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LR&TS Annual Report 2006-2007

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Learning Resources & Technology Services

Annual Report Fiscal Year 2007



ST. CLOUD STATE UNIVERSITY
A tradition of excellence and opportunity



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Introduction

Learning Resources & Technology Services (LR&TS) serves all disciplines of St. Cloud State University and a wide range of users, including students, faculty, staff and community members in Central Minnesota. LR&TS is a comprehensive, campus-wide information organization encompassing the library, academic computing, media and network operations, and instruction-related training, technical services and equipment. The library has more than 2.767 million print and nonprint items, including more than 675,000 books, 1.3 million federal and state documents, 773,000 units of microform, nearly 1,000 periodical titles and more than 15,000 electronic periodical subscriptions, 1,500 maps, and 26,000 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 127 electronic classrooms, and maintenance/operation of 625 computers in the Miller Center and 16 general access computer labs across campus.

Mission, Vision and Goals for 2005-2009

Mission

Connecting you with information and technology.

Vision

Learning Resources & 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, all faculty, and some staff, reporting to the dean.

Administration

Learning Resources & Technology Services Dean's Office

Dean	Kristi Tornquist
Associate Dean	J.C. Turner
Communication Specialist	Kristin Lyman (temp. beginning 12/06)
Communication Specialist	Dana Drazenovich (one-quarter time adjunct)
Office Manager	Ann Chmielewski
Accounts Manager	Lisa Pesta (through 5/07)
Facilities and Reservations Coordinator	Diane R. Schmitt
Office and Administrative Specialist	Lucy Supan (half-time)
Office Assistant	Matt Jenson (temp. beginning 6/07)
Office Assistant	Amy Schneider (temp. 1/07 – 5/07)
Project Analyst/Personnel Coordinator	Missy Northenscald (temp.)
Student Employment Coordinator	Jan Pietron (through 5/07)
Assessment Coordinator	Chris Inkster (half-time)

Minnesota Digital Library

Outreach Coordinator	Marian Rengel
Project Director	Keith Ewing (8 percent time)
Adjunct faculty	Mike Kathman (7 percent time, Spring)

Learning

Center for Information Media

Coordinator	Jeanne Anderson
Office and Administrative Specialist	Lucy Supan (half-time)
Graduate Coordinator	Merton Thompson
Faculty	Luther Rotto
	John Theis
	Marcia Thompson
Adjunct faculty	Gary Ganje (Fall, Spring)
	Jason Kopp (Fall)
	Karen LaPlant (Fall)
	Amy Shrank (Fall, Spring)
	Kathryn Theisen (Spring)
Graduate Assistants	Breanna Cardinal (Spring)
	Jenny Dalsted (Fall)
	Jenny Hill

InforMedia Services

Coordinator	Richard Josephson
D2L Support	Tom Hergert
Statistical Consulting Services Coordinator	Steve Malikowski
InforMedia Services Faculty	Plamen Miltenoff
	Karen Thoms
Adjunct faculty	Brad Busse (Spring, Summer)
	Randy Kolb (Fall, Spring)
	Eileen Moccia (Fall)
Graduate Assistants	Jenny Hill
	James Jenson
	Deb Skophammer

Resources

Access Services

Coordinator/Distance Learning Librarian	Robin Ewing
Library Technician - Audio-Visual	Nicole Struck (temp. beginning 1/07)
Library Technician - Audio-Visual	Hannah Topp-Schefers (through 12/06)
Library Technician - Circulation	Angela Wortham
Library Technician - E-Reserves & Evening Supervisor	Megan Ballengee
Library Technician - Reserves	Pat Sauerer
Extended Hours Supervisor	Corey Schroeder (temp.)
Central Minnesota Libraries Exchange Director	Patricia Post (three-quarter time)
CMLE Administrative Assistant	Jennifer Schwint (80 percent time)
Government Documents Librarian	Sandra Q. Williams
Interlibrary Loan Coordinator	Patricia Post (one-quarter time)
Library Technician - Interlibrary Loan	Catherine Bongers (temp. through 12/06)
Library Technician - Interlibrary Loan	Debbie Josephson
Library Technician - Interlibrary Loan	Hannah Topp-Schefers (beginning 12/06)
Serials Librarian	Michele Monson (fixed-term beginning 1/07)
Library Technician - Serials	Linda Conway
Serials Librarian	Susan Schleper (through 12/06)
Copyright Coordinator	Keith Ewing

Collection Management

Coordinator, Library Systems Librarian	Keith Ewing
Library Technician - Cataloging	Catherine Bongers (beginning 12/06)
Library Technician - Cataloging	Laurie McClintock (through 8/06)
Library Technician - Cataloging	Blair Tosh
Acquisitions/Collections Manager	Jo Flanders (fixed-term)
Library Technician - Acquisitions	Diane Larson
Library Technician - Serials	Wendy Springer
Office and Administrative Specialist Senior	Mary Krafnick (through 3/07)
Office and Administrative Specialist Senior	Amy Schneider (half-time beginning 5/07)

Cataloging Coordinator	Joy Roberts (fixed-term)
University Archivist	Susan Nelson (temp.)
Archives Intern	Deanna Olson (temp. Summer '06)

Reference Services

Reference Services Coordinator	Kate Peterson (through 11/06)
Reference Services Coordinator	Melissa Prescott (beginning 11/06)
NASA Collection Coordinator	James Pehler (emeriti volunteer)
Reference Librarians	Fred Hill
.....	Chris Inkster (one-quarter time)
.....	Susan Motin (full-year sabbatical)
.....	Renee Rude (medical leave)
Multicultural Resource Center Director	Darlene St. Clair (three-quarter time)
MRC Associate Director	Stephen Casanova (half-time)
MRC Grants Developer	Donella Westphal (fixed-term, half-time, Spring)
Fixed-term Librarians	Lisa Foslund
.....	Michael Gorman
.....	Michele Monson
.....	Gladys Swick (Fall)
Adjunct faculty	Matt Heintzelman (Fall, Spring)
.....	Susan Huber (Fall, Spring)
.....	Mike Kathman (Spring)
.....	Sommer Nebel (Fall, Spring)
.....	Amy Shrank (Spring)

Technology

Information Technology Services

Director	Phil Thorson
Projects/Office Manager	Kim Stangret (temp.)
Computer Systems Administrator	Jeff Hennen
.....	John Roberson
.....	Larry Schafer (beginning 3/07)
.....	Gordie Schmitt
.....	Chris Stanley (temp.)
Database/Application Lead Developer	Clint Forseth
Database/Application Developer	Chris Brown
.....	Linda Carr
.....	Josh Hjelmstad (temp.)
.....	Konstantin Makarov
Instructional Systems Management	Ben Pratt
IT Security Coordinator	Darrin Printy
Network Specialist	Tony Sorteberg
.....	Thad Wakefield

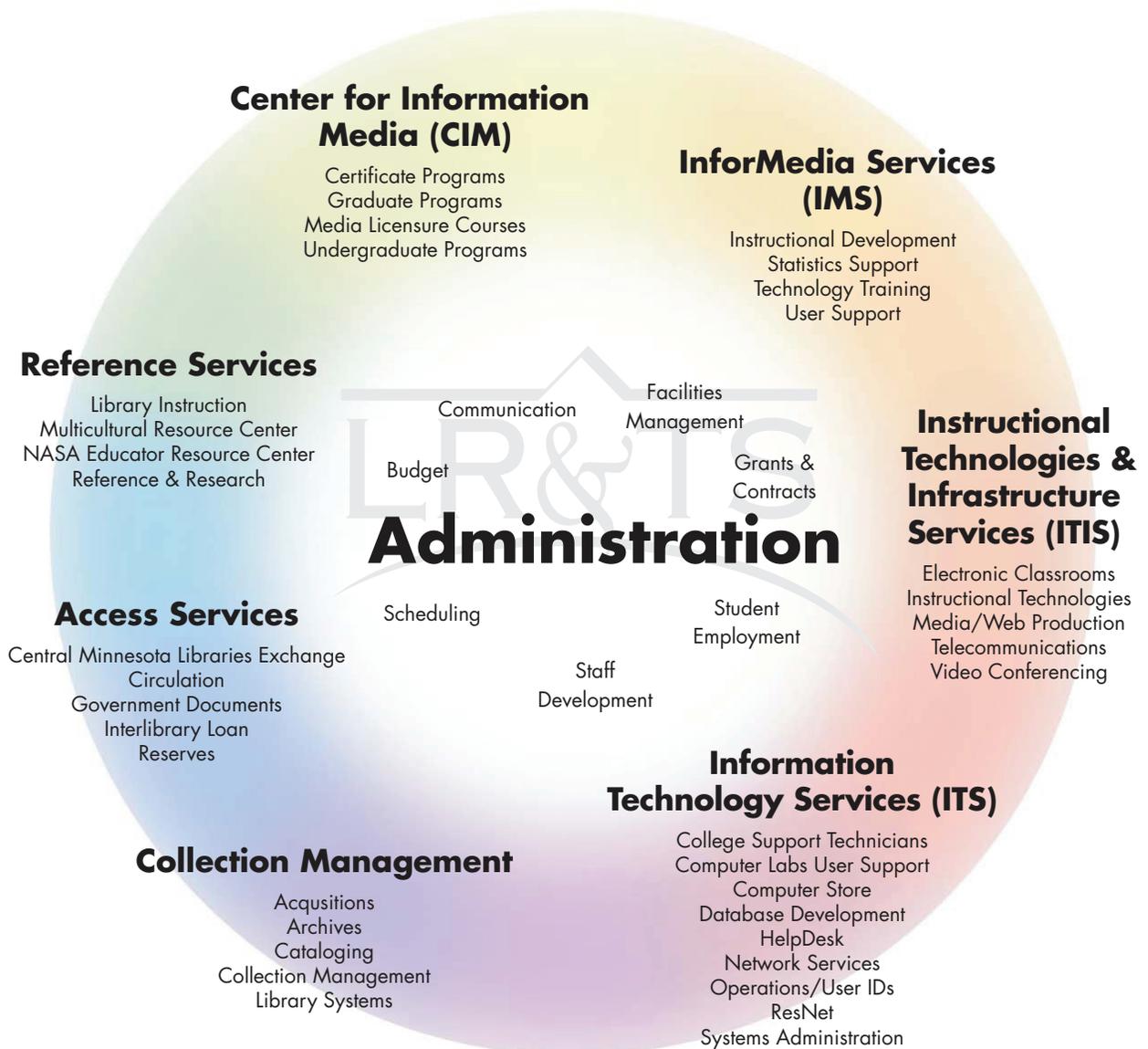
Application Specialist	Eric Dietz
Application Support Specialist	Mark Kotcho
.	Bob Lessinger
.	Dave Wogen
Software Licensing Specialist	Marcus Pohl
HuskyNet Graduate Assistant	James Barg
Technology Support Services Manager	Casey Wagner (beginning 10/06)
College Support Technician, Business	Daryl Scholz
College Support Technician, Education	Jim Pesta
College Support Technician, LR&TS	Craig Overboe
College Support Technician, Science & Engineering	Chris Fandel
College Support Technician, Social Science	Tom Peterson (three-quarter time)
Computer Labs Manager, General Access	Sam Barhorst
Computer Store Manager	Carl Schmitt
Computer Store Sales Representative	Tom Peterson (one-quarter time)
HelpDesk Manager	Dan Michaels
HelpDesk Graduate Assistant	Nawang Bajracharya
.	Pranathi Nandhyala
.	Santosh Ramaraju
ResNet Coordinator/HelpDesk backup	Mike Schomer (temp.)
User Accounts Manager	Diane E. Schmitt

Instructional Technologies & Infrastructure Services

Director	Randy Evans
Assistant Director for Multimedia/Web	Sara Grachek
Multimedia/Web Production Specialist	Karin Duncan
.	Greg Jorgensen
.	Mark Monn
.	Mary Shrode
Audio-Visual Support/Electronic Classroom Support	Dennis Murphy
CMDLN Operations Manager	Reuben Wagenius
CMDLN Operations Specialist/Electronic Classroom Support	Samuel P. Johnson
Electronic Classroom Specialist (lead)	Kelly Larson
Electronic Classroom Specialist	Jeff Gallus (through 2/07)
Electronic Classroom Specialist	Kyle Marles (temp. beginning 2/07)
Telecommunication Infrastructure Specialist	John Nies
Video/Multimedia Production Coordinator	James Bertram
Video/Multimedia Production	Holly Santiago (temp.)
Video/Multimedia Production	George Sirbasku (temp. beginning 12/06)

Learning Resources & Technology Services Organizational Chart, June 2007

Learning



Resources

Technology

Executive Summary of FY07

Fiscal Year 2007 saw the continued transformation of Learning Resources & Technology Services (LR&TS), as the organizational restructuring started the previous year moved toward implementation with several personnel searches. Six faculty and twelve staff position searches were successfully completed, with several more positions slated to be searched in FY08. Many of these personnel shifts are tied to the growing role played by information and technology in higher education. Access to information is vital to the mission of St. Cloud State University, and increasingly, technology is central to the delivery of educational services and content to all levels of users. This places greater demands on LR&TS personnel, which require the unit to evolve and grow on an almost continual basis.

Many of the services provided by LR&TS saw changes during the course of the year. These can be grouped into three main categories:

Increased Demand for Some Services

- ◆ The number of courses making use of online course management tools climbed for the seventh straight year, though the rate of the increase continues to slow. FY07 marked the third year of use of Desire2Learn (D2L) as the supported campus system. The number of courses and instructors using D2L increased 24 percent and 20 percent, respectively, over the previous year, with almost 950 courses taught by more than 400 faculty in D2L for Spring 2007.
- ◆ Library acquisition expenditures were \$1.38 million, up nearly 8 percent over FY06, the greatest increase in quite some time. Some one-time money was added to help with materials for new programs, but on-going funding was not provided for all of these.
- ◆ Equipment checkouts at the circulation desk were up more than 34 percent over FY06. The greatest growth, both by number and percentage, was for short-term (4-hour) checkout of laptop computers.
- ◆ Delivery of interlibrary loan (ILL) requests via Minnesota Electronic Document Delivery (MEDD) increased by more than 100 percent, a fifth straight year of increases, with more than 5,400 total transactions.
- ◆ Total interlibrary loan transactions reached their highest level yet, up nearly 32 percent over the previous year. With the ILL module now integrated into the Aleph library system, it is significantly easier and far more convenient for patrons to electronically request materials through interlibrary loan.
- ◆ Searches of electronic databases once again increased, up more than 12 percent over FY06, reaching nearly 2 million total searches.
- ◆ The Outreach Coordinator staff position was added to the Minnesota Digital Library project, and through the work of that person, more than 7,000 additional digital objects—images, documents and maps—were added to the collection, which is freely available online.
- ◆ The Communication Specialist position was upgraded from half- to full-time, allowing for a much greater number of projects to be addressed during FY07. All areas of LR&TS now work with the communication specialist in some capacity during the year.
- ◆ The number of hits on Research QuickStart pages nearly doubled over the number for FY06, reaching its highest level yet. These pages provide users with subject-based listings of available resources, targeted toward student research topics.
- ◆ The number of multimedia and Web projects increased more than 16 percent over FY06, once again setting a record high for the area. The greatest growth was in projects for faculty, which increase by more than 40 percent.
- ◆ More than 1,100 active data ports were added to the network infrastructure in FY07, as an increasing number of devices are network aware or network manageable.
- ◆ There were more than 6,400 registered users of SCSU's wireless network in FY07, an increase of nearly 15 percent over FY06.

Relatively Stable Demand for Some Services

- ◆ The number of books checked out from circulation increased more than 11 percent compared to FY06, but the bulk of this increase was due to the number of interlibrary loan (ILL) items now checked out from circulation; without the ILL checkouts included, the increase was a more modest 4 percent.
- ◆ There was a 28 percent decrease in the number of classes using traditional reserves (printed articles, books, CDs, DVDs, etc.), and a 41 percent decrease in the number of total transactions. However, this was somewhat countered by a nearly 15 percent increase in the number of classes using electronic reserves. As a result, more classes now use electronic rather than traditional reserves.
- ◆ Library gate counts were up nearly 5 percent over FY06, once again surpassing the 1 million mark for the year. This is still slightly below the totals reached in each of FY02, FY03 and FY04, but is higher than each of the two previous years.
- ◆ Demand for library instruction (LI) sessions changed little, with slight increases in both the number of sessions (300, up 2.39 percent) and the number of students served (6,376, up 1.22 percent).
- ◆ Wired network access in the residence halls continued to hold steady, with the number of rooms with an active connection down less than 2 percent over FY06.

Decreases in Demand for Some Services

- ◆ External grant revenue received for FY07 again was minimal. As part of reorganization, oversight of grants was added to the position description of the associate dean (to become the Associate Dean for Operations), but such duties cannot be fully implemented until the Associate Dean for Library Services and Associate Dean for Instruction and Educational Technology positions are filled.

- ◆ The number of undergraduate and graduate students earning majors, minors or certificates from the Center for Information Media decreased, with the overall number of graduate students down by 69, to 257, and the number of undergraduates down by 47, to 60.
- ◆ Technology workshop participation decreased dramatically during FY07, with the number of workshops offered down more than 44 percent and the number of workshop participants decreasing more than 75 percent. These reductions are due in part to the fact that FY06 was a record year for both the number of workshops and participants, and also that as users become more technology sophisticated, their support needs lend themselves to one-on-one rather than group instruction. To address this shift, during Spring 2007, InforMedia Services piloted the use of the Alteris HelpDesk system as a way of tracking individual contacts. These figures will be included in the future to better document the nature of support services being provided.
- ◆ The Computer Store total dollar sales decreased nearly 35 percent, and total systems sold decreased more than 30 percent in comparison to FY06. These decreases were expected, due to the cyclical nature of computer replacement on campus (Miller Center computers were replaced in FY06). The total dollar sales for the year were more in line with those for FY03 and FY05.
- ◆ Total HelpDesk service requests showed an overall decrease of nearly 35 percent from FY06, to a level similar to FY02. When broken down by semester, the number of questions serviced in Fall 2006 was down less than 10 percent from Fall 2005, but Spring 2007 was down more than 50 percent from the previous year.

LR&TS Areas of Focus for FY07

Focus on Excellence:

Improve services for our users

Expand and act upon our assessment results.

- ◆ Our assessment efforts continued to mature. We reviewed triangulated data from 2005-2006 and revised and revamped surveys appropriately. We repeated these efforts in 2006-2007 and the data are being analyzed.

Implement services requested by students (e.g., Miller Center extended hours, Technology Fee Committee emerging technologies, online courses in CIM, CIM course timetable).

- ◆ We were very successful in these implementations. After piloting the extended building hours last year, we have developed standard routines and hired for coverage.
- ◆ At the request of the Student Technology Fee Committee, we now provide software access from remote locations through Internet connectivity and expanded remote access to files.
- ◆ We began a podcasting pilot, added more laptops for student checkout, and we increased the number of locations from which students can check for computer lab availability.
- ◆ All CIM Track III courses but one are now available online and several of the courses for Track I and II are also online. We began use of Adobe Connect for CIM courses and the CIM course timetable is now in use.

Investigate the development of a Research Support Center.

- ◆ After discussing this concept with Dean Nunes, Provost Spitzer, and various faculty and staff individually, we hosted a brainstorming meeting for interested parties this past Spring. The group decided to pursue the concept further during the 2007-2008 academic year.

Plan and pilot information literacy instruction (offer one credit courses, apply for IPESL funds).

- ◆ We experimented with a few one-credit courses this past year as part of the First Year Experience offerings. They were successful enough that both Honors and DGS have asked us to continue offering them in 2007-2008. We did not receive IPESL funding.

Implement ideas from our “futures” discussions

Hire well and cross train.

- ◆ Hiring was the primary focus for the year. Overall we have been pleased by the quality of our applicants and the people we have been able to hire. Cross training efforts were started in some work areas.

Create select service level agreements for ourselves and our service providers, both on and off campus.

- ◆ We developed an SLA with Buildings and Grounds regarding their support for the Miller Center HVAC system. In addition, we developed SLAs for LR&TS support for UTVS, for dial-up services, for Institutional Effectiveness, and for library systems.

Implement the “virtual team” concept.

- ◆ Virtual teams were formed for podcasting and for “clickers.” We discussed forming an “Innov-8” group next year that will spin off virtual teams as new technologies appear on the horizon.

Foster research and innovation within LR&TS.

- ◆ The areas that we concentrated on were Webcasting, podcasting, and expanded use of D2L. We also began considering the implications of three dimensional technologies on teaching and learning.

Improve our nimbleness.

- ◆ We improved our nimbleness in the process to select and approve equipment and special project purchases.
- ◆ Technology project plans are developed more quickly following a standardized format; our rollout of software upgrades is smoother and has gone well even in cases with a short implementation schedule.

Focus on Global:

Expand access to our services

Move toward 24 x 7 access and support (both for our building and for our teaching and support services).

- ◆ Our implementation and expansion of Media-Site allows for asynchronous learner access.
- ◆ D2L usage and the resulting necessary support continue to expand.
- ◆ We implemented new HelpDesk software that provides for better user support during off hours.
- ◆ We extended the Miller Center building hours and worked with Public Safety to make the after-hours study room available on a 24-hour basis.

Redesign the LR&TS Web site.

- ◆ We reviewed this during the school year and assigned a staff person to work on it over the summer. We expect to launch the revamped Web site next year.

Increase efforts in the areas of mobile technologies and digitization.

- ◆ We received another grant to continue the digitization efforts of the Minnesota Digital Library.
- ◆ We are experimenting with Adobe Connect and with various mobile technologies.

Plan for a student portal.

- ◆ We brought in a consultant to work with us on our student portal.

Respond to an internationalized world

Participate in the planning of university globalization initiatives including study abroad and international student recruitment.

- ◆ One LR&TS faculty member taught at Alnwick in the spring; one participated on the trip to Chile in January; two that went to China last spring have continued that engagement.
- ◆ We provided a tour of the Miller Center for NAFSA attendees.
- ◆ We continue to work to bring international students into our CIM program.

Investigate employee language and cultural training.

- ◆ This continues to be a dream. The grant writer for the Multicultural Resource Center was asked to look for funding opportunities. A person who provides Somali language instruction was identified.

Engage in pandemic planning and disaster recovery planning.

- ◆ We engaged in campus planning efforts for possible pandemic scenarios.
- ◆ We are nearing completion of a 100+ page disaster recovery plan for LR&TS.
- ◆ We purchased back-up hardware for IT systems.

Celebrate the Elizabeth I exhibit.

- ◆ This was an amazing effort with numerous activities, lectures, exhibits and displays. A report to the National Endowment for the Humanities has been completed and submitted. We will be hosting another exhibit this Fall (Alexander Hamilton) and we recently learned we have been selected to host the upcoming Lewis and Clark exhibit – in part because of our track record with the Elizabeth I.



Administration

The Learning Resources & Technology Services (LR&TS) Dean's Office oversees a campus unit with approximately 100 faculty and staff members, and 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.

Learning Resources & Technology Services Dean's Office

The Dean's Office manages all aspects of Learning Resources & Technology Services (LR&TS), 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 St. Cloud State University (SCSU).

Summary of FY07 accomplishments

Many resources continued to be directed toward "futures" discussions, reorganization of personnel, and hiring for vacant positions within LR&TS. Efforts were also directed toward future committee composition to foster the interactions needed to more effectively manage the LR&TS organizational unit, along with a review of space utilization to best meet functional needs.

FY07 Goals

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

- ◆ Served on campus-wide committees, including: Presidential Search Committee, Academic Affairs Council, Meet and Confer, Student Technology Fee Committee, Web Council, and Resource25 Implementation committee.
- ◆ Represented SCSU on technology-related MnSCU committees, including Chief Information Officers, the MnSCU CIO Consultation Committee, and the Academic Information Technology Committee.
- ◆ Represented SCSU on MnSCU and state-wide library boards and committees, including Library Deans and Directors, and chaired the Minnesota Digital Library Coalition Steering Committee.
- ◆ 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 the Minnesota Learning Network Board.
- ◆ Represented SCSU at national organizational meetings, including Educause and the Broadcast Education Association.

Provide leadership and direction for LR&TS and its 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 FY07, the PPC:
 - Completed the Policy for Acceptable Use of Computer and Information Technology Resources.
 - Drafted the Access to User/Patron Information Policy for review by the Dean's Advisory Council.
 - Reviewed and updated the Policy for Student Employee Confidentiality and the related form.

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 lines in LR&TS.
- ◆ Oversaw the initiation of the search process for eight probationary faculty positions; six of these were completed successfully, with the other two searches continuing.
- ◆ Oversaw the initiation of the search process for 12 staff positions in the MMA, MAPE and AFSCME bargaining units; 6 of these were filled on a permanent basis, and the remaining filled either temporarily or to be completed in FY08.
- ◆ Oversaw the initiation of the search process for two new associate dean positions, for Instruction and Educational Technology and for Library Services. These searches will be completed in FY08.

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:
 - Review of proposed faculty revisions for the Employee E-mail policy, which were then forwarded for review at Academic Affairs Council and as appropriate, to other entities.
 - Review and discussion of proposed computer operating system support standards, which was then forwarded to Academic Affairs Council and the Faculty Association Meet and Confer.
 - Discussion of campus-wide licensing of software, with SPSS as a priority, with recommendations forwarded to Academic Affairs Council.
 - Discussion of electronic classroom equipment and standards.

- Discussion of several new/improved technology services, including a campus electronic bulletin board system, collaboration software and spam software with implementation of these slated for the Fall '08.
- Review and discussion of the proposed rollout and support of Microsoft Office 2007 for Windows to campus users.
- Review and feedback on the upcoming redesign of the main SCSU Web site.
- Review and discussion of the student survey responses to questions related to podcasting of classroom sessions.
- Review and discussion of a proposed time line for the introduction and support of Windows Vista.
- Discussion and recommendation that dial-up service for faculty, staff and emeriti be continued, following a decision by the Student Technology Fee committee to discontinue dial-up service for students.

In connection with the Center for Information Media, oversee 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 to Kay Sandin and Supawan Supanakorn.
- ◆ Luther Brown scholarships of \$1,000 each were awarded to Jenny Hill, Kathleen Lewin and Deb Skophammer; Luther Brown scholarships of \$500 each were awarded to Kristina Halland and Anna Teeple.
- ◆ A Doreen Keable scholarship of \$1,000 was awarded to Alexander Ames.
- ◆ A Dennis and Ann Fields scholarship of \$1,000 was awarded to Prabal Shah.
- ◆ A Carl & Marilyn Savage assistantship of \$1,000 was awarded to Jenny Hill.

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 and 24/7 third level support.
- ◆ Hosted and provided training for LibData library services for multiple MnSCU campuses through the Office of the Chancellor.
- ◆ Provided central operations and oversight of the Central Minnesota Distance Learning Network and the Central Minnesota Libraries Exchange.
- ◆ 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, the Association of College & Research Libraries (ACRL) annual survey and the biennial Academic Library (IPEDS) Survey.

Major changes from FY06:

- ◆ In addition to the general leadership, oversight and operations of the unit, continued to lead the process of transforming the organization to better respond to the needs of our patrons.
- ◆ Upgraded the office manager position to MMA, overseeing all LR&TS clerical staff.
- ◆ Increased the communication specialist position from half- to full-time.

Assessment

As a 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 library and technology services.

Summary of FY07 accomplishments

Assessment efforts for the year focused on two major surveys, both administered in 2007: the third Miller Center student satisfaction survey and the first LibQUAL+ survey. LibQUAL+ is a national survey tool used to gather users' opinions of service quality and was used to gather information from SCSU faculty and students. LibQUAL+ will also allow LR&TS to compare its assessment profile with other similar institutions. In addition,

several work groups conducted assessment projects. Greater emphasis was placed on using assessment data in the decision-making and goal-setting process in LR&TS.

FY07 Goals**Revise and repeat the 2006 Miller Center Student Survey and the SCSU LR&TS Telephone Survey to continue compiling long-term data regarding student satisfaction with LR&TS services.**

- ◆ The analysis of the 2005-06 assessment data was compiled by the assessment coordinator and presented in the Annual Assessment Report. This analysis was used as a starting point to revise the 2007 Miller Center Student Survey and distribute it to students in April. The LR&TS Telephone Survey was not administered in the spring due to a change in plans by the SCSU Survey team, who conducts the telephone survey. Instead, the LR&TS questions will be added to a larger, university-wide telephone survey conducted in Fall 2007.

