

7-2010

# LR&TS Annual Report 2009-2010

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# Learning Resources & Technology Services



Learning Resources & Technology Services group photo, August 19, 2010. Photo credit: Neil Anderson.

**Annual Report • Fiscal Year 2010**  
**ST. CLOUD STATE UNIVERSITY**

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# Introduction

**L**earning 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, instruction-related training, technical services and equipment.

The library has more than 2.767 million print and non-print items, including more than 576,000 books, 1.9 million units of microform (including federal and state documents), nearly 800 periodical titles and access to more than 56,000 electronic journals, 1,500 maps, and 26,000 nonprint items (computer software, compact discs, videotapes, DVDs, films, etc.).

The computing and technology services divisions of LR&TS provide campus-wide computing support, networking services, e-mail services, the HelpDesk, the Computer Store, the SCSU Web environment, instructional television and audio/video conferencing operations, video production services, installation and support for more than 205 electronic classrooms, and maintenance/operation of 641 computers in the Miller Center and 18 General Access computer labs across campus.

LR&TS also provides technology training to faculty, staff and students as well as multimedia and instructional design assistance and support to faculty and staff. The Center for Information Media (CIM) is the credit-generating unit of LR&TS, and offers courses for CIM master's degree and certificate programs.



## LR&TS MISSION, VISION AND GOALS

### 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 working 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 the following workgroups.

## Administration

### Learning Resources & Technology Services Dean’s Office

Dean .....	Kristi Tornquist
Associate Dean for Instruction and Educational Technology .....	Mark Baas (beginning 8/09)
Associate Dean for Library Services .....	Ruth Zietlow
Associate Dean for Operations .....	J.C. Turner (through 8/09)
Communication Specialist .....	Kristin Lyman
Communication Specialist .....	Dana Drazenovich (part-time temp, Fall, Spring, Summer)
Office Manager .....	Ann Chmielewski (through 1/10)
Operational Services Supervisor .....	Missy Northenscold (beginning 1/10)
Accounts Manager .....	Sonja Estwick
Office and Administrative Specialist .....	Lucy Supan (half-time)
Office Assistant .....	Heather Brock (temp 11/09 to 6/10)
Reservations Coordinator and Office Manager for Library Services .....	Diane R. Schmitt (three-quarter-time)
Special Projects Coordinator .....	Missy Northenscold (through 1/10)
Student Employment and Facilities Coordinator .....	Sheila Landucci
Assessment Coordinator .....	Chris Inkster (one-quarter-time)

### Minnesota Digital Library

Outreach Coordinator .....	Marian Rengel
Project Director .....	Keith Ewing

## Learning

### Center for Information Media

Coordinator .....	Merton Thompson
Office and Administrative Specialist .....	Lucy Supan (half-time)
Graduate Coordinator .....	Marcia Thompson
Faculty .....	Jeanne Anderson
.....	Yun Jeong Park (beginning 8/08)
Adjunct faculty .....	Brad Busse (Spring, Summer)
.....	Laurie Conzemius (Spring, Summer)
Graduate Assistants .....	Mu (Jason) He (Summer, Fall)
.....	Mary Waite (Fall, Spring, Summer)
.....	Sabina Yasmin (Fall, Spring, Summer)

### InforMedia Services

Coordinator .....	Richard Josephson
Desire2Learn (D2L) Support Coordinator .....	Tom Hergert
Desire2Learn Support .....	Adam Northenscold (temp 12/09 to 5/10)

Faculty .....	Plamen Miltenoff
.....	Karen Thoms
Adjunct Faculty, InforMedia Services .....	Brad Busse (Fall)
Graduate Assistants - IMS .....	Zaid Ali (Fall, Spring)
.....	Mu (Jason) He (Summer, Fall)
.....	Tinashe Mubvumbi (Spring)
.....	Jiangmei Yuan (Fall, Spring)
Adjunct Faculty, Statistical Consulting .....	Randy Kolb (Fall, Spring, Summer)
Graduate Assistants - Statistics .....	Bakary Sanogo (Fall, Spring, Summer)
.....	Oumou Sissoka (Fall)

## Resources

### Access Services

Coordinator/Distance Learning Librarian .....	Robin Ewing
Library Technician Audio-Visual .....	Amy Schneider
Library Technician Circulation .....	Angela Wortham
Library Technician E-Reserves & Evening Supervisor .....	Megan Ballengee
Library Technician Reserves .....	Pat Sauerer
Extended Hours Supervisor .....	Corey Schroeder
Central Minnesota Libraries Exchange (CMLE) Director .....	Patricia Post
CMLE Administrative Assistant .....	Samantha TerBeest (temp through 12/09)
CMLE Information Officer .....	Kate Bessey (beginning 1/10)
Interlibrary Loan Coordinator .....	Sandra Williams (one-quarter-time)
Library Technician Interlibrary Loan .....	Debbie Josephson
.....	Hannah Topp-Schefers

### Collection Management

Coordinator, Library Systems Librarian .....	Keith Ewing
Acquisitions/Collections Manager .....	Rachel Wexelbaum
Accounts Manager .....	Molly Mitzel
Library Technician Acquisitions .....	Diane Larson
Cataloging Coordinator .....	Tina Gross
Library Technician Cataloging .....	Catherine Coats
.....	Blair Tosh
E-Resources/Serials Librarian .....	Jo Flanders
Library Technician Serials .....	Linda Conway
.....	Wendy Springer
University Archivist .....	Tom Steman
Archives Assistant .....	Alissa LaChapelle (half-time)
Graduate Assistant .....	Caitlin Carlson (Summer)

## Reference Services

Coordinator	Melissa Prescott
Government Documents Librarian	Michael Gorman
Outreach Librarian	Susan Motin
Reference Librarians	Cindy Gruwell
	Fred Hill
	Chris Inkster (three-quarter-time)
	Olivia Olivares
	Jennifer Quinlan
	Sandra Williams
Adjunct faculty	Susan Chisholm (Fall, Spring)
	Matt Heintzelman (Fall, Spring)
	Alissa LaChapelle (Spring)
	Michele Monson (Fall)
Multicultural Resource Center (MRC) Director	Darlene St. Clair (three-quarter-time)
MRC Associate Director	Kyoko Kishimoto (half-time)

## Technology

### Information Technology Services

Director	Phil Thorson
Computer Systems Administrator Team Lead	Jeff Hennen
Computer Systems Administrator	Dan Bauer (temp through 6/10)
	Clint Forseth
	John Roberson
	Larry Schafer
	Chris Stanley
Data Privacy Support	Naser Ayyub (temp through 3/10)
Data Warehouse Developer	Chris Brown
	Mark Nordby (temp)
Information Systems Manager	Wade Nelson
Application Development Team Lead	Greg Biniak
Application/Database Developer	Linda Carr
	Josh Hjelmstad
	Konstantin Makarov
Application Specialist Team Lead	Eric Dietz
Application Support Specialist	Bob Lessinger
	Dave Wogen
Instructional Management System (D2L) Administrator	Charles Kroger (temp through 6/10)
	Ben Pratt
Information Technology Security Coordinator	Darrin Printy
Library Systems Administrator	Gordie Schmitt
Network Specialist Team Lead	Tony Sorteberg
Network Specialist	Thad Wakefield
Planning and Operations Management Analyst	Kim Stangret
Planning and Technology Specialist	Mark Kotcho
Graduate Assistant, HuskyNet	Andrew Craft (Fall, Spring)

Project Coordinator	Daryl Scholz
Technology Support Services Manager	Casey Wagner
College Support Technician Business	Dan Michaels
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 Coordinator General Access	Sam Barhorst
Computer Store Coordinator	Carl Schmitt
Computer Store Business Systems Project Coordinator	Crystal May (temp beginning 7/09)
Computer Store Sales Representative	Tom Peterson (one-quarter-time)
Interim HelpDesk Coordinator	Mike Schomer (to 12/08)
HelpDesk Coordinator	Carol Rose
Graduate Assistant, HelpDesk	Mohammed Hatim Kareem Uddin (Fall, Spring, Summer)
Technology Coordinator Atwood	Chad Schmitz
Technology Coordinator Student Resources	Ryan Salnar
ResNet Coordinator	Mike Schomer
User Accounts Manager	Diane E. Schmitt

### Instructional Technologies & Infrastructure Services

Director	Chuck Czech (temp 7/09 to 6/10)
Assistant Director for Multimedia/Web	Sara Grachek
Multimedia/Web Production Specialist	Karin Duncan
	Greg Jorgensen
	Mark Monn
	Mary Shrode
Central Minnesota Distance Learning Network (CMDLN) Operations Manager	Reuben Wagenius
CMDLN/Audio-Visual Operations Support	Dennis Murphy
CMDLN Operations Specialist	Justin Neis
Electronic Classroom Specialist Lead	Kelly Larson
Electronic Classroom Specialist	Kyle Marles (temp)
	Samuel Johnson
Telecommunication Infrastructure Specialist	John Nies
Video/Multimedia Production Coordinator	James Bertram
Video/Multimedia Production Assistant	Holly Santiago (temp through 12/09)
	Scott Wittrock (temp beginning 2/10)

## LR&TS Structure, June 2010

Learning Resources & Technology Services has an organizational structure centered around the concept of flexible workgroups. Most workgroups consist of faculty, professional and clerical staff, and student workers.

# LEARNING

### Center for Information Media (CIM)

- Certificate Programs
- Graduate Programs
- Media Licensure Courses
- Service Courses
- Undergraduate Programs

### InforMedia Services (IMS)

- Instructional Development
- Statistics Support
- Technology Training
- User Support

### Reference Services

- Government Documents
- Information Literacy
- Multicultural Resource Center
- NASA Educator Resource Center
- Reference & Research



### Instructional Technologies & Infrastructure Services (ITIS)

- Electronic Classrooms
- Instructional Technologies
- Media/Web Production
- Telecommunications
- Video Conferencing
- Video Production

### Access Services

- Central Minnesota Libraries Exchange
- Circulation
- Interlibrary Loan
- Reserves

### Administration

- Budget
- Communication
- Facilities Management
- Grants and Contracts
- Hiring and Personnel
- Scheduling
- Staff Development
- Student Employment

### Information Technology Services (ITS)

- College Support Technicians
- Computer Labs User Support
- Computer Store
- Database Development
- HelpDesk
- Network Services
- Operations/User IDs
- ResNet
- Systems Administration

### Collection Management

- Acquisitions
- Archives
- Cataloging
- Collection Management
- Library Systems

# RESOURCES

# TECHNOLOGY

## Workgroup Overviews

### ADMINISTRATION

The Dean's Office manages all aspects of LR&TS, including overseeing budgets, hiring, directing the planning for the unit and coordinating the efforts of the various workgroups. This also includes communication, facilities management, grants and contracts, general operations, policies and procedures, student employment and staff development. The dean serves on both the President's Council and Academic Affairs Council.

### CENTER FOR INFORMATION MEDIA

The Center for Information Media (CIM) is the credit-generating unit of LR&TS, and its primary function is to advise students and offer courses for CIM degree programs. CIM offers three master's programs, three certificates and courses leading to school library media specialist licensure for the College of Education and service courses for the university at large.

### INFORMEDIA SERVICES

The faculty members of InforMedia Services (IMS) provide workshops and one-to-one support for specific software applications for faculty and students, as well as for Desire2Learn (D2L), the MnSCU course management system. IMS members assist faculty in incorporating instructional technologies into their courses and also provide statistical consulting and research support for faculty and graduate students.

### ACCESS SERVICES

Library patrons receive assistance at a number of locations maintained by Access Services. These include:

- Circulation: Patrons can check out, return and renew books, audio-visual items, and audio-visual equipment (laptops, cameras, etc.). Students may also reserve study rooms.
- Periodicals: Patrons can access nearly 800 popular, trade and scholarly print periodicals.
- Interlibrary Loan: Patrons can request to borrow materials from other libraries.

### COLLECTION MANAGEMENT

Collection Management oversees the acquisition and cataloging of library materials, including books, serials (journals, newspapers, etc.), CDs, videos/DVDs and online electronic resources, such as full-text databases. Personnel maintain library systems, such as the library proxy service and the connection to the online catalog. Also included is University Archives and Special Collections, which preserves the official records of and information about SCSU.

### REFERENCE SERVICES

The Reference Services unit assists students, faculty, staff and community members with their research needs, including locating and using specific library resources. Support is offered at the reference desk in person or via telephone, e-mail or virtual chat. Reference librarians also provide information through online library guides and research tools and offer course-related library orientation and research instruction. Also included is the Multicultural Resource Center, which provides services and resources for students, faculty, staff and community members to research, teach about and broaden their knowledge of historically excluded racial and ethnic groups of color in the United States.

### INFORMATION TECHNOLOGY SERVICES

The Information Technology Services (ITS) staff is responsible for many of SCSU's campus computing services, including the campus computing network, General Access computer labs, campus e-mail and other servers, development of database applications, the SCSU Computer Store and hardware and software assistance at the HelpDesk via e-mail, telephone and walk-in service.

### INSTRUCTIONAL TECHNOLOGIES AND INFRASTRUCTURE SERVICES

Instructional Technologies and Infrastructure Services (ITIS) staff members design, equip and maintain the instructional technology infrastructure of campus, including electronic classrooms and conference rooms, campus audio visual systems and campus video conferencing. Staff members also maintain SCSU's Web presence and assist faculty in the development of multimedia course materials, as well as produce instructional and promotional videos.

## Executive Summary of FY10

Fiscal year 2010 was one of continued change and adjustment in Learning Resources & Technology Services (LR&TS):

### ADMINISTRATION

- Searches were conducted for two probationary faculty positions; one was filled and the other was eliminated due to budget cuts. Eight staff positions were searched, resulting in two filled permanently and six filled by temporarily employees.
- LR&TS provided more than 30 different agencies outside of SCSU with a range of services and support through contracts that returned more than \$780,000 to SCSU. The majority of these funds were for personnel costs associated with providing these services.
- In June, MnSCU Office of the Chancellor determined that they would not renew the Active Directory and D2L intra-agency agreements beyond June 30, 2010. This decision resulted in the loss of funding for approximately four LR&TS staff positions. Significant effort was expended in June to determine the impact of these staff losses.
- A significant amount of time was spent in assuring compliance with PCI (Payment Card Industry) standards, Red Flags Rule (identity theft prevention), HEOA file sharing and other data security initiatives.

### LEARNING

- CIM faculty offered all graduate courses, with the exception of one class, with a distance learning option utilizing a combination of D2L and Adobe Connect technologies.
- InforMedia Services conducted 81 technology instructions on a variety of topics impacting a total of 1,206 students.
- SCSU underwent an internal strategic appraisal process for all credit-generating campus programs. As part of this appraisal, it was determined that the Center for Information Media (CIM) undergraduate major and minor would be discontinued. Additionally, the CIM master's program and instructional technology graduate certificate were recommended for consolidation or reorganization.
- Use of Desire2Learn (D2L), the MnSCU-hosted course management system, continued its double-digit increases over the previous year, with the

number of D2L courses in spring up more than 25 percent. Nearly 15,000 unique SCSU students had at least one course in D2L during spring FY10.

- The number of e-classrooms supported by LR&TS increased from 175 to 205.

### RESOURCES

- The use of physical government documents continued to decline as more of the resources are available online.
- A slight decrease in checkouts by faculty and staff occurred in FY10, but a 10.65 percent increase in the use of the collection by graduate students and 7.84 percent increase in use by community patrons occurred. A 40 percent increase in requests by community patrons for library borrowing privileges was recorded.
- As libraries' purchasing power diminishes, interlibrary loan (ILL) requests continue to go up. ILL handled 25 percent more total transactions this year than last.
- Statistical Consulting and Research Services (SCRS) assisted 81 graduate student and faculty members with conducting research and analyzing results in FY10.
- The library hosted an NEH/ALA exhibit entitled "Lewis & Clark and the Indian Country."

### TECHNOLOGY

- Revenue from the Computer Store decreased by 22.7 percent compared to FY09, for total sales of more than \$2.4 million in FY10. Store sales are directly impacted by departmental spending fluctuation and specifically, this year's purchasing freeze.
- An increase in networked devices continued on campus with more than 1,000 new network drops added in FY10. There are now more than 8,690 data ports in use on campus.
- The Student Technology Fee Committee approved start-up and ongoing maintenance expenses for a new computer lab in the Wick Science Building (WSB 110). Implementation was completed and the lab was opened to students in March 2010.
- After an extensive request for proposal (RFP) process, ITS contracted with Marco, Inc. to outsource the ownership and maintenance of 67 student lab printers.
- Bandwidth was increased from 250 to 350 megabits per second (Mbps).
- The support of off-campus facilities was emphasized with Maple Grove, Coborn Plaza and Alnwick.

## LR&TS Work Plan Initiatives for FY10

### Participate in campus planning efforts, in particular:

- Continue the technology visioning work: The final draft of this work was approved. A draft charge for the Steering Committee to initiate the proposed governance model and a set of action items was submitted.
- Engage in LR&TS strategic planning: The information-gathering phase was begun by bringing in speakers on a variety of topics.
- Participate in campus-wide “Process and Service Improvement” (PSI) initiatives using the Lean framework: Six LR&TS employees were trained to be Lean facilitators; 11 LR&TS employees were involved with SCSU Lean projects during the year.
- Engage in campus program appraisal activities: Center for Information Media (CIM) programs were evaluated in Phase I; the requested program appraisal materials were compiled. The library and information technology service units offered to assist departments across campus as they developed their program appraisal reports.
- Engage in the planning for online programs: Sara Grachek and Plamen Miltenoff were on the original committee. The group was reformed, and Tom Hergert and Wade Nelson were listed as members, however, the committee did not meet in FY10.
- Engage in discussions to solidify the concept of an Integrated Student Experience: Campus-wide conversations were pre-empted by Strategic Planning Assessment (SPA) discussions. Even so, the phrase “integrated student experience” emerged in conversations within the unit. LR&TS participated in national technology and library surveys to compare SCSU student experiences with those at peer institutions.
- Participate in the planning for the technology needs for new and renovated facilities: Work was done on Brown Hall, Coborn Plaza, Riverview and the National Hockey Center planning.
- Participate in Bush Teacher Preparation Initiative (TPI) planning: The original committee – which had LR&TS representation – was disbanded, and the newly formed group did not have an LR&TS representative in FY10. The LR&TS dean attended two TPI Superintendents meetings.

### Enhance our commitments to service and diversity:

- Expand open computer lab access for students: The Wick Science lab was installed and became operational in March 2010. Additional computers were placed in Atwood Memorial Center. The dollars for additional Miller Center computers were used to offset budget cuts, in order to preserve the existing technology in the library.
- Review LR&TS student hiring processes: Hiring processes were reviewed and altered to assure the most effective placement of resources across the organization.
- Provide antiracism/diversity training for lead student workers: Provided online diversity training for IT student workers, and began investigating the offering of CARE training for student employees across LR&TS in fall 2010.
- Provide follow-up CARE training for LR&TS employees: Determined to host voluntary training for employees within LR&TS. Meetings were held with CARE representative Debra Leigh to develop this training, which will be hosted in fall 2010.
- Evaluate customer service at service counters: Conducted a survey at all the Miller Center service counters in fall 2009. Compiled the results and reviewed them for trends and areas for improvement. Participated in the LibQual+ and TechQual national surveys in spring 2010 and began the process of reviewing the results.
- Implement Alnwick computer support: Support services were put in place after consultation with International Studies.
- Implement IT and library support models for new Maple Grove site: Installed the equipment to support the classrooms, meeting rooms, digital signage and phone system. Interacted with the Maple Grove faculty, students and the support person regarding library services.
- Update the Miller Center signage: Began changes for basement and elevator areas; continued planning for other changes in the building.
- Expand library orientation activities for international students: Refined the international orientation offerings.

### **Efficiently and effectively invest resources:**

- Apply the budget cuts we proposed last year: Implemented these changes.
- Develop a position on e-mail and licensing to support student access: Created a position paper.
- Analyze outsourcing/co-sourcing options for select services: Drafted an inventory of options.
- Analyze implications for technology and library resources as campus program investment decisions are made: Given the timing of the announcements in late spring, we are currently reviewing implications from the initial program decisions, and we are prepared to make changes when additional determinations are made. These changes may mean cancellation of journal subscriptions and decreases in the number of software licenses needed.
- Implement power saving technologies on SCSU computer workstations: Implemented controls that enter inactive lab and classroom computers into a low-power standby state after a set period of inactivity.

### **Engage in outreach activities.**

- Host the Lewis and Clark exhibit and associated programming: Hosted the exhibit and programming in fall 2010 with more than 2,000 participants across the various events. Submitted the required report to the granting agency.
- Present Soul of the People programming: Programming was presented in the fall with an estimated 261 participants across the various events. The required report was submitted to the granting agency.
- Participate in the Sinclair Lewis papers conference: The University Archives provided support and assistance for this event.
- Mature the History Day partnership: Hosted a “History Day at SCSU” preparation event in the Miller Center for students and their parents that was well attended and received a positive response.

### **Investigate new and updated services.**

- Develop and support the use of collaborative technologies: Developed and submitted a report.
- Develop the Information Literacy initiative: Center for Information Media/library faculty actively engaged in this campus-wide discussion.
- Continue to build our liaison relationships: Librarians met bi-monthly to discuss services and refine procedures; the liaisons for each college took actions specific to the needs of the various colleges and departments.

- Investigate DAIR, electronic theses and dissertations: Worked with Dan Gregory and Dennis Nunes and submitted a proposal.
- Implement a campus digital signage system: Analyzed, selected and purchased a product.

### **Improve our organization.**

- Bring in Anna Maravelas as a facilitator: Ms. Maravelas conducted two workshops for LR&TS in February. We began formally piloting the techniques on a specific printing issue. Informally, participants began applying what they learned.
- Complete phase one of our physical space moves and finalize plans for the next phases: Phase I was completed with the installation of cubes in the second floor collections area. An architect was hired to design the first floor renovation. Plans for changes for the third floor were completed and the moves are underway.
- Define and structure our sandbox environment: Progress was not made on this goal.
- Work with the new provost on project development and prioritization strategies: Briefed the provost on this; implementation will take place under the newly proposed IT governance structure.



# Administration

The Learning Resources & Technology Services (LR&TS) Dean's Office oversees a campus unit with approximately 125 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 functions 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 President's Council and Academic Affairs Council, conveying the needs and initiatives of the unit to the rest of campus and working with the colleges and other campus units to ensure that LR&TS meets the library, technology and instructional needs of the academic community. The dean serves, with the director of the Center for Information Systems, as chief information officer for campus and coordinates the Teaching, Learning, Technology Roundtable (TLTR) for SCSU.

### SUMMARY OF FY10 ACCOMPLISHMENTS

Resources continued to be directed toward reshaping the LR&TS organizational structure and adjusting use of Miller Center spaces to meet unit and campus needs. Usage of Miller Center classrooms continued to be high, with more than 700 reservations made in FY10. Dean's office staff oversaw the purchase and installation of 31 new workspaces for Miller Center employees. A thorough evaluation and update of building signage began.

Volunteers staffed the LR&TS Information Desk during the first week of fall and spring semesters, answering more than 1,000 questions from the campus community. Dean's office staff coordinated an LR&TS-wide engagement with Anna Maravelas, who discussed strategies for managing workplace stress. Faculty and staff searches were managed and vacant positions filled as resources allowed. More than 230 student workers were employed to staff various LR&TS work areas. Spending plans and orders for 74 unique cost centers were maintained with accuracy and efficiency.

### FY10 GOALS

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

- Served on campus-wide committees, including President's Council, Academic Affairs Council, Meet and Confer, Student Technology Fee Committee, Academic Calendar Task Force and the Associate Deans working group.
- Represented SCSU on various MnSCU committees, including Chief Information Officers, Library Deans

and Directors, Cross-Functional Advisory Group, CIO Consultation Committee, Search Committee for the MnSCU Vice Chancellor for Information Technology, IT Roundtable, Students First Management Team, Enterprise Infrastructure Group, and the IMS of the Future Task Force.

- Served on the governing boards of the Central Minnesota Educational Research & Development Council, the Central Minnesota Distance Learning Network (CMDLN) Executive Committee and the Minnesota Learning Network Board.

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

- Coordinated the LR&TS Policies and Procedures Committee (PPC). During FY10, the PPC:
- Completed procedures for ergonomic reviews for LR&TS employees.
- Drafted procedures for communicating privilege restrictions to be imposed upon suspended students and trespassed community patrons so that appropriate technology and library access limitations are consistently applied.
- Drafted a Miller Center policy/procedure for lost and found items.
- Continued work on updating LR&TS emergency procedures.
- Began work on video production policies and procedures.
- Began work on revising the current facilities use policies.

#### **Respond to personnel needs of the unit.**

- Completed all the Article 22 and 25 comments, reports and meetings for probationary and tenured faculty lines in LR&TS.
- Supervised the search process for two probationary faculty positions; one of the positions was filled, and the other was eliminated due to budget cuts.
- Coordinated the initiation of the search process for eight staff positions in the MMA, MAPE and AFSCME bargaining units; two of these were filled on a permanent basis and the remaining filled temporarily.

#### **In connection with the Center for Information Media, oversee the awarding of scholarships.**

- Awarded a Luther Brown scholarship of \$500 to Breanna Cardinal.
- Awarded a Carl & Marilyn Savage award of \$500 to Zaid Ali.

#### **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 IT.
- Provided central operations and oversight of the Central Minnesota Distance Learning Network and the Central Minnesota Libraries Exchange.
- Provided LibData hosting services for 30 other academic institutions.

#### **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 Campus Computing survey.

## Assessment

As a part of campus-wide assessment efforts, Learning Resources & Technology Services (LR&TS) gathers data each year for feedback on the services provided to the SCSU community. This information is analyzed, shared with LR&TS workgroups, and used to improve library, technology and instructional services.

### SUMMARY OF FY10 ACCOMPLISHMENTS

LR&TS assessment efforts were scaled down in keeping with the university-wide decision to reduce assessment efforts. The LibQUAL+ Survey was conducted, and assessment projects focused on further analyzing feedback from FY09 data and planning for improvements as indicated by the assessment instruments. Several workgroups conducted focused assessment projects. Emphasis was placed on using assessment data in the decision-making and goal-setting processes in LR&TS.

### FY10 GOALS

**Implement a three-year rotation system for major assessment activities, with one assessment project scheduled for each year. Major projects include LibQUAL+ Survey, Miller Center Student Survey and SCSU LR&TS Telephone Survey.**

- The LR&TS Dean's Advisory Council supported the concept of a three-year rotation for major assessment activities.
- Conducted the LibQUAL+ survey (key project) in spring 2010. Results were analyzed to compare the 2007 results with 2010 results. In the future, an analysis will compare library resources and services to other peer institutions used by the university Strategic Planning Committee. See appendix A for survey results.

**Analyze and report data gathered from the LibQUAL+ Survey to be administered in March 2010.**

- Revised the Miller Center Student Survey and distributed the Web-based LibQUAL+ Survey by e-mail in March to a random sample of 900 undergraduates, 600 graduate students and 600 faculty/staff.
- Sent three reminder messages to the random sample group during a period of three weeks. A total of 293 people completed the survey – an increase from 258 in spring 2007.
- Used the new LibQUAL Lite survey form, as studies show that the survey takes less time to complete yet gives institutions an overall response to the questions.
- Analyzed data and compiled LibQUAL+ Survey report.

**Utilize the LR&TS Assessment Committee to assist with revisions and formatting of surveys and implementation and analysis strategies.**

- Consulted the LR&TS Assessment Committee about the use of LibQUAL Lite for this year's survey.

**Work with LR&TS workgroups that wish to do focused assessments.**

- Worked with Information Technology Services (ITS) to implement the TechQual Survey spring 2010. Assisted with the Institutional Review Board (IRB) training and completion of the IRB form, and shared information about Web-based surveys and resources.
- Helped the Service Desk Collaboration Committee prepare customer satisfaction surveys in fall 2009.
- Assisted Reference with preparing customer satisfaction surveys both semesters.
- Worked with Library Instruction to prepare user satisfaction surveys both semesters.

**Continue to analyze SCSU and MnSCU documents and surveys for data applicable to LR&TS assessment.**

- Planned to look at the SCSU Senior Survey from 2009. Several relevant questions appear in the latest NSSE (National Survey of Student Engagement) survey and will be analyzed once the information becomes available on the Web.

**Continue to participate in SCSU assessment activities, including representation on the University Assessment Committee and participation in assessment-related activities for the campus.**

- Participated on the University Assessment Committee. Activities included serving as an assessment peer consultant, helping plan the assessment luncheon, co-presenting on how to use SurveyMonkey and the LR&TS FY07 assessment grant.

### MAJOR CHANGES FROM FY09:

- Data analysis was improved through better use of SPSS. This year, all responses from the telephone survey and select responses from the Miller Center survey were cross-tabulated and analyzed by categories.

### STATISTICS:

See Appendix A

## Communication

The Learning Resources & Technology Services (LR&TS) communication team oversees the planning and implementation of LR&TS communications to internal university and external community audiences. The communication specialist provides professional writing, editing, designing and consulting services to LR&TS as well as some assistance to the Center for Information Systems (CfIS). Communication personnel advise employees and provide project guidance and input.

### SUMMARY OF FY10 ACCOMPLISHMENTS

In FY10, the communication team focused on developing plans and procedures for recurring and emergency communication needs, preparing a better base for back-up support when the need arises. Signage, flyers, brochures, messages, graphics and other materials were developed for numerous LR&TS-related projects, events, workshops and initiatives, including major programming for two library grants.

### FY10 GOALS

**Inform SCSU students, faculty, staff and administrators of updates, changes and interruptions to services, tools and resources managed by LR&TS and partners.**

- Wrote, advised on and distributed time-sensitive communications to campus regarding technology systems interruptions pertaining to:
  - MnSCU Office of the Chancellor systems.
  - HuskyNet File/Web space.
  - HuskyNet E-mail.
  - SCSU Internet connectivity.
  - IT security concerns.
  - Center for Information Systems services.
  - Desire2Learn system.
  - MnPALS/library systems.
- Wrote and implemented LR&TS communication plans for the following upgrades and service changes:
  - Campus Macintosh Snow Leopard OS upgrade.
  - Campus Windows 7 OS upgrade.
  - MnSCU password guideline implementation.
  - Campus Internet Explorer 8 upgrade.
  - HuskyNet Secure wireless change.
  - Desire2Learn 9.0 upgrade.
  - Desire2Learn course purge.
  - HuskyNet 802.11n wireless network upgrade.
  - Campus printers upgrade.
  - Software requests.

- Desire2Learn course requests.
- Library reserves requests.
- Communicated all LR&TS/Miller Center service and building hours, closings and exceptions via the campus listservs, signage and LR&TS Web sites.

**Create resources that help educate SCSU students, faculty, staff and external constituents about library and technology services, resources, tools and procedures.**

- Designed and edited the Student Technology Handbook and Faculty/Staff Technology Guide.
- Created and updated library and information literacy literature such as Library 101, RefWorks Basics, Community Patrons brochure, Miller Center Map and Self-Guided Tour, bookmarks and flyers.
- Developed communications (e.g. messages, flyers, signage, Web graphics) to promote technology workshops offered by LR&TS, InforMedia Services and Center for Information Systems.
- Designed signage and informational handouts for initiatives such as the Love Your Computer educational campaign, the SCSU Technology Safari, Move-in Weekend and the new Atwood Technology HelpDesk.
- Assisted in writing and revising informative content for the library, HuskyNet and LR&TS Web sites.

**Strengthen and support internal LR&TS communications.**

- Developed plan for LR&TS pandemic/emergency communication guidelines.
- Met with Information Technology Services on a weekly basis to review projects and plan for IT communication needs.
- Promoted the LR&TS Visioning for the Future speaker series.
- Participated in the LR&TS Service Desk Collaboration Group and advised members on communications issues.
- Planned and facilitated eight professional enrichment sessions for LR&TS employees during FY10:
  - “LR&TS Policies, Emergency Procedures & Workplace Safety” presented by the LR&TS Policies and Procedures Committee.
  - “Update on SCSU’s Fifth Avenue Live and Maple Grove Graduate Center projects” presented by the LR&TS IT Projects & Planning area.
  - “Lewis & Lewis: An expedition through the life of Sinclair Lewis” presented by Darlene St.

Clair, Multicultural Resource Center Director, and Rob Galler, SCSU History professor, and Tom Steman, University Archivist.

- “How to Identify and Work with Distressed Students” presented by John Eggers, PhD LP, director of SCSU’s Counseling and Psychological Services.
- “Campus Sustainability Initiatives” presented by Mitch Bender, SCSU Environmental and Technological Studies professor.
- “Updates in Technology: New campus technologies, plus Google Wave, Amazon Kindle and Apple iPad” presented by LR&TS library and technology employees.
- “Copyright and Intellectual Property at SCSU” presented by Judith Siminoe, Special Advisor to the president.
- “How Well Do You Know Your Co-Workers?” facilitated by the LR&TS dean’s office staff.

#### **Develop and strengthen outreach and partnerships.**

- Wrote and coordinated IT communications for Center for Information Systems (CfIS).
- Partnered with University Communications to publicize LR&TS-related events to the community.
- Publicized and helped execute the following events and partnerships:
  - Shoestring Film Fest (Computer Store).
  - Lewis & Clark and the Indian Country exhibit and programming (Multicultural Resource Center and SCSU History Department).
  - Soul of a People grant programming (Stearns History Museum, Whitney Senior Center, College of St. Benedict/St. John’s University, St. Benedict’s Monastery, SCSU English Department, Gruber’s Quilt Shop, Belgrade-Brooten-Elrosa Elementary School, St. Cloud Area Rail Legacy Museum, Central Minnesota Libraries Exchange).
  - Children’s Literature Workshop (Center for Information Media).
  - Miller Center 10<sup>th</sup> Anniversary community celebrations.
  - Central Minnesota History Day at SCSU (SCSU History Department, Central Minnesota Libraries Exchange, Minnesota Digital Library, Minnesota Historical Society).
- Advised on guidelines for the new Library Facebook page.

#### **Strengthen and maintain positive LR&TS presence with internal and external constituents.**

- Coordinated LR&TS presence and communications at campus events such as Mainstreet, Sidestreet, Graduation Information Fair, Convocation, January Workshop Days, Gear Up! Days, New Student Orientation.
- Designed and placed a technology assistance advertisement in the 2010-2011 Student Link publication.
- Maintained the general “lrtsinfo” account, responding to and routing messages accordingly.
- Assisted in staffing the Miller Center Information Desk at the beginning of fall and spring semesters.
- Maintained the news application and posted informative announcements on the LR&TS, library and HuskyNet Web sites.

#### **Engage in and assist with the evaluation and assessment of LR&TS services and initiatives.**

- Worked with LR&TS administrators/managers to create the FY09 LR&TS Annual Report.
- Coordinated the annual Dean’s Student Advisory Group and reviewed feedback received from students for areas of communication improvement.
- Provided advice and writing assistance for LR&TS Academic Support, Administrative & Operating Program & Service Appraisal (ASAOPSA) reports.
- Assisted with communications for the LibQual+ and TechQual surveys to campus.

## Contracts

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

### SUMMARY OF FY10 ACCOMPLISHMENTS

LR&TS provided a range of services and support to more than 30 different agencies outside of SCSU. These contracts returned more than \$780,000 to LR&TS, which was used primarily to cover personnel costs associated with providing these services. Services included:

- Desire2Learn (D2L) server and technical support, Active Directory support and LibData host services for MnSCU.
- LibData host services for four institutions of higher education outside of MnSCU.
- Interlibrary loan courier service for Minitex and five area libraries.
- ITV and video conferencing operations for the Central Minnesota Distance Learning Network (CMDLN).
- Outreach coordination and assistance for the Minnesota Digital Library (MDL).

- Use of campus fiber optic cables to interconnect networks for three telecommunication providers.
- The Miller Center coffee shop operated by the Fair Trade Café.

### FY10 GOALS

**Process contracts to support LR&TS initiatives.**

- Initiated and processed five new or amended contracts covering technical and library services for MnSCU, interlibrary loan courier services, CMDLN operations and MDL outreach and coordination.

**Manage contract budgets, including invoicing.**

- Managed seven budgets funded completely or in part by LR&TS-initiated contracts.
- Coordinated invoicing and receipt of funds for 17 unique contracts at various intervals.

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

- Managed personnel-related aspects of contracts for D2L, Active Directory, LibData, MDL and CMDLN support.

### STATISTICS:

See Appendix B

## Grants

Learning Resources & Technology Services (LR&TS) faculty and staff participate in grant research, planning, and writing efforts to obtain internal and external funding for new initiatives and ongoing projects. LR&TS administration provides support for faculty and staff who submit and receive grants.

### SUMMARY OF FY10 ACCOMPLISHMENTS

Of the nine grant proposals developed and submitted, six were funded for a total of \$186,282.35. Two of the eight proposals submitted were to external entities. Several projects for grants received in previous years were completed, such as the American Library Association/National Endowment for the Humanities “Soul of a

People” project, the Minnesota Learning Commons Pachyderm software project and the American Library Association/National Endowment for the Humanities “Lewis & Clark and the Indian Country” project.

### FY10 GOALS

**Develop and submit grant proposals for internal and external funding that support SCSU and LR&TS initiatives.**

- Developed and submitted proposals for:
  - An SCSU Cultural Diversity grant to fund the collaboration of an oral history centered on the 1995 hunger strike at SCSU by Chicano/a students who were protesting the institution’s negative racial climate.

- Two proposals for Short-Term Faculty Improvement Grants to fund training that will contribute to the development of a strong infusion of information literacy within LR&TS and at SCSU.
- A Short-Term Faculty Improvement Grant to fund training that will assist the government documents librarian with coordination of the SCSU government document collection.
- A Short-Term Faculty Improvement Grant to fund training regarding linked data and the potential application within academic libraries.
- A MnSCU Center for Teaching and Learning (CTL) Grant to fund development and coordination of Anti-Racism Pedagogy Across the Curriculum workshops to be offered to SCSU and MnSCU faculty.
- An SCSU New Researcher Award to fund research use of e-books and e-readers in higher education.
- A Minnesota Historical Society Grant to fund digitization of 93 issues of Normalia, a monthly SCSU student newspaper/journal, which was published between 1892 and 1904.
- A Minnesota Department of Education-State Library Services grant to fund the Central Minnesota Libraries Exchange.
- Received two Short-Term Faculty Improvement Grants that funded training on information literacy for two LR&TS library faculty members.
- Obtained and completed a Short-Term Faculty Improvement Grant that funded training regarding linked data and the potential application within academic libraries.
- Obtained an SCSU New Researcher Award which funded a study on the effect of media format (e-readers/e-books) on adult reading comprehension.
- Obtained a MnSCU CTL grant which funded development and coordination of Anti-Racism Pedagogy Across the Curriculum workshops in FY10.

## STATISTICS:

See Appendix C

### Obtain and complete grant projects in support of LR&TS initiatives.

- Completed the National Endowment for the Humanities-funded “Soul of a People” program, which included a 1930s-themed celebration, community stories from the Civilian Conservation Corp, and community stories of the Federal Writer’s Project, all leading up to a public viewing of the “Soul of a People: Writing America’s Story” documentary.
- Completed the Minnesota Learning Commons-funded creation and delivery of face-to-face and online training of Pachyderm, an open-sourced multimedia authoring program. Training was held at SCSU in summer 2009 and the 14 modules were developed from October 2009 to June 2010. These modules will be available to the public in late July 2010.
- Completed the National Endowment for the Humanities-funded “Lewis & Clark and the Indian Country” traveling exhibit which, in addition to the exhibit, included a speaker series that was open to SCSU students, faculty, staff, area K-12 students and educators, public officials, community organizations, tribal communities and the general public.

