05 | Sep-05 | Oct-05 | Nov-05 | Dec-05 | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 | Total |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| ABC-Clio XDB (AHL+HA) | | | | | | | | | | | | 10 | |
| ABI/Inform (total searches) [8/01--] | 1392 | 1338 | 1974 | 4695 | 6950 | 3689 | 1569 | 2804 | 3287 | 5383 | 1335 | 1518 | 35934 |
| ABI/Inform (FT use) [8/01--] | 1334 | 1432 | 1951 | 4428 | 5726 | 2985 | 1705 | 2573 | 2445 | 3861 | 941 | 1351 | 30732 |
| AccessScience (McGraw-Hill; total hits) | 32 | 29 | 29 | 157 | 95 | 195 | 18 | 73 | 91 | 104 | 181 | 2 | 1037 |
| ACS Chemistry Journals (full text article requests) | 32 | 20 | 49 | 496 | 226 | 232 | 94 | 144 | 377 | 180 | 181 | 0 | 2031 |
| African American Biographical Database (searches) | 6 | 0 | 2 | 5 | 21 | 9 | 0 | 1 | 11 | 7 | 0 | 0 | 63 |
| Alternative Press Index (FS:Subscrip) | 96 | 104 | 192 | 1312 | 1413 | 1140 | 215 | 434 | 680 | 865 | 394 | 289 | 7134 |
| Alternative Press Index Archive (FS - 1x fee) | 33 | 35 | 50 | 361 | 363 | 209 | 34 | 193 | 193 | 235 | 81 | 39 | 1744 |
| America: History & Life (ABC) (searches) | 28 | 38 | 90 | 207 | 179 | 187 | 40 | 193 | 231 | 1507 | 60 | 80 | 1594 |
| AP Multimedia Archive (requests) | 2 | 46 | 66 | 17 | 59 | 92 | 0 | 25 | 147 | 116 | 45 | 19 | 634 |
| Applied SciTech Index (Wilson searches 1/04-) | 21 | 5 | 201 | 151 | 175 | 59 | 0 | 0 | 0 | 0 | 0 | 0 | 612 |
| Art Index (Wilson searches 1/04-) | 19 | 58 | 110 | 330 | 383 | 227 | 5 | 101 | 90 | 121 | 63 | 43 | 1550 |
| Arts & Hum Citation Index (FS:Block) | 21 | 38 | 70 | 167 | 336 | 110 | 8 | 59 | 244 | 75 | 57 | 11 | 1196 |
| Books In Print (12/03-) (searches) | 89 | 144 | 188 | 277 | 348 | 147 | 93 | 183 | 114 | 248 | 36 | 91 | 1958 |
| Caliber (University of California Press full-text) | 1 | 2 | 27 | 27 | 27 | 13 | 2 | 11 | 6 | 5 | 7 | 1 | 129 |
| Cambridge Journals Online (full-text) | 7 | 5 | 83 | 27 | 57 | 53 | 5 | 11 | 68 | 50 | 63 | 5 | 434 |
| ChemAbs - SciFinder Scholar (12/03-) (activities?) | 59 | 72 | 103 | 110 | 31 | 156 | 69 | 865 | 373 | 195 | 41 | 20 | 2094 |
| CINAHL (Ovid; searches) [10/01-] | 43 | 37 | 220 | 890 | 675 | 217 | 122 | 751 | 765 | 1507 | 205 | 87 | 5519 |
| Classical Music Library (sessions) | | | 17 | 28 | 65 | 36 | 16 | 32 | 40 | 24 | 27 | 10 | 295 |
| Classical Music Library (tracks played) | 82 | 1 | 56 | 40 | 10 | 13 | 16 | 32 | 26 | 2 | 3 | 2 | 283 |
| CollegeSource Online (searches) | 1 | 0 | 36 | 10 | 4 | 10 | 13 | 4 | 1 | 0 | 3 | 1 | 83 |
| CollegeSource Online (catalogs viewed) | 417 | 2561 | 4496 | 4840 | 7324 | 7932 | 423 | 2508 | 4651 | 3192 | 601 | 278 | 39223 |
| Com/Abstracts (CIOS) (accesses) | | | | | | | | | | | | | |
| Communication Studies: A SAGE Full-Text Collection (1982-Current) | | | 457 | 2727 | 2892 | 908 | 630 | 1490 | 1528 | 1380 | 477 | 388 | 12887 |
| CQ Researcher (1/02-) (sessions) | 52 | 18 | 128 | 491 | 990 | 413 | 53 | 313 | 692 | 762 | 266 | 102 | 4280 |
| Criminal Justice Abstracts (queries) | 364 | 270 | 817 | 3080 | 3418 | 1173 | 735 | 1882 | 2022 | 1925 | 588 | 462 | 16716 |
| Criminology: A SAGE Full-Text Collection (1982-Current) | | | 462 | 2609 | 2872 | 885 | 639 | 1623 | 1593 | 1514 | 501 | 410 | 13108 |
| Dissertation Abs (FS:Block) | 81 | 28 | 71 | 114 | 124 | 40 | 54 | 66 | 103 | 75 | 35 | 34 | 825 |
| EBSCOHost Academic Search Premier (sessions) | 2091 | 2064 | 7206 | 15363 | 19446 | 11157 | 2995 | 9548 | 11977 | 16884 | 4843 | 2806 | 105380 |
| EBSCOHost Academic Search Premier (full-text) | 6774 | 5722 | 16572 | 36018 | 49124 | 28341 | 6655 | 22611 | 26070 | 32970 | 9455 | 5883 | 246195 |
| EBSCOHost Business Source Premier (sessions) | 260 | 230 | 1171 | 1743 | 1699 | 1116 | 774 | 1148 | 1103 | 1465 | 675 | 356 | 11740 |
| EBSCOHost Business Source Premier (full-text) | 686 | 510 | 2200 | 3296 | 4110 | 2306 | 1384 | 1965 | 2126 | 3005 | 832 | 867 | 23287 |
| EBSCOHost CINAHL Plus w/ full-text (sessions) | | | | | | | | | | | | | |
| EBSCOHost CINAHL Plus w/ full-text (full-text) | | | | | | | | | | | | | |
| EBSCOHost Communication & Mass Media Complete (sessions) | | | | | | | | | | | | | |
| EBSCOHost Communication & Mass Media Complete (full-text) | | | | | | | | | | | | | |
| EBSCOHost Internet and Personal Computing Abstracts | | | | | | | | | | | | | |
| EBSCOHost Library, Info Science & Technology Abs (sessions) | | | | | | | | | | | | | |
| EBSCOHost Library, Info Science & Technology Abs (fulltext) | | | | | | | | | | | | | |
| EBSCOHost MasterFILE Premier (sessions) | 61 | 42 | 106 | 186 | 188 | 97 | 46 | 148 | 166 | 248 | 0 | 31 | 31 |
| EBSCOHost MasterFILE Premier (full-text) | 186 | 196 | 184 | 337 | 417 | 189 | 149 | 192 | 230 | 538 | 829 | 112 | 1423 |
| EBSCOHost Regional Business News (sessions) | 6 | 6 | 47 | 76 | 51 | 33 | 7 | 67 | 69 | 79 | 14 | 26 | 3559 |
| EBSCOHost Regional Business News (full-text) | 4 | 5 | 9 | 82 | 71 | 8 | 6 | 61 | 49 | 40 | 10 | 26 | 371 |
| EBSCOHost Teacher Reference Ctr (sessions) | | | | | | | | | | | | | |
| EBSCOHost Teacher Reference Ctr (fulltext) | | | | | | | | | | | | | |
| EconLit (CSA) | 655 | 348 | 820 | 3017 | 3605 | 1699 | 681 | 1729 | 1793 | 1449 | 2188 | 540 | 18524 |
| Education: A SAGE Full-Text Collection (1968-Current) | | | 489 | 2844 | 2978 | 889 | 653 | 1623 | 1527 | 1337 | 505 | 457 | 13302 |