Continue to analyze SCSU and MnSCU documents and surveys for data applicable to LR&TS assessment. Examples include the National Survey of Student Engagement (NSSE), ACT questions, graduating senior exit interviews, Continuing Studies surveys, MnSCU technology surveys for faculty and students, etc.

- ◆ The Higher Learning Commission self-study was scanned for references to LR&TS concerns. As other SCSU data sources become available (such as NSSE responses), they will be analyzed for LR&TS information.

Continue to utilize the LR&TS Assessment Committee to assist with revisions of surveys, formatting of surveys, and general implementation and analysis strategies.

- ◆ The LR&TS Assessment Committee's charge was approved by DAC. The committee met bi-monthly to help plan and implement assessment projects. In particular, the committee assisted with the revision and reformatting of the Miller Center Student Survey, as well as the implementation of this major assessment project. Planning for the implementation of the LibQUAL+ Web-based survey was another focus for the committee.

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

- ◆ The LR&TS assessment coordinator met individually with all work group leaders early in Fall semester to discuss assessment results from FY06, as well as plans for assessments in FY07.

- ◆ The coordinator assisted the reference work group in revising user satisfaction surveys for the Reference Desk, AskRef e-mail service, and library instruction sessions.
- ◆ Plans were made with InforMedia Services for using a focus group using the classroom response system for an assessment project, but the project was not implemented this year. The coordinator also consulted with Technology Support Services on a HelpDesk survey and with Access on assessment ideas.

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

- ◆ To date, the request for information supporting the LR&TS role in working toward Technology Performance Indicators has not been requested by the university administration.

Continue to participate in SCSU assessment activities by serving on the University Assessment Committee and working on assessment-related activities for the Higher Learning Commission visit.

- ◆ The coordinator has participated actively on the University Assessment Committee. Activities include helping plan the assessment luncheon, taking the lead on designing templates for the assessment annual report, assisting with assessment session planning for January Workshops and Faculty Forum Days, participating in presentations by assessment experts who visited campus, helping with plans for the University Assessment Web site, and serving as an unofficial proofreader for assessment committee documents.

Participate in the national LibQUAL+ Survey for the first time to gather additional student feedback, as well as faculty feedback, with a national instrument that will allow us to determine the ranking of our library services compared to other comparable institutions.

- ◆ Considerable time was required to set up the details surrounding the launching of the LibQUAL+ Web-based survey in April. The coordinator attended a training session at ALA Mid-Winter Conference and participated in e-mail listservs focused on LibQUAL+. The LR&TS Assessment Committee provided advice on details of customizing the survey to the SCSU environment. The SCSU Institutional Review Board approved the LibQUAL+ project, and the LR&TS Foundation account provided two gift certificates from the Computer Store as incentives. Final and comparative results from the survey will not be available from LibQual until late Summer 2007.

Submit requests for budget support of LR&TS assessment as part of the LR&TS Special Projects process.

- ◆ The Coordinator compiled budget figures and submitted a request for support of assessment activities to the LR&TS Special Projects committee. Financial support for the assessment activities was approved as requested.

Major changes from FY06:

- ◆ The Telephone Survey was moved from spring semester to fall semester 2007 at the request of the SCSU Survey administration team.
- ◆ LibQUAL+, a Web-based national survey of library services, was added as a significant assessment instrument, with feedback from faculty gathered for the first time.

Communication

The LR&TS communication team oversees the planning and implementation of LR&TS communications to external university and community audiences. Communication specialists provide professional writing, editing, designing, 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 FY07 accomplishments

The communication team provided internal and external communication support for many LR&TS initiatives, including upgrades to Internet Explorer 7 and Microsoft Office 2007, changes in dial-up service, technology workshops and new library databases and resources. Communication personnel regularly updated content on the main LR&TS Web page and contributed content development and editing assistance for a number of other Web pages. They also served on the Elizabeth I: Ruler and Legend campus committee and, internally, on the LR&TS Web Oversight, Technology Web, and Student Technology Handbook committees. The communication team provided editorial and design support for annual and ongoing projects such as the Student Technology Handbook, ResNet Quick Connect Guides and various posters, brochures, fliers and electronic messages. In December, the first full-time LR&TS communication specialist was hired.

FY07 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.

- ◆ Communicated consistently with campus audiences via e-mail, print materials and the Web.
- ◆ Wrote and distributed news releases, e-mails and posters for the Elizabeth I: Ruler and Legend traveling exhibit.
- ◆ Regularly updated announcements and the “showcase” section on the main LR&TS Web page.
- ◆ Wrote announcements for posting on the HuskyNet Web site.
- ◆ Coordinated with ITS and ITIS to produce content for the podcasting Web site.
- ◆ Edited content for the phishing Web site.
- ◆ Coordinated, produced and distributed communications for MnPALS downtimes.
- ◆ Created and regularly updated computer station signage at workstations in Miller Center computer labs.
- ◆ Developed a communication plan, and wrote, produced and distributed communications to notify campus of technology changes and upgrades, such as the upgrades to Internet Explorer 7, Microsoft Office 2007 and Windows Vista.
- ◆ Worked with representatives from related work groups to coordinate and produce the 2007-2008 Student Technology Handbook.
- ◆ Designed the HuskyNet advertisement for The Link publication.
- ◆ Coordinated and produced the student technology summer orientation brochure.
- ◆ Communicated to campus the availability of new library resources, such as the Historical New York Times database and the “Eyes on the Prize” DVD set.
- ◆ Updated LR&TS print materials including the Library 101 handout, library and community patron fliers and Academic Search Premier handout.
- ◆ Provided assistance with communication related to upcoming changes in campus dialup services.
- ◆ Served on the LR&TS Web oversight committee, the Technology Web site committee, and Teaching, Learning, Technology Roundtable.
- ◆ Attended a Campus Communicators meeting facilitated by University Communications.
- ◆ Coordinated with other campus departments including University Communications and Center for Information Systems to produce and distribute communications.

- ◆ Organized and publicized five LR&TS enrichment sessions.
- ◆ Produced handout materials and staffed tables for events such as Sidestreet and Mainstreet.
- ◆ Wrote communication proposal for the 308-TECH SupportLine.
- ◆ Implemented communication for the Software Imaging Requests process.
- ◆ Implemented communication for the changes in the guest wireless system.
- ◆ Publicized technology workshops to faculty, staff and student audiences.
- ◆ Completed the Dennis and Ann Fields scholarship brochure, and created summer workshop fliers for the Center for Information Media.
- ◆ Monitored messages to the LRTSinfo e-mail account and responded to or directed questions as appropriate.
- ◆ Provided general writing and editing support for LR&TS work groups.

Major changes from FY06:

- ◆ Communication Specialist Dana Drazenovich went from a half-time to quarter-time temporary position.
- ◆ Kristin Lyman was hired as a full-time communication specialist.

Contracts

Learning Resources & Technology Services enters into contracts with a variety of entities outside of SCSU to provide a variety of library, information and technology services. This includes contracts with the MnSCU Office of the Chancellor and various external organizations, such as the Central Minnesota Distance Learning Network and the Minnesota Digital Library Consortium. Contracts for lease of SCSU fiber optic cables and for operation of the Miller Center coffee shop provide additional revenue.

Summary of FY07 accomplishments

LR&TS provided a range of services and support to more than 30 different agencies outside of SCSU; these contracts returned more than \$300,000 to LR&TS, which was used primarily to cover personnel costs associated with providing the services. These included D2L server and technical support, and hosting of LibData services for MnSCU; interlibrary loan courier service for MINITEX and five area libraries; ITV and video conferencing operations for the Central Minnesota Distance Learning Network; outreach coordination and assistance for the Minnesota Digital Library Consortium; contract

oversight and hosting of the Central Minnesota Libraries Exchange; use of campus fiber optic cables to interconnect networks for four telecommunication providers; and oversight of the contract with Fair Trade Café for operation of the Miller Center coffee shop.

FY07 Goals

Process contracts to support LR&TS initiatives.

- ◆ Eleven contracts, covering ITV, interlibrary loan, and technical and library services for MnSCU were initiated and processed.
- ◆ Five income contracts, covering the lease of fiber optic cables and operation of the Miller Center coffee shop, were amended and processed.

Manage contract budgets, including invoicing.

- ◆ Managed budgets for 16 different contracts, including various intervals of invoicing for 14 of these.

Provide appropriate support related to all aspects of contracts, including for personnel, workspace needs and equipment.

- ◆ Managed personnel-related aspects of contracts for D2L, LibData, CMDLN, CMLE and Minnesota Digital Library support.

Major changes from FY06:

A contract was initiated for the hosting of LibData services for 10 other MnSCU campuses following the successful implementation of the services at SCSU.

Statistics:

See Appendix A

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 FY07 accomplishments

With the loss of the previous grant project developer to the Minnesota Digital Library Coalition (MDLC) beginning in FY07, grant development was not given priority within LR&TS. As part of reorganization, oversight of

grants was added to the position description of the associate dean (to become the Associate Dean for Operations), but such duties cannot be fully implemented until the Associate Dean for Library Services and Associate Dean for Instruction and Educational Technology positions are filled. Consequently, grant development during FY07 was minimal. Aside from the continuation of the Minnesota Digital Library grant, two external grants totaling \$3,500 were successfully funded.

FY07 Goals

Develop grant projects to support LR&TS initiatives.

- ◆ Without personnel to specifically focus on grant development, no large grant projects were actively pursued.

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

- ◆ The grant applications of other SCSU units that pursued grants which required LR&TS support were reviewed and the transmittal forms were signed.

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

- ◆ Due to lack of personnel to specifically focus on grant development, this support was minimal.

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

- ◆ This work is now handled by the outreach coordinator of the MDLC, which is part of LR&TS.

Major changes from FY06:

- ◆ Without a full-time grant development person and until the two additional associate dean positions are filled, grant development cannot be given a priority, and consequently grant activity is minimal.

Statistics:

See Appendix B

Minnesota Digital Library

Learning Resources & Technology Services supports the mission and vision of the Minnesota Digital Library Coalition (MDLC) by dedicating faculty, staff and administrative time to this statewide initiative, including time and expertise for project planning and implementation, governance and fund raising. Three LR&TS members serve on the MDLC Steering Committee, which has members from Minnesota State Colleges and Universities, the University of Minnesota, historical organizations, libraries and state government offices.

Summary of FY07 accomplishments

Participating in the Minnesota Digital Library, a five-year-old statewide collaborative initiative, is an outreach and professional enhancement project within LR&TS. Beginning in FY07, LR&TS expanded its role in the Minnesota Digital Library by adding a full-time MDL Outreach Coordinator staff position, which is funded by the MDL through a contract with MINITEX. The Outreach Coordinator worked closely with library communities, historical organizations, and educators across the state to build professional relationships in support of the Minnesota Digital Library. In FY07, she solicited and coordinated projects that added more than 4,000 images, 2,500 documents and 500 maps to “Minnesota Reflections,” the MDL’s project database, which now contains more than 20,000 digital objects. LR&TS personnel also provided coordination and leadership, and worked with the MDLC team to plan and implement assessment projects and develop grant initiatives and proposals.

FY07 Goals

Represent the vision and mission of the Minnesota Digital Library Coalition to the state’s historical societies, library systems, and other organizations to continue building the MDL.

- ◆ Completed more than 25 visits across the state, made more than 200 contacts with organizations with collections to contribute to MDL or services to be provided to the coalition, and met with various MDL groups. Established and solidified relationships for moving ahead in FY08, when efforts will be expanded to more organizations.

Work with current and potential institutional participants to acquire content for the Minnesota Digital Library.

- ◆ Digitized more than 6,500 objects, including photographs, negatives, postcards, blueprints, documents, and maps. Also received more than 1,000 digital objects from organizations with scanning resources. Combined, these were contributed by more than 30 organizations, 10 of which participated in the MDL digitization projects for the first time.

Support and coordinate the efforts of the MDL committees and participants and provide support to MINITEX for administering the LSTA grant that funds the MDL.

- ◆ Supported ongoing work with reorganization the Minnesota Digital Library Coalition, its steering committee and its working committee. Provided grant oversight and administrative support, coordinating project work and contract development to support the goals of the MDL.

Major changes from FY06:

- ◆ The LR&TS Grants Project Developer was shifted to MDL Outreach Coordinator, providing full-time outreach coordinator for the MDL through a contract with MINITEX, which is funded by the MDL.

Other items of note:

- ◆ The Minnesota Digital Library Coalition received its sixth Library Services and Technology Act grant to fund activities in FY08. Through this grant, LR&TS will again contract with MINITEX Library Information Network to provide outreach coordination and project director services. LR&TS commitment to this growing collaboration will continue to develop in the coming year.



Learning

From undergraduate students to faculty and staff, Learning Resources & Technology Services (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 course credit 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 and certificate 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 FY07 accomplishments

In response to student demand for online instruction, CIM made preparations to offer the Instructional Design and Training track entirely online, and the program will undergo accreditation review in Fall 2007. All CIM faculty used distributed technology to deliver courses (including MediaSite, Adobe Connect, Desire2Learn and ITV). In addition, Web conferencing options were implemented to conduct online office hours and for application sharing. The Anoka Ramsey program was discontinued due to low enrollment. The curriculum process to reduce course offerings was completed for graduate programs to allow more offerings of general education courses. A partnership with the

Spring Lake Park-Blaine-Mounds View Fire Department was established for students to develop multimedia fire prevention and safety instructional materials.

FY07 Goals

Increase graduate/undergraduate program enrollment.

- ◆ Made the following efforts to raise the visibility of CIM programs among potential students. These efforts included:
 - Registered as vendors at the MEMO Fall and Midwinter Conferences, the Education Minnesota Conference and the Elementary Principals Conference.
 - Created and mailed brochures advertising the summer offerings.
 - Served on a MLA panel on library/media education opportunities.
 - Faculty made presentations at the Digital Learning Forum.
 - Faculty presented a workshop at MNISPI (Minnesota Chapter of the International Society for Performance Improvement) and two presentations at ISPI (International Society for Performance Improvement).
 - Faculty attended Gertie Geck's Breakfast for Minnesota Authors.

- Pursued offering our program in Northwestern Minnesota.
- Met with George Gu about recruiting students from China.
- Completed the curriculum process to reduce course offerings for graduate programs to allow more offerings of general education courses.
- Worked to combine three tracks of the graduate program into two.
- Made preparations to offer the Instructional Design and Training track entirely online.
- These efforts laid the ground work for attracting greater numbers of students to CIM programs, but it will take time for these efforts to produce the desired result.

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

- ◆ All CIM faculty used MediaSite or ITV and Desire2Learn to deliver courses. In addition, exploration of Web conferencing options took place in order to conduct online office hours and for Virtual Lab application sharing. In Fall '07, the Instructional Design and Training track will be offered entirely online. The program will be reviewed for HLC accreditation in the fall.

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

- ◆ An assessment plan was implemented to collect assessment data necessary for accreditation and program improvement. For the undergraduate program, the upper division writing requirement papers were evaluated for proficiency.
- ◆ On the graduate level, data has been collected on transition points. In addition, the licensure courses are reviewed as part of the PEPER (Board of Teaching) and NCATE accreditation processes. Curriculum revisions are under development as a result of some findings.
- ◆ Survey data from students was used to make decisions on course offerings and led to the creation of a Saturday Institute for distance learners.

Restructure the graduate program.

- ◆ Curriculum proposals changing the frequency of course offerings have gone through the curriculum process.
- ◆ Pursued changing the name of the Center.
- ◆ Additional program restructuring proposals are in committee.

Major changes from FY06:

- ◆ The Instructional Design and Training track will be offered entirely online Fall 2007.
- ◆ CIM ended the program offered at Anoka Ramsey Community College.
- ◆ A Saturday Institute will be offered beginning Fall 2007 to provide an orientation and to facilitate the building of a learning community among all graduate students, with a focus on distance learners.

Other items of note:

- ◆ A new scholarship was established for IM undergraduate students.

Statistics:

See Appendix C

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 FY07 accomplishments

Faculty utilization of D2L continues to grow. The number of faculty and courses using D2L increased by about 24 percent over the previous year. In Fall 2006, IMS supported 952 courses and 451 faculty using D2L. A tracking system was implemented mid-year that reports statistics on this help provided. As the sophistication of faculty/staff use of D2L increases, there is a corresponding need to help with the more difficult aspects of D2L.

FY07 Goals

Continue to support D2L campus-wide.

- ◆ Customer service support via e-mail was provided 7 days a week and during semester breaks.
- ◆ Customer service inquiries totaled 7,807 for FY07.
- ◆ IMS provided D2L support for approximately 437 faculty, 12,396 students, and 949 sections of classes. Faculty use of D2L continues to grow, with the numbers of courses in 2006-2007 increasing by approximately 24 percent.

Continue to offer workshops and training sessions for SCSU faculty, staff and students.

- ◆ D2L camps were offered to support faculty new to D2L, along with a variety of advanced workshops for experienced users.

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

- ◆ Training workshop offerings were publicized using e-mails, Web announcements and posters.
- ◆ Communication efforts appeared to be successful, as use of D2L continued to grow significantly on campus.

Major changes from FY06:

- ◆ Began use of the Altiris customer service ticketing system for D2L e-mail customer support.
- ◆ D2L was upgraded to version 8.1; workshops and documentation were updated to reflect changes in the software.

Statistics:

See Appendix D

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 ever-evolving 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.

Summary of FY07 accomplishments

Miller Center instructional librarians worked with campus faculty to plan and present a total of 300 presentations to classes during the 2006-07 academic year, and nearly 6,400 students attended these presentations. Almost all library instruction sessions were customized for a particular class and most were held in the Miller Center's library instruction computer lab. Undergraduate courses comprised the bulk of the sessions, but sessions were also conducted for high school and graduate students.

Personnel

Coordinator: Kate Peterson (through 10/06)

Interim Coordinator: Chris Inkster (beginning 11/06)

Scheduling Support: Diane R. Schmitt

Reference Librarians: Lisa Forslund, Michael Gorman, Fred Hill, Gladys Swick Kim (Fall), Michele Monson (Spring), Melissa Prescott, Darlene St. Clair

Additional Librarians: Robin Ewing, Susan Schleper, Sandra Williams

FY07 Goals

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

- ◆ Twelve librarians presented 300 sessions and reached nearly 6,400 students, ranging from high school to graduate students. More than 200 sessions were presented for ENGL 191, a campus-wide required course that includes introduction to academic research and writing.

Evaluate and assess the Library Instruction program.

- ◆ A large portion of all sessions were evaluated by students using a brief instrument to ascertain students' perceptions of their skills and learning. The students overwhelmingly indicated that as a result of the sessions they felt more confident about undertaking the research needed for their course assignments.
- ◆ Comments from students were discussed and used as a basis for making changes to the presentation of Spring sessions. At the beginning of Spring semester, the library instruction coordinator met with the English department teaching assistants to discuss their expectations for the large-group session for ENGL 191 courses. Some changes were made to the presentation content and methodology of the Spring sessions as a result of this discussion.

Create an information literacy plan for the SCSU campus.

- ◆ LR&TS librarians served on the General Education and First Year Experience committees and developed several curriculum connections for information literacy, particularly pairing IM 104, 196, and 204 with Honors and other academic courses. A small group of librarians drafted information literacy student learning outcomes based on the ACRL Information Literacy Standards for the General Education curriculum process. As a result, information literacy is being considered as a general education goal, but at the moment the General Education program has not

created its “architecture.” Thus, it is unknown how information literacy goals will appear in the yet-to-be proposed general education scheme.

Major changes from FY06:

- ◆ More library-initiated sessions were designed and implemented for targeted groups. Seven sessions for graduate students, emphasizing database research, were held during the academic year. In addition, librarians presented 18 workshops for learning RefWorks and setting up individual accounts.
- ◆ Several new ways of presenting point-of-use library use instruction were implemented, including an article for the Graduate Newsletter, inclusion of library instruction tools in Course QuickStart, piloting these tools in D2L, and creating several additional Web pages to assist students with learning how to use library resources: Library FAQ, Finding Good Paper Topics, New Student’s Guide to the Library, Library 101, Finding Hot Topics, and updated RefWorks help sheet.
- ◆ A Web page that invited students to make research appointments via e-mail with college liaison librarians resulted in a number of individualized research mentoring sessions.

Statistics:

See Appendix E

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.

Summary of FY07 accomplishments

Scholarly and creative work by LR&TS faculty and staff included four published articles, one creative activity showcase, and 34 presentations.

Statistics:

See Appendix F

Student Technology Training

Technology training sessions for students are provided through the combined effort of faculty and staff, primarily in the InforMedia Services (IMS) workgroup. 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.

Summary of FY07 accomplishments

During the course of the year, InforMedia Services offered 30 technology information and training sessions serving 483 students. These included technology orientation sessions for new incoming students, First Year Experience participants, and College 150 courses, as well as software training sessions open to those interested in learning more about specific applications such as Minitab, SPSS, Dreamweaver, and Flash.

FY07 Goals

Assess student support activities.

- ◆ Workshop assessment is conducted using a Web form evaluation technology. While this technology is helpful, it is difficult to summarize the data in usable form. The use of other technologies that could better compile and tabulate evaluation data is being explored.

Major changes from FY06:

- ◆ IMS assumed responsibility for student technology training coordination.
- ◆ Miller Center student “roving” service assistance was discontinued.

Statistics:

See Appendix G

Technology Training and Support

InforMedia Services (IMS) provides hardware and software support and training for staff and faculty through workshops, training sessions and in-house opportunities.

Summary of FY07 accomplishments

IMS increased the numbers of trainings offered and integrated statistical support trainings into the workshop schedule. IMS offered 152 workshop sessions with 436 participants. Technology instruction sessions were also offered for Fall Convocation, and in Spring for Faculty Workshop and Faculty Forum Days.

FY07 Goals

Continue to standardize IMS workshop and training modules.

- ◆ Dreamweaver, podcasting, copyright, and Web design principle trainings and handouts were created or amended.

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

- ◆ Conducted two training sessions for the HelpDesk student workers to facilitate greater communications between the two units, using Altiris as the customer support performance vehicle.
- ◆ Partnered with LR&TS staff to create library instructional sessions using Macromedia Captivate.
- ◆ Created the Children's Literature Workshop Web site, and assisted with the Children's Literature Workshop.

Continue to offer workshops and training sessions for SCSU faculty and staff.

- ◆ Fewer workshops were offered in FY07 as support efforts were focused to a greater extent on one-on-one support. Even so, more than 150 workshops and technology training sessions were offered over a range of topics, with 436 faculty and staff participating. Specialty workshops such as Web design principles, classroom performance systems, digital photography, podcasting, copyright and video editing were conducted. Additionally, D2L camps were offered support to faculty new to D2L course management software.

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

- ◆ Documented technology instruction, faculty instruction and workshop events via spreadsheet.

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

- ◆ Publicized training workshops using e-mails, Web announcements and posters.
- ◆ Organized an open house event to showcase IMS services.

Integrate statistical consulting support and workshops with other IMS services.

- ◆ Managed the large support requirements of this program.
- ◆ Offered SPSS and Mini-tab statistical software package training sessions.

Major changes from FY06:

- ◆ Integrated Statistical Consulting & Support Services into the responsibilities of IMS.
- ◆ Offered SPSS and Mini-tab statistical software package training sessions.
- ◆ Relinquished responsibility for the College of Education curriculum-related lab.
- ◆ Installed Microsoft Office 2007 and Internet Explorer 7 in the professional development room.
- ◆ Began the use of Altiris customer service ticketing system.
- ◆ Offered fewer workshop sessions and focused efforts on one-on-one support.

Statistics:

See Appendix H



Resources

The important work of education is augmented by having proper and sufficient resources available. Through LR&TS, a 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 journals, and may also check out laptop computers and a variety of types of audiovisual equipment.

Acquisitions

This unit manages and provides support for all aspects of collection management, including the selection, purchase and processing of additions to the 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 FY07 accomplishments

This proved to be an ambitious year and several challenges were overcome. Some critical needs were addressed, albeit while putting some pressure on the long-term vitality of the budget and considerable stress on the staff. Meetings continued to be held with faculty from several departments to identify core information resources to support new academic programs. Print journal subscriptions continued to be converted to e-journal subscriptions and the e-book holdings were expanded through netLibrary and ProQuest Safari. Purchase of physical monographic resources (books, DVDs, etc.) and traditional print serial resources was continued. Despite a shortage of staff, the unit accomplished a great deal.

FY07 Goals

Expand access to electronic resources in support of SCSU academic programs.

- ◆ Added numerous new electronic abstracting and indexing services, including Bibliography of Asian Studies (COSS), Cabell's Directory of Publishing Opportunities (HCOB), Cochrane Library (Nursing), Hispanic-American Periodical Index (Multicultural), Historical New York Times, Social Work Abstracts Plus (Social Work), AnthroSource (Anthropology/Sociology), Safari Tech Books (Computer Science).
- ◆ Expanded e-Book holdings through netLibrary and Safari Tech Books.
- ◆ Expanded e-Journal holdings through IEEE Digital Library, Chronicle of Higher Education and expansion of JSTOR.

Work with SCSU faculty to identify and acquire resources to support new academic programs.

- ◆ Met with department faculty in Social Work, Nursing, Higher Education Administration, Cultural Resource Management, and Biotechnology to initiate ordering to support new programs; other funded programs are on hold for the current year.

- ◆ Spent about 40 percent of funds for new programs during FY07; will expand acquisitions, especially for serials, when new librarians are hired.

Hire, train, and integrate new staff and faculty for identified needs in collection management.

- ◆ Mary Krafnick took a medical leave in December 2006 and was forced into early retirement in March 2007 by her deteriorating condition; she died in June; the position is being searched.
- ◆ Searches for faculty librarians for Collection Manager and E-Resources/Serials have not, as yet, been successful.

Assess consolidation of vendors, use of vendor order systems integration with Aleph, and shelf-ready cataloging.

- ◆ Met with both Blackwell and Yankee (B&T unit) about their services, in particular their online ordering systems (Collection Manager and GOBI respectively).
- ◆ Currently tracking MSU Mankato implementation of collection manager data feed to the Aleph acquisitions module. A decision is on hold until a full-time collection manager is hired.
- ◆ No particular advantage to shelf-ready cataloging is seen at this time; will conduct further research and assessment when fully staffed.

Investigate enhancement of selection processes and liaison/selector responsibilities.

- ◆ Limited investigation was pursued of both Yankee GOBI service and Blackwell Collection Manager (CM) service.
- ◆ Monitored the CM implementation for distributed selection of books at MSU, Mankato.
- ◆ Due to the number of shortages in both staff and faculty positions, this goal was not met, and depending upon staffing, will be pursued further during the next academic year.

Responsibly manage expanded LR&TS acquisitions budget.

- ◆ Acquisitions received two boosts to its base budget: an inflation increase to the base (the first in many years) and supplemental funds to support collection needs for new academic programs. The first expansion did not completely cover increased subscription costs for serials and database services; cancellation of print journal subscriptions during the previous year in anticipation of increased costs allowed these costs to be met.

- ◆ Although some additional library acquisition funds were provided to support new academic programs, these programs are expected to be “self-sustaining,” generating sufficient income from tuition to support the program needs, and a consistent level of ongoing funding is not guaranteed. This creates significant challenges when trying to plan for long-term serial resources for these programs.

Major changes from FY06:

- ◆ Mary Krafnick retired.
- ◆ The acquisitions budget was expanded to support new graduate degree programs; however, it is unknown how much support will continue for future fiscal years to allow serial subscriptions.

Statistics:

See Appendix I

Cataloging

Cataloging manages and provides 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 of pending changes in cataloging protocols and standards.

Summary of FY07 accomplishments

Despite several staff changes, including reducing the number of copy catalogers and hiring and training of new staff, the group was able to keep pace with cataloging all new acquisitions and was able to complete or make significant progress on cataloging backlogs.

FY07 Goals

Implement Aleph version 17.