## Minnesota Digital Library

Learning Resources & Technology Services supports the mission and vision of the Minnesota Digital Library (MDL) by dedicating faculty, staff and administrative time and expertise to this statewide project. Support efforts include project development, implementation and coordination, MDL administration and governance, and grant development and fundraising. Three LR&TS members, including the MDL outreach coordinator, serve on MDL committees, which include participants from Minnesota State Colleges and Universities (MnSCU), the University of Minnesota, historical organizations, libraries and state government offices. Now in its ninth year, the MDL, with LR&TS support, provides developing expertise in digital librarianship across the state.

### SUMMARY OF FY10 ACCOMPLISHMENTS

LR&TS provided project management to the MDL by maintaining the full-time outreach coordinator position. The MDL exceeded its digitization goals for FY10, working with 36 organizations on projects for Minnesota Reflections. The MDL brought into this collection more than 2,880 photographs, 160 maps and 8,300 document pages. Minnesota Reflections now contains more than 50,000 digital objects. New collections in Minnesota Reflections included: 1) letters written by Sinclair Lewis from the SCSU Archives, 2) oral history interviews from the Jewish Historical Society of the Upper Midwest and, 3) Dakota language resources from the Synod of Lakes and Prairies of the Presbyterian Church. Funding for the MDL outreach coordinator position shifted from federal Library Service and Technology Act grant dollars to state dollars from the new Arts and Cultural Heritage Fund (ACHF). The outreach coordinator successfully managed a \$44,700 Minnesota Learning Commons grant to develop training in Pachyderm software.

### FY10 GOALS

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

- Conducted face-to-face meetings with more than 40 organizations to discuss Minnesota Reflections projects. Approximately half completed projects in FY10.
- Advised public library system administrators on MDL projects and ACHF projects.

- Presented to more than 20 professional organizations, genealogical groups, K-16 classes and others on Minnesota Reflections and other projects of the Minnesota Digital Library.

**Advise the Minnesota Historical Society (MHS), an MDL partner organization, on its Arts and Cultural Heritage Fund grants programs, focusing on digital conversion and access projects.**

- Participated in 11 in-person and three Web-based training sessions with MHS legacy grants staff.
- Advised on the development of guidelines for Digital Conversion and Access grants.
- Reviewed small, mid-sized and large Digital Conversion and Access grant applications.

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

- Brought in 36 digitization projects, under Library Service and Technology Act funding, to Minnesota Reflections.
- Brought in 15 projects from organizations working with Minnesota Reflections for the first time.

### MAJOR CHANGES FROM FY09

- In FY 2010, the agreement between LR&TS and Minitex, the statewide library information network at the University of Minnesota, which is the fiscal agent for the Minnesota Digital Library, was funded from the MDL's Arts and Cultural Heritage Fund allocation. This was a shift away from the federal Library Services and Technology Act (LSTA) funding that had supported the previous three years of agreements between LR&TS and Minitex. LSTA funding continued to support the digitization work of the MDL.
- The MDL took on the responsibility of working with the Minnesota Historical Society's cultural heritage grant staff to collaborate on developing grant guidelines and training people across the state on how to plan projects for this grant program. The MDL focused on digital conversion and access grant projects. This led to the outreach coordinator spending a considerable amount of time traveling with and meeting with MHS staff.

### STATISTICS:

See Appendix D



# Learning

**F**rom 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 groups of users. 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 credit-generating unit of Learning Resources & Technology Services offering courses in cooperation with the College of Education. CIM advises students and offers courses for CIM degree and certificate programs. At the undergraduate level, CIM offers a major, a minor, a certificate, and service courses. At the graduate level, CIM offers three master's tracks, three certificate programs and courses leading to school library media specialist licensure.

### SUMMARY OF FY10 ACCOMPLISHMENTS

Faculty continued to recruit students and improve enrollment in CIM courses. The total number of program completions in FY10 was the highest in five years. Enrollment in IM 260 increased due in part to its being added as a requirement for the major in Mass Communications. All graduate courses (except IM 562) were offered with a distance learning option of D2L and Adobe Connect technologies. A teach-out plan for undergraduate majors and minors was created, approved and implemented. Faculty served on the Minnesota Teacher Licensure Exam Review Board which addressed the new testing standards for the Library Media Specialist License effective September 1, 2010. A CIM blog and Facebook page were created.

### FY10 GOALS

#### Increase undergraduate/graduate program enrollment by 10 percent.

- Held an open house in April for potential students.
- Presented at the MEMO Conference in October. CIM contracted for booth space in the vendor area and placed an advertisement in the conference booklet to promote CIM programs.
- Presented at the AASL Conference in Charlotte, N.C. in April.
  - Hosted the 31st Annual Children's Literature Workshop with 115 paid registrations and 19 attendees enrolled for credit.
- Awarded two scholarships to CIM students.
- Held the annual CIM Advisory Board meeting in November.
- Represented CIM at the Education Minnesota Conference with a booth in the vendor area in conjunction with the College of Education and Graduate Studies.
- Began the process of aligning the Track III program with IBSTPI standards.
- Represented CIM at the national ISPI Conference in April.

**Implement plan for delivering information literacy competencies for university.**

- Developed a plan to offer two sections of IM 111 (Research in the Information Age) in spring 2011.

**Conduct a scope and sequence review of graduate and undergraduate curricula and assessment.**

- Due to the requirement for the department to conduct a strategic program appraisal, a scope and sequence of the undergraduate and graduate programs was not conducted.

**Prepare for external review of undergraduate program in 2010-2011.**

- Since the strategic program appraisal resulted in the discontinuation of the undergraduate major and minor, plans for an external review became unnecessary.

**Develop and implement a systematic approach to undergraduate advising.**

- Due to the discontinuation of the undergraduate major and minor, this became unnecessary.

**Develop syllabi/templates and goals for multi-section courses (IM 111, IM 204, IM 260, IM 421-521 and IM 422-522) through interest group activities.**

- IM 111 is not being offered on a regular basis pending the outcome of an information literacy requirement for the campus.
- Met on a regular basis to develop and implement a revised syllabus for IM 204. Some agreement was reached although efforts need to be continued.
- Conducted conversations between faculty teaching IM 260 and Mass Communications to determine revisions to the syllabus. The failure of IM 260 to be included in the new General Education program slowed progress on this goal.
- Delayed revisions to IM 421/521 and 422/522 until a new faculty member is hired.

**MAJOR CHANGES FROM FY09:**

- The undergraduate major and minor were discontinued as an outcome of the campus strategic program appraisal process.
- The reassigned time for graduate advisors was eliminated.
- The department budget was decreased by three percent from the previous year, continuing a downward trend.

- The search was completed for the open faculty line created by the retirement of Luther Rotto. Susan Sutton will begin in fall 2010.

**OTHER ITEMS OF NOTE:**

- CIM began the process of aligning the licensure/Track II program with AASL standards.
- A policy and procedure for grades of Incomplete was adopted.

**STATISTICS:**

See Appendix E

## Course Management Systems

Several workgroups within LR&TS provide SCSU with support for Desire2Learn (D2L), the MnSCU course management system. This includes troubleshooting, assisting with requests for new courses, and providing campus training sessions, one-to-one support and class-specific technology instruction sessions. Team members also provide production support, which includes importing course content, question banks and quizzes, as well as setting up discussion areas and grading tools. In addition, SCSU provides escalated (level 2) D2L support for help desk and site administrators for all of MnSCU and coordinates system-wide D2L upgrades.

### SUMMARY OF FY10 ACCOMPLISHMENTS

Faculty use of D2L continued to grow, albeit at a slower rate than previous years. The number of courses using D2L during spring semester increased by 26 percent over FY09 and the number of unique students (with at least one course in D2L during spring semester) increased by 9 percent. SCSU also provided MnSCU-wide D2L support for its sixth and final year.

### FY10 GOALS

#### Support Desire2Learn campus-wide.

- Continued and refined the use of the Altiris Help-Desk system to track requests for D2L assistance and to improve efficiency of D2L support.
- Logged 4,171 D2L-related exchanges through the Altiris system. These exchanges included requests for creation of courses in FY10 and in-person, e-mail and telephone assistance.
- In addition to assistance logged through the Altiris system, approximately 70 faculty in a total of 31 departments across campus were supported for various projects related to their D2L courses. The projects covered a wide range of D2L usage such as quiz test banks, discussions, dropboxes and grades.
- Upgraded D2L MnSCU-wide to version 9.0.
- Implemented a new, more streamlined D2L course request process that is integrated with the records and registration systems.

#### Offer Desire2Learn workshops and training sessions for SCSU faculty and staff.

- Offered 14 D2L workshops with 96 total attendees.
- Provided three hours a week of open consultation sessions with a total of 38 participants for the year.

#### Communicate with departments regarding faculty questions, concerns, workshops, training and/or one-to-one support on D2L-related issues.

- Sent periodic announcements to the D2L-Announce listserv to inform users about technology-related issues. MnSCU-level announcements and initiatives were communicated through the D2L-Announce and SCSU-Announce listservs as well as the D2L log-in page.
- Continued to update and display posters in the Miller Center and Centennial Hall to advertise workshops.

### MAJOR CHANGES FROM FY09:

- In June, the MnSCU Office of the Chancellor determined that they would not renew the Active Directory or D2L intra-agency agreements with SCSU beyond June 30, 2010. This decision will result in the loss of funding for approximately four LR&TS staff positions. Significant effort was expended in June to determine the impact of these staff losses.

### OTHER ITEMS OF NOTE:

- Worked with other MnSCU campuses to develop a request for proposal (RFP), in selecting the next Course Management System for the MnSCU system. Business requirements and technical requirements as well as scoring criteria and scoring grids were developed. This is an on-going initiative that will be completed in early 2011.

### STATISTICS:

See Appendix F

## Information Literacy

The information literacy program assists students in becoming efficient, effective and independent researchers who are able to use a variety of library and information resources, as well as to develop critical thinking skills as they gather and use information. In order to meet these goals, 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 FY10 ACCOMPLISHMENTS

Librarians met all instruction requests and worked closely with faculty to ensure that sessions were customized for student's needs. Instruction sessions were quite varied and included students, faculty and staff across campus, local K-12 classes and the St. Cloud community. Collectively, 15 librarians conducted 272 instruction sessions and in the process reached a total of 6,109 students.

### FY10 GOALS

**Formalize the information literacy plan, which includes library instruction and prepare for implementation in fall 2010.**

- Created the Information Literacy Committee (ILC) with faculty representation from both the library and Center for Information Media. The committee addressed both the development of basic information literacy skills through course IM 111 (Research in the Information Age) and the revision of the library's instruction program. The ILC determined that when IM 111 is implemented, the library instruction program will then be able to focus on advanced research skills needed by upper division courses, writing intensive classes and thesis/capstone projects.

**Determine and develop curriculum content, tutorials, partnerships and assessment for IM 111.**

- Developed the IM 111 course in response to the Information Literacy goal (goal 11) in the Liberal Education Program.
- Worked on elements of the course such as content, tutorials, assessment and partnerships.
- Determined that the course would take place over five weeks, have predetermined format and assessment components and be evaluated on a regular basis.

**Review assessment tools for library instruction, IM 196 and IM 204 classes.**

- Examined the differences between the assessment tools used for library instruction and those used for CIM courses IM 196 (now IM 111) and IM 204. The Information Literacy Committee decided to focus on the CIM courses, as the information garnered from existing assessment tools will inform some of the work taking place with the development of IM 111 content. Review of both IM 111 and IM 204 pre-and postassessment tests is in process with final proposals to be completed in spring 2010.

### MAJOR CHANGES FROM FY09:

- There was a significant increase in Senior to Sophomore sessions throughout the academic year.

### STATISTICS:

See Appendix G

## 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 FY10 ACCOMPLISHMENTS

Scholarly and creative work by LR&TS faculty and staff included 17 publications, 31 presentations and six other activities.

### APPENDIX:

See Appendix H

## Technology Training and Support

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

### SUMMARY OF FY10 ACCOMPLISHMENTS

In FY10, the number of technology workshops offered to both students, faculty and staff increased to 282 over 228 in FY09. Student workshops continued to be offered on topics such as Dreamweaver, Flash, Photoshop, Podcasting and Social Networking. In FY10, 81 technology instruction (T.I.) sessions were offered for classes across campus and disciplines, reaching 1,206 students. Representative topics of the T.I.s included Dreamweaver, Web 2.0 tools, digital photography, efolioMN, PowerPoint and Fireworks.

### FY10 GOALS

**Lead and facilitate campus conversation on innovative uses of technology at SCSU.**

- Met with departments about their technology needs and desires.
- Worked with the Center for Excellence in Teaching

and Learning (CETL) to help identify technology-related training needs of faculty and staff.

**Explore current and emerging technologies for their potential uses and viability at SCSU.**

- Offered new or modified workshops during FY10 including YouTube, Internet Telephony, Facebook, Flickr, bookmarking, multimedia, Twitter and Delicious.
- Asked students for input on what type of training they wanted via workshop evaluations and in-person conversations. From those responses, developed the aforementioned new workshops.

**Offer workshops and training sessions for SCSU faculty, staff and students on a variety of technologies.**

- Offered 22 different topics and 112 titles for workshops to faculty, staff and students during the year. Faculty-and-staff-specific workshops were offered as well as workshops that were available to faculty, staff and students combined. Students were invited to attend all workshops, except those which were held specifically for faculty and staff.
- Offered 361 total workshops. That number included:
  - 152 workshops available to only faculty and staff, such as D2L Open Consults, D2L boot camps and workshops during Convocation/January Workshops Days and the Technology Institute.
  - 128 workshops available to students, faculty and staff.

- 81 student-only workshops in the form of technology instruction (T.I.) sessions.

#### **Standardize IMS workshops and training modules.**

- Standardized training modules for Firefox, efolioMN and Dreamweaver, including handout materials for workshops and one-to-one or group consultations.
- Based workshops on a 50-minute module (i.e. a three-hour Dreamweaver workshop would be Dreamweaver 1, Dreamweaver 2 and Dreamweaver 3).

#### **Communicate with two different departments each month regarding faculty questions, concerns, workshops, training and/or one-to-one support on instructional technology related issues.**

- Informally assigned each IMS faculty member as a liaison to a specific college, but decided mid-year that campus faculty would be better served by having skill-specific faculty available for consultation on technology issues and other discussions.
- Communicated informally with departments such as Accounting, Aviation, Nursing, Political Science, and Special Education.
- Provided training sessions for faculty and staff in the Counseling Center and Outdoor Endeavors, as well as met with faculty to discuss electronic portfolios.
- Identified all users of the Dreamweaver T.I.s during the year and e-mailed them, regardless of their college, that T.I.s were available for the summer months.
- Addressed specific technology needs through the Altiris system rather than having a request go through a college liaison and then needing to be forwarded to someone else.

#### **Communicate, collaborate and partner with the Center for Excellence in Teaching and Learning (CETL) on workshops, instructional design and technology initiatives.**

- Contributed to the efforts of CETL by offering technology skills and best practices workshops and discussions. Discussions were held on the most effective uses of technology in the educational environment. Forty-seven workshops were offered in partnership with CETL, with a combined total of 397 participants. Examples include:
  - Two summer technology institutes for faculty and staff.
  - Convocation/January Workshop Day workshops at the beginning of each semester.

- Provided IMS representation on the CETL advisory committee to aide CETL in technology-related decisions and offerings.

#### **Improve record keeping, reporting, outreach and liaison activities with current database technology.**

- Maintained a grid, by term, that recorded the scheduled workshops and T.I.s.
- Utilized the Altiris system to maintain on-to-one consultation records by creating a ticket for each consultation request.

#### **STATISTICS:**

See Appendix I



# Resources

The important work of education is augmented by having proper and sufficient resources available. Through LR&TS, a wide assortment of print and non-print 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 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 library collections. The group is also responsible for processing withdrawals from the collection, on-site binding and repair, preparation of bindery shipments and preparation of SCSU theses for microfilming.

### SUMMARY OF FY10 ACCOMPLISHMENTS

Acquisitions fielded questions on software license agreements and performance rights for AV materials. An investigation of closed captioning for the hearing impaired was conducted, in order to better inform AV purchases. A one-year subscription to OCLC Collection Analysis was purchased to determine the strengths and weaknesses of the existing collection. Studies were initiated to determine if collections dollars should be invested into e-books and mobile reading devices. An LP record album weeding project was completed.

### FY10 GOALS

**Participate in campus planning efforts and program appraisal activities to assess adequacy of the library holdings.**

- Provided support for departments gathering

information on library resources for the Strategic Program Appraisal process.

- Provided reports on holdings for Earth Science's program review, as well as for the Masters of Social Work accreditation visit and the new doctoral programs in the Education Department.

### Enhance our commitments to service and diversity.

- Investigated ADA compliance in regard to the VHS and DVD collection. Reviewed the existing collection to determine how closed captioning is identified on current AV materials. Wrote an extensive report on ADA laws for the hearing impaired and the Miller Center library's interpretation of these laws in order to aide in making future AV selections.
- Provided information on software licensing and AV performance rights for faculty and students.

### Efficiently and effectively invest resources.

- Restructured the collections budget/selection/order process due to budget cuts and library liaison activities.
- Established Global Online Bibliographic Information (GOBI) fund codes to track liaison spending in various subject areas.

- Provided each college liaison team with a budget for its materials selection.
- Established separate budget lines for the Multi-cultural Resource Center, GLBT Studies, Fiction, Replacement, Media Upgrade and Associate Dean.
- Applied the \$7,000 cut to FY09's \$250,000 monograph budget (books and AV materials). This cut was applied equally to college allocations as well as liaison budgets.
- Began investigation of grants available to support monographs budget. Found that most library grants are for library programming, digitization projects or preservation, and that almost no grants offer specific funds for library materials. Some library, cultural and historical organizations, however, offered free books, which Acquisitions applied for and received. Acquisitions also entered the SistersInCrime monthly contest, open to any library to win \$1,000 to purchase books, but did not win.
- Investigated and compared the cost/benefit of the three different collection analysis tools. Selected OCLC Collection Analysis based on flexibility of pricing, customer service and the types of reports it could generate.
- Purchased OCLC Collection Analysis for one year to assess the monographs collection and specific subject areas. The collection was compared to those of peer institutions. Reports will be shared with faculty during library faculty meetings in FY11 to help determine where the collection needs improvement.

#### **Investigate new and updated services.**

- Began research on e-books and e-readers. This research included e-book management, faculty and student perception of e-books and e-readers, reading comprehension and experience with e-books and licensing issues.

#### **Improve the Miller Center library and continue to build liaison relationships.**

- Supported all college liaison teams by providing budget reports, information on copyright/license agreements and rules for ordering AV materials with closed captioning.
- Acquisitions librarians served as liaisons to the Foreign Languages Department and Communication Sciences/Disorders, as well as a selector for Mass Communications.
- Provided assistance to other workgroups, including collaborating with Cataloging and Circulation/Access to codify missing/lost identification, suppression and replacement procedures.
- Shifted record albums in Circulation/Access to the Collections area. Record albums are slowly being weeded and replaced with CDs.

#### **STATISTICS:**

See Appendix J

## Cataloging

Cataloging provides access to materials in the library's physical and digital collections by acquiring and creating bibliographic data to describe and organize library resources. In addition to providing copy cataloging and original cataloging for materials in the MnPALS online catalog, the Cataloging unit updates catalog record coding and access points to provide consistency and reliability in catalog search results. The group also supports management of the library's collections by processing withdrawals and transfers, providing holdings information to support assessment of donated materials, and maintaining registration of local holdings in the WorldCat database for interlibrary loan purposes.

#### **SUMMARY OF FY10 ACCOMPLISHMENTS**

In addition to Cataloging's regular workflow, several projects that addressed longstanding issues were completed. These projects included updating existing DVD records that lacked appropriate closed captioning information and creating separate location displays in the online catalog for atlases and maps. Also, government documents cataloging and processing workflows were adapted to accommodate the discontinuation of the cataloging contract with MARCIVE.

## FY10 GOALS

**Work with PALS to use the new Aleph Authority Control Enhancements and Global Change functionalities to update and improve the online catalog.**

- Because PALS is still in the process of completing MnPALS-wide global updates based on the new Aleph Authority Control Enhancements, the Cataloging unit focused on database cleanup projects to improve access, ensure consistency and address authority control problems that cannot be fixed with global changes.

**Devise and begin to implement access to the thesis collection by academic program.**

- Communicated with the School of Graduate Studies to acquire a retrospective list of student's culminating projects and added keyword-searchable, hyperlinked access points to records for theses going back to 1980. This was done in response to user requests to search for SCSU theses by academic program.

**Catalog video recordings for the NASA Educator Resource Center collection.**

- Postponed cataloging of the NASA video recordings because more urgent projects took priority.

**Investigate appropriate strategies for updating local serials holdings in OCLC/Worldcat.**

- Identified two ways to manage the updating of local serials holdings and developed a report on the potential costs and benefits of each method. Preparations with PALS may begin next year, but a final decision and work on the project itself was postponed until FY12, after the current process of cutting serial titles has been completed and title holdings are more stable.

**Work with Reference to pursue the implementation of MnPALS Plus.**

- Consulted with Reference on language, format and collection limits to be included in advanced search options.
- Completed database cleanup project to update obsolete format coding that was causing display problems in MnPALS Plus.

**Continue to identify future enhancement and cleanup projects that would benefit library users.**

- Identified the following projects, in consultation with other library units, as desirable future projects if/when resources allow:

- Correct broken links in the online catalog (many URLs have changed, especially links to electronic government documents created before the consistent use of PURLs).
- Retrospectively add genre/form access to materials in various disciplines as pending national standards are established by the Library of Congress. This would greatly enhance access to the library's literature and music collections in the new faceted-search MnPALS Plus interface.
- Create and implement new Aleph collection codes for Internet resources to allow for more precise searching and display of the approximately 70,000 e-resources in the online catalog.
- Complete/enhance brief records in WorldCat for SCSU materials in the Minnesota Digital Library (generated automatically from MDL metadata, these records lack elements that would allow them to function fully in an online catalog; enhancing them would increase the findability of the resources in WorldCat and allow them to be made available through the online catalog).
- Barcode older print books (on acid-free flares) in Archives and rare collections in order to improve inventory control.

## MAJOR CHANGES FROM FY09:

- Discontinued government documents cataloging contract with MARCIVE; developed process to identify new electronic government documents to be cataloged and added to the library's collection.
- Discontinued outsourcing of theses cataloging to Minitex.

## OTHER ITEMS OF NOTE:

- Continued to follow developments in cataloging and metadata standards, including the progress of RDA (the new descriptive cataloging rules scheduled to replace the current system in 2011).
- Completed a project to provide minimal-level cataloging of a small collection of Chinese-language materials held by the Curriculum Technology Center.

## Central Minnesota Libraries Exchange

The Central Minnesota Libraries Exchange (CMLE) is one of seven multicounty, multitype library 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 Miller Center. The CMLE board contracts with SCSU for these services, which are funded through state grants. CMLE's 319 member libraries include K12 public and private schools, postsecondary institutions, public libraries and special libraries, such as hospital, law, correctional facility and historical society libraries. Top rated services include interlibrary loan, discounts and continuing education opportunities.

### SUMMARY OF FY10 ACCOMPLISHMENTS

Although challenged by the resignation of a longtime staff member, CMLE took advantage of a rare opportunity to take a step back and think about future staffing needs and services. Great attention was given to staffing, systems and possible efficiencies. Time studies were conducted and results were paired with member library survey results to inform staffing needs for the future. The position was reclassified, and in January 2010, CMLE was successful in hiring a fulltime employee with the professional background to meet our new additional focus on library-specific communications and continuing education.

### FY10 GOALS

**Provide interlibrary loan services and delivery of various loan and free materials to 319 member libraries in Aitkin, Benton, Chisago, Isanti, Kanabec, Mille Lacs, Morrison, Pine, Sherburne, Stearns, Todd and Wright counties. A). Provide materials to high school AP, honors and Senior to Sophomore students who lack college level materials in their K12 collections. B). Work collaboratively with the two regional public library systems to ensure cost effective delivery of interlibrary loan, recycled reference materials, Spanish newspapers and other free materials. C). Promote and distribute free science, technology, engineering and math (STEM) materials to 242 schools in Central Minnesota.**

- Provided 12,733 assorted materials to academic, public, school and special libraries in Central Minnesota in FY10. As outlined in our goals, these included interlibrary loan materials, free Spanish newspapers, high school visit materials, History Day onsite visit materials, NASA materials and other

SCSU weeded materials flagged for further distribution. Distribution included:

- 2,999 Interlibrary Loans (see appendix for detail)
- 7,644 Weekly La Prensa Spanish newspapers
- 196 Materials checked out during high school visits
- 58 History Day checked out materials
- 601 NASA materials
- 128 Weeded materials, adopted by other libraries
- 1,107 Sinclair Lewis free postcards
- One hundred seven Central Minnesota libraries receive free delivery of the above materials by using one of CMLE's collaborative delivery services. Collaborative agreements for delivery exist with SCSU, Minitex, Great River Regional Libraries, East Central Regional Libraries and ISD 742.

**Provide mechanisms for Central Minnesota middle and high school students to physically experience SCSU, supporting the transition from high school to college. A). Host events at SCSU and offer high school visits to the Miller Center. B). Continue to offer Central Minnesota History Day support services and events for the benefit of middle and high schools in Central Minnesota. C). Publicize outreach activities and programming to area high schools.**

- Hosted students from 26 CMLE member libraries for visits to SCSU in FY10. Some were from typical classes and others were from honors classes. The largest group of visiting schools were the Senior to Sophomore classes—where students have individual SCSU barcodes. In other cases, CMLE assisted students with checking out materials, ensuring that the materials can be returned using an available delivery system, offered in partnership with Continuing Studies.
- Supported the Central Minnesota History Day at SCSU which offered 116 middle and high school students, and their parents and teachers, an opportunity to visit the Miller Center and use available resources. CMLE partnered with SCSU librarians, Mary Johnson, the History Day Coordinator and 3040 students from the SCSU History and Education departments. CMLE promoted this event to 242 schools and provided access to checkout of SCSU materials for students. Judging of History Day projects followed in March, and this event brought approximately 250 Central Minnesota students to campus.
- Promoted and supported the Soul of a People and the Lewis & Clark and the Indian Country grant activities to all libraries (including schools) in Central

Minnesota, providing additional community outreach efforts. Several schools took advantage of these opportunities by bringing students to various activities offered at the university.

**Provide a library leadership role and a regional advocacy role for all types of libraries. A). Identify additional funding opportunities. B). Participate in statewide initiatives while representing all library types. C). Identify the issues and needs of all types of libraries.**

- Shared weekly emails with all member libraries about new opportunities for funding or partnering.
- In FY10, a legislative audit of public libraries produced a recommendation to eliminate the multitype library systems and move their function and funding to the public libraries. CMLE was involved in legislative communications and hearings to further define this recommendation, and collect and represent the concerns of its 319 member libraries.
- Polled member libraries to best identify the needs and interests of librarians in Central Minnesota. The needs expressed will drive the FY11 programming.
- In FY10, the multitype directors responded to an expressed need to grapple with the future of all types of libraries. Planning began to convene a representative group of librarians to develop a Library Futures Initiative. The CMLE director is part of the Minnesota Library Futures Initiative executive committee, and has provided logistics for the first two meetings of the steering committee. An application process will produce a group of “futurists,” most probably people new to the profession. They will be encouraged to learn, think and dream big. Work for this initiative will last for approximately nine months, with anticipated completion in FY11.

**CMLE will communicate about national, state, regional and local library news using multiple communication tools.**

- Sent targeted weekly emails specific to library type.
- Published four issues of the Exchanger newsletter.
- Fostered a Web site that responds to member library needs.
- Updated the CMLE blog weekly with fastbreaking news that required immediate publication.

**Act as a “connector” across library types. A). Act as a Central Minnesota information hub for libraries, by connecting those with common concerns and resources. B). Offer membership in the North Star Library Consortium, so a common library management software solution is available and affordable for all K12 school media centers.**

- Completed extensive work on revisions to the internal directory of member libraries which included notes about strengths or project focus.
- Worked with Northern Lights Library Network, Region 1, Follett Software Co. and other multitype directors in the expansion and ongoing development of the statewide North Star Library Consortium and its members. At year end, CMLE had 40 schools in this consortium out of more than 180.

**Assume a “developer” role for all types of librarians in Central Minnesota. A). Offer a scholarship program to assist with costs of professional development. B). Identify subject experts as needed for programming during staff development days and other events. C). Arrange continuing education workshops for staff in member libraries as appropriate.**

- Awarded scholarships to seven librarians to use for attendance at various library conferences and workshops.
- Provided ongoing consulting and development support.
- Hosted nine events in FY10. They were:
  - Two day Destiny Basics Training (St. Cloud), Aug. 1718.
  - Back in School North Star Event (Alexandria), Sept. 18.
  - Just in Time Destiny Training (Alexandria), Sept. 25.
  - CMLE/MEMO Annual Meeting (Pease), Nov. 5.
  - Real Learning for the Real World North Star Event (Alexandria), Jan. 2425.
  - Central Minnesota History Day at SCSU (St. Cloud), Jan. 30.
  - MEMO/CMLE Spring Meeting (St. Michael/Albertville), Apr. 27.
  - MN Library Futures Initiative (St. Cloud), May 12.
  - MN Library Futures Initiative (St. Cloud), June 9.

## **MAJOR CHANGES FROM FY09:**

- Hired Kate Bessey to fill the permanent Information Specialist position, January 2010.

## **STATISTICS:**

See Appendix K

## Circulation

Circulation coordinates checkout of library materials and equipment to patrons. The circulation desk is staffed whenever the library is open and functions as a general information resource, often serving as an initial point of contact for building issues. Patrons can check out, return or renew books, print reserves, media items and audiovisual equipment, obtain study room access and pick up materials requested through Interlibrary Loan. Staff and student workers perform Courtesy Corps duties for the library. Personnel also coordinate print and electronic reserves, the media collection and stack maintenance (shelving). Staff open and close the library and supervise 40-45 student employees.

### SUMMARY OF FY10 ACCOMPLISHMENTS

Circulation continued to emphasize quality customer service, and received positive feedback from the fall 2009 Customer Service Survey. To facilitate improved supervision, staff developed an online Google Docs form to track student worker issues. Several projects were implemented to improve operating efficiency, including the addition of receipt printers to replace manual date stamping of books and the purchase of student study room pagers now used to notify patrons who have gone past their allotted time in the study rooms. Circulation also worked to improve communication with Information Technology Services (ITS) and Instructional Technologies & Infrastructure Services (ITIS) regarding technical support issues.

### FY10 GOALS

#### Develop a booking module implementation plan.

- Scheduled the pilot project of using booking to schedule data projectors to start August 2010.

#### Develop a service project with student workers.

- Put this project on hold due to student worker budget and scheduling constraints.

#### Improve backup coverage for circulation staff and consistency among supervisors.

- Began work to identify processes that are not thoroughly documented with the intent of developing a supervisor's procedures manual. The manual will allow a supervisor to step in and complete another supervisor's assigned tasks, if necessary.

#### Improve technical support for equipment and laptops.

- Began discussions with ITS to develop and implement laptop troubleshooting procedures. Pilot project scheduled for summer 2010.

### MAJOR CHANGES FROM FY09:

- Gate count was down nearly 13 percent. New gate counters were installed in FY10 and statistics were recorded using the new and old counters. Both sets of statistics show the gate count down even after accounting for the older set not working for an unspecified period of time. Typically, the gate count is tied to enrollment; however, online student enrollments and more available study areas on campus may explain some of this change.
- Implemented an approximate 6 percent cut to library hours, primarily affecting the late hours of the day.
- Book checkout was down 22 percent. Part of this decrease was due to the lack of statistics from the selfcheckout machine as it broke in December (usage statistics for July – December 2009 were irretrievable).
- Total items browsed were down almost 35 percent. This figure records when an item is used in the collection but not checked out. To record a browse, the used item must be scanned. Due to a shortage of shelving help, and in the interest of returning items to shelves quickly, this was not recorded as consistently as in the past.
- Use of reserves continued in a downward trend, with a 53 percent decrease in e-reserves use from FY09. The decrease may be due to the increased use of D2L and increased availability of fulltext articles in databases, which are not reflected in the reserves system.
- Student study room checkouts were down slightly (2 percent); however, this decrease could be a direct result of one study room that had no functional equipment from October 2009 – June 2010.
- Digital camera checkout was up 46 percent, due to an increase in the number of professors assigning video projects to their students.
- Short-term laptop checkout was down 22 percent; however, two laptops were out of commission for most of the year and may account for part of the decrease.
- DVDs and videotapes had fewer checkouts, 13 percent and 18 percent respectively.

### STATISTICS:

See Appendix L

## Electronic Resources and Periodicals

The E-Resources/Periodicals area provides public service and open-stack access to approximately 1,000 academic, trade and popular print publications, indexes and abstracts. The E-Resources/Periodicals staff also provide assistance to patrons using the online resources, maintain the Miller Center public photocopiers and provide assistance with incoming calls on the Learning Resources & Technology Services (LR&TS) general phone line. The E-Resources/Periodicals unit manages access to more than 15,000 online titles and more than 150 database and electronic resources. This includes contract subscriptions and resource licensing, as well as analysis of use for evaluation and assessment.

### SUMMARY OF FY10 ACCOMPLISHMENTS

Work began on several projects to resolve access and availability issues relating to periodicals and electronic resources. A survey was produced to assess which titles were most relevant to faculty and students. The survey information was used to help make renewal/cancellation decisions due to a \$7,000 budget cut. In the accounting area, new spreadsheets were created in order to more closely track database and individual title expenditures. A review of annual report data was begun to determine if, as technology and access to resources change, reporting revisions would be appropriate in the Electronic Resources & Periodicals area.

### FY10 GOALS

#### Participate in campus planning efforts.

- Participated in planning efforts for a remodeled Periodicals work area, particularly in regard to assessment of the microfilm/fiche area.
- Provided online access to electronic resources at SCSU's Twin Cities Graduate Center in Maple Grove. Continued to review licensing for this and other areas of campus.
- Offered services to help with the Strategic Program Appraisal by providing information regarding resources related to specific programs.

#### Enhance our commitments to service and diversity.

- Continued to improve accuracy in journal holdings and journal linking through administration and management of SFX, the journal link resolver.

- Began work on current standing order subscriptions to determine which are best to move online, drop or keep in current form. This required close work with reference and liaison librarians.

#### Efficiently and effectively invest resources.

- Negotiated contracts for existing and new print and online serials and databases. Contract negotiations become more important as budgets tighten, as does the evaluation of the relevancy of resources supporting curriculum. A steady increase was seen in subscriptions and many small publishers began to sell out to bigger publishing companies. Because of this, licenses were revisited and/or revised, title and publisher changes were updated in SFX and in some cases, new negotiations for pricing occurred.
- Examined and assessed licensing contracts for electronic resources.
- Developed budget scenario spreadsheets for ongoing, closer tracking of expenditures. The information is used to help assess and analyze the collection of electronic and serials resources.
- Distributed surveys to faculty department chairs to request information on which periodical titles are necessary in order to support the SCSU curriculum.

#### Engage in outreach activities.

- Supported outreach work of library liaisons by arranging training workshops for liaisons and faculty with vendors regarding databases and e-resources.

#### Investigate new and updated services.

- Investigated strategies and began the work for updating local serials holdings in OCLC/Worldcat. Reports were developed and future work will be ongoing as serials title holdings are completed.
- Participated in the MnPALS Electronic Resource Management (ERM)/CUFTS beta testing project. The project continues to be assessed, and the beta libraries meet via teleconference on a monthly basis to discuss issues/concerns that arise with development.

### STATISTICS:

See Appendix M

## Government Documents

The government documents area in Learning Resources & Technology Services (LR&TS) is responsible for selecting federal materials in all formats through the Federal Depository Library Program (FDLP); adding them to the collection; maintaining the collection; and providing library instruction, reference service and outreach to campus and community patrons. This area works with state documents in the same way.

### SUMMARY OF FY10 ACCOMPLISHMENTS

The coordination of government documents was successfully transferred from Sandra Williams to Michael Gorman through a collaborative effort. Students, faculty, staff and community patrons were assisted and informed about government information through reference service, instruction sessions and library displays.

### FY10 GOALS

#### Provide information to patrons about government document resources in all formats.

- Provided reference service and 10 instruction sessions related to government documents.
- Created displays for Constitution Day and Census Day.
- Collaborated with the LR&TS communications specialist to post notices on the SCSU-Announce listserv and the library's Web site to promote the Constitution Day display and as well as the availability of tax forms in the library.
- Coordinated the availability of federal and Minnesota tax forms in the library.

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

- Collaborated with LR&TS administration to improve signage in the government documents collection.
- Processed and discarded the materials withdrawn during the previous year's relocation project.
- Began analysis of title selection list.

#### Consult with Collections and Periodicals staff on government documents issues.

- Consulted with Periodicals to prioritize shelving government documents during student worker cutbacks.
- Consulted with Collections and Access staff on the cataloging and location of government document DVDs and videos.

#### Update government documents and government information Web pages.

- Updated the Government Documents page to provide up-to-date information about locating, accessing and searching the Government Documents collection as well as how to get help with research. The Government Documents page is included in the Special Collections section of the library's Web site and has been accessed 316 times since its creation on September 24, 2009.
- Updated the Government Information page to include annotated links to online government information resources. The Federal government is making an increasing amount of information available online. The Government Information page is included in the Reference Resource collection of the library's homepage and was accessed 834 times in FY10.

### STATISTICS:

See Appendix N

## 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 local collections cannot meet the needs of patrons, for a variety of reasons. The ILL department also responds to requests from other libraries for SCSU materials. Direct borrowing among institutions happens easily with the Aleph ILL software and is further supported by Minitex, the statewide ILL coordination entity. The SCSU 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 FY10 ACCOMPLISHMENTS

The incoming ILL coordinator, Sandra Q. Williams, was integrated into the Interlibrary Loan area. Policies on audiovisual materials checkout were reviewed. Work began on developing a procedure for automating overdue notices, and the use of e-readers in relation to ILL was explored. Additionally, ILL received and fulfilled a request from the Smithsonian Institution to borrow a set of filmstrips from 1972 having to do with African legends.

### FY10 GOALS

#### Provide prompt, accurate and timely service to patrons.

- Experienced a 25 percent increase in transactions (requests initiated and received by SCSU) in FY10 over last year. It is anticipated that as funding for collections decreases, ILL will show a directly correlated increase in transactions.
- Electronically delivered 5,895 articles in FY10, compared to 5,740 in FY09. Electronic delivery remained the default option for ILL service.

#### Keep procedures up to date with the latest Aleph ILL module.

- Updated the procedures manual to reflect the changes that occurred with the FY09 transition to Aleph 19.

#### Explore new technologies as a way to improve service to patrons.

- Conducted a literature review and survey on the possible use of Kindles (e-book reader) to help ILL provide a faster turnaround of resources requested. It was found that only 8 percent of the items requested on one day were available for purchase for the Kindle. Based on this information, the Kindle was not recommended for use in ILL.

