

7-1998

LR&TS Annual Report 1997-1998

St. Cloud State University

Follow this and additional works at: https://repository.stcloudstate.edu/lrs_annualrpts

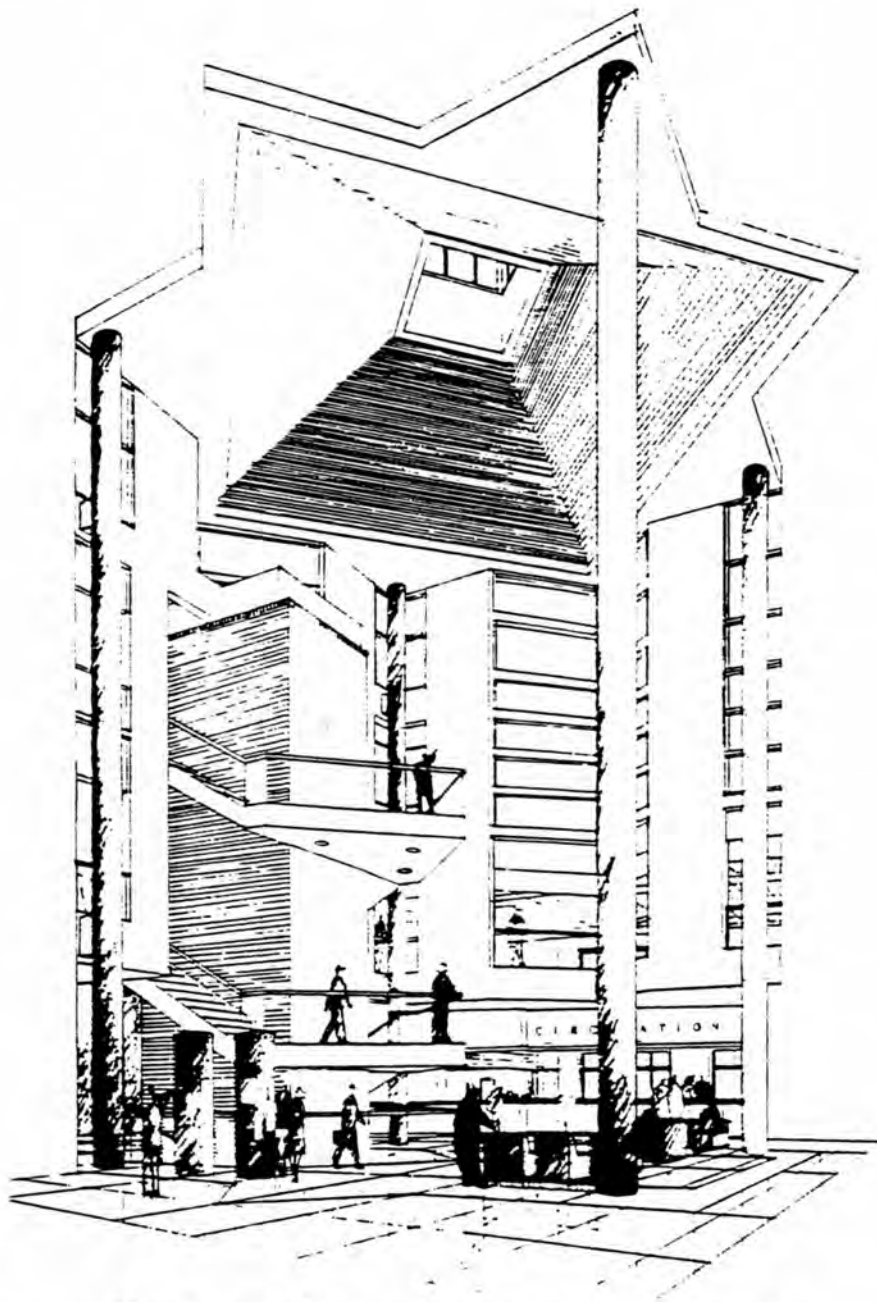


Part of the [Library and Information Science Commons](#)

Recommended Citation

St. Cloud State University, "LR&TS Annual Report 1997-1998" (1998). *Library Annual Reports*. 21.
https://repository.stcloudstate.edu/lrs_annualrpts/21

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



Learning Resources & Technology Services

Annual Report

1997 • 1998

Table of Contents

Learning Resources & Technology Services Faculty and Staff	1
Dean's Office	3
Academic Computer Services (ACS)	5
Computer Store.....	7
Access Services	8
Attachment A: Circulation Statistics.....	9
Distribution.....	10
Interactive Television (ITV)	11
Attachment B: Teleconferences.....	12
Inter-Library Loan (ILL)	13
Student Workers	14
Center for Information Media (CIM)	15
Attachment C: Classes Taught.....	16
Collection Services	17
Attachment D: Acquisitions Expenditures.....	18
Attachment E: SCSU Materials Budget.....	19
Attachment F: Materials Inventory.....	20
InforMedia Services (IMS)	
InforMedia Services.....	21
Technology Training.....	23
World Wide Web (WWW).....	24
LR&TS Grants	25
Technology Support Services (TSS)	26
Network Engineering Group	28
User Services	29
Attachment G: Exit Gate Statistics.....	30
Archives	31
Central Minnesota Library Exchange (CMLE)	32
Attachment H: Direct Interlibrary Loan Activity among CMLE Libraries.....	33
Attachment I: CMLE Interlibrary Loan Statistics.....	34
Government Documents.....	35
Attachment J: Federal Documents.....	36
Attachment K: Minnesota Documents.....	37
Library Instruction	38
Periodicals / Serials	39
Attachment L: Periodical Statistics.....	40
Reference	41

Reports compiled by work groups
and condensed by Chris Inkster, Faculty Assistant to the Dean.

LR&TS Faculty and Staff

Dean's Office

Dean.....Kristi Tornquist
Administrative Assistant Mary Woelfel
Facilities, Program, & Personnel Development..... Dennis Fields

Academic Computer Services (ACS)

Director.....Randy Kolb
Clerk Typist Karen Ewing / Linda
Kappes / Lisa Rarick
Computer Store..... Carl Schmitt
Unix Systems Administrator..... Larry Schafer
VAX/VMS Systems Administrator..... Gordie Schmitt
Operations/User IDs..... Diane Schmitt
Computer Lab Manager..... Dave Wogen
User Services, College of Business..... Dan Michael
User Services, College of Education..... Jim Pesta
HelpDesk / Computer Store Mike Graveen

Access Services

Coordinator.....Harlan Jensen
Interlibrary Loan Coordinator..... Karen Thoms
Library Technician..... Joan O'Driscoll
Distribution Coordinator.....Harlan Jensen
Clerk Typist..... Margaret Thomas
Clerk Typist Jan Pietron
Audio Visual Aide..... Marilyn Moser
Circulation Coordinator.....Harlan Jensen
Library Technician Laurie McClintock