- ◆ The transition to Aleph 17.01 was completed in January 2007. Most “bugs” were addressed; however, there was a problem with shelflist notes that were added to records under Aleph 15.05 that inhibit editing of bibliographic records under Aleph 17.01. This problem affects a limited number of records and continues to be investigated.
- ◆ Continued to experience significant problems with the Marcive loader adding government document records into the Aleph catalog, especially after the

upgrade to Aleph 17. Worked with the U.S. Government Printing Office on a beta use of the GPO Franklin catalog as a source of cataloging records; a subsequent test of upload capabilities from Aleph to OCLC was not pursued because of staffing issues.

- ◆ Continued to outsource cataloging of SCSU theses with the MINITEX cataloging unit, with the work completed in mid-May 2007.
- ◆ Transferred processing notations from the paper reference serials shelflist to Aleph records.
- ◆ Continued discussions with Luther Rotto and College of Education about cataloging the Curriculum Technology Center (CTC) collection; arranged for the deletion of old, inaccurate and incomplete CTC records from Aleph (scheduled for July 2007).

Hire, train, and integrate new staff and faculty for identified needs in copy cataloging, and cataloging.

- ◆ An additional copy cataloger retired in August 2006.
- ◆ Hired two library technician copy catalogers in December 2006 to fill two vacant positions. The new technicians attended MINITEX serial cataloging training in Mankato.
- ◆ A search was conducted for the faculty Catalog Librarian position; a new person is expected to start at the end of August 2007.
- ◆ A fixed-term librarian continued as the catalog librarian during FY07.

Assess consolidation of vendors, use of vendor order systems integration with Aleph, and shelf-ready cataloging.

- ◆ Discussed briefly, but did not evaluate in detail due to personnel constraints; see also Acquisitions report. The benefits of shelf-ready cataloging are not likely to be felt at the SCSU volume of cataloging.

Other items of note:

- ◆ Made a global change of URLs for cataloged online journal titles to assure reliable access via the proxy service for off-campus access to tiles. Began the process of adding catalog records for new titles from the past several years, including proxy access, in the URLs. Initiated review and updating of catalog records for long-term e-journal subscriptions, including JSTOR, Project MUSE, Emerald, and ScienceDirect.
- ◆ Investigated and are in the process of implementing networked laser printer for spine labels to replace old dot-matrix printers.
- ◆ Processed a transfer and/or withdrawal of reference books to circulation as part of weeding the refer-

ence collection, transferred selected U.S. government publications to archives; continued integration of Children, Families & Learning, and NASA collections as time allowed; started reviewing and assessing “gift” books for potential inclusion in collections.

Central Minnesota Libraries Exchange

The Central Minnesota Libraries Exchange (CMLE) is one of seven multi-county, multi-type library cooperation systems created through Minnesota statute. The CMLE is overseen by an 11-member governing board, and provides services and resources to a 12-county region in Central Minnesota with administrative offices located in the James W. Miller Learning Resources Center at St. Cloud State. The CMLE board contracts with SCSU for these services, which are funded through state grants. 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 FY07 accomplishments

CMLE Interlibrary loan service was provided for 6,107 requests. Sixty-four percent of these requests were for books, with 48 percent of the requests coming from area K-12 schools. Another 46 percent of requests came from special libraries, including hospitals and prisons. Thirty eight percent of requests were filled using the collections of SCSU. MINITEX provided materials to fill 34 percent of the requests. CMLE staff also provided backup reference services for 196 requests using the resources and reach of the collections at SCSU. Communication tools including the Exchanger newsletter, e-mails and the Web site continue to rank as our top rated services as they support librarians in many settings, often working in isolation.

FY07 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. The CMLE Director:

- ◆ 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).
- ◆ Chaired 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 including testifying before both the Senate and House Education committees.

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 6,107 requests, filling 92 percent successfully. Interlibrary loan requests have gradually decreased over the past six years, but most noticeably in FY07. Speculation as to the reasons for this include:
 - More full text articles are available in databases on the desktop.
 - Some previous users of this service no longer had delivery in FY07, so using the service was no longer feasible. This trend in loss of delivery has been slowly happening, but most noticeably after the LSTA delivery grants ceased.
 - CMLE has lost statistics as students use individual barcodes through SCSU's Continuing Studies Senior to Sophomore program.
 - CMLE guidelines require that requests must be mediated by a staff member of the school media center. In many cases, there was no staff to perform this function. In some cases, students can use materials within the library, but no staff is available to assist them in getting additional materials outside of their collection; the person in the media center simply supervises.
- ◆ Provided cooperative delivery services: 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. Expanded use of new delivery services, now totaling four possible choices.
- ◆ CMLE hosted 25 high school student visits to LR&TS from 15 different schools during FY07. These visits offer students bibliographic instruction, checkout of materials through CMLE, and hopefully, a positive college experience at SCSU, increasing chances for future enrollment.
- ◆ SCSU contracted for the CMLE director to also coordinate the services of SCSU's Interlibrary Loan department. This provided opportunities for new efficiencies with systems and workflow in each work area.

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 books, articles, and backup reference services through our CMLE Web site.
- ◆ 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.
- ◆ CMLE maintains current information about member library facilities and staff in all of its member libraries for our own information 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. 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 for a large group of librarians.
- ◆ Offered monthly MLA/MEMO Legislative Committee meetings via ITV at SCSU for all members of MLA and MEMO using LR&TS equipment and space.
- ◆ Hosted our annual meeting at the Central MN Boy Scout Council in Sartell, Minn. in November, which included a talk by author Nathan Jorgenson. MINITEX staff also presented sessions on searching primary sources, and using the new MN WebJunction portal.

Major changes from FY06:

- ◆ Expanded use of the red bag delivery program with Great River Regional Library.
- ◆ Continued to manage the SCSU Interlibrary Loan department through a contractual agreement.

Statistics:

See Appendix J

Circulation

Circulation coordinates access to Learning Resources collections. Circulation personnel staff the Circulation Desk during all hours that the library is open, providing assistance with LR&TS resources and services to patrons. 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 FY07 accomplishments

During this transitional year, circulation weathered staff personnel changes. New staff and the continuation of extended library hours brought a renewed focus on reviewing and revising emergency procedures. In January 2007, SCSU migrated to version 17 of Aleph, necessitating many changes to procedures at the Circulation Desk. An equipment plan was developed to guide the purchasing of equipment for checkout. Additional laptops were added for student checkout. Other equipment added for checkout included graphing calculators and digital recorders. During FY07, usage of library materials and equipment increased with the exception of traditional reserves. There was a 28 percent decrease in the number of classes using traditional reserves, but a nearly 15 percent increase in the number of classes using electronic reserves. As a result, more classes now use electronic rather than traditional reserves.

FY07 Goals**Focus on student worker training.**

- ◆ Continued working on procedures manual.
- ◆ Improved orientation/training checklist for new student workers.

Prepare for migration to Aleph 17

- ◆ Adjusted procedures at the Circulation Desk to adapt to Aleph 17, and the migration was successful.

Prepare for implementation of the Aleph booking module.

- ◆ A checklist of items to complete before implementation was drafted, but the PALS office was unable to complete their work, so SCSU was unable to proceed.

Develop an equipment plan.

- ◆ An equipment plan was developed and used to guide checkout equipment purchases.

Statistics:

See Appendix K

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 personnel 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 FY07 accomplishments

The copyright librarian position was filled on an interim, "as-needed" basis for FY07, due to a sabbatical. While specific questions were answered and problems addressed, there was no systematic provision or development of services in this area.

FY07 Goals**Provide accurate responses to copyright questions.**

- ◆ Handled or answered seven complex questions related to copyright. Two questions that were related to video streaming permission for two videos produced by WGBH-TV in Boston remain unresolved after five months of correspondence.

Continue to document copyright questions.

- ◆ Documentation of the questions was not completed due to staffing issues.

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

- ◆ Reviewed five requests and approved three. Some requests, not accounted for here, were handled by circulation staff.

Continue copyright education for SCSU employees.

- ◆ As copyright issues were handled on “as-needed” basis due to staffing shortages, this goal was not fulfilled.

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 and maintaining the collection; and providing library instruction, reference service and outreach to campus and community patrons. This area works with state government documents in the same way.

Summary of FY07 accomplishments

Library instruction sessions specifically related to government documents were provided at both the undergraduate and graduate levels. A variety of users were made aware of new government resources on an occasional basis. Federal documents were received and a few items were processed that were serial in nature (periodicals, Code of Federal Regulations, etc.) or timely (tax form materials). Other items were placed in storage until the bibliographic records purchased through a subscription from Marcive can be loaded into the catalog. Records were not loaded during much of the year because of an incompatibility issue with Aleph. Only a few state documents in paper have been added, as those materials are now almost exclusively digital. A big accomplishment this year was the completion of the 2-year Marcive retrospective conversion project in September. More than 15,000 records were added to the catalog.

FY07 Goals

Provide information about a variety of government document resources in all formats.

- ◆ Provided eight library instruction sessions specifically related to government documents at the invitation of undergraduate and graduate faculty.
- ◆ Notified users about new government resources as these items became available.
- ◆ Answered approximately one reference question per week via mail, phone, e-mail, or in person on topics

- ◆ having to do with specialized government materials.
- ◆ Presented and coordinated three training sessions for the reference team on the uses of government resources.
- ◆ Coordinated the availability of tax forms.
- ◆ Assisted with materials for the Constitution Day display.
- ◆ Updated the government documents Web page.

Maintain the physical collection so materials can be easily found and used.

- ◆ The Marcive retrospective conversion project was finished, with 15,727 records added to the online catalog.
- ◆ Only a few new materials were added to the collection this year due to compatibility issues between the Marcive loader and Aleph.
- ◆ Student workers in the periodicals area continue to maintain the documents collection and reshelve materials.

Major changes from FY06:

- ◆ In spite of staff turnover in collections, more than 7,000 materials were processed and added to the collection. In the absence of the Marcive loader, this number was down from 16,765 add in FY06.
- ◆ Very few new electronic records for documents were added to the catalog because of staff changes.

Statistics:

See Appendix L

Interlibrary Loan

Interlibrary Loan (ILL) mediates requests for materials from other libraries on behalf of SCSU students, faculty, staff and community patrons. These loans generally happen when the existing collections cannot meet the needs of patrons, for a variety of reasons. The department also responds to requests from other libraries for SCSU materials. Direct borrowing among institutions happens easily with the new Aleph ILL software, and is further supported by MINITEX, the statewide ILL coordination entity. The ILL office also serves as a regional MINITEX node, and acts as a receiving and shipping hub for the Twin Cities-located MINITEX. Through a Last Mile Grant, materials are further disseminated via the SCSU delivery van to the College of St. Benedict/St. John's University, Great River Regional Public Library, St. Cloud Technical College, Rasmussen College and the St. Cloud Hospital.

Summary of FY07 accomplishments

February marked the one-year anniversary of using the new Aleph ILL software. ILL staff continue to collaborate with others in the MnPALS consortium to test the software and recommend refinements. ILL received 8,537 requests for loans of our materials, and requested 16,253 items on behalf of our patrons; an overall increase of ILL services of 32 percent over last year. Electronic delivery of articles remains the default option, and 5,454 items were shared via this format this year, as compared to 2,714 in FY06; an increase of 101 percent. Another electronic feature of the system is the patron's ability to check the status of their ILL materials online, via Your Borrowing Record. Efforts were continued to inform patrons of this ability to access our services from anywhere with an Internet connection.

FY07 Goals

Continue providing excellent customer service within the ILL department.

- ◆ Request loads in both borrowing and lending were up this year; a 32 percent increase overall, with sharpest increases in borrowing. Patrons were able to submit requests electronically, and utilize the new ability to electronically monitor request status and renewals. E-mail notifications were sent to patrons when materials arrived, in addition to reminders about overdue materials.

Implement Aleph Interlibrary Loan module.

- ◆ Basics of the software are in place, and modifications to forms and process continue. Direct borrowing with Aleph ILL institutions is running well. The SCSU ILL department offered to work with MnLINK staff to further test the public libraries VDX ILL software and its ability to "speak" to the Aleph ILL software. This will open up the ability for all libraries in Minnesota to send ILL requests across systems, and will further utilize the statewide MnLINK project.

Integrate new Aleph Interlibrary Loan procedures into existing ILL procedures.

- ◆ As further refinements are made to the software, work continues on the procedures manual. Documents have been created for use at the circulation and reference desks, to further educate staff about the new capabilities of the software and ultimately, the end user.

Major changes from FY06:

- ◆ The Interlibrary Loan department installed its own fax machine and printer. Staff use this machine to print pick slips for pulling books, for receiving OCLC requests from other institutions, and for faxing materials to distance students.
- ◆ Hannah Toppe-Schepers requested and was granted reassignment to a vacancy in this department from her previous position as a library technician in the Circulation department.
- ◆ ILL was managed through a contractual agreement between SCSU and CMLE this year.

Statistics:

See Appendix M

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, used primarily in conjunction with library instruction, 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. In addition, SCSU is contracted by MnSCU to host LibData services for other campuses in the system.

Summary of FY07 accomplishments

LibData contributors were trained in the use of the Core Resources feature. This feature allows contributors to create true “quick start” subject pages while also accommodating more complete subject research guides. Core Resources were assigned to all Research QuickStart subject pages. In addition, LR&TS set up and hosted LibData instances for 11 MnSCU institutions, as well as the University of Wisconsin – La Crosse. Library faculty provided all-day training and ongoing support on the implementation and use of LibData at participating institutions. The LibData manual was also updated and is available online for all participants.

Personnel

Coordinator: Melissa Prescott
Systems Librarian: Keith Ewing
Systems Maintenance: Gordie Schmitt
Contributors: Robin Ewing, Lisa Forslund, Michael Gorman, Fred Hill, Chris Inkster, Gladys Kim, Michele Monson, Kate Peterson, Susan Schleper, Darlene St. Clair, Sandra Williams

FY07 Goals

Train LibData contributors in using Core Resources feature of LibData.

- ◆ Trained all contributors on selecting Core Resources for their Research QuickStart pages.
- ◆ Assigned Core Resources to all Research QuickStart subject pages.
- ◆ Implementation of Core Resources feature will occur sometime next academic year after the new library Web site is launched.

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

- ◆ Created Find Articles (Databases & MultiSearch) page in PageScribe, placing the MultiSearch federated search box directly at the top of the database page. This page is a complete list of online databases subscribed to by the SCSU library.
- ◆ Moved static reference resources Web pages to the PageScribe environment.

Work with LR&TS Web Oversight Committee and Library Resource Web Sub-Committee to integrate LibData components into new Web redesign.

- ◆ Redesign prototypes have been drafted that include the Research QuickStart tool directly on the Library homepage. The proposed design also includes links to Course QuickStart and the Assignment Calculator on the homepage.

Provide training for a second group of MnSCU institutions interested in implementing the LibData system.

- ◆ Set up instances for and trained personnel at seven MnSCU institutions in Fall 2006 and four additional institutions in Spring 2007.
- ◆ Began hosting LibData for the University of Wisconsin – La Crosse, offering support and training in Spring 2007.
- ◆ Updated the LibData manual that is available online for all participants.

Major changes from FY06:

- ◆ Implementation of Core Resources feature.
- ◆ Trained and set up 11 additional MnSCU institutions and the University of Wisconsin – La Crosse in LibData system.
- ◆ Continued integration of LibData with the library Web site.

Statistics:

See Appendix N

Library Systems

The Library Systems area manages and provides support for library systems and associated applications, including ExLibris Aleph Integrated Library System, SFX OpenURL service, CSA MultiSearch federated search service, some LR&TS library Web pages, Journal Title Holdings database, LibData database, and OCLC Connexion. In addition, this area provides support for EZProxy, and troubleshoots problems with access to subscription database services. The systems librarian continues to participate in state-wide issues, particularly with LibData, the Minnesota Digital Library, and MnLINK.

Summary of FY07 accomplishments

In an increasingly complex environment of online resources and services, Library Systems maintained subscriptions and supported access to online information services, the Aleph online library catalog and functional modules, and locally managed online resources. Use of online subscription services continues to increase, up more than 12 percent over the previous year, and approaching 2 million total searches. Several new technologies were investigated that may be useful to librarians and library users in the future. A foundation was established for future progress by drafting a shared IT staff position description in collaboration with Information Technology Services.

FY07 Goals

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

- ◆ Managed the SCSU upgrade of ExLibris Aleph to version 17.01 and addressed problems as they arose.
- ◆ Updated URLs for cataloged online journals, improving overall access. Updated the SCSU Journals list four times during FY07. Investigated ways to use SFX for a journal A-Z list rather than continue to use the SCSU Journals database.
- ◆ Completed implementation of ILL unit for Central Minnesota Libraries Exchange and completed edits for interlibrary loan forms for both CMLE and SCSU.
- ◆ Participated in the investigation of DocuTek to replace SCSU's in-house e-reserves systems.
- ◆ Worked to resolve several outstanding issues related to SFX (e.g. available dates for online titles, addition of new titles) and proxy configurations.
- ◆ Responded to librarian and user questions regarding access to or problems with electronic services.

- ◆ Assumed major responsibilities of serials librarian in December 2006.
- ◆ Worked with the reference team to integrate LibData, MnPALS, and WebFeat interfaces into LR&TS Library Web interface redesign.
- ◆ Corrected minor problems with LibData and made limited modifications to LibData interface pending redesign of library Web site.

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

- ◆ Researched LibraryFind, a shareware product that could replace MultiSearch, and LibX as a MnPALS search plugin for Firefox browser.
- ◆ Dropped the SCSU subscription to Muse Global federated search at the end of Spring semester after encountering numerous problems following migration of interface from CSA to Muse; implemented WebFeat federated search as a replacement in June 2007.

Pursue and participate in collaborative efforts with other institutions.

- ◆ Talked on several occasions with MnSCU System Director of Libraries regarding potential partnerships on virtual reference services, institutional repositories, and electronic theses/dissertations. Initiated discussions about the possibility of joint technical services.
- ◆ Expanded LibData participation to 11 additional MnSCSU libraries and added Bethany Lutheran College and University of Wisconsin – La Crosse to subscription participants.
- ◆ Participated in strategic planning meetings for the PALS office and MnPALS Consortium as well as Pachyderm planning with MnSCU and the University of Minnesota.

Major changes from FY06:

- ◆ Less available time due to continued staffing shortages, lengthy hiring processes and need for systems librarian to support other Collection Management services and initiatives.

Statistics:

See Appendix O

Multicultural Resource Center

The Multicultural Resource Center (MRC) provides services and resources for students, faculty, staff and community members to research, teach about, and broaden 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 FY07 accomplishments

Programming was a central focus of the MRC efforts this year. The MRC presented a speaker series that was well attended and well received. Outreach efforts continued on campus and in the greater community. The MRC director taught two courses for Ethnic Studies, and replacement funds were used to hire a part time grant writer to further efforts in securing external funding for MRC initiatives.

FY07 Goals

Develop programming consistent with the MRC mission.

- ◆ As a part of the new MRC Speaker Series, four lectures were organized:
 - Joe Horse Capture of the Minneapolis Institute of Arts presented a lecture, “Native Visions: Reflections on Images of and by Native Americans.” This event was a part of the Elizabeth I: Ruler and Legend exhibit. The Joe Horse Capture lecture attracted more than 350 participants and was the best attended event among the Elizabeth I programming.
 - “Deporting Columbus: American Immigration Issues Past and Present” also was a tremendous success, with more than 160 people in attendance. This event featured SCSU faculty and local and statewide community representatives discussing immigration issues.
 - Ray Daw presented a lecture, “Historical Grief and Trauma” for our third lecture. This event was co-sponsored by the Center for Holocaust and Genocide Education and was the culmination of many months of discussions on possible collaborations between the MRC and the CHGE. More than 180 people were in attendance for this lecture.

- Tom Goldtooth spoke on “Indigenous Rights: Land and Environment.” The topic of environmental racism and environmental justice is an area of interest and study for many SCSU students and more than 200 people were present for his lecture.

Reach out to the SCSU campus community.

- ◆ Connections were made 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, Department of History, Department of Social Work, Department of Community Studies and the Student of Color Recruitment and Retention working group.
- ◆ Several classroom presentations took place on various topics relating to the MRC.
- ◆ Hosted campus-wide presentations, including Water-buster for the Social Responsibility Lecture and Film series.
- ◆ The MRC Director acted as faculty advisor for the American Indian Student group, All Tribes Council, and together planned the 14th Annual SCSU Pow Wow.
- ◆ The MRC Director acted as faculty co-advisor for the Movimiento Estudiantil Chicano de Aztlan (ME-ChA) and co-sponsored this year’s Chican@ month’s activities.
- ◆ Co-sponsored an event with Multicultural Students Services, “Immigrant Dreams.”

Reach out to communities beyond SCSU.

- ◆ Created connections with the Multicultural Center of Central Minnesota (MCCM), United Migrant Opportunities Services, Hispanic Business Association, Region Four Prevention Center, League of United Latin American Citizens, Big Brothers and Big Sisters, and Bel Clare Estates.
- ◆ Co-sponsored the MCCM’s Community Quilt Gathering at SCSU. Quilt panels were made throughout the community for display at Granite City Days in June 2007.
- ◆ Participated actively in the Minnesota Network of Latinos in Higher Education—a newly developed statewide organization of higher education institutions, and the MRC Director served on the advisory board.

Assemble and meet with the MRC Advisory Board.

- ◆ The MRC Advisory Board met frequently to refine the vision and set priorities for the MRC.

Pursue grants and funding to support the MRC.

- ◆ Hired part-time grant writer to work with MRC staff in developing external grant proposals.
- ◆ Wrote and received summer projects grant to support the American Indian Studies Summer Institute, June 11-15, 2007.
- ◆ Wrote and received grant from the National Endowment for the Humanities to bring the exhibit, Lewis and Clark and the Indian Country to SCSU in Fall 2009.

Major changes from FY06:

- ◆ Started MRC Speaker Series
- ◆ Part time grant writer hired

Periodicals

The periodicals work area provides public service, maintenance, and open-stacks access to nearly 1,000 popular, trade and scholarly print publications, indexes, and abstracts by keeping the collection organized and accessible. The periodicals staff also provides access to more than 15,000 electronic titles that are available online, and collects and maintains online usage data and statistics for evaluation. The staff maintains the microform readers and provides assistance to patrons in using the microequipment. Periodicals staff also maintains the Miller Center public photocopiers and handles the incoming LR&TS general phone line.

Summary of FY07 accomplishments

The periodicals team completed large projects, experienced big changes, and maintained excellent service and access in FY07. The recent trend continued of shifting periodical subscriptions from physical formats (print, fiche) to electronic journals, with significant changes from FY06. Also, the number of patrons assisted at the periodicals desk increased slightly, while the number of items shelved decreased dramatically, due in part to the shift in subscription format. Two large-scale projects were completed this year: barcoding the periodicals collection, and shelf-reading the government documents section. After the departure of the serials librarian in December, the department went into a maintenance-only mode pending the hire of a permanent serials librarian. Some projects completed include updating the holdings database to

reflect the current availability of online and print titles, working with SFX to provide students with easier access to the journal articles, and providing excellent service at the Periodicals Desk.

FY07 Goals**Support and enhance access to the periodicals collection in all formats.**

- ◆ Made progress in cleaning up the journal holdings database and making it as accurate as possible.
- ◆ Completed a barcoding project.
- ◆ Conducted frequent review of current journal issues on shelves, with prompt removal of older issues needing to be sent to bindery or to Serials Exchange.
- ◆ Performed retrospective analysis of holdings.
- ◆ Completed a large-scale government document shelf-reading project.
- ◆ Maintained and edited SFX as necessary.
- ◆ Registered journals to get online access when necessary.

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

- ◆ Continued to train new and current student employees.
- ◆ Continued to monitor the print and microforms collection to ensure proper shelving for convenient patron access, as well as adequate physical condition of the collection.
- ◆ Requested completion of log sheets by student workers during evening and weekend shifts to apprise the periodicals staff of any significant problems or issues that may affect public service.

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

- ◆ Collected statistics and reviewed usage patterns to know what is being used, and what may be targeted for discontinuation.
- ◆ Identified and negotiated contract with IEEE to acquire an all-online collection to complement print holdings and expand what students and faculty can access online.
- ◆ Purchased the New York Times Archive, providing historical access to the publication from 1851-2003.
- ◆ Developed a new form for collecting faculty requests for journal subscriptions to better track requests made and follow up with responses.

Encourage professional development for periodicals faculty and staff.

- ◆ Faculty and staff attended and presented at the Minnesota Library Association conference in Sept. 2006.
- ◆ Faculty attended ACRL's Information Literacy Immersion Program in Aug. 2006.
- ◆ Interim faculty completed training courses in Dreamweaver, Supervision, Aleph 17, and MnPALS.
- ◆ Staff attended MnPALS Consortium User Group Meetings.
- ◆ All personnel completed Information Security Awareness Training.
- ◆ All student workers completed online SuDoc training to ensure proper reshelving of documents during the government documents shelf-reading project.

Major changes from FY06:

- ◆ Departure of serials librarian; position filled on a part-time basis by fixed-term faculty.
- ◆ First full year of providing service extended library hours until 2 a.m.
- ◆ The Write Place service began offering patron assistance in the periodicals area.

Other items of note:

- ◆ It is important to note that many users reshelve their own periodicals after browsing, which cannot be reflected in statistics.

Statistics:

See Appendix P

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 patrons 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 telephone, including a toll-free number), AskRef e-mail service, virtual chat reference service, library instruction, and LibData. Information on the latter two areas is covered in separate reports.

Summary of FY07 accomplishments

The reference team found ways to cope with a challenging staffing situation this year. Upon resignation of the reference coordinator in November, Melissa Prescott assumed coordinator responsibilities. The group depended considerably on fixed-term and adjunct faculty in order to sustain traditional Reference Desk hours. Still, the reference team managed to staff the desk for walk-up and telephone service the same number of hours traditionally provided. With some hesitance, the group suspended virtual chat reference service for the year. Even given these challenges, the reference team answered more than 16,473 questions and taught 300 library instruction sessions.

FY07 Goals

Continue to evaluate and provide excellent reference service at the Reference Desk, by telephone, by AskRef e-mail service, and through personal contacts. Also explore and provide virtual services such as virtual chat reference.

- ◆ Staffed the Reference Desk for 60 hours on weekdays (25 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 four hours on Sunday evenings. The desk was also open 40 hours per week during all term breaks (except holidays and workshop days).
- ◆ Designed and implemented a reference statistics database in collaboration with staff in the dean's office as a replacement for the traditional paper and pencil system. Some difficulties with the database and inconsistencies in recording statistics have led to a significant decrease in the total number of questions reported this year. Steps are already being taken to resolve these issues and to ensure more accurate reporting next year.
- ◆ Answered over 16,473 questions for students, faculty, staff, and the community via in-person (at reference desk or individual appointments), e-mail, or telephone service.
- ◆ Continue to promote the "Ask A Librarian" service.
- ◆ Began offering individual reference appointments as advertised on the "Ask A Librarian" Web page, in addition to desk and e-mail reference service.
- ◆ Developed and offered "Introduction to Library Services" workshops specifically for faculty, graduate students, and international students.
- ◆ Offered 20 RefWorks workshops for faculty and students.

- ◆ Suspended virtual chat reference service for the year due to position vacancies in the workgroup. This service will be offered again next academic year.
- ◆ Evaluate reference services, using appropriate standards, as part of LR&TS assessment efforts.
- ◆ Participated in LR&TS assessment efforts.
- ◆ Conducted a survey during one week each semester to assess the effectiveness of reference desk service. Survey responses were overwhelmingly positive and validated the importance of the team's commitment to high-quality, friendly service.

Communicate information about reference services and other LR&TS services to the university community.

- ◆ Participated in Mainstreet and Sidestreet events to communicate information about library services to the SCSU community.
- ◆ Participated in the LR&TS liaison program, working individually with departments and faculty.

Focus on reference collections, both print and electronically. Investigate technologies to enhance reference services by: analyzing reference collection to eliminate duplication and outdated materials; evaluating and improving the reference Web presence; and maintaining basic knowledge and skills in using ADA software and hardware.