#### Continue to explore and share efficiencies, knowledge and resources with Central Minnesota Libraries Exchange (CMLE).

- Worked together with CMLE to develop policies and procedures for the use of automated overdue notices.

#### Integrate the new ILL coordinator into the organization of the area.

- This has taken place.

### STATISTICS:

See Appendix O

## 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. Subject Guides list resources by subject; Course Guides list resources for a specific course; PageScribe can be used to create library Web pages for any purpose; and the 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 several librarians.

### SUMMARY OF FY10 ACCOMPLISHMENTS

This year, several enhancements to LibData were investigated, including a link-checker tool, an automated A-Z resource title list, and additional features to the Subject and Course Guides. Some of these projects proved fruitful and others did not. Usage of these guides remained high in FY10, though decreased from last year's astronomical spike in user hits, presumably due to their increased prominence on the newly redesigned library Web site in FY09. SCSU continued to host and provide LibData and Assignment Calculator support for 26 MnSCU institutions and four non-MnSCU subscribers; one new MnSCU library received training in June 2010. In addition, investigation began on hosting the LibStats tool as part of this package of software.

### FY10 GOALS

#### Implement a link checker for LibData pages.

- Determined that the link checker is not ready for release to all LibData users until improvements can be made. The reports that are generated currently are tedious to utilize. An easier format is being developed for a report to display the link errors and updates. All SCSU links were evaluated and updates were made.

#### Investigate use of new A-Z title list.

- Developed a template for the A-Z database list, one that would minimize the maintenance of this popular Web page. Several usability issues with the new list were uncovered, so it was not implemented in FY10.

#### Update the Assignment Calculator research tool.

- Continued to update the links on the current Assignment Calculator.

#### Explore additional features for Subject Guides, such as librarian contact information.

- Incorporated an e-mail link to the assigned author of each Subject Guide into each page. In addition, each page now indicates when and by whom it was last revised. Related links are now more prominently displayed in the left-hand navigation column. A proposal to enhance many of the templates and create new templates was submitted.

### STATISTICS:

See Appendix P

## Library Outreach

Library Outreach currently emphasizes the distribution of library communications, participation in university-wide student events and management of the NASA Education Resource Center.

### SUMMARY OF FY10 ACCOMPLISHMENTS

The library maintained its presence at several campus information events and provided a demonstration on Web 2.0 library resources at the Technology Safari. The library once again co-hosted the Central Minnesota History Day at SCSU, and the list of registered participants grew from 25 in FY09 to 166 sixth to twelfth grade students in FY10. In addition, a library Facebook page was launched to connect fans of the library to events and important library information and resources.

### FY10 GOALS

#### Coordinate the library's participation in campus events.

- Coordinated library participation in the Technology Safari, Mainstreet, Information Fair and Graduate Information Fair.

#### Create and maintain a library Facebook page.

- Launched a library Facebook page in July 2009.
- Posted items approximately every 2-3 weeks, keeping users apprised of library happenings and resources. Postings included information about the Lewis & Clark grant, Soul of the People grant, Constitution Day, Celebrations of Light, tax forms information and H1N1 information and resources.
- Recorded more than 200 fans of the library Facebook site as of spring 2010 and several positive comments posted by fans.

#### Coordinate NASA Educator Resource Center

- Re-established a connection with the NASA Glenn Educator Resource Center (ERC) in Cleveland, Ohio through the new Midwest regional coordinator.
- Attended a regional teleconference to learn about various ERC activities taking place.
- Reviewed and weeded all umatic (old format) tapes from the collection. The remaining 300 plus VHS and DVDs will be cataloged as time permits.
- Met with SCSU librarians to develop a plan for cataloging notes, interlibrary loan and circulation policies and placement of these materials.

- Donated 400 NASA 2010 calendars to the SCSU planetarium to give to attendees of planetarium shows.
- Continued collaboration with the Central Minnesota Libraries Exchange (CMLE) to give away materials to K-12 area teachers.
- Monitored the NASA e-mail account and responded to messages sent throughout the year.

#### Collaborate in St. Cloud State University Central Minnesota History Day.

- Collaborated with the SCSU History Department, CMLE, Minnesota Digital Library (MDL) and Minnesota Historical Society (MHS) to host the second Central Minnesota History Day at SCSU workshop day on January 30.
- Hosted students grade 6-12, parents and K-12 teachers and media specialists. One hundred sixty-six students registered for the day.
- Received formal and informal feedback from the participants indicating that the workshop was very useful and should be continued in the future.
- Published an article in the January 2010 issue of *College & Research Libraries News* on the library's involvement in History Day as an academic library outreach initiative.

#### Create and update Celebrations of Light display.

- Installed the Celebrations of Light exhibit, on display late November 2009 through the beginning of January 2010.
- Added new books that had been recommended for purchase to the display.
- Updated the Celebrations of Light Web page to reflect the change of dates for various celebrations and the new books that had been added to the collection.

#### Explore creating new READ posters.

- Wrote and submitted a proposal fall 2009 to have READ posters made with the university's president and provost.

## Library Systems

The Library Systems area manages and provides support for library systems and associated applications, including the library's Aleph catalog, SFX OpenURL service, OCLC Connexion and the LibData database and Web pages. In addition, this area provides support for EZProxy and troubleshoots problems with access to subscription database services. The systems librarian participates in statewide system discussions, particularly with LibData, the Minnesota Digital Library and MnLINK. SCSU provides LibData hosting services through a contract with the MnSCU Office of the Chancellor to twenty-six MnSCU and four non-MnSCU subscribers (see LibData section of this report).

### SUMMARY OF FY10 ACCOMPLISHMENTS

Library Systems implemented Archon (an open source archival management software) and LibStats with Reference Effort Assessment Data (READ) scale feature. WordPress and TikiWiki were investigated, and a proof-of-concept was implemented for each, with limited accounts. Library Systems also investigated LimeSurvey, an open source survey tool similar to Survey Monkey. The discussion on a campus-wide Institutional Repository moved forward, and an investigation was initiated into the use of affinity clusters to track behaviors in use of online resources and potential integration into a proposed university portal.

### FY10 GOALS

#### Participate in campus planning efforts.

- Participated in discussions with University Communications and Athletics on image management; a long-term solution still needs to be found.
- Participated in discussions with University Communications, College of Fine Arts and Humanities and Athletics on blogs and wikis to support publishing and communications.
- Participated in discussions with Institutional Effectiveness on affinity clusters to improve data for decision making.
- Participated in planning changes to the Juvenile stacks and architectural modifications to the north-west corner of the Miller Center.
- Provided advice on design of the Fifth Avenue Live SCSU Welcome Center.
- Participated in developing a proposal for an institutional repository with the Assistant Vice President for Research and the Associate Dean for Library Services.

#### Enhance our commitments to service and diversity.

- Managed Aleph tables to support changes by other units, especially to improve access to collections.
- Made global changes to LibData to improve services and presentation.
- Designed and implemented an Aleph-based solution to support limited circulation of curriculum materials in the Curriculum Technology Center; wrote a manual for the process.

#### Efficiently and effectively invest resources.

- Created a manual to collect consistent usage data from subscription services.
- Created tools to document procedures for capturing annual report statistics for both the Collections and Interlibrary Loan areas.
- Managed Safari Tech Book selection.

#### Engage in outreach activities.

- Investigated use of wiki for LibData manual and training, incorporating training videos, for MnSCU LibData service.
- Contacted Minnesota State University–Mankato and set up a demonstration instance of LibStats.

#### Investigate new and updated services, primarily based upon open-source software.

- Investigated WordPress and TikiWiki; initiated a proof of concept instance for both, including an LR&TS Strategic Planning wiki.
- Investigated resources for scholarly networking and communication for Office of Sponsored Programs and the “Community of Scholars” initiative. This work informed the institutional repository discussions.
- Participated in drafting a report on options to implement electronic theses and dissertations, a first step toward an institutional repository.
- Investigated implications of MnSCU's StarID for movement toward single authentication; the Office of the Chancellor is unlikely to fulfill this within next 1-2 years.
- Continued investigations into several aspects of institutional repositories and long-term digital curation.
- Investigated a graphical display of holdings enhancement for SFX.

- Made several enhancements to LibStats to incorporate READ measures and improve reports.
- Created several new reports for Archon and implemented Webalizer for base statistics; investigated better statistical options.
- As a member of the Minnesota Digital Library management team, engaged in conversations with John Wilkins (Hathi Trust), John Butler (University of Minnesota) and Bob Horton (Minnesota Historical Society) on long-term digital curation with Hathi Trust digital repository through U of M membership.
- Met with MnSCU Identity Access and Management team to discuss affinity clusters. Initiated a proof of concept investigation of affinity clusters using library proxy data.
- Participated in MnPALS Electronic Resource Management (ERM) system training and beta testing.

- Attended a MnPALS presentation on MnPALS Connect, an open source openURL from CUFTS; while a less expensive solution than SFX, it is deficient in many areas where SFX excels.
- Installed a test instance of DSpace.
- Installed a test instance of LimeSurvey.
- Assisted a graduate student research project on the use of RFID in materials (book) management and inventory.

### OTHER ITEMS OF NOTE:

- Expanded investigations of open source software to support and enhance library operations, scholarly communication and academic teaching and learning.

### STATISTICS:

See Appendix Q

## 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 FY10 ACCOMPLISHMENTS

This year, the MRC focused on the “Lewis & Clark and the Indian Country” exhibit and public programming. This project was four years in the making and reached more than 2,000 people who visited the exhibit or attended one of the programs. In addition to this exhibit, the MRC co-sponsored two campus events and served on a variety of committees outside of SCSU.

### FY10 GOALS

**Host and provide programming for the Lewis & Clark and the Indian Country exhibit.**

- In 2007, SCSU Professors Galler and St. Clair received a grant from the National Endowment for the Humanities and American Library Association to bring the “Lewis & Clark and the Indian Country” exhibit to SCSU. Initially developed

at the Newberry Library in Chicago, the exhibit visited only 23 sites across the nation; the James W. Miller Learning Resources Center was one of those sites selected to host it. Lewis & Clark and the Indian Country is a national traveling exhibition that examines the Lewis and Clark story from the perspectives of Native Americans. Public programming for Lewis & Clark and the Indian Country exhibit which featured a range of speakers –national, regional, local and tribal—to examine the complexities of intercultural relations in the 19th century and today. Presentations and discussions led audiences to consider contemporary opportunities and challenges in intercultural relations in central Minnesota. The speaker series brought together students, staff and faculty of St. Cloud State University and other higher education institutions; area K-12 students and educators; public officials; community organizations; tribal communities; and the general public.

**Organize and co-sponsor the Haiti Teach-In.**

- This program included nine different speakers covering topics related to Haiti and its people, such as a historical overview, health issues past and present, long-ignored social and other issues, mythology, spirituality and more. More than 400 students, staff, faculty and

community members attended the teach-in. The Haiti Teach-In was sponsored by the Multicultural Resource Center, Volunteer Connection, Center for Excellence in Teaching and Learning, Multicultural Student Services, Center for Service-Learning and Social Change, Psychology Department, History Department, Latin American Studies Program, Geography Department, Foreign Languages and Literature Department, and Health, Physical Education, Recreation, and Sport Science Department.

### Reach out to the SCSU campus community.

- Co-sponsored two events with other SCSU organizations:
  - Women's History Month speaker Daisy Hernandez's lecture, "Feminism in Our Everyday Lives," was co-sponsored with the Center for Holocaust and Genocide Education, Counseling and Psychological Services, Office of Admissions and Women's Action. Major contributors to the event included Lesbian Gay Bisexual Transgender (LGBT) Resource Center, Multicultural Student Services, Women's Center and the Women's Studies Program.
  - Global Social Responsibility Conference and Film Festival was sponsored by the Social Responsibility Masters Program in partnership with Environmental and Technological Studies, Multicultural Resource Center, Multicultural Student Services, LGBT Resource Center, Film Studies, Human Relations and Women's Studies.
- Provided diversity trainings to tutors at the Academic Learning Center.
- Worked on projects with campus groups, including Multicultural Student Services, Racial Issues Colloquium, student groups of color, Women's Studies Program, American Indian Center, Department of Ethnic Studies, Department of Human Relations and Multicultural Education, Department of History, CARE, Women's Center, Diversity Task Force, College of Education Climate Task Force, American Indian Institute Task Force and SCSU American Indian Advisory Board.
- Presented to seven classes at SCSU and one at Lincoln Elementary on various topics relating to the MRC.

### Reach out to communities beyond SCSU.

- Served on several committees, including the Board of Directors for the Multicultural Center of Central

Minnesota, Cultural Preservation Board for the Lower Sioux Indian Community, the Indigenous People's Planning Committee for the 2009 World Parliament of the World's Religions and the Board of Directors for Dakota Wicohan.

- Continued to be active in the St. Cloud chapter of
- the National Asian Pacific American Women's Forum.

### Develop MRC initiatives.

- Took the lead in organizing the second Anti-Racist Pedagogy Across the Curriculum workshop.
- Helped organize, implement and serve as the primary instructor for the 4th Annual Native Studies Summer Workshop for Educators held on the White Earth reservation.

### Pursue grants and funding to support the MRC.

- Received a grant from MnSCU Center for Teaching and Learning to support the second Anti-Racist Pedagogy Across the Curriculum workshop.

### Develop information and resource tools.

- Continued to update the MRC Web page.
- Added podcasts from MRC programs to the MRC Web page.

### OTHER ITEMS OF NOTE:

- A total of 304 questions were answered at the MRC in FY10 (105 in-person, 145 by e-mail, 54 by phone).

### STATISTICS:

See Appendix R

## Reference Services

The Reference Services team assists students, faculty, staff and community patrons in finding, accessing, evaluating and utilizing information. The librarians provide research assistance to patrons, supporting course work and 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), e-mail, online chat, library instruction and access to research and study guides through LibData. Information on the latter two areas is covered in separate reports.

### SUMMARY OF FY10 ACCOMPLISHMENTS

The Reference team continued to explore ways to provide extended research assistance including increased use of scheduled consultation sessions and participation in the statewide AskMN virtual reference project. Other accomplishments include testing the enhanced MnPALS Plus library catalog, the implementation of a new reference statistics database that incorporates the READ (Reference Effort Assessment Data) scale and collaboration with the 2nd floor computer labs main service desk personnel to improve technical assistance in the reference computer area.

### FY10 GOALS

**Provide excellent reference service at the reference desk, by telephone, e-mail and chat, as well as through personal contacts.**

- Staffed the reference desk for 60 hours on weekdays (27 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.
- Answered 14,426 questions from students, faculty, staff and the community via in-person (at the reference desk or by individual consultation), e-mail, telephone or AskMN chat service.
- Provided extended online reference service through participation in the statewide AskMN virtual reference project. Through this service, librarians across the country collaborate to provide 24/7 chat reference assistance for library patrons. SCSU librarians offered three hours per week of reference service to the project and in return received 24/7 service for SCSU patrons.
- Evaluated Reference Services using appropriate standards as part of LR&TS assessment efforts.

- Conducted a survey one week per semester to assess the effectiveness of reference desk services. Survey responses were overwhelmingly positive and once again validated the importance of the team's commitment to high-quality and friendly service.
- Conducted usability testing on the MnPALS Plus library catalog in preparation for its implementation in fall 2010.
- Began using a new reference statistics database that incorporates the READ scale to measure the effort and skill required to answer reference questions. Reference also began tracking off-desk consultations as distinct from walk-up questions since this work entails a much deeper level of instruction and collaboration on research projects. Procedures for recording a READ score for each transaction are still being solidified; however, initial data is included in the Reference appendix.
- Collaborated with 2nd floor lab service counter personnel to offer technical assistance along with reference service at the reference desk for the first few weeks of each semester. This collaboration has allowed for more effective troubleshooting of technical issues as well as improved customer service at the user's point of need.
- Created a document to assist deans and faculty in gathering data for the Strategic Program Appraisal process.
- Played an active role in LR&TS strategic planning.

**Provide campus leadership for information literacy initiatives.**

- See the Information Literacy annual report.

**Promote Reference Services (outreach) to campus and community.**

- See the Library Outreach annual report.

**Evaluate and improve the existing print and online reference collections.**

- Continued the reference collection weeding project by weeding call numbers HA-HJ (Social Sciences) and all LS (Education) sections.
- Deselected several standing orders in favor of online sources.
- Purchased several online encyclopedias and other reference titles.

**Create a healthy work environment.**

- Maintained the SCSU reference desk blog to facilitate internal communication about reference services and technology issues.
- Continued to discuss models for reference services including collaborating with the computer labs supervisor to provide technology consultants at the reference desk and exploring adequate single and double staffing scenarios.

- Collaborated with each other on conference presentations and publications.
- Supported each other in desk coverage and other responsibilities.

**STATISTICS:**

See Appendix S

## Statistical Consulting and Research Services

The Statistical Consulting and Research Services (SCRS) area provides direct support to graduate students and faculty on various research projects. Assisting with the development of online surveys is an expanding area of service provided as it allows researchers to place their survey on the Web and collect data instantly as the surveys are completed. Student workshops are offered during each semester on Minitab and SPSS, statistical software programs that are available to SCSU students.

**SUMMARY OF FY10 ACCOMPLISHMENTS**

SCRS assisted 81 graduate students and faculty members with conducting research and analyzing results during FY10. This was a 10 percent decrease over the previous year, but FY09 was a record year, and total number of projects worked on stayed the same. The SCRS area served the second highest number of people in the past six years. In addition, seven departments/offices requested survey service and support. The number of online surveys created by SCRS staff continued to grow, with a total of 60 created. Survey Monkey continued as the online survey software supported by SCRS.

**FY10 GOALS**

**Offer workshops and training session for faculty, staff and students.**

- Offered the following sessions:
  - Minitab workshops twice a week during the semester. Sixty-four sessions were offered with a total attendance of 24 people.
  - Two graduate student workshops with a total of 32 students in attendance.
  - One faculty workshop in the spring which one faculty member attended.

**Integrate statistical consulting support and workshops with other InforMedia (IMS) services.**

- Worked with IMS and the Center for Information Systems to promote workshops for students by sharing marketing efforts.

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

- Met with the systems librarian and provided statistical support on the MnSCU Library Survey.
- Discussed with the systems librarian and others in LR&TS the possibility of using alternative software for online surveys rather than Survey Monkey.

**MAJOR CHANGES FROM FY09:**

- A major effort was made to increase the awareness of services offered by SCRS to graduate students. SCRS presented an overview of available SCRS services to two different graduate student groups during fall semester and one in spring. Many of these students later sought support for their research projects.

**STATISTICS:**

See Appendix T

## University Archives and Special Collections

University Archives and Special Collections serves as a repository for university records, as well as special collections and rare books. It maintains the corporate memory of St. Cloud State University by preserving and making available university records and publications that have long-term value. The Archives serves as a source of reliable information about university programs, people, policies and property. University Archives also contains and makes available special collections such as the Don Boros Theatre Collection, the William Lindgren Asia Art Collection and the Minnesota Authors Manuscript Collection.

### SUMMARY OF FY10 ACCOMPLISHMENTS

The Archon portal was launched and populated with archival finding aids and images, and continually added to throughout the year. Reorganization of university records continued, resulting in greatly improved access to many newly reorganized archival collections. The records retention pilot carried on with research and schedules approved at the department level. Digital content was added to the Archives' Web site, including yearbooks, the 1926/27 Chronicle and university histories. Two Sinclair Lewis projects were completed: 262 letters written to Marcella Powers was published on Minnesota Reflections, and an interactive Web site/CD featuring manuscripts of the Sinclair Lewis co-authored theatrical play, Jayhawker, was created.

### FY10 GOALS

#### Arrange and describe selected archival material.

- Reorganized the physical archival material to allow for efficient and effective access by the university community and general public.
- Processed and made available 19 collections: St. Cloud State course catalogs (undergraduate, graduate, summer), student newspapers (Normalia, Normal School Recorder, and Chronicle), university histories, class schedules, campus directories, Athletic Media Relations, student transcript volumes (1870s - 1940s), St. Cloud State Bulletin, master's theses, student and faculty handbooks, the Ida Compton Papers, MnSCU (board minutes, fact books, by-laws, financial reports, reports to the governor and newsletters), and staff and faculty public relations files. Total amount of existing records reorganized and processed was 285 linear feet, with 87 linear feet deaccessioned.

#### Implement and provide content for Archon (archives collection management software package).

- Implemented the Archon portal and made it available to the university community and general public. Especially significant is the ability of patrons to search, browse, find and download images right to their computer.
- Populated the Archon portal with content.
- Developed procedures for additional content to be added, including 36 indexes for reorganized Archives' records and 1,444 images.
- Streamlined Archives' collection management functions, such as accessioning of new records.

#### Provide assistance to university offices and other individuals and groups regarding records retention.

- Provided records retention assistance and helped educate university offices on ways to save space and time by destroying records without value according to approved state policy. Answered questions about records retention from many university offices, including the Department of Health, Physical Education, Recreation and Sport Sciences, Academic Affairs, Nursing, Residential Life, Continuing Studies, University Foundation, Lindgren Child Care Center, Information Technology Services, Learning Resources & Technology Services, Honors Program, Human Resources, and Administrative Affairs.
- Continued and nearly finished the records retention pilot. Additional offices participating this year included Information Technology Services, Department of Political Science, Athletic Media Relations, Honors Program, Office of Clinical Experience, and Continuing Studies. Research was finished for departmental and university-wide schedules, with the completed departmental schedules approved by participants. The schedules will be reviewed and approved by the soon-to-be-formed Archives advisory committee before submission to the State of Minnesota for final approval.
- Collaborated, developed and presented training to President's Council, Academic Affairs Council, and College of Science and Engineering on e-mail retention. Using Adobe Connect, collaborated on the development of an interactive Web presentation on e-mail retention that was posted on the Archives' Web site.

**Provide timely and high quality reference service for Archives’ users.**

- Tracked 421 requests for archive resources and identified ways to improve user services. Seventy-six percent of users were SCSU faculty, staff, students or alumni and 85 percent of the questions were regarding SCSU. Demand for reference services was up 33 percent from FY08 and 25 percent from FY09.

**Provide wider access of material held by Archives through digital methods.**

- Scanned 555 images and objects as high resolution TIFF images, many by request of patrons. These were then made available on the Archives’ Web site through the Archon portal.
- Completed the collaborative project with the Minnesota Digital Library to scan and publish 262 letters from the world famous author and Minnesota native, Sinclair Lewis, to his mistress, Marcella Powers, in the Minnesota Reflections database. Publicity followed, resulting in articles in the St. Cloud Times, Sauk Centre Herald, St. Cloud State’s University Chronicle, and St. Paul Pioneer Press, as well as interviews with KVSC and LR&TS’s Small Bytes team.
- Completed a \$2,000 internal grant project to create an interactive Web site for the Sinclair Lewis play “Jayhawker.” This beta project, consisting of one scene, will be used as an example when applying for additional grant monies to complete the play.
- Completed collaboration with the Minnesota Digital Library to scan and publish 16 St. Cloud State course catalogs, dating between 1869 and 1890, totaling 472 pages, in the Minnesota Reflections database.
- Digitized and made available 335 images through Minnesota Reflections. University Archives now has 660 total images available through Minnesota Reflections.
- Added digital objects to the Archives Web site for immediate use, including a historic timeline, two university histories, 16 issues of the 1926/27 Chronicle and six Talahi yearbooks.

images of past St. Cloud State libraries for the library’s Facebook page.

- Made significant progress inventorying the rare book collection.
- Helped plan and participate in the Central Minnesota History Day at SCSU.
- Created an index for the Chronicle from 1924 to 1961.
- Wrote and submitted a grant proposal to the Minnesota Historical Society totaling \$5,562 to digitize 1,867 pages of Normalia, a monthly St. Cloud State student journal/newspaper that was published between 1892 and 1904. If accepted, Normalia will appear in the Minnesota Reflections database.
- Inventoried and appraised items from the Hatcher Collection of Anthropology.
- Posted a historical timeline of St. Cloud State events on Web site.

**STATISTICS:**

See Appendix U

**OTHER ITEMS OF NOTE:**

- Provided historical photos and information for the following events: former SCSU President Robert Bess’ memorial service; fall President’s Club reception; Riverview re-dedication; large murals outside of the new Alumni Room in Atwood Memorial Center; and



# Technology

R&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 the campus network infrastructure, database applications 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.

## Business Intelligence

Business Intelligence (BI) staff support SCSU's Office of Institutional Effectiveness by developing collective processes, tools, technologies and applications that are used to collect and report dynamic information. This information enables the university to make informed decisions through the integration of planning, institutional research and assessment data to encourage the continuous improvement of the university's programs and services.

### SUMMARY OF FY10 ACCOMPLISHMENTS

The BI team continued to implement dynamic links to streamline and revise development processes and to work on developing the campus strategy map. Again, a significant amount of time was devoted to building and configuring development and production environments and tools for future use.

### FY10 GOALS

Implement dynamic links on scorecard to select measures where data is available.

- Implemented the R4 dynamic link on the strategy map.

**Move users to SharePoint-driven reports for access to cube data (no direct cube access).**

- Created the Strategic Analytics and Management System (SAMS) site as a controlled access point to end users in the campus community. Approximately 180 people were granted access to SAMS. In addition to reports, SAMS is used to track the institutional work plan and the President's Council action items.

**Make academic profile measures available to management team through DataMart.**

- Added some academic profile reports to SAMS, including: Enrollment; Credit Hour Production; Department FTE; Static Student Enrollment; Course Enrollment by Instructor; Liberal Education Program; Student Progression; Count by Major, Degrees Awarded; Minors Awarded; Resources; Work Assignment and FTE; FTE by College; and Employee FTE.

**Allow SCSU leadership team access to key indicators (supporting reports from Institutional Measures, report manipulation, IR Custom reports).**

- Provided the leadership team with access to SAMS and capabilities to perform the above tasks.

**Complete long range BI plan and secure approval from the leadership team.**

- Initiated BI planning discussions with SCSU leadership team.

**Extract data from interdepartmental local data sources and integrate into DataMart.**

- Completed a SharePoint data collection application for Multicultural Student Services (MCSS) for at-risk student tracking. Application will allow MCSS and other SCSU conglomerates to enter student data. Future aggregate reports through SAMS will be available to measure at risk student success. Data for SAMS reports will be derived from the DataMart linked back to the MCSS database through extract-transform-load (ETL) processing.

- Upgraded a Microsoft Access database to SCSUBI3DEV for testing for Sponsored Programs. Waiting on a decision from the Information Technology Services server team for a hosting space before production can occur.

**Work with ITS to implement a scalable security model for controlled report access.**

- Identified that an internal BI security review is needed.
- Used manually administrated Active Directory groups to control access to cubes, databases and SAMS reports.

## College and Departmental Technology Support

Learning Resources & Technology Services (LR&TS) has technicians located in many of the academic colleges and other areas on campus. These technicians provide fast, close-at-hand computing and technical help for faculty and staff in classrooms and offices. They also partner with the discipline-specific (non-LR&TS) technicians at SCSU.

### SUMMARY OF FY10 ACCOMPLISHMENTS

During the past year, the technicians continued to focus on fostering collaboration and communication across the colleges in order to share information and best practices. The technicians again participated in regular monthly meetings to discuss upcoming technology changes as well as common technology issues.

### FY10 GOALS

**Work to continue implementing laptop encryption across campus.**

- Developed an encryption solution for Windows Vista and Windows XP computers. Continued to deploy encryption to help secure laptop hard drives.

**Migrate computers from the previous Windows XP operating system to Windows Vista or Windows 7, for increased speed and security for users.**

- Developed deployment images for Windows Vista and Windows 7 computers, as well as updated the software packages for compatibility with these new systems.
- Continued to attend training and informational sessions on Windows Vista and Windows 7, and deployed Vista and 7 to faculty and staff by request.

## Computer Labs – General Access

General Access computer labs across the campus are open to all currently enrolled SCSU students. Labs in the Miller Center are also open to community patrons. Funds for the facilities are provided by the Student Technology Fee and LR&TS. A total of 641 computers are available in 18 General Access labs across campus. There are 67 printers and print release stations supported in General Access and Curriculum labs. All labs are available during daytime hours throughout the academic year. Most General Access labs are also open evenings and weekends. Student lab consultants are on duty to assist users when labs are open. Multi-platform software available on lab computers includes Microsoft Office, Internet browsers, specialized software for Web design, computer graphics, audio and video editing, statistics and other specialized software that supports academics.

### SUMMARY OF FY10 ACCOMPLISHMENTS

The General Access computer labs were successfully upgraded to Windows 7 and Snow Leopard and all 67 printers were replaced with new printers in labs across campus. Printers are now managed remotely, allowing for faster troubleshooting. A partnership was created between Marco Product Services and SCSU, allowing Marco to provide printers, toner and maintenance for all of the General Access lab printers on campus. A new procedure is in place for replacing toner (used or faulty) and maintaining an adequate supply for each printer model used in the labs. Printer usage and toner levels are monitored by both the lab coordinator and Marco Product Services, providing constant oversight and helping to ensure that printers are always up and running. Training opportunities for lab student workers were expanded to include diversity training for all lead student employees. During FY10, emphasis was placed on improving communication to faculty and increasing collaboration with other service desks in the Miller Center.

### FY10 GOALS

#### Expand General Access lab access for students.

- Opened a new lab in Wick Science 110, with 10 Windows computers.
- Remodeled and relocated the lab in Riverview to RG07 with 20 Windows computers.
- Monitored the Mitchell Hall 276 lab by security cameras and made it available 24 hours a day, 7 days a week to residential students.

#### Research and explore improved ways to schedule student workers.

- Developed a solution for student worker scheduling in the labs, which ensures proper coverage and staffing in each of the labs during the peak hours using online scheduling software.

#### Develop a training plan to improve technical knowledge and standardize processes for troubleshooters, lead student workers and student supervisors.

- Utilized Web-based training via documentation available on the wiki developed by lead student employees.
- Utilized Atomic Learning to enhance software skills for all student consultants.
- Mandated diversity training for all lead student workers.
- Implemented a procedure that now has troubleshooters train all students on the most common problems encountered with printer and computer hardware.
- Provided student workers with customized, hands-on training regarding lab operation, policies and procedures.

### STATISTICS:

See Appendix V

## 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, emeriti and St. Cloud Technical College. Contracts exist with resellers such as Adobe, Apple, Dell, Hewlett Packard, Microsoft, SPSS and SAS. Products include peripherals such as printers, external drives, iPads, MP3 players and computer supplies. Services include sales support, delivery, pre-loading of software, system setup and order tracking.

### SUMMARY OF FY10 ACCOMPLISHMENTS

The Computer Store implemented a new point-of-sale system which involved engaging a consultant to choose a new product, determine requirements and purchase the new system. Job positions were reorganized to create a separation of duties, which is required for auditing purposes, as well as to streamline use of the system. The Computer Store hosted and participated in several events, including the the Shoestring Film Fest, Mainstreet, Information Fair (formerly Sidestreet), Technology Day and the High School Husky Spring Track Meet. Back-to-School promotions were created and the store was open during fall move-in weekend to provide immediate service to incoming students. The Computer Store was audited, which required data collection and thorough reporting to the auditors. Another focus was renewing the Apple contract, complying with its requirements and selling the new iPad.

### FY10 GOALS

#### Implement new point-of-sale system.

- Planned downtime for upgrade around breaks for students to minimize disruption to campus.
- Hired full-time temporary employee to assist in the planning and implementation of new system.
- Implemented new system in April 2010.
- Continued work on implementation and developing reports out of the new system.
- Worked with the systems team to set up a new server and install upgraded software.
- Planned data migration in coordination with accounts specialist and training schedules for student workers.
- Migrated to new system in spring 2010.

#### Explore potential ways that the Computer Store can sell to other MnSCU and educational institutions.

- Determined what institutions to target for sales (e.g. MnSCU schools, College of St. Benedict).
- Worked with LR&TS dean's office to determine policies surrounding sales to other institutions. Continued work is needed to explore licensing contracts with vendors to determine legal aspects of opening up sales to more institutions.

#### Meet Apple's new sales requirements.

- Determined new Apple requirements and developed processes to report on inventory and train workers, per Apple's new standards.
- Developed proposal for new furniture purchase and store remodel, based on product display requirements.
- Began the process to implement the new furniture, with an expected completion date of fall 2010.

### MAJOR CHANGES FROM FY09:

- Total sales were down in FY10 as department purchases decreased due to shrinking budgets and a campus-wide spending freeze for part of the year.

### STATISTICS:

See Appendix W

## Database/Application Development

The Database/Application Development team designs and maintains software applications and databases to meet campus needs. Staff also write and maintain utility scripts and code that automate processes such as account creation and maintenance.

### SUMMARY OF FY10 ACCOMPLISHMENTS

The Database/Applications Development team continued to develop and enhance strategic campus applications in support of campus operations and expanded the use of collaborative technologies such as SharePoint on campus. Improvements were created that streamlined processes in support of campus educational Lean initiatives, in conjunction with the Office of Institutional Effectiveness. Implementing new tools and processes strengthened the operational and security environments in order to better manage and control both the programming source code and changes to the production environment.

### FY10 GOALS

**Develop and support the use of collaborative technologies.**

- Completed 36 new SharePoint collaboration sites in FY10.

**Develop strategic applications in support of campus-wide priorities.**

- Completed the College of Education (COE) Office of Clinical Experiences project for COE.
- Implemented an improved and automated course request process for Desire2Learn, which resulted in quicker course creation turnaround and fewer errors by allowing faculty members to directly view, submit and monitor their course requests.
- Created and implemented software to assist the campus with online surveys and student elections.
- Enhanced the Lab Seats application so students can more easily and accurately find an open computer when they need it.
- Enhanced the Student Research Colloquium system so the departmental program can continue to grow, change and innovate while minimizing the amount of staff time needed to manage the event each year.

**Strengthen operational processes and security of the applications environment.**

- Expanded the implementation of Team Foundation Server to include automated deployment of code,

which allows tighter controls over the production environment and enhances security.

- Implemented new Web services that expand the ability to securely access and reveal campus data where it is needed.
- Enabled new HelpDesk tools that allow student workers to more effectively troubleshoot and solve computer problems for faculty, staff and students.

## 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 on 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 FY10 ACCOMPLISHMENTS

Thirty new classrooms were installed due to renovations in Brown Hall, Riverview and the Twin Cities Graduate Center. Five conference rooms were added and three science education observation systems. Work continued on a campus-wide digital signage system, and a signage system was installed in the Education Building. The team began development of a campus-wide, Web-based room management system upgrade. Twenty-two failed or failing data projectors were replaced, and replacement strategies were worked on to address budget constraints. The e-classrooms team also began considering a tiered system of classrooms and how a phased implementation might occur.

### FY10 GOALS

**Designed and installed e-classroom systems in multiple facilities campus wide.**

- Completed technology installation in:
  - Brown Hall renovation, including 16 e-classrooms, five conference rooms, three observation systems for Science Education and a state-of-the-art lecture auditorium. Performed practical research on digital media transmission technology.
  - Twin Cities Graduate Center, including five e-classrooms, one conference room and digital signage.
  - Riverview renovation, including nine e-classrooms and a speech recording lab.
- Began installation of Fifth Avenue Live facility, including two classrooms, a conference room and digital signage. Completion scheduled for July 2010.
- Created preliminary AV plans for the National Hockey Center renovation and the Integrated Science and Engineering Laboratory Facility (ISELF) building project.

**Enhance maintenance and support operations for existing e-classrooms and AV systems.**

- Completed interface template for Crestron Roomview 7 upgrade and began usability testing in Centennial Hall.

- Developed and implemented an e-classroom after-hours cleaning crew, which cleaned and tested all e-classrooms three times during the academic year.
- Developed, tested and placed operation instructions in each e-classroom.
- Completed technology upgrades for the group study rooms in the Miller Center.
- Performed quality control inspections of existing e-classrooms and replaced 22 data projectors due to high amounts of use, which led to a reduction in estimates of projector life expectancy.

**Explore long-term means to support e-classrooms under current budget restrictions.**

- Completed cost analysis of different e-classroom replacement strategies.
- Attended InfoComm conference and Sextant Group presentation to explore AV trends and to become familiar with latest technologies.

### STATISTICS:

See Appendix X

## HelpDesk

The HelpDesk serves as a point of contact for technology questions, problems and the status of services. Student consultants provide advice and information for multiple technologies, with priority given to academic uses. The HelpDesk is responsible for resolving or routing problems pertaining to all HuskyNet-related services, accounts, network access, file storage, Desire2Learn, e-classrooms and computer lab issues. Employees provide backup to college and departmental technicians, as well as primary workstation support for 10 centers/programs on campus. The HelpDesk provides advanced services, such as data recovery, and handles problems with personal computers that cannot be solved over the phone. In addition, the HelpDesk works with the Center for Information Systems (CfIS) by routing all administrative support requests to CfIS for resolution.

### SUMMARY OF FY10 ACCOMPLISHMENTS

In FY10, the HelpDesk continued to improve their customer service by identifying new service solutions such as Bomgar Remote Control software and a tool for helping customers in need of a profile reset or password verification. Video tutorials were published on the HuskyNet Web site, and in June 2010, a satellite HelpDesk was opened in Atwood Memorial Center. The HelpDesk also assisted students during move-in weekend.

### FY10 GOALS

#### Improve training for student workers at the HelpDesk.

- Developed a new training plan.
- Identified growth areas for each student consultant.
- Mandated diversity training for all student supervisors.
- Encouraged advanced learning opportunities through Atomic Learning.
- Increased training at weekly meetings.

#### Update and explore new technology and procedures at the HelpDesk to provide better support for customers.

- Researched remote control solutions for connecting to off-site personal computers. Submitted proposal to Student Tech Fee requesting purchase of Bomgar Remote Control Solution to better support customers. The purchase was approved.

- Worked with developers to create a HelpDesk toolkit, allowing improved service to customers in need of a profile reset or password verification.
- Developed a one-click application to better count the number of inquiries received at the new satellite HelpDesk located in Atwood Memorial Center.

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

- Encouraged cross-training of students who assist in the college technician areas.
- Provided extended support to campus during move-in weekend.

#### Become more proactive through better internal communication.

- Held mandatory weekly meetings for all HelpDesk consultants, which included demonstrations and lectures.
- Sent weekly e-mail updates to all student consultants.

#### Actively promote the SCSU HelpDesk services.

- Participated in new student Advising and Registration Days, Mainstreet and the Information Fair (formerly Sidestreet).
- Hosted the “Love Your Computer” campaign, which encouraged data and computer security.
- Planned ideas on how to advertise the new HelpDesk satellite location.

#### Improve documentation and tutorials on the HuskyNet Web site.

- Published how-to tutorials on the HuskyNet Web site to demonstrate how to install and run antivirus software, access the Virtual Lab and configure mobile devices on the wireless network.

### MAJOR CHANGES FROM FY09:

- Opened a HelpDesk satellite location in Atwood Memorial Center.

### STATISTICS:

See Appendix Y

## Information Technology Projects and Planning

The Information Technology Projects and Planning area provides leadership in project coordination for technology-related initiatives. The Projects and Planning staff work closely with stakeholders to identify the scope, timelines and deliverables for IT projects.