Center for Information Media (CIM)

CoordinatorDoreen Keable
Clerk Typist 3..... Lucy Supan
CIM faculty..... Luther Rotto
..... John Thies (fixed term)
..... Mert Thompson

Collection Services

Coordinator / Acquisitions Coordinator.....Phyllis Lacroix
Clerk Typist..... Diane Larson
Clerk Typist Mary Krafnick
Clerk Typist Wendy Springer
Cataloging Coordinator..... Bonnie Hedin
Library Technician..... Bonnie Theis
Library Technician..... Melodie Dukowitz
Systems Librarian Keith Ewing

InforMedia Services (IMS)

Coordinator.....Jeanne Hites
Library Technician.....Pat Sauerer
Information Technology Specialist 1.....Sara Grachek
Information Officer 2.....Mary Shrode
Audio Visual Education Specialist.....Debbie Josephson
IMS faculty.....J. M. Nelson
.....Fred Polesak
.....Tom Stachowski

LR&TS Grants & Contracts

Coordinator.....Rich Josephson
Media.....Ron Williams
Information Officer.....Jim Bertram

Technical Support Services (TSS)

CoordinatorRandy Evans
Shop Supervisor / Telecomm. Supv.....John Nies
Distant Learning / AV SystemsDennis Murphy
Central MN Distance Learning Network.....Reuben Wagenius
University TelevisionSam Johnson
Network Engineering Coordinator.....Phil Thorson
Resident Hall Networks.....Mick Bauer
Info. Syst. Spec. 2.....Thad Wakefield
Info. Syst. Spec. 2.....Jeff Hennen
Info. Syst. Spec. 2.....Clint Forseth
Info. Syst. Spec. 1.....Tony Sorteberg
DatabaseChris Brown

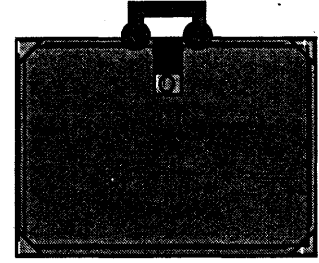
User Services

Coordinator.....Chris Inkster
Government Documents CoordinatorSandra Williams
Library Technician.....Connie Hoffman
Periodicals Coordinator.....Susan Motin
Library Technician.....Angela Wortham
Reference Coordinator.....Susan Motin
.....Robert Hauptman
Library Technician.....Debbie Binsfeld
Reference LibrariansFred Hill
.....Chris Inkster
.....Richard Iten (fixed term)
.....Jane Jurgens
.....Dae Lee
.....Larry Lockway
.....Bryan Miyagishima
.....Renee Rude
Central Minnesota Library Exchange (CMLE) Director.....Trish Peterson
Office Specialist.....Jennifer Schwint
University Archivist.....Pat Schenk

In addition, LR&TS is supported by 6 graduate assistants, about 150 student workers each term, and several volunteers. Jim Pehler (faculty) was reassigned as Faculty Association president (97-98).

LR&TS Dean's Office

This was the first year that LR&TS was led by Dean Kristi Tornquist. Under her leadership, LR&TS participated in several major planning activities, located additional resources to meet goals, and added or improved many services.



Accomplishments:

LR&TS was involved with several major planning activities:

- Teaching, Learning, Technology Roundtable (TLTR) panel
- Student technology fee plan
- Computer sales, service, support, and leasing analysis
- Semester conversion planning
- Final construction and design planning work for new facility

LR&TS worked hard to locate additional resources to meet goals, including:

- Increase to library materials budget approved by MN legislature
- Increase to student technology fee approved by Student Government Association
- Received MnSCU money for network infrastructure

LR&TS added or improved services, including:

- Increased full-time staffing of Help Desk to 40 hours / week
- Completed campus networking to offices and classrooms
- Experimented with extending library reference service to Atwood
- Began offering technology training and development workshops in conjunction with the Faculty Center for Teaching Excellence
- Received approval for Information Media undergraduate major
- Began offering master's degree program in the Twin Cities
- Videotaped SCSU commencement ceremony for graduates
- Won a national award for video produced for SCSU Foundation
- Began work on distance learning initiatives, including authentication issues, intellectual property issues, provision of library services at a distance, and the development of Web courses
- Further addressed reasonable accommodation issues in the library and labs
- Continued to assess faculty and student constituents

Statistics:

faculty members.....	27
support staff members.....	45
positions added: technology support.....	2

Challenges and Opportunities:

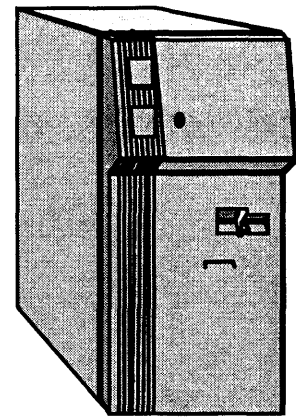
- Planning for transition to new facility
- Developing a strategic plan for LR&TS
- Participating in research and development projects to maintain and extend LR&TS's presence at the leading edge of emerging technologies
- Increasing LR&TS involvement in state-wide information resource projects (MnLINK, Univ. of Minn. online literacy program, collaborative collection development, copyright issues, etc.)
- Managing the Dean's Office with two new office personnel on board (Administrative Assistant and Faculty Assistant to the Dean)

Resource Needs:

- Funding to replace retired and non-returning faculty and staff
- Additional funding to support the following needs:
 - Additional technology support positions
 - Technology to implement the beginning stages of the TLTR plan
- New faculty and staff line(s):
 - Library tech for new materials
 - Faculty librarians to approach national standards
 - Faculty and staff for technology training
 - Faculty for intellectual property/ copyright

Academic Computer Services (ACS)

ACS's overall goal is to position LR&TS as the campus and regional leader in the areas of information and delivery, education, and service. To achieve that goal, ACS has concentrated on rethinking the concept and practice of service and support, modeling technology usage, communicating with and educating each other as well as clients and constituents, and continuing to equip our classrooms, labs, and learning facilities with up-to-date technology.