- ◆ Completed the first round of a reference collection weeding project in accordance with the LR&TS Collection Management Policy. Withdrew or moved 5,142 volumes to the circulating collection.
- ◆ Began coordinating the reference collection shifting project to eliminate space problems in crowded sections of the collection.
- ◆ Evaluated reference Web presence as part of the library Web site redesign project. Migrated static reference resources Web pages to LibData system to reduce maintenance.
- ◆ Participated in library Web site redesign project. Developed a prototype for the new site, conducted preliminary usability testing, and presented project to Web designers in ITIS.
- ◆ Set up, implemented, and provided training for the federated search product, MultiSearch, which searches multiple databases at the same time. Evaluated the product's use and effectiveness. Opted to implement a different product which will be available on the library Web site starting Fall 2007.
- ◆ Collaborated with ITS and Student Disability Services to select software and develop policies for using the ADA equipment.

Work effectively with existing limited staffing levels by continuing to: discuss models for reference services, including scheduling and other responsibilities; improve communication, cooperation and collaboration within our reference team; join virtual teams as appropriate; and train and support our new probationary, fixed term and adjunct faculty librarians.

- ◆ Successfully experimented with single staffing at the reference desk during non-peak times, relying heavily on fixed-term and adjunct faculty to cover reference desk hours.
- ◆ Developed the SCSU Reference Desk wiki to streamline communication within the reference workgroup.
- ◆ Worked with the dean's office staff to develop a reference statistics database as a replacement for the handwritten system. Began using this more efficient means of collecting statistics in September 2006.
- ◆ Updated reference desk orientation material and policies in preparation for new faculty starting Fall 2007.
- ◆ Work towards more appropriate staffing levels by serving on appropriate search committees and planning, implementing, and assessing innovative services to support students, faculty and staff in research and library use.
- ◆ All permanent reference faculty served on at least one search committee for additional library faculty.

Major changes from FY06:

- ◆ Significant reliance on fixed-term and adjunct faculty to cover reference desk service hours.
- ◆ Appointed new reference coordinator mid-year due to a resignation.

Statistics:

See Appendix Q

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 FY07 accomplishments

In the absence of a permanent archivist, staff maintained basic operations and services of archives during a transition year. An interim archivist, assisted by a summer intern and temporary part-time office assistant, worked on several projects, such as completing the rare book inventory and updating the holding collection, processing materials, and replacing non-archival boxes. Computerized lists of several book collections were compiled. A display case was created in honor of President Saigo, and responses were given to approximately 275 patron requests during the academic year.

FY07 Goals

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

- ◆ Worked to complete the rare book inventory and collaborated with Collection Management to update the holding collection from “main” to “rare.”
- ◆ Worked on unprocessed materials and replaced non-archival boxes with archival ones. Updated basic box inventory list compiled last summer by adding dates and relevant information as time allowed.
- ◆ Compiled computerized lists of several book collections—the Lindgren book collection, the Boros Theatre book collection, and the Alumni/Faculty/Staff book collection (the latter was acquired from the Foundation when they were undergoing remodeling this past year).
- ◆ Maintained the display case area (Sinclair Lewis display) and worked on display case in honor of President Saigo.
- ◆ Continued binding of Chronicles, and worked to fix the current Chronicle chronology, as some have no dates listed, just volume number.
- ◆ Printed and filed e-mails from SCSU Discuss and SCSU Announce listservs until a more long term solution can be developed.
- ◆ Responded to approximately 275 patron requests.

Major changes from FY06:

- ◆ Received part-time help from a temporary dean's office staff member and a summer intern.
- ◆ Completed interview process for a permanent archivist, due to start in Summer 2007.



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 general access computer labs, electronic classrooms, interactive television (ITV) rooms, and audiovisual systems on campus. Personnel support campus telecommunication infrastructure and servers for e-mail, file and Web space accounts. Users are supported by college technicians, the 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 for faculty and staff in classrooms and offices.

Summary of FY07 accomplishments

The college technicians worked as a team to increase use of the new Altiris HelpDesk ticketing system, and to pilot the implementation of the asset management system to track software licensing and hardware inventory for campus. Collaborating with the workstation/application team, the Computer Store and the HelpDesk, they provided support for the colleges through software imaging of new desktop and laptop machines, as well as troubleshooting for current desktops, laptops, printers and other hardware.

FY07 Goals

Improve communication to faculty and staff regarding available technology resources and services.

- ◆ Collaboration went very well this year. Technicians notified users when support concerns applied to their area, and disseminated information about the new versions of Office, Windows, Acrobat and other programs to help users prepare for upcoming changes.

Build a strong team environment within the Technology Support Services (TSS) team.

- ◆ TSS staff met regularly to increase collaboration and discuss best practices in computer support.

Major changes from FY06:

- ◆ Technology Support Services manager was hired.
- ◆ Piloted implementation of Altiris Asset Management.
- ◆ Implemented college technicians meetings to discuss the creation of common procedures and policies about technology usage and best practices across campus departments.

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 11 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 when help is needed. Software available on lab computers includes Microsoft Office, Outlook, Internet Explorer and other browsers, and specialized software for Web design, computer graphics and statistics.

Summary of FY07 accomplishments

Annual training was conducted for 64 student lab consultants prior to the start of Fall 2006 classes. All policy and procedure documentation was updated to ensure the consultants had the most up-to-date information. CustomGuide Online training was utilized in Spring semester in preparation for the switch to Office 2007. Consultants completed training on Word, Excel and PowerPoint (5-6 hours per consultant, for a total of 234 modules completed). One hundred thirty hours and 5,900 modules of mandatory training was completed in preparation for Fall 2007. Lab consultants were given the opportunity to take additional training and be promoted to other positions such as lead consultants, t-shooters, HelpDesk consultants and lab supervisors. A thorough inventory of furniture was taken in each lab and given ratings and condition codes as a part of a furniture replacement plan that was put into place.

FY07 Goals

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

- ◆ Contacted faculty members who utilized specific software to try to determine their needs during the software imaging process.
- ◆ Conducted awareness sessions during each of Fall and Spring semesters to help prepare the faculty, staff, and students for upcoming software changes in the labs, particularly the implementation plans for Windows Vista and Microsoft Office 2007.
- ◆ E-mailed faculty and staff about upcoming software changes, and sent a flier out to campus departments to promote awareness.

- ◆ Compiled information to designate specific faculty/departments to contact when future changes to software occurs.

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.

- ◆ Purchased CustomGuide training modules, and required lab consultants to participate in the online training modules as part of their employment expectations. This provided consultants with a common base of information about programs (such as Office 2007) that are available in the labs.
- ◆ Modified plans for Fall training to give consultants more hands-on training, allowing them to be fully prepared for their first day as a lab consultant.
- ◆ Placed more emphasis on hiring consultants with lab-specific knowledge to help increase support on complicated or unique software.
- ◆ Created posters for KVAC and Business labs to attract Graphic Art Design and Business Management students to apply for lab consultant positions.
- ◆ Monitored feedback received from the lab e-mail account (labs@stcloudstate.edu), and from the suggestion boxes available in the labs.

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.

- ◆ Provided training opportunities for consultants scheduled in the evening.
- ◆ Converted ELVES to lead consultants in order to connect them more closely with the other consultants.
- ◆ Rewrote troubleshooting procedures to include step-by-step methods of proper troubleshooting for consultants to follow. This included the implementation of the Altiris HelpDesk reporting system. Lab supervisors, lead consultants and lab consultants reported, monitored and managed the incidents reported, resolving them in a timely manner. Reports were also created for quick incidents, lab status and management.

Major changes from FY06:

- ◆ Converted the ELVES to lead consultants.
- ◆ Evaluated and promoted seven lab consultants to lead consultants.
- ◆ Moved the workstation team to MC 204
- ◆ Hired a Technology Support Services manager in Fall 2006.
- ◆ Developed a testing area for General Access lab computer images.
- ◆ Added resources to lab areas such as bulletin boards, literature holders, and quick reference flyers to better disseminate important news and information to the students, faculty, and staff on campus.

Other items of note:

- ◆ In order to make sure the General Access labs remain available to students an appropriate amount of time, a review process was began of the current policy for faculty reservations of General Access labs.

Statistics:

See Appendix R

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. Contracts exist with resellers such as Adobe, Apple, Dell, Gateway, Hewlett Packard, Macromedia, Microsoft, Quark, SPSS, and SAS. 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 FY07 accomplishments

The Computer Store generated \$2.227 million in total sales, and helped to complete imaging of the work stations for campus machines, including upgrading operating systems and applications. The Computer Store completed a major database upgrade, as well as a redesign of their Web pages. The store also provided staff and information resources to help college technicians with entry into the Altris Asset Management System.

FY07 Goals**Actively promote the Computer Store.**

- ◆ Participated in various "back to school" and orientation events for students.
- ◆ Informed departments of various new technologies at open forums held throughout the year.
- ◆ Provided store information at the SCSU technician's meetings.
- ◆ Advertised sales to the campus throughout the year using flyers, Web postings, events, and e-mail messages.
- ◆ Participated in the Apple DV-Fest event with other Minnesota colleges and universities.
- ◆ Worked with St. Cloud Technical College to provide sales and support to their campus.

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

- ◆ Updated the sales and inventory database to a newer version.
- ◆ Began work on a Web accessible version of the database to provide more information to campus departments about their orders.
- ◆ Worked closely with HP to ensure the best pricing possible for our purchases.
- ◆ Increased the use of bar coding to more accurately track inventory information.

Major changes from FY06:

- ◆ Increased the use of bar coding and the addition of Web access in conjunction with the new database system.

Statistics:

See Appendix S

Database/Application Development

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

Summary of FY07 accomplishments

The database/application development team worked on a few high-visibility applications during FY07. A proof of concept for an electronic scorecard and reporting system was developed and presented to local administration and MnSCU trustee board members. Several key projects, including the SCSU presidential search portal, an electronic ride share board, and the faculty/staff bulletin board, were developed in the Microsoft SharePoint environment. Development continued on a long-term project for the College of Education and a major module of the project was deployed for production use. Legacy applications (student time clock, major-matcher, weather) were supported and an older unix-based system (Condor) was retired, moving several applications from a unix-based environment to IIS in the process. The application developed for the Pipeline Summer Camp Programs was expanded from strictly an internal tool to handling online application materials for students. The MnSCU CAP server project was worked on, as well as the ISRS RDB to Oracle 10g conversion. Identity management (locally/MnSCU) and survey software technology was also completed. The group strengthened ties with the team in the Center for Information Systems as well.

FY07 Goals

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.

- ◆ This goal is in progress, but advancing. The team plans to bring in a new lead for the area in FY08 and continue work in this area.

Strengthen ties to other development areas on campus and MnSCU.

- ◆ Increased collaboration efforts with the Center for Information Systems, specifically on MnSCU's CAP server project and ISRS RDB to Oracle 10g conversion.
- ◆ Partnered with Winona State University on the Business Intelligence project and SharePoint projects.

Provide development and support for long-term projects that are external to the department.

- ◆ Continued to develop and provide project support for the College of Education database with deployment of a major module of the project occurring Spring 2007.
- ◆ Began work on an electronic scorecard and reporting system.

Major changes from FY06:

- ◆ Chris Brown moved into a role with the electronic scorecard and reporting system in the Office of Institutional Effectiveness.
- ◆ Kostya Markov moved from a one-year to a three-year temporary position for the College of Education project.

Electronic Classrooms/Audiovisual Support

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

Summary of FY07 accomplishments

Staff worked on classrooms and other technology issues as part of the Centennial Hall renovation project, and upgraded Ritsche auditorium to the Crestron control system to match the other electronic classrooms on campus. They also completed the transition of all wireless microphone systems to UHF transmission.

FY07 Goals

Complete a re-vamp of the control system program, to make it more efficient and smaller in size. Develop/install/test more technician-friendly systems in all rooms before Summer Session I, 2007.

- ◆ Due to the resignation of the systems programmer, this project is on hold until the position is filled.

Standardize the ITV system on campus.

- ◆ Removed three ITV rooms because of construction in Centennial. Will build new rooms with standardized equipment in Centennial, operational for Spring '08.

Organize storage areas.

- ◆ Removed a large amount of older, used equipment during Spring '07. More organization is still needed.

Improve day-to-day communication.

- ◆ Due to some shuffling of management and staff, communication has improved.

Complete Centennial Hall classroom installations as renovation allows.

- ◆ Centennial floors two, three and four were completed.

Continue on new/renovation plans for the Wick Science Building, parking ramp, Riverview and Brown Hall (if needed).

- ◆ Started meetings about the parking ramp, and Wick. As of June 2007, final plans for Riverview and funding for Brown Hall were not complete.

Complete database merge with e-classrooms, classroom and map against Resource 25 to clarify any errors/discrepancies.

- ◆ Due to the loss of the system programmer, this project was not completed.

Major changes from FY06:

- ◆ Loss of control system programmer.
- ◆ Centennial Hall renovation.

Statistics:

See Appendix T

HelpDesk

The SCSU technology HelpDesk serves as a point of contact for technology questions, problems, and the status of services. Student staff provide advice and information for multiple types of technology, with priority given to academic uses. Staff is responsible for resolving or routing problems relating to all HuskyNet-related services, including accounts, network access, file storage, Desire2Learn, e-classrooms and computer lab issues. The HelpDesk provides backup to college technicians and primary workstation support for 30 centers/programs on campus. In addition, the HelpDesk provides advanced services, such as data recovery and handles problems with personal computers that cannot be solved over the phone, giving priority to academic endeavors.

Summary of FY07 accomplishments

This year the HelpDesk focused on the refinement of Altiris Helpdesk incident tracking system. E-mail messages to the HelpDesk are now automatically turned into tickets, and end-users and technical staff can reply to e-mail notifications for simple updates to trouble tickets. The new phone system provides a hold queue to support additional callers, data on callers, and in the future, a single point of contact for users. One consequence of these changes is the apparent decrease in HelpDesk traffic, which was down 35 percent from FY06. Since the new count represents only tickets entered into the system the drop was expected. Plans are being developed to automate the count of walk-in traffic at the HelpDesk to provide a more accurate and comparable gauge of users being served. The HelpDesk focused on partnering with ResNet to create shared work areas and collaborated on ideas and support issues. The HelpDesk expanded on the internal escalation/supervision approach adopted the previous year, and now has Level 2 specialist groups to help solve more complicated support issues. Workers at the HelpDesk began exploring several support tools, such as a wiki, virtual machines, and an Office 2007 file conversion tool.

FY07 Goals**Enhance collaboration between the HelpDesk and ResNet.**

- ◆ The HelpDesk and ResNet collaborated on a physical layout change in their workspace, to create shared areas for phone support, walk-in support and a computer repair workspace. The students are working together to create support tools that can benefit both areas and all end users.

Provide assistance for users of SCSU technology services.

- ◆ HelpDesk continues to be the primary contact for support for:
 - Students
 - Faculty/staff homes
 - College technicians
 - Over 250 campus computers

Work with Information Technology Services and other campus technicians to improve support of all campus users.

- ◆ Student workers participated in pilots.
- ◆ Manager involvement with creating standards and increasing communication efforts has continued.
- ◆ Altiris Helpdesk adoption by all full-time technicians has improved the overall workflow and helped improve the speed in resolving issues.

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

- ◆ The Campus Tech workgroup follows the same support procedures and collaborates with the college technicians to refine collective processes, such as inventory and procedure standards. The HelpDesk staff made an increased effort in influencing purchase decisions this year, to help provide users with information to make decisions and to help minimize support problems.

Help support the general access computer labs by handling certain types of troubleshooting and escalation.

- ◆ Work in this area continues to progress, to make sure lab user concerns are addressed quickly and efficiently.

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

- ◆ Implemented Nortel Call Center, which involves a hold queue to control caller traffic and reporting about call flow. Increased worker training, and added real-time monitoring so that supervisors can monitor call traffic.

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

- ◆ Handouts and Web pages are continually revised to reflect the most up-to-date information.

Ensure behind-the-scenes resources are available for HelpDesk to help itself.

- ◆ Have begun to fully utilize the online CustomGuide training, as well as working with the same software as is in the labs, to be prepared for user questions. Virtual machines are used for support and testing, as well as access to basic user account information to help troubleshoot problems in that area. Internal training documentation was expanded through the use of a wiki.

Major changes from FY06:

- ◆ Altiris Helpdesk proceeded to Phase 2, and periodic user group meetings were held to plan changes to the system and discuss best practices.
- ◆ Phone system was installed, now requiring worker login accounts and new procedures.
- ◆ Physical reorganization to provide for shared workspaces between HelpDesk and ResNet.

- ◆ Wiki became the collaborative knowledge base for internal procedures.
- ◆ Updated recommended wireless account from VPN to WPA.
- ◆ Decreased the time spent per machine to resolve issues.
- ◆ Handled increased requests for assistance with PDAs and smart phones.

Statistics:

See Appendix U

Information Technology Security

The Information Technology security coordinator works with all parties involved (internal and external) to provide a consistent and coordinated response to technology security issues, ranging from virus outbreaks and file sharing complaints to identity theft and unauthorized wireless access.

Summary of FY07 accomplishments

The IT security coordinator worked with a consultant to complete an internal security assessment of some of the most critical campus IT assets. He began to raise campus awareness of IT security issues by coordinating with training initiatives about computer security offered by the Center for Information Systems. There was also continued attention paid to SCSU's involvement in MnSCU IT security initiatives.

FY07 Goals**Provide a consistent and timely incident response on behalf of the university.**

- ◆ Fifty-five incidents were investigated in FY07. Individuals both on- and off-campus who have contacted IT security have commented positively on the timely response they received.

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

- ◆ Continued as a member of the MnSCU IT Security Standards working group representing the university in shaping IT policy, standards and guidelines for use by all MnSCU entities.

Continue to raise awareness of MnSCU Security standards and move toward compliance verification.

- ◆ This was ongoing and included working with SCSU Human Resources and the Center for Information Systems to launch Public Jobs-Private Data, the MnSCU Information Security Awareness training program required for all employees. Activities included answering questions during open training sessions, and serving as a contact for the more than 40 employees who had questions about completing the online modules.

Continue to coordinate security review/consulting for various campus entities.

- ◆ Continued working with Public Safety and other areas to address IT Security questions and concerns.
- ◆ Reviewed area/department procedures as a follow-up to equipment theft or policy violations.

Major changes from FY06:

- ◆ Served as a local resource and answered questions regarding the Public Jobs-Private Data IT security awareness training for SCSU employees.

Other items of note:

- ◆ There has been a positive response from both on- and off-campus individuals and agencies knowing they have a single contact to work with in addressing their IT security concerns. This past year, special focus was given to building relationships with SCSU Public Safety, Student Life & Development, the university lead investigator and the university data practices officer. These efforts have allowed the university to provide a timely and consistent response when issues arise which require the services of LR&TS and these areas.

Statistics:

See Appendix V

ITV/Video Conferencing

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 the ITV/Videoconferencing unit 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 to 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 FY07 accomplishments

Several infrastructure upgrades were completed to improve the quality and reliability of the ITV network. Use of MediaSite continued to expand, and a mobile unit is now available. Work on the renovation/remodeling of the ITV rooms in Centennial Hall continued to progress. The number of ITV sessions hosted decreased, as instructors made greater use of video conferencing tools such as MediaSite, which still make use of the ITV rooms but not the ITV network and connections itself. The number of meetings received via ITV increased significantly as the MnSCU service unit began utilizing ITV as a more efficient way to participate in meetings convening elsewhere.

FY07 Goals**Improve reliability of ITV operations—modify MPEG2 infrastructure to simplify connection automation and reduce A/V routing need.**

- ◆ MPEG2 encoders and decoders have been installed to simplify routing needs and connections supervision. This infrastructure modification has reduced class interruptions due to connection errors by approximately 10 percent.

Simplify MPEG2 device monitoring for improved reliability and reduced down time.

- ◆ The MPEG2 monitoring device has been installed. This addition improved response time when a scheduling or configuration error occurs, often resulting in no adverse impact on class sessions.

Assist in removal, design and rebuild of three Centennial Hall video conferencing classrooms.

- ◆ The work is on-going, targeted for completion in FY08.

Secure needed facilities to cover Centennial Hall video conferencing classroom remodeling.

- ◆ A portable conferencing system in an appropriately equipped conference room, coupled with heavier scheduling of ITV rooms in other buildings, allowed all ITV courses to be scheduled for Fall 2007 while Centennial Hall rooms are renovated.

Design and utilize a MediaSite mobile production system.

- ◆ Audio and video components have been secured for use in the field for MediaSite productions. This mobile MediaSite unit has recorded 45 sessions on remote locations during FY07.

Major changes from FY06:

- ◆ Modifications were made to MC B17 and MC B18 for increased remote site participation.
- ◆ Vbrick monitoring was installed and utilized in daily operations.
- ◆ Vbrick transmission equipment was installed to simplify connections.
- ◆ A mobile MediaSite system was used at multiple locations on campus.
- ◆ Mobile H.323 systems were used in large venue video conferences (SH111, MC122).

Statistics:

See Appendix W

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 FY07 accomplishments

FY07 saw an overall increase in the number of projects, particularly in the areas of electronic presentations and online course support. Emphasis was placed on the redesign of the SCSU Web site and the accreditation site for the Higher Learning Commission visit. The additional staff position added late in FY06 helped increase support for online courses offered through the Center for Continuing Studies, and CCS funds half of this position.

The relationship with the Center for Information Systems continues to improve through working collaboratively on dynamic application projects. Use of Contribute software by clients to maintain their Web site content continues to reduce the number of maintenance hours spent by the Web Team.

FY07 Goals**Redesign, in partnership with the SCSU Web Council, the "upper" tiers of the SCSU Web site to help improve recruitment and retention.**

- ◆ Funding was provided by University Communications to hire an outside consultant to assist with the redesign of the SCSU Web site, with a focus on marketing to external audiences. The architecture of the site was revised, and designs presented to the campus community for feedback. A final design was chosen, and content is being integrated into the new look and feel. The redesigned site was launched in July 2007.

Provide production support, where appropriate, for campus global initiatives.

- ◆ Production support was provided to:
 - Create a China Connections Web site which markets SCSU initiatives in China, including the China Symposium.
 - Develop electronic presentations for keynote addresses by President Saigo regarding Asian Pacific issues and presidential support for global initiatives.
 - Provide a multimedia presentation supporting a multicultural grant for minority recruitment from community colleges for science teaching.
 - Develop a PowerPoint presentation with narration for Chilean outreach efforts.

Provide production support for online course development in conjunction with Continuing Studies.

- ◆ Assistance was provided for 25 online courses and 14 faculty supporting educational opportunities offered by Continuing Studies. One staff member also participated in a team training opportunity with other Continuing Studies members sponsored by the Higher Learning Commission addressing Web-based student services.

Increase support for campus-wide multimedia projects.

- ◆ Provided production support for podcasting efforts in Athletics, Women's Studies, Criminal Justice, and the American Indian Center.
- ◆ Researched video-conferencing/collaboration tools.
- ◆ Developed an HTML e-mail for alumni.
- ◆ Participated in various uses of SharePoint for the Presidential search, accreditation committee collaboration, new admits portal and student ride share bulletin board.

Implement a plan for auditing the accessibility and usability of the official campus Web environment.

- ◆ Attention was paid to accessibility and usability issues, however, a formal plan has not been implemented. Limited usability testing has been done on the redesigned SCSU Web site.

Continue to build collegial ties with Information Technology Services (ITS), Center for Information Systems (CfIS), InforMedia Services (IMS) and Continuing Studies.

- ◆ Relationships with ITS, CfIS, IMS, and Continuing Studies continue to be strengthened via collaboration on a variety of projects.

Major changes from FY06:

- ◆ Redesigned the SCSU Web site, focusing top-level content towards external audiences.
- ◆ Designed and created a Web site for the Higher Learning Commission accreditation visit.
- ◆ Redesigned and transferred the G.R. Herberger College of Business Web sites to the main campus Web server.

Statistics:

See Appendix X

Networking

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

Summary of FY07 accomplishments

Completed a proposal for a campus network upgrade and ordered the necessary equipment. The upgrade will include the campus network along with the ResNet network. Improvements were made to the guest wireless network. WPA (WiFi Protected Access) was adopted as the preferred access method for the campus wireless network. Also added more than 1,100 activated Ethernet connections; approximately half of these were part of the Centennial Hall renovation, with the remainder from additional renovation projects, or new connections for network-aware devices.

FY07 Goals**Create a plan for campus data network upgrades.**

- ◆ Created a plan for an entire campus network upgrade that called for the replacement of all wiring closet switches. The plan implementation and the distribution of hardware took place during Summer 2007.

Implement improved wireless guest access for vendors and visitors.

- ◆ Installed BlueSocket hardware to improve accessibility of the guest wireless network for visitors to the SCSU campus.

Other items of note:

- ◆ Preparing to convert the current autonomous wireless network, where each access point is managed individually, to a lightweight wireless network, where a central controller manages the access points collectively, which is much more efficient.

Statistics:

See Appendix Y

ResNet

ResNet provides wired and wireless connectivity to the students living in the residence halls as well as technical support in partnership with the SCSU HelpDesk.

Summary of FY07 accomplishments

Fall 2006 startup went well in comparison to previous years; Windows XP continues to be the dominate operating system (91%) of the computers brought into the residence halls. Few questions were received about wired registrations, and there were very few virus/spyware problems. The ResNet office, which is shared with the HelpDesk, was rearranged so that office space is now shared instead of divided. This arrangement has provided greater collaboration between the two groups, allowing for more efficient use of the space for working on computers, as well as support for answering phones and walk-in issues in a timely manner. Also of note, a bid was submitted and verbally accepted to host the national ResNet Symposium 2009 at SCSU.

FY07 Goals

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

- ◆ Fall 2006 startup was mostly successful. Wired registrations went smoothly and very little virus/spyware activity was seen. A larger number of students connected via wireless than in previous years, so the decline in the number of wired connections (-5.6%) was expected. There were some issues with getting the VPN client working consistently on a large number of computers. Based on this experience, WPA (versus VPN) will be focused on in the future.

Enhance deployment of Symantec AntiVirus software to ResNet students.

- ◆ Due to time and technical constraints, systematic deployment of this service was unable to be provided. Instead, students were encouraged to download Symantec directly from the SCSU Web site.

Major changes from FY06:

- ◆ Changed the physical layout of MC B43 for better collaboration between HelpDesk and ResNet.
- ◆ Implemented a new call center solution to provide more precise data collection on support calls.

Statistics:

See Appendix Z

Servers/Authentication Systems

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

Summary of FY07 accomplishments

Implemented SQL server cluster technologies, providing redundancy for better availability for database applications. Converted the student fileserver directory structure. Moved public Web folder under personal file space to provide easier end user access and a flexible, scalable design to meet expanding student storage needs. Restructured Active Directory LDAP security and delegated administrative restructuring and security access. Consolidated 10 physical servers to virtual machines. Created a collaboration site used for the presidential search committee. Provided applications to remote users through the Virtual Lab pilot project.

FY07 Goals

Ensure encryption and eliminate clear text passwords where possible.

- ◆ Removed FTP from faculty, staff and student file servers.
- ◆ Implemented Web secure socket layer (SSL) to encrypt Web traffic containing usernames and passwords.
- ◆ Develop collaborative work endeavors with the MnSCU Office of the Chancellor.
- ◆ Continued to provide support for the MnSCU Desire2Learn server and application team.

Design, test, and implement enterprise technologies.

- ◆ Implemented VMWare ESX server for server virtualization.
- ◆ Implemented SQL server clustering technologies.
- ◆ Implemented campus directory security and delegated administrative restructure and security review.

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

- ◆ Implemented Citrix presentation server to provide remote access to applications (Virtual Lab pilot).
- ◆ Transitioned remote file access to a Web-based interface for better cross platform access.
- ◆ Moved the public Web folder under personal file space.

Maintain and enhance SCSU's statewide presence as a leader in the technology field through partnerships and courseware.

- ◆ Continued to support D2L applications and to provide reliable and flexible access to campus technology resources.
- ◆ Implemented the collaboration site for the presidential search committee.

Complete standardization of HuskyNet account processing.

- ◆ Implemented a workflow process for HuskyNet account creation and maintenance.