### SUMMARY OF FY10 ACCOMPLISHMENTS

The Information Technology Projects and Planning team implemented project charters to document the core requirements and scope of projects with stakeholders. The team continued to assist in the integration of technology through involvement in campus-wide facilities planning and participated in the SCSU technology plan by facilitating vision sessions with campus stakeholders. Staff participated in a campus initiative of “Process and Service Improvement” (PSI) by using the Lean framework.

### FY10 GOALS

#### Continue to work on the SCSU technology visioning document.

- Conducted and facilitated more than five vision sessions with campus stakeholders to assist in formulating the SCSU technology plan.

#### Participate in planning for the technology needs for new and renovated facilities.

- Facilitated meetings between Buildings and Grounds and technology staff to ensure appropriate technology planning was taking place for the Fifth Avenue Live! Welcome Center and student housing, Twin Cities Graduate Center and ISELF. Meetings also included discussions on renovation planning for the National Hockey and Events Center, Administrative Services, Atwood Memorial Center, North Shoemaker, Hill-Case Hall, Education Building and other smaller projects.

#### Participate in campus-wide “Process and Service Improvement” (PSI) initiatives using the Lean framework.

- Six LR&TS employees were trained to be Lean facilitators; 11 LR&TS employees were involved with 10 SCSU Lean projects during the year.
- Facilitated session with SCSU Lean facilitator’s group to discuss best practices and how Lean is working overall.

#### Work on project development and prioritization strategies.

- Assisted with or worked on 168 projects in FY10.
- Facilitated a once-a-semester project prioritization process with Information Technology Services (ITS) management and team leads to evaluate and discuss prioritization of projects within the workgroups.
- Facilitated monthly ITS meetings to discuss new, current and completed projects and to evaluate current priorities.
- Created a project charter for each project in which ITS is engaged.

#### Provide leadership and project resources to assist the Student Technology Fee Committee.

- Coordinated and facilitated the proposal process for Student Technology Fee-funded projects.

## Information Technology Security

The Information Technology (IT) security coordinator works with all parties involved (internal and external) to provide a consistent and coordinated response to IT-related security issues, from virus outbreaks and identity theft to unauthorized use of university IT resources. The IT security area also coordinates security assessment and review of university IT services, resources and policies as well as general data security education and communication to campus.

### SUMMARY OF FY10 ACCOMPLISHMENTS

The number of new IT Security investigations increased for the third straight year and reports of theft of university technology equipment rose. Collaboration with Public Safety, citizens, local law enforcement and the Stearns County Attorney resulted in the recovery of some items and successful prosecution of responsible individuals. The beginnings of an IT Security governance structure was put into place with the formation of a small group that meets monthly as a working group and also monthly with the campus CIO.

### FY10 GOALS

#### Manage growth and complexity of IT data security incidents.

- Managed 148 new incidents. Due to the ever-changing nature of technology, technology-related incidents continued increase. Constituents included individuals, SCSU departments and business units, Student Life & Development, Public Safety, federal and local law enforcement and the Stearns County Attorney's Office.

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

- Participated in several MnSCU IT security groups, including the IT Security Steering Committee, IT Security Guidelines Working Group and the Security Training Advisory Group.
- Served as the campus IT security contact for the MnSCU-wide Payment Card Industry (PCI) assessment program.

#### Raise awareness of MnSCU security standards and move toward compliance verification.

- Assisted with the implementation of the new MnSCU Password Guideline across campus.
- Advised and answered questions pertaining to data security-related issues across campus, working particularly with Student Life and Development, Public Safety, and the Special Assistant to the President.

- Advised campus groups, including college technicians and IT employees, on MnSCU guidelines.

#### Coordinate security review/consulting for various campus entities.

- Drafted plans to meet compliance requirements regarding Peer2Peer (P2P) file sharing as outlined in the updated HEOA federal regulation.
- Participated in the Red Flags Rules compliance advisory group to meet the requirements of this new federal regulation.
- Assisted various campus offices with contract review to assure Information Security best practices or regulatory requirements were being addressed from the beginning of the RFP writing process and/or the implementation of the selected product/service. Projects included:
  - Health Services pharmacy and electronic health records system.
  - Student Life & Development and Residential Life student conduct system.
  - Campus Card system.
  - Public Safety parking ramp system.
  - Institutional Effectiveness survey service.
  - Data retention consultation with Information Technology Services personnel and University Archives.

#### Provide consistent and timely incident response.

- Provided a consistent point-of-contact and coordinated the response effort for IT security-related issues.

#### Provide campus-specific information security best practice training/education to targeted campus groups.

- Collaborated with the Center for Information Systems to develop and deliver ongoing malware recognition and defense training to campus constituents.
- Served on a panel discussing Web 2.0 Security issues at Convocation, 2009.

### STATISTICS:

See Appendix Z

## ITV/Video/Web 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/Video/Web Conferencing unit is to schedule and provide connectivity for video conferences and ITV-based academic programs. This is a technically complex operation that requires a highly trained staff to successfully operate and provide the users with a quality experience. The staffing for the network operations center is funded through a consortium of higher education institutions within Central Minnesota and is known as the Central Minnesota Distance Learning Network (CMDLN).

### SUMMARY OF FY10 ACCOMPLISHMENTS

In FY10, the ITV/Video/Web Conferencing team continued to lay the groundwork for the future, and accomplished all of its goals. In FY09 the high definition (HD) upgrade project was started, and in FY10, the systems upgrade was completed. A Central Minnesota Distance Learning Network members grant allowed use of the HD enhancements for six classes spring semester.

### FY10 GOALS

#### Upgrade two video conferencing rooms at SCSU to HD.

- Completed design, equipment list and ordering.
- Upgraded Centennial Hall 111 and 115.

#### Install and utilize Pine Technical College (PTC) Department of Labor grant equipment.

- Prepared location in Centennial Hall 33 for equipment for CMDLN agreement.
- Installed and tested Tandberg VCS Control and Expressway Server.
- Installed and tested Tandberg Content Server.
- Installed and tested Tandberg Management System Server.
- Conducted full system tests with events October 3 through January 15, 2010.
- Utilized equipment in video conferencing classes and meetings spring semester 2010.

#### Program AMX systems for CMDLN sites.

- Evaluated AMX systems throughout the fiscal year.
- Improved functionality and usability on a case-by-case basis.
- Configured all systems for secure remote access from Miller Center 118 operations location.

- Held quarterly meetings with CMDLN site facilitators to address changing environments.

#### Develop Adobe Connect (Web conferencing) room layout.

- Assessed areas of need for classroom design of Adobe Connect during 2009 fall semester using Miller Center B17 and B18 as the base room model.
- Designed electronic classroom modifications and created a list of needed equipment.
- Ordered and installed equipment.
- Tested and evaluated the design.

### MAJOR CHANGES FROM FY09:

- The ITV staff now have the training needed to modify the classroom control systems. High Definition video systems are in all conferencing rooms and the staff is planning for bandwidth increases to utilize it.
- The number of departments using Adobe Connect grew from 29 to 46. Some of this increase stemmed from use of Connect for off-campus meetings in relation to reduced travel budgets.
- Administration of Adobe Connect accounts was dispersed to college technicians, making it easier and more timely for faculty and staff to obtain this service.
- The number of audio/visual conversions continued to remain high due to the demand to provide curriculum online.

### STATISTICS:

See Appendix AA

## 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 Desire2Learn (D2L), SCSU's course-management system, and in supporting campus clientele with presentation and multimedia materials.

### SUMMARY OF FY10 ACCOMPLISHMENTS

In FY10, emphasis was placed on identifying requirements and purchasing an enterprise Web Content Management System. Three members of the Multimedia/Web team participated in two Lean projects (Policy & Procedures and Parking Permit). Major Web site redesigns included Center for International Studies, Campus Recreation, and Center for Student Organizations and Leadership Development. A dislocated worker Web site was also created in support of the president's and MnSCU workplans. In addition, the Multimedia/Web Production team continued to integrate social networking tools into Web sites such as Mass Communication, the American Indian Center, and Campus Recreation. Usability testing continued in order to provide data for site improvements. Standardized Web site statistical reports were created and distributed for Career Services, HuskyNet and Criminal Justice.

### FY10 GOALS

**Consult with clients in choosing and implementing appropriate technology solutions to help achieve their business needs.**

- Worked with external consultants (High Monkey) to identify content management system requirements and potential solutions.
- Selected a Web content management system to implement in FY11.
- Explored new technology solutions and identified and implemented appropriate uses for both instructional and non-curricular needs.
- Researched and started development of two iPhone/iPod applications.

**Improve communication with clients regarding services offered.**

- Provided monthly Web analytic reports for more than 150 Web sub-sites to help users improve site content.
- Expanded information regarding Multimedia/Web services on the HuskyNet Web site.

- In conjunction with University Communications, sent out a reminder to Contribute users to update their Web content.
- Provided reports to various administrators regarding status of Web site content.

**Design, create, implement and evaluate a process for usability testing Web sites, applications and multimedia projects, moving towards incorporation of a user-centered design program.**

- Collaborated with students in ENGL 332 both fall and spring semesters to test the usability of the Career Services and HuskyNet Web sites. Information from this testing will be used to improve those sites as they undergo redesigns.
- Engaged in usability activities to improve the Criminal Justice Studies Web site.
- Collaborated with Center for Information Systems and Information Technology Services application developers to improve Web application user interfaces.
- Partnered with InforMedia Services to provide usability testing and developed instructional cards based on that information for the electronic classroom touch panels.

### STATISTICS:

See Appendix BB

## Networking

Networking staff designs, installs and maintains campus data networks. The team provides wired and wireless networking services for the campus community and also establishes and maintains SCSU's connection to the Internet.

### SUMMARY OF FY10 ACCOMPLISHMENTS

More than 1,000 new network drops were added across campus. The total number of Ethernet ports in use increased by 250, bringing the total ports in use to 8,693. Maximum campus Internet bandwidth increased from 250 megabits per second (Mbps) to 350 Mbps. A new packetshaper was installed to accommodate the bandwidth increases from the past two years. A redundant core router was added to the network to enhance network uptime. New wireless access points (802.11n), which provide faster network access and the ability to host more concurrent users, were installed in the Education Building as a pilot. The number of wireless users on campus increased by more than 50 percent from FY09 with 13,040 users logging into the wireless system. In an effort to become Payment Card Industry (PCI) compliant and to follow MnSCU guidelines, research has begun on Intrusion Protection System/Intrusion Detection System (IPS/IDS).

### FY10 GOALS

**Convert the SCSU network to a dual-core router design.**

- Configured the secondary core-router (located in the Miller Center) and connected communication closets located across campus. The primary core-router is located in Centennial Hall. The secondary router now provides a redundant link to the core of the network for the communication closets across campus.

**Replace the campus packetshaper that delivers integrated visibility, control and compression capabilities.**

- Received and installed new packetshaper, capable of handling increased bandwidth needs on campus.

**Investigate IPS and IDS options for campus.**

- Investigated different IPS/IDS appliances as potential solutions for campus PCI compliance and MnSCU guidelines.

**Implement a full wireless network upgrade with the maturity of 802.11n technology.**

- Ordered new wireless access points to upgrade the remaining access points on campus and provide 802.11n coverage.

**Participate in the planning and designing of network needs for new and renovated facilities.**

- Completed networking projects for Brown Hall, Twin Cities Graduate Center and Administrative Services.
- Began network installation for the Fifth Avenue Live! Welcome Center and residential halls.
- Began planning for the National Hockey and Events Center, ISELF building and Education Building (HVAC and wiring).

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### STATISTICS:

See Appendix CC

## ResNet

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

### SUMMARY OF FY10 ACCOMPLISHMENTS

ResNet continued to partner with the technology Help-Desk to provide support for students during move-in weekend. The majority of questions asked during this time were related to wireless access. Due to increased demand, many of ResNet's efforts centered around the wireless network, including planning for a wireless network upgrade, simplifying wireless network access and giving students the ability to create guest wireless accounts. There was a nearly 25 percent decrease in wired connections over FY09.

### FY10 GOALS

#### Re-evaluate wireless network upgrade (802.11n) for summer 2010.

- Developed a plan to replace all wireless access points (108 access points in 10 residence halls) during summer 2010. New access points will be 802.11n compatible and will feature greater coverage area and connection speed.

#### Simplify wireless network access using documentation and technological solutions.

- Continued to offer and improve upon the Wireless Welcome Center. The Wireless Welcome Center hosts a third-party tool that automatically configures various devices for the wireless network.
- Evaluated the names of the on-campus wireless networks for clarity and ease of access. Began implementing a plan to migrate people to the new wireless network name.
- Expanded on online documentation by developing and posting instructions for a wider variety of devices and adding video tutorials.

#### Coordinate and implement the wired and wireless network in the residential areas of Coborn Plaza.

- Designed plans and made a recommendation for the wired and wireless networks at Coborn Plaza, providing access for up to 455 residents.

#### Promote front desk printing within the residential hall buildings.

- Migrated one front desk printer to a more visible location with signage. Currently evaluating the outcome of that move.

#### Evaluate student-sponsored guest wireless network access.

- Modified the guest wireless application to allow students to sponsor guest wireless accounts.

#### Continue to evaluate and assess the SCSU campus bandwidth needs.

- Upgraded the packetshaper to allow for greater bandwidth capacity. Previously, the packetshaper was a limiting factor to increasing bandwidth.
- Increased the maximum available bandwidth on campus from 250 Mbps to 350 Mbps in spring 2010.
- Increased individual bandwidth caps from 5 Mbps to 8 Mbps.

### OTHER ITEMS OF NOTE:

- The number of game consoles (e.g. Xbox 360, PS3, Wii) registered on the network continued to increase. Approximately 600 consoles were registered in FY10 compared to approximately 450 in FY09.
- The number of wired network registrations continued to decline as more students adopted wireless as their primary and singular connection method.

### STATISTICS:

See Appendix DD

## 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 FY10 ACCOMPLISHMENTS

The systems team focused on implementing, managing and maintaining server and storage infrastructure for campus. Projects included virtualization of the server infrastructure, implementation of a new storage array network and upgrading campus file and print servers. The systems team was also involved with account management, contract work with Office of the Chancellor (OoC) on StarID implementation, password policy implementation and Desire2Learn course request applications.

### FY10 GOALS

**Develop standard operations and monitoring practices to ensure maximum uptime and reliability of current and future services.**

- Updated WhatsUP monitoring solution to include Web page monitoring that alerts the responsible system administrators of an issue.
- Updated Hewlett Packard Systems Insight Manager to include physical and virtual server machine hardware monitoring.
- Implemented a centralized password repository application to ensure password security and accessibility.

**Develop and implement a server hardware and software replacement cycle to ensure systems are up to date.**

- Implemented new VMWare ESXi Server cluster. This server cluster includes six physical servers with capacity to meet the demanding virtual server growth.
- Continued to migrate physical servers to virtual machines providing cost savings and better fault tolerance.
- Migrated servers and associated storage from aging storage array to new hardware utilizing new storage array. The new array provides additional storage needed for continued growth.
- Worked with the project management team to help set priorities and direction for IT project requests.

**Research and implement new technologies to provide added value to the SCSU learning community.**

- Upgraded campus file servers to the latest operating system to provide additional security and accessibility.

- Continued support and improvements for the Office of Institutional Effectiveness, to provide a business intelligence portal environment.
- Supported continued growth of local intranet collaboration sites utilizing Microsoft SharePoint.
- Worked with Public Safety and the Lean process to implement a Web interface into campus-wide parking management applications.
- Assisted with implementation of a new Desire2Learn course request process. This process helped streamline and clarify the workflow of course requests.
- Implemented “Team Foundation Suite” server infrastructure for campus development teams. This application provides a secure development and quality assurance area for all custom written applications used on campus.

**Secure current services more effectively and implement processes to ensure that new services are deployed in a secure manner.**

- Implemented MnSCU’s new password guideline. This guideline provides greater security by requiring complex passwords and mandatory password changes.
- Migrated additional Web application to take advantage of the netscaler application firewall.
- Added additional servers and networking equipment to the log consolidation appliance and provided reporting and alerting.
- Worked with the network team to address data center networking security by implementing additional virtual local area networks.

**Continue to improve process and documentation to be more efficient in managing accounts and identity management.**

- Continued working with OoC, assisting in the planning and proof of concept for StarID implementation.
- Continued working with the Alumni Foundation to provide students e-mail for life.

**Develop a departmental staff development plan with individual plans for growth.**

- Participated in a variety of user and customer forums.
- Attended several trainings and conferences throughout the year to continue professional growth.

**Continue to explore ways to ensure systems and services are configured and implemented to provide the greatest amount of redundancy to protect against machine or site failures.**

- Implemented virtual machine redundancy and upgraded backup solutions to accommodate increased server growth.
- Migrated critical servers to the Centennial Hall data center; this data center provides increased infrastructure including backup power and cooling.

**Reduce the amount of spam sent to SCSU employees by utilizing standardized products and software designed to eliminate bulk and unsolicited e-mails with a minimum of false positives.**

- Continued to utilize ProofPoint Spam Detection software along with Symantec's Endpoint Protection software to control the amount of unsolicited e-mails. Users can log into the system online and have access to additional controls such as daily digest reports, audit messages, safe sender lists and block senders lists to help combat spam.

## STATISTICS:

See Appendix EE

## Telecommunications Infrastructure

This service 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 FY10 ACCOMPLISHMENTS

Projects such as the Twin Cities Graduate Center (40 data runs) started late but were completed by fall 2009. River-view (150 data runs) and Brown Hall renovations were completed on time. The second floor of the Administrative Services building (100 data runs) was completely renovated and rewired with phone and Cat 6 data by the scheduled due date. Smaller projects included a new lab in the Wick Science building as well as individual runs. Overall, more than 1,000 data runs were installed in FY10. Major planning projects included the ISELF building construction, the renovation of the National Hockey Center in March 2011 and the Education Building in 2012.

### FY10 GOALS

**Coordinate and perform installation of data, phone and fiber systems in university construction and renovation projects.**

- Completed systems installation in the Brown Hall renovation project, which included approximately 600 data runs and 150 phone runs.
- Progressed on the systems installation in the 5th Avenue Live! project, which included the installation, termination and testing of 50 data lines for the SCSU Welcome Center and 130 data lines for student housing. Due to construction delays, the project will be completed by late summer 2010.

**Develop workable plans for the data, phone and fiber systems in upcoming university construction projects.**

- Completed the Administrative Services Building renovation.
- Completed planning for:
  - ISELF building construction (further progress was delayed by the governor).
  - National Hockey Center renovation project which is scheduled to begin March 2011.
  - Education Building renovation project which is tentatively scheduled to begin in 2012.

**Contribute to the development of policies that support the installation of industry-standard data and signal transmission lines.**

- Contributed to the development of a policy that specifies the installation of Cat 6 data cable for any future renovations in buildings that do not have Cat 6 installed.
- Contributed to the development of a policy concerning cable TV, which defines clear guidelines as to how and to whom a request is made. Members of the Instructional Technology & Infrastructure Support group prepared a proposal for submission to the administration for consideration.

**Continue to support the telecommunications infrastructural needs of the campus environment.**

- Continued to improve the wireless system on campus by installing the latest equipment.
- Installed data requests as promptly as possible.

**MAJOR CHANGES FROM FY09:**

- The Telecommunication Infrastructure team was included in and/or represented at planning meetings where discussions of major renovations took place. This provided the opportunity to recommend upgrades to the copper and fiber infrastructure.
- During a remodel, repurposing of the old Cat 5 cable as telephone cable was completed. This was a cost savings for SCSU which also supported campus green initiatives.

**OTHER ITEMS OF NOTE:**

- There has been a shift to using more card swipe doors on campus which has increased the number of installations. Currently, there are plans to install card swipes on seven doors as soon as funding becomes available.
- Refer to Appendix CC, Table 74 to see the number of new network drops (data runs) installed.

## 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 and an audit of accounts is performed each summer. Community patron accounts are also managed by this area.

**SUMMARY OF FY10 ACCOMPLISHMENTS**

MnSCU password policy changes were implemented successfully in fall 2009. Assistance was provided to users in changing their passwords and complying with the new MnSCU password guidelines. This will continue to be an ongoing process to support users as they are now required to change their passwords every 180 days.

**FY10 GOALS**

**Continue to process HuskyNet account reports and audits regularly.**

- Successfully completed our annual reports and auditing of accounts.

**Review and suggest changes for HuskyNet Web pages regarding account information.**

- Established schedule for regular review of the HuskyNet Web site, in order to check for inaccuracies and update it with new user account information.

**Implement new MnSCU password policy changes.**

- Developed communications to inform users and assist them in adapting to the new guidelines.
- Updated technology to support the new guidelines.
- Updated Web site documentation to assist users with the new guidelines.
- Implemented new password policies in fall 2009.

**STATISTICS:**

See Appendix FF

## Video Media Production

Instructional and promotional video services are provided for the campus community. The video production staff provides technical and creative expertise and offers production assistance to students, staff and faculty. Completed productions are distributed in numerous formats for DVD, Web and broadcast applications. Also available are marketing and design services. Funding generated for productions is used to maintain and upgrade equipment, purchase supplies and hire production assistance. Video productions are an integral part of the recruiting, retention and instructional tools used by University Communications, Admissions, Alumni Relations, Sponsored Programs, Career Services, Continuing Studies and the university administration.

### SUMMARY OF FY10 ACCOMPLISHMENTS

During FY10, the video team updated archival procedures and post-production workflow. Initiative was also taken to work with various groups on and off campus who were experimenting with the latest technologies in high definition video. The benefit of this interaction will help to assess how these developments could best serve our future needs and service. Another area worth noting is in the increased demand for online video within social media. Steps are underway to determine how it can effectively be used in recruitment and instructional purposes for clients. Completed projects include the Riverview commemoration, Aviation, Herberger College of Business Professional Development Program, Advising and Admissions updates, LR&TS enrichment session documentation, Alnwick delegation and visiting KVAC artists.

### FY10 GOALS

**Explore funding options to assist current and future clients with their video needs.**

- Collaborated with clients on budgets, grants and projects funded from off-campus sources.
- Conducted meetings with the Associate Dean for Instruction and Educational Technology and Director of Instructional Technology & Infrastructure Support services to assess chargeback policies and other service options. Proposed updated rates and internal request procedures.

**Assist SCSU in effectively implementing application of video in Web 2.0.**

- Helped establish and coordinate campus-wide video developers' affinity group to discuss overlap of services and the best utilization of time and resources.
- Joined Admissions and University Communications in following social media trends and its utilization of video.
- Researched applications currently used for online video and mobile media.
- Attended Stamats Webinar on the role of social media in education.

**Continue migration into high definition production processes.**

- Attended National Association of Broadcasters convention to follow industry developments and trends in high definition, including more affordable equipment options and improvements in media workflow.
- Participated with outside production groups on projects that utilized emerging camera technologies.
- Created organizational structure and procedures to manage footage and project files.

**Become a service center in aiding other campus areas in utilizing their video productions.**

- Provided assistance and consultation to Circulation and student lab consultants regarding video production issues.
- Worked closely with the campus television studio in sharing of resources. Donated Avid editing system and Sony beta camera to the TV studio.
- Collected content and initial designs for video workgroup Web site to be launched in FY11.

### MAJOR CHANGES FROM FY09:

- Utilized tapeless acquisition for majority of projects.
- Music license service is now fully digital for downloading and storage.

### STATISTICS:

See Appendix GG

## Workstation/Application Support

The Workstation/Application Support team services all of the publicly available workstations 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 FY10 ACCOMPLISHMENTS

The Workstation/Application Support team implemented several new e-classroom instructor workstations as well as other necessary technical infrastructure to bring the new Twin Cities Graduate Center in Maple Grove online. Windows 7 was deployed to more than 1,100 computers on campus as was Macintosh Snow Leopard to more than 150 computers on campus.

### FY10 GOALS

**Establish and fine-tune repeatable, consistent and where possible, automated processes, to reduce total cost of ownership (TCO) on campus workstations.**

- Completed deployment of Altiris Client Management Suite software to provide additional management and automation capabilities in General Access computer labs.
- Obtained project approval to upgrade to Altiris Client Management Solution version 7 which provides additional automation capabilities and support for the latest operating systems and software used in General Access computer labs.
- Obtained project approval to upgrade to Service Desk 7.
- Implemented Deploy Studio software to provide additional management and automation capabilities in General Access computer labs for the Macintosh computing platform.

**Implement an overseas student computer lab in Alnwick, England.**

- Successfully completed implementation of a new student computer lab with 10 workstations and a printer in Alnwick, England for use by SCSU's study abroad program.

**Enhance the sustainability of our computer workstation infrastructure.**

- Continued to fine-tune and enhance power savings strategies for workstations and peripherals. All General Access computer lab computers now employ

power savings strategies that turn workstations off or put them into a near-off standby mode to save energy when not in use.

- Completed the implementation of default duplex printing on printers in the General Access computer labs.

### STATISTICS:

See Appendix HH

# APPENDICES

## Appendix A – Assessment

Table 1: Miller Center Satisfaction Survey Comparison

Responses based on 9-high scale. Participants identify MINIMUM, DESIRED and PERCEIVED levels. Ranks listed are average PERCEIVED level.	ABOVE MINIMUM acceptable	ABOVE MINIMUM acceptable	ABOVE or CLOSE TO DESIRED	ABOVE or CLOSE TO DESIRED	BELOW or CLOSE TO MINIMUM acceptable	BELOW or CLOSE TO MINIMUM acceptable	Change	Comments and Other Related Assessment Results
	2007	2010	2007	2010	2007	2010		
<b>Summary of Results</b>		32/38 questions 84%		1/38 questions 2.6% (See Comments)		5/38 questions 13%		* Items identified as meeting desired level: Undergraduates - 2, Graduates - 1, Faculty - 3
<b>Summary of Themes - Overall Ranking (9 high)</b>								
Affect of Service	7.26	7.55					up .29	
Information Control	7.20	7.24					up .04	
Library as Place	7.57	7.46					down .11	
<b>Affect of Service -- Overall</b>	<b>7.26</b>	<b>7.55</b>	<b>9/9 questions ranked above minimum acceptable; same in 2007</b>					
Employees who instill confidence in users	NA in 2007	7.22	NA in 2007		NA in 2007			
Giving users individual attention	NA in 2007	7.35	NA in 2007		NA in 2007			
Employees who are consistently courteous	7.45	7.95					up .5	* Graduates ranked as DESIRED many positive compliments to employees fewer comments on student workers.
Readiness to respond to users' questions	7.47	7.35					down .12	
Employees who have the knowledge to answer users' questions	7.24	7.64					up .4	Ref Desk survey - almost all agree librarians helpful and informed
Employees who deal with users in a caring fashion	NA in 2007	7.66	NA in 2007		NA in 2007			
Employees who understand the needs of their users	7.39	7.51					up .12	
Willingness to help users	7.52	7.89					up .37	* Undergraduates ranked as DESIRED
Dependability in handling users' service problems	7.24	7.13					down .11	
<b>Information Control -- Overall</b>	<b>7.2</b>	<b>7.24</b>	<b>8/9 questions ranked above minimum acceptable; up from 3/8 in 2007</b>					
Making e-resources accessible from home or office	7.28	7.36					up .08	
Library Web site enabling me to locate info on my own		7.35			7.22		up .13	Library Instruction Surveys - students more confident about using electronic resources
Printed library materials I need for my work		6.76			6.73		up .03	Faculty and graduate students: need more books
Electronic information resources I need		7.16			7.25		down .09	Would like more online
Modern equipment that lets me easily access needed information	7.60	7.59					down .01	Library Instruction Surveys - students like hands-on practice in computer lab setting
<b>Responses based on 9-high scale. Participants identify MINIMUM, DESIRED, and PERCEIVED levels. Ranks listed are PERCEIVED level.</b>	<b>ABOVE MINIMUM acceptable</b>	<b>ABOVE MINIMUM acceptable</b>	<b>ABOVE or CLOSE TO DESIRED</b>	<b>ABOVE or CLOSE TO DESIRED</b>	<b>BELOW or CLOSE TO MINIMUM acceptable</b>	<b>BELOW or CLOSE TO MINIMUM acceptable</b>	<b>Change</b>	<b>Comments and Other Related Assessment Results</b>
Easy-to-use access tools that allow me to find things on my own		7.40			7.32		up .08	
Making info easily accessible for independent use	7.40	7.37					down .03	Library Instruction Surveys - students like and use Subject and Course Guides
Print and/or electronic journals I require for my work					6.79	6.99	up .20	Want more electronic full text journals
<b>Library as Place -- Overall</b>	<b>7.57</b>	<b>7.46</b>	<b>1/5 question ranked close to desired; down from 3/5 in 2007</b>					
Library space inspires study and learning		7.52	7.67				down .15	* Faculty ranked as DESIRED
Quiet space for individual activities	7.36	7.37					up .01	complaints on noise, even in quiet zones
Comfortable and inviting location		7.74	7.90				down .16	* Faculty ranked as DESIRED
Getaway for study, learning, research	7.43	7.29					down .14	
Community space for group learning and group study			7.52	7.39			down .13	* Undergraduates ranked as DESIRED
<b>SCSU Questions</b>	<b>Five questions chosen from LibQUAL question bank; 3/5 ranked adequate, up from 2/5 in 2007</b>							
Ready access to computers / Internet / software		NA in 2010		NA in 2010	7.15	NA in 2010		Could use more computers
Helpfulness in dealing with users' IT problems		NA in 2010		NA in 2010	6.99	NA in 2010		
Making me aware of library resources and services	6.98	NA in 2010		NA in 2010		NA in 2010		
Convenient service hours	7.65	NA in 2010		NA in 2010		NA in 2010		Gate counts support need for extended hours
Ability to navigate library Web pages easily		7.49			7.09		up .40	
Collection of online full-text articles sufficient to meet my needs	NA in 2007		NA in 2007		NA in 2007	6.5		Want more electronic full text journals
Contribution to the intellectual atmosphere of the campus	NA in 2007	7.58	NA in 2007		NA in 2007			
Enabling me to find information myself 24 hours a day	NA in 2007		NA in 2007		NA in 2007	6.9		
Helpful online guides and tutorials	NA in 2007	6.91	NA in 2007		NA in 2007			
<b>General Satisfaction</b>	<b>All questions ranked above minimum; all higher rankings than in 2007</b>							
Satisfied with way I am treated at library	7.51	7.79					up .28	
Satisfied with library support for my learning, research, and/or teaching needs	7.05	7.32					up .27	
Rate overall quality of library services	7.32	7.47					up .15	Many say: "We like our library!"
<b>Responses based on 9-high scale. Participants identify MINIMUM, DESIRED, and PERCEIVED levels. Ranks listed are PERCEIVED level.</b>	<b>ABOVE MINIMUM acceptable</b>	<b>ABOVE MINIMUM acceptable</b>	<b>ABOVE or CLOSE TO DESIRED</b>	<b>ABOVE or CLOSE TO DESIRED</b>	<b>BELOW or CLOSE TO MINIMUM acceptable</b>	<b>BELOW or CLOSE TO MINIMUM acceptable</b>	<b>Change</b>	<b>Comments and Other Related Assessment Results</b>
<b>Information Literacy Outcomes</b>	<b>All questions showed positive change, with 3/5 ranked above minimum; up from 0/5 in 2007</b>							
Library helps me stay abreast of developments in my field(s) of interest					6.25	6.45	up .20	
Library aids my advance in my academic discipline		7.11			6.70		up .41	

### Appendix B – Contracts

Table 2: Contract Activity

	FY07	FY08	FY09	FY10	
<b>Income Contracts</b>	<b>Amount</b>	<b>Amount</b>	<b>Amount</b>	<b>Amount</b>	<b>% Change</b>
Fiber Leases	\$18,000	\$18,000	\$18,000	\$14,400	-20.00%
Coffee Shop Commissions/Lease	\$12,345	\$14,906	\$14,694	\$14,872	1.21%
Online Software Development	\$0	\$10,000	\$0	\$0	0.00%
<b>Library Services</b>	<b>Amount</b>	<b>Amount</b>	<b>Amount</b>	<b>Amount</b>	<b>% Change</b>
LibData hosting	\$16,000	\$26,500	\$26,500	\$26,500	0.00%
ILL Courier Service	\$6,985	\$6,985	\$7,818	\$7,818	0.00%
Minnesota Digital Library	\$48,896	\$92,424	\$91,303	\$97,288	6.56%
<b>Technology Services</b>	<b>Amount</b>	<b>Amount</b>	<b>Amount</b>	<b>Amount</b>	<b>% Change</b>
MnSCU D2L Support	\$94,630	\$173,559	\$254,947	\$286,250	12.28%
Active Directory Support	--	\$33,632	\$104,869	\$155,835	48.60%
ITV/Video Conferencing	\$117,874	\$124,946	\$171,800	\$177,813	3.50%
<b>Total</b>	<b>\$314,730</b>	<b>\$500,952</b>	<b>\$689,930</b>	<b>\$780,775</b>	<b>13.17%</b>

### Appendix C – Grants

Table 3: External Grants Applied for in FY10

Project Title	Funding source	Source type	Date submitted	Amount requested	Amount received
Anti-Racist Pedagogy Across the Curriculum Workshop	MnSCU CTL	State	11/23/2009	\$5,000.00	\$5,000.00
<b>Total</b>	<b>1</b>			<b>\$5,000.00</b>	<b>\$5,000.00</b>

### Appendix C – Grants

Table 4: Internal Grants Applied for in FY10

Project Title	Funding source	Source type	Date submitted	Amount requested	Amount received
Oral History of 1995 Hunger Strike by Chicano/a Students at SCSU	Cultural Diversity Committee	SCSU	7/1/2009	\$10,000.00	\$0.00
Association of College & Research Libraries Immersion Assessment Track	Short-Term Grant	SCSU	10/1/2009	\$2,018.69	\$1,836.85
Association of College & Research Libraries Immersion Assessment Track	Short-Term Grant	SCSU	10/12/09	\$1,687.50	\$1,687.50
Interagency Depository Seminar	Short-Term Grant	SCSU	10/5/09	\$945.20	\$0.00
Linked Data: Making Library Data Converse with the World	Short-Term Grant	SCSU	3/12/10	\$299.00	\$299.00
eBooks and eReaders in Higher Education	New Researcher Award	SCSU	3/1/10	\$2,459.00	\$2,459.00
<b>Total</b>	<b>6</b>			<b>\$17,409.39</b>	<b>\$6,282.35</b>

### Appendix C – Grants

Table 5: Grants in Progress (Applied for in FY10)

Project Title	Funding source	Source type	Date submitted	Amount requested	Amount received
Digitization of Normalia	Minnesota Historical Society	State	5/20/2010	\$5,255.00	\$0.00
<b>Total</b>	<b>1</b>			<b>\$5,255.00</b>	<b>\$0.00</b>

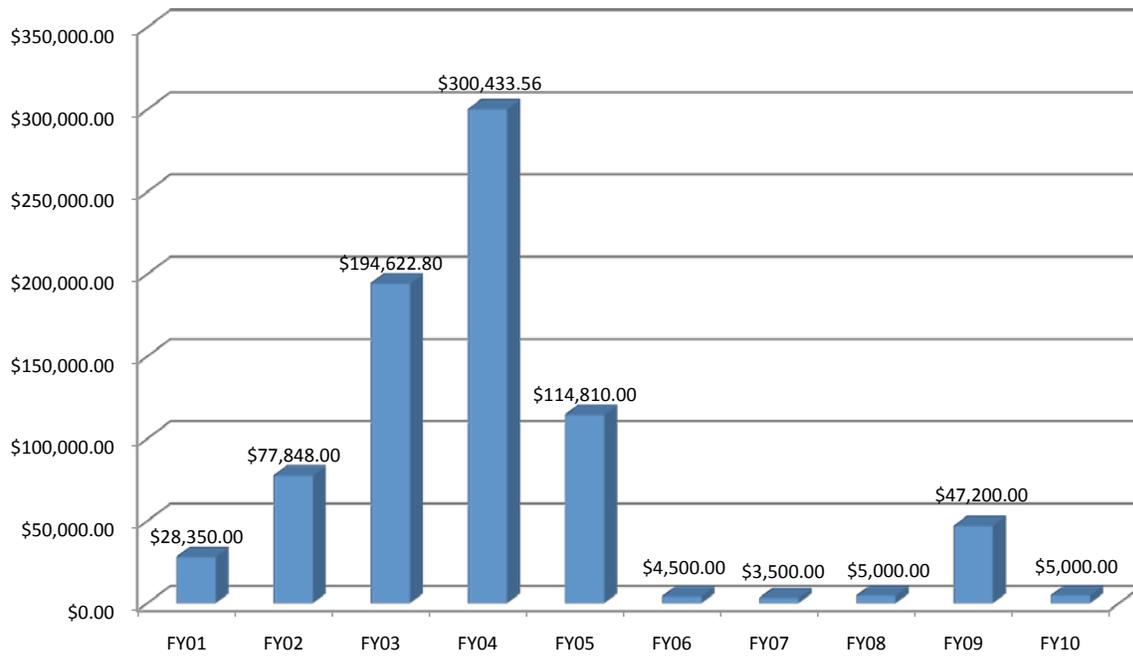
### Appendix C – Grants

Table 6: Grant Activity Comparison

	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10
External Grants submitted	7	9	6	5	6	6	4	2	2	2
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	\$927,061.22	\$52,452.00	\$10,255.00
Amount received	\$28,350.00	\$77,848.00	\$194,622.80	\$300,433.56	\$114,810.00	\$4,500.00	\$3,500.00	\$5,000.00	\$47,200.00	\$5,000.00
Success rate	2.00%	4.90%	13.37%	56.49%	42.08%	0.49%	6.44%	0.54%	89.99%	48.76%
Internal Grants	1	6	5	1	3	9	8	1	3	6
Amount requested	\$3,530.00	\$77,213.00	\$14,475.15	\$3,930.00	\$3,699.60	\$41,796.55	\$89,799.10	\$1,953.50	\$2,000.00	\$17,409.39
Amount received	\$3,530.00	\$71,913.00	\$7,154.46	\$0.00	\$2,862.75	\$9,910.30	\$7,183.41	\$1,953.50	\$2,000.00	\$6,282.35
Success rate	100.00%	93.14%	49.43%	0.00%	77.38%	23.71%	8.00%	100.00%	100.00%	36.09%