Progress on Meeting Stated Goals / Other Accomplishments:

- Increased professional staffing on HelpDesk to provide assistance during normal university hours
- Hired 2 additional support staff (Mike Graveen for Computer Store + Help Desk, Jim Pesta for assistance in COE)
- Developed plan for technology fee assessment (will increase to \$2.00 / credit in the fall)
- Tested personal laser printers in COSS lab and recommended this type of printing for all open labs
- Maintained 263 computers in open labs; increased to 281 computers by end of academic year
- Recorded approximately 100,000 student open lab contact hours, with overall utilization rate of about 40%
- Increased utilization of Tigger and Condor services
- Added additional drives to Tigger in anticipation of increase in user demands
- Increased dialup access lines from 96 to 128
- Salvaged 30 upgraded 486 PCs from Fingerhut donation of 60 PCs
- Provided extensive statistical support to over 75 faculty and graduate students with small staff of 3 undergraduates and guidance from David Robinson, Statistics Department
- Provided walk-in statistical support assistance to approximately 300 people
- Coordinated referral calls for outsourcing repair of 233 pieces of equipment

Statistics:

Active accounts on servers.....	15,000
Tigger accounts.....	10,806
Faculty.....	453
Students.....	10,136
Others.....	217
Daily Web hits during peak times of quarter.....	100,000

Average daily messages delivered.....60,000
 Peak daily messages delivered.....110,000

Dialup user contact hours..... 335,968
 (up from 40,055 in 1993-94)

	Average usage % of all computer labs	Contact hour of all computer labs
Fall 97.....	48.98%.....	94,698
Winter 98.....	38.7%.....	108,172
Spring 98.....	34.71%.....	89,717

Challenges and Opportunities:

- Providing adequate staff support for rapidly expanding base of users and for emerging technologies
- Providing access to quality computing facilities to students in support of their needs
- Remaining technologically knowledgeable so as to be proficient in the various work activities and be able to discuss future changes in our environment
- Developing a work environment that promotes a team atmosphere with all areas of LR&TS
- Providing a financial plan that supports ongoing technology needs of SCSU
- Working within the policies of MnSCU and SCSU to provide best service and products possible
- Establishing a student computing leasing program for students
- Establishing a Computer Service Center in conjunction with a third-party vendor which would provide service to university and its constituents
- Examining ways to improve services, especially self-service approaches using technology
- Performing a complete technology cost analysis

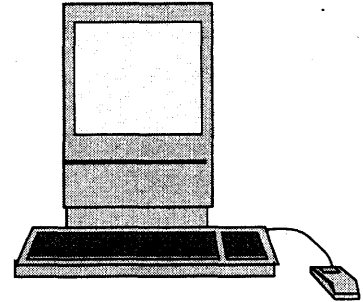
Resource Needs:

- Funding for 2 additional staff for HelpDesk and lab support (Riverview, Business, and Kiehl labs were added this year)
- Funding for college technicians (need Fine Arts & Humanities and Science & Engineering)
- Funding for up-to-date equipment to support HelpDesk (approximately \$8,000-\$10,000 for new workstations and software)
- Funding to meet needs identified in TLTR report (such as messaging/e-mail system)

Academic Computer Services • Computer Store

The Computer Store, located in ECC 101, provides the following services to students, faculty, and staff of SCSU:

- Special educator discounts on Apple, Compaq, and Gateway computers
- Printers, peripherals, and software
- Payment plans
- Consultation and installation assistance



Progress on Meeting Stated Goals / Other Accomplishments:

Hired additional support staff (Mike Graveen for Computer Store / Help Desk)

Statistics:

Sales to SCSU constituents.....more than \$2,200,000
Equipment purchased for CH 134
training lab.....more than \$40,000

Challenges and Opportunities:

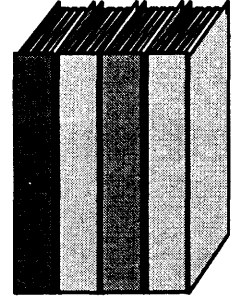
- Remaining technologically knowledgeable so as to be proficient in the various work activities and be able to discuss future changes in our environment
- Establishing a student computing leasing program for students
- Establishing a Computer Service Center in conjunction with a third-party vendor which would provide service to university and its constituents
- Examining ways to improve services, especially self-service approaches using technology
- Responding to SCSU Business Office recommendations to change operations

Resource Needs:

- Adequate space to provide quality sales front and sufficient space to provide followup customer service
- Well-defined business operating procedures in working with the Business Office and Inventory

Access Services • Circulation

Circulation manages the checkout, return, renewal, and shelving of items in the general collection, the juvenile collection, and the reserve collection. Borrowing policies were adjusted to fit anticipated semester schedule, with the basic borrowing period extended to from 3 weeks to 30 days.



Progress on Meeting Stated Goals / Other Accomplishments:

- Oversaw circulation procedures within LR&TS
- Trained and supervised student workers
- Processed fines for materials not returned on time
- Implemented PALS changes as needed
- Participated in MnLINK demonstrations and PALS User Group meetings
- Continued to plan for circulation services in new facility

Statistics:

See Attachments A

Total gate count.....	631,961
Number of books circulated.....	98,369
Number of books renewed.....	120,296
Number of overdues processed.....	23,563
Number of items checked out from Reserve Collection.....	47,535
Number of fines collected.....	8,119
Amount of fines collected.....	\$ 37,337

Challenges and Opportunities:

- Training and retaining competent student workers
- Continuing to plan for the start of MnLINK
- Continuing to plan for changes in circulation procedures in the new facility

Resource Needs:

Retention of fines collected for replacement of lost/stolen items; currently we do not retain these funds.

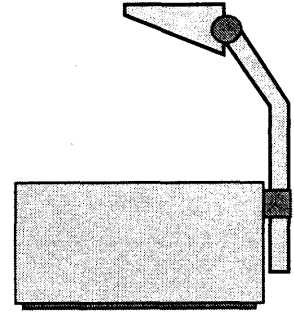
Attachment A
Circulation Statistics

Circulation Statistics
July 1, 1997 - June 31, 1998

Month	Check-out Charges	# Overdues Processed	# Fines Collected	\$ Amount Collected
July	4051	693	323	2251
August	2414	716	182	1401
September	7671	1142	266	1900
October	12665	2285	371	3245
November	8944	2468	521	2420
December	6882	2189	1130	4546
January 1998	10949	2043	616	2898
February	10889	2510	639	3622
March	8064	2420	1175	5568
April	12731	2315	1241	3176
May	9044	3533	605	1998
June	4065	1249	1050	4312
Totals	98369	23563	8119	37337

Access Services • Distribution

Distribution Services provides campus-wide access to instructional technology (VCRs, laserdisc projectors, movie projectors, slide projectors), to nonprint media (videos, CD-ROMs, 16mm films, laserdiscs, instructional kits, etc.), and to ITV facilities for courses and teleconferences.