Major changes from FY06:

- ◆ Moved public Web folder under personal file space.
- ◆ Restructured file server directory.
- ◆ Implemented SQL Clustering Technologies.
- ◆ Implemented VMWare server virtualization.

Statistical Consulting and Research Services (SCRS)

The Statistical Consulting service area provides direct support to graduate students and faculty on various research projects. 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 surveys are completed. 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).

Summary of FY07 accomplishments

Statistical Consulting and Research Services (SCRS) assisted 56 graduate students and faculty members with conducting research and analyzing results. SCRS also offered 54 workshops describing statistical software. This year, there was a new program coordinator in SCRS, and a new survey development tool, SurveyMonkey, was implemented.

FY07 Goals**Communicate, cooperate and partner with other workgroups within LR&TS.**

- ◆ SCRS collaborated with:
 - IMS and ITS to explore new survey software options, leading to the purchase of SurveyMonkey.
 - Reference to help create surveys for their clients and for their work on LR&TS Assessment.
 - Leaders in LR&TS to explore options for creating an SCSU Research Support Center that would offer broader and deeper services than are currently offered in SCRS.

Continue to offer workshops and training sessions for SCSU faculty, staff, and students.

- ◆ Fifty-four workshops were offered describing statistical software, and 56 graduate students and faculty members were assisted with their research.

Integrate statistical consulting support and workshops with other IMS services.

- ◆ Created a Web-based survey for IMS aimed to increase the ease of extracting data about workshops and technology training. This new survey tool is currently being tested and should be fully implemented FY08.
- ◆ Worked closely with IMS to schedule and promote workshops for students, by sharing marketing efforts and scheduling workshops so IMS workshops did not compete with SCRS workshops.

Integrate SCRS into the IMS workgroup.

- ◆ This was the first year that SCRS was combined with IMS. A few meetings were held with the previous SCRS coordinator, as well as LR&TS stakeholders, to discuss ways to make a smooth transition.

Major changes from FY06:

- ◆ SCRS became a part of IMS.
- ◆ SCRS switched to SurveyMonkey, instead of Perseus.

Other items of note:

- ◆ Randy Kolb was contracted to work for SCRS for one credit during Fall and Spring semesters, for the purpose of answering complex statistical questions and assisting with transition issues.

Statistics:

See Appendix AA

Telecommunications Infrastructure

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 FY07 accomplishments

Installed 758 data runs and numerous telephone runs on campus. Removed miles of abandoned cable in Centennial Hall. Completed much of the new data and telephone runs for the second, third and fourth floors of Centennial Hall, as well as the first phases of work for the first floor and basement, which will be completed in FY08. Planned extensively for Riverview, Brown Hall, and Public Safety projects. Installed data projector mounts and screens on campus.

FY07 Goals

Complete the data, fiber, and phone for Centennial Hall.

- ◆ Second, third and fourth floors are completed. First floor and basement has started and will be completed in FY08.

Develop the plans for the data, phone and fiber for the Wick addition.

- ◆ Planning is complete; project started April 15, 2007.

Continue planning for the data, phone, and fiber for the Riverview renovation.

- ◆ Planning remains on-going; meetings with architect have taken place.

Begin planning for the data, phone, and fiber for the new Public Safety building.

- ◆ The plans and budget have been submitted. The project was reviewed on April 30, and will begin in FY08.

Continue with the new wireless campus connections.

- ◆ This project is on-going as new buildings and/or renovations are completed.

Plan for the Brown Hall renovation.

- ◆ Several meetings with the architect have occurred. Construction money has not yet been appropriated.

Major changes from FY06:

- ◆ NEC (National Electric Code) requires removal of abandoned cable for each project, not just for building renovations.
- ◆ NEC requires that data/phone cabling be supported by J-hooks or other approved methods. Cable cannot be supported by ceiling tile, existing grid wires, etc.

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 FY07 accomplishments

New HuskyNet IDs were created for 163 department accounts, 239 faculty/staff accounts and 10 student organizations during the year. Over 1,000 community patron accounts were either created, renewed or required password maintenance. Support log tickets included service for 101 laser printers, and 158 PC and Mac units needing warranty repair. Although the amount of network file and Web space provided to individuals continues to increase, the number actually using their space is now decreasing. This can be attributed to the availability of free services such as Gmail, Yahoo Mail, and Hotmail that provide much greater (2+ gigabytes) storage to users.

FY07 Goals

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

- ◆ This process has been working well, and we have continued to monitor and change the status of employee accounts as necessary.

Audit accounts frequently for employee/student ID linkage.

- ◆ Reports are generated regularly to monitor the accounts, and ensure that the forms and signatures are being obtained and account information is up to date.
- ◆ Audits help identify accounts that are no longer in use, allowing them to be removed from the system; the slight decrease in number of active accounts compared to FY06 is primarily as a result of this process.

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

- ◆ Facilitated the redistribution of 164 computers to campus curriculum labs, student organizations, and SCSU departments.

Major changes from FY06:

- ◆ Implemented a new process for running reports on a regular schedule in order to collect data about user accounts and provide routine maintenance to accounts.

Statistics:

See Appendix BB

Video Media Production

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

Summary of FY07 accomplishments

Video media services experienced exponential growth this year. Demand for high quality live event recordings and subsequent post/distribution services increased over 300%, which was reflected by increased staff hours and the hiring of a third employee during the second half of FY07. Projects included taping interviews for the Roy Saigo retirement video, producing the Alumni Awards presentation video, completing the new Admissions recruitment video, and all production work on the

Holocaust and Queen Elizabeth speaker series DVDs. Staff also completed interviews of '06 SCSU doctorate recipient and holocaust survivor, Henry Oertelt, created a promotion proposal for MnSCU's Technology in Higher Education, and worked on the production of a promotional video for the Minnesota Highway Safety & Research Center. In addition to these accomplishments, a Gold ADDY marketing award was received for video images supplied for the SCSU ad campaign.

FY07 Goals**Prioritize increasing clientele requests for video services.**

- ◆ Added a full-time temporary staff member.
- ◆ Shifted services by refocusing attention from multiple long-term productions to meet demands.

Reduce professional staffing deficiency in video service area.**Complete reclassification efforts of producer position to accurately reflect industry standards and compensation.**

- ◆ After providing HR/DOER and bargaining unit with industry surveys and job reports, no further progress occurred.

Continue to follow developments in and explore the move to high-definition technology.

- ◆ Kept abreast of announcements and reviews of introduced technologies through trade journals, Internet forums, and professional contacts.
- ◆ Hosted JVC sales representative to demonstrate recent HD camera and acquisition hardware.
- ◆ Attended the National Association of Broadcasters 2007 equipment exhibition.

Acquire a more robust data management system for media files.

- ◆ Investigated storage solutions to best match the current nonlinear video editing system.
- ◆ Visited Century College to review their X-Serve operation.
- ◆ Met with Apple representatives throughout the year to develop effective strategies.
- ◆ Field-tested an Apple server in the video editing workspace for two weeks.

Major changes from FY06:

- ◆ Added a third video editing station to increase work-flow.
- ◆ Purchased a high definition camera to move toward higher-quality productions.
- ◆ Purchased an Apple RAID storage system to manage growing image/production inventory.
- ◆ Added a third staff member (temporary).
- ◆ There was a significant increase in requests for live event records.

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, 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 FY07 accomplishments

The support team extended centralized management systems to lower the total cost of ownership and to improve service to end-users.

FY07 Goals

Set campus computer standards for distribution to workstations.

- ◆ Developed and communicated standards to campus technicians; established working partnerships with them.

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

- ◆ Implemented a minimum of NTLMv2 network authentications and upgraded all requisite workstations to Windows XP Service Pack 2.

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

- ◆ Implemented an Altiris Deployment Solution User Group Meeting and an Altiris Asset Management User Group Meeting.

Leverage purchasing power through central purchasing of software and hardware.

- ◆ Coordinated with the SCSU Computer Store and campus technicians to ensure campus standards are being used when purchasing computers, and that campus workstation images support the hardware standards.

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

- ◆ Worked with Apple and third-party vendors to ensure reliability and consistency of authentication and file transport services.

Major changes from FY06:

- ◆ Several team members moved to MC204 for a continued partnership with user services.
- ◆ Began to utilize Altiris Asset Management system.

Appendices

APPENDIX A	
LR&TS Administration - Contracts	
Table 1 - Contract Activity	
Income Contracts	Amount
Fiber Leases	\$18,000
Coffee Shop Commissions/Lease	\$26,661
Library Services	Amount
LibData hosting	\$16,000
ILL Courier Service	\$6,985
Minnesota Digital Library	\$48,896
Technology Services	Amount
MnSCU D2L Support	\$94,630
ITV/Video Conferencing	\$117,874
Total	\$329,046

APPENDIX B					
Section: LR&TS Administration - Grants					
Table 2 - External Grants					
Project Title	Funding source	Source type	Date submitted	Amount requested	Amount received
IPESL Info/Media/Technology Literacy	MnSCU IPESL	Public	9/26/2006	\$40,822.00	\$0.00
German Language Instruction – High School-College Partnership	MnSCU Center for Teaching and Learning	Public	2/7/2007	\$9,985.00	\$0.00
Lewis and Clark and the Indian Country	American Library Association	Private	2/2/2007	\$1,000.00	\$1,000.00
Let's Talk About It: Jewish Literature	American Library Association	Private	11/28/2006	\$2,500.00	\$2,500.00
Total	4			\$54,307.00	\$3,500.00

APPENDIX B					
Section: LR&TS Administration - Grants					
Table 3 - Internal Grants					
Project Title	Funding source	Source type	Date submitted	Amount requested	Amount received
Business Librarianship 101: Cor Competencies for Business	Faculty Improvement Grant	FA	1/31/2007	\$567.50	\$567.50
Efficiency in Learning: Applying Cognitive Load Theory for Faster, Better Learning	Faculty Improvement Grant	FA	1/30/2007	\$719.00	\$0.00
British Children's Literature and Photography	Short-term Study Abroad	SCSU	1/17/2007	\$71,417.00	\$0.00
Trends in the Use of Course Management Systems	Faculty Improvement Grant	FA	11/29/2006	\$6,630.00	\$0.00
The relevance of certification in the fields of instructional design, instruction and training management	Faculty Improvement Grant	FA	11/28/2006	\$3,930.00	\$0.00
Completion of Classwork Toward Terminal Degree	Faculty Improvement Grant	FA	11/27/2006	\$4,500.00	\$4,500.00
2006 Assessment Institute	Faculty Improvement Grant	FA	9/28/2006	\$1,070.60	\$1,070.60
Alaska Native Villages: Enlarging the Circle of Knowledge	Faculty Improvement Grant	FA	9/26/2006	\$965.00	\$1,045.31
Total	8			\$89,799.10	\$7,183.41

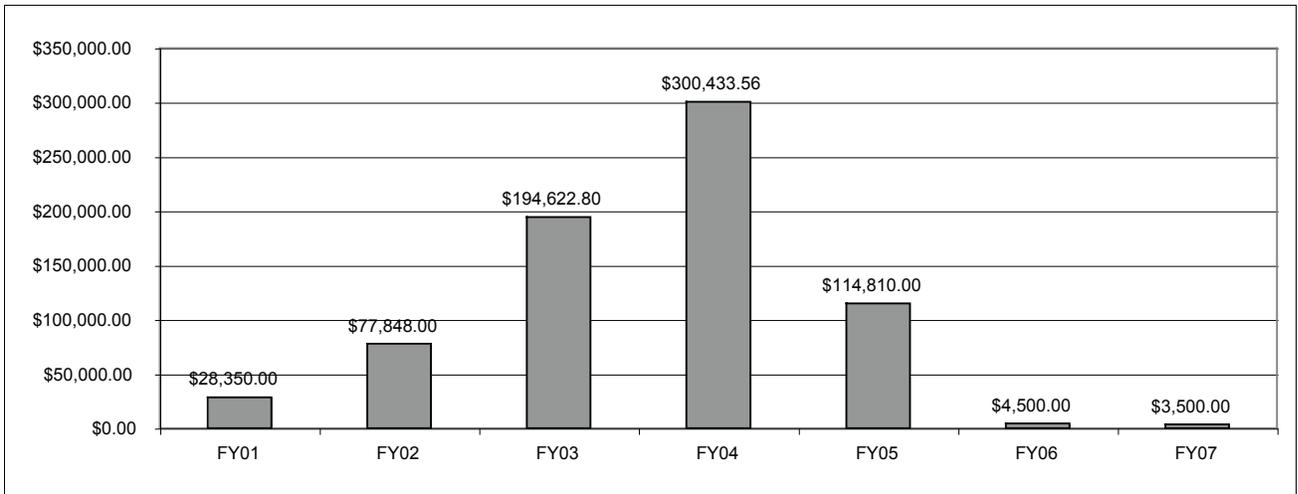
APPENDIX B					
Section: LR&TS Administration - Grants					
Table 4 - Grants in Progress					
Project Title	Funding source	Source type	Date submitted	Amount requested	Amount received
Multicultural Resource Center	SCSU Cultural Diversity Committee	Local	5/11/2006	\$6,080.00	\$1,500.00
Total	1			\$6,080.00	\$1,500.00

APPENDIX B					
Section LR&TS Administration - Grants					
Table 5 - 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	224,925.00	221,674.00
LR&TS agreement with MINITEX to provide Minnesota Digital Library project management	MINITEX	State	6/21/2007	88,469.00	88,469.00
Total	2			\$313,394.00	\$310,143.00

APPENDIX B
LR&TS Administration - Grants
Table 6 - Grant Activity Comparison

	FY01	FY02	FY03	FY04	FY05	FY06	FY07
External Grants submitted	7	9	6	5	6	6	4
Amount requested	\$1,416,341.00	\$1,587,595.00	\$1,455,604.82	\$531,872.32	\$272,846.80	\$910,743.00	\$54,307.00
Amount received	\$28,350.00	\$77,848.00	\$194,622.80	\$300,433.56	\$114,810.00	\$4,500.00	\$3,500.00
Success rate	2.00%	4.90%	13.37%	56.49%	42.08%	0.49%	6.44%
Internal Grants	1	6	5	1	3	9	8
Amount requested	\$3,530.00	\$77,213.00	\$14,475.15	\$3,930.00	\$3,699.60	\$41,796.55	\$89,799.10
Amount received	\$3,530.00	\$71,913.00	\$7,154.46	\$0.00	\$2,862.75	\$9,910.30	\$7,183.41
Success rate	100.00%	93.14%	49.43%	0.00%	77.38%	23.71%	8.00%

APPENDIX B
LR&TS Administration - Grants
Chart 1 - External Grant Funding Received, FY01 - FY07



APPENDIX C Center for Information Media Table 7 - Graduate Student Counts								
Student Degree Category	FY01	FY02	FY03	FY04	FY05	FY06	FY07	% change
Total Master's Degree	201	205	210	213	206	208	152	-26.92%
Active Students*					50	71	62	-12.68%
Information Technologies (Track I)	**	**	**	**	45	46	32	-30.43%
Active Students*					8	15	13	-13.33%
Educational Media (Track II)	**	**	**	**	98	101	85	-15.84%
Active Students*					34	51	36	-29.41%
Instructional Design/Training (Track III)	**	**	**	**	63	63	38	-39.68%
Active Students*					8	17	9	-47.06%
School Library Media Specialist Licensure	82	80	69	73	81	88	79	-10.23%
Active Students*					26	35	35	0.00%
Graduate E-learning Certificate Program	0	0	0	4	8	6	5	-16.67%
Active Students*					8	4	3	-25.00%
Graduate Instructional Technology Certificate Program	17	29	38	33	20	22	18	-18.18%
Active Students*					15	9	7	-22.22%
Total Graduate Students	300	314	317	323	315	326	257	-21.17%

*Active students are those who took coursework during the academic year

**Not tracked previously

APPENDIX C Center for Information Media Table 8 - Undergraduate Student Counts								
Student Degree Category	FY01	FY02	FY03	FY04	FY05	FY06	FY07	% change
Undergraduate Major	25	23	32	31	32	29	18	-37.93%
Undergraduate Minor	-	29	34	37	34	36	22	-38.89%
Undergraduate Certificate	17	42	38	43	36	42	20	-52.38%
Total Undergraduate Students	42	94	104	111	102	107	60	-43.93%

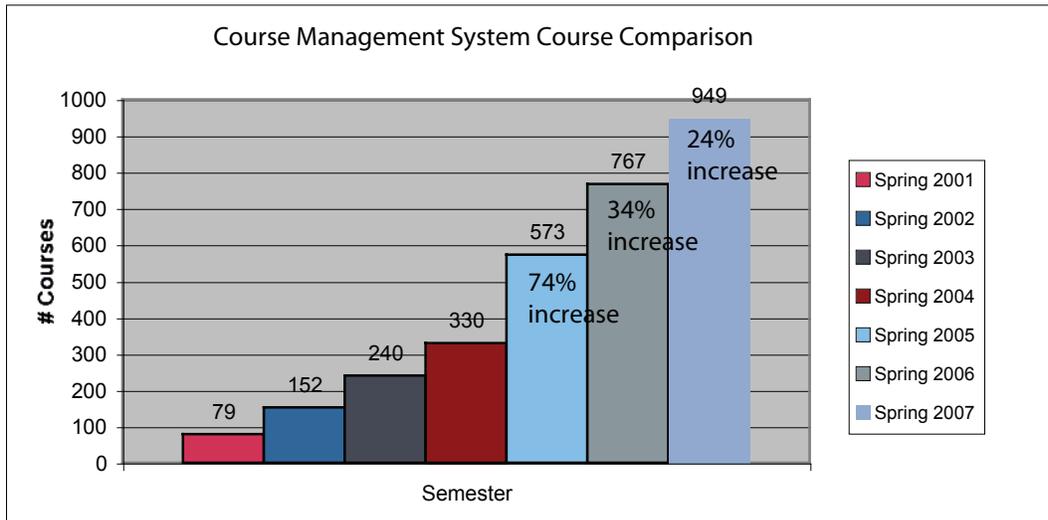
APPENDIX D
Course Management Systems
Table 9 - WebCT/Desire2Learn Use

	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	*
Desire2Learn	Fall 2004	471	10,859	204
	Spring 2005	573	11,372	243
	Fall 2005	715	12,187	332
	Spring 2006	767	11,712	365
	Fall 2006	952	13,142	451
	Spring 2007	949	12,396	437

*No data available

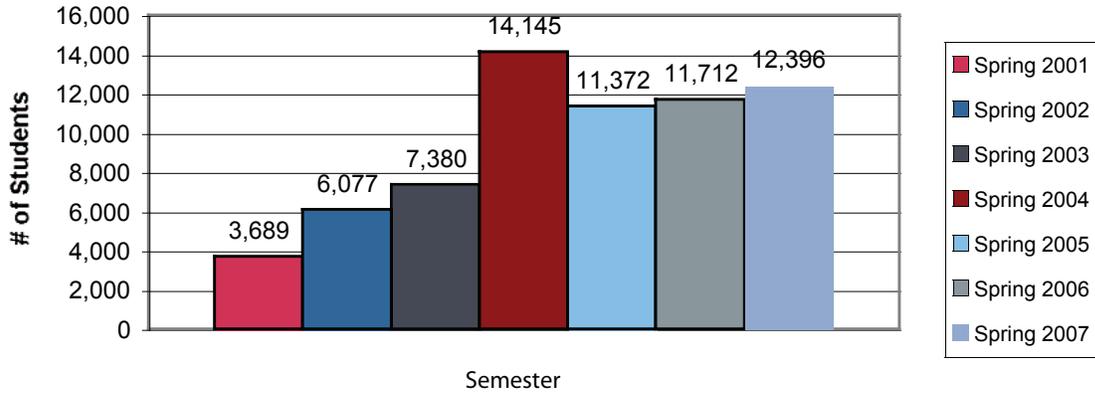
§ WebCT and Desire2Learn process student counts differently

Appendix D
Course Management Systems
Chart 2 - Course Use Comparison



Appendix D
Course Management Systems
Chart 3 - Student Use Comparison

Course Management System Student Use Comparison

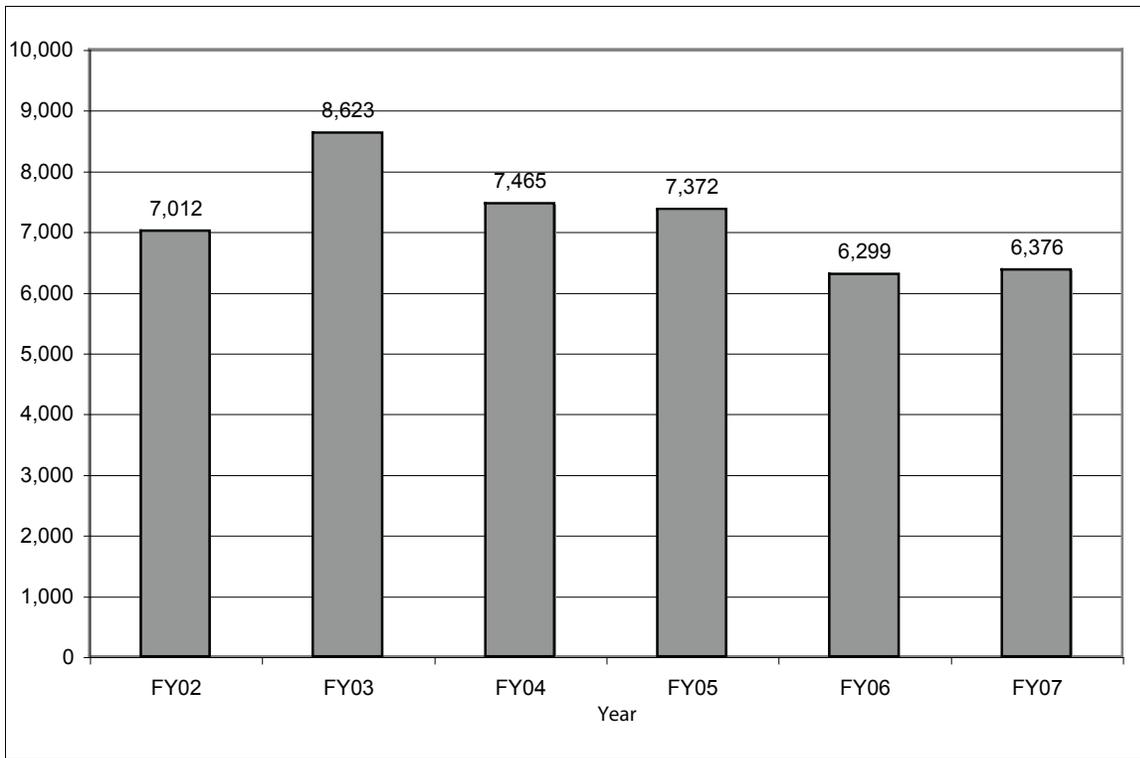


Appendix E Library Instruction Table 10 - Library Instruction Sessions		
Term	Number of Sessions	Number of Students
Summer 2006		
Session 1	6	124
Session 2	2	35
Sub-total	8	159
Fall 2006		
September	46	1,090
October	86	1,860
November	35	601
December	4	85
Sub-total	171	3636
Spring 2007		
January	19	458
February	55	1,217
March	31	636
April	14	240
May	2	30
Sub-total	121	2,581
Totals	300	6,376

Appendix E
Library Instruction
Table 11 - Library Instruction Annual Comparison

	FY01	FY02	FY03	FY04	FY05	FY06	FY07	# Change	% Change
Number of Sessions	276	245	305	274	298	293	300	7	2.39%
Number of Students	6,458	7,012	8,623	7,465	7,372	6,299	6,376	77	1.22%

Appendix E
Library Instruction
Chart 4 - Change in Number of Students Served



Appendix E
Library Instruction
Table 12 - Library Instruction by Type Comparison

Number of Sessions:	FY02	FY03	FY04	FY05	FY06	FY07	% Change
Classes presented outside MC 218	53	79	91	110	137	106	-23%
High school classes	17	6	7	7	9	8	-11%
Senior to Sophomore program	9	10	16	16	14	18	29%
After 5 p.m.	27	50	54	49	38	33	-13%
ENGL 191 total	90	89	70	106	82	215	162%
ENGL 191 Day 1 combined group				37	39	118	203%
ENGL 191 Day 2 individual classes				40	28	69	146%
ENGL 191 Day1/Day 2 combined				29	15	28	87%
Upper level research courses				14	13	29	123%
Graduate courses				18	16	37	131%
RefWorks						18	
Graduate students						7	

By College:	FY02	FY03	FY04	FY05	FY06	FY07	% Change
College of Business	2	5	6	7	6	3	-50%
College of Education	50	32	34	29	40	30	-25%
College of Fine Arts & Humanities	119	105	159	167	168	152	-10%
College of Science & Engineering	6	7	11	9	7	6	-14%
College of Social Sciences	35	39	35	63	39	44	13%
University-wide (Honors, Coll. Transition)	0	8	6	23	10	10	0%
Other institutions (Anoka-Ramsey, Sartell Middle, Multicultural Student Services)	0	9	16	5	11	16	46%

Appendix F Scholarships/Creative Activity

Publications

Brown, C.G., Guster, D., and Krzenski, S. (2007). Can Distributed Databases Provide An Effective Means Of Speeding Up Web Access Times? *Journal of Information Technology Management*, Volume XVIII, Number 1, 2007.

Motin, S. H. (2006). Using the Internet wisely. *The Chronicle of the American Driver and Traffic Safety Education Association*, 54(3) 9,18.

Thompson, M. E. (2006). So you want to be a media specialist! *Minnesota Media* 2, 26-28.

Thompson, M.E. (2007). Tips to harness the power of a school author visit. *Minnesota Media*, 27, 6-8.

Creative Activity

Turner, J.C. (2006). Director/Co-Writer. "Sales: You Make It Happen," Selected for the Local Showcase at the 2007 Siouxland Film Festival, Sioux City, IA, January 27.

Presentations

Anderson, J. & Kaffar B. J. (2007). *Accessible Online Learning*. International Society for Performance and Instruction (ISPI) Annual Conference in San Francisco, CA, April 2007.

Anderson, J. & Theis J. (2007). *Webcasting for Online Learning: A Case Study*. International Society for Performance and Instruction (ISPI) Annual Conference in San Francisco, CA, April 2007.

Anderson, J., Hergert, T. & Theis, J. (2006). *The Evolution of Social Presence in E-Learning*. Presented at the November meeting of the Digital Learning Forum, Minneapolis, MN, November 13.

Bennett, T., Prescott, M.K., & Sharkey, J. (2007). *Reflecting on online instruction and learning: Best practices and trends in information literacy tutorials*. Presentation at the national conference of the Association of College and Research Libraries, Baltimore, MD. March 30.

Condon, M., Morris, C., Pratt, B., Wenz, K. (2007). *MnSCU Desire2Learn Version 8.1 Update*. 9th Annual Minnesota State Colleges and Universities Information Technology Conference, Brainerd, MN, April 24.

Ewing, M. K. (2007). *Introduction to LibData*. Presented at the MnSCU Libraries Day, Brooklyn Park, MN, May.

Ewing, M. K. (2007). *Promoting Digital Access Through Collaboration: The Minnesota Digital Library*. Presented at the MINITEX Enhancing Quality Staff conference, Minnetonka, MN, May.

Ewing, M. K. (2006). *The Minnesota Digital Library: Access through Collaboration*. Presented as a MINITEX Staff Development event, October.

Ewing, M. K. (2006). *Trends affecting the development of the next generation OPAC*. Presented at the MnLINK Annual Conference, Brooklyn Park, MN, September.

Ewing, R.L., & Prescott, M.K. (2007). *Mentoring ourselves: Facing the challenge of tenure collaboratively*. Poster session presented at the national conference of the Association of College and Research Libraries, Baltimore, MD. March 30.

Ewing, R.L. (2007). *Laptops, cameras, iPods: Developing & implementing an equipment plan*. Poster session presented at the 2007 American Library Association Annual Conference, Washington, DC. June 25.

Grachek, S. (2007). *Information Architecture Conventions and Trends in Higher Education Web Sites*. 9th Annual Minnesota State Colleges and Universities Information Technology Conference, Brainerd, MN, April 24.