Appendix N
Library Systems
Table 33 - Electronic Subscription Services Use

| Database Name/Service | Jul-05 | Aug-05 | Sep-05 | Oct-05 | Nov-05 | Dec-05 | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 | Total |
|--|---------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Emerald Insight (4/02-) (sessions) | 115 | 289 | 719 | 1355 | 1460 | 810 | 473 | 1268 | 1443 | 1859 | 742 | 444 | 10977 |
| Emerald Insight (4/02-) (articles) | 56 | 5 | 120 | 226 | 145 | 100 | 92 | 232 | 224 | 252 | 241 | 67 | 1760 |
| Encyclopedia of Life Sciences (Grove) (Sessions) | sub cancelled | | | | | | | | | | | | 0 |
| Encyclopedia of Life Sciences (Grove) (Article Views) | sub cancelled | | | | | | | | | | | | 0 |
| ERIC (CSA)* | 1057 | 812 | 1800 | 6908 | 5503 | 2098 | 1448 | 3643 | 3366 | 3496 | 1041 | 1319 | 32491 |
| Ethnic Newswatch (searches) | 392 | 438 | 1020 | 2433 | 3646 | 2332 | 450 | 1429 | 2183 | 3644 | 1043 | 686 | 19706 |
| Ethnic Newswatch (full-text) | 143 | 177 | 216 | 1065 | 1331 | 1110 | 78 | 485 | 824 | 1452 | 414 | 100 | 7395 |
| Facts.com (visits) | 6 | 3 | 113 | 33 | 107 | 39 | 2 | 12 | 85 | 83 | 11 | 15 | 509 |
| Facts.com (requests - closest to full-text) | 14 | 7 | 273 | 91 | 181 | 48 | 3 | 20 | 307 | 197 | 29 | 41 | 1211 |
| FindIt! (requests) | 5794 | 1629 | 15010 | 24670 | 18050 | 11035 | 3877 | 10115 | 14534 | 17342 | 5739 | | 127795 |
| FindIt! (click-throughs) AIP_SCITATION_American_Institute_of_Physics | | | | | | | | | | | | 1 | |
| FindIt! (click-throughs) | | | | | | | | | | | | | |
| ALLEN_PRESS_ECLOGICAL_SOCIETY_OF_AMERICA | | | | | | | | | | | 7 | 2 | 9 |
| FindIt! (click-throughs) ALLEN_PRESS_MISCCELLANEOUS | 5 | 0 | 2 | 2 | 0 | 1 | 1 | 6 | 2 | 12 | 5 | 4 | 40 |
| FindIt! (click-throughs) AMERICAN_CHEMICAL_SOCIETY | 10 | 0 | 29 | 66 | 21 | 29 | 6 | 26 | 33 | 42 | 10 | 11 | 283 |
| FindIt! (click-throughs) AMERICAN_PHYSICAL_SOCIETY | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | 0 |
| FindIt! (click-throughs) BIOMED_CENTRAL_OPEN_ACCESS_FREE | 2 | 0 | 1 | 1 | 1 | 2 | 1 | 4 | 4 | 2 | 2 | 0 | 20 |
| FindIt! (click-throughs) | | | | | | | | | | | | | |
| CALIBER_UNIV_OF_CALIFORNIA_PRESS_JOURNAL | 2 | 1 | 50 | 21 | 15 | 10 | 32 | 14 | 16 | 14 | 1 | 1 | 177 |
| FindIt! (click-throughs) CAMBRIDGE_UNIVERSITY_PRESS | 3 | 5 | 34 | 21 | 28 | 24 | 8 | 15 | 40 | 41 | 12 | 7 | 238 |
| FindIt! (click-throughs) CQ_ELECTRONIC_LIBRARY | 0 | 0 | 0 | 33 | 33 | 33 | 3 | 21 | 23 | 40 | 10 | 6 | 202 |
| FindIt! (click-throughs) CSA_SAGE_COMMUNICATION_STUDIES | | | 9 | 39 | 48 | 65 | 11 | 65 | 108 | 143 | 22 | 9 | 519 |
| FindIt! (click-throughs) CSA_SAGE_CRIMINOLOGY | | | 22 | 16 | 51 | 119 | 77 | 104 | 106 | 58 | 9 | 9 | 571 |
| FindIt! (click-throughs) CSA_SAGE_EDUCATION | | | 13 | 41 | 36 | 55 | 19 | 25 | 43 | 11 | | 0 | 243 |
| FindIt! (click-throughs) CSA_SAGE_HEALTH_SCIENCES | | | | | | | | | | | | | |
| FindIt! (click-throughs) | | | | | | | | | | | | | |
| CSA_SAGE_MANAGEMENT_AND_ORGANIZATION_STU | | | 13 | 24 | 33 | 22 | 6 | 28 | 16 | 16 | 8 | 17 | 183 |
| FindIt! (click-throughs) CSA_SAGE_NURSING_AND_HEALTH_SCIENCES | | | 3 | 27 | 45 | 28 | 12 | 9 | 0 | 0 | 0 | 0 | 124 |
| FindIt! (click-throughs) CSA_SAGE_POLITICAL_SCIENCE | | | | | | | | | | | | | |
| FindIt! (click-throughs) | | | | | | | | | | | | | |
| CSA_SAGE_POLITICS_AND_INTERNATIONAL_RELA | | | 3 | 29 | 11 | 26 | 1 | 5 | 0 | 0 | 0 | 0 | 75 |
| FindIt! (click-throughs) CSA_SAGE_PSYCHOLOGY | | | 67 | 104 | 207 | 168 | 43 | 133 | 151 | 222 | 46 | 45 | 1186 |
| FindIt! (click-throughs) CSA_SAGE_SOCIOLOGY | | | 14 | 42 | 81 | 100 | 69 | 104 | 77 | 113 | 46 | 17 | 663 |
| FindIt! (click-throughs) CSA_SAGE_URBAN_STUDIES_AND_PLANNING | | | 2 | 11 | 10 | 11 | 6 | 11 | 8 | 31 | 13 | 7 | 110 |
| FindIt! (click-throughs) | | | | | | | | | | | | | |
| DOAJ_DIRECTORY_OPEN_ACCESS_JOURNALS_FREE | 10 | 2 | 34 | 27 | 26 | 42 | 20 | 38 | 54 | 61 | 14 | 9 | 337 |
| FindIt! (click-throughs) DOCDEL_EX_LIBRIS_ALEPH | | | | | | | | | | | | | |
| FindIt! (click-throughs) EBSCO_ACADEMIC_SEARCH_PREMIER | 716 | 98 | 1982 | 2574 | 1849 | 1163 | 546 | 1285 | 1549 | 2002 | 753 | 564 | 15081 |
| FindIt! (click-throughs) EBSCO_BUSINESS_SOURCE_PREMIER | 114 | 20 | 329 | 471 | 95 | 93 | 75 | 170 | 158 | 176 | 106 | 78 | 1885 |
| FindIt! (click-throughs) EBSCO_CINAHL_PLUS_With_Full_Test | | | | | | | | | | | | 16 | |
| FindIt! (click-throughs) EBSCO_ELECTRONIC_JOURNALS_SERVICE | 116 | 4 | 250 | 364 | 46 | 20 | 17 | 32 | 38 | 42 | 25 | 9 | 963 |
| FindIt! (click-throughs) EBSCO_MASTERFILE_PREMIER | 42 | 1 | 22 | 76 | 39 | 23 | 21 | 31 | 21 | 8 | 14 | 4 | 302 |
| FindIt! (click-throughs) EBSCO_REGIONAL_BUSINESS_NEWS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| FindIt! (click-throughs) ELSEVIER_SCIENCE_DIRECT | 412 | 62 | 1147 | 1434 | 852 | 574 | 272 | 721 | 933 | 1162 | 412 | 365 | 8366 |
| FindIt! (click-throughs) EMERALD | 13 | 9 | 47 | 66 | 16 | 18 | 24 | 41 | 42 | 72 | 32 | 36 | 416 |