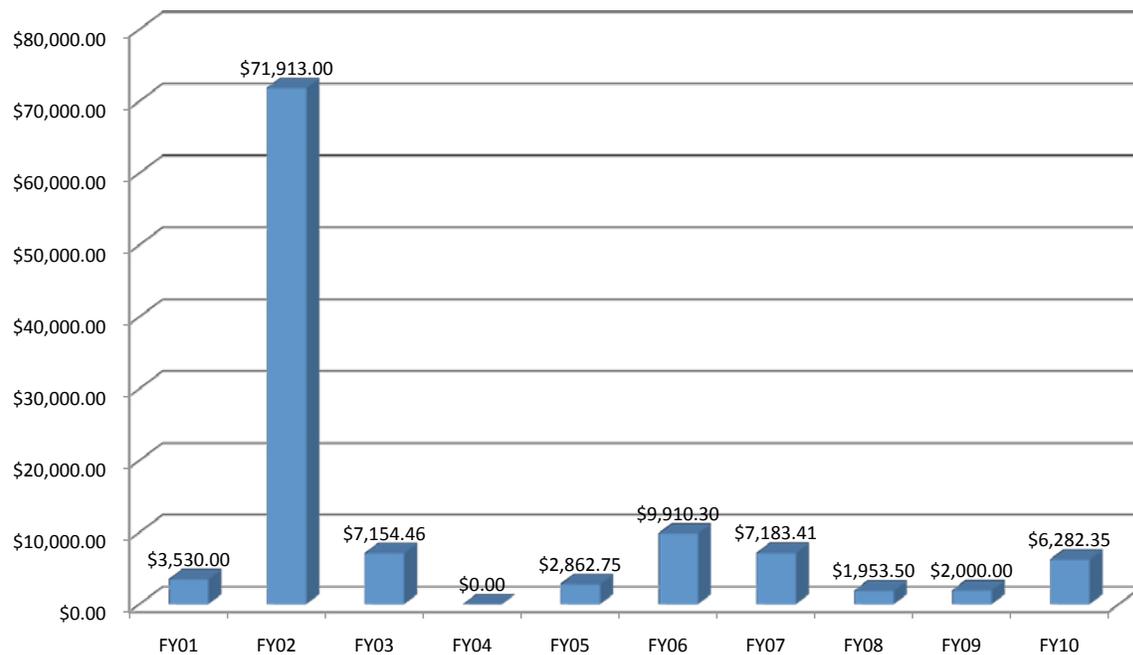
**Appendix C – Grants**

Chart 1: External Grant Funding Received, FY01-FY10



**Appendix C – Grants**

Chart 2: Internal Grant Funding Received, FY01-FY10



**Appendix D – Minnesota Digital Library**

Table 7: Grant Awards by Year

Year	Amount Awarded	Amount spent
FY07	\$80,959.00	\$80,959.00
FY08	\$88,469.00	\$88,469.00
FY09	\$91,303.00	\$91,303.00
FY10	\$95,288.00	\$95,288.00
<b>Total</b>	<b>\$356,019.00</b>	<b>\$356,019.00</b>

**Appendix E – Center for Information Media**

Table 8: Graduate Student Counts

Student Degree Category	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	% change
Total Master's Degree	201	205	210	213	206	210	155	150	156	169	8.33%
Active Students*					50	71	62	41	41	80	95.12%
Information Technologies (Track I)	**	**	**	**	45	46	32	30	33	33	0.00%
Active Students*					8	15	13	7	7	19	171.43%
Educational Media (Track II)	**	**	**	**	98	101	85	77	76	83	9.21%
Active Students*					34	51	36	27	26	45	73.08%
Instructional Design/Training (Track III)	**	**	**	**	63	63	38	43	48	48	0.00%
Active Students*					8	17	9	7	8	23	187.50%
School Library Media Specialist Licensure	82	80	69	73	81	88	79	92	87	76	-12.64%
Active Students*					26	35	35	38	54	38	-29.63%
Graduate E-learning Certificate Program	0	0	0	4	8	6	5	9	9	15	66.67%
Active Students*					8	4	3	1	7	7	0.00%
Graduate Instructional Technology Certificate Program	17	29	38	33	20	22	18	18	23	30	30.43%
Active Students*					15	9	7	7	11	15	36.36%
<b>Total Graduate Students</b>	<b>300</b>	<b>314</b>	<b>317</b>	<b>323</b>	<b>315</b>	<b>326</b>	<b>257</b>	<b>269</b>	<b>276</b>	<b>285</b>	<b>3.26%</b>

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

\*\*Not tracked previously

**Appendix E – Center for Information Media**

Table 9: Undergraduate Student Counts

Student Degree Category	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	% change
Undergraduate Major	25	23	32	31	32	29	18	12	13	23	76.92%
Undergraduate Minor	--	29	34	37	34	36	22	19	24	33	37.50%
Undergraduate Certificate	17	42	38	43	36	42	20	9	9	18	100.00%
<b>Total Undergraduate Students</b>	<b>42</b>	<b>94</b>	<b>104</b>	<b>111</b>	<b>102</b>	<b>107</b>	<b>60</b>	<b>40</b>	<b>46</b>	<b>74</b>	<b>60.87%</b>

**Appendix E – Center for Information Media**

Table 10: Credit Hours Generated

Course Level	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	% change
Lower Division	1,767	1,860	1,536	1,902	1,541	2,043	2,115	2,511	18.72%
Upper Division	1,765	1,533	1,368	1,305	1,360	1,146	1,095	1,007	-8.04%
Graduate	1,089	939	827	659	754	657	671	602	-10.28%
<b>Information Media Total</b>	<b>4,621</b>	<b>4,332</b>	<b>3,731</b>	<b>3,866</b>	<b>3,655</b>	<b>3,846</b>	<b>3,881</b>	<b>4,120</b>	<b>6.16%</b>

### Appendix E – Center for Information Media

Table 11: Degree and Certificates Awarded (Program Completions)

	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	% change
Undergraduate	5	6	4	6	16	5	7	13	85.71%
Graduate	52	39	29	22	17	10	16	25	56.25%
Licensure	NR	NR	NR	NR	NR	NR	15	14	-6.67%
<b>Total</b>	<b>57</b>	<b>45</b>	<b>33</b>	<b>28</b>	<b>33</b>	<b>15</b>	<b>23</b>	<b>38</b>	
Change from previous year		-21.05%	-26.67%	-15.15%	17.86%	-54.55%	53.33%	65.22%	

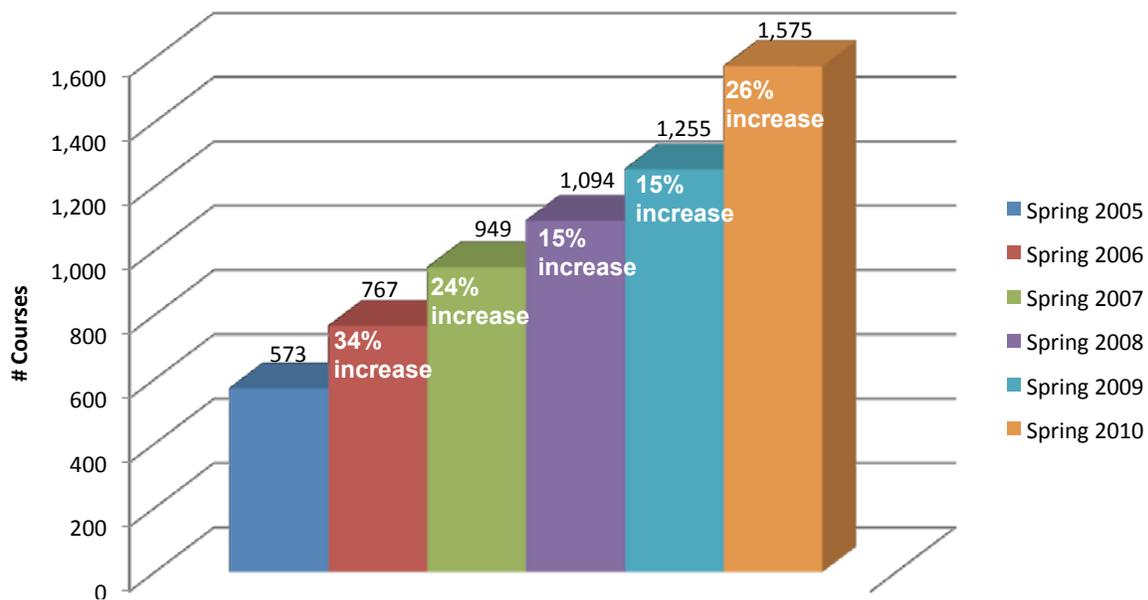
### Appendix F – Course Management Systems

Table 12: Desire2Learn Use

Semester	Courses	Students	Instructors
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
Fall 2007	1,032	13,849	458
Spring 2008	1,094	13,323	451
Fall 2008	1,230	14,549	536
Spring 2009	1,255	13,703	551
Fall 2009	1,400	15,393	586
Spring 2010	1,575	14,901	594

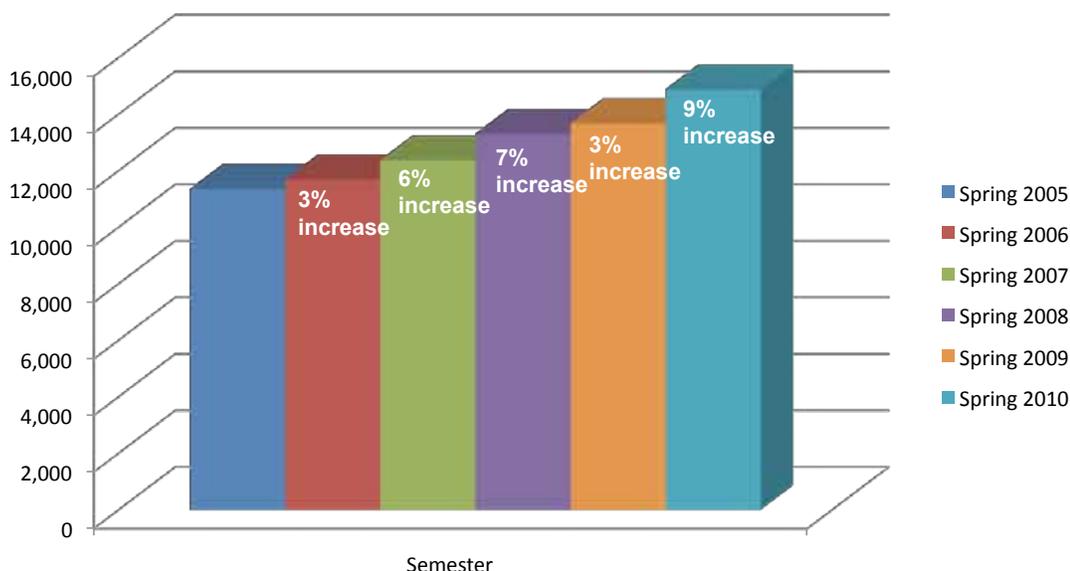
### Appendix F – Course Management Systems

Chart 3: Spring Course Use Comparison



**Appendix F – Course Management Systems**

Chart 4: Spring Student Use Comparison



**Appendix F – Course Management Systems**

Table 13: Desire2Learn (D2L) Altiris Ticket Log Comparison\*

	FY07	FY08	FY09	FY10
Q1 (Jul/Aug/Sept)	77	1,769	1,997	2,390
Q2 (Oct/Nov/Dec)	51	1,075	1,497	550
Q3 (Jan/Feb/Mar)	904	1,192	1,495	707
Q4 (Apr/May/Jun)	1,381	1,031	1,226	524
<b>Totals</b>	<b>2,413</b>	<b>5,067</b>	<b>6,215</b>	<b>4,171</b>

\* Reflects number of unique tickets/incidents logged into Altiris. Numbers do not reflect any subsequent modifications to a unique ticket/incident.

**Appendix G – Information Literacy**

Table 14: Library Instruction Sessions

Term	Number of Sessions	Number of Students
<b>Summer 2009</b>		
Session 1	11	187
Session 2	5	80
Sub-total	16	267
<b>Fall 2009</b>		
August	6	310
September	71	1,330
October	45	995
November	27	528
December	12	319
Sub-total	161	3,482
<b>Spring 2010</b>		
January	20	455
February	36	1,036
March	25	550
April	14	319
May		
Sub-total	95	2,360
<b>Totals</b>	<b>272</b>	<b>6,109</b>

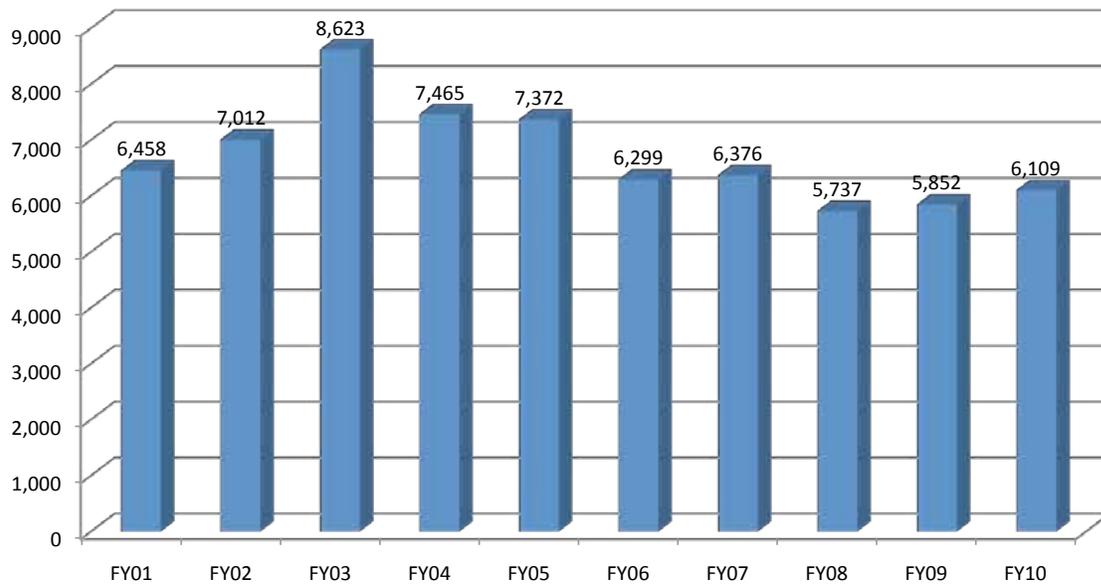
**Appendix G – Information Literacy**

Table 15: Library Instruction Annual Comparison

	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	# Change	% Change
Number of Sessions	276	245	305	274	298	293	300	254	286	272	-14	-4.90%
Number of Students	6,458	7,012	8,623	7,465	7,372	6,299	6,376	5,737	5,852	6,109	257	4.39%

**Appendix G – Information Literacy**

Chart 5: Changes in Number of Students Served



**Appendix G – Information Literacy**

Table 16: Library Instruction by Type Comparison

Characteristics of Sessions:	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	% Change
Classes presented outside MC 218	53	79	91	110	137	106	48	66	72	9%
High school classes	17	6	7	7	9	12	7	6	5	-17%
Senior to Sophomore program	9	10	16	16	14	18	18	16	24	50%
After 5 p.m.	27	50	54	49	38	33	40	24	32	33%
ENGL 191 total	90	89	70	106	82	118	68	74	58	-22%
Upper level research courses				14	13	42	51	59	59	0%
Graduate courses				18	16	14	13	19	27	42%
RefWorks						18	7	5	7	40%
Graduate students						7	5	4	3	-25%
<b>By College:</b>										
College of Business	2	5	6	7	6	3	5	16	22	38%
College of Education	50	32	34	29	40	30	34	40	46	15%
College of Fine Arts & Humanities	119	105	159	167	168	152	99	105	84	-20%
College of Science & Engineering	6	7	11	9	7	6	10	11	12	9%
College of Social Sciences	35	39	35	63	39	44	41	46	28	-39%
University-wide (Honors, Coll. Transition)	0	8	6	23	10	10	11	14	27	93%
Other institutions (Anoka-Ramsey, Sartell Middle, MRC Junior High Program)	0	9	16	5	11	12	10	21	19	-10%

Appendix H – LR&TS Scholarship/Creative Activity

## PUBLICATIONS

- Anderson, J. (2010). Collecting Analysis Data. In K. H. Silber & R. Foshay (Eds.), *Handbook of Training and Improving Workplace Performance* (Vol I). San Francisco: John Wiley & Sons.
- Hill, F.E. (2010). Fight Back! [Review of the book *The Bully At Work*]. BusinessCentral. January/February.
- Hill, F.E. (2010). Turbo-capitalism [Review of the book *In Praise of Slowness*]. BusinessCentral. March/April.
- Hill, F.E. (2010). Collaboration [Review of the book *Power of 2*]. BusinessCentral. May/June.
- Olivares, O. (2010). The sufficiently embedded librarian: Defining and establishing productive librarian-faculty partnerships in academic libraries. *Public Services Quarterly*, 6(2/3), 140-149.
- Prescott, M. K., & Veldof, J. R. (2010). A Process Approach to Defining Services for Undergraduates. *Portal: Libraries and the Academy*, 10(1), 29-56.
- Steman, T. D. and Motin, S. H. (2010) History Day: Another Outreach Opportunity for Academic Libraries. *College and Research Libraries News*, 71(1), 26-29.
- Steman, T.D. (2010). Cold War History on the World Wide Web. *Midwest Archives Conference (MAC) Newsletter*, 37(3), 14-15.
- Steman, T. D. (2009). The Man from Main Street: Bringing Sinclair Lewis into the 21st Century. *The Sinclair Lewis Society Newsletter*, 18(1), 1, 3-4, 14-15.
- Wexelbaum, R. (2010). Jewish Film Collections. JGCinema.org: Cinema and Globalization.
- Wexelbaum, R. (2010). LGBTIQ Librarians and Workplace Issues. *Serving LGBTIQ Library and Archives Users: Essays on Outreach, Service, Collections and Access*. Ed. Ellen Greenblatt. Jefferson, NC: McFarland & Company.
- Wexelbaum, R. (2010). From the Closet to the Courtroom: Five LGBT Rights Lawsuits that Have Changed Our Nation by Carlos A. Ball, Beacon Press. [Book Review]. *Lambda Literary*.
- Wexelbaum, R. (2010). *The Judy Grahn Reader*, edited with an introduction by Lisa Marie Hogeland, Aunt Lute Books. [Book review]. *Lambda Literary*.
- Wexelbaum, R. (2010). *Keep Your Wives Away from Them: Orthodox Women and Unorthodox Desires: An Anthology*, edited by Miryam Kabakov, North Atlantic Books. [Book review]. *Lambda Literary*.
- Wexelbaum, R. (2010). *Risk* by Elana Dykewomon; [Book review]. *Lambda Literary*.
- Wexelbaum, R. (2009). *Keep your Eyes Open*. [Film Review]. JGCinema.org: Cinema and Globalization.
- Zietlow, R. (2010). *The Academic Library Manager's Forms, Policies, and Procedures Handbook with CD-ROM* [Review of the book by R. Brumley]. *Library Resources & Technical Services*, 54(1), 55.

## PRESENTATIONS

- Bauer D., Condon M., Piket T. & Pratt B. (2010). *Desire2Learn & Identity Access Management: Crystal Ball Session* (Roadmaps and Whiteboards). MnSCU Information Technology Conference, Brainerd, MN, April 27.
- Bauer D., Matejcek T., Peterson M. & Piket T. (2010). *Identity Access Management (IAM) Playbook*. MnSCU Information Technology Conference, Brainerd, MN, April 27.

- Bauer D., Matejcek T., Peterson M. & Picket T. (2010). Panel Discussion: Identity Access Management (IAM). MnSCU Information Technology Conference, Brainerd, MN, April 27.
- Biniek G, Henline J. & Pratt B. (2010). D2L Course Requests: Improving the Process. MnSCU Information Technology Conference, Brainerd, MN, April 27.
- Brown C., Foss L. & Nordby M. (2010). Strategic Analytics Management System. MnSCU Information Technology Conference, Brainerd, MN, April 27.
- Ewing, R. L., & Prescott, M. K. (2010). Designing Web 2.0 Experiences for Students. Workshop for Instruction in Library Use Conference, Hamilton, ON, May 14.
- Gross, T. (2009) Medicine, Agriculture or Social Pathology? The Classification of Materials on Coca in U.S. Libraries. Seminar on the Acquisition of Latin American Library Materials, Berlin, Germany, July 6.
- Gross, T. (2009) The Effect of Controlled Vocabulary on Keyword Searching. Minnesota Library Association Annual Conference, St. Cloud, MN, October 14.
- Gross, T., Taylor A., Joudrey, D. (2010) The Effect of Controlled Vocabulary on Keyword Searching. American Library Association Midwinter Conference, Boston, MA, January 15.
- Kroger C., Morris C., Pratt B. & Wenz K. (2010). D2L Current Topics. MnSCU Information Technology Conference, Brainerd, MN, April 27.
- Kroger C., Morris C., Pratt B. & Wenz K. (2010). D2L Questions and Answers. MnSCU Information Technology Conference, Brainerd, MN, April 27.
- Makarov, K. (2009). SQL Data in SharePoint? Using DataFormWebPart with SQL in SharePoint Designer 2007. MnSCU Information Technology Conference, Brainerd, MN, April 27.
- Pratt, B. (2010). Web Application Firewalls at SCSU: Why and How. MnSCU Information Technology Conference, Brainerd, MN, April 27.
- Quinlan, J.M. (2010) Beyond Boring: Using Technology to Engage Students with Information Literacy. Library Technology Conference, St. Paul, MN, March 17.
- Rose C., Wagner C. (2010). Transforming the Customer Service Experience. MnSCU Information Technology Conference, Brainerd, MN, April 27.
- Rose C. (2010). Transforming the Customer Service Experience. 2010 ResNet Symposium, Bellingham, WA, June 27.
- Rose, C. & Stanley, C. (2009). Windows 7: First Impressions and Favorite Features. GusDay 10 Conference, Northfield, MN, December 4.
- Scholz, D., Stangret, K. (2010). Journey in Setting Up a Project Management Infrastructure. MnSCU Information Technology Conference, Brainerd, MN, April 27.
- Scholz, D., Stangret, K., Traxler, S. (2009). Journey in Setting Up a Project Management Infrastructure. GusDay 10 Conference, Northfield, MN, December 4.
- Stanley C., Thorson P. & Wagner C. (2010). Cloud Computing Roundtable. MnSCU Information Technology Conference, Brainerd, MN, April 27.
- Steman, T. D. (2009). History Day Resources in Greater Minnesota. History Day at Your Library, St. Paul, MN, November 4.
- Steman, T. D. (2009). Using Primary Sources to Engage and Teach Students Information Literacy. Collaboration Conference, Bridging the Generational Divide: Working Together to Teach Millennial Students, Bloomington, MN, November 13.

- Steman, T. D. (2010). How to Decide, Archon or Archivists' Toolkit: Open Source Software Solutions to Manage and Provide Access to Archival Information. Library Technology Conference 2010, St. Paul, MN, March 17.
- Steman, T. D. (2010). Facilitating Conversations in the Archival Community. Midwest Archives Conference Annual Meeting, Chicago, IL, April 23.
- Steman, T. D. (2010). Creation and Capture of Metadata for Minnesota Reflections (and Other Uses). Minnesota Digital Library 8th Annual Meeting, Minneapolis, MN, June 9.
- Steman, T. D. (2010). Setting Up Your Own Digitization Program - with Minnesota Reflections in Mind. Minnesota Digital Library 8th Annual Meeting, Minneapolis, MN, June 9.
- Wexelbaum, R., Parault, S., and Miltenoff, P. (2010). Evaluating E-Readers for Academic Libraries. Library Technology 2010, Poster Session, Macalester College, St. Paul, MN, March 18.
- Wexelbaum, R. (2010). EBooks. MnPALS Acquisitions/Serials and Cataloging Workday, Breakout Session, Metropolitan State University, St. Paul, MN, April 8.
- Wexelbaum, R. (2010). Licensing. MnPALS Acquisitions/Serials and Cataloging Workday, Mini-Session, Metropolitan State University, St. Paul, MN, April 8.
- Wexelbaum, R. (2010). Collaborating with graduate students to improve library systems and processes. Academic and Research Libraries Division of the Minnesota Library Association, ARLD Day 2010, Full Session, Minnesota Landscape Arboretum, Chaska, MN, April 23.
- Wexelbaum, R. and Holtermann, J. (2009). GOBI/Blackwell Collection Manager. MnPALS Fall 2009 User Group Meeting, Breakout Session, Neighborhood House at Wellstone Center, St. Paul, MN, October 28.

## **OTHER**

- Wexelbaum, R. "Coming Out Narratives, Gay Male." Encyclopedia of Contemporary LGBTQ American Literature. Ed. Emmanuel Nelson. 2009 Print.
- Wexelbaum, R. "Dykewomon, Elana." Encyclopedia of Contemporary LGBTQ American Literature. Ed. Emmanuel Nelson. 2009 Print.
- Wexelbaum, R. "Gay Literature, Jewish American." Encyclopedia of Contemporary LGBTQ American Literature. Ed. Emmanuel Nelson. 2009 Print.
- Wexelbaum, R. "Graphic Novel, Lesbian." Encyclopedia of Contemporary LGBTQ American Literature. Ed. Emmanuel Nelson. 2009 Print.
- Wexelbaum, R. "Science Fiction, Lesbian." Encyclopedia of Contemporary LGBTQ American Literature. Ed. Emmanuel Nelson. 2009 Print.
- Wexelbaum, R. "Spanbauer, Tom." Encyclopedia of Contemporary LGBTQ American Literature. Ed. Emmanuel Nelson. 2009 Print.

### Appendix I – Technology Training and Support

Table 17: Student-Only Technology Instruction (T.I.) Sessions

	Fall 2009		Spring 2010		Summer 2010		Total	
	# Sessions	Attend.	# Sessions	Attend.	# Sessions	Attend.	# Sessions	Attend.
T.I.s (Technology Instructions)	33	689	47	936	4	68	81	1206

### Appendix I – Technology Training and Support

Table 18: Student-Only Technology Instruction (T.I.) Sessions Comparison

	FY06	FY07	FY08	FY09	FY10	% Change
# Sessions	17	40	32	25	81	224.00%
Attendance	785	546	523	480	1,206	151.25%

### Appendix I – Technology Training and Support

Table 19: Combination Session Comparison (excludes student-only and faculty/staff-only)

	FY05	FY06	FY07	FY08	FY09	FY10	% Change
# Sessions	48	43	43	24	13	128	884.62%
Attendance	340	217	143	85	96	166	72.92%

### Appendix I – Technology Training and Support

Table 20: Combination Session Comparison (excludes student-only T.I.s)

	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	% Change
Workshop Titles Offered	29	77	65	60	51	70	24	9	40	112	180.00%
Workshops Offered (excludes T.I.s)	137	167	143	176	246	272	152	113	228	282	23.68%
Participants	665	1,122	917	767	1,304	1,848	436	396	437	521	19.22%

### Appendix I – Technology Training and Support

Table 21: Workshops Offerings and Participation by Audience

	Sessions	Attendees
Student only (T.I.s)	81	1,206
Faculty/Staff only* (e.g. Convocation, January Workshop Days, Technology Institute, D2L)	152	531
<b>Combination sessions (students and faculty/staff)</b>	<b>128</b>	<b>166</b>
<b>Totals</b>	<b>361</b>	<b>1,903</b>

\* The Faculty/Staff only totals include 113 D2L sessions with a total of 134 attendees for FY10.

**Appendix J – Acquisitions**

Table 22: Materials Inventory Holdings

Collection	Taken 7/13/2005		Taken 7/1/2006		7/11/07		7/1/08		7/1/09		7/1/10		Difference FY09 to FY 10	
	Bibs	Items	Bibs	Items	Bibs	Items	Bibs	Items	Bibs	Items	Bibs	Items	Bibs	Items
Circ	423,960	500,626	429,096	506,866	437,544	516,743	443,016	522,593	449,079	528,995	452,819	533,168	3,740	4,713
Ref	9,617	24,059	9,591	24,258	7,239	19,116	7,182	19,030	6,976	18,069	6,827	18,242	-149	173
Juv	23,002	25,399	23,506	26,003	23,812	26,316	24,263	26,777	24,868	27,413	25,322	27,888	454	475
Rare	1,401	1,608	1,418	1,670	1,462	1,796	1,469	2,525	1,496	1,842	1,505	1,856	9	14
Tech Services	106	206	102	170	104	171	106	173	98	142	98	142	0	0
Theses	4,929	4,547	5,224	4,834	5,431	5,038	5,562	5,165	5,564	5,170	5,795	5,396	231	226
US Doc	104,829	173,080	117,869	189,845	123,892	196,866	125,547	197,348	128,601	195,260	130,276	196,034	1,651	735
Mn Doc	13,871	22,598	13,950	22,836	13,968	22,705	13,976	22,734	14,004	22,720	13,989	22,755	-15	35
Classified microfilm	1,850	2,690	1,840	2,691	1,839	2,691	1,834	2,671	1,835	2,659	1,834	2,659	-1	0
Microcard	53	53	53	53	53	53	53	53	53	53	55	55	0	0
Classified fiche	17,530	17,748	17,528	17,735	17,528	17,753	17,527	17,754	17,528	17,751	17,520	17,742	-8	-9
CD-ROM	174	172	179	180	192	198	193	206	130	140	132	143	2	3
CD-Aud	2,335	2,449	2,388	2,516	2,402	2,531	2,398	2,525	2,404	2,524	2,435	2,577	31	53
Aids	223	228	234	254	254	273	255	273	264	280	275	292	11	12
Map/Atlas	1,259	1,548	1,270	1,562	1,269	1,564	1,267	1,560	1,294	1,606	1,183	1,477	-111	-129
Film	59	57	57	57	57	57	57	57	59	57	45	45	-14	-12
Filmstrip	343	238	332	239	331	238	331	238	323	219	323	219	0	0
Records	1,223	1,251	1,226	1,256	1,225	1,256	1,225	1,256	1,111	1,125	1,095	1,110	-16	-15
Slides	289	323	247	312	246	325	246	321	246	279	246	279	0	0
Audio cassettes	1,511	1,793	1,504	1,788	1,503	1,790	1,501	1,786	1,508	1,786	1,449	1,964	-59	-178
Video cassettes	13,020	15,846	13,107	16,033	13,256	16,216	13,268	16,215	13,464	16,363	13,355	16,389	109	26
Video disks	162	296	34	36	34	36	34	36	34	36	34	36	0	0
Software	130	125	85	125	85	125	84	125	4	4	0	0	-4	-4
DVD	655	681	1,001	1,150	1,530	1,812	1,971	2,329	2,457	2,828	2,774	3,234	317	406
Per	6,576	153,449	6,458	154,063	6,436	151,352	6,452	151,237	7,276	149,594	7,180	148,748	-96	-846
Archives	76	128	95	148	112	165	121	170	181	219	202	232	21	13
Archives-Boros									1,095	1,251	1,095	1,251	0	0
Internet Resources	40,590	30,844	47,163	28,934	50,701	30,280	57,098	30,584	64,715	30,494	67,919	30,095	3,204	-399
CMHC - Rare	37	35	37	35	37	35	37	35	37	35	36	35	-1	0
Equipment			115	611	88	558	69	457	77	629	79	541	2	-88
CTC Library							1,374	1,624	1,536	1,626	1,988	2,491	955	362
	<b>669,810</b>	<b>982,077</b>	<b>695,709</b>	<b>1,006,260</b>	<b>712,630</b>	<b>1,018,059</b>	<b>728,516</b>	<b>1,027,857</b>	<b>748,371</b>	<b>1,031,216</b>	<b>757,885</b>	<b>1,037,095</b>	<b>10,263</b>	<b>5,566</b>

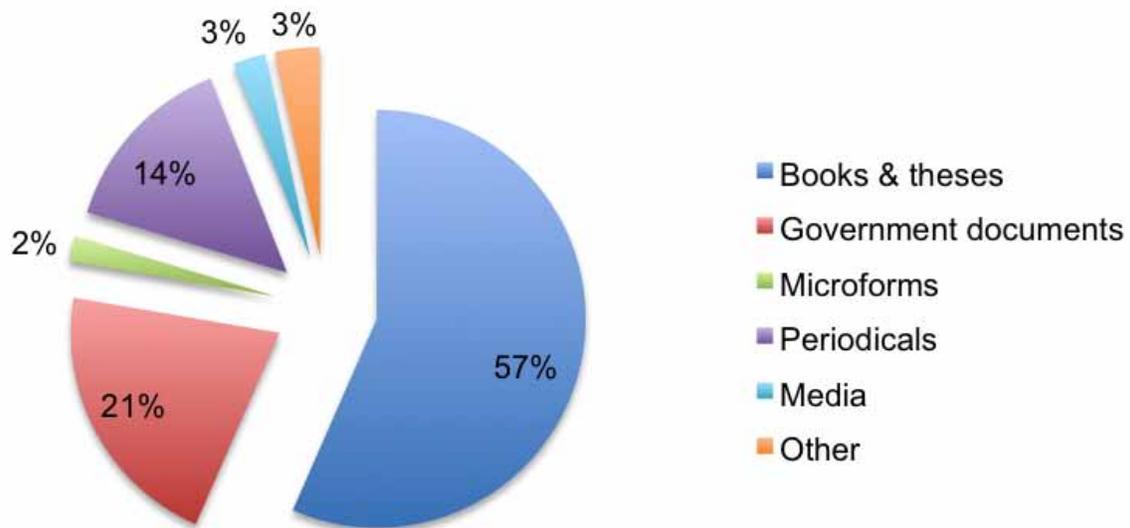
**Appendix J – Acquisitions**

Table 23: Library Materials Holdings

	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>	<b>FY09</b>	<b>FY10</b>
Books & theses	556,445	563,801	569,180	576,263	581,631	586,692
Government documents	195,678	212,681	219,571	220,082	217,980	218,789
Microforms	20,491	20,497	20,497	20,478	20,463	20,456
Periodicals	153,449	154,063	151,352	151,237	149,594	148,748
Media	25,007	25,508	24,421	26,927	27,247	25,996
Other	43,812	42,533	43,845	31,246	34,301	36,103

**Appendix J – Acquisitions**

Chart 6: Library Materials Holdings



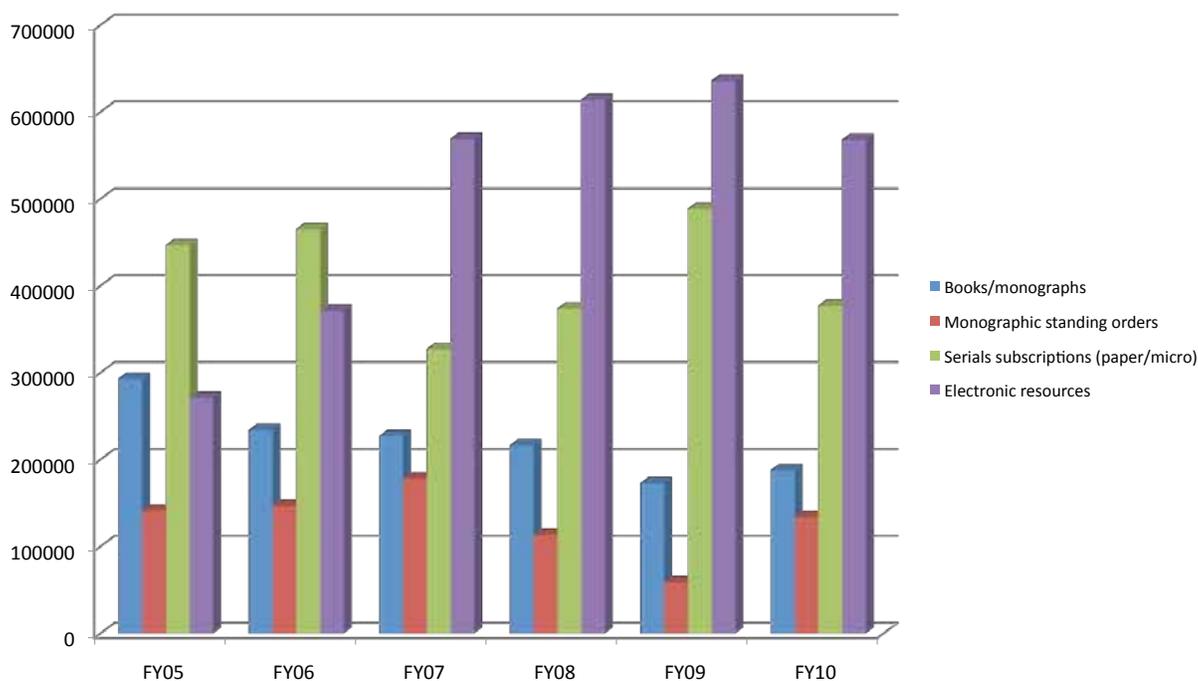
**Appendix J – Acquisitions**

Table 24: Acquisitions Expenditures

	FY05	FY06	FY07	FY08	FY09	FY10
<b>One-time Purchases</b>						
Books/monographs	\$293,339.07	\$234,375.83	\$227,455.41	\$216,739.40	\$173,185.63	\$188,222.60
Audiovisual materials (video, audio, kits)	\$42,627.14	\$39,305.42	\$59,906.59	\$62,041.81	\$39,519.17	\$43,198.39
Other Materials (manuscripts, maps, etc.)	\$0.00	\$823.00	\$0.00	\$2,789.00	\$0.00	\$7,408.00
OCLC Collection Analysis Tool subscription						\$6,500.00
<b>Ongoing commitments</b>						
Standing Orders	\$141,560.36	\$147,154.97	\$178,937.62	\$113,991.09	\$59,375.49	\$134,650.68
<b>Access to Licensed Scholarly Content</b>						
Serials subscriptions	\$447,070.41	\$465,687.56	\$327,602.77	\$374,185.33	\$489,054.71	\$428,967.92
Electronic databases	\$271,426.00	\$372,206.26	\$569,643.33	\$614,433.69	\$636,445.52	\$470,236.20
E books						\$71,014.75
<b>Ongoing operational expenses</b>						
Preservation (repair, archives)	\$5,172.95	\$3,516.24	\$4,442.85	\$5,592.48	\$5,791.18	\$4,432.66
Contract and Theses Binding						\$16,822.80
Theses Microfilming						\$2,070.46
OCLC Cataloging Subscription						\$22,103.52
OCLC ILL Subscription						\$8,064.12
OCLC Access Subscription (Shared with ILL)						\$6,917.88
<b>Ongoing content management fees</b>						
Books in Print	\$1,517.00	\$2,835.00	\$2,950.00	\$3,065.00	\$2,974.00	\$3,174.00
GOBI	\$0.00	\$0.00	\$0.00	\$0.00	\$969.00	\$1,604.00
Portico	\$0.00	\$0.00	\$0.00	\$5,695.00	\$5,695.00	\$5,695.00
RefWorks	\$3,300.00	\$3,300.00	\$3,300.00	\$3,300.00	\$3,465.00	\$3,465.00
Science Direct (maintenance fee)	\$10,036.00	\$10,036.00	\$12,626.00	\$11,537.00	\$13,114.00	\$14,439.00
SFX	\$8,774.00	\$8,774.00	\$8,919.00	\$9,075.00	\$9,256.00	\$9,351.00
Ulrichs	\$0.00	\$0.00	\$0.00	\$2,000.00	\$2,100.00	\$2,100.00
Classification Web				\$525.00	\$525.00	\$525.00
Catalogers Desktop				\$525.00	\$525.00	\$525.00
E Journal Maintenance fees (EBSCO)						\$22,518.00
<b>Total Total Acquisitions/Collections Expenditures</b>	<b>\$1,224,822.93</b>	<b>\$1,288,014.28</b>	<b>\$1,395,783.57</b>	<b>\$1,425,494.80</b>	<b>\$1,441,994.70</b>	<b>\$1,474,005.98</b>

**Appendix J – Acquisitions**

Chart 7: Change in Acquisitions Expenditures



**Appendix K – Central Minnesota Libraries Exchange (CMLE)**

Table 25: CMLE Membership Types

Type	Number
K-12 public	210
K-12 private	32
Public library branches in 2 regional systems	46
Post-secondary institutions	9
Special libraries (law, hospital, correctional facilities, historical societies)	22
<b>Total</b>	<b>319</b>

**Appendix K – Central Minnesota Libraries Exchange (CMLE)**

Table 26: CMLE Interlibrary Loan Statistics

	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	% Change
Total requests received	8,580	8,649	7,697	7,245	7,175	6,107	4,723	3,838	3,501	-8.78%
Borrowing libraries	129	104	101	84	79	75	62	58	62	6.90%
Lending sources	115	98	64	72	124	157	138	128	14	-89.06%
Requests filled	8,167	8,219	7,333	6,891	6,762	5,619	4,416	3,386	2,999	-11.43%
Requests unfilled/cancelled	413	430	367	354	413	488	307	465	493	6.02%
Books	5,187	5,415	4,724	4,542	4,352	3,879	3,023	2,502	2,231	-10.83%

**Appendix L – Circulation**

Table 27: Circulation Transactions

	FY02*	FY03*	FY04	FY05	FY06	FY07	FY08	FY09	FY10	% Change
Books checked out at desk	73,060	81,848	58,010	34,760	36,814	40,159	41,073	45,401	41,838	-7.85%
ILL Books checked out at desk	†	†	†	†	790	3,219	4,064	4,885	4,877	-0.16%
Books checked out at self-check	6,750	9,574	765§	8,408	7,759	7,119	7,944	9,774	0‡	-100.00%
Total books checked out	79,810	91,422	58,010	43,168	45,363	50,497	53,081	60,060	46,715	-22.22%
Book renewals	7,550	16,409	8,666	16,328	16,320	5,795	8,993	9,729	9,596	-1.37%
Federal document checkouts & uses				3,851	2,926	4,254	3,618	3,813	1,624	-57.41%
State document checkouts & uses				554	559	113	92	116	72	-37.93%
Total items browsed	52,575	44,825	59,215	56,059	52,616	51,765	46,165	58,445	38,271	-34.52%
New community barcode applications	436	443	381	393	280	184	129	132	186	40.91%

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

§ Due to migration to Aleph, the self-check machine was not operational July through mid-April of FY04.