Progress on Meeting Stated Goals / Other Accomplishments:

- Maintained and delivered equipment as needed
- Assisted with preparing documentation for troubleshooting smart classrooms
- Added 4 laptops for Distribution checkout

Statistics:

Distribution items owned.....	12,447
Distribution items checked out.....	14,722
Total in-house repairs.....	60
Total outside repairs.....	108

Challenges and Opportunities:

- Creating policies and procedures for use of laptop computers
- Hiring and training replacement for retiring staff member
- Planning for how Distribution Services will operate in new facility
- Continuing to plan for new media booking system
- Experimenting with distributing new technologies

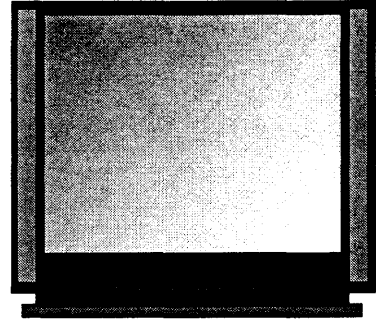
Resource Needs:

- Funds to continue updating equipment
- Possible funds to create / switch to new booking system
- Possible funding to increase number of ITV smart classrooms

Access Services • Interactive Television (ITV)

ITV facilities for courses and teleconferences are scheduled and supported through Access Services. SCSU supports five spaces for ITV reception and delivery for courses, seminars, meetings, and teleconferences:

- Centennial Hall 62
- Centennial Hall 13
- Centennial Hall 133
- Education Building 230A
- Administrative Services Conference Room



Progress on Meeting Stated Goals / Other Accomplishments:

- Organized ITV courses, including scheduling, room identification, training and support to faculty, publicity and promotion
- Organized teleconferences as requested by campus constituents
- Maintained ITV equipment as needed
- Assisted with preparing documentation for troubleshooting smart classrooms

Statistics:

See Attachment B.

Total number of teleconferences.....	49
Total number of ITV courses.....	39
Total number of students / others served.....	881

Challenges and Opportunities:

- Meeting the challenges of increased ITV
- Solving problems related to distance education
- Continuing relationships for distance education with area school districts
- Experimenting with new technologies to deliver distance education
- Publicizing availability of ITV for meetings and conferences

Resource Needs:

- Funds to continue updating equipment
- Evaluating the need to increase number of ITV smart classrooms
- Funding to consolidate equipment and management of Central Minnesota Distance Learning (CMDLN) as this service is moved from St. Cloud Technical College to LR&TS
- Funding for staff and student workers to manage CMDLN projects

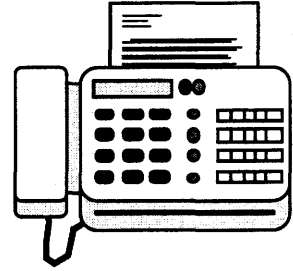
Attachment B
Teleconferences

**Number of Teleconferences
1997-98**

Month of Teleconferences	Number Held That Month
August 1997	0
September 1997	3
October 1997	7
November 1997	11
December 1997	5
January 1998	2
February 1998	8
March 1998	6
April 1998	4
May 1998	1
June 1998	1
July 1998	1
Total	49

Access Services • Inter-Library Loan (ILL)

The ILL office provides inter-library loan services for students, faculty, and staff primarily through MINITEX (the statewide ILL coordination office) and a courier service with area libraries (including St. Ben's, St. John's, Great River Regional Library, and other libraries). Because of our past record of efficiency, the ILL office procedures at LR&TS are used by MINITEX as a model for other institutions in the area to follow.



Progress on Meeting Stated Goals / Other Accomplishments:

- Continued to provide fast and efficient service for ILL requests
- Trained new student workers in office procedures
- Continued to learn more about fulltext databases

Statistics:

Total requests received by LR&TS.....	8,768
Total requests filled by LR&TS.....	6,774
Total requests from LR&TS sent.....	10,519
Total requests from LR&TS filled.....	9,440
Patron initiated requests via WebPALS.....	1,589

Challenges and Opportunities:

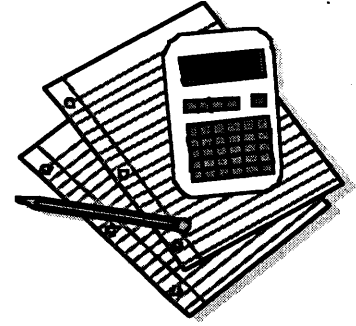
- Training student workers
- Dealing with copyright issues
- Checking requests for availability of fulltext
- Increasing numbers of requests due to patron initiated forms on WebPALS
- Exploring use of email to notify patrons of ILL books and articles arrival at LR&S
- Exploring implementation of electronic sharing of ILL items through scanning and transmission software such as Ariel

Resource Needs:

- Possible funding for equipment / training for implementing Aries

Access Services • Student Workers

Student worker for all service areas in Centennial Hall are managed through Access Services. LR&TS service areas employing, training, and supervising student workers include the following:



- | | |
|----------------|------------------------|
| Dean's Office | Government Documents * |
| Acquisitions | IMS Desk * |
| Cataloging | Interlibrary Loan |
| CIM Office | Main Desk * |
| Circulation * | Periodicals * |
| Distribution * | Reference |

* staffed by student workers during open building hours, including evenings, weekends, and breaks

Progress on Meeting Stated Goals / Other Accomplishments:

- Hired student workers for various areas in LR&TS (average = 14 his. / week)
- Scheduled student workers (total of 828 schedules)
- Handled student worker payroll
- Developed and implemented procedure to encourage experienced student workers to maintain employment at LR&TS by increasing student pay rate for selected eligible student workers
- Assisted with Student Worker Appreciation Day activities

Statistics:

Student workers employed.....	226
each quarter.....	166
each summer session.....	60
Student worker budget.....	\$ 381,353
(work study and others)	

Challenges and Opportunities:

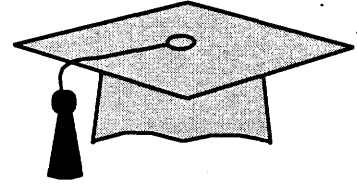
Hiring, training, and retaining competent student workers

Resource Needs:

- Possible funds to create / switch to automated record time clock
- Possible funds to create / switch to automated record keeping and budget management

Center for Information Media (CIM)

Faculty with primary responsibility with CIM were Doreen Keable (unit coordinator), Luther Rotto, Mert Thompson, and John Theis (fixed term). CIM classes are taught by faculty on the LR&TS roster.



Progress on Meeting Stated Goals / Other Accomplishments:

- Received approval for Information Media undergraduate major
- Completed process of semester conversion
- Created semester conversion documents and held special advising sessions for semester conversion
- Continued to plan for classroom and work area spaces in new facility
- Advised graduate, major, minor, and technology certificate students
- Increased numbers of students in IM programs
- Continued to offer master's degree cohort courses, advising, and preliminary oral / written exams through TIES Training Center in Roseville
- Renovated and furnished CH 126 as a smart classroom
- Used course fees to upgrade software and equipment used for courses
- Planned for graduate program to be offered in Plymouth
- Submitted to Office of Assessment a project for assessing Track III

Statistics:

See Attachment C

master's program students.....	271
media generalist licenser program students.....	89
IM graduate degrees conferred.....	17
general licenser programs completed.....	24

Challenges and Opportunities:

- Converting courses to semester calendar
- Planning course schedule around limited number of smart classrooms
- Planning course schedule around limited access to CH 232 computer lab
- Offering sufficient courses for major, minor, technology certificate, and graduate program
- Offering sufficient sections of IM 260 and IM 421 to meet demand of COE students
- Increasing the number of faculty who are qualified to teach technology-intensive courses (IM 260, IM 421 in particular)

Resource Needs:

- Possible loss of course fees may have an impact on our equipment budget
- Need to replace position from failed search (spring / summer 98)

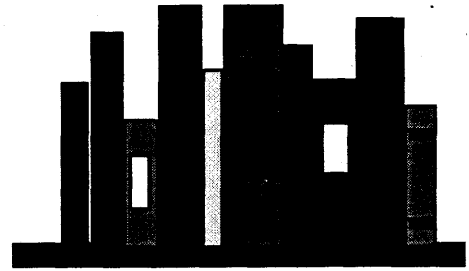
Attachment C

Classes Taught

<u>Classes Taught in 1997-98</u>				
<u>Access Workgroup</u>	Fall '97	Winter '97/'98	Spring '98	Summer I '98
Harlan Jensen - Unit Leader				
Karen Thoms	4/568 (2)	4/568 (2)	4/568	
<u>Collection Services Workgroup</u>				
Phyllis Lacroix		606	603	
Keith Ewing	645	4/577		
Bonnie Hedin	104			
<u>CIM Workgroup</u>				
Doreen Keable-Unit Leader	679	4/581; 679	609; 679	
Dennis Fields	603; 680	607; 680	658; 680	
Luther Rotto	260;4/568;4/545	4/545;647;662	260 (2);	
John Theis	4/558;4/568;4/571	4/558;4/568/4/571	4/568;4/571;644	
Merton Thompson	England	England	4/545;4/568 (2)	
Robert Strack			245;204	
<u>InforMedia Services Workgroup</u>				
Jeanne Hites-Unit Leader	469	469	320	
Rich Josephson			646	
J. Michael Nelson	204	204		
Fred Polesak	4/512; 4/568	4/568	4/512;4/568	
Tom Stachowski	4/568	245	4/568	
<u>Users Services Workgroup</u>				
Chris Inkster-Unit Leader			4/568	
Robert Hauptman	4/576; 608			
Fred Hill	DGS 104 (2)	DGS 104 (2)	675	
Jane Jurgens		104	104	
Dae Lee				
Larry Lockway		104	104	
Bryan Miyagishima		4/568		
Susan Motin				
Jim Pehler	IFO (Leave)	IFO (leave)	IFO (Leave)	
Trish Peterson				
Renee Rude			204	
Sandra Williams	4/578			

Collection Services

The Collection Services work group selected, ordered, purchased, and processed all print, nonprint, and serials for the LR&TS collection. This year budgets were spent down to under \$50.00, with regular and consistent release of funding throughout the year. Efforts were made to minimize the time taken to place materials in circulation as quickly as possible.



Progress on Meeting Stated Goals / Other Accomplishments:

- Continued inventory of LR&TS collection; inventory is now near completion
- Developed policies for general collection, digital resources, serials, and special collections (rare)
- Set up and started weeding process
- Worked on cleaning up database in anticipation of new catalog system
- Began cataloging for St. Cloud Technical College on a fee basis
- Cut IM microfiche purchases by \$10,000; cut paper titles of many titles with full-text access
- Added several electronic databases
- Worked on state-wide collection development project and assisted with obtaining additional funding for materials from the legislature
- Investigated possibility of switching claiming process from Saxon to Ebsco
- Participated in PALS, MnLINK, Collection Management, and professional improvement meetings on local, state-wide, and national levels

Statistics:

See Attachments D, E, F

Challenges and Opportunities:

- Continuing work on state-wide collection development, cataloging for St. Cloud Technical College, inventory, cleaning up database, etc.
- Weeding other sections of the collection
- Correcting errors in PALS subject listing
- Remaining on cutting edge in acquiring and cataloging electronic resources
- Working with the serials librarian to evaluate the serials collection
- Switching to Ebsco as primary vendor
- Examining possibility of changing faculty allocation formula
- Meeting with each college to discuss acquisitions (including electronic)
- Working with Science & Engineering and the Graduate School to recommend resources for possible new programs in health sciences
- Providing part-time clerical support for the Technical Services Support group

Resource Needs:

Will need additional clerical assistance to keep up with increased volume of materials ordered and processed as a result of recent increased funding from the legislature

Attachment D

Acquisitions Expenditures 1981- Present

Fiscal Years:	Serials	Books	Total	No. of Serial Titles (paper)	No. of Serial Titles (elec.)
1981	118,000	105,500	223,500	N/A	
1982	165,130	276,060	441,190	1713	
1983	172,780	238,795	411,575	1741	
1984	189,830	302,100	491,930	1765	
1985	200,000	297,000	497,000	1765	
1986	278,189	419,547	697,736	1769	
1987	248,326	309,160	557,486	1873	
1988	276,000	300,000	576,000	2098	
1989	284,782	291,000	575,782	2109	
1990	326,000	200,000	526,000	2092	
1991	326,000	250,000	576,000	2097	
1992	403,000	427,709	830,709	2089	
1993	423,769	305,481	729,250	2082	
1994	460,480	313,000	773,480	2098	
1995	440,587	356,524	797,111	2103	
1996	510,000	273,571	783,571	2123	N/A
1997	549,827	233,173	783,000	2032	1166
1998	*516,815	266,185	783,000	2161	1404
1999	(536,815)	(246,185)	(783,000)		

1995-1998: These figures do not include a \$10,000 transfer to the serials budget from the College of Business to help pay for costly business databases.

*1998: Serials allocation includes \$3,000 transferred to Acct #212002 for JSTOR

Attachment E

SCSU Materials Budget

SCSU Materials Budget FY 1998-99

<u>Regular allocation:</u>	<u>Serials</u>	<u>Books</u>	<u>Non-print*</u>	<u>Sub-totals</u>	<u>Total</u>
LRS	\$500,000	\$106,125	\$35,375	\$641,500	
Colleges		\$106,125	\$35,375	<u>\$141,500</u>	
Budgeted total allocation	<u>\$500,000</u>	<u>\$212,250</u>	<u>\$70,750</u>		\$783,000
 <u>**MnSCU allocation:</u>					
LRS	\$63,200?	\$126,400?	?	\$189,600?	
Colleges		\$126,400?	?	\$126,400?	
Technology (include non-print?)			\$79,000?	<u>\$79,000?</u>	
Total MnSCU allocation	<u>\$63,200?</u>	<u>\$252,800?</u>	<u>79,000?</u>		<u>\$395,000</u>
<hr style="border-top: 1px dashed black;"/>					
Total materials budget	<u>\$563,200?</u>	<u>\$465,050?</u>	<u>\$149,750?</u>		<u>\$1,178,000</u>

*Non-print recommendation is currently no more than 25% of total "book" budget.