Kotcho, M., Stanley, C., Scholz, D. (2007). *The Virtual Lab - Remote Access to Software*. 9th Annual Minnesota State Colleges and Universities Information Technology Conference, Brainerd, MN, April 25.

Lessinger, R., Monn, M., Grabham, B. (2007). *Podcasting at St. Cloud State: One Small Byte at a Time*. 9th Annual Minnesota State Colleges and Universities Information Technology Conference, Brainerd, MN, April 25.

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, August.

Appendix F
Scholarships/Creative Activity CONTINUED

- Martin, J.L., & Ewing, R.L. (2007, January). *Gaming in library instruction*. Retrieved April 6, 2007, from <http://www.ala.org/ala/acrlbucket/is/conferencesacrl/DiscForumMW2007a.htm>
- Miltenoff, 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.
- Miltenoff, P. (2006). *Reach out & connect: Serving the millennial generation*. Presented at the Great River Regional Library Development Day, St. Cloud, MN, November.
- Morris, C., Condon, M., Wenz, K., Pratt, B., (2007). *D2L: Issues, Problems, & Solutions*. 9th Annual Minnesota State Colleges and Universities Information Technology Conference, Brainerd, MN, April 25.
- Motin, S. H. (2006). *Teaching the Holocaust*. Presented at Pierz School District Staff Development Day, Pierz, MN.
- Motin, S. H. (2006). *Strategic marketing for academic and research libraries*. Presented for the Tri-Area Libraries, Moorhead, Concordia, and University of North Dakota, Fargo, ND.
- Panigabutra-Roberts, A. J. (2006). *Sex trafficking in women and children: a Thai woman's perspective*. Presented at the St. Cloud State University Women on Wednesday Series. St. Cloud, MN, September.
- Peterson, K., Prescott, M.K., & Miltenoff, P. (2007). *Library 2.0: No, thank you!: Obstacles to creating a social library*. Presentation at the Five Weeks to a Social Library conference. March 12-16. Retrieved April 9, 2007, from <http://www.sociallibraries.com/course>
- Prescott, M. K. & Veldof, J. (2006, September). *Defining services for undergraduates*. Part of panel presentation on Millennials, Gen Y, Echo Boomers, Net Gen: Keeping up with the kids at the Minnesota Library Association Conference.
- St. Clair D. & Knutson-Kolodzne, J. (2006). *American Indian Education: A Dialog on Culture and Curriculum*. Presentation at Native Nations Annual Conference at Minnesota State University – Mankato, December.
- St. Clair D. & Knutson-Kolodzne, J. (2006). *American Indian Education: A Dialog on Culture and Curriculum*. Presentation at the annual meeting of the National American Indian Education Association, Anchorage, AK, November.
- St. Clair D. & Knutson-Kolodzne, J. (2006). *Let Us Put Our Minds Together*. Presentation at the annual meeting of the Minnesota Indian Education Association, Mahanomen, MN, October.
- St. Clair D. (2006). *Serving Diverse Groups* (panel). Panel presentation at Celebrating a Century of Library Education in Wisconsin, Madison, WI, September.
- Thompson, M. E., Eland, T., Kelsey, M., Patton, R. B., Peterson, G., & Wagner, M. (2006). *School library media programs*. Presented as a panel discussion at the annual meeting of the Minnesota Library Association Conference. St. Cloud, MN, September.
- Thompson, M.E. (2006). *The power of the author visit*. Workshop presented at annual meeting of the Minnesota Educational Media Association, October.
- Thompson, M. E., & Kelsey, M. (2007). *First year as a media specialist*. Presented as a panel discussion at the Minnesota Educational Media Organization Midwinter Conference. Alexandria, MN, January.
- Villwock, S., Grabham, B., Kotcho, M. (2007). *Collaborating Across Campuses to Enhance Your Training Program*. 9th Annual Minnesota State Colleges and Universities Information Technology Conference, Brainerd, MN, April 24.
- Wagner, C., Schomer, M., Michaels, D., Rassier, J. (2007). *Tools to Improve User Services*. 9th Annual Minnesota State Colleges and Universities Information Technology Conference, Brainerd, MN, April 24.
- Williams, S. Q. (2006). *Aardvarks to zebras: The ABCs of government Web sites for kids*. Minnesota Educational Media Organization (MEMO) state conference, Bloomington, MN, October.

Appendix G Student Technology Training Table 13 - Technology Instruction Sessions								
	Fall 2006		Spring 2007		Summer 2007		Total	
	# Sessions	Attend.	# Sessions	Attend.	# Sessions	Attend.	# Sessions	Attend.
Technology Instruction	18	244	16	230	6	72	40	546

Appendix G Student Technology Training Table 14 - Software Training Sessions Offered						
Topic/Software	Fall 2006		Spring 2007		Total	
	# Sessions	Attend.	# Sessions	Attend.	# Sessions	Attend.
Dreamweaver	6	38	11	57	17	95
File Management	2	2	0	0	2	2
Flash	1	3	3	5	4	8
Minitab	27	87	24	32	51	119
Photoshop	1	7	2	4	3	11
Podcasting	4	8	7	14	11	22
Basic Web Design	1	4	5	1	6	5
Total	42	149	52	113	94	262

Appendix G Student Technology Training Table 15 - Software Training Comparison				
	FY05	FY06	FY07	% Change
# Sessions	95	84	94	11.90%
Attendance	649	494	262	-46.96%

Appendix H Technology Training and Support Table 16 - Workshop Offerings and Participation								
	FY01	FY02	FY03	FY04	FY05	FY06	FY07	% Change
Workshop Titles Offered	29	77	65	60	51	70	24	-65.71%
Workshops Offered	137	167	143	176	246	272	152	-44.12%
Participants	665	1,122	917	767	1,304	1,848	436	-76.41%

Appendix H Technology Training and Support Table 17 - Software Training Sessions Offered								
Topic/Software	Fall 2006		Spring 2007		Summer Session I		Total Sessions	Total Attend.
	# Sessions	Attend.	# Sessions	Attend.	# Sessions	Attend.		
Convocation/Workshop Days	12	133	4	74			16	207
Copyright	2	0					2	0
D2L Open Lab	9	4					9	4
D2L Quickstart	10	17	13	10	6	5	29	32
Dreamweaver	5	14	11	24			16	38
eFolio	1	0	1	0			2	0
ITV	2	4					2	4
Scanning	1	0					1	0
D2L Features	16	14	22	28			38	42
Basic Web Design	2	5	2	3			4	8
Captivate	1	1	1	0			2	1
Flash			3	5			3	5
Photoshop			1	2			1	2
Podcasting			14	5			14	5
Video			5	4			5	4
D2L Camp					8	84	8	84
Total	61	192	77	155	14	89	152	436

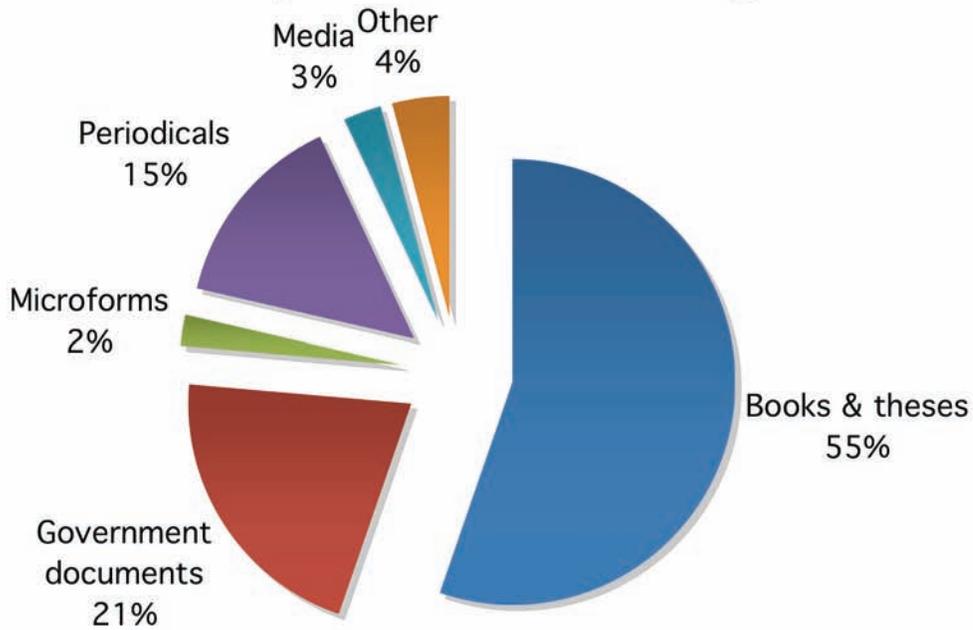
Appendix I Acquisitions Table 18 - Materials Inventory Holdings						
Collection	Taken 7/1/2006		Taken 7/11/2007		Difference FY06 to FY 07	
	Bibs	Items	Bibs	Items	Bibs	Items
Circ	429096	506866	437544	516743	8448	9877
Ref	9591	24258	7239	19116	-2352	-5142
Juv	23506	26003	23812	26316	306	313
Rare	1418	1670	1462	1796	44	126
Tech Services	102	170	104	171	2	1
Theses	5224	4834	5431	5038	207	204
US Doc	117869	189845	123892	196866	6023	7021
Mn Doc	13950	22836	13968	22705	18	-131
Classified microfilm	1840	2691	1839	2691	-1	0
Microcard	53	53	53	53	0	0
Classified fiche	17528	17753	17528	17753	0	0
CD-ROM	179	180	192	198	13	18
CD-Aud	2388	2516	2402	2531	14	15
Aids	234	254	254	273	20	19
Map	1270	1562	1269	1564	-1	2
Film	57	57	57	57	0	0
Filmstrip	332	239	331	238	-1	-1
Records	1225	1256	1225	1256	0	0
Slides	247	312	246	325	-1	13
Audio cassettes	1504	1788	1503	1790	-1	2
Video cassettes	13107	16033	13256	16216	149	183
Video disks	34	36	34	36	0	0
Software	85	125	85	125	0	0
DVD	1001	1150	1530	1812	529	662
Periodicals	6458	154063	6436	151352	-22	-2711
Archives	95	148	112	165	17	17
Internet Resources	47163	28934	50701	30280	3538	1346
CMHC - Rare	37	35		37	-37	2
Equipment	115	611	88	558	-27	-53
CTC Library		12805		12805	0	0
Total Holdings	695708	1019083	712593	1030866	16885	11783

**Appendix I
Acquisitions
Table 19 - Library Materials Holdings**

	2005	2006	2007
Books & theses	556445	563801	569180
Government documents	195678	212681	219571
Microforms	20491	20497	20497
Periodicals	153449	154063	151352
Media	25007	25508	26421
Other	43812	42533	43845

**Appendix I
Acquisitions
Chart 5 - Library Materials Holdings**

Library Materials Holdings



Appendix I Acquisitions Table 20 - Acquisitions Expenditures			
	FY05	FY06	FY07
One-time Purchases			
Books/monographs	293,339.07	234,375.83	227,455.41
Serials backfiles (paper/micro)	0.00	28.00	484.13
Electronic resources (software, databases, CD-ROM's)	1,033.74	828.72	0.00
Ongoing Commitments			
Monographic standing orders	141,560.36	147,154.97	178,937.62
Serials subscriptions (paper/micro)	447,070.41	465,687.56	327,602.77
Electronic resources	271,426.00	372,206.26	569,643.33
Other Library Materials			
Audiovisual materials (video, audio, kits)	\$42,627	39,305.42	59,906.59
Other Materials (manuscripts, maps, etc.)	0	823.43	0.00
Total Library Materials Expenditures	1,197,056.72	1,260,410.19	1,364,029.85
Related Expenses			
Preservation (repair, archives)	4,291.00	1,505.89	2,296.06
Contract binding	14,201.00	10,983.66	8,801.46
Bibliographic Utilities (OCLC, Marcive)	37,757.00	4,679.20	4,411.52
Total Related Expenditures	56,249.00	17,168.75	15,509.04
Total Collection Management Expenditures	\$1,253,305.72	\$1,277,578.94	\$1,379,538.89

Appendix J Central Minnesota Libraries Exchange (CMLE) Table 21 - CMLE Membership Types						
	FY02	FY03	FY04	FY05	FY06	FY07
K-12 public	177	173	173	173	173	173
K-12 private	31	32	32	32	32	32
Public library branches in 2 regional systems	45	45	45	45	45	45
Post-secondary institutions	9	9	9	9	9	9
Special libraries (law, hospital, correctional facilities, historical societies)	23	23	23	23	23	23
Total	285	282	282	282	282	282

Appendix J Central Minnesota Libraries Exchange (CMLE) Table 22 - CMLE Interlibrary Loan Statistics							
	FY02	FY03	FY04	FY05	FY06	FY07	% Change
Total requests received	8,580	8,649	7,697	7,245	7,175	6,107	-14.89%
Borrowing libraries	129	104	101	84	79	75	-5.06%
Lending sources	115	98	64	72	124	157	26.61%
Requests filled	8,167	8,219	7,333	6,891	6,762	5,619	-16.90%
Requests unfilled/cancelled	413	430	367	354	413	488	18.16%

Appendix J
Central Minnesota Libraries Exchange (CMLE)
Table 23 - CMLE Analysis of Requests

	FY02	FY03	FY04	FY05	FY06	FY07	% Total	% Change
Books	5,187	5,415	4,724	4,542	4,352	3,879	64%	-10.87%
Articles (photocopies)	2,938	2,878	2,577	2,267	2,528	1,950	32%	-22.86%
"Back Up" reference questions, online searches & other	455	356	396	436	295	278	5%	-5.76%
Total	8,580	8,649	7,697	7,245	7,175	6,107	100%	-14.89%

Length of Time to Fill Requests	FY02	FY03	FY04	FY05	FY06	FY07	% Total	% Change
Same day service	3,634	3,279	3,473	2,847	2,463	1,754	29%	-28.79%
1 day	765	626	472	546	590	628	10%	6.44%
2 days	498	514	402	529	463	382	6%	-17.49%
3 - 7 days	2,184	2,116	1,720	1,643	1,761	1,554	25%	-11.75%
8 - 14 days	752	1,109	855	902	908	816	13%	-10.13%
15 or more days	334	537	408	424	577	485	8%	-15.94%
Cancelled	413	441	367	354	413	488	8%	18.16%
Total	8,580	8,622	7,697	7,245	7,175	6,107	100%	-14.89%

Appendix K Circulation Table 24 - Circulation Transactions							
	FY02*	FY03*	FY04	FY05	FY06	FY07	% Change
Books checked out at desk	73,060	81,848	58,010	34,760	36,814	40,159	9.09%
ILL Books checked out at desk	†	†	†	†	790	3,219	307.47%
Books checked out at self-check	6,750	9,574	765§	8,408	7,759	7,119	-8.25%
Total books checked out	79,810	91,422	58,010	43,168	45,363	50,497	11.32%
Book renewals	7,550	16,409	8,666	16,328	16,320	5,795	-64.49%
Federal document checkouts & uses				3,851	2,926	4,254	45.39%
State document checkouts & uses				554	559	113	-79.79%
Total items browsed	52,575	44,825	59,215	56,059	52,616	51,765	-1.62%
New community barcode applications	436	443	381	393	280	184	-34.29%

* 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 of FY04.

† 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 K Circulation Table 25 - Patron Records					
	FY04*	FY05	FY06	FY07	% Change
Faculty/Staff	1,524	1,614	1,518	1,620	6.72%
Retired Faculty/Staff	7	22	28	28	0.00%
Undergraduate Students	12,534	19,149	19,431	17,835	-8.21%
Graduate Students	1,281	2,404	2,970	2,255	-24.07%
CMLE	223	226	244	243	-0.41%
Interlibrary Loan	3	0	4	1	-75.00%
Community (active)	381	849	786	544	-30.79%
Total	15,953	24,264	24,981	22,526	-9.83%

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

Appendix K Circulation Table 26 - Traditional Reserves							
	FY02	FY03	FY04	FY05	FY06	FY07	% Change
Records added	2,395	3,348	5,573	3,970	2,260	1,644	-27.26%
Total charges	28,939	39,083	24,480	28,384	25,555	14,954	-41.48%
# of professors using	*	*	311	210	211	180	-14.69%
# of classes using	*	*	401	330	308	221	-28.25%

*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.

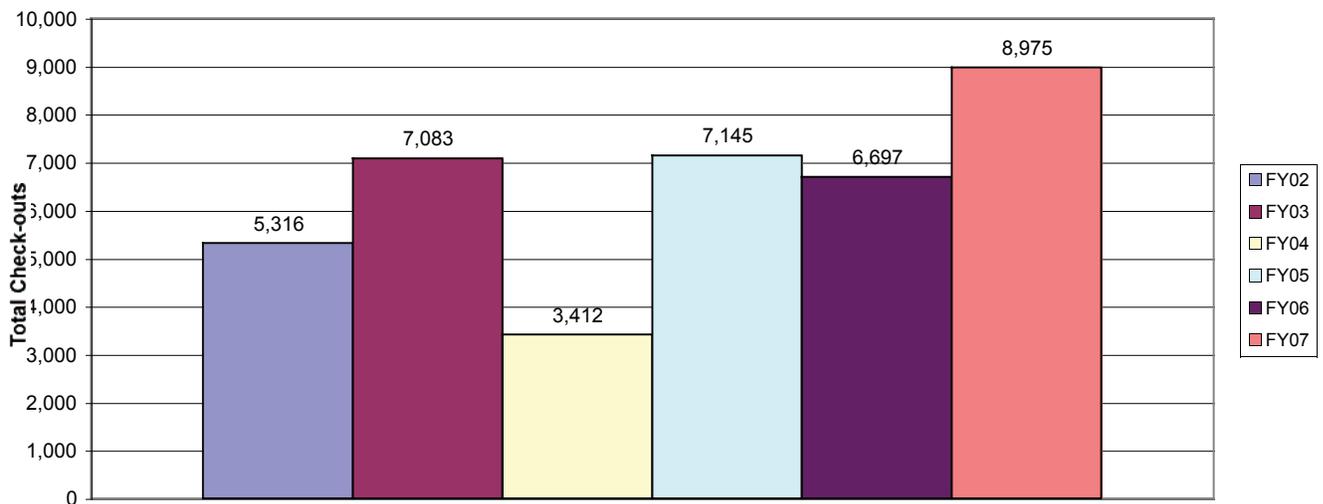
Appendix K Circulation Table 27 - Electronic Reserves, Files Added Comparison								
	FY01	FY02	FY03	FY04	FY05	FY06	FY07	% Change
Video files	31	5	4	2	0	86	21	-75.58%
Audio files	474	43	419	10	8	5	41	720.00%
PDF files	115	213	1,203	1639	885	911	1013	11.20%
Other (html, rtf, doc, etc.)	0	1	63	413	2	29	64	120.69%
Total	620	262	1689	2064	895	1031	1139	10.48%
# Professors using				197		111	120	8.11%
# Classes using				172		288	330	14.58%

Appendix K Circulation Table 28 - Facilities Check-out					
	FY04	FY05	FY06	FY07	% Change
	Charges	Charges	Charges	Charges	
Student study rooms	13,325	13,677	13,614	14,796	8.68%

**Appendix K
Circulation
Table 29 - Equipment Check-out**

Items	FY04 Charges	FY05 Charges	FY06 Charges	FY07 Charges	% Change
Accessories (headphones, microphones, cam-corder batteries, tripods)	1,050	4,239	2,908	3,733	28.37%
Audio Equipment (cassette recorders, CD boomboxes, PA systems)	356	889	621	730	17.55%
Data projectors	174	363	397	408	2.77%
Digital cameras (video & still)	250	502	482	524	8.71%
Faculty laptop computers	265	504	407	354	-13.02%
Student laptop computers	344	242	893	996	11.53%
Short term laptop computer (new item, laptops from laptop cart)			659	1,876	184.67%
Miscellaneous (projection screens, microphone stands, etc.)	487	13	19	76	300.00%
Projectors (slide, overhead, film & filmstrip)	30	68	46	49	6.52%
VHS camcorders	428	295	232	206	-11.21%
Video equipment (TV/VCR, DVD player, VCR)	28	30	33	23	-30.30%
Total	3,412	7,145	6,697	8,975	34.02%

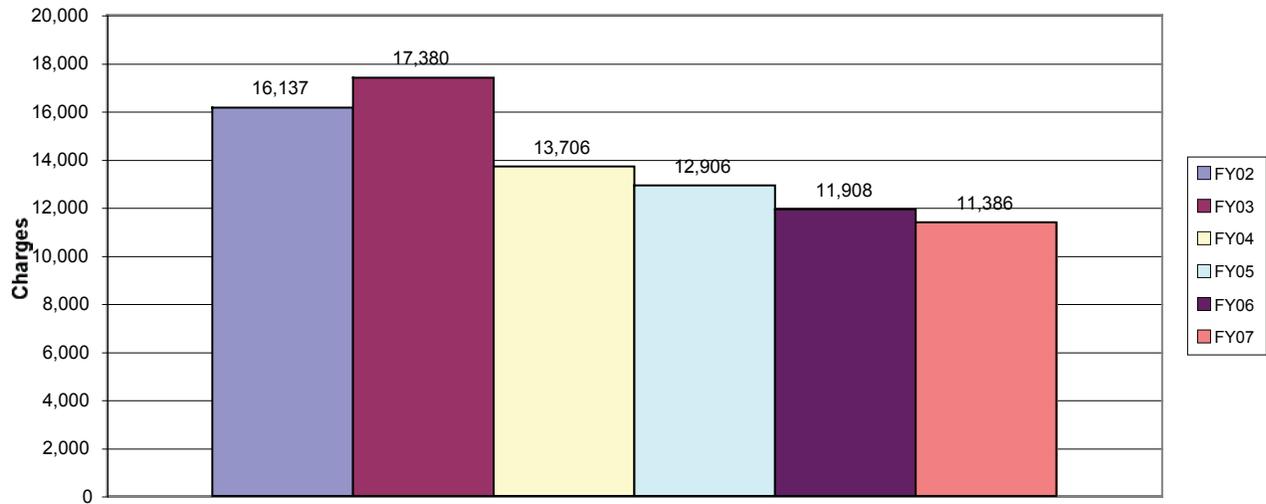
**Appendix K
Circulation
Chart 6 - Annual Equipment Check-out Comparison**



**Appendix K
Circulation
Table 30 - Media Check-out**

	FY04 Charges	FY05 Charges	FY06 Charges	FY07 Charges	% Change
Software & CD-ROMs	68	101	4	22	450.00%
Cassette tapes	99	91	106	63	-40.57%
Visual aids	26	32	38	36	-5.26%
Audio CDs	1,051	957	899	886	-1.45%
Records	31	23	16	10	-37.50%
Films & filmstrips	7	3	7	3	-57.14%
Slides	8	20	7	2	-71.43%
Videodiscs	16	18	1	1	0.00%

**Appendix K
Circulation
Chart 7 - Annual Media Check-out Comparison**



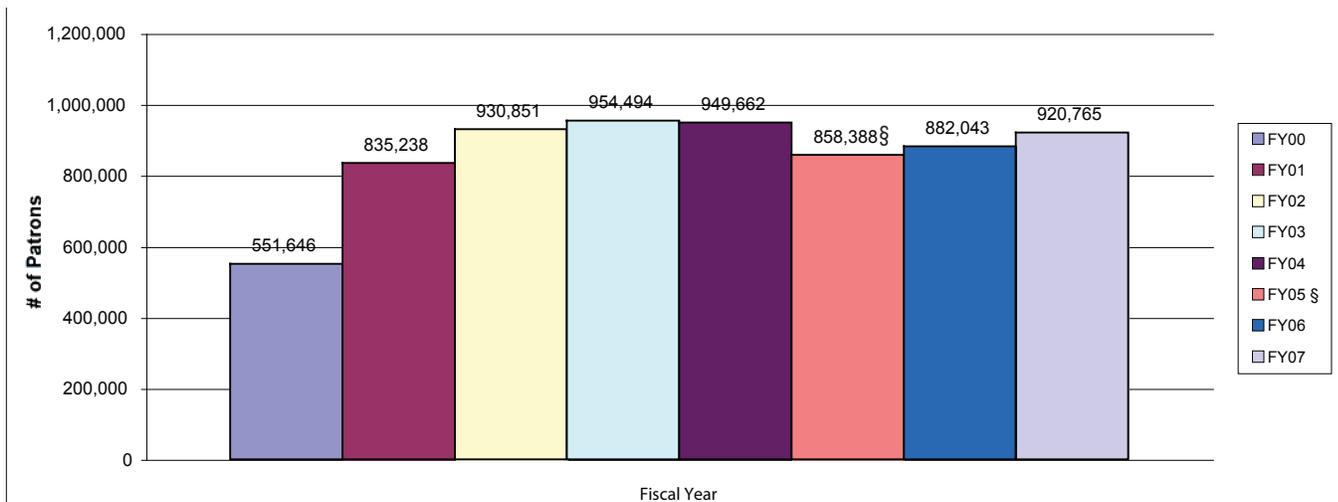
**Appendix K
Circulation
Table 31 - Monthly Gate Count Statistics**

Month	Centennial Hall		Miller Center							% Change
	FY00	FY01	FY02	FY03	FY04	FY05§	FY06	FY07		
July	22051	*	33,501	37,633	34,968	28,573	28,249	30,554	8.16%	
August	17237	*	31,706	27,288	24,881	25,435	28,845	30,699	6.43%	
September	66,575	85,020	129,689	124,616	127,483	109,870	101,314	107,625	6.23%	
October	76,906	115,797	124,056	151,410	146,403	116,055	127,344	142,671	12.04%	
November	80,445	123,339	119,398	119,618	119,311	112,410	119,265	127,165	6.62%	
December	66,375	90,207	101,192	101,113	99,643	87,895	90,010	90,827	0.91%	
January	30,845	54,180	67,273	67,585	65,496	42,211	48,420	54,313	12.17%	
February	62,441	98,333	105,725	105,299	110,412	103,500	104,643	105,102	0.44%	
March	55,894	93,366	90,716	97,756	105,753	99,044	97,473	95,583	-1.94%	
April	72,690	116,087	136,811	136,241	132,192	119,395	122,933	129,454	5.30%	
May	39,475	58,909	55,991	50,856	42,969	68,008	70,644	68,027	-3.70%	
June	20,908	30,164	30,592	29,804	30,818	26,060	25,438	29,241	14.95%	
Total	611,842	865,402	1,026,650	1,049,219	1,040,329	938,456	964,574	1,011,259	4.84%	

* Centennial Hall gate counter was no longer operational in FY01

§ one of four gate counters was malfunctioning from September through January in FY05

**Appendix K
Circulation
Chart 8 - Gate Count, September - May Comparison**



§ one of four gate counters was malfunctioning from September through January in FY05

Appendix L Government Documents Table 32 - Government Documents Comparison				
	FY05	FY06	FY07	% Change
Documents – Federal				
Paper	173,080	189,845	196,866	3.70%
Checkouts & uses	3,851	2,926	4,254	45.39%
Documents – State				
Paper	22,598	22,836	22,705	-0.57%
Checkouts & uses	554	559	113	-79.79%

Appendix M Interlibrary Loan Table 33 - Term Summaries				
	LENDING Incoming Requests		BORROWING Outgoing Requests	
	Total requests received by SCSU from:	Total requests filled by SCSU for:	Total requests from SCSU sent to:	Total requests from SCSU filled by:
Summer 2006				
MnPALS	847	675	2,186	1,650
OCLC	677	261	223	119
Mail, fax, email	45	45	0	0
St. Ben's (MNF)	21	16	64	43
St. John's (MNJ)	25	22	93	60
GRRL	42	42	0	0
Subtotal	1,569	981	2,409	1,769
Fall 2006				
MnPALS	1,821	1,369	6,638	4,908
OCLC	1,092	476	425	296
Mail, fax, email	79	78	0	0
St. Ben's (MNF)	66	47	149	128
St. John's (MNJ)	45	30	164	120
GRRL	78	78	0	0
Subtotal	2,992	1,923	7,063	5,204
Spring 2007				
MnPALS	2,411	1,841	6,368	4,606
OCLC	1,429	658	413	246
Mail, fax, email	136	122	0	0
St. Ben's (MNF)	150	112	173	123
St. John's (MNJ)	86	60	182	113
GRRL	135	122	0	0
Subtotal	3,976	2,621	6,781	4,852
Annual Totals				
MnPALS	5079	3885	15192	11164
OCLC	3198	1395	1061	661
Mail, fax, email	260	245	0	0
St. Ben's (MNF)	237	175	386	294
St. John's (MNJ)	156	112	439	293
GRRL	255	242	0	0
Total	8,537	5,525	16,253	11,825

Shaded items show local resource sharing; stats are included in totals above. GRRL is a manual e-mail process.