Appendix N
Library Systems

Table 33 - Electronic Subscription Services Use

| Database Name/Service | Jul-05 | Aug-05 | Sep-05 | Oct-05 | Nov-05 | Dec-05 | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 | Total |
|---|---------------|--------|--------|----------|--------|--------|--------|--------|--------|---------|--------|---------|--------|
| InfoTrac-Professional Collection (sessions) | 186 | 236 | 437 | 915 | 1063 | 564 | 180 | 462 | 483 | 558 | 177 | 152 | 5413 |
| InfoTrac-Professional Collection (Full-text) | 330 | 540 | 836 | 1699 | 1994 | 1031 | 499 | 886 | 859 | 1120 | 251 | 359 | 10404 |
| Informel (7/03-) (Sessions) | 7 | 8 | 13 | 81 | 48 | 31 | 12 | 32 | 46 | 41 | 10 | 5 | 334 |
| Informel (7/03-) (Full-text) | 1 | 0 | 4 | 28 | 21 | 6 | 10 | 22 | 9 | 16 | 0 | 0 | 117 |
| Ingenta (Sessions) (IngConnect and Select together) | 25 | 145 | 418 | 717 | 814 | 598 | 139 | 589 | 86 | 133 | 38 | 16 | 3445 |
| Ingenta (Full-text) | 35 | 50 | 99 | 127 | 178 | 51 | 5 | 21 | 1029 | 1848 | 432 | end sub | 839 |
| Journals@Ovid (searches) [10/01-] | 113 | 198 | 346 | 1210 | 866 | 346 | 182 | 1080 | 1029 | 1507 | 254 | end sub | 7304 |
| Journals@Ovid (fulltext) [10/01-] | 400 | 232 | 102 | 541 | 348 | 57 | 122 | 751 | 765 | 1507 | 855 | 621 | 5079 |
| JSTOR (total prints) | 218 | 353 | 1043 | 1729 | 1560 | 1098 | 726 | 1024 | 1596 | 1860 | 855 | 621 | 12683 |
| JSTOR (article views) | 631 | 1068 | 2770 | 6333 | 7431 | 6220 | 1602 | 5688 | 7772 | 10349 | 3,261 | 1023 | 54148 |
| L-N Academic Universe (searches) | 1593 | 1134 | 2438 | 5116 | 7229 | 3779 | 4821 | 4561 | 3977 | 5680 | 1873 | 1582 | 43763 |
| L-N Academic Universe (docs retrieved) | 2051 | 1966 | 3482 | 6485 | 10343 | 4805 | 4858 | 5719 | 5051 | 7474 | 2052 | 2213 | 56509 |
| L-N Congressional Universe (searches) | 18 | 15 | 236 | 102 | 179 | 139 | 36 | 305 | 129 | 207 | 46 | 66 | 1478 |
| L-N Congressional Universe (docs retrieved) | 22 | 33 | 158 | 65 | 128 | 78 | 33 | 160 | 89 | 78 | 32 | 72 | 948 |
| Lexis-Nexis Historical Universe (searches) | not available | | | | | | | | | | | | 0 |
| Lexis-Nexis Historical Universe (docs retrieved) | not available | | | | | | | | | | | | 0 |
| L-N Statistical Universe (searches) | 77 | 82 | 111 | 433 | 453 | 360 | 12 | 291 | 270 | 588 | 183 | 57 | 2897 |
| L-N Statistical Universe (docs retrieved) | 23 | 30 | 49 | 246 | 280 | 230 | 7 | 162 | 132 | 427 | 99 | 14 | 1699 |
| Library Lit (FS:Block, Wilson searches 1/04-) | 105 | 100 | 143 | 172 | 112 | 64 | 45 | 90 | 140 | 79 | 47 | 43 | 1140 |
| LitFinder (views) | 58 | 28 | 189 | 469 | 143 | 48 | 66 | 75 | 111 | 140 | 1 | 67 | 1395 |
| Management & Organization Studies: A SAGE Full-Text Collection (1948-Current) | | | 453 | 2639 | 2836 | 854 | 570 | 1466 | 1486 | 1298 | 435 | 401 | 12438 |
| Materials Science: A SAGE Full-Text Collection (1995-Current) | | | 33 | 205 | 293 | 85 | 39 | 89 | 107 | 101 | 19 | 15 | 986 |
| MathSciNet (9/05-) (sessions) | | | 337 | 323 | 228 | 210 | 101 | 288 | 259 | 141 | 223 | 2110 | 2110 |
| Mental Measurements Yrbk (sessions) | 6 | 3 | 40 | 50 | 63 | 41 | 4 | 60 | 76 | 93 | 21 | 15 | 472 |
| MetalPress (full-text) | 9 | 9 | 12 | 37 | 60 | 22 | 8 | 16 | 53 | 41 | 13 | 13 | 280 |
| MLA (queries) | 132 | 170 | 149 | 477 | 804 | 70 | 70 | 227 | 211 | 187 | 56 | 44 | 2527 |
| MnPALS (visits) | 4019 | 3572 | 9689 | 14763 | 16128 | 10194 | 7088 | 11814 | 13121 | 14292 | 6832 | 4951 | 116463 |
| MRI+ Reporter (10/04-) | 130 | 76 | 77 | checking | | | | | | | | | 283 |
| National Criminal Justice Ref Svc Abs (queries) | 46 | 0 | 602 | 2613 | 2782 | 928 | 576 | 1535 | 1469 | 1225 | 447 | 392 | 12615 |
| Naxos Music Library (Total Music Clips Streamed) | | 10 | 65 | 225 | 317 | 111 | 122 | 214 | 36 | 120 | 26 | 28 | 1274 |
| NetLibrary (Mtx; accesses) | 259 | 206 | 374 | 608 | 606 | 500 | 252 | 444 | 525 | 760 | 291 | 261 | 5086 |
| Nursing & Health Sciences: A SAGE Full-Text Collection (1982-Current) | | | 482 | 2767 | 2715 | 880 | 618 | 1258 | 178 | ceased? | | | 8898 |
| Oxford English Dictionary (Total requests) | new counter | | | | | | | | | | | | 0 |
| Oxford English Dictionary (sessions) | 61 | 24 | 166 | 279 | 154 | 283 | 136 | 193 | 190 | 345 | 164 | 44 | 2039 |
| Oxford English Dictionary (fulltext units) | 84 | 48 | 512 | 3185 | 795 | 2637 | 658 | 517 | 489 | 782 | 506 | 161 | 10374 |
| PIO(Chadwyck) [1/00-] (searches) | 38 | 23 | 80 | 130 | 285 | 161 | 50 | 180 | 191 | 196 | 117 | 78 | 1529 |
| Philosopher's Index (CSA) (10/05-) | | | | 195 | 485 | 286 | 84 | 284 | 237 | 226 | 108 | 101 | 12649 |
| Political Science: A SAGE Full-Text Collection (1982-Current) | | | 457 | 2768 | 2860 | 869 | 562 | 1464 | 1484 | 1319 | 462 | 404 | 12649 |
| Polling the Nations (4/02-) (sessions) | 2 | 1 | 7 | 35 | 17 | 12 | 1 | 16 | 18 | 45 | 4 | 0 | 158 |
| Project MUSE (fulltext viewed) | 134 | 105 | 424 | 1146 | 1227 | 787 | 262 | 563 | 641 | 791 | 446 | 170 | 6896 |
| ProQuest Newsstand (searches) (just use PQN) | 463 | 473 | 1099 | 2906 | 4457 | 2630 | 826 | 2063 | 2801 | 4223 | 1249 | 768 | 23958 |
| ProQuest Newsstand (full-text) (just use PQN) | 269 | 313 | 1255 | 1639 | 2798 | 1675 | 526 | 1155 | 1693 | 2713 | 762 | 428 | 15226 |
| PsycInfo (CSA) [9/01-] (queries) | 1159 | 1328 | 2516 | 7985 | 10946 | 4494 | 1518 | 4257 | 4747 | 6579 | 1946 | 1512 | 48987 |
| Psychology: A SAGE Full-Text Collection (1970-Current)(queries) | | | 515 | 3063 | 3085 | 967 | 663 | 1686 | 1577 | 1531 | 503 | 450 | 14040 |
| QuestionPoint (1/04-, chat sessions acc.) | 15 | 7 | 2 | 73 | 76 | 31 | 10 | 38 | 25 | 17 | 17 | 31 | 294 |
| RetWorks (2/05-) (new users) | 24 | 19 | 297 | 307 | 255 | 103 | 48 | 202 | 199 | 194 | 21 | 31 | 1700 |

Appendix N
Library Systems
Table 33 - Electronic Subscription Services Use

| Database Name/Service | Jul-05 | Aug-05 | Sep-05 | Oct-05 | Nov-05 | Dec-05 | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 | Total |
|--|---------------|---------------|----------------|----------------|----------------|----------------|---------------|----------------|----------------|----------------|---------------|---------------|------------------|
| RefWorks (2/05-) (repeat users) | 22 | 15 | 20 | 133 | 222 | 168 | 43 | 85 | 164 | 199 | 124 | 38 | 1233 |
| RefWorks (2/05-) (sessions) | 116 | 100 | 1068 | 1414 | 1528 | 1157 | 250 | 788 | 1037 | 1240 | 354 | 323 | 9365 |
| RefWorks (2/05-) (refs added) | 335 | 3801 | 3775 | 3123 | 12202 | 1925 | 679 | 2698 | 3758 | 3297 | 2836 | 795 | 39214 |
| RIA Checkpoint (7/02-, sessions) | 105 | 83 | 58 | 45 | 57 | 8 | 23 | 102 | 8 | 12 | 9 | 91 | 264 |
| RILM (CSA) | | | 407 | 360 | 609 | 266 | 85 | 267 | 321 | 293 | 131 | 492 | 2669 |
| SAGE Full-Text Collections (full-text) | | | 4 | 1790 | 2233 | 1802 | 630 | 1490 | 1528 | 1380 | 477 | 492 | 12229 |
| Sanborn Maps of Minnesota (7/02-) (visitors) | 2 | 2 | 4 | 6 | 11 | 6 | 1 | 15 | 6 | 2 | 2 | 4 | 61 |
| Sanborn Maps of Minnesota (7/02-) (images fetched) | 23 | 6 | 11 | 281 | 129 | 24 | 3 | 142 | 90 | 30 | 73 | 45 | 857 |
| ScienceDirect (fulltext) | 677 | 473 | 1765 | 3298 | 3225 | 1914 | 1003 | 2384 | 3823 | 3865 | 1398 | 886 | 24711 |
| ScienceDirect (no. searches) | 550 | 248 | 1334 | 2230 | 2149 | 1270 | 508 | 1645 | 2163 | 2322 | 584 | 250 | 15253 |
| Scientific American Archives (sessions) | 16 | 13 | 420 | 168 | 88 | 46 | 41 | 73 | 57 | 54 | 10 | 14 | 1000 |
| Scientific American Archives (article views) | 5 | 16 | 407 | 106 | 60 | 39 | 16 | 75 | 38 | 41 | 6 | 32 | 841 |
| Scopus (no. searches) | 127 | 107 | 337 | 1287 | 868 | 481 | 197 | 689 | 607 | 578 | 861 | 913 | 7052 |
| Social Svcs Abs (CSA)* | 325 | 190 | 804 | 3252 | 3211 | 1058 | 660 | 1965 | 1711 | 1577 | 481 | 450 | 15684 |
| Sociological Abs (CSA)* | 345 | 236 | 1172 | 4109 | 5005 | 1832 | 1051 | 2942 | 2680 | 2234 | 835 | 598 | 23039 |
| Sociology: A SAGE Full-Text Collection (1982-Current) | | | 477 | 2927 | 2976 | 912 | 675 | 1752 | 1577 | 1428 | 488 | 428 | 13640 |
| SPORTDiscus (Ebsco) (11/04-, sessions) | 9 | 33 | 83 | 100 | 105 | 55 | 40 | 188 | 141 | 218 | 45 | 73 | 1090 |
| SRDS | | | | | | | | | | | | | 0 |
| Urban Studies & Planning: A SAGE Full-Text Collection (1982-Current) | | | 461 | 2744 | 2845 | 856 | 591 | 1531 | 1503 | 1331 | 467 | 398 | 12727 |
| Web Resources for Soc Sci (CSA)* | 2384 | 2240 | 4334 | 14135 | 17645 | 7878 | 3024 | 8289 | 8933 | 7973 | 3150 | 1929 | 81914 |
| Westlaw (4/03-) (queries/searches? Whatever we get from them) | 15 | 13 | 20 | 26 | 46 | 27 | 124 | 314 | 162 | 76 | 77 | 0 | 852 |
| Women Writers Online (Brown Univ) (hits) | 2 | 0 | 191 | 28 | 11 | 68 | 0 | 37 | 55 | 83 | 26 | 0 | 644 |
| World Almanac (requests) | | | | | | 25 | 0 | 4 | 5 | 14 | 3 | | 283 |
| WorldCat (FS:MTX) | 1471 | 992 | 1354 | 1851 | 1182 | 1337 | 1260 | 2526 | 1460 | 1993 | 1431 | 1695 | 18552 |
| Worldwide Political Science Abs (CSA)* | 304 | 192 | 657 | 2782 | 2916 | 954 | 580 | 1515 | 1633 | 1306 | 506 | 146 | 13491 |
| Total Searches | 48,960 | 41,736 | 128,356 | 271,228 | 313,015 | 170,280 | 70,420 | 168,254 | 191,434 | 225,781 | 78,452 | 49,550 | 1,750,576 |