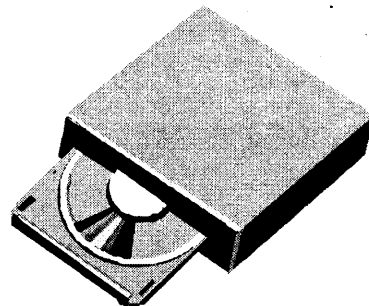
**Distribution of MnSCU part of allocation not yet determined. Guidelines for expenditure are attached. Major questions include: 1) how much of the MnSCU budget will have to be used for staffing, supplies, electronic access (OCLC), etc. in order to process materials. 2) How much of the technology portion will have to be used for technology rather than non-print? 3) What portion of the print budget should we allocate to periodicals? The above projected figures include a 20% allocation.

Attachment F
Materials Inventory
Holdings: June 30, 1998

Item	Total 7/1/97	Added 1997-98	Withdrawn 1997-98	Reinstated 1997-98	Total 6/30/98
Books	603,582	8,542	3,009	577	609,692
Documents- Federal					0
a. Paper	207,476	6,411	10,923		202,964
b. Microcards (units)	264,583	0	0		264,583
c. Microfiche (titles)	862,218	6,183	118,736		749,665
d. Microfilm (reels and Titles)	2,543	0	0		2,543
e. CD-ROMS	1,405	657	91		1,971
Documents- State					0
a. Paper	21,235	144	24		21,355
b. Fiche	33,797	396	0		34,193
Microforms (other than documents)					0
a. Periodicals (Fiche and reels)	104,066	17,556	0		121,622
b. Classified collections (titles and volumes)	5,648	25	0		5,673
c. ERIC (titles)	388,513	14,414	0		402,927
d. LAC (Library of American Civilization) Microbooks	40,151	0	0		40,151
e. LEL (Library of English Literature) Microbooks	42,424	0	0		42,424
Films (motion: 8 mm and 16 mm)	641	0	0	1	642
Filmstrips (sets)	3,243	0	883		2,360
Audio					0
a. Phonograph Records	7,079	0	12		7,067
b. Tapes	5,453	31	610		4,874
c. Compact Disks	869	105	0	1	975
Maps / Atlas	61,581	36	203		61,414
Slides (sets) (includes slide-tape sets)	785	2	104		683
Video					0
a. Videotapes (sets)	11,425	747	8		12,164
b. Video Disk	273	14	0		287
Computer Software	666	33	0		699
Aids	111	20	72		59
*CD-ROMS	151	56	0		207
TOTAL ITEMS	2,669,918	55,372	134,675	579	2,591,194
*Beginning March 1998 books packaged with CD-ROMS have been accessioned as books.					
Periodicals and Serials					
a. Current periodicals subscriptions (total titles including bound/fiche)					2161
b. Electronic journal subscriptions					1404

InforMedia Services (IMS)

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



Progress on Meeting Stated Goals / Other Accomplishments:

- Helped SCSU campus community to create web pages
- Improved technical consistency by working with Technology Support Services staff hired to support LR&TS technology
- Improved consistency of services in Centennial Hall student computer lab
- Improved communication with Academic Computer Services regarding student computer lab
- Changed location of lab consultants to IMS desk, which improved service and accountability
- Developed marketing plan based on survey of IMS services

Statistics:

Graphic production for campus clients	544 hours	54 jobs
University offices	300.....	14
LR&TS	95.....	18
COE.....	611.....	12
COVE	53.....	4
COSS	30.....	5
COB	3.....	3
CFA	1.....	1

Challenges and Opportunities:

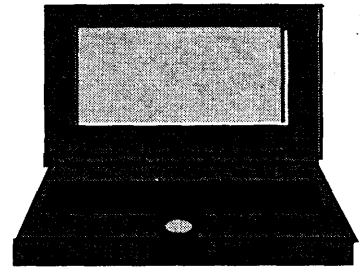
- Rapid changes in technology and instructional applications
- Keeping IMS faculty and staff current on cutting-edge technologies and software
- Improving interdepartmental communications with Academic Computer Services / Technology Support Services / Dean's Office / campus
- Improving client communication
- Completion of IMS Handbook/Manual to clarify pricing, procedures, Fees, etc., and thus improve communications within IMS and with others
- Development of Technical Liaison Group idea
- Consider hiring skilled freshmen student workers who could be monitored in IMS services to resume role of "lead" student worker
- Planning for handling responsibilities when Systems Librarian is on

sabbatical spring semester
Considering hiring a copywriter, who could also possible serve as competent
copyright and permission researcher
Implementing IMS Marketing Plan developed this year

Resource Needs:

Consider need for additional faculty member in IMS, particularly to work on
projects related to LR&TS services
Continual need to upgrade equipment and software for faculty and staff
Upgrade equipment in Centennial Hall student computer lab
Additional ergonomic furniture may be needed because faculty and staff
spend so much time at computers
Voice mail needed for production staff
Make student wages commensurate with experience and skill to help in
hiring and retaining qualified workers

**InforMedia Services (IMS) •
Technology Training**



During fall and winter quarter, technology training for campus patrons was offered through the Faculty Center for Teaching Excellence. Starting spring quarter, IMS offered some training sessions in collaboration with the Faculty Center for Teaching Excellence. Centennial Hall 134 was equipped with rear screen projector and equipment upgraded to better accommodate additional training needs.

Progress on Meeting Stated Goals / Other Accomplishments:

- Equipped CH 134 to create a suitable training facility
- Held numerous workshops for members of SCSU campus community to share technological knowledge and skills
- Collaborated with Faculty Center for Teaching Excellence to sponsor, publicize, and evaluate some workshops during fall quarter
- Offered one-on-one assistance in their offices for faculty who were novices with technology
- Involved a number of LR&TS faculty and staff as trainers in sessions
- Created appropriate job aids for workshop topics

Statistics:	<u>Sessions Presented</u>	<u>Participants</u>
fall quarter.....	4.....	58
winter quarter.....	5.....	67
spring quarter.....	10.....	57
TOTALS.....	19.....	182

Challenges and Opportunities:

- Rapid changes in technology and instructional applications
- Keeping campus faculty / staff current on new technologies and software
- Extending campus-wide technology training sessions and use of Faculty Development Lab
- Need for training space in LR&TS that is same as smart classrooms on campus
- Using IMS staff as trainers in LR&TS training sessions
- Increased demands when campus-wide Web course adaptation is decided
- Creating ways to disseminate job aids for workshops to users

Resource Needs:

- Training at workshops and conferences for IMS staff
- Possible need for graduate assistant to assist with management tasks

**InforMedia Services (IMS) •
World Wide Web (WWW)**



The SCSU Web Team continues to handle the bulk of the Web development for campus departments, offices, services, and centers.