Appendix M Interlibrary Loan Table 34 - Minnesota Electronic Document Delivery						
Month	FY02	FY03	FY04	FY05	FY06	FY07
July	2	75	21	231	94	276
August	-	61	8	183	78	210
September	-	58	85	148	130	289
October	-	127	274	334	475	907
November	4	116	188	224	298	826
December	6	69	136	328	145	382
January	7	54	96	111	80	297
February	35	138	157	193	166	559
March	28	117	247	170	525	637
April	49	98	152	164	280	602
May	71	156	137	86	219	249
June	122	71	142	147	224	220
Total	322	1,140	1,643	2,319	2,714	5,454
Change from previous year		254.04%	44.12%	41.14%	17.03%	100.96%

(These numbers are included in Tables 29 and 31)

Appendix M
Interlibrary Loan
Table 35 - Transaction Request Comparisons

	FY99	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	% Change
Requests initiated by SCSU (outgoing)	11,501	13,150	12,970	10,994	12,757	8,761	7,776	10,738	16,253	51.36%
Requests initiated by SCSU and filled (outgoing)	10,152	11,520	11,322	9,776	11,052	7,733	6,920	9,148	11,825	29.26%
Requests received by SCSU (incoming)	8,917	10,561	11,401	10,846	11,481	9,235	7,109	8,045	8,537	6.12%
Requests filled by SCSU (incoming)	6,700	8,175	8,754	8,018	8,605	5,785	4,138	5,146	5,525	7.36%
Total transactions	20,418	23,711	24,371	21,840	24,238	17,996	14,885	18,783	24,790	31.98%
Change from Previous Year		16.13%	2.78%	-10.39%	10.98%	-25.75%	-17.29%	26.19%	31.98%	

Appendix M
Interlibrary Loan
Table 36 - 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%
FY07	8,537	5,525	3,012	65%

Requests initiated by SCSU (outgoing)	Received	Filled	Difference	Request Fill-rate
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%
FY07	16,253	11,825	4,428	73%

Appendix N LibData Table 37 - Statistical Usage July 1, 2001 - June 30, 2007						
	FY02	FY03	FY04	FY05	FY06	FY07
Total LibData database resource entries:	600	1,082	1,226	1,226	1,762	1,910
Total resources created:	600	482	144	0	536	148
Research QuickStart (RQS)						
Total RQS Subject pages:	56	78	78	78	88	93
Total RQS user hits:	3,467	19,125	27,447	5,921	17,178	34,094
Top 5 pages with number of hits FY07:						
Nursing: 2,640 (8%)						
Marketing: 1,995 (6%)						
Child & Family Studies: 1,197 (4%)						
Social Work: 1,193 (3%)						
Business (General): 878 (3%)						
Course QuickStart (CQS)						
Total CQS pages:	0	0	0	0	46	75
Total CQS user hits: 11,201	N/A	N/A	N/A	N/A	8,090	11,201
Top 5 pages with number of hits 2006-2007:						
SW 195: 1,423 (13%)						
ENGL 191: 1,225 (11%)						
ETHS 201: 961 (9%)						
MGMT 383: 521 (5%)						
MGMT 462: 462 (4%)						
PageScribe						
Total PageScribe pages:	0	0	0	0	47	77

NOTE: New method for collecting statistics began mid-year FY05

Appendix O Library Systems Table 38 - Electronic Subscription Services Uses													
Database Name/Service	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	2006-07
ABC-Clío XDB (AHL+HA) (searches)	603	3	15	75	2992	1293	516	1290	1506	1916	723	185	11117
ABI/Inform (total searches) [8/01-]	8628	10812	15334	20656	16188	7768	7173	12818	15478	8935	2531	1180	127501
ABI/Inform (FT use) [8/01-]	2753	4657	9137	8628	7246	3871	4410	6138	6999	4865	168	888	59760
AccessScience (McGraw-Hill; total hits)	40	1	27	83	61	20	2	0	36	48	12	5	335
ACS Chemistry Journals (full text article requests)	25	72	141	661	526	231	68	174	151	126	60	46	2281
African American Biographical Database (FT)	13	0	0	0	2	3	0	0	0	2	0	0	20
African American Biographical Database (searches)	4	0	0	3	18	10	0	1	1	3	0	0	40
Alternative Press Index (FS:Searches run)	20	367	812	1966	2132	855	257	1026	830	1121	730	293	10409
Alternative Press Index Archive (FS:Searches run)	228	124	686	541	638	241	80	259	318	300	113	60	3588
America: History & Life (ABC) (searches)	326	206	726	1620	1523	656	266	679	782	949	362	74	8169
AP Multimedia Archive (requests)	11	0	13	28	8	8	0	0	0	25	0	0	93
Art Index (Wilson searches 1/04-)	182	173	270	355	494	272	138	262	226	251	108	37	2768
Arts & Hum Citation Index (FS:Searches run)	20	45	27	122	114	79	14	48	78	51	19	18	635
Books In Print (searches) [12/03-]	126	89	201	353	255	210	143	103	47	121	91	0	1739
Caliber (University of California Press full-text)	3	0	5	12	24	10	0	8	14	16	4	4	100
Cambridge Journals Online (full-text)	11	32	82	103									228
ChemAbs - SciFinder Scholar [12/03-] (activity)	36	43	327	224	240	113	130	805	109	171	50		2248
CINAHL (Ovid; searches) [10/01-]	27	27	36	25	35	13	0	1	2	3	0	1	170
Classical Music Library (sessions)	3	3	32	66	33	14	11	27	58	96	45	13	401
Classical Music Library (tracks played)	2	1	40	1	18	225	13	22	143	178	87	46	776
Cochrane Library (Total requests)	0	2	22	309	105	85	4	8	60	20	1	0	616
Cochrane Library (Abstracts)	0	1	7	84	22	12	2	0	20	4	1	0	153
CollegeSource Online (searches)	0	0	2	13	20	0	0	6	3	3	9	13	69
CollegeSource Online (catalogs viewed)	0	0	0	0	3	0	0	1	0	0	3	2	9
ComAbstracts (CIOS) (total accesses)	295	224	717	2956	4563	1338	496	1529	3525	3809	230	263	19945
Communication Studies: A SAGE Full-Text Collection (1982-)	391	77	747	1661	1701	842	233	1288	1296	1271	442	199	10148
CQ Researcher (1/02-) (sessions)	107	32	185	611	497	282	20	339	558	621	79	27	3358
CQ Weekly (1/02-) (sessions)	3	6	10	48	36	25	4	14	24	32	7	2	211
Criminal Justice Abstracts (queries)	710	264	1516	3276	3312	1852	505	2277	2380	2342	762	277	19473
Criminology: A SAGE Full-Text Collection (1982-)	391	73	765	1696	1711	954	264	1305	1388	1329	469	199	10544
Dissertation Abs (FS:Block)	45	39	86	91	63	53	102	99	72	62	37	126	875
EBSCOHost Academic Search Premier (sessions)	5767	4972	16610	36984	47316	23933	8547	2806	27087	31122	8652	3212	217008

Appendix O
Library Systems
Table 38 - Electronic Subscription Services Uses CONTINUED

Database Name/Service	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	2006-07
EBSCOHost Academic Search Premier (full-text)	5410	3110	10289	26581	39287	21144	5150	1981	21937	27680	8233	7924	178726
EBSCOHost Business Source Premier (sessions)	254	308	1855	2651	2672	1549	1341	2056	1703	2183	608	295	17475
EBSCOHost Business Source Premier (full-text)	499	517	2384	3012	3194	1727	1571	2636	2201	2722	679	555	21697
EBSCOHost CINAHL Plus w/ full-text (sessions)	10	187	519	1353	1488	418	260	915	1412	1364	237	227	8390
EBSCOHost CINAHL Plus w/ full-text (full-text)	0	118	238	749	549	156	274	579	1555	2438	199	346	7201
EBSCOHost Communication & Mass Media Complete (sessions)	326	198	437	822	1230	821	282	912	838	1200	290	200	7556
EBSCOHost Communication & Mass Media Complete (full-text)	64	67	135	551	818	587	153	890	1063	1652	280	262	6522
EBSCOHost Film & Television Literature Index (sessions)	na	5	2	57	60	16	4	60	46	38	5	9	302
EBSCOHost Film & Television Literature Index (full-text)	na	0	0	0	0	0	0	1	1	7	37	69	115
EBSCOHost Library, Info Science & Technology Abs (sessions)	11	7	30	74	78	25	23	82	69	59	15	45	518
EBSCOHost Library, Info Science & Technology Abs (full-text)	13	1	0	0	0	0	0	7	14	4	0	0	39
EBSCOHost MasterFILE Premier (sessions)	37	23	49	154	187	156	38	130	180	209	53	73	1289
EBSCOHost MasterFILE Premier (full-text)	49	17	105	124	218	101	35	144	272	294	70	52	1481
EBSCOHost MegaFILE (sessions)	37	39	54	176	237	166	48	167	207	269	99	65	1564
EBSCOHost MegaFILE (full-text)	49	104	76	168	500	204	60	218	208	497	56	48	2188
EBSCOHost Mental Measurements Yrbk (sessions)	2	6	27	109	50	65	13	53	61	58	30	13	487
EBSCOHost Mental Measurements Yrbk (full-text)	7	7	57	179	382	139	11	2	46	113	82	197	1222
EBSCOHost Regional Business News (sessions)	7	7	20	58	66	28	15	92	81	59	12	19	464
EBSCOHost Regional Business News (full-text)	9	4	16	17	32	11	13	59	40	19	8	14	242
EBSCOHost Scientific American Archive Online (sessions)	11	6	255	50	92	37	7	54	34	78	30	68	722
EBSCOHost Scientific American Archive Online (full-text)	1	1	257	22	58	18	5	44	47	79	37	69	638
EBSCOHost SportDiscus (sessions)	834	409	1299	2331	2390	931	775	1758	2045	1464	274	48	14558
EBSCOHost SportDiscus (full-text)	0	0	0	1	0	1	0	45	17	32	13	0	109
EBSCOHost Teacher Reference Ctr (sessions)	14	14	30	94	90	35	15	87	97	63	14	36	589
EBSCOHost Teacher Reference Ctr (full-text)	5	11	0	1	1	0	0	23	12	14	0	4	71
EconLit (CSA)	896	391	1660	3008	1701	842	1709	2730	2548	2336	854	343	19018
Education: A SAGE Full-Text Collection [1968-Current]	404	95	811	1881	1716	852	277	1285	1320	1320	454	233	10648
Emerald Insight (4/02-) (sessions)	95	68	197	404	459	252	71	171	225	390	157	96	2585
Emerald Insight (4/02-) (articles)	141	92	414	484	672	348	82	218	254	535	549	140	3929
ERIC (CSA)*	3010	4192	3473	6627	3169	1475	1785	4018	3941	3782	1023	1281	37776
Ethnic Newswatch (searches)	236	3324	8662	13395	9916	3864	3978	8386	10536	5931	1338	525	70091
Ethnic Newswatch (full-text)	320	281	895	2361	2062	600	429	955	1753	1436	578	261	11931

Database Name/Service	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	2006-07
Facts.com (visits)	11	6	208	244	150	56	17	33	34	34	12	3	808
Facts.com (requests - closest to fulltext)	13	16	40	116	100	120	37	61	49	44	32	7	635
Gender Watch (searches)	1940	3247	8087	11960	8737	3506	4028	8372	9868	5275	996	288	66304
Gender Watch (fulltext)	263	315	508	1203	1048	185	554	865	745	511	124	311	6632
GeoRef (CSA)* [6/00]	231	179	390	628	704	358	244	1010	542	597	176	104	5163
GeoRef In Process (CSA) [9/01-]	25	11	26	127	178	44	13	122	150	156	11	62	925
Grove Encyclopedia of Art (Sessions)	1	1	35	95	150	111	51	76	112	110	35	5	782
Grove Encyclopedia of Art (Full Content Units Req)	2	0	232	475	626	379	144	171	301	326	97	8	2761
Grove Encyclopedia of Music (Sessions)	40	43	29	53	134	106	81	94	126	150	68	45	969
Grove Encyclopedia of Music (Full Content Units Req)	406	231	148	246	656	451	362	448	601	752	356	120	4777
HAPI (no stats available)													0
HarpWeek Civil War (visits) (Stats collected quarterly)		25				334						298	657
Highwire Press (fulltext)	38	47	192	439	572	241	101	278	229	468	196	69	2870
Historical Abs (ABC) (searches)	277	200	626	1350	1431	612	234	604	711	913	341	70	7369
Historical New York Times (1851 - 2003) (searches)	na	na	na	na	na	na	561	536	1164	1184	1472	167	5084
Historical New York Times (1851 - 2003) (fulltext)	na	na	na	na	na	na	370	375	1075	1229	941	97	4087
InfoTrac-Biography and Genealogy Master Index (Gale; sessions)	10	3	30	38	33	33	4	30	13	23	7	2	226
InfoTrac-Biography and Genealogy Master Index (Gale; fulltext)	0	0	0	0	0	0	0	0	0	0	0	0	0
InfoTrac-Discovering Collection (Gale) (sessions)	2	0	13	23	13	10	2	6	3	5	1	0	78
InfoTrac-Discovering Collection (Gale) (FullText) [9/01]	1	0	13	32	22	14	3	4	2	4	0	0	95
InfoTrac-Student Edition - K12 (sessions)	5	4	28	38	74	52	6	27	20	15	2	9	280
InfoTrac-Student Edition - K12 (Full-Text)	3	2	58	97	163	152	3	28	54	22	0	43	625
InfoTrac-Professional Collection (sessions)	91	82	353	436	518	192	53	374	208	324	76	81	2788
InfoTrac-Professional Collection (Fulltext)	207	251	769	784	1119	305	67	525	340	542	140	167	5216
Informel (7/03-) (Sessions)	0	4	2	9	30	10	5	16	10	22	8	1	117
Informel (7/03-) (Full-Text)	0	2	0	9	12	6	2	8	5	21	5	0	70
Ingenta (Sessions) (IngConnect and Select together)	125	167	377	887	768	553	353	432	469	617	257	184	5189
Ingenta (Fulltext)	17	136	122	141	152	63	961	25	90	69	79	9	1864
JSTOR (total prints)	801	520	1376	2155	2742	1501	790	1913	1661	2990	852	776	18077
JSTOR (article views)	1348	1972	4287	10513	12844	10274	3169	9489	7949	15094	5,970	3125	86034
L-N Academic Universe (searches)	1289	814	1936	4080	4321	2610	1445	3195	2344	3151	1052	877	27114
L-N Academic Universe (docs retrieved)	1736	1055	2473	5326	5158	3304	1958	3786	3665	4404	1189	1051	35105
L-N Congressional Universe (searches)	41	47	79	166	115	46	55	207	40	108	34	31	969
L-N Congressional Universe (docs retrieved)	38	38	74	141	46	41	20	137	23	49	16	42	665
Lexis-Nexis Historical Universe (searches)	*												0

Appendix O Library Systems Table 38 - Electronic Subscription Services Uses CONTINUED													
Database Name/Service	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	2006-07
LexisNexis Historical Universe (docs retrieved)	*												0
L-N Statistical Universe (searches)	60	54	95	387	297	186	32	243	176	225	110	19	1884
L-N Statistical Universe (docs retrieved)	29	13	102	313	194	149	20	169	106	128	98	6	1327
Library Lit (FS:Block, Wilson searches 1/04)	52	22	122	133	53	58	86	133	56	41	45	69	870
LitFinder (views)	na												0
Management & Organization Studies: A SAGE Full-Text Collection (1948-)	394	73	747	1638	1630	818	224	1243	1267	1200	440	199	9873
Materials Science: A SAGE Full-Text Collection (1995-)	28	12	30	81	200	59	28	69	105	99	17	40	768
MathSciNet [9/05] (sessions)	217	707	803	596	712	331	117	838	519	595	151	104	5690
MetaPress (fulltext)	13	10	46	15									84
Meteorological & Geostrophysical Abstracts: SAGE FT Collection (2006-)	241	177	437	659	712	331	117	838	519	595	141	104	4871
MLA Directory of Periodical (queries)	67	18	48	109	266	72	27	197	159	238	17	134	1352
MLA International Bibliography (queries)	1820	3543	688	618	899	544	216	690	563	788	176	199	10744
MnPALS (visits)	4975	5193	10593	15501									36262
MRI+ Reporter (10/04)	§												0
National Criminal Justice Ref Svc Abs: SAGE (queries)	371	72	759	1650	1565	845	212	1210	1311	1261	457	200	9913
Naxos Music Library [Total Music Clips Streamed]	1	0	70	15	24	1	2	23	65	9	1	13	224
NetLibrary (Mix; accesses)	153	159	479	1062	1378	988	253	611	706	1121	357	172	7439
Oxford English Dictionary (Total requests)	390	1634	3677	4528	3335	2067	2386	2748	2076	1304	550	228	24923
Oxford English Dictionary (sessions)	82	264	595	738	579	344	353	451	433	373	166	45	4423
Oxford English Dictionary (fulltext units)	221	1021	2422	3233	2341	1353	1432	1673	1385	790	341	120	16332
PIO[Chadwyck] [1/00-] (FT)	na	0											
PIO[Chadwyck] [1/00-] (searches)	24	10	33	80	99	75	27	27	30	53	29	10	497
Philosopher's Index (CSA) [10/05-]	337	167	675	796	871	418	170	494	451	926	205	102	5612
Political Science: A SAGE Full-Text Collection [1982-]	397	74	757	1669	1672	825	226	1223	1258	1214	443	198	9956
Polling the Nations [4/02-] (sessions)	2	0	6	18	6	4	0	3	4	4	2	0	49
Project MUSE (fulltext requests)	252	231	429	909	1256	953	279	628	652	1022	429	216	7256
ProQuest Newspapers (searches) (use PQN)	2209	4198	12073	17184	11751	291	4947	9646	11707	6656	399	551	81612
ProQuest Newspapers (full-text) (use PQN)	801	1281	4209	5036	2909	141	1890	3248	4045	2900	385	348	27193
PsycInfo (CSA) [9/01-] (queries)	4255	5275	4998	8423	9111	4853	2213	5443	6606	6955	2486	1535	62153
Psychology: A SAGE Full-Text Collection (queries) (1970-)	495	143	822	1913	9111	4853	2213	5443	6606	6955	2486	1535	42575
QuestionPoint [1/04-, chat sessions acc.]	na												0

Database Name/Service	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	2006-07
RefWorks (2/05-) (repeat users)	45	45	87	221	379	295	60	185	274	337	167	58	2153
RefWorks (2/05-) (sessions)	100	97	991	2502	2670	1581	302	1546	1380	1525	740	268	13702
RefWorks (2/05-) (refs added)	261	253	3545	6879	6765	4824	3619	4620	5040	4069	1446	651	41972
RIA Checkpoint (7/02-, sessions)	17	6	198	27	15	9	37	80	5	6	2	0	402
RIIM (CSA)	318	180	330	475	702	408	160	480	425	655	127	174	4434
Sanborn Maps of Minnesota (7/02-) (visitors)	3	4	3	3	3	0	5	9	1	0	0	1	32
Sanborn Maps of Minnesota (7/02-) (images fetched)	33	0	63	5	4	0	67	219	38	0	0	22	451
ScienceDirect (fulltext)	826	843	1606	2350	3063	2415	971	2524	2414	3017	1250	1048	22327
ScienceDirect (no. searches)	253	316	523	913	1270	850	367	1629	990	1365	324	366	9166
Scopus (no. searches)	2144	4186	1283	1631	2039	1114	484	1818	1465	1009	488	346	18007
Social Svcs Abs (CSA)*	718	242	1468	3115	3036	1411	417	2009	2279	1988	690	258	17631
Sociological Abs (CSA)*	2367	3809	2294	4406	4870	1997	539	2657	2971	2535	807	314	29566
Sociology: A SAGE Full-Text Collection (1982-)	467	77	793	1773	1777	935	241	1349	1380	1365	450	202	10809
SRDS	*												0
Urban Studies & Planning: A SAGE Full-Text Collection (1982-)	391	74	745	1665	1649	830	224	1232	1254	1215	441	198	9918
Web Resources Related to Natural Science (CSA)	447	345	805	1156	1235	643	348	1714	910	1037	316	146	9102
Web Resources Related to Soc Sci (CSA)	10216	14019	12233	21662	1235	643	5625	13442	15012	14432	4648	2964	116131
Westlaw (Campus Research) (4/03-) (total connect)	3												3
Women Writers Online (Brown Univ) (his)	12	15	69	328	158	104	13	34	42	84	35	40	934
World Almanac (requests)	12	15	69	13	58	98	28	7	5	7	13	3	328
WorldCat (FS:MTX)	1253	1355	2434	4515	3298	2624	2753	2993	2652	2264	1621	1476	29238
Worldwide Political Science Abs (CSA)*	674	240	1386	2875	2864	1317	401	1798	2021	1851	676	229	16332
Total Searches	29569	95856	182225	316802	296252	150230	91716	175232	232117	231663	70876	43657	1967570

* No stats available at this time.
§ Stats quarterly.

Appendix O
Library Systems
Table 39 - Electronic Subscription Services Use Comparison

	FY01	FY02	FY03	FY04	FY05	FY06	FY07
Searches by FY	281,497	821,400	993,326	1,067,519	1,557,649	1,750,576	1,967,570
% Change from Previous Year		191.80%	20.93%	7.47%	45.91%	12.39%	12.40%

Appendix P Periodicals Table 40 - Serial Subscriptions Comparison							
	FY02	FY03	FY04	FY05	FY06	FY07	% Change
Current periodicals subscriptions (total titles including bound/fiche):	1,441	1,796	1,737	1,615	1,565	985	-37.06%
Electronic journal subscriptions:	1,785	2,474	2,194	2,614	3,033	6,369	109.99%
Electronic journals held in aggregated databases	14,042	14,695	16,139	9,206	12,904	15,623	21.07%
Electronic databases for indexing/abstracting	41	63	55	37	40	43	7.50%
Electronic databases for full-text reference sources	19	20	21	25	32	39	21.88%

Appendix P
Periodicals
Table 41 - Patrons Assisted Comparison

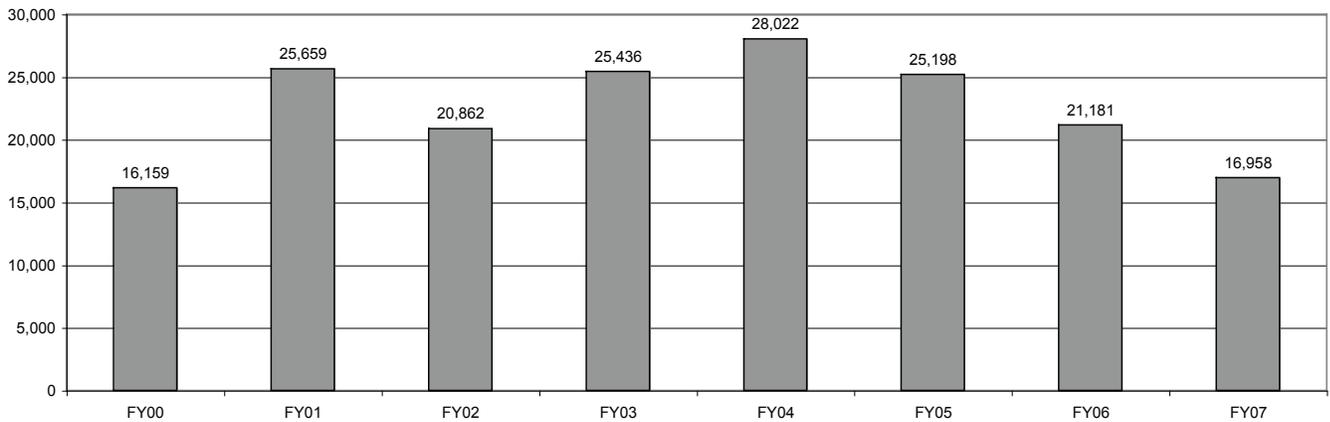
FY02	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	
Patrons Assisted	466	1,133	1,672	1,632	729	658	1,378	1,381	1,337	301	272	11,341		
Faculty Copying Requests														
Items Requested:	3	8	8	10	7	11	8	5	4	4	13	9	91	
Pages Copied:	109	364	217	630	303	304	262	144	148	92	757	338	3,668	
Number of Items Shelved	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	
FY03	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	% Change
Patrons Assisted	245	230	1,008	1,106	985	556	509	1,112	904	1,135	401	520	8,711	-23.19%
Faculty Copying Requests														
Items Requested:	2	3	4	9	3	2	6	5	6	7	4	2	53	-41.76%
Pages Copied:	43	24	50	157	77	45	137	137	174	328	117	29	1,318	-64.07%
Number of Items Shelved	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%
FY04	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	% Change
Patrons Assisted	375	182	1,032	1,207	935	783	355	614	728	643	211	311	7,376	-15.33%
Faculty Copying Requests														
Items Requested:	6	7	4	3	5	5	1	23	10	1	20	3	88	66.04%
Pages Copied:	300	56	63	130	174	131	4	462	418	7	450	97	2,292	73.90%
Number of Items Shelved	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%
FY05	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	% Change
Patrons Assisted	334	205	580	787	685	325	251	510	464	555	201	206	5,103	-30.82%
Faculty Copying Requests														
Items Requested:	12	5	11	2	3	4	7	11	16	4	6	9	90	2.27%
Pages Copied:	595	170	413	13	79	82	285	310	296	62	51	208	2,564	11.87%
Number of Items Shelved	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%
FY06	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	% Change
Patrons Assisted	132	129	373	402	414	195	178	311	254	387	83	86	2,944	-42.31%
Faculty Copying Requests														
Items Requested:	5	3	5	2	3	2	4	5	4	2	4	1	40	-55.56%
Pages Copied:	104	29	97	28	24	94	103	161	47	13	55	90	845	-67.04%
Number of Items Shelved	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%
FY07	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	% Change
Patrons Assisted	97	92	455	466	395	246	167	325	240	309	132	130	3,054	3.74%
Faculty Copying Requests														
Items Requested:	3	2	5	5	6	1	2	6	3	0	1	0	34	-15.00%
Pages Copied:	63	27	105	75	76	9	42	82	75	0	15	0	569	-32.66%
Number of Items Shelved	3,504	2,686	3,346	3,207	2,995	2,772	2,584	2,524	2,876	1,419	2,297	1,962	32,172	-34.49%

Appendix Q
Reference Services
Table 42 - Reference Questions Serviced Comparison

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	% Change
Number of questions	16,159	25,659	20,862	25,436	28,022	25,198	21,181	16,958	-19.94%
Number of reference transactions in a typical week (ALS/IPEDS):				825	766	834*	672	556	-17.26%

*excludes virtual reference

Appendix Q
Reference Services
Chart 9 - Reference Questions Serviced Comparison



Appendix R Computer Labs - General Access Table 43 - 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 (BB 220/221)		60	60
Case-Hill Hall (CSH B16)	3	7	10
Education (EB A124/125)	24	16	40
Engineering (ECC 103)	6	43	49
Holes Hall (HH 121A)	2	10	12
Kiehle (KVAC 105)	20		20
Miller Center 2nd Floor East (MC 201)	24	56	80
Riverview (R 10)		25	25
Sports Recreation Center (SRC 57A)	2	6	8
Stewart Hall (SH 101)		26	26
Stewart Hall (SH 103)		6	6
Stewart Hall (SH 326)		20	20
Total	84	303	387