Appendix N
Library Systems
Table 34 - Electronic Subscription Services Use Comparison

| Searches by FY | FY01 | FY02 | FY03 | FY04 | FY05 | FY06 |
|-----------------------------|---------|---------|---------|-----------|-----------|-----------|
| | 281,497 | 821,400 | 993,326 | 1,067,519 | 1,557,649 | 1,750,576 |
| % Change from Previous Year | | 191.80% | 20.93% | 7.47% | 45.91% | 12.39% |

**Appendix O
Periodicals**

Table 36 - Serial Subscriptions Comparison

Current periodicals subscriptions (total titles including bound/fiche):
 Electronic journal subscriptions:
 Electronic journals held in aggregated databases
 Electronic databases for indexing/abstracting
 Electronic databases for full-text reference sources

| | FY02 | FY03 | FY04 | FY05 | FY06 | % Change |
|--|--------|--------|--------|-------|--------|----------|
| | 1,441 | 1,796 | 1,737 | 1,615 | 1,565 | -3.10% |
| | 1,785 | 2,474 | 2,194 | 2,614 | 3,033 | 16.03% |
| | 14,042 | 14,695 | 16,139 | 9,206 | 12,904 | 40.17% |
| | 41 | 63 | 55 | 37 | 40 | 8.11% |
| | 19 | 20 | 21 | 25 | 32 | 28.00% |

**Appendix O
Periodicals**

Table 37 - Patrons Assisted Comparison

| | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | Total | % Change |
|--------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|----------|
| FY02 | 466 | 382 | 1,133 | 1,672 | 1,632 | 729 | 658 | 1,378 | 1,381 | 1,337 | 301 | 272 | 11,341 | |
| Patrons Assisted | | | | | | | | | | | | | | |
| Faculty Copying Requests | 3 | 8 | 8 | 10 | 7 | 11 | 8 | 5 | 5 | 4 | 13 | 9 | 91 | |
| Items Requested: | 109 | 364 | 217 | 630 | 303 | 304 | 262 | 144 | 148 | 92 | 757 | 338 | 3,668 | |
| Pages Copied: | 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 | |
| Number of Items Shelved | | | | | | | | | | | | | | |
| FY03 | 245 | 230 | 1,008 | 1,106 | 985 | 556 | 509 | 1,112 | 904 | 1,135 | 401 | 520 | 8,711 | -23.19% |
| Patrons Assisted | | | | | | | | | | | | | | |
| Faculty Copying Requests | 2 | 3 | 4 | 9 | 3 | 2 | 6 | 5 | 6 | 7 | 4 | 2 | 53 | -41.76% |
| Items Requested: | 43 | 24 | 50 | 157 | 77 | 45 | 137 | 137 | 174 | 328 | 117 | 29 | 1,318 | -64.07% |
| Pages Copied: | 2,947 | 2,706 | 5,097 | 7,366 | 7,295 | 3,932 | 5,734 | 7,921 | 6,476 | 9,089 | 4,866 | 4,993 | 68,422 | 92.22% |
| Number of Items Shelved | | | | | | | | | | | | | | |
| FY04 | 375 | 182 | 1,032 | 1,207 | 935 | 783 | 355 | 614 | 728 | 643 | 211 | 311 | 7,376 | -15.33% |
| Patrons Assisted | | | | | | | | | | | | | | |
| Faculty Copying Requests | 6 | 7 | 4 | 3 | 5 | 5 | 1 | 23 | 10 | 1 | 20 | 3 | 88 | 66.04% |
| Items Requested: | 300 | 56 | 63 | 130 | 174 | 131 | 4 | 462 | 418 | 7 | 450 | 97 | 2,292 | 73.90% |
| Pages Copied: | 4,192 | 1,848 | 5,009 | 6,302 | 5,868 | 3,712 | 5,267 | 3,845 | 7,136 | 4,603 | 4,328 | 3,642 | 55,752 | -18.52% |
| Number of Items Shelved | | | | | | | | | | | | | | |
| FY05 | 334 | 205 | 580 | 787 | 685 | 325 | 251 | 510 | 464 | 555 | 201 | 206 | 5,103 | -30.82% |
| Patrons Assisted | | | | | | | | | | | | | | |
| Faculty Copying Requests | 12 | 5 | 11 | 2 | 3 | 4 | 7 | 11 | 16 | 4 | 6 | 9 | 90 | 2.27% |
| Items Requested: | 595 | 170 | 413 | 13 | 79 | 82 | 285 | 310 | 296 | 62 | 51 | 208 | 2,564 | 11.87% |
| Pages Copied: | 2,879 | 3,389 | 3,947 | 4,318 | 4,418 | 4,276 | 3,513 | 4,033 | 4,414 | 3,846 | 3,941 | 3,336 | 46,310 | -16.94% |
| Number of Items Shelved | | | | | | | | | | | | | | |
| FY06 | 132 | 129 | 373 | 402 | 414 | 195 | 178 | 311 | 254 | 387 | 83 | 86 | 2,944 | -42.31% |
| Patrons Assisted | | | | | | | | | | | | | | |
| Faculty Copying Requests | 5 | 3 | 5 | 2 | 3 | 2 | 4 | 5 | 4 | 2 | 4 | 1 | 40 | -55.56% |
| Items Requested: | 104 | 29 | 97 | 28 | 24 | 94 | 103 | 161 | 47 | 13 | 55 | 90 | 845 | -67.04% |
| Pages Copied: | 3,033 | 3,315 | 4,313 | 4,366 | 4,975 | 3,617 | 2,716 | 3,408 | 4,231 | 4,792 | 4,364 | 5,982 | 49,112 | 6.05% |
| Number of Items Shelved | | | | | | | | | | | | | | |

Appendix P
Reference Services
Table 38 - Reference Holdings Annual Comparison

| | FY02 | FY03 | FY04 | FY05 | FY06 |
|---|--------|--------|---------|--------|--------|
| Total number of print Reference titles in the collection | 9,201 | 9,162 | 9,226 | 9,617 | 9,591 |
| Total number of print Reference items (volumes) in the collection | 22,247 | 22,517 | 23,065* | 24,059 | 24,258 |

Appendix P
Reference Services
Table 39 - Reference Questions Serviced by Month and Type

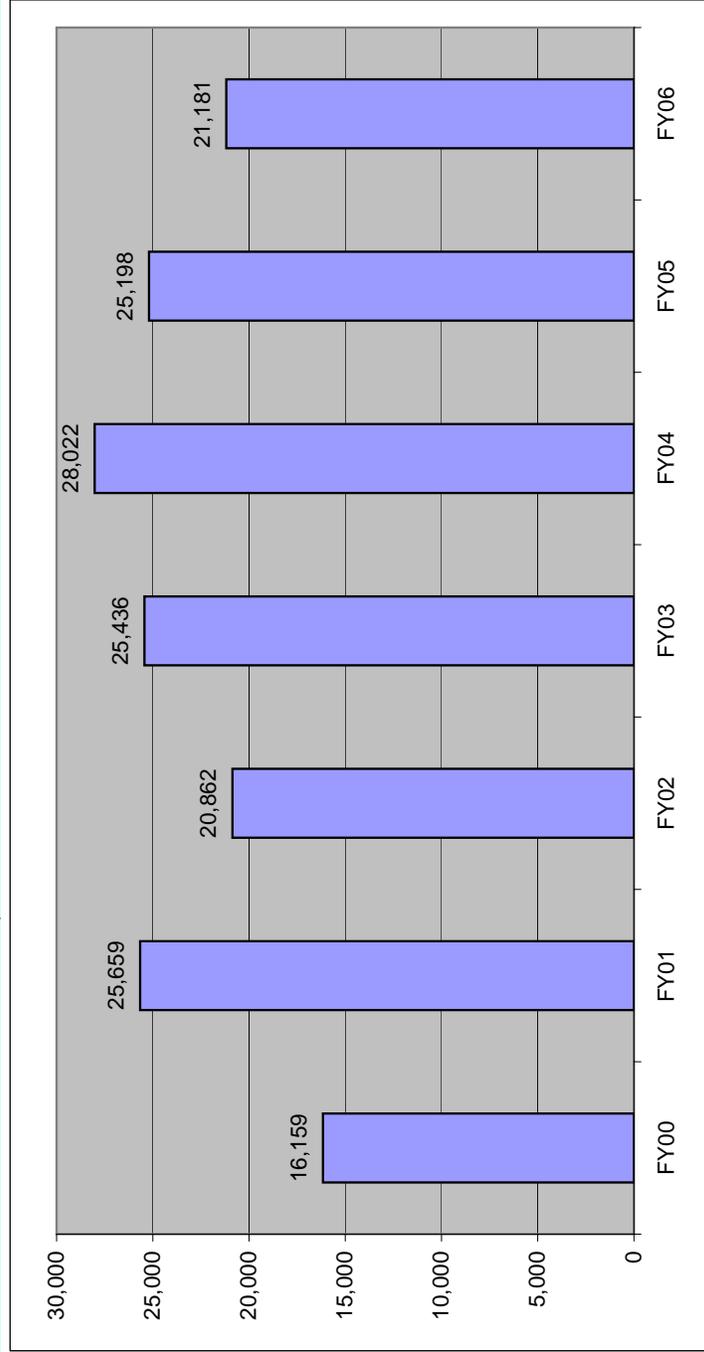
| Month | Reference | | | AskRef (e-mail) | | | Phone | | | Virtual Ref | | | Monthly Total |
|----------------------------------|---------------|--|--|-----------------|--|--|--------------|--|--|-------------|--|--|---------------|
| | Desk | | | | | | | | | | | | Total |
| July | 816 | | | 21 | | | 66 | | | 15 | | | 918 |
| August | 690 | | | 6 | | | 62 | | | 7 | | | 765 |
| September | 2,302 | | | 35 | | | 91 | | | 2 | | | 2,430 |
| October | 2,541 | | | 76 | | | 129 | | | 19 | | | 2,765 |
| November | 2,519 | | | 93 | | | 110 | | | 4 | | | 2,726 |
| December | 1,518 | | | 39 | | | 78 | | | 17 | | | 1,652 |
| January | 1,071 | | | 30 | | | 85 | | | 10 | | | 1,196 |
| February | 2,027 | | | 73 | | | 115 | | | 38 | | | 2,253 |
| March | 1,817 | | | 80 | | | 166 | | | 25 | | | 2,088 |
| April | 2,453 | | | 69 | | | 130 | | | 17 | | | 2,669 |
| May | 829 | | | 22 | | | 111 | | | 0 | | | 962 |
| June | 684 | | | 20 | | | 53 | | | 0 | | | 757 |
| Total by type of question | 19,267 | | | 564 | | | 1,196 | | | 154 | | | 21,181 |