‡ The self-check machine failed permanently on 12/22/09. No stats are available for July through December 2009.

**Appendix L – Circulation**

Table 28: Patron Records

	FY04*	FY05	FY06	FY07	FY08	FY09	FY10	% Change
Faculty/Staff	1,524	1,614	1,518	1,620	1,947	2,226	2,171	-2.47%
Retired Faculty/Staff	7	22	28	28	37	36	37	2.78%
Undergraduate Students	12,534	19,149	19,431	17,835	19,438	20,315	20,853	2.65%
Graduate Students	1,281	2,404	2,970	2,255	2,801	3,156	3,492	10.65%
CMLE	223	226	244	243	252	255	244	-4.31%
Community (active)	381	849	786	544	509	459	495	7.84%
<b>Total</b>	<b>15,953</b>	<b>24,264</b>	<b>24,977</b>	<b>22,525</b>	<b>24,984</b>	<b>26,447</b>	<b>27,292</b>	<b>3.20%</b>

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

**Appendix L – Circulation**

Table 29: Traditional Reserves

	FY02	FY03	FY04	FY05	FY06	FY07 †	FY08	FY09	FY10	% Change
Records added	2,395	3,348	5,573	3,970	2,260	1,644	1,087	911	739	-18.88%
Total charges	28,939	39,083	24,480	28,384	25,555	14,954	12,278	8,163	9,166	12.29%
# of professors using	*	*	311	210	211	180	330	211	184	-12.80%
# of classes using	*	*	401	330	308	221	406	268	192	-28.36%

\* Not tracked previously

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

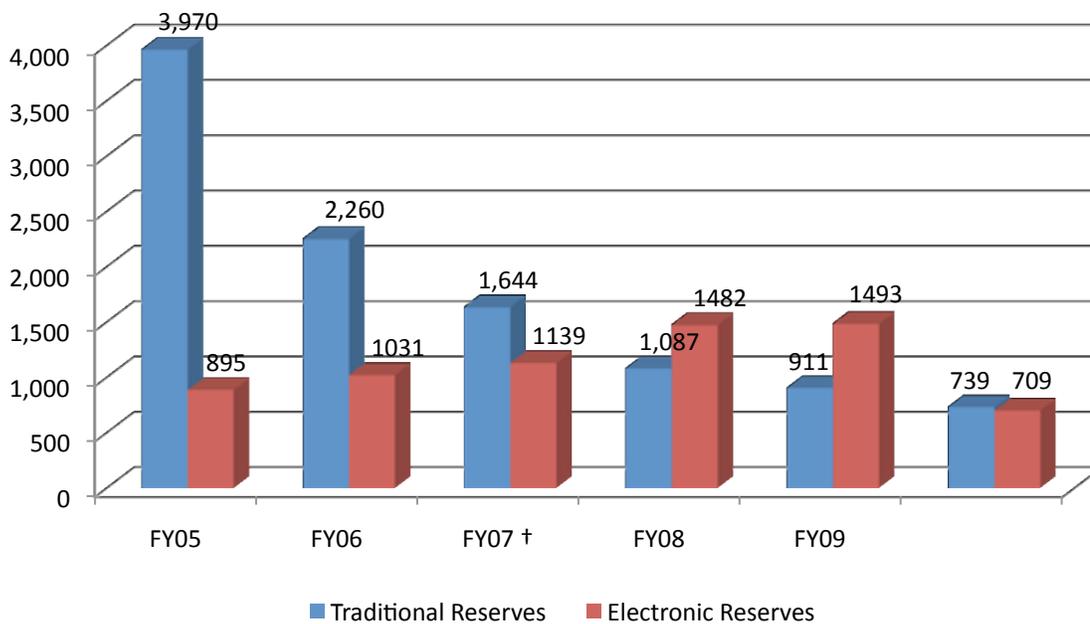
**Appendix L – Circulation**

Table 30: Electronic Reserves, Files Added Comparison

	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	% Change
Video files	31	5	4	2	0	86	21	294	536	296	-44.78%
Audio files	474	43	419	10	8	5	41	32	0	0	0.00%
PDF files	115	213	1,203	1639	885	911	1013	1069	949	408	-57.01%
Other (html, rtf, doc, etc.)	0	1	63	413	2	29	64	87	8	5	-37.50%
<b>Total</b>	<b>620</b>	<b>262</b>	<b>1689</b>	<b>2064</b>	<b>895</b>	<b>1031</b>	<b>1139</b>	<b>1482</b>	<b>1493</b>	<b>709</b>	<b>-52.51%</b>
<b># Profs Using</b>				197		111	120	137	149	156	4.70%
<b># Classes Using</b>				172		288	330	398	462	510	10.39%

**Appendix L – Circulation**

Chart 8: Changing Nature of Reserves: Items Added by Fiscal Year



**Appendix L – Circulation**

Table 31: Facilities Check-out

	FY04	FY05	FY06	FY07	FY08	FY09	FY10*	% Change
Student study rooms	13,325	13,677	13,614	14,796	16,526	17,078	16,737	-2.00%
Study room accessories (keyboards, markers, remotes)					15,437	16,018	14,906	-6.94%

\* One study room (MC 230) had no functional equipment and was used only as study space from October through June.

**Appendix L – Circulation**

Table 32: Equipment Check-out

Items	FY04 Charges	FY05 Charges	FY06 Charges	FY07 Charges	FY08 Charges	FY09 Charges	FY10 Charges	% Change
Audio Equipment (cassette and digital recorders, CD boombox, PA systems)	356	889	621	730	1,072	444	470	5.86%
Data projectors	174	363	397	408	349	352	325	-7.67%
Digital cameras (video & still)	250	502	482	524	663	655	958	46.26%
Faculty laptop computers	265	504	407	354	438	437	370	-15.33%
Student long-term laptop computer	344	242	893	996	1,243	638*	729	14.26%
Student short-term laptop computer			659	1,876	4,745	4,234	3,289	-22.32%
Misc equipment (e.g. adapters, cables, mouses)**							9,441	
Projectors (slide, overhead, film & filmstrip)	30	68	46	49	31	27	13	-51.85%
VHS camcorders	428	295	232	206	140	98	22	-77.55%
<b>Total</b>	<b>1,847</b>	<b>2,863</b>	<b>3,737</b>	<b>5,143</b>	<b>8,681</b>	<b>6,885</b>	<b>15,617</b>	<b>126.83%**</b>

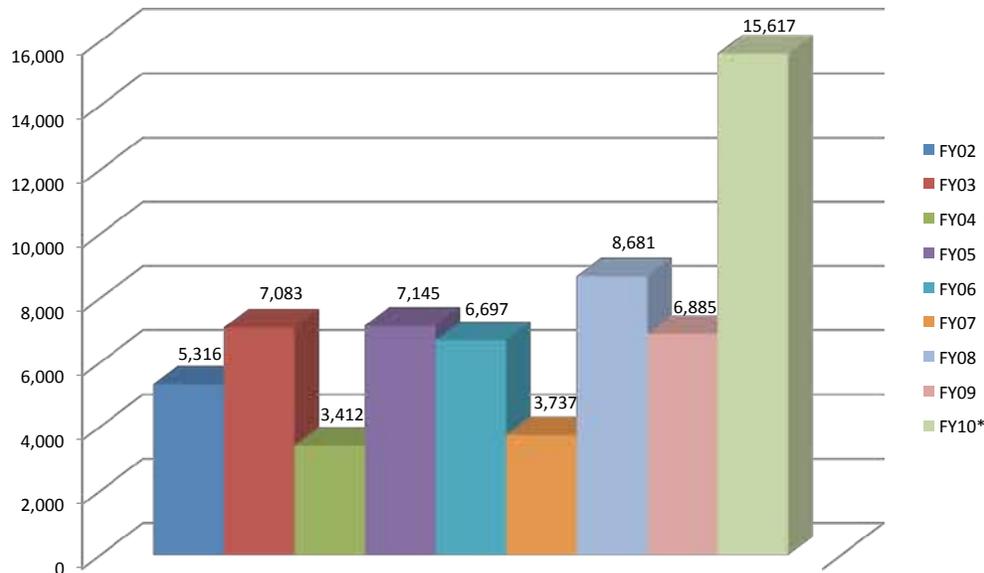
\* Increased checkout period.

\*\* The total percent change does not include data for the "Misc equipment" category as that category is a new addition and thus doesn't have comparable FY09 data.

**NOTE:** All check-out statistics fluctuate due to equipment being out of commission at various times of the year due to issues such as late returns, lost or stolen items or equipment repairs.

**Appendix L – Circulation**

Chart 9: Annual Equipment Check-out Comparison



\* The large increase in FY10 checkouts is partially due to adding and counting the new "Misc. equipment" category which wasn't recorded in previous years.

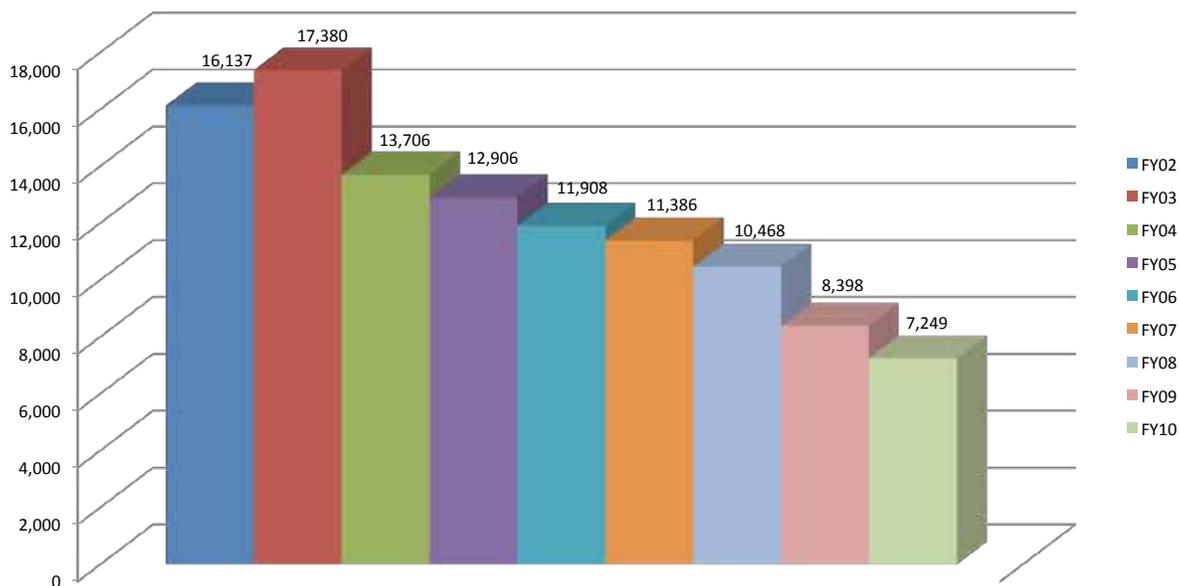
**Appendix L – Circulation**

Table 33: Media Check-out

	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>	<b>FY09</b>	<b>FY10</b>	<b>% Change</b>
	<b>Charges</b>							
Software & CD-ROMs	68	101	4	22	25	61	85	39.34%
Cassette tapes	99	91	106	63	40	2	3	50.00%
Visual aids	26	32	38	36	30	11	19	72.73%
Audio CDs	1,051	957	899	886	721	41	124	202.44%
Records	31	23	16	10	12	0	5	500.00%
Films & filmstrips	7	3	7	3	1	0	1	100.00%
Slides	8	20	7	2	0	2	3	50.00%
Videodiscs	16	18	1	1	0	0	0	0.00%
Videotapes	11,361	9,587	7,330	5,807	4,703	3,597	2,954	-17.88%
DVDs	1,039	2,074	3,500	4,556	4,936	4,684	4,055	-13.43%
<b>Total</b>	<b>13,706</b>	<b>12,906</b>	<b>11,908</b>	<b>11,386</b>	<b>10,468</b>	<b>8,398</b>	<b>7,249</b>	<b>-13.68%</b>

**Appendix L – Circulation**

Chart 10: Annual Media Check-out Comparison



**Appendix L – Circulation**

Table 34: Monthly Gate Count Statistics

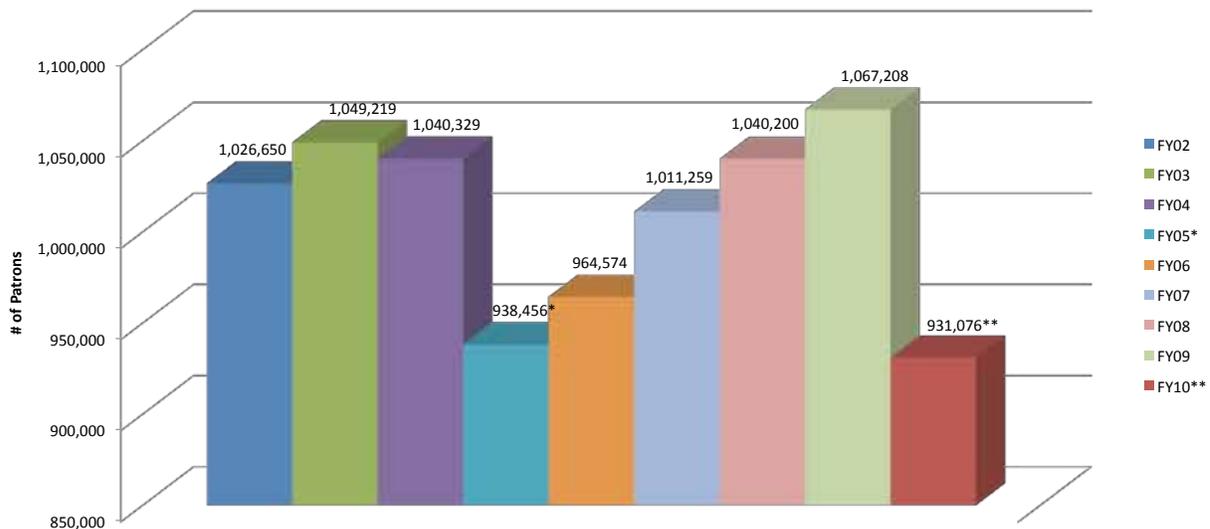
Month	FY02	FY03	FY04	FY05*	FY06	FY07	FY08	FY09	FY10**	% Change
July	33,501	37,633	34,968	28,573	28,249	30,554	32,727	33,402	29,567	-11.48%
August	31,706	27,288	24,881	25,435	28,845	30,699	30,809	52,337	52,291	-0.09%
September	129,689	124,616	127,483	109,870	101,314	107,625	116,397	134,573	110,892	-17.60%
October	124,056	151,410	146,403	116,055	127,344	142,671	149,574	135,762	104,312	-23.17%
November	119,398	119,618	119,311	112,410	119,265	127,165	127,520	111,859	100,262	-10.37%
December	101,192	101,113	99,643	87,895	90,010	90,827	89,147	100,118	82,441	-17.66%
January	67,273	67,585	65,496	42,211	48,420	54,313	57,145	69,568	64,563	-7.19%
February	105,725	105,299	110,412	103,500	104,643	105,102	113,337	109,954	97,326	-11.48%
March	90,716	97,756	105,753	99,044	97,473	95,583	98,141	102,061	95,009	-6.91%
April	136,811	136,241	132,192	119,395	122,933	129,454	139,976	135,918	121,660	-10.49%
May	55,991	50,856	42,969	68,008	70,644	68,027	56,489	49,687	42,884	-13.69%
June	30,592	29,804	30,818	26,060	25,438	29,241	28,938	31,969	29,869	-0.05%
<b>Total</b>	<b>1,026,650</b>	<b>1,049,219</b>	<b>1,040,329</b>	<b>938,456</b>	<b>964,574</b>	<b>1,011,259</b>	<b>1,040,200</b>	<b>1,067,208</b>	<b>931,076</b>	<b>-12.76%</b>

\* One of four gate counters was malfunctioning from September through January in FY05

\*\* A new gate counter system was installed that replaced the old system.

**Appendix L – Circulation**

Chart 11: Gate Count by Fiscal Year



\* One of four gate counters was malfunctioning Sept. through Jan. FY05.

\*\* Changed to a new gate counting system on July 1, 2009.

**Appendix L – Circulation**

Table 35: Total Open Library Hours by Fiscal Year

	FY08	FY09	FY10	% Change
<b>Total hours open</b>	<b>4,665.50</b>	<b>4,786.00</b>	<b>4,511.50</b>	<b>-5.74%</b>

**Appendix M – Electronic Resources and Periodicals**

Table 36: Serial Subscriptions Comparison

	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	% Change
Current periodical print subscriptions (total titles including bound/fiche):	1,441	1,796	1,737	1,615	1,565	985	955	836	830	-0.72%
Electronic journal subscriptions:	1,785	2,474	2,194	2,614	3,033	6,369	7,256	8,600	5,428	-36.88%
Electronic journals held in aggregated databases	14,042	14,695	16,139	9,206	12,904	15,623	21,529	23,115	42,507	83.89%
Electronic databases for indexing/abstracting	41	63	55	37	40	43	44	44	40	-9.09%
Electronic databases for full-text reference sources	19	20	21	25	32	39	45	50	51	2.00%

Note: The substantial change shown in lines 7 and 8 are due in part to SFX cleanup and correction, changes in subscription access (such as changing from direct to aggregated) and changes in reporting.

**Appendix M – Electronic Resources and Periodicals**

Table 37: Patrons Assisted Comparison

FY02	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	
Patrons Assisted	466	382	1,133	1,672	1,632	729	658	1,378	1,381	1,337	301	272	11,341	
Faculty Copying Requests														
Items Requested:	3	8	8	10	7	11	8	5	5	4	13	9	91	
Pages Copied:	109	364	217	630	303	304	262	144	148	92	757	338	3,668	
Number of Items Shelved	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	
<b>FY03</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>Total</b>	<b>% Change</b>
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%
<b>FY04</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>Total</b>	<b>% Change</b>
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%
<b>FY05</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>Total</b>	<b>% Change</b>
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%
<b>FY06</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>Total</b>	<b>% Change</b>
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%
<b>FY07</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>Total</b>	<b>% Change</b>
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%
<b>FY08</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>Total</b>	<b>% Change</b>
Patrons Assisted	161	66	469	555	450	293	250	554	386	395	148	104	3,831	25.44%
Faculty Copying Requests														
Items Requested:	0	1	3	1	1	0	0	1	4	0	0	1	12	-64.71%
Pages Copied:	0	22	138	13	16	0	0	27	62	0	0	2	280	-50.79%
Number of Items Shelved	3,003	2,744	2,114	3,383	3,343	2,903	3,208	3,596	2,365	3,665	2,194	2,387	34,905	8.49%
<b>FY09</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>Total</b>	<b>% Change</b>
Patrons Assisted	143	166	545	508	432	334	264	434	419	365	146	150	3,906	1.96%
Faculty Copying Requests														
Items Requested:	2	6	3	4	2	3	3	2	6	4	6	3	44	266.67%
Pages Copied:	39	201	46	70	61	15	34	14	47	17	76	16	636	127.14%
Number of Items Shelved	2,682	1,667	4,077	3,255	2,492	2,577	2,064	2,674	2,544	2,501	1,991	1,700	30,224	-13.41%
<b>FY10</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>Total</b>	<b>% Change</b>
Patrons Assisted	122	210	571	351	399	177	254	458	330	376	75	162	3,485	-10.78%
Faculty Copying Requests														
Items Requested:	7	1	13	6	10	3	0	1	3	1	4	0	49	11.36%
Pages Copied:	41	3	229	80	176	92	0	10	53	42	79	0	805	26.57%
Number of Items Shelved	2,145	1,926	2,813	3,150	2,666	3,017	1,972	2,843	2,546	2,346	2,135	2,411	29,970	-0.84%

**Appendix N – Government Documents**

Table 38: Government Documents Comparison

	FY05 Total	FY06 Total	FY07 Total	FY08 Total	FY09 Total	FY10 Total	% Change
<b>Documents – Federal</b>							
Physical Collection	173,080	189,845	196,866	197,348	195,260	196,034	0.40%
Checkouts & uses	3,851	2,926	4,254	3,618	3,813	1,640	-56.99%
<b>Documents – State</b>							
Physical Collection	22,598	22,836	22,705	22,734	22,720	22,755	0.15%
Checkouts & uses	554	559	113	92	116	76	-34.48%

**Appendix O – Interlibrary Loan**

Table 39: Interlibrary Loan via MnPALS - Lending

Borrowers	Incoming Requests for SCSU Loans									
	Book Requests Received by SCSU from	Book Requests Filled by SCSU for	% Filled Book Requests	Article Requests Received by SCSU from	Article Requests Filled by SCSU for	% Filled Article Requests	Total incoming requests	Total requests filled by SCSU for	% Filled Total	Average Fill Days
MnPALS	8206	6199	75.54%	1000	738	73.80%	9206	6937	75.35%	1.13
St. Ben's	567	433	76.37%	11	10	90.91%	578	443	76.64%	1.23
St. John's	271	208	76.75%	41	24	58.54%	312	232	74.36%	1.17
GRRL	960	752	78.33%	8	5	62.50%	968	757	78.20%	1.39
<b>Total</b>	<b>10004</b>	<b>7592</b>	<b>75.89%</b>	<b>1060</b>	<b>777</b>	<b>73.30%</b>	<b>11064</b>	<b>8369</b>	<b>75.64%</b>	

**Appendix O – Interlibrary Loan**

Table 40: Interlibrary Loan via MnPALS - Borrowing

Lenders	Outgoing SCSU Requests for MnPALS Loans									
	Book Requests from SCSU Sent to:	Book Requests from SCSU Filled by:	% Filled Book Requests	Article Requests from SCSU Sent to:	Article Requests from SCSU Filled by:	% Filled Article Requests	Total Outgoing Requests:	Total Requests from SCSU Filled by:	% Filled Total	Average Fill Days
MnPALS	5,640	3,708	65.74%	13,341	9,469	70.98%	18,981	13,177	69.42%	3.9
St. Ben's	320	237	74.06%	81	48	59.26%	401	285	71.07%	2.78
St. John's	295	228	77.29%	69	24	34.78%	364	252	69.23%	3.63
GRRL	234	234	100.00%	277	276	99.64%	511	510	99.80%	0
<b>Total</b>	<b>6,489</b>	<b>4,407</b>	<b>67.91%</b>	<b>13,768</b>	<b>9,817</b>	<b>71.30%</b>	<b>20,257</b>	<b>14,224</b>	<b>70.22%</b>	

**Appendix O – Interlibrary Loan**

Table 41: Interlibrary Loan via the OCLC Consortium

FY 2010	Incoming Requests via OCLC for SCSU Loans						Outgoing SCSU Requests for OCLC Loans					
	Total Requests Received	Total Requests Filled	% Requests Filled	Requests Filled through Loan	Requests Filled through Copy	Average Fill Days	Total Requests Sent	Total Requests Filled	% Requests Filled	Requests Filled through Loan	Requests Filled through Copy	Average Fill Days
	2,567	1,269	49.44%	795	474	1.11	536	434	80.97%	243	191	8.3

**Appendix O – Interlibrary Loan**

Table 42: Minnesota Electronic Document Delivery

Month	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10
July	2	75	21	231	94	276	337	349	289
August	-	61	8	183	78	210	208	849	336
September	-	58	85	148	130	289	373	845	877
October	-	127	274	334	475	907	977	553	822
November	4	116	188	224	298	826	868	342	742
December	6	69	136	328	145	382	356	301	331
January	7	54	96	111	80	297	340	652	249
February	35	138	157	193	166	559	686	528	592
March	28	117	247	170	525	637	437	444	653
April	49	98	152	164	280	602	548	191	529
May	71	156	137	86	219	249	300	233	229
June	122	71	142	147	224	220	329	453	246
<b>Total</b>	<b>322</b>	<b>1,140</b>	<b>1,643</b>	<b>2,319</b>	<b>2,714</b>	<b>5,454</b>	<b>5,759</b>	<b>5,740</b>	<b>5,895</b>
<b>Change from previous year</b>		<b>254.04%</b>	<b>44.12%</b>	<b>41.14%</b>	<b>17.03%</b>	<b>100.96%</b>	<b>5.59%</b>	<b>-0.33%</b>	<b>2.70%</b>

**Appendix O – Interlibrary Loan**

Table 43: Transaction Request Comparisons

	FY99	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	% Change
Requests initiated by SCSU (outgoing)	11,501	13,150	12,970	10,994	12,757	8,761	7,776	10,738	16,253	15,449	17,482	20,793	18.94%
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	10,679	11,856	14,658	23.63%
Requests received by SCSU (incoming)	8,917	10,561	11,401	10,846	11,481	9,235	7,109	8,045	8,537	10,104	10,018	13,631	36.07%
Requests filled by SCSU (incoming)	6,700	8,175	8,754	8,018	8,605	5,785	4,138	5,146	5,525	7,077	6,701	9,638	43.83%
<b>Total transactions</b>	<b>20,418</b>	<b>23,711</b>	<b>24,371</b>	<b>21,840</b>	<b>24,238</b>	<b>17,996</b>	<b>14,885</b>	<b>18,783</b>	<b>24,790</b>	<b>25,553</b>	<b>27,500</b>	<b>34,424</b>	<b>25.18%</b>
<b>Change from Previous Year</b>		<b>16.13%</b>	<b>2.78%</b>	<b>-10.39%</b>	<b>10.98%</b>	<b>-25.75%</b>	<b>-17.29%</b>	<b>26.19%</b>	<b>31.98%</b>	<b>3.08%</b>	<b>7.62%</b>	<b>25.18%</b>	

**Appendix O – Interlibrary Loan**

Table 44: 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%
FY08	10,104	7,077	3,027	70%
FY09	10,018	6,701	3,317	67%
FY10	13,631	9,638	3,993	71%

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%
FY08	15,449	10,679	4,770	69%
FY09	17,482	11,856	5,626	68%
FY10	20,793	14,658	6,135	70%

## Appendix P – LibData

Table 45: Use Comparison

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

	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10
Total LibData database resource entries:	600	1,082	1,226	1,226	1,762	1,910	2,041	2,252	2,445
Total resources created:	600	482	144	0	536	148	131	211	193

### Subject Guides (formerly Research QuickStart)

	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10
Total Subject Guide pages:	56	78	78	78	88	93	99	105	106
Total Subject Guide user hits:	3,467	19,125	27,447	5,921	17,178	34,094	25,370	75,903	62,281
Change in hits from previous year		451.63%	43.51%	-78.43%	190.12%	98.47%	47.69%	199.18%	-17.95%

#### Top 5 pages with number of hits FY10:

Psychology: 4,903  
 Nursing: 3449  
 Social Work: 2548  
 Biology: 2517  
 Marketing: 1912

### Course Guides (formerly Course QuickStart)

	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10
Total Course Guide pages:	0	0	0	0	46	75	134	174	206
Change in hits from previous year						63.04%	78.67%	29.85%	18.39%
Total Course Guide user hits	N/A	N/A	N/A	N/A	8,090	11,201	19,207	28,896	25629
Change in hits from previous year						38.45%	137.42%	50.45%	-11.31%

#### Top 5 pages with number of hits FY10:

English (ENGL) 191: 2422  
 Social Studies (SST) 253/453: 1347  
 Management (MGMT) 497: 944  
 Nursing (NURS) 306/307: 707  
 Nursing (NURS) 308: 704

### PageScribe

	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10
Total PageScribe pages:	0	0	0	0	47	77	88	89	96

## Appendix Q – Library Systems

Table 46: Electronic Subscription Services Use Comparison

	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10
Database Searches/Sessions	218,765	312,737	386,014	464,135	794,740	914,367	1,424,512	1,298,563	1,328,787	1,206,015
% Change from Previous Year		42.96%	23.43%	20.24%	71.23%	15.05%	55.79%	-8.84%	2.33%	-9.24%
Full Text Retrievals	54,072	480,727	583,279	529,155	517,815	532,099	494,426	568,393	622,201	685,322
% Change from Previous Year		789.05%	21.33%	-9.28%	-2.14%	2.76%	-7.08%	14.96%	9.47%	10.14%

**Note:** The number of sessions decreased and the number of full text retrievals went up in FY10. This may be due to a number of reasons, some of which may include, more relevant search indexing and search retrieval on the publishers end, reference instruction sessions, and more accurate linking.

**Appendix Q – Library Systems**

Table 47: Electronic Subscription Services Monthly Use FY10

Database Name/Service	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Total
AccessScience (McGraw-Hill; total searches)	7	7	106	25	27	26	5	12	26	25	2	3	271
ACS Journals (sessions)	117	102	146	124	233	209	106	219	240	503	103	46	2,148
ACM Digital Library (searches)	12	18	325	190	243	56	45	112	133	214	147	39	1,534
AP Multimedia Archive (requests)	5	37	247	9	38	78	523	0	141	132	0	0	1,214
ArtStor (sessions)	2	25	189	180	168	98	94	130	106	79	4	0	1,077
Bibliography of Asian Studies (searches)	3	0	8	2	225	7	0	20	91	64	12	8	440
Books In Print (searches) (12/03-)	10	33	30	54	61	41	63	30	21	161	117	56	677
Caliber (sessions)	15	14	85	21	52	23	11	15	11	12	4	3	266
CAS - SciFinder Scholar (12/03-) (activity)	64	101	285	222	229	94	445	171	175	217	113	90	2,206
Classical Music Library (sessions)	30	96	121	101	87	69	41	46	143	136	61	4	935
Chadwyck - African American Biographical Database (sessions)	5	0	1	5	1	0	0	3	6	1	3	3	28
Chadwyck - Peiodical Indexes Online (sessions)	5	5	17	30	27	24	8	16	11	29	12	5	189
CollegeSource Online (searches)	Cancelled												0
ComAbstracts (CIOS) (total accesses)	512	583	1,205	1,289	2,203	582	1,229	626	2,072	2,449	59	277	13,086
CQEL Historic Documents (searches)	0	0	1	2	0	0	0	0	2	0	0	1	6
CQEL Researcher (1/02-) (searches)	49	30	260	771	550	232	217	535	741	540	88	51	4,064
CQEL Weekly (1/02-) (searches)	6	3	6	33	33	6	3	19	11	32	4	0	156
CQEL (general) (searches)	7	6	22	112	76	41	9	85	158	117	12	11	656
Credo Reference (sessions)	13	31	220	279	211	162	157	182	196	173	95	34	1,753
CSA - COS Scholar Universe: Social Science	1,389	1,112	4,434	3,360	3,332	1,448	664	4,413	3,539	3,242	663	1,124	28,720
CSA - Criminal Justice Abstracts (Searches)	342	317	1,547	1,154	1,126	536	168	1,384	1,057	948	254	176	9,009
CSA - EconLit (Searches)	366	395	1,728	1,052	1,062	526	249	1,724	1,278	1,104	269	269	10,022
CSA - ERIC (Searches)	955	839	3,532	2,596	2,567	1,121	521	3,354	2,718	2,398	522	1,000	22,123
CSA - GeoRef [6/00-] (Searches)	106	72	187	239	194	104	14	366	308	145	42	39	1,816
CSA - GeoRef In Process [9/01-] (Searches)	3	1	15	25	44	32	2	87	140	24	4	2	379
CSA - Meteorological & Astrogeophysical Abstracts (searches)	85	65	108	91	52	0	0	0	0	40	32	28	501
CSA - MLA Directory of Periodical (searches)	22	12	32	54	117	10	6	56	66	41	1	6	423
CSA - MLA International Bibliography (searches)	109	214	165	199	371	255	40	185	257	399	117	34	2,345
CSA - Philosopher's Index (10/05- (searches)	124	299	143	145	197	97	47	167	343	178	53	96	1,889
CSA - PILOTS (searches)	21	22	114	71	90	38	23	183	81	73	20	17	753
CSA - PsycInfo [9/01-] (searches)	1,704	1,510	7,301	4,844	7,077	2,972	782	5,968	4,762	5,805	2,199	946	45,870
CSA - Recent References Related to Social Sciences	285	147	460	1,816	1,686	795	307	2,117	1,573	1,625	465	297	11,573
CSA - RILM (searches)	54	219	104	161	215	69	22	145	100	113	20	41	1,263
CSA - Social Svcs Abs (Searches)	288	317	1,953	827	921	359	0	1,749	974	785	129	158	8,460
CSA - Sociological Abs (Searches)	306	307	1,982	898	1,159	494	245	1,732	1,358	1,343	150	187	10,161
CSA - Web Resources Related to Natural Science (searches)	157	129	162	298	220	104	14	358	281	184	70	65	2,042
CSA - Web Resources Related to Soc Sci (searches)	920	706	1,816	7,657	9,423	4,066	1,211	8,170	6,950	7,879	2,894	1,601	53,293
CSA - Worldwide Political Science Abs (Searches)	262	266	1,455	901	823	340	164	1,240	917	789	105	145	7,407
CSA/SAGE - Health Sciences (Searches)	Merged into miscellaneous SAGE collections												0
CSA/SAGE - Management & Organization Studies (1948-)													0
CSA/SAGE - Materials Science (1995-)													0
CSA/SAGE - Meteorological & Geostrophysical Abstracts (2006-)													0
CSA/SAGE - Political Science: A SAGE Full-Text Collection (1982-)													0
CSA/SAGE - Psychology (queries) (1970-)													0
CSA/SAGE - Sociology (1982-)(Searches)													0
CSA/SAGE - Urban Studies & Plannina (1982-) (searches)													0
EBSCOHost Academic Search Premier (sessions)	3,595	2,983	11,824	16,692	17,616	10,012	5,287	13,461	14,185	17,648	3,469	3,993	120,765
EBSCOHost AqeLine (sessions)				206	286	200	53	249	238	265	65	78	1,640
EBSCOHost Alt HealthWatch	33	37	177	301	316	166	104	223	230	291	78	75	2,031
EBSCOHost America: History and Life (sessions)	113	110	255	431	478	288	127	255	253	310	101	84	2,805
EBSCOHost Business Source Premier (sessions)	366	450	1,203	1,584	1,691	900	720	1,243	1,454	1,116	713	453	11,893
EBSCOHost CINAHL Plus w/ full-text (sessions)	384	246	748	1,301	935	385	323	791	1,042	868	244	225	7,492
EBSCOHost Communication & Mass Media Complete (sessions)	260	594	739	1,053	1,240	636	377	999	902	1,207	274	299	8,580
EBSCOHost Consumer Health Complete	9	9	41	73	125	87	18	31	31	38	3	5	470
EBSCOHost ERIC	207	190	854	1,497	1,848	718	116	231	208	320	86	147	6,422
EBSCOHost Film & Television Literature Index (sessions)	34	29	168	275	290	142	89	211	179	243	69	75	1,804
EBSCOHost Funk & Wagnall's New World Encyclopedia	28	28	117	204	232	132	81	155	157	193	58	69	1,454
EBSCOHost GreenFILE				160	150	87	185	215	271	62	80		1,210
EBSCOHost Health Source - Consumer Ed.	36	33	163	286	1,236	171	105	206	191	296	68	78	2,869
EBSCOHost Health Source - Nursing/Academic Ed.	36	29	200	342	353	184	122	265	256	382	73	97	2,339
EBSCOHost Historical Abstracts (sessions)	94	113	226	345	475	262	159	296	351	314	117	98	2,850
EBSCOHost Libravr, Info Science & Technolov Abs (sessions)	78	76	207	307	316	193	125	244	261	304	98	109	2,318
EBSCOHost MAS Ultra - School ed.	33	32	137	229	1,264	146	89	173	172	214	58	79	2,626
EBSCOHost MasterFILE Premier (sessions)	149	103	304	454	536	353	208	352	382	434	120	120	3,515
EBSCOHost MegaFILE (sessions)	353	271	821	1,089	1,293	788	481	940	1,067	1,209	294	285	8,891
EBSCOHost Mental Measurements Yrbk (sessions)	45	55	221	270	653	172	142	192	278	316	73	76	2,493
EBSCOHost Middle Search Plus	38	36	174	236	1,185	141	89	181	189	213	67	78	2,627
EBSCOHost Points of View Reference Ctr	3	14	161	282	277	129	41	251	264	246	40	29	1,737
EBSCOHost Primary Search	153	120	594	1,235	1,247	613	84	176	188	227	68	82	4,787
EBSCOHost Professional Development Collection	189	106	542	604	744	357	211	446	492	587	152	238	4,668
EBSCOHost Regional Business News (sessions)	122	97	195	333	357	223	138	309	297	263	89	92	2,515
EBSCOHost Science Reference Ctr	136	148	690	1,337	3,653	738	114	237	249	317	92	87	7,798
EBSCOHost Scientific American Archive Online (sessions)	135	37	107	280	211	91	No longer available						861
EBSCOHost Social Work Abstracts (sessions)	35	59	501	396	406	245	247	521	320	390	84	111	3,315
EBSCOHost SportDiscus (sessions)	107	97	393	544	530	323	204	388	469	640	123	160	3,978
EBSCOHost Teacher Reference Ctr (sessions)	39	33	170	240	267	148	89	180	191	222	66	97	1,742
EBSCOHost Tests in Print (sessions)	27	37	125	216	246	136	101	167	150	198	61	70	1,534
Emerald Insight (4/02-) (searches)	71	94	243	305	290	160	116	217	219	289	80	131	2,215
Facts.com (sessions) (formerly World Almanac)	25	6	29	31	24	20	50	40	37	71	9	5	347
FirstSearch - Alternative Press Index (sessions)	120	88	135	220	347	200	44	181	204	344	90	39	2,012
FirstSearch - Alternative Press Index Archive (sessions)	68	57	62	112	107	70	26	62	68	91	36	9	768
FirstSearch - ArticleFirst (sessions)	4	0	31	54	64	29	23	26	33	94	18	11	387