Appendix S Computer Store Table 44 - Computer Store Sales by Product and Customer Type									
Customer Type	Supplies	Systems					FY07	FY06	% Change
		Macintosh	Windows	Printers	Other	Software	\$ Sales	\$ Sales	
Univ. Departments	150,730	236,801	692,640	52,693	296,893	129,939	\$1,559,695	\$2,474,149	-36.96%
Faculty	2,308	42,217	24,791	1,975	16,484	7,596	\$95,371	\$148,228	-35.66%
Staff	1,440	12,442	10,945	515	7,605	4,435	\$37,382	\$50,825	-26.45%
Students	16,853	133,247	251,503	5,524	45,426	82,062	\$534,615	\$742,595	-28.01%
Total	171,331	424,707	979,879	60,707	366,408	224,032	\$2,227,063	\$3,415,797	-34.80%

Appendix S Computer Store Table 45 - Computer Store Systems Sold Comparison								
Customer Type	FY01	FY02	FY03	FY04	FY05	FY06	FY07	% Change
Univ. Departments	505	552	1154	536	1040	1344	824	-38.69%
Faculty	38	53	30	35	61	73	43	-41.01%
Staff	50	12	14	21	25	22	17	-22.73%
Students	43	83	160	188	222	309	260	-15.86%
External to Campus						0	66	*
Total	636	700	1,358	780	1,348	1,748	1,210	-30.78%

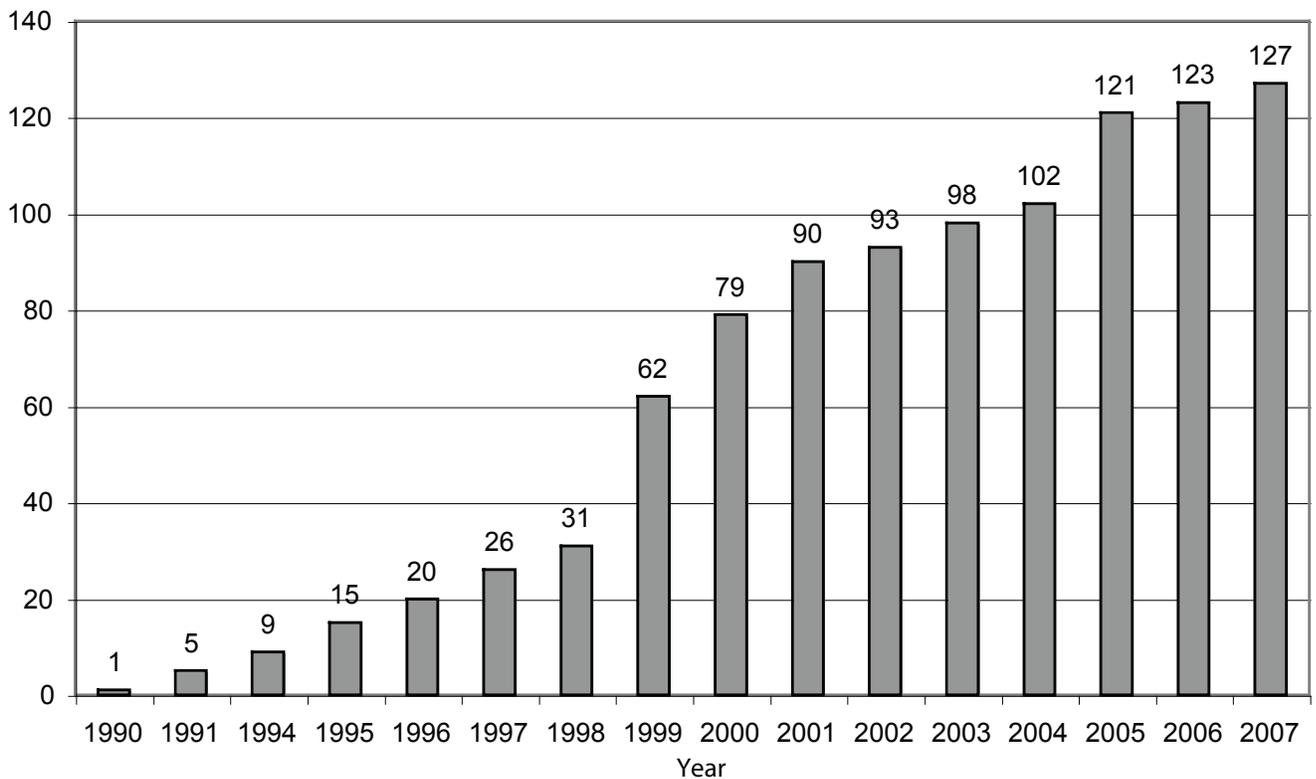
Total MAC Sold FY07
309
Total PC Sold FY07
901
Total Handhelds Sold FY07
369

*Note, there were other things sold external - total \$ sold externally (only to St. Cloud Technical College - \$136,386.50) the computer systems only make up \$97,050.40 of that.

Appendix T
Electronic Classrooms/Audiovisual Support
Table 46 - Electronic Classroom Growth

Year	# Added	Total Rooms
1990	1	1
1991	4	5
1994	4	9
1995	6	15
1996	5	20
1997	6	26
1998	5	31
1999	31	62
2000	17	79
2001	11	90
2002	3	93
2003	5	98
2004	4	102
2005	19	121
2006	2	123
2007	4	127
Total	127	

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



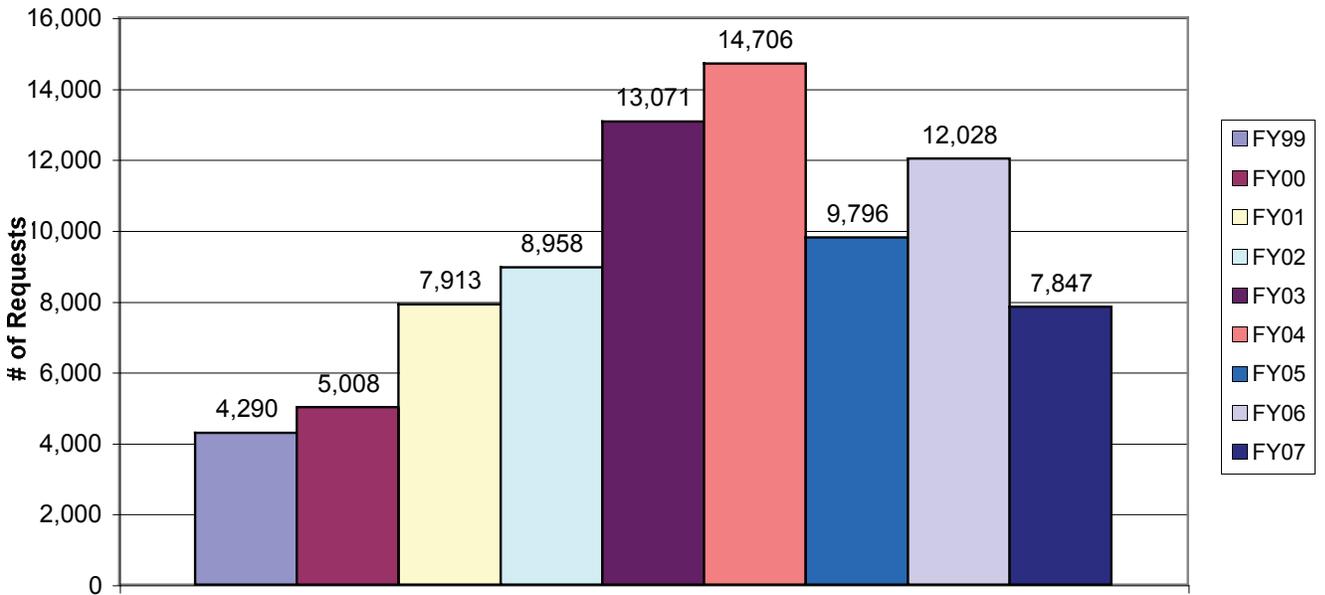
Appendix T
Electronic Classrooms/Audiovisual Support
Table 47 - Equipment for All Classrooms (includes E-Classrooms)

Item	Number of Classrooms with corresponding items				
	FY 04	FY 05	FY 06	FY 07	% Change
LCD projectors	139	127	129	140	8.53%
Computers	105	126	126	137	8.73%
Televisions	159	144	147	147	0.00%
VCRs	90	101	137	137	0.00%
DVD players	35	55	89	89	0.00%
Document projectors/ systems/cameras	66	100	110	121	10.00%
SmartBoards	3	7	7	7	0.00%

**Appendix U
HelpDesk
Table 48 - HelpDesk Traffic Comparisons**

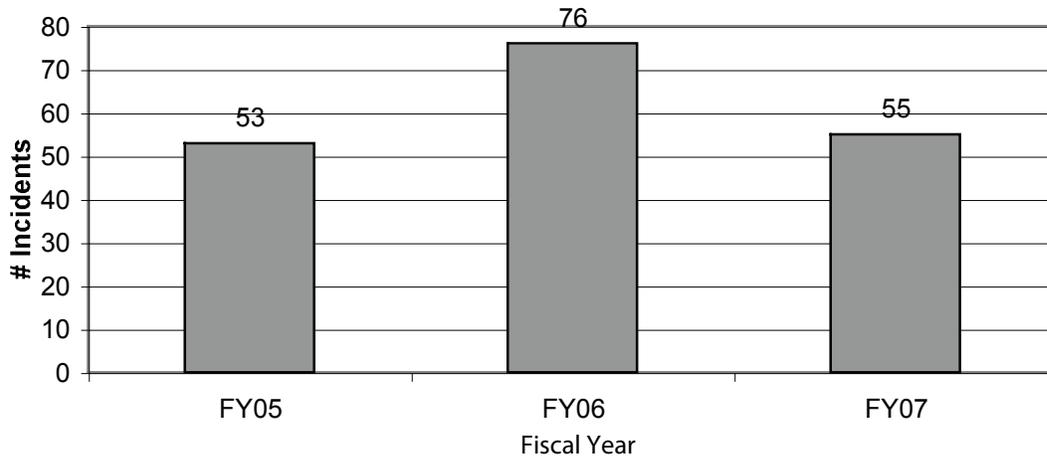
Semester	FY99	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07
Fall	2,477	2,543	3,296	3,879	6,436	7,633	4,442	4,998	4,528
Spring	1,813	2,465	4,617	5,079	6,635	7,073	5,354	7,030	3,319
Total	4,290	5,008	7,913	8,958	13,071	14,706	9,796	12,028	7,847
Change from Previous Year		16.74%	58.01%	13.21%	45.91%	12.51%	-33.39%	22.78%	-34.76%

**Appendix U
HelpDesk
Chart 10 - HelpDesk Traffic Comparisons**



**Appendix V
Information Technology Security
Chart 11 - Incidents Investigated**

	FY05	FY06	FY07	% Change
Total # Incidents Investigated	53	76	55	-27.63%



Appendix W
ITV/Video Conferencing
Table 49 - ITV Events and Hours Hosted/Received

Events Type Hosted	Summer 2006	Fall 2006	Spring 2007	FY07 Total	FY06 Total	FY07 Total	% Change
For credit courses	4	17	24	45	54	45	-16.67%
Meetings	2	4	3	9	16	9	-43.75%
Seminars	0	1	0	1	0	1	100.00%
Total	6	22	27	55	70	55	-21.43%

Hours Hosted

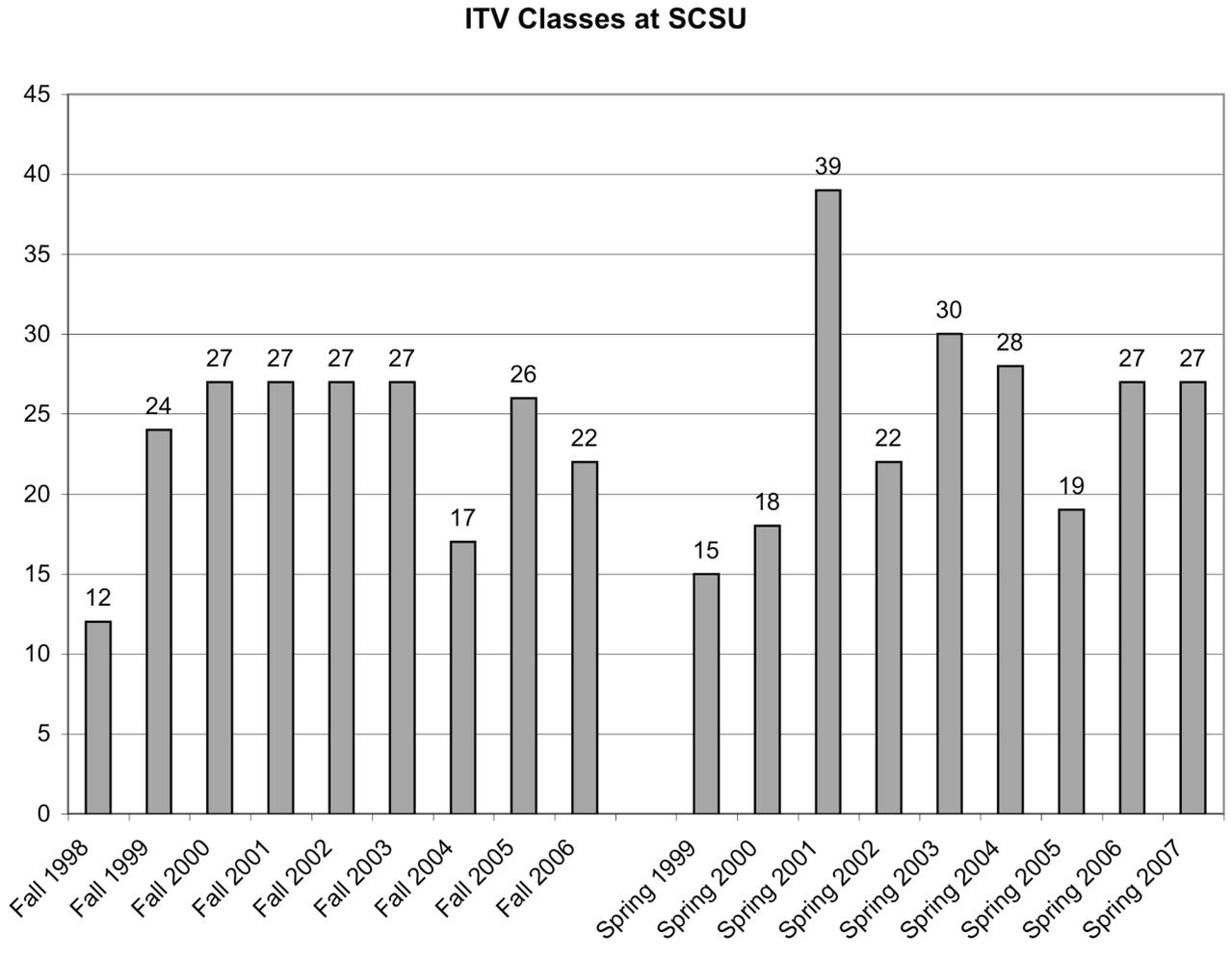
For credit courses	48	392	746	1,186	1,727	1,186	-31.33%
Meetings	6	10	6	22	26	22	-15.38%
Seminars	0	3	0	3	0	3	300.00%
Total	54	405	752	1,211	1,753	1,211	-30.92%

Events Type Received	Summer 2006	Fall 2006	Spring 2007	FY07 Total	FY06 Total	FY07 Total	% Change
For credit courses	0	2	0	2	5	2	-60.00%
Meetings	11	34	12	57	39	57	46.15%
Seminars	0	0	1	1	0	1	100.00%
Total	11	36	13	60	44	60	36.36%

Hours Received

For credit courses	0	56	0	56	58	56	-3.45%
Meetings	17	92	21	130	61	130	113.11%
Seminars	0	0	2	2	0	2	200.00%
Total	17	148	23	188	119	188	57.98%

Appendix W
ITV/Video Conferencing
Chart 12 - ITV Classes at SCSU



Appendix X Multimedia/Web Production Services Table 50 - Projects Comparison					
	FY04	FY05	FY06	FY07	% Change
Administrative projects	410	654	691	765	10.71%
Faculty projects	114	164	186	262	40.86%
Student projects	0	1	5	1	-80.00%
External/For hire projects	3	2	2	2	0.00%
Total projects	527	821	884	1030	16.52%
Departments served	108	111	123	129	4.88%
New Web sites	15	9	13	16	23.08%
Redesign/moved Web sites	28	29	22	12	-45.45%
Maintenance Web projects	378	549	520	535	2.88%
Contribute users	15 users	50 clients 70 sites	120 clients 100 sites	143 clients 116 sites	
Dynamic database projects	5	5	6	7	16.67%
CD/DVD projects	7	25	56	64	14.29%
CDs created	608	480	857	829	-3.27%
DVDs created	10	795	2281	313	-86.28%
Online/D2L projects	38 faculty 15 departments	66 projects 26 departments	88 projects 24 departments	134 projects 30 departments	
Electronic presentations	20	13	22	38	72.73%

Appendix X
Multimedia/Web Production Services
Table 51 - FY07 Quarterly Project Hours

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Totals	FY06 Totals	% Change
Regular projects	137	128	123	107	495	364	35.99%
Maintenance projects	176	137	164	58	535	520	2.88%
Total projects	313	265	287	165	1,030	884	16.52%
Regular hours	583	806	458	641	2,488	2533.5	-1.80%
Maintenance hours	313	273	421	181	1,188	559.75	112.24%
Total hours	896	1,079	879	822	3,676	3093.25	18.84%

Projects

Electronic presentation	7	18	5	8	38	22	72.73%
Hard copy	10	15	6	9	40	42	-4.76%
Meetings					71		
Multimedia	37	30	49	29	145	110	31.82%
Online course	39	33	27	35	134	88	52.27%
Training/Consultation	19	10	10	9	48	37	29.73%
Web site - Existing	177	137	164	59	537	570	-5.79%
Web site - New	4	4	4	5	17	15	13.33%
Total projects	293	247	265	154	1,030	884	16.52%

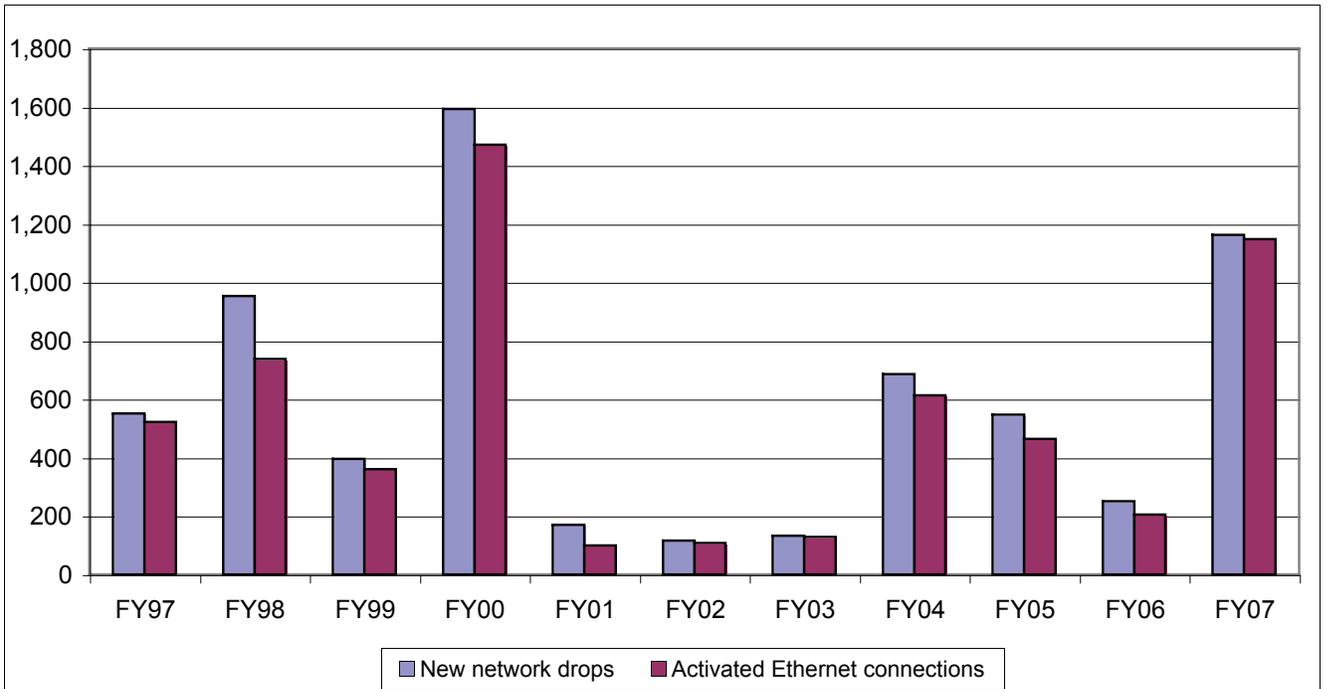
Hours

Electronic presentation	129	74	33	93	329	201.25	63.23%
Hard copy	30	19	29	55	133	112	18.97%
Meetings					656		
Multimedia	100	310	90	97	597	381	56.69%
Online course	66	130	33	87	316	254.75	24.04%
Training/Consultation	25	9	13	30	77	62.75	22.71%
Web site - Existing	365	258	406	165	1,194	1819	-34.36%
Web site - New	68	98	88	120	374	262.75	42.44%
Total Hours	783	898	692	647	3,676	3093.5	18.84%

**Appendix Y
Networking
Table 52 - Campus Ethernet Infrastructure Statistics**

	FY97	FY98	FY99	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07
New network drops	551	952	395	1592	169	115	133	686	546	251	1,163
Activated Ethernet connections	523	738	360	1470	100	107	129	614	465	206	1,148

**Appendix Y
Networking
Chart 13 - Campus Ethernet Infrastructure Statistics**



Appendix Y Networking Table 53 - 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
FY07	99.93%	8,760	6.00	0.50

Appendix Y Networking Table 54 - Reasons for Network/System Downtime					
Downtime Reason	Hours Down				
	FY03	FY04	FY05	FY06	FY07
Maintenance	4	12	4.17	2.00	2.00
Equipment/Technical malfunction	67	4	18.50	4.00	3.00
Security/Virus/Denial of service, etc.	0	2	1.00	3.00	1.00
Total	71	18.00	23.67	9.00	6.00

Appendix Y Networking Table 55 - Number of Registered Campus Wireless Users			
Year	Number	% HuskyNet Accounts	Total HuskyNet Accounts
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
FY07	6,420	23.21%	27,658

**Appendix Y
Networking
Table 56 - 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	70%	10	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	100%	8	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		147	99.00%

Appendix Y Networking Table 57 - 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 Z
ResNet
Table 58 - ResNet Wired Connections Comparison**

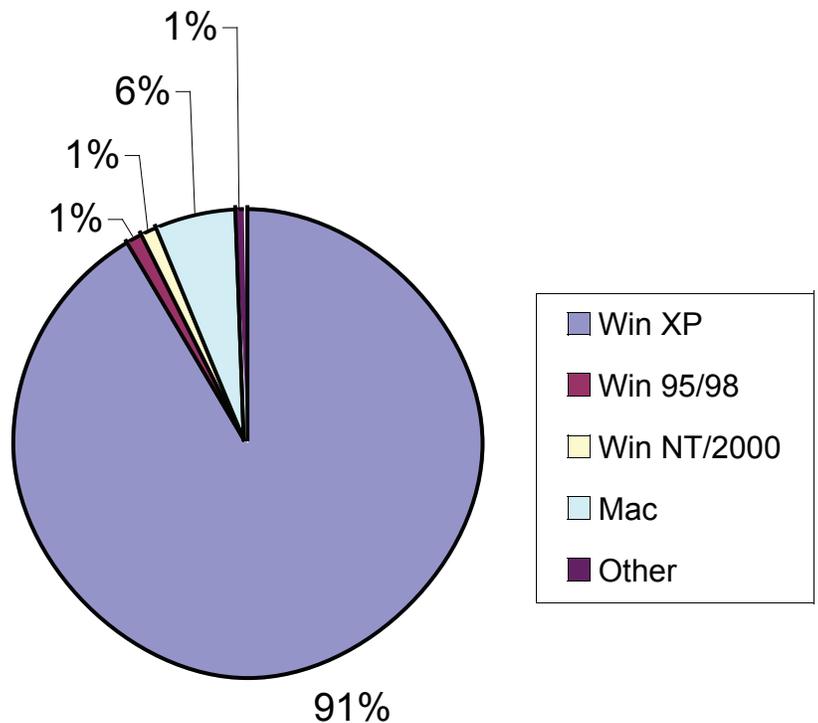
Year	Total Connections	% Change
FY98	704	-
FY99	1,026	45.74%
FY00	1,415	37.91%
FY01	1,733	22.47%
FY02	2,095	20.89%
FY03	2,233	6.59%
FY04	2,737	22.57%
FY05	2,747	0.37%
FY06	2,573	-6.33%
FY07	2,429	-5.60%

**Appendix Z
ResNet
Table 59 - Percent of Residence Hall Rooms with One or More Active Wired Connections**

	Fall 1998	Fall 1999	Fall 2000	Fall 2001	Fall 2002	Fall 2003	Fall 2004	Fall 2005	Fall 2006
# Rooms	1594	1594	1594	1594	1594	1668*	1668	1668	1668
# with active connections	660	888	1160	1299	1462	1530	1501	1476	1446
% active	41.41%	55.71%	72.77%	81.49%	91.72%	91.73%	89.99%	88.49%	86.69%

* Stateview Apartments & Lawrence Hall added

**Appendix Z
ResNet
Chart 14 - Residence Hall Operating System Registrations, FY07**



**Appendix AA
Statistical Consulting
Table 60 - Project Category Comparison**

Graduate student and/or faculty projects	
Fall 2006	26
Spring 2007	30
Subtotal	56
External projects	
Fall 2006	2
Spring 2007	2
Subtotal	4
University department/organization	
Fall 2006	3
Spring 2007	3
Subtotal	6
Online Surveys	
Fall 2006	8
Spring 2007	11
Subtotal	19
Course evaluations	
Summer 2006	11
Fall 2006	10
Spring 2007	12
Subtotal	33
Total Projects	118

**Appendix AA
Statistical Consulting
Table 61 - Project Fiscal Year Comparison**

	FY05	FY06	FY07
Graduate student and/or faculty projects	45	55	56
External projects	2	3	4
University department/organization	6	12	6
Online Surveys	0	27	19
Course evaluations	29	23	33
Total Projects	82	120	118

Appendix BB Non-student User Accounts Table 62 - HuskyNet Accounts Created				
	FY04	FY05	FY06	FY07
Faculty/staff		127	293	239
Departmental accounts		77	236	163
Student organizations		27	33	10
Special student accounts		12	20	16
Emeritus accounts		2	3	7
Community patron		950	1110	1047
Total	1,281	1,195	1,695	1,482
% Change from previous year		-6.71%	41.84%	-12.57%

Appendix BB User Accounts Table 63 - HuskyNet Filespace Use - Snapshot in July 2007								
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	2	2,738	19	16	0	2,754	0
Department, supplemental	818	79	29,032	203	2,919	0	31,953	297
Emeritus	244	24	5,266	87	983	26	6,249	0
Faculty/staff	1,746	107	302,438	1,263	24,219	315	326,660	2,305
Faculty/staff, supplemental	12	2	246	4	50	0	296	0
Student Organizations	223	10	7,143	165	4,138	0	11,280	0
Student Organizations, supplemental	11	1	818	6	315	0	1,132	0
Students	23,653	2,398	893,124	10,782	30,469	2,205	923,611	211,669
Type B & C users	7	0	128	3	0	0	129	0
Camp & Temporary Accounts	199	1	9,266	153	0	0	9,266	343
Community Patron	638	0	0	0	0	0	0	3,126
Resource Accounts	18	0	0	0	0	0	0	0
Totals	27,658	2,624	1,250,199	12,685	63,109	2,546	1,313,329	217,741

Appendix BB User Accounts Table 64 - 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
July 2007	27,658	2,624	1,250,199	12,685	63,109	2,546	1,313,329	217,741
Change from previous year	-2.67%	10.02%	-1.68%	-28.38%	-28.73%	-44.11%	-3.44%	-7.45%