**Appendix P
Reference Services
Table 40 - Reference Questions Serviced Comparison**

| | FY00 | FY01 | FY02 | FY03 | FY04 | FY05 | FY06 | % Change |
|---|--------|--------|--------|--------|--------|--------|--------|----------|
| Number of questions | 16,159 | 25,659 | 20,862 | 25,436 | 28,022 | 25,198 | 21,181 | -15.94% |
| Number of reference transactions in a typical week (ALS/IPEDS): | | | | 825 | 766 | 834* | 672 | -19.42% |

*excludes virtual reference

**Appendix P
Reference Services
Chart 8 - Reference Questions Serviced Comparison**



Appendix Q

Computer Labs - General Access

Table 41 - Number of General Access Workstations

| Lab (Room) | Mac | Windows | Total |
|---------------------------------------|-----------|------------|------------|
| Atwood Cultural Center (AMC 117) | 3 | 5 | 8 |
| Atwood West Entrance (AMC 166) | | 2 | 2 |
| Atwood North Entrance (AMC 172) | | 9 | 9 |
| Atwood Northeast Entrance (AMC A109) | | 3 | 3 |
| Atwood Quarry (AMC B19) | | 9 | 9 |
| Business Lab (BB 220/221) | | 60 | 60 |
| EB Lab (EB A124/125) | 24 | 16 | 40 |
| COFAH Lab (KVAC 105) | 20 | | 20 |
| Hill-Case Hall (CSH B16) | 3 | 7 | 10 |
| Beehive (ECC 103) | 6 | 43 | 49 |
| Holes Hall (HH 121A) | 2 | 10 | 12 |
| Miller Center 2nd Floor East (MC 201) | 24 | 56 | 80 |
| English Lab (R 10) | | 25 | 25 |
| Student Recreation Center (SRC57A) | 2 | 6 | 8 |
| Academic Learning Center (SH 101) | | 26 | 26 |
| Discovery Lab (SH 103) | | 6 | 6 |
| COSS Lab (SH 326) | | 20 | 20 |
| Total | 84 | 303 | 387 |

Appendix R

Computer Store

Table 42 - Computer Store Sales by Product and Customer Type

| FY06 Customer Type | Systems | | | | Other Items | Software | FY06 \$ Sales | FY05 \$ Sales | % Change |
|-----------------------|----------------|----------------|------------------|----------------|----------------|----------------|--------------------|--------------------|---------------|
| | Supplies | Macintosh | Windows | Printers | | | | | |
| Univ. Departments | 173,219 | 372,092 | 1,399,133 | 106,850 | 194,621 | 228,234 | \$2,474,149 | \$2,012,525 | 22.94% |
| Faculty | 5,860 | 69,243 | 36,922 | 2,581 | 21,682 | 11,940 | \$148,228 | \$124,728 | 18.84% |
| Staff | 2,733 | 18,255 | 15,875 | 1,057 | 9,382 | 3,522 | \$50,825 | \$47,954 | 5.99% |
| Students | 25,789 | 265,868 | 243,048 | 8,699 | 46,763 | 152,429 | \$742,595 | \$433,095 | 71.46% |
| Total | 207,601 | 725,458 | 1,694,979 | 119,188 | 272,447 | 396,125 | \$3,415,797 | \$2,618,302 | 30.46% |

Appendix R

Computer Store

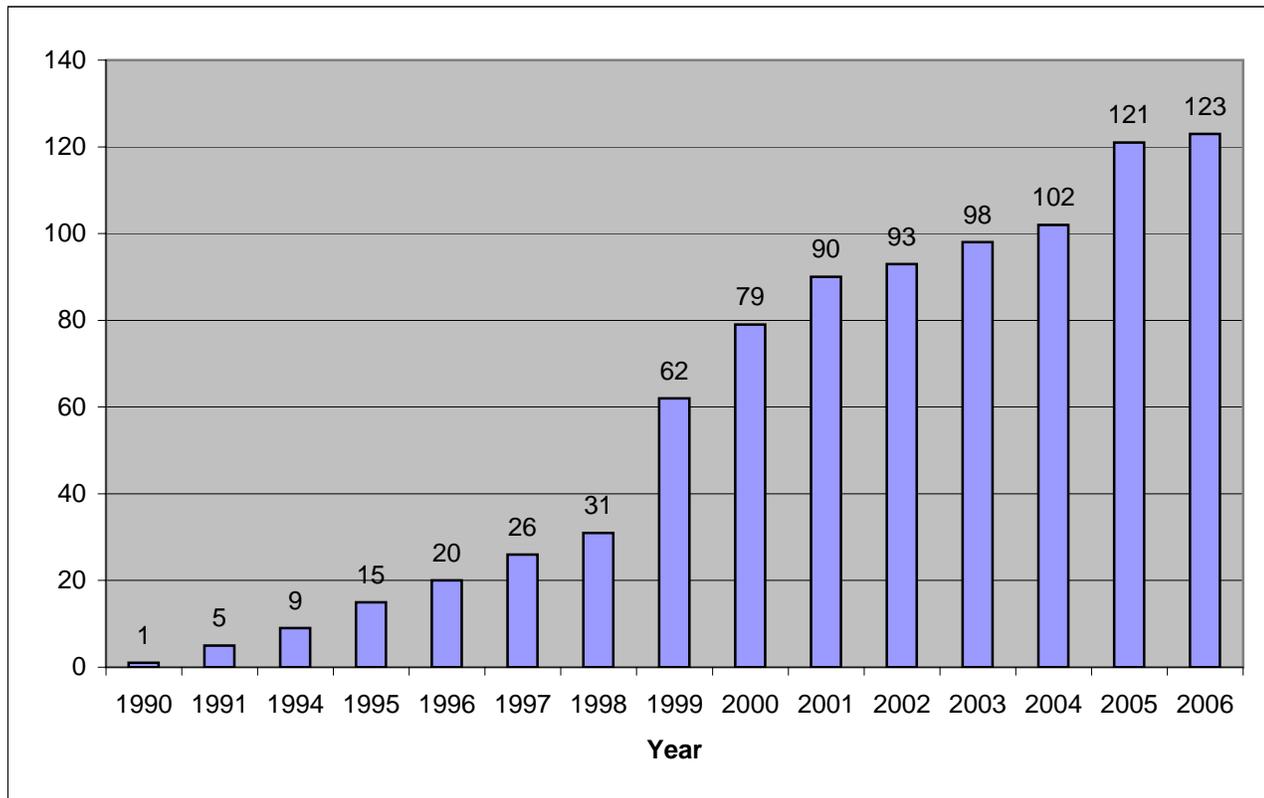
Table 43 - Computer Store Systems Sold Comparison

| Customer Type | FY01 | FY02 | FY03 | FY04 | FY05 | FY06 | % Change |
|--------------------|-------------------|------------|--------------|------------|--------------|--------------|---------------|
| | Univ. Departments | 505 | 552 | 1154 | 536 | 1040 | |
| Faculty | 38 | 53 | 30 | 35 | 61 | 73 | 19.67% |
| Staff | 50 | 12 | 14 | 21 | 25 | 22 | -12.00% |
| Students | 43 | 83 | 160 | 188 | 222 | 309 | 39.19% |
| External to Campus | | | | | | 0 | |
| Total | 636 | 700 | 1,358 | 780 | 1,348 | 1,748 | 29.67% |

Appendix S
 Electronic Classrooms/Audiovisual Support
 Table 44 - Electronic Classroom Growth

| Year | # Added | Upgraded | Total Rooms |
|--------------|------------|------------|-------------|
| 1990 | 1 | 0 | 1 |
| 1991 | 4 | 0 | 5 |
| 1994 | 4 | 0 | 9 |
| 1995 | 6 | 0 | 15 |
| 1996 | 5 | 0 | 20 |
| 1997 | 6 | 1 | 26 |
| 1998 | 5 | 2 | 31 |
| 1999 | 31 | 4 | 62 |
| 2000 | 17 | 8 | 79 |
| 2001 | 11 | 5 | 90 |
| 2002 | 3 | 4 | 93 |
| 2003 | 5 | 2 | 98 |
| 2004 | 4 | 2 | 102 |
| 2005 | 19 | 79 | 121 |
| 2006 | 2 | 53 | 123 |
| Total | 123 | 160 | |

Appendix S
 Electronic Classrooms/Audiovisual Support
 Chart 9 - Electronic Classroom Growth