**Appendix Q – Library Systems**

Table 47: Electronic Subscription Services Monthly Use FY10

Database Name/Service	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Total	
FirstSearch - Arts & Hum Citation Index (sessions)	54	203	89	127	136	84	31	97	83	75	23	32	1,034	
FirstSearch - Clase & Periodica (sessions)	1	0	8	4	4	3	0	2	1	11	0	0	34	
FirstSearch - Dissertation Abs (sessions)	37	41	63	79	79	29	32	53	38	39	19	21	530	
FirstSearch - Electronic Books (sessions)	0	1	1	1	3	0	7	2	1	2	1	0	19	
FirstSearch - Electronic Collections Online (sessions)	2	1	25	29	33	12	5	16	16	27	7	9	182	
FirstSearch - ERIC (sessions)	0	1	6	0	1	8	0	1	0	3	0	1	21	
FirstSearch - GPO Monthly Catalog (sessions)	1	0	1	2	71	1	1	2	0	3	1	0	83	
FirstSearch - Medline (sessions)	1	1	0	120	111	66	20	67	132	68	11	7	604	
FirstSearch - OAISTER (sessions)	0	1	1	1	1	0	0	0	0	1	0	0	5	
FirstSearch - PapersFirst (sessions)	3	0	0	3	1	2	0	3	1	3	0	1	17	
FirstSearch - ProceedingsFirst (sessions)	2	0	1	0	0	0	0	0	0	1	0	0	4	
FirstSearch - World Almanac (sessions)	1	0	1	2	5	2	0	0	0	1	1	2	15	
FirstSearch - WorldCat (sessions)	267	305	470	552	398	312	431	372	427	383	366	337	4,620	
FirstSearch - WorldCat Dissertations & Theses (sessions)	3	5	27	25	12	4	16	11	11	7	7	11	139	
Gale Biography & Genealogy Master Index (sessions)	2	2	12	60	47	15	3	14	12	13	7	1	188	
Gale Discovering Collection (sessions)	4	3	51	76	30	9	9	27	32	58	23	14	336	
Gale Educator's Reference (sessions)	1	35	162	88	58	72	112	369	309	314	78	132	1,730	
Gale Expanded Academic ASAP (sessions)	3	2	24	27	18	8	15	231	357	389	104	134	1,312	
Gale Virtual Reference Library (sessions)	7	2	8	13	38	12	7	14	29	33	2	1	166	
Gale General Science (sessions)	4	2	8	13	38	12	7	14	22	20	0	0	140	
Gale Informe (sessions)	5	1	15	15	14	13	12	8	17	26	2	4	132	
Gale Informe - Archive (sessions)	Cancelled													0
Gale Junior Edition (sessions)	4	1	16	30	7	0	1	0	1	1	0	0	61	
Gale Junior Reference Collection (sessions)	1	0	7	3	1	2	1	2	2	1	0	0	20	
Gale Kid's Edition (sessions)	0	0	9	18	0	3	0	6	4	18	1	0	59	
Gale Kid's InfoBits (sessions)	1	0	22	36	4	16	0	4	1	3	3	4	94	
Gale LitFinder (sessions)	1	4	10	18	39	32	9	38	13	36	6	6	212	
Gale Nineteenth Century Newspapers (sessions)	2	1	24	56	42	8	18	49	36	14	9	4	263	
Gale Opposing Viewpoints Resource Ctr (sessions)	22	40	469	1,066	1,124	491	248	557	809	795	74	56	5,751	
Gale Professional Collection (sessions)	38	20	108	130	93	47	39	73	82	147	17	68	862	
Gale Student Edition (sessions)	1	0	5	11	5	0	2	0	4	1	0	4	33	
Gale Student Resource Center Gold (sessions)	3	0	7	8	6	1	1	1	8	6	1	0	42	
Gale Times Digital Archive (sessions)	3	1	8	19	34	8	10	33	47	0	2	0	165	
HAPI (visits)	2	2	0	4	10	53	33	45	22	47	4	1	223	
HarpWeek Civil War (visits) (Stats provided periodically)	Not available at time of AR													196
IEEE Xplore	43	57	295	313	564	66	307	203	213	402	224	104	2,791	
Inqenta (Sessions) (InqConnect and Select together)	63	58	153	199	234	150	67	174	156	222	42	45	1,563	
JSTOR (searches)	1,320	1,768	6,377	6,635	10,310	6,957	2,833	6,874	8,567	10,243	2,254	1,439	65,577	
L-N Academic Universe (searches)	462	516	1,182	2,375	2,847	1,344	1,480	2,743	3,092	2,997	542	763	20,343	
L-N Congressional Universe (searches)	39	0	15	33	52	20	38	22	13	29	1	11	273	
L-N Statistical Universe (searches)	27	2	62	81	87	78	34	25	63	77	22	16	574	
MathSciNet (9/05-) (sessions)	4	37	64	14	23	4	126	152	20	54	7	26	531	
MnPALS (visits)	5,865	6,928	13,213	14,313	13,878	9,557	11,260	13,088	12,820	13,227	6,052	5,810	126,011	
MRI+ Reporter (10/04-) (logins)	Not available at time of AR													0
National Criminal Justice Ref Svc Abs: SAGE (queries)	Merged into miscellaneous SAGE collections													0
Naxos Music Library (sessions)	45	47	33	48	62	28	38	18	49	46	45	9	468	
Oxford (Grove) Encyclopedia of Art (sessions)	2	11	85	86	180	69	32	12	37	24	1	18	557	
Oxford (Grove) Encyclopedia of Music (Sessions)	54	40	35	43	43	10	22	49	81	83	20	14	494	
Oxford English Dictionary (sessions)	24	113	359	212	184	152	123	292	245	348	75	20	2,147	
Polling the Nations (4/02-) (sessions)	0	1	0	2	6	2	1	7	1	7	0	0	27	
Project MUSE (sessions)	53	119	254	619	820	380	188	336	464	472	137	117	3,959	
ProQuest - ABI/Inform (sessions) [8/01--]	290	314	744	1,463	1,577	1,377	427	1,084	1,127	1,210	588	729	408,320	
Proquest - Ethnic Newswatch (sessions)	207	184	394	710	942	548	201	579	624	710	89	43	5,231	
Proquest - Gender Watch (sessions)	192	177	337	609	731	415	181	451	604	643	56	56	4,452	
Proquest - Historical Minneapolis Tribune (1867-1922) (sessions)	3	6	5	12	2	4	8	10	3	13	0	0	66	
Proquest - Historical New York Times (1851 - 2003) (sessions)	42	42	101	186	150	77	198	182	162	224	635	46	2,045	
Proquest - Newsstand (sessions)	186	168	434	785	875	488	239	694	651	907	412	253	6,092	
Proquest - St. Cloud Times (sessions)	180	169	438	791	888	492	242	700	666	934	13	33	5,546	
Proquest - Safari Tech Books (R1-6 sessions)	13	30	32	36	21	11	14	18	33	20	30	36	294	
Proquest - Sanborn Maps of Minnesota (7/02-) (visitors)	2	0	4	0	0	3	0	4	2	NA at time of AR			15	
RIA Checkpoint (7/02-, sessions)	32	19	187	104	28	4	141	200	31	41	7	206	1,000	
ScienceDirect (starting July 2009 use sessions; previous: searches)	732	767	2,334	2,610	3,162	2,065	785	2,445	2,647	3,495	793	624	22,459	
Scopus (-2007/8 searches; 2008/9- sessions)	111	97	299	355	482	248	151	330	282	377	72	88	2,892	
University of Chicago Journals (sessions)	27	29	136	96	122	85	42	114	99	122	31	28	931	
Westlaw (Campus Research) (4/03-) (total connect)	29	19	123	177	131	31	290	394	433	915	135	65	2,742	
Wiley - AnthroSource (?)	223	336	891	1,026	1,133	806	414	926	978	NA at time of AR			6,733	
Wiley - Cochrane Library (sessions)	Cancelled													0
Wiley - Current Protocols (sessions)	1	1	2	1	5	4	0	0	3	Cancelled			17	
Wiley - Journals (sessions)	324	336	891	1,026	1,133	806	414	926	978	Cancelled			6,834	
WilsonWeb - Art Index (FS Block -12/03- 03/4 searches; 04/5 - sessions)	1	4	44	57	90	61	24	24	44	18	1	3	371	
WilsonWeb - Library Lit (FS:Block -12/03- 03/4 searches; 04/5 - sessions)	31	35	62	97	56	39	24	58	55	66	30	54	607	
Women Writers Online (Brown Univ) (hits)	2	0	1	7	5	2	1	7	6	15	6	1	53	
<b>TOTAL</b>	<b>26,590</b>	<b>27,562</b>	<b>84,313</b>	<b>100,958</b>	<b>119,724</b>	<b>62,530</b>	<b>39,258</b>	<b>94,965</b>	<b>94,272</b>	<b>102,979</b>	<b>29,136</b>	<b>26,137</b>	<b>1,205,820</b>	

**Appendix Q – Library Systems**

Table 48: Electronic Subscription Services Use Comparison

Database Name/Service	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	# Change	% Change		
Access Science (content retrievals)	Not available									309	-15	-5%		
ACS Chemistry Journals (full text article requests)	844	1,241	3,588	7,817	1,633	2,089	2,281	2,174	2,428	1,987	-441	-18%		
ACM Digital Library (JR1; FT)										646	-315	-33%		
ACM Digital Library (BR1; FT)										857	857			
African American Biographical Database (FT)	Not available									8	-8	-50%		
ArtStor										16				
Caliber (University of California Press full-content units)										8,044	21,457	13,413	167%	
Cambridge Journals Online (full-text)										127	81	-46	-36%	
Cambridge Historical Statistics of the US (fulltext)										892	610	-282	-32%	
Classical Music Library (tracks played)										30	55	25	83%	
Cochrane Library (FT requests)										259	7,227	-1,781	-20%	
CollegeSource Online (catalogs viewed)	89	104	58	65	83	9	10	11	11	0	-11	-100%		
CQ Researcher (FT requests)	Not available									5,700	5,625	-75	-1%	
CQ Weekly (FT requests)										87	114	27	31%	
Credo Reference (section requests) [See SAGE below]										2,427	2,427			
CSA/SAGE - Fulltext (all disciplines)										12,887	10,148	-2,739	-21%	
Duke Univ Press Journals (full-text)										157	269	112	71%	
EBSCOHost Academic Search Premier (full-text)										233,012	246,195	13,183	5%	
EBSCOHost Alternative HealthWatch (full-text)										178,826	183,294	4,468	2%	
EBSCOHost Business Source Premier (full-text)										180,825	189,034	8,209	5%	
EBSCOHost CINAHL Plus w/ full-text (full-text)										27,185	23,287	-3,898	-14%	
EBSCOHost Communication & Mass Media Complete (full-text)										21,697	23,381	1,684	8%	
EBSCOHost Consumer Health Complete (full-text)										25,869	10,731	-15,138	-59%	
EBSCOHost Film & Television Literature Index (full-text))										70	7,201	7,131	10%	
EBSCOHost Funk & Wagnall's Encyclopedia (fulltext)										94	6,522	6,428	7%	
EBSCOHost GreenFILE (full-text)										10,052	11,738	1,686	17%	
EBSCOHost Health Source: Consumer (full-text)										7	594	587	8386%	
EBSCOHost Health Source: Nursing (full-text)										115	4,448	4,333	4%	
EBSCOHost MAS Ultra - School ed. (fulltext)										601	486	-115	-19%	
EBSCOHost MasterFILE Premier (full-text)										49	5	-44	-90%	
EBSCOHost MegaFILE (full-text)										349	349			
EBSCOHost Mental Measurements Yrbk (full-text)										666	666			
EBSCOHost Middle Search Plus (full-text)										1,106	1,106			
EBSCOHost Points of View Reference Center (full-text)										2,156	3,559	1,403	65%	
EBSCOHost Primary Search (fulltext)										3,559	3,917	358	10%	
EBSCOHost Professional Development Collection (full-text)										1,481	7,458	5,977	40%	
EBSCOHost Regional Business News (full-text)										7,039	3,917	-3,122	-44%	
EBSCOHost Science Reference Center (full-text)										2,188	5,836	3,648	170%	
EBSCOHost Social Work Abstracts (full-text)										1,222	1,602	380	31%	
EBSCOHost SportDiscus (full-text)										109	1,610	1,501	137%	
EBSCOHost Teacher Reference Ctr (fulltext)										35	71	36	103%	
Emerald Insight (4/02-) (FT article requests)	20	257	637	993	1,760	3,929	2,183	2,989	2,989	2,877	-112	-4%		
Facts.com (requests - closest to full-text)	7,987	2,491	4,832	3,969	1,223	1,211	635	3,343	6,385	3,208	-3,177	-50%		
Gale (InfoTrac) Discovering Collection (fulltext)	Not available									82	125	43	53%	
Gale Educators Reference Complete (fulltext)	Not available									11	1,134	1,123	10209%	
Gale (InfoTrac) Expanded Academic ASAP (full-text)	NA	212,229	235,947	193,180	2,914	Cancelled			272	868	596	219%		
Gale Virtual Reference Library (fulltext)	NA										53	22	31	58%
Gale Science Collection (fulltext)	NA										2	19	17	850%
Gale Health Reference	NA	19,932	20,506	15,718	133	Cancelled			0	0				
Gale Informe	NA	Not available									73	127	54	74%
Gale Junior Edition (fulltext)	NA	Not available									45	36	9	20%
Gale Junior Reference Collection (fulltext)	NA										16	16		
Gale Kid's Edition (fulltext)	NA	Not available									22	31	9	41%
Gale Kid's InfoBits (fulltext)	NA	Not available									44	193	149	339%
Gale LitFinder (fulltext/views)	NA	243	1,692	1,502	1,444	1,395	NA	1,280	341	268	-73	-21%		
Gale Nineteenth Century US Newspapers (fulltext)	NA										376	376		
Gale Opposing Viewpoints Resource Ctr (fulltext)	NA										6,406	18,589	12,183	189%
Gale Professional Collection (fulltext)	NA										23,866	10,404	-13,462	-57%
Gale Student Edition (fulltext)	Not available									592	151	-441	-75%	
Gale Student Resource Center Gold (fulltext)	NA										71	29	-42	-59%
Gale Times Digital Archive	NA										374	374		
HarpWeek (fulltext)	Not available									2,084	2,084			
Highwire Press (full-text)										606	1,827	1,221	200%	
IEEE Xplor (fulltext; COUNTER 1)										1,362	1,110	-252	-18%	
Ingenta (Full-text)										2,394	464	-1,930	-81%	

**Appendix Q – Library Systems**

Table 48: Electronic Subscription Services Use Comparison

Database Name/Service	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	# Change	% Change	
JSTOR (article requests-views)	3,334	8,781	15,351	24,901	38,502	54,681	86,034	93,977	84,157	84,602	445	1%	
L-N Academic Universe (docs retrieved)	38,238	79,866	114,539	116,378	78,217	56,509	35,103	27,171	20,555	17,119	-3,436	-17%	
L-N Congressional Universe (docs retrieved)	NA	1,645	1,276	1,433	458	948	665	2,023	660	193	-467	-71%	
L-N Statistical Universe (docs retrieved)	NA	4,110	3,476	3,211	2,002	1,699	870	717	617	383	-234	-38%	
MetaPress (full-text)					63	280	67	453	1,870	1,815	-55	-3%	
Naxos Music Library (Total Music Clips Streamed)						1,274	224	1,503	662	1,501	839	127%	
netLibrary (activity by title)	284	1,162	2,345	2,546	5,622	4,981	7,245	8,576	7,317	5,252	-2,065	-28%	
Oxford (Grove) Encyclopedia of Art (Full Content Units Reqs)		135	160	489	504	1,167	2,761	1,772	1,212	1,441	229	19%	
Oxford (Grove) Encyclopedia of Music (Full Content Units Reqs)		38	470	1,037	1,726	1,726	4,777	3,616	1,206	1,044	-162	-13%	
Oxford English Dictionary (entry displays)		3,253	5,990	7,702	6,876	9,954	7,712	8,529	6,311	4,705	-1,606	-25%	
Polling the Nations (document report-total hits)										23	23		
Project MUSE (fulltext requests)	2,641	1,886	2,518	3,235	3,337	6,696	7,256	6,326	6,631	6,995	364	5%	
Proquest - ABI/Inform (FT use) [8/01--]		5,100	9,957	20,359	39,883	30,732	29,525	33,638	53,027	25,468	-27,559	-52%	
Proquest - Ethnic Newswatch (full-text)	744	862	1,277	3,177	7,759	7,395	6,032	5,786	13,356	2,880	-10,476	-78%	
Proquest - Gender Watch (full-text)	Not available		4,546	2,316	4,794	4,562	3,241	3,077	4,739	1,229	-3,510	-74%	
Proquest - Historical Minneapolis Tribune2										474	474		
Proquest - Historical New York Times (1851 - 2003) (full-text)							4,087	8,079	11,098	7,701	-3,397	-31%	
Proquest Newspapers (full-text) (use PQN)				5,130	12,351	15,226	15,694	14,526	20,695	7,762	-12,933	-62%	
Proquest - Safari Tech Books (book usage)								2,269	2,632	3,411	779	30%	
Proquest - Sanborn Maps of Minnesota (7/02-) (images fetched)			680	962	2,162	857	451	1,049	3,009	1,482	-1,527	-51%	
Sage Premier Journals (fulltext)										4,259	13,288	9,029	212%
ScienceDirect (fulltext)		4,365	9,708	15,556	23,373	24,711	22,327	32,766	34,766	39,878	5,112	15%	
University of Chicago Journals (fulltext)								445	555	539	-16	-3%	
Wiley - AnthroSource (fulltext)									5,569	5,541	-28	-1%	
Wiley - Books/Reference (fulltext)									3	2	-1	-33%	
Wiley - Cochrane Library (fulltext)							141	118	200	0	-200	-100%	
Wiley - Current Protocols (fulltext)								3	11	6	-5	-45%	
Wiley - Journals (fulltext)						168	204	285	3,061	2,829	-232	-8%	
WilsonWeb - Art Index (fulltext)									360	769	409	114%	
<b>Total</b>	<b>54,072</b>	<b>347,448</b>	<b>439,219</b>	<b>433,707</b>	<b>524,370</b>	<b>530,807</b>	<b>485,270</b>	<b>547,031</b>	<b>626,102</b>	<b>685,322</b>	<b>59,220</b>	<b>9%</b>	

**Appendix R – Multicultural Resource Center**

Table 49: Multicultural Resource Center Transaction Types by Fiscal Year

Transaction type	FY10 Count	% of Total
In-person	105	34.54%
Telephone	54	17.76%
E-mail (AskRef)	145	47.70%
<b>Total</b>	<b>304</b>	<b>100.00%</b>

**Appendix S – Reference Services**

Table 50: Reference Questions Serviced Comparison

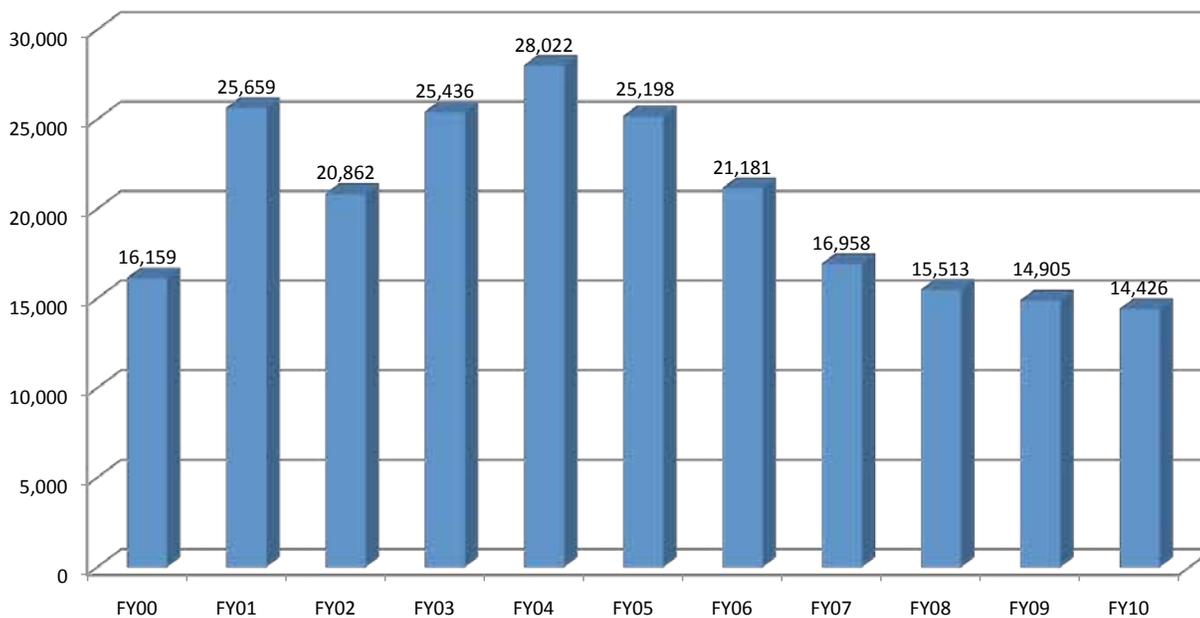
	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	% Change
Number of questions	16,159	25,659	20,862	25,436	28,022	25,198	21,181	16,958	15,513	14,905	14,426	-3.21%
Number of reference transactions in a typical week (ALS/IPEDS)++:				825	766	834*	672	556	497	406	400	-1.48%

\* Excludes virtual reference/chat

++ Note: according to the ALS/IPEDS instructions, this number is taken from a 'typical' week at the reference desk. It is not an average.

**Appendix S – Reference Services**

Chart 12: Reference Questions Serviced Comparison



## Appendix S – Reference Services

Table 51: Reference Question/Transaction Types

Question type	Count	% of Total
Reference*	7,520	52.13%
Technology	3,497	24.24%
Directional	3,409	23.63%
<b>Total</b>	<b>14,426</b>	<b>100.00%</b>

Transaction type	Count	% of Total
In person	12,796	88.70%
Telephone	795	5.51%
E-mail (AskRef)	426	2.95%
AskMN chat/IM chat-questions responded to by SCSU librarians	91	0.63%
AskMN chat/IM chat-questions responded to by AskMN partner librarians	318	2.20%
<b>Total</b>	<b>14,426</b>	<b>100.00%</b>

\* Total includes 409 total AskMN chat questions.

**Note:** SCSU librarians answered 30 SCSU and non-SCSU chat questions and provided follow up on 61 SCSU chat questions (initially answered by AskMN partner librarians).

**Note:** Statistics for the Multicultural Resource Center (MRC) can be found in the MRC appendix.

## Appendix S – Reference Services

Table 52: Reference Effort Assessment Data (READ) for Reference Questions

READ* score	Count	% of Total
<b>1</b>	6,764	48.05%
<b>2</b>	3,038	21.58%
<b>3</b>	3,230	22.94%
<b>4</b>	917	6.51%
<b>5</b>	108	0.77%
<b>6</b>	21	0.15%
<b>Total</b>	<b>14,078</b>	<b>100.00%</b>

\* The READ Scale (Reference Effort Assessment Data) is a six-point scale tool used to record a librarian's effort, knowledge, skills and teaching when responding to reference questions and research needs. A score of one indicates the least effort and a score of six indicates the most effort and time expended.

**Note:** Questions from the Multicultural Resource Center and AskMN chat service were not scored this year with the READ scale and are thus not included.

**Appendix T – Statistical Consulting**

Table 53: Project Category Comparison

<b>Graduate student and/or faculty projects</b>	
Fall 2009	38
Spring 2010	43
<b>Subtotal</b>	<b>81</b>
<b>External projects</b>	
Fall 2009	0
Spring 2010	1
<b>Subtotal</b>	<b>1</b>
<b>University department/organization</b>	
Fall 2009	3
Spring 2010	4
<b>Subtotal</b>	<b>7</b>
<b>Online Surveys</b>	
Fall 2009	29
Spring 2010	31
<b>Subtotal</b>	<b>60</b>
<b>Course evaluations</b>	
Fall 2009	12
Spring 2010	12
<b>Subtotal</b>	<b>24</b>
<b>Total Projects</b>	<b>173</b>

**Appendix T – Statistical Consulting**

Table 54: Project Fiscal Year Comparison

	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>	<b>FY09</b>	<b>FY10</b>
Graduate student and/or faculty projects	45	55	56	48	90	81
External projects	2	3	4	0	1	1
University department/organization	6	12	6	12	17	7
Online Surveys	0	27	19	21	44	60
Course evaluations	29	23	33	26	22	24
<b>Total Projects</b>	<b>82</b>	<b>120</b>	<b>118</b>	<b>107</b>	<b>174</b>	<b>173</b>

**Appendix T – Statistical Consulting**

Table 55: Software Training Comparison

	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08*</b>	<b>FY09</b>	<b>FY10</b>
# Sessions	47	49	51	15	21	67
Attendance	309	299	119	101	77	57

\* Reflects fall 2007 totals only; no records were kept spring 2008

**Appendix U – University Archives and Special Collections**

Table 56: Archive Reference Requests by Type

Request Type	FY08 Requests	FY09 Requests	FY10 Requests	% Change
University-related	200	217	320	47.47%
Minnesota authors manuscript collections	20	10	2	-80.00%
Records retention	17	17	31	82.35%
Rare books and special collections	17	45	38	-15.56%
Central Minnesota Historical Center	3	3	2	-33.33%
Other	28	27	28	3.70%
<b>Total</b>	<b>285</b>	<b>319</b>	<b>421</b>	<b>31.97%</b>

**Appendix U – University Archives and Special Collections**

Table 57: Archive Reference Requests by Patron Affiliation

Patron Type	FY08 Requests	FY09 Requests	FY10 Requests	% Change
Faculty	36	38	68	78.95%
Staff	92	114	164	43.86%
Student	83	103	90	-12.62%
Alumni	14	10	35	250.00%
Community member	60	54	64	18.52%
<b>Total</b>	<b>285</b>	<b>319</b>	<b>421</b>	<b>31.97%</b>

**Appendix U – University Archives and Special Collections**

Table 58: Copies Provided by Type

Copy Type	FY08 # Provided	FY09 # Provided	FY10 # Provided	% Change
Photocopies	1,022	760	899	18.29%
Scans	194	449	2188	387.31%
Loans	9	8	21	162.50%
<b>Total</b>	<b>1,225</b>	<b>1,217</b>	<b>3,108</b>	<b>155.38%</b>

**Appendix U – University Archives and Special Collections**

Table 59: Linear Feet of Archives Added Comparison

	FY02	FY03	FY04	FY05	FY06	FY07*	FY08	FY09	FY10
Linear feet added	129	191.5	170	108	122	105	76	59	83
Linear feet removed*	x	x	x	x	x	0	0	14	87
Total linear feet	1,441.25	1,632.75	1,802.75	1,910.75	2,032.75	3,097.99	3,173.99	3,218.99	3,214.99

\* In FY07, linear feet records were updated, and linear feet deaccessioned (removed) began to be tracked by the new University Archivist.

**Appendix U – University Archives and Special Collections**

Table 60: Images Added to Archives Digital Collection

	FY08	FY09	FY10
Images added	186	966	555
Total # images	275	1,241	1,796

### Appendix V – Computer Labs – General Access

Table 61: Number of General Access Workstations

Lab	Room	Windows	Mac	Total
AMC Cultural Center	AMC 117A	5	3	8
AMC Information Desk	AMC 166	2		2
AMC Student Activities	AMC 172	9		9
AMC East Lounge	AMC A109	3		3
AMC The Quarry	AMC B19	9		9
Case-Hill Hall	CSH B16	7	3	10
Academic Learning Center	CH 222	28		28
Training Center	CH 351	25		25
Business General Access Lab	CH 454	20		20
Business Classroom Lab	CH 455	40		40
Curriculum Technology Center Classroom	EB A124		24	24
Curriculum Technology Center General Access Lab	EB A125	16		16
Engineering General Access Lab	ECC 103	43	6	49
Holes Hall General Access Lab	HH 121A	10	2	12
Kiehle General Access Lab	KVAC 105		20	20
Miller Center Extended Hours Study Room	MC 102	20		20
Miller Center Coffee Shop	MC 125	7	1	8
Miller Center Reference	MC 140	27		27
Miller Center 2nd Floor East	MC 201	96	24	120
Miller Center 2nd Floor Middle	MC 216	18		18
Miller Center 2nd Floor West	MC 216B	49		49
Miller Center 3rd Floor	MC 313	36		36
51B General Access Lab	51B 220	20		20
Riverview Hall General Access Lab*	R G07	18		18
Student Recreation Center General Access Lab	SRC 57A	6	2	8
Stewart Hall General Access Lab	SH 326	20		20
Wick Science General Access Lab*	WSB 110	22		22
<b>Total</b>		<b>556</b>	<b>85</b>	<b>641</b>

\* New labs in FY10.

### Appendix W – Computer Store

Table 62: Computer Store Sales by Product and Customer Type

Customer Type	Systems		Printers	Software	Supplies	Other Items	FY09	FY10	% Change
	Macintosh	Windows					\$ Sales	\$ Sales	
University Departments	\$463,896	\$1,095,824	\$11,145	\$135,556	\$125,189	\$400,666	\$2,232,276	\$1,402,823	-37.16%
Faculty	\$84,690	\$9,161	\$4,250	\$17,557	\$11,127	\$15,077	\$141,862	\$128,795	-9.21%
Staff	\$24,210	\$4,302	\$1,131	\$6,609	\$4,862	\$4,394	\$45,508	\$51,941	14.14%
Students	\$364,502	\$79,679	\$13,585	\$157,817	\$53,080	\$68,526	\$737,189	\$856,398	16.17%
<b>Total</b>	<b>\$937,298</b>	<b>\$1,188,966</b>	<b>\$30,111</b>	<b>\$317,539</b>	<b>\$194,258</b>	<b>\$488,663</b>	<b>\$3,156,835</b>	<b>\$2,439,957</b>	<b>-22.71%</b>

### Appendix W – Computer Store

Table 63: Computer Store Systems Sold Comparison

Customer Type	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	% Change
University Departments	505	552	1154	536	1040	1344	824	1159	1167	883	-24.34%
Faculty	38	53	30	35	61	73	43	66	68	87	27.94%
Staff	50	12	14	21	25	22	17	19	24	5	-79.17%
Students	43	83	160	188	222	309	260	312	314	418	33.12%
St Cloud Technical College						0	66	42	18	0	-100.00%
<b>Total</b>	<b>636</b>	<b>700</b>	<b>1,358</b>	<b>780</b>	<b>1,348</b>	<b>1,748</b>	<b>1,210</b>	<b>1,598</b>	<b>1,591</b>	<b>1,393</b>	<b>-12.45%</b>

Total Mac Sold FY10: 544; Total PC Sold FY10: 849; Total Handhelds Sold FY10: 561

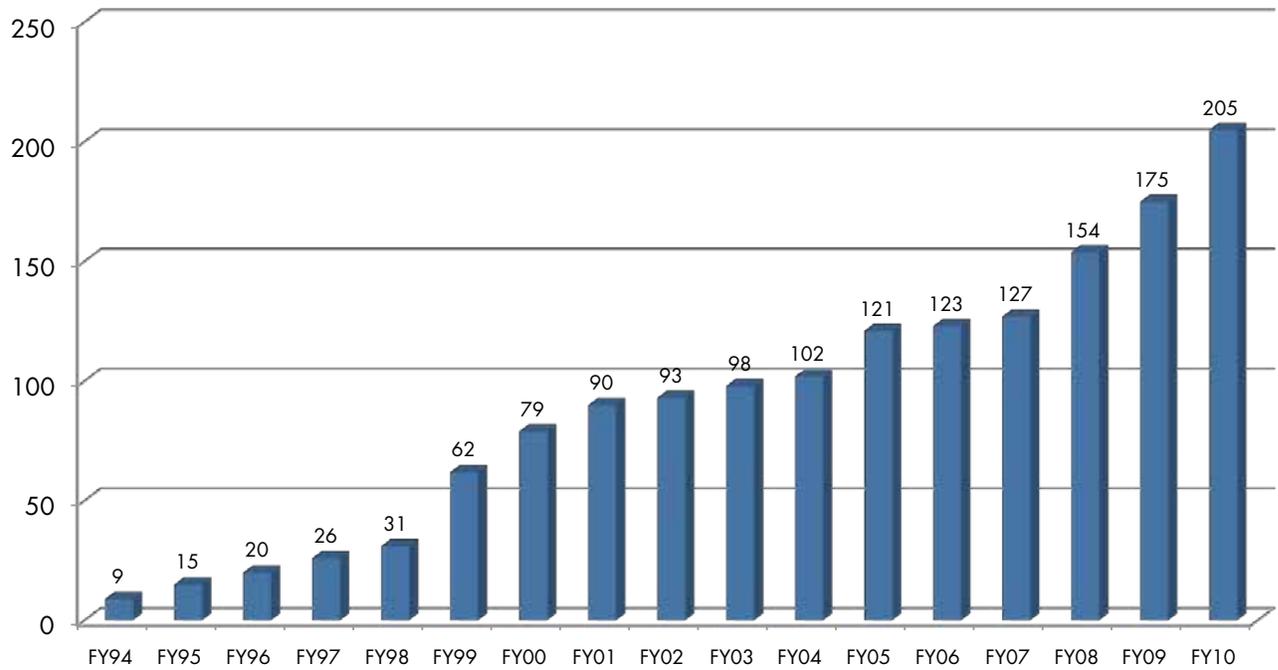
**Appendix X – Electronic Classrooms/Audiovisual Support**

Table 64: Electronic Classroom Growth

Year	# Added	Total Rooms
FY90	1	1
FY91	4	5
FY94	4	9
FY95	6	15
FY96	5	20
FY97	6	26
FY98	5	31
FY99	31	62
FY00	17	79
FY01	11	90
FY02	3	93
FY03	5	98
FY04	4	102
FY05	19	121
FY06	2	123
FY07	4	127
FY08	27	154
FY09	21	175
FY10	30	205
<b>Total</b>	<b>205</b>	

**Appendix X – Electronic Classrooms/Audiovisual Support**

Chart 13: Electronic Classroom Growth



**Appendix X – Electronic Classrooms/Audiovisual Support**

Table 65: Equipment for All Classrooms (includes e-classrooms)

Item	Number of Classrooms with							
	FY04	FY05	FY06	FY07	FY08	FY09	FY10	% Change
LCD projectors	139	127	129	140	167	204	234	14.71%
Computers	105	126	126	137	167	175	205	17.14%
Televisions	159	144	147	147	147	147	141	-4.08%
VCRs	90	101	137	137	116	152	182	19.74%
DVD players	35	55	89	89	116	152	182	19.74%
Document projectors/ systems/cameras	66	100	110	121	152	188	218	15.96%
SmartBoards	3	7	7	7	7	7	7	0.00%

**Appendix Y – HelpDesk**

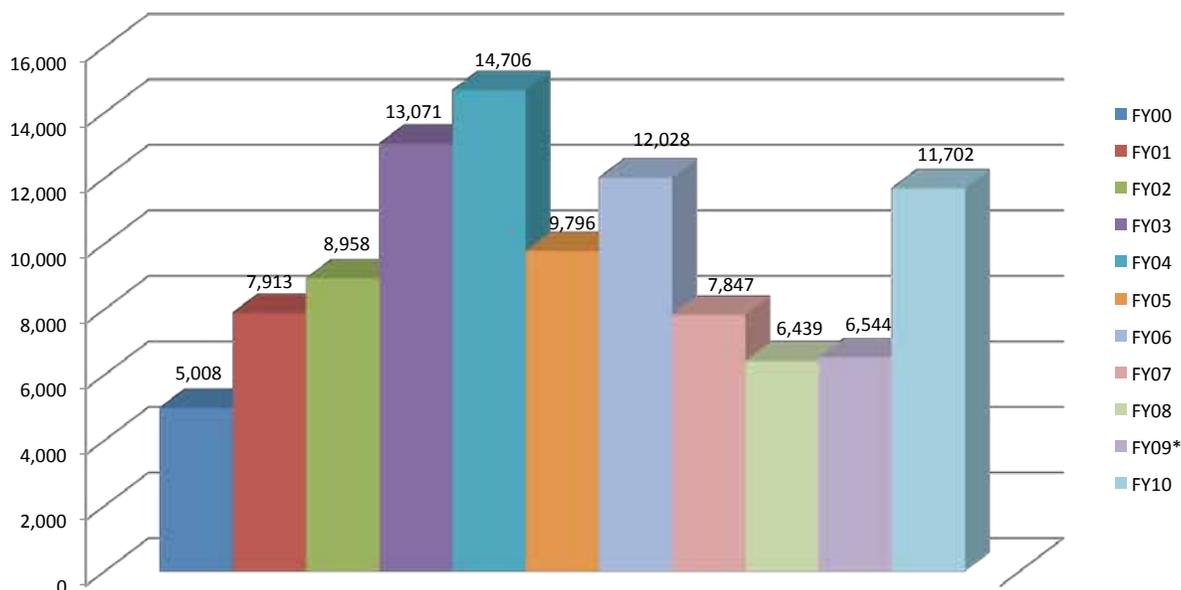
Table 66: HelpDesk Ticket Comparison

Semester	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09*	FY10
Fall	2,543	3,296	3,879	6,436	7,633	4,442	4,998	4,528	3,082	3,265	5,691
Spring	2,465	4,617	5,079	6,635	7,073	5,354	7,030	3,319	3,357	3,279	6,011
Summer (to 7/1)*										1,026	2,085
Summer (7/1 to Fall)*										973	1,818
<b>Total (Fall, Spring only)</b>	<b>5,008</b>	<b>7,913</b>	<b>8,958</b>	<b>13,071</b>	<b>14,706</b>	<b>9,796</b>	<b>12,028</b>	<b>7,847</b>	<b>6,439</b>	<b>6,544</b>	<b>11,702</b>
<b>Change from Previous Year (Fall, Spring only)</b>		<b>58.01%</b>	<b>13.21%</b>	<b>45.91%</b>	<b>12.51%</b>	<b>-33.39%</b>	<b>22.78%</b>	<b>-34.76%</b>	<b>-17.94%</b>	<b>1.63%</b>	<b>78.82%</b>

\* FY09 marks the beginning of a more thorough reporting system which now provides statistics for tracking summer ticket counts. Summer counts are NOT figured into the above FY09 total and previous year percent change.