Progress on Meeting Stated Goals / Other Accomplishments:

- Continued to work with departments and university offices to create and revise Web sites
- Learned new software as needed to enhance Web development
- Trained student workers and graduate assistants in Web technologies

Statistics:

Web sites created	
1997.....	44
1998.....	12
Web sites revised	
1997.....	15
1998.....	40

Challenges and Opportunities:

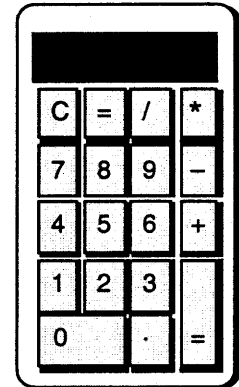
- Finding time needed to keep current the ever-increasing number of campus Web sites
- Keeping up with changing technologies (JAVA-scripting, etc.) to remain on cutting edge of Web development
- Training student workers and graduate assistants in new technologies
- Maintaining and checking current Web links
- Consider providing training so departments can do own Web updating
- Using staff as trainers in LR&TS training sessions
- Increased demands when campus-wide Web-course-in-a-box program is adopted

Resource Needs:

- Continued need for skilled student workers or graduate assistants
- Training at workshops and conferences for Information Officers
- Dual platform capability at desktop for Information Officers
- Purchase of new software as needed

LR&TS Grants

LR&TS worked on four funded grants during 1997-1998. In addition to the experience gained by working on these projects, SCSU has received many direct benefits. Knowledge gained from these projects has also been integrated into many Center for Information Media courses and into other aspects of LR&TS.



- Upgraded classrooms in the Academic Learning Center, Aviation, and the Center for Information Media with computers and data projectors
- Placed ten laptop computers in LR&TS for library instruction
- Placed ten desktop computers in Academic Learning Center for use by their students
- Purchased high quality video editing system for support of both instructional and promotional videotape projects at the university
- Produced academic computer training software to support academic programs
- Purchased software to support all the production, academic lab, and faculty computers associated with these projects

Progress on Meeting Stated Goals / Other Accomplishments:

- Completed Minnesota Job Skills partnership grant with Comma Machine
- Received Minnesota Job Skills Partnership grant with Woodcraft Industries
- Completed major work on MnSCU Electronic Academy grant
- Implemented successful SCSU Graduation Videotape Project

Statistics:

Grant Funding Awarded

Minnesota Job Skills partnership grant.....	\$140,000
(Comma Machine)	
Minnesota Job Skills Partnership grant.....	95,868
(Woodcraft Industries)	
MnSCU Electronic Academy grant.....	203,122
SCSU Graduation Videotape Project.....	700
 TOTAL grant funding.....	<u>\$439,690</u>

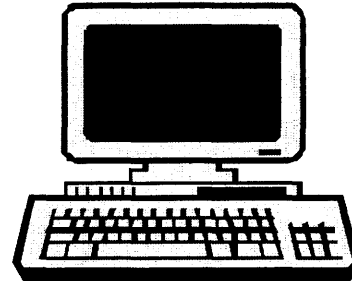
Challenges and Opportunities:

- Identifying and submitting appropriate grants to further goals of LR&TS and SCSU
- Extending collaboration and partnership efforts through grant applications

Resource Needs:

Technical Support Services (TSS)

A substantial increase in special projects funding, which needed to be completed in a timely manner, created a busy and challenging period for TSS.



Progress on Meeting Stated Goals / Other Accomplishments:

Telecommunications Infrastructure

- Installed 1200+ new certified Ethernet cable runs
800 funded through Academic Vice Pres., 400 through departments
- Finished 12 optical fibers in all campus buildings
- Installed optical fibers in 4 additional buildings
- Funded as part of MnSCU telecommunications infrastructure grant
- Provided emergency repair on 12 fibers cut during installation of campus chiller
- Began preliminary work on designing telecommunications infrastructure for new facility

Distance Learning / ITV

- Supervised redesign of Central Minnesota Distance Learning Network from analog to fully digital network; consolidated operations and technical support to SCSU
- Initiated rebuild of consolidated Network Operations Center to CH 29 at SCSU
- Completed CH 130 transformation to state-of-the-art distance learning and library instruction room
- Installed high speed 3.1 Gbps digital network upgrade to LIFESPAN between Little Falls and Central Lakes College in Brainerd
- Installed digital 1.6 Gbps 16-channel video / audio transmission link between Central Lakes College and Wooden Technical College
- Connected SCSU directly with Bemidji State University, U of M Crookston, and the campuses of the Northwestern Technical College system through the Gobs networks

Technology enhanced classrooms ("Smart Classrooms")

- Designed, purchased, and installed equipment and systems for the following rooms:
EB A226, MS 116, BH 143, CH 125, CH 126, CH 130, AS 201, SH 322, BB 119, and assisted 6 departments in designing aspects of smart classrooms

Audio-Visual

- Replaced some classroom television sets and overhead projectors with data

and video projection systems
 Provided estimate for Halenbeck sound system replacement
 Began planning with Distribution for distribution of A/V equipment in new facility

Television Studio

Tried to keep studio fully operational with minimal budget allowed (most of technology is 8-10 years old and should be replaced)
 Produced: Division I Hockey for KMSP-TV Channel 9; spring commencement for overflow and sale of video tapes

Statistics:

Technologically enhanced classrooms

	previous	upgraded	new	total
LR&TS	4	3	1	5
College of Business	1		1	2
College of Education.....	2	2	1	3
College of Fine Arts & Humanities.....				
College of Science & Engineering....	7		2	9
College of Social Sciences.....	4		1	5
Administrative Services.....			1	1
Atwood.....	1			1
TOTALS.....	19	5	7	26

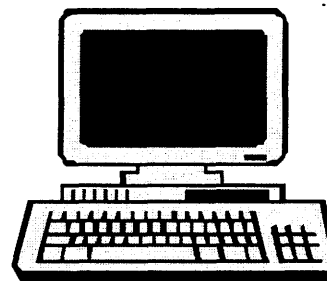
Challenges and Opportunities:

- Performing operational checks on recent installations
- Developing database of all technology-enhanced classrooms
- Changing CMDLN's technology to high-speed (DS-3) data directly within its network infrastructure (planned for Christmas break)
- Implementation of TLTR plan if funding is realized
- Encouraging and supporting faculty in their efforts to integrate technology to enhance their students' learning
- Developing detailed plans for new library facility

Resource Needs

- Resources to move temporary classroom support technician into permanent position
- Financial support for TLTR plan
- Continual upgrades and purchases to keep SCSU in a technology leadership position into the new millennium

Technical Support Services (TSS) • Network Engineering Group



The Network Engineering Group (NEG) struggles with the employment conditions of information technology professional staff because of the shortage and demands of these employees. Our strategy for this year was to improve overall technology service and innovation as well as to continue to provide leadership in the adaptation of future technologies.