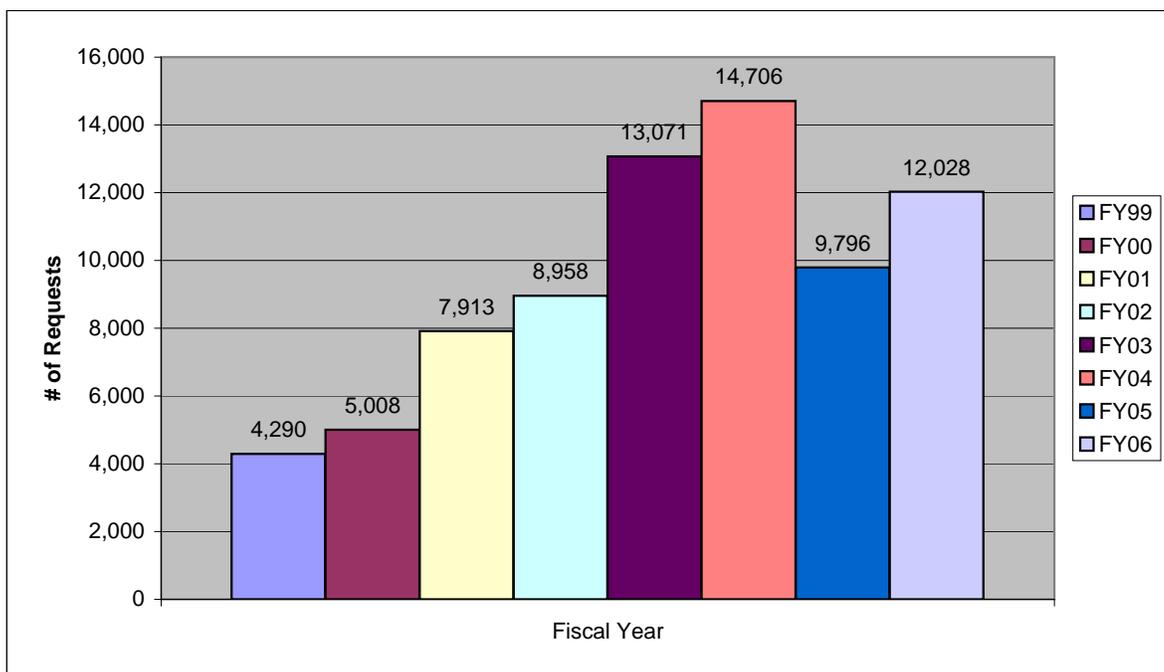
Appendix S
 Electronic Classrooms/Audiovisual Support
 Table 45 - Equipment for All Classrooms (includes E-Classrooms)

| Item | Number of Classrooms with | | | | % Change | FY05 Percentage of Classrooms w/ |
|---|---------------------------|-------|-------|--------|----------|-------------------------------------|
| | FY 04 | FY 05 | FY 06 | | | |
| LCD projectors | 139 | 127 | 129 | 1.57% | 89.58% | |
| Computers | 105 | 126 | 126 | 0.00% | 87.50% | |
| Televisions | 159 | 144 | 147 | 2.08% | 102.08% | |
| VCRs | 90 | 101 | 137 | 35.64% | 95.14% | |
| DVD players | 35 | 55 | 89 | 61.82% | 61.81% | |
| Document projectors/ systems/cameras | 66 | 100 | 110 | 10.00% | 76.39% | |
| SmartBoards | 3 | 7 | 7 | 0.00% | 4.86% | |

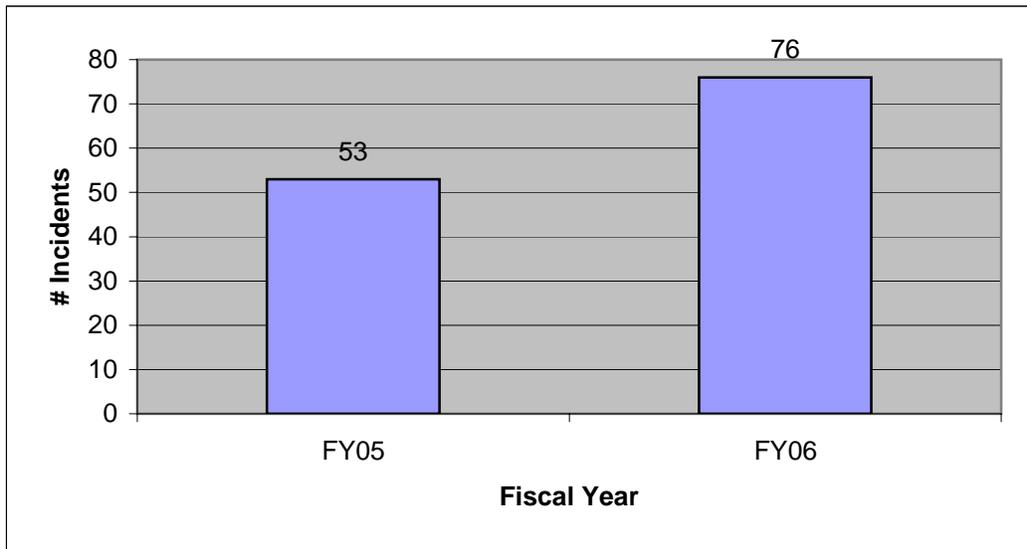
Appendix T
 HelpDesk
 Table 46 - HelpDesk Traffic Comparisons

| Semester | FY99 | FY00 | FY01 | FY02 | FY03 | FY04 | FY05 | FY06 |
|----------------------------------|--------------|---------------|---------------|---------------|---------------|---------------|----------------|---------------|
| Fall | 2,477 | 2,543 | 3,296 | 3,879 | 6,436 | 7,633 | 4,442 | 4,998 |
| Spring | 1,813 | 2,465 | 4,617 | 5,079 | 6,635 | 7,073 | 5,354 | 7,030 |
| Total | 4,290 | 5,008 | 7,913 | 8,958 | 13,071 | 14,706 | 9,796 | 12,028 |
| Change from Previous Year | | 16.74% | 58.01% | 13.21% | 45.91% | 12.51% | -33.39% | 22.78% |

Appendix T
 HelpDesk
 Chart 10 - HelpDesk Traffic Comparisons



Appendix U
Information Technology Security
Chart 11 - Incidents Investigated



Appendix V
ITV/Video Conferencing
Table 47 - ITV Events and Hours Hosted/Received

| Events Type Hosted | Summer 2005 | Fall 2005 | Spring 2006 | FY06 Total | FY05 Total | % Change |
|-----------------------------|-------------|------------|-------------|--------------|--------------|----------------|
| For credit courses | 6 | 23 | 25 | 54 | 41 | 31.71% |
| Meetings | 2 | 10 | 4 | 16 | 16 | 0.00% |
| Seminars | 0 | 0 | 0 | 0 | 0 | 0.00% |
| Total | 8 | 33 | 29 | 70 | 57 | 22.81% |
| Hours Hosted | | | | | | |
| For credit courses | 90 | 756 | 881 | 1,727 | 1,579 | 9.37% |
| Meetings | 4 | 16 | 6 | 26 | 29 | -8.77% |
| Seminars | 0 | 0 | 0 | 0 | 0 | 0.00% |
| Total | 94 | 772 | 887 | 1,753 | 1,608 | 9.05% |
| Events Type Received | | | | | | |
| For credit courses | 0 | 3 | 2 | 5 | 7 | -28.57% |
| Meetings | 2 | 21 | 16 | 39 | 56 | -30.36% |
| Seminars | 0 | 0 | 0 | 0 | 5 | -100.00% |
| Total | 2 | 24 | 18 | 44 | 68 | -35.29% |
| Hours Received | | | | | | |
| For credit courses | 0 | 34 | 24 | 58 | 167 | -65.27% |
| Meetings | 2 | 25 | 34 | 61 | 144 | -57.64% |
| Seminars | 0 | 0 | 0 | 0 | 19 | -100.00% |
| Total | 2 | 59 | 58 | 119 | 330 | -63.94% |

Appendix W
 Multimedia/Web Production Services
 Table 48 - Projects Comparison

| | FY04 | FY05 | FY06 | % Change |
|----------------------------|----------------|----------------|----------------|--------------|
| Administrative projects | 410 | 654 | 691 | 5.66% |
| Faculty projects | 114 | 164 | 186 | 13.41% |
| Student projects | 0 | 1 | 5 | 400.00% |
| External/For hire projects | 3 | 2 | 2 | 0.00% |
| Total projects | 527 | 821 | 884 | 7.67% |
| Departments served | 108 | 111 | 123 | 10.81% |
| | | | | |
| New Web sites | 15 | 9 | 13 | 44.44% |
| Redesign/moved Web sites | 28 | 29 | 22 | -24.14% |
| Maintenance Web projects | 378 | 549 | 520 | -5.28% |
| Contribute users | 15 users | 50 clients | 120 clients | |
| | | 70 sites | 100 sites | n/a |
| Dynamic database projects | 5 | 5 | 6 | 20.00% |
| CD/DVD projects | 7 | 25 | 56 | 124.00% |
| CDs created | 608 | 480 | 857 | 78.54% |
| DVDs created | 10 | 795 | 2281 | 186.92% |
| Online/D2L projects | 38 faculty | 66 projects | 88 projects | |
| | 15 departments | 26 departments | 24 departments | n/a |
| Electronic presentations | 20 | 13 | 22 | 69.23% |