**Appendix Y – HelpDesk**

Chart 14: HelpDesk Ticket Comparison for Fall and Spring Semesters



**Appendix Y – HelpDesk**

Table 67: HelpDesk Door Count

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total
<b>FY08 (counter installed 2/08)</b>								546	2,712	2,541	2,717	1,491	10,006
<b>FY09</b>	1,434	3,925	2,861	2,444	2,676	2,517	2,845	2,875	2,738	3,198	1,801	1,976	31,290
<b>FY10</b>	1,625	4,655	3,435	3,072	2,725	2,370	3,488	3,329	3,333	3,009	1,760	1,835	34,636

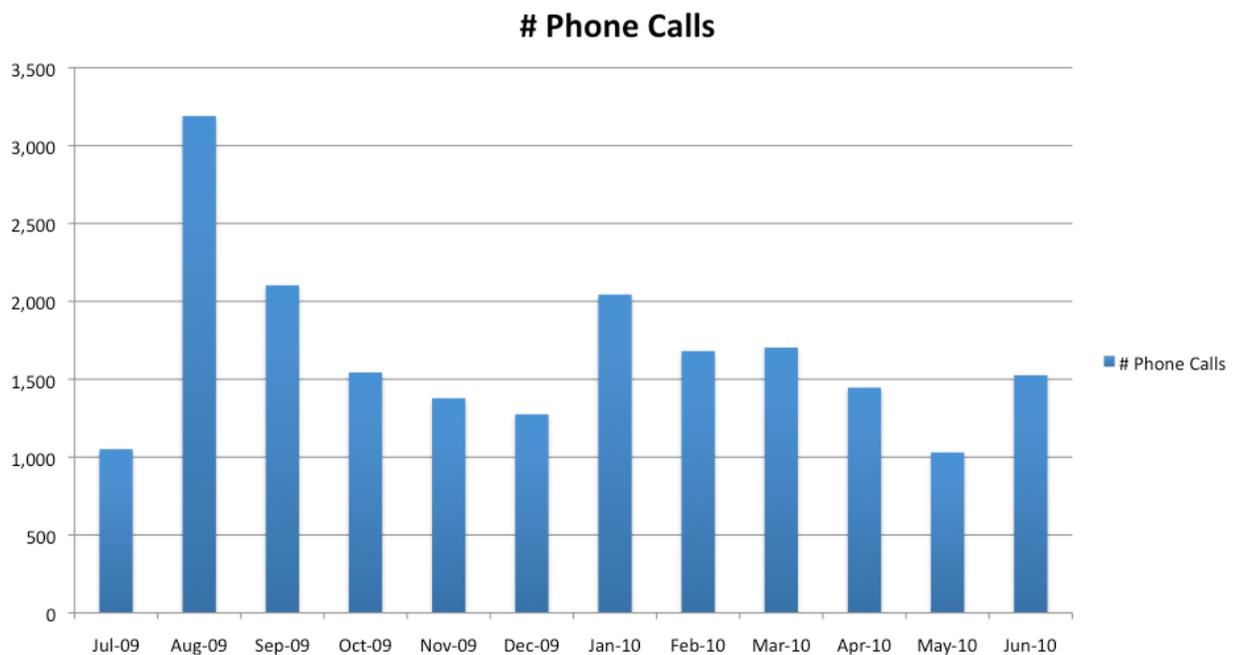
**Appendix Y – HelpDesk**

Table 68: HelpDesk Phone Calls Received by Month in FY10

Month	# Phone calls
Jul-09	1,051
Aug-09	3,190
Sep-09	2,103
Oct-09	1,544
Nov-09	1,378
Dec-09	1,275
Jan-10	2,044
Feb-10	1,681
Mar-10	1,703
Apr-10	1,446
May-10	1,030
Jun-10	1,525
<b>Total</b>	<b>19,970</b>

**Appendix Y – HelpDesk**

Chart 15: HelpDesk Phone Calls Received by Month in FY10



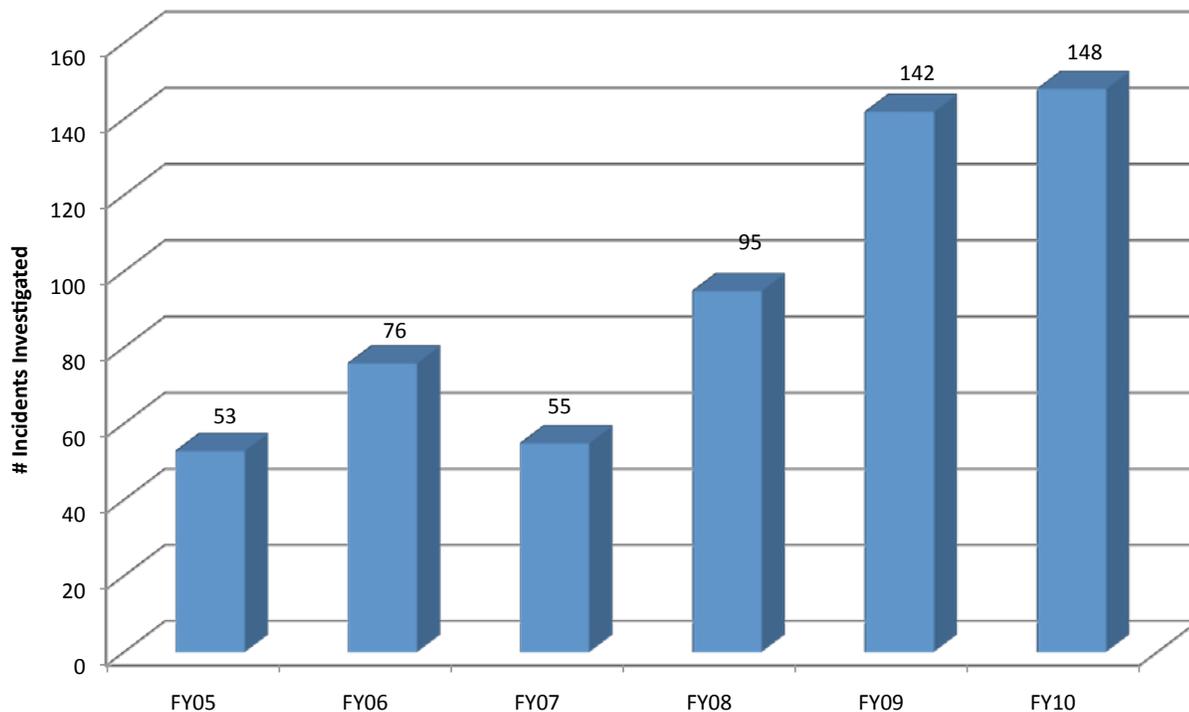
**Appendix Z – Information Technology Security**

Table 69: Incidents Investigated

	FY05	FY06	FY07	FY08	FY09	FY10	% Change
Total # Incidents Investigated	53	76	55	95	142	148	4.23%

**Appendix Z – Information Technology Security**

Chart 16: Incidents Investigated



**Appendix AA – ITV/Video/Web Conferencing**

Table 70: Total Conferencing Events and Hours Fiscal Year Comparison

Events	FY06			FY07			FY08				FY09				FY10			
	ITV	MediaSite	Total	ITV	MediaSite	Total	ITV	MediaSite	Connect	Total	ITV	MediaSite	Connect	Total	ITV	MediaSite	Connect	Total
Classes	59	14	73	47	28	75	42	35	16	93	25	37	40	102	30	39	44	113
Meetings	55	3	58	66	0	66	50	0	15	65	121	0	7	128	131	0	8	139
Seminars/Training	0	9	9	2	41	43	6	28	3	37	3	42	3	48	0	35	23	58
<b>Total</b>	<b>114</b>	<b>26</b>	<b>140</b>	<b>115</b>	<b>69</b>	<b>184</b>	<b>98</b>	<b>63</b>	<b>34</b>	<b>195</b>	<b>149</b>	<b>79</b>	<b>50</b>	<b>278</b>	<b>161</b>	<b>74</b>	<b>75</b>	<b>310</b>
% Change from previous year	31.43%						5.98%				42.56%				11.51%			
<b>Hours</b>																		
Classes	1,785	192	1,977	1,242	819	2,061	1,280	640	750	2,670	807	1554	837	3,198	1,070	1594	872	3,536
Meetings	87	6	93	152	0	152	78	0	21	99	300	0	40	340	394	0	40	434
Seminars/Training	0	18	18	5	50	55	15	33	9	57	10	32	34	76	0	44	40	84
<b>Total</b>	<b>1,872</b>	<b>216</b>	<b>2,088</b>	<b>1,399</b>	<b>869</b>	<b>2,268</b>	<b>1,373</b>	<b>673</b>	<b>780</b>	<b>2,826</b>	<b>1,117</b>	<b>1,586</b>	<b>911</b>	<b>3,614</b>	<b>1,464</b>	<b>1,638</b>	<b>952</b>	<b>4,054</b>
% Change from previous year	8.62%						24.60%				27.88%				12.17%			

**Appendix AA – ITV/Video/Web Conferencing**

Table 71: ITV Events and Hours Hosted/Received

<b>Events Type Hosted</b>	<b>Summer 2009</b>	<b>Fall 2009</b>	<b>Spring 2010</b>	<b>FY10 Total</b>
For credit courses	5	9	8	22
Meetings	8	6	16	30
Seminars	0	0	0	0
<b>Total</b>	<b>13</b>	<b>15</b>	<b>24</b>	<b>52</b>
<b>Hours Hosted</b>				
For credit courses	165	304	320	789
Meetings	16	8	34	58
Seminars	0	0	0	0
<b>Total</b>	<b>181</b>	<b>312</b>	<b>354</b>	<b>847</b>
<b>Events Type Received</b>				
	<b>Summer 2008</b>	<b>Fall 2008</b>	<b>Spring 2009</b>	<b>FY10 Total</b>
For credit courses	0	5	3	8
Meetings	21	38	42	101
Seminars	0	0	0	0
<b>Total</b>	<b>21</b>	<b>43</b>	<b>45</b>	<b>109</b>
<b>Hours Received</b>				
For credit courses	0	187	94	281
Meetings	90	123	123	336
Seminars	0	0	0	0
<b>Total</b>	<b>90</b>	<b>310</b>	<b>217</b>	<b>617</b>

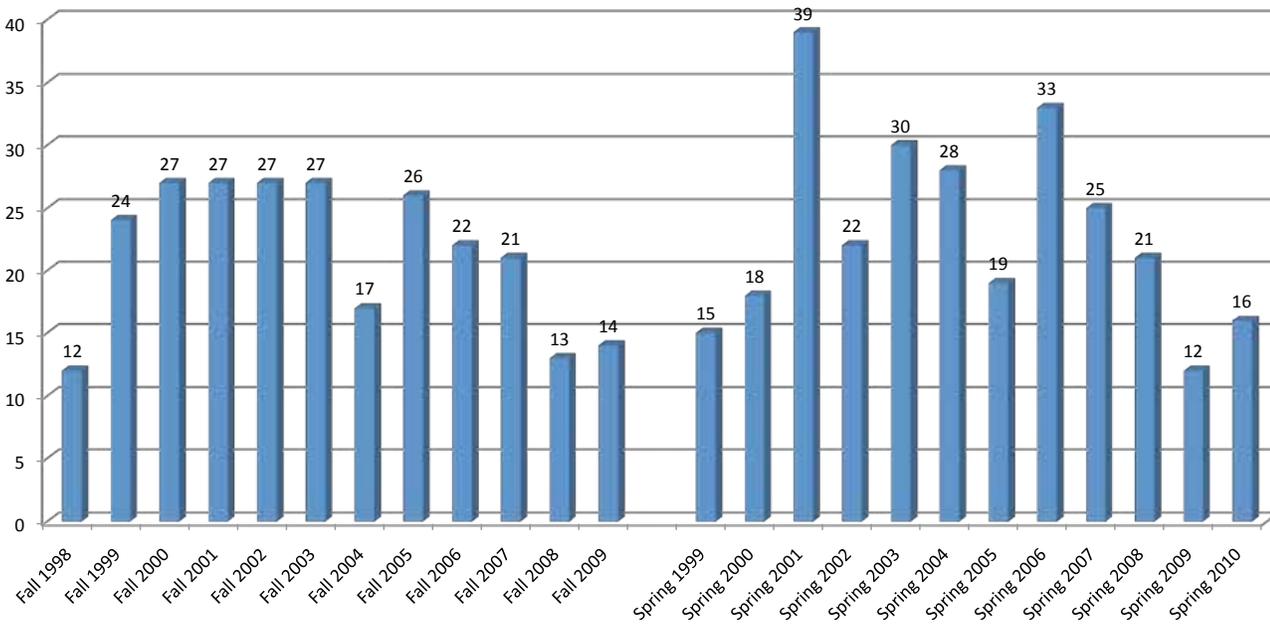
**Appendix AA – ITV/Video/Web Conferencing**

Table 72: ITV Events and Hours Hosted/Received Comparison

<b>Events Type Hosted</b>	<b>FY06 Total</b>	<b>FY07 Total</b>	<b>FY08 Total</b>	<b>FY09 Total</b>	<b>FY10 Total</b>	<b>% Change</b>
For credit courses	54	45	39	25	22	-12.00%
Meetings	16	9	14	35	30	-14.29%
Seminars	0	1	5	3	0	-100.00%
<b>Total</b>	<b>70</b>	<b>55</b>	<b>58</b>	<b>63</b>	<b>52</b>	<b>-17.46%</b>
<b>Hours Hosted</b>						
For credit courses	1,727	1,186	1,240	807	789	-2.23%
Meetings	26	22	23	67	58	-13.43%
Seminars	0	3	11	10	0	-100.00%
<b>Total</b>	<b>1,753</b>	<b>1,211</b>	<b>1,274</b>	<b>884</b>	<b>847</b>	<b>-4.19%</b>
<b>Events Type Received</b>						
	<b>FY06 Total</b>	<b>FY07 Total</b>	<b>FY08 Total</b>	<b>FY09 Total</b>	<b>FY10 Total</b>	<b>% Change</b>
For credit courses	5	2	3	0	8	100.00%
Meetings	39	57	36	86	101	17.44%
Seminars	0	1	1	0	0	0.00%
<b>Total</b>	<b>44</b>	<b>60</b>	<b>40</b>	<b>86</b>	<b>109</b>	<b>26.74%</b>
<b>Hours Received</b>						
For credit courses	58	56	40	0	281	100.00%
Meetings	61	130	55	233	336	44.21%
Seminars	0	2	4	0	0	0.00%
<b>Total</b>	<b>119</b>	<b>188</b>	<b>99</b>	<b>233</b>	<b>617</b>	<b>164.81%</b>

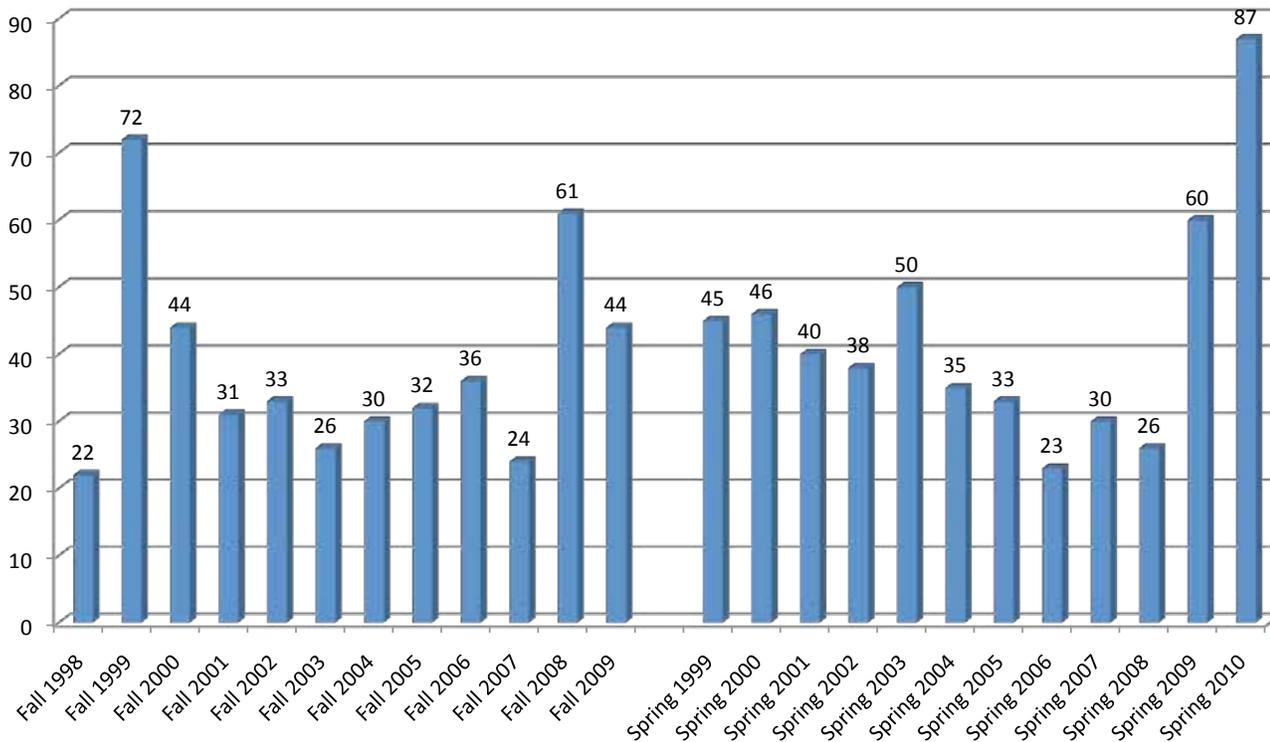
**Appendix AA – ITV/Video/Web Conferencing**

Chart 17: ITV Classes Hosted/Received at SCSU



**Appendix AA – ITV/Video/Web Conferencing**

Chart 18: ITV Meetings Hosted/Received at SCSU



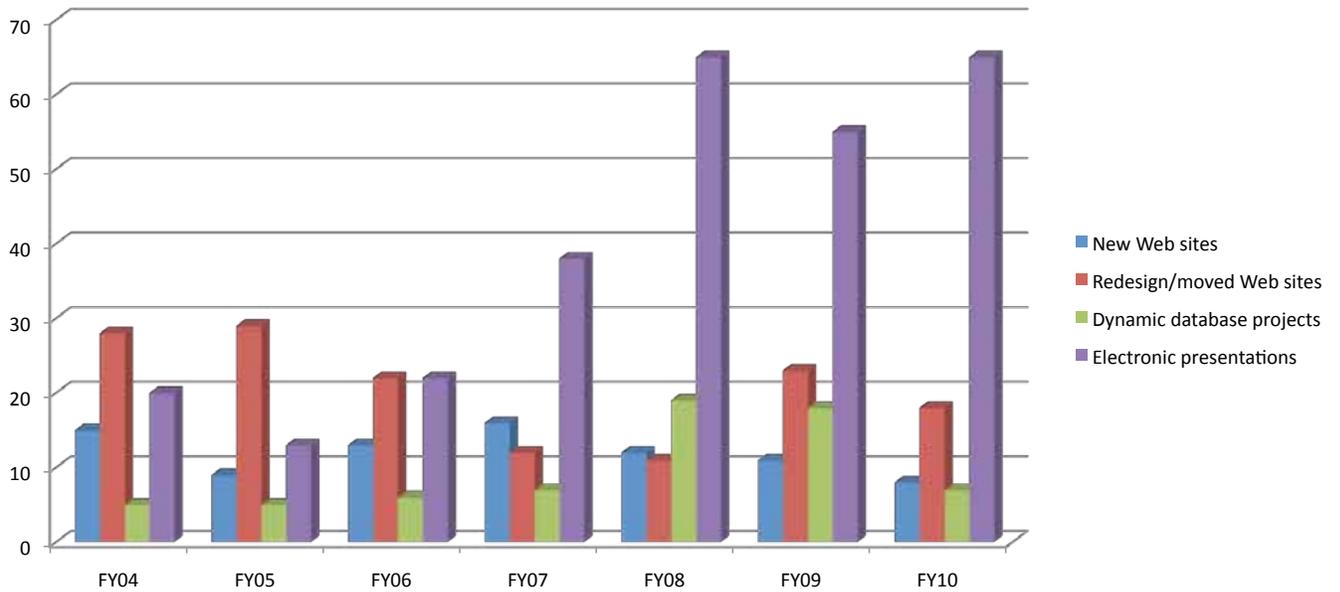
**Appendix BB – Multimedia/Web Production Services**

Table 73: Multimedia/Web Projects Comparison

	FY04	FY05	FY06	FY07	FY08	FY09	FY10	% Change
New Web sites	15	9	13	16	12	11	8	-27.27%
Redesign/moved Web sites	28	29	22	12	11	23	18	-21.74%
Dynamic database projects	5	5	6	7	19	18	7	-61.11%
Electronic presentations	20	13	22	38	65	55	65	18.18%
CD/DVD projects	7	25	56	64	31	27	16	-40.74%
CDs created	608	480	857	829	850	884	354	-59.95%
DVDs created	10	795	2281	313	400	827	317	-61.67%
Online/D2L projects	38 faculty 15 departments	66 projects 26 departments	88 projects 24 departments	134 projects 30 departments	61 faculty 24 departments	66 faculty 39 departments	70 faculty 31 departments	
Adobe Connect					52 users 19 departments	83 users 29 departments	126 users 46 departments	
Video/Audio Conversions					47 videos 12 departments	197 videos 22 departments	193 videos 25 departments	
Podcasting					16 departments	14 departments	10 departments	

**Appendix BB – Multimedia/Web Production Services**

Chart 19: Multimedia/Web Projects Comparison



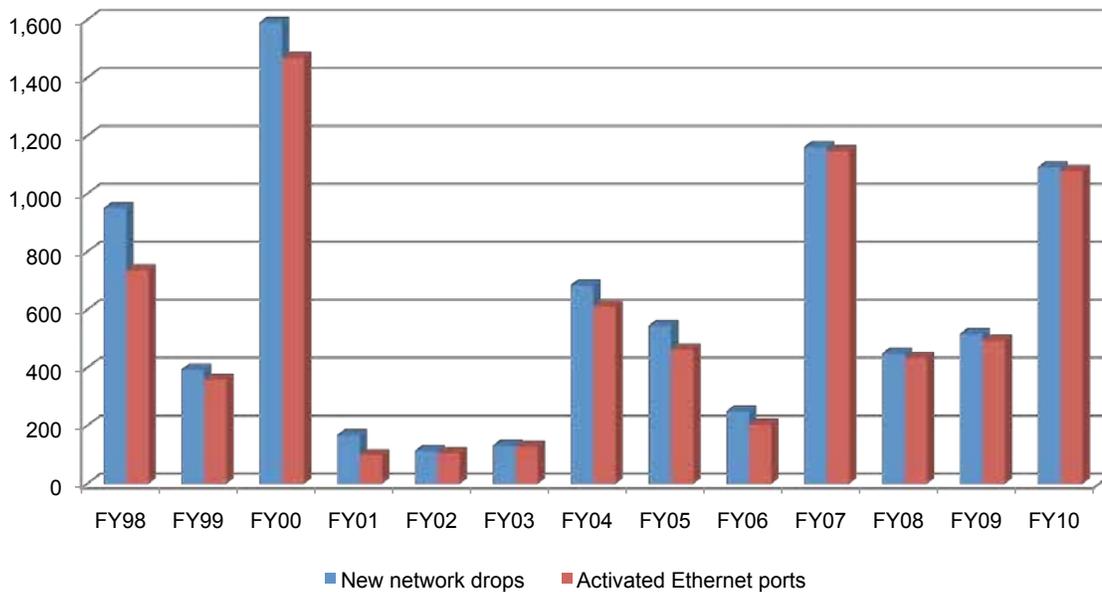
**Appendix CC – Networking**

Table 74: Campus Ethernet Infrastructure Statistics

	FY98	FY99	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10
New network drops	952	395	1,592	169	115	133	686	546	251	1,163	450	518	1,093
Activated Ethernet ports	738	360	1,470	100	107	129	614	465	206	1,148	436	495	1,081

**Appendix CC – Networking**

Chart 20: Campus Ethernet Infrastructure Statistics



**Appendix CC – Networking**

Table 75: Total Campus Ethernet Ports

	FY08	FY09	FY10
Assigned to patch panel ports	7,845	7,933	8,449
Ports in use	8,363	8,443	8,693

**Appendix CC – Networking**

Table 76: 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
FY08	99.94%	8,784	5.25	0.44
FY09	99.93%	8,760	5.83	0.49
<b>FY10</b>	<b>99.90%</b>	<b>8,760</b>	<b>8.50</b>	<b>0.71</b>

**Appendix CC – Networking**

Table 77: Reasons for Network/System Downtime

Downtime Reason	Hours Down					
	FY03	FY04	FY05	FY06	FY07	FY08
Maintenance	4	12	4.17	2.00	2.00	2.50
Equipment/Technical malfunction	67	4	18.50	4.00	3.00	1.75
Security/Virus/Denial of service, etc.	0	2	1.00	3.00	1.00	1.00
<b>Total</b>	<b>71</b>	<b>18.00</b>	<b>23.67</b>	<b>9.00</b>	<b>6.00</b>	<b>5.25</b>

**Appendix CC – Networking**

Table 78: 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
FY08	7,153	26.83%	26,658
FY09	8,731	32.95%	26,497
<b>FY10</b>	<b>13,040</b>	<b>49.21%</b>	<b>26,497</b>

**Appendix CC – Networking**

Table 79: Campus Wireless Network Coverage

Building	Building Coverage	Nodes	% of Campus
801 Building	100%	2	2.00%
Administrative Services	100%	6	3.00%
Alumni House	100%	1	2.00%
American Indian Center	100%	1	2.00%
Atwood Memorial Center	100%	10	4.00%
Brown Hall	100%	10	4.00%
525 Building	100%	1	2.00%
51 Building	100%	10	4.00%
Carol Hall	100%	1	2.00%
Centennial Hall	100%	14	4.00%
Eastman Hall	100%	3	2.00%
Education Building	100%	7	3.00%
Engineering & Computing Center	100%	11	4.00%
Garvey Commons	100%	3	2.00%
Halenbeck Hall	85%	8	3.00%
Husky Hub	100%	1	2.00%
Headley Hall	100%	5	3.00%
Health Services	100%	2	2.00%
Heating Plant	80%	1	1.00%
Kiehl Visual Arts Center	100%	5	3.00%
Lawrence Hall	100%	3	2.00%
Maintenance Building	100%	1	2.00%
Wick Science Building	100%	14	4.00%
Wick Science Building Addition	100%	6	3.00%
James W. Miller Learning Resources Center	100%	14	4.00%
National Hockey Center	100%	5	3.00%
North Office Center	100%	1	2.00%
Performing Arts Center	100%	7	3.00%
Public Safety Center	100%	1	2.00%
Rec Center/Stadium	100%	9	3.00%
Richard Green House	100%	1	2.00%
Riverview	100%	6	3.00%
South Office Center	100%	1	2.00%
Stewart Hall	100%	14	4.00%
Sycamore Place	100%	3	2.00%
Whitney House	100%	3	2.00%
Women's Center	100%	1	2.00%
<b>Total</b>		<b>192</b>	<b>99.00%</b>

**Appendix CC – Networking**

Table 80: 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%
<b>Total</b>		<b>108</b>	<b>100.00%</b>

**Appendix DD – ResNet**

Table 81: 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%
FY08	2,362	-2.76%
FY09	2,190	-7.28%
FY10	1,656	-24.38%

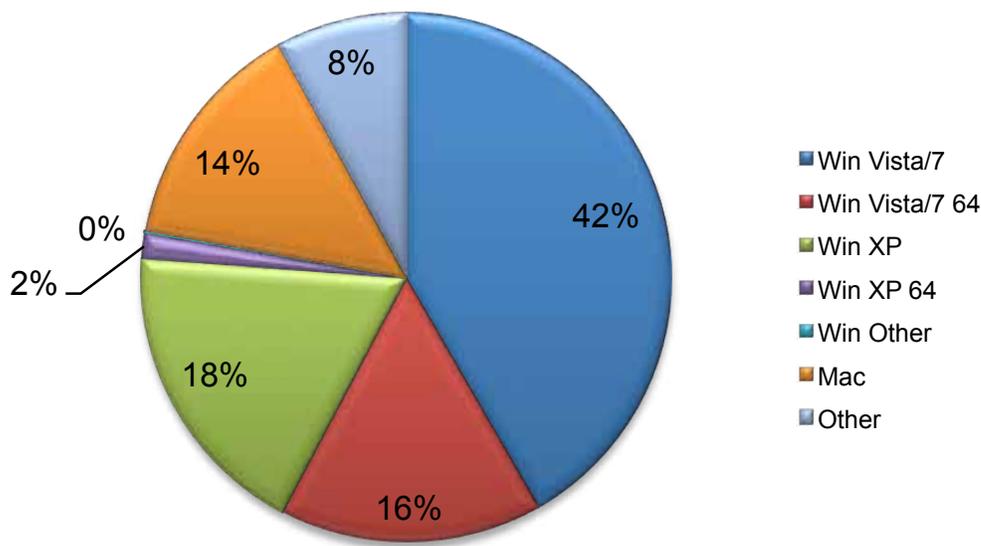
**Appendix DD – ResNet**

Table 82: Percentage 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	Fall 2007	Fall 2008	Fall 2010
# Rooms	1,594	1,594	1,594	1,594	1,594	1,668*	1,668	1,668	1,668	1,668	1,668	1,668
# with active connections	660	888	1,160	1,299	1,462	1,530	1,501	1,476	1,446	1,420	1,334	1,080
% active	41.41%	55.71%	72.77%	81.49%	91.72%	91.73%	89.99%	88.49%	86.69%	85.13%	79.98%	64.75%

**Appendix DD – ResNet**

Chart 21: Residence Hall Operating System Registration, FY10



**Appendix EE – Servers/Authentication Systems**

Table 83: Number of Servers

	FY09			FY10		
	Physical Servers	Virtual Servers	Total	Physical Servers	Virtual Servers	Total
Administrative Servers	12	2	14	7	7	14
Development Servers	12	4	16	8	11	19
General Servers	58	10	68	47	17	64
Management Servers	12	0	12	10	4	14
Student Services Servers	12	4	16	9	6	15
Web Servers	14	0	14	9	2	11
<b>Totals</b>	<b>120</b>	<b>20</b>	<b>140</b>	<b>90</b>	<b>47</b>	<b>137</b>

% Change from previous year -25% 135% -2%

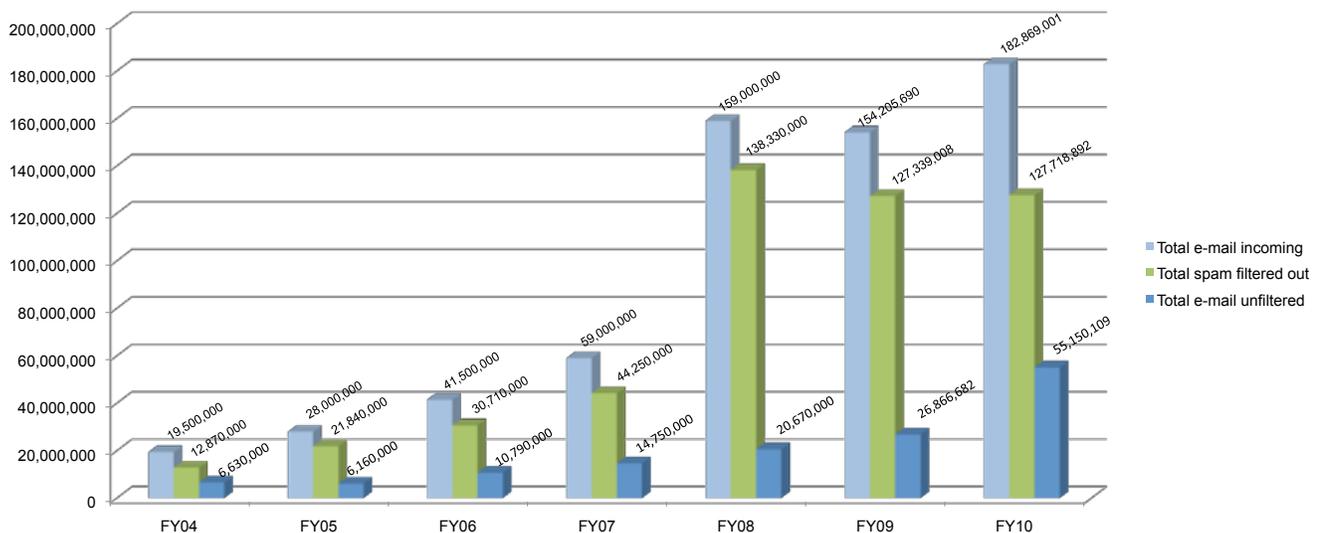
**Appendix EE – Servers/Authentication Systems**

Table 84: Spam report by fiscal year

Year	Total e-mail incoming	Total spam filtered out	Total e-mail unfiltered	% Total of spam	% Total of unfiltered e-mail
FY04	19,500,000	12,870,000	6,630,000	66.00%	34.00%
FY05	28,000,000	21,840,000	6,160,000	78.00%	22.00%
FY06	41,500,000	30,710,000	10,790,000	74.00%	26.00%
FY07	59,000,000	44,250,000	14,750,000	75.00%	25.00%
FY08	159,000,000	138,330,000	20,670,000	87.00%	13.00%
FY09	154,205,690	127,339,008	26,866,682	82.58%	17.42%
FY10	182,869,001	127,718,892	55,150,109	69.84%	30.16%

**Appendix EE – Servers/Authentication Systems**

Chart 22: Spam report by fiscal year



**Appendix FF – User Accounts**

Table 85: HuskyNet Accounts Created

	FY04	FY05	FY06	FY07	FY08	FY09	FY10
Faculty/staff		127	293	239	227	260	235
Departmental accounts		77	236	163	216	153	154
Student organizations		27	33	10	22	19	40
Special student accounts		12	20	16	8	10	22
Emeritus accounts		2	3	7	1	2	1
Community patron		950	1,110	1,047	1,108	1,115	984
<b>Total</b>	<b>1,281</b>	<b>1,195</b>	<b>1,695</b>	<b>1,482</b>	<b>1,582</b>	<b>1,559</b>	<b>1,436</b>
<b>% Change from previous year</b>		-6.71%	41.84%	-12.57%	6.75%	-1.45%	-7.89%

**Appendix FF – User Accounts**

Table 86: HuskyNet File Space Use – Snapshot in July 2010

UserDescription	Active Accounts	Disabled Accounts	File Space (MB)	# Using File Space	Web Space (MB)	# Using Web Space	Total File & Web (MB)	Profile Space (MB)	Mail (MB)
Department	95	2	5,381	34	24	5	5,405	735	7,563
Department, supplemental	990	121	43,168	311	2,001	61	45,169	1,787	28,659
Emeritus	251	26	13,607	165	1,560	65	15,167	0	42,001
Faculty/staff	1,900	224	639,808	1,689	35,082	325	674,890	13,073	662,392
Faculty/staff, supplemental	5	3	317	3	50	1	368	0	427
Student Organizations	213	34	10,900	146	3,845	153	14,746	0	10,342
Student Organizations, supplemental	10	1	962	8	397	4	1,358	0	376
Students	26,045	1,617	2,781,952	23,320	59,926	5,700	2,841,878	1,057,169	1,070,546
Type B & C users	9	0	295	5	125	1	419	0	1,676
Camp & Temporary Accounts	0	300	0	0	0	0	0	0	0
Community Patron	721	0	0	0	0	0	0	0	0
Resource Accounts	20	2	0	0	0	0	0	0	395
<b>Totals</b>	<b>30,259</b>	<b>2,330</b>	<b>3,496,390</b>	<b>25,681</b>	<b>103,010</b>	<b>6,315</b>	<b>3,599,400</b>	<b>1,072,764</b>	<b>1,824,377</b>

\*space totals are for active accounts

**Appendix FF – User Accounts**

Table 87: HuskyNet File Space Use Comparison

UserDescription	Active Accounts	Disabled Accounts	File Space (MB)	# Using File Space	Web Space (MB)	# Using Web Space	Total File & Web (MB)	Profile Space (MB)	Mail (MB)
Department	95	2	5,381	34	24	5	5,405	735	7,563
Department, supplemental	990	121	43,168	311	2,001	61	45,169	1,787	28,659
Emeritus	251	26	13,607	165	1,560	65	15,167	0	42,001
Faculty/staff	1,900	224	639,808	1,689	35,082	325	674,890	13,073	662,392
Faculty/staff, supplemental	5	3	317	3	50	1	368	0	427
Student Organizations	213	34	10,900	146	3,845	153	14,746	0	10,342
Student Organizations, supplemental	10	1	962	8	397	4	1,358	0	376
Students	26,045	1,617	2,781,952	23,320	59,926	5,700	2,841,878	1,057,169	1,070,546
Type B & C users	9	0	295	5	125	1	419	0	1,676
Camp & Temporary Accounts	0	300	0	0	0	0	0	0	0
Community Patron	721	0	0	0	0	0	0	0	0
Resource Accounts	20	2	0	0	0	0	0	0	395
<b>Totals</b>	<b>30,259</b>	<b>2,330</b>	<b>3,496,390</b>	<b>25,681</b>	<b>103,010</b>	<b>6,315</b>	<b>3,599,400</b>	<b>1,072,764</b>	<b>1,824,377</b>

\*space totals are for active accounts

**Appendix GG – Video Media Production**

Table 88: Completed Video Projects by Fiscal Year

	FY10
<b>Productions</b>	
Instructional	7
Marketing	7
Events	2
<b>Total</b>	<b>16</b>
<b>Live Recordings</b>	
Instructional	7
Marketing	1
Events	13
<b>Total</b>	<b>21</b>

**Appendix HH – Workstation/Application Support**

Table 89: Total Workstations Supported in FY10

	Building	Lab Name/Purpose	Win	Mac
General Access Computing Labs	Atwood Memorial Center	Cultural Center	9	3
	Atwood Memorial Center	Information Desk	2	0
	Atwood Memorial Center	East Lounge	3	0
	Atwood Memorial Center	Quarry	9	0
	Atwood Memorial Center	Student Activities	9	0
	Case-Hill	General Access Lab-Res Hall	7	3
	Centennial	Academic Learning Center	28	0
	Centennial	Training Center	25	0
	Centennial	General Access Lab	20	0
	Centennial	Classroom Lab	40	0
	Education	Curriculum Tech Center Classroom	0	24
	Education	Curriculum Tech Center General Access Lab	16	0
	Engineering & Computing Center	General Access Lab	43	6
	Kiehle	General Access Lab	0	20
	Kiosks	SH, GC, EB	9	0
	Miller Center	2nd Floor East	56	24
	51B	General Access Lab	20	0
	Riverview	General Access Lab	18	0
Student Rec Center	General Access Lab	6	2	
Stewart Hall	General Access Lab	20	0	
WW Holes Hall	General Access Lab-Res Hall	10	2	
Wick Science	General Access Lab	22	0	
Study Abroad-England	General Access Lab	10	0	
Miller Center Public Computing Labs	Miller Center	Coffee Shop	7	1
	Miller Center	MC 102 Extended Study Room	20	0
	Miller Center	1st Floor Reference	27	0
	Miller Center	1st Floor West	49	0
	Miller Center	2nd Floor East	40	0
	Miller Center	2nd Floor Middle	18	0
	Miller Center	3rd Floor Middle	16	0
Miller Center Computer Classrooms	Miller Center	MC 206	32	0
	Miller Center	MC 207	30	0
	Miller Center	MC 218	36	0
	Miller Center	MC B31	0	25
	Miller Center	Conference Rooms	3	0
Long-term Laptops	Miller Center	1st Floor Circulation	20	6
Short Term Laptops	Miller Center	1st Floor Circulation	20	0
Library Express	Miller Center	Basement, 1st, 3rd	11	0
ADA computers	Miller Center	1st Floor	2	0
Microfiche computers	Miller Center	1st Floor	4	0
Student Study Room	Miller Center	Group Study	16	0
Mitchell Hall ResLife	Mitchell Hall	MH 276	15	2
eClassrooms Tech Fee	Campus	Campus	15	0
eClassrooms ITV	Campus	Campus	5	0
eClassrooms All	Campus	Campus	178	15

946 133

**Total workstations**

**1079**