Appendix W
Multimedia/Web Production Services
Table 49 - FY06 Quarterly Project Hours

| | Q1 | Q2 | Q3 | Q4 | Totals | FY05 Totals | % Change |
|-------------------------|--------------|------------|------------|------------|--------------|----------------|---------------|
| Regular projects | 123 | 91 | 79 | 71 | 364 | 241 | 51.04% |
| Maintenance projects | 152 | 146 | 126 | 96 | 520 | 580 | -10.34% |
| Total projects | 275 | 237 | 205 | 167 | 884 | 821 | 7.67% |
| Regular hours | 1,024 | 602 | 322 | 586 | 2,534 | 2441.75 | 3.76% |
| Maintenance hours | 120 | 181 | 122 | 137 | 560 | 884 | -36.68% |
| Total hours | 1,144 | 782 | 444 | 723 | 3,093 | 3325.75 | -6.99% |
| <u>Projects</u> | | | | | | | |
| Electronic presentation | 5 | 4 | 6 | 7 | 22 | 13 | 69.23% |
| Hard copy | 18 | 9 | 8 | 7 | 42 | 35 | 20.00% |
| Multimedia | 26 | 34 | 27 | 23 | 110 | 82 | 34.15% |
| Online course | 43 | 12 | 23 | 10 | 88 | 66 | 33.33% |
| Training/Consultation | 9 | 14 | 6 | 8 | 37 | 21 | 76.19% |
| Web site - Existing | 168 | 163 | 131 | 108 | 570 | 591 | -3.55% |
| Web site - New | 6 | 1 | 4 | 4 | 15 | 13 | 15.38% |
| Total projects | 275 | 237 | 205 | 167 | 884 | 821 | 7.67% |
| <u>Hours</u> | | | | | | | |
| Electronic presentation | 19 | 44 | 54 | 84 | 201 | 109.25 | 84.21% |
| Hard copy | 69 | 5 | 18 | 20 | 112 | 180.75 | -38.04% |
| Multimedia | 133 | 119 | 67 | 62 | 381 | 284.5 | 33.92% |
| Online course | 132 | 19 | 83 | 21 | 255 | 236.25 | 7.83% |
| Training/Consultation | 18 | 33 | 5 | 8 | 63 | 26.75 | 134.58% |
| Web site - Existing | 667 | 550 | 171 | 431 | 1,819 | 2255.75 | -19.36% |
| Web site - New | 107 | 12 | 46 | 99 | 263 | 232.5 | 13.01% |
| Total Hours | 1,144 | 782 | 444 | 724 | 3,094 | 3325.75 | -6.98% |

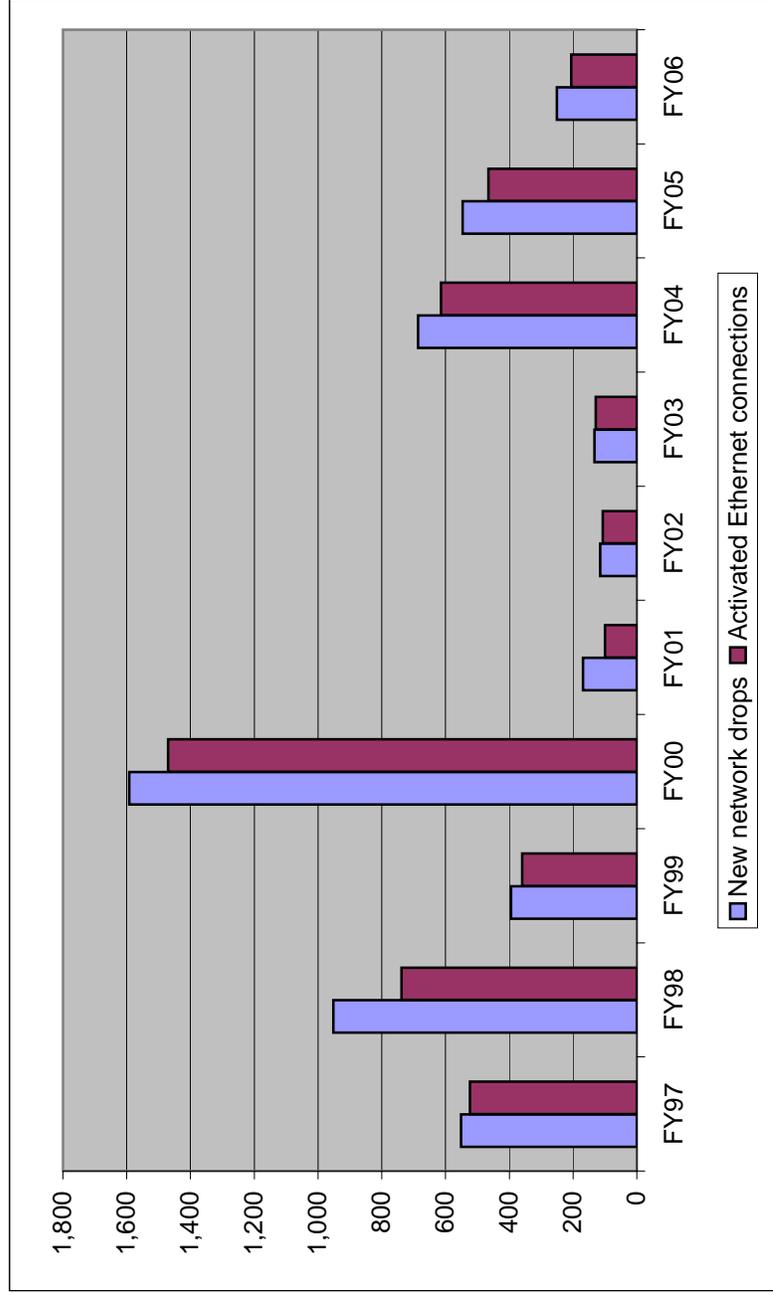
Appendix X
Networking

Table 50 - Campus Ethernet Infrastructure Statistics

| | FY97 | FY98 | FY99 | FY00 | FY01 | FY02 | FY03 | FY04 | FY05 | FY06 |
|--------------------------------|------|------|------|------|------|------|------|------|------|------|
| New network drops | 551 | 952 | 395 | 1592 | 169 | 115 | 133 | 686 | 546 | 251 |
| Activated Ethernet connections | 523 | 738 | 360 | 1470 | 100 | 107 | 129 | 614 | 465 | 206 |

Appendix X
Networking

Chart 12 - Campus Ethernet Infrastructure Statistics



Appendix X

Networking

Table 51 - Network/System Uptime

| Year | Uptime | Total Hours | Total Downtime | Avg. Monthly Hours Downtime |
|-------------|---------------|--------------|----------------|-----------------------------|
| FY00 | 99.43% | 8,760 | 50 | 4.17 |
| FY01 | 99.57% | 8,760 | 38 | 3.17 |
| FY02 | 99.10% | 8,760 | 78.84 | 6.57 |
| FY03 | 99.18% | 8,760 | 71.42 | 5.95 |
| FY04 | 99.80% | 8,784 | 18.00 | 1.50 |
| FY05 | 99.73% | 8,760 | 23.67 | 1.97 |
| FY06 | 99.90% | 8,760 | 9.00 | 0.75 |

Appendix X

Networking

Table 52 - Reasons for Network/System Downtime

| Downtime Reason | Hours Down | | | |
|--|------------|--------------|--------------|-------------|
| | FY03 | FY04 | FY05 | FY06 |
| Maintenance | 4 | 12 | 4.17 | 2.00 |
| Equipment/Technical malfunction | 67 | 4 | 18.50 | 4.00 |
| Security/Virus/Denial of service, etc. | 0 | 2 | 1.00 | 3.00 |
| Total | 71 | 18.00 | 23.67 | 9.00 |

Appendix X

Networking

Table 53 - Number of Registered Campus Wireless Users

| | Number | % HuskyNet Accounts | Total HuskyNet Accouts |
|-------------|--------------|---------------------|------------------------|
| FY00 | 0 | | |
| FY01 | 0 | | |
| FY02 | 0 | | |
| FY03 | 85 | | |
| FY04 | 552 | 3.04% | 18,172 |
| FY05 | 1,474 | 6.64% | 22,202 |
| FY06 | 5,588 | 19.66% | 28,416 |

Appendix X
Networking
Table 54 - Campus Wireless Network Coverage

| Building | Building Coverage | Nodes | % of Campus |
|---|--------------------------|--------------|--------------------|
| 801 Building | 100% | 2 | 3.00% |
| Administrative Services | 100% | 6 | 4.00% |
| Alumni House | 100% | 1 | 2.00% |
| American Indian Center | 100% | 1 | 2.00% |
| Atwood Memorial Center | 100% | 9 | 4.00% |
| Brown Hall | 100% | 6 | 4.00% |
| Business Building | 100% | 7 | 4.00% |
| Carol Hall | 100% | 1 | 2.00% |
| Centennial Hall | 33% | 1 | 3.00% |
| Eastman Hall | 100% | 3 | 2.00% |
| Education Building | 100% | 7 | 4.00% |
| Engineering & Computing Center | 100% | 9 | 4.00% |
| Garvey Commons | 90% | 2 | 2.00% |
| Halenbeck Hall | 80% | 6 | 4.00% |
| Harold E. Anderson Entrepreneurial Center | 0% | 0 | 0.00% |
| Headley Hall | 100% | 5 | 4.00% |
| Health Center | 0% | 0 | 0.00% |
| Heating Plant | 80% | 1 | 2.00% |
| Kiehl Visual Arts Center | 100% | 5 | 4.00% |
| Lawrence Hall | 100% | 3 | 4.00% |
| Maintenance Building | 100% | 1 | 3.00% |
| Wick Science Building | 100% | 11 | 4.00% |
| James W. Miller Learning Resources Center | 100% | 11 | 4.00% |
| National Hockey Center | 100% | 5 | 4.00% |
| North Office Center | 100% | 1 | 2.00% |
| Performing Arts Center | 100% | 7 | 4.00% |
| Public Safety | 100% | 1 | 2.00% |
| Rec Center/Stadium | 85% | 7 | 4.00% |
| Richard Green House | 100% | 1 | 2.00% |
| Riverview | 100% | 3 | 2.00% |
| Stewart Hall | 100% | 11 | 4.00% |
| Whitney House | 100% | 2 | 4.00% |
| Women's Center | 100% | 1 | 2.00% |
| Total | | 137 | 99.00% |

Appendix X

Networking

Table 55 - Residence Hall Wireless Network Coverage

| Residence Halls | Building Coverage | Nodes | % of Residence Halls |
|-------------------------------|--------------------------|--------------|-----------------------------|
| Benton Hall (North and South) | 100% | 10 | 12.00% |
| Hill-Case Hall | 100% | 13 | 12.00% |
| Holes Hall | 100% | 16 | 12.00% |
| Lawrence Hall | 100% | 4 | 6.00% |
| Mitchell Hall | 100% | 12 | 12.00% |
| Sherburne Hall | 100% | 17 | 12.00% |
| Shoemaker Hall | 100% | 18 | 12.00% |
| State View North | 90% | 1 | 5.00% |
| State View South | 90% | 1 | 5.00% |
| Stearns Hall | 100% | 16 | 12.00% |
| Total | | 108 | 100.00% |

Appendix Y

ResNet

Table 56 - ResNet Connections Comparison

| Year | Total Connections | % Change |
|------|-------------------|----------|
| FY98 | 704 | -- |
| FY99 | 1,026 | 45.74% |
| FY00 | 1,415 | 37.91% |
| FY01 | 1,733 | 22.47% |
| FY02 | 2,095 | 20.89% |
| FY03 | 2,233 | 6.59% |
| FY04 | 2,737 | 22.57% |
| FY05 | 2,747 | 0.37% |
| FY06 | 2,573 | -6.33% |

Appendix Y

ResNet

Table 57 - Percent of Residence Hall Rooms with One or More Active Connections

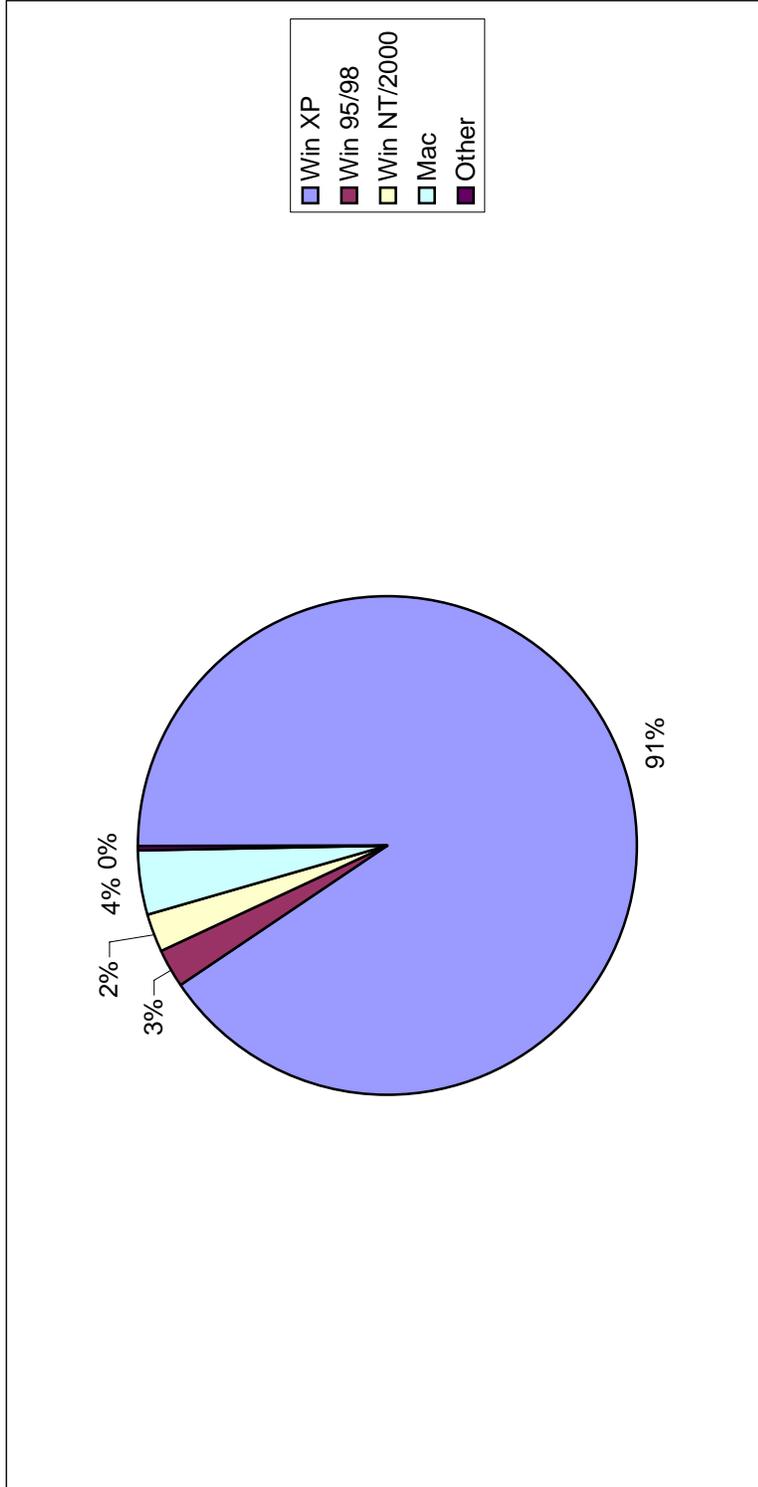
| | Fall 1998 | Fall 1999 | Fall 2000 | Fall 2001 | Fall 2002 | Fall 2003 | Fall 2004 | Fall 2005 |
|---------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| # Rooms | 1594 | 1594 | 1594 | 1594 | 1594 | 1668* | 1668 | 1668 |
| # with active connections | 660 | 888 | 1160 | 1299 | 1462 | 1530 | 1501 | 1476 |
| % active | 41.41% | 55.71% | 72.77% | 81.49% | 91.72% | 91.73% | 89.99% | 88.49% |

* Stateview Apartments & Lawrence Hall added

Appendix Y

ResNet

Chart 13 - Residence Hall Operating System Registrations, FY06



Appendix Z
 Statistical Consulting
 Table 58 - Project Category Comparison

| | |
|---|------------|
| Graduate student and/or faculty projects | |
| Fall 2005 | 24 |
| Spring 2006 | 31 |
| Subtotal | 55 |
| External projects | |
| Fall 2005 | 1 |
| Spring 2006 | 2 |
| Subtotal | 3 |
| University department/organization | |
| Fall 2005 | 5 |
| Spring 2006 | 7 |
| Subtotal | 12 |
| Online Surveys | |
| Fall 2005 | 8 |
| Spring 2006 | 19 |
| Subtotal | 27 |
| Course evaluations | |
| Summer 2004 | 4 |
| Fall 2005 | 10 |
| Spring 2006 | 9 |
| Subtotal | 23 |
| Total Projects | 120 |

Appendix AA

Non-student User Accounts

Table 59 - HuskyNet Accounts Created

| | FY04 | FY05 | FY06 |
|------------------------------------|--------------|--------------|--------------|
| Faculty/staff | | 127 | 293 |
| Departmental accounts | | 77 | 236 |
| Student organizations | | 27 | 33 |
| Special student accounts | | 12 | 20 |
| Emeritus accounts | | 2 | 3 |
| Community patron | | 950 | 1110 |
| Total | 1,281 | 1,195 | 1,695 |
| % Change from previous year | | -6.71% | 41.84% |

Appendix AA
User Accounts

Table 60 - HuskyNet Filespace Use - Snapshot in July 2006

| UserDescription | Active Accounts | Disabled Accounts | File Space (MB) | # Using File Space | Web Space (MB) | # Using Web Space | Total File & Web (MB) | Profile Space (MB) |
|-------------------------------------|-----------------|-------------------|------------------|--------------------|----------------|-------------------|-----------------------|--------------------|
| Department | 89 | 1 | 6,880 | 19 | 0 | 0 | 6,880 | 0 |
| Department, supplemental | 660 | 71 | 19,709 | 147 | 1,598 | 35 | 21,307 | 257 |
| Emeritus | 219 | 12 | 3,297 | 63 | 1,016 | 23 | 4,314 | 0 |
| Faculty/staff | 1,631 | 118 | 248,138 | 1,163 | 19,614 | 382 | 267,754 | 3,139 |
| Faculty/staff, supplemental | 11 | 1 | 271 | 4 | 41 | 1 | 312 | 0 |
| Student Organizations | 208 | 5 | 6,003 | 82 | 3,193 | 121 | 9,196 | 0 |
| Student Organizations, supplemental | 14 | 3 | 995 | 7 | 217 | 2 | 1,102 | 0 |
| Students | 24,598 | 2,164 | 979,554 | 16,019 | 62,874 | 3,991 | 1,042,462 | 230,870 |
| Type B & C users | 16 | 9 | 6 | 3 | 0 | 0 | 6 | 0 |
| Camp Accounts | 305 | 0 | 6,717 | 204 | 0 | 0 | 6,717 | 416 |
| Community Patron | 665 | 1 | 0 | 0 | 0 | 0 | 0 | 599 |
| Totals | 28,416 | 2,385 | 1,271,570 | 17,711 | 88,553 | 4,555 | 1,360,050 | 235,281 |

Appendix AA
User Accounts

Table 60 - HuskyNet Filespace Use Comparison

| Date | Active Accounts | Disabled Accounts | File Space (MB) | # Using File Space | Web Space (MB) | # Using Web Space | Total File & Web (MB) | Profile Space (MB) |
|----------------------------------|-----------------|-------------------|-----------------|--------------------|----------------|-------------------|-----------------------|--------------------|
| October 2003 | 18,564 | 3,944 | 105,259 | 7,456 | 14,817 | 2,177 | 120,092 | 33,978 |
| July 2005 | 22,202 | 4,939 | 626,725 | 15,766 | 53,808 | 3,734 | 680,532 | 188,118 |
| July 2006 | 28,416 | 2,385 | 1,271,570 | 17,711 | 88,553 | 4,555 | 1,360,050 | 235,281 |
| Change from previous year | 27.99% | -51.71% | 102.89% | 12.34% | 64.57% | 21.99% | 99.85% | 25.07% |