Progress on Meeting Stated Goals / Other Accomplishments:

Library Systems

- Hired a technology support staff person for LR&TS
- Developed and tested backup schemes for individual faculty and staff machines and their data
- Increased collaboration of IMS and TSS

SCSU Networking

- Stabilized operation of fileserver due to qualified personnel
- Continued to research and develop new networking technologies
- Continued strong service orientation of NEG staff

Statistics:

- Total ResNet connections in resident hall rooms..... 704
- Network connections added..... 457
- Total network connections on campus..... 2,112

Challenges and Opportunities:

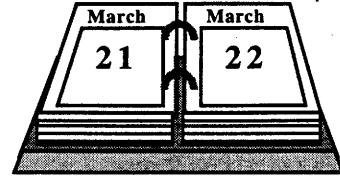
- Developing integrated systems to support new facility
- Providing service for increased ResNet traffic and troubleshooting issues of their more sophisticated machines
- Filling the ResNet staff position is critical
- Handling the increasing demands on network caused by heavier use of PCS purchasing systems and the Internet in day-to-day administrative users' work
- Supporting campus printing through servers and networks
- Installing and troubleshooting proxy server to authenticate distance users

Resource Needs:

- Funding for ResNet position at a level which will make the position desirable in today's market
- Continued funding for research and development
- Funds to upgrade equipment and software

User Services

This work group includes Archives, CMLE, Government Documents, Library Instruction, Periodicals/Serials, and Reference.



Progress on Meeting Stated Goals / Other Accomplishments:

- Set up and participated in training sessions on new technologies in LR&TS
- Created appropriate Web Subject Guides (i.e. Diversity Issues)
- Created flyer of LR&TS services for ResNet and campus labs
- Added new / updated weblibliographies
- Participated actively in MnLINK evaluation
- Continued to improve appearance and user-friendliness of building (added plants in lobby area, removed non-working equipment, improved / updated signage, rearranged some public areas, added flag identification poster)
- Continued active role in planning for new facility
- Shared information from workshops and conferences
- Instituted Weekly Soapbox, with different faculty members leading discussion on current library issues and topics
- Advertised library services through UNews, posters, contacts with departments and offices, etc.
- Created timely thematic displays of LR&TRS materials

Statistics:

See Attachment G

Total gate count.....631,961

See individual work area reports for additional statistical information.

Challenges and Opportunities:

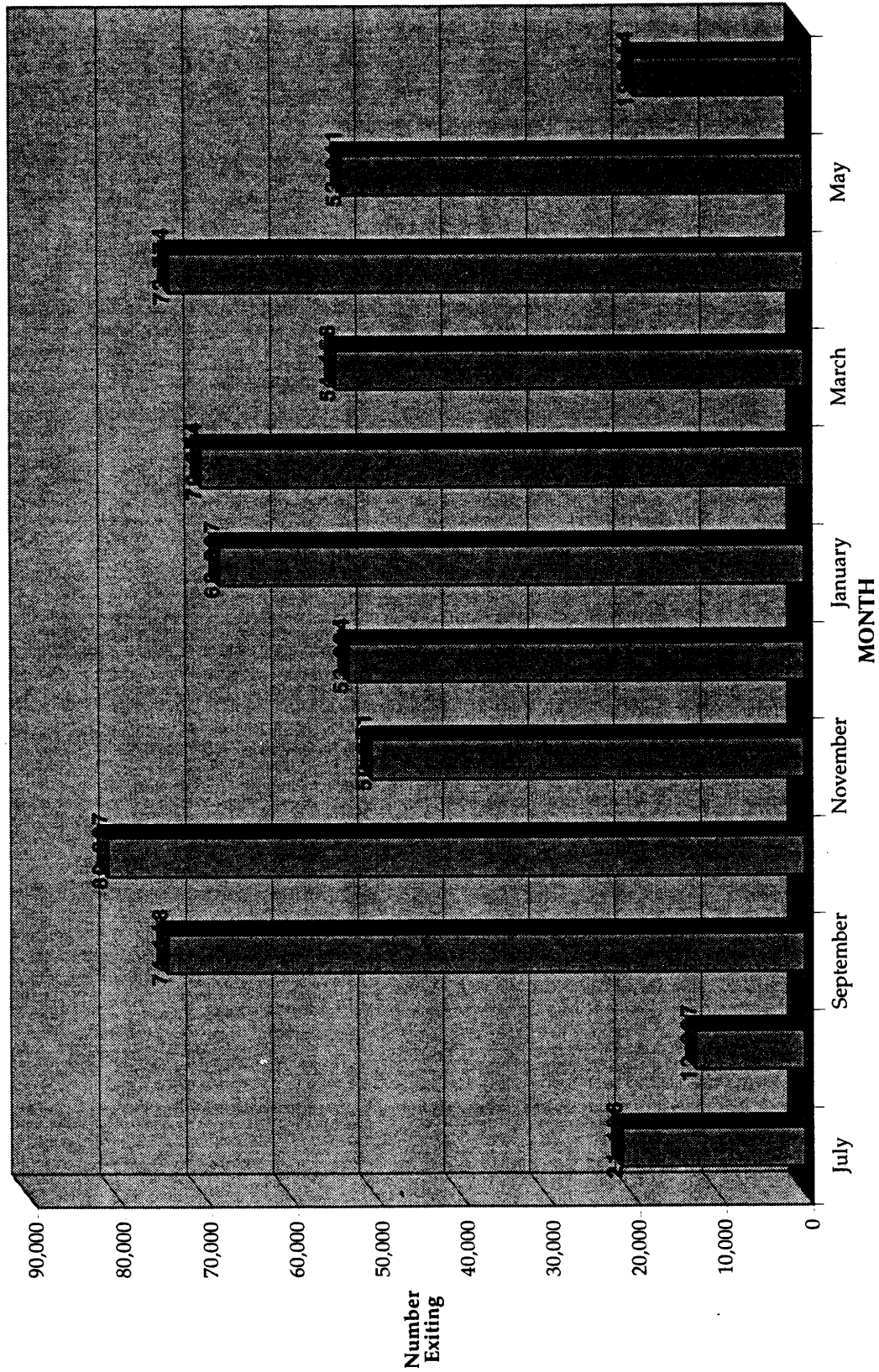
- Determining how services will need to change because of increased electronic access to information
- Exploring ways to optimize service to users in the new building

Resource Needs:

See individual work area reports

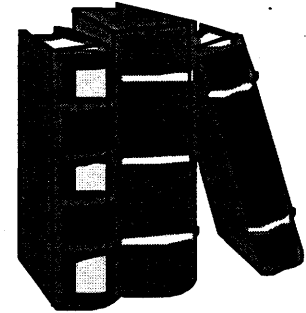
Attachment G
Exit Gate Statistics
Total = 631,961

Exit Gate Statistics • Total = 631,961



User Services • Archives

The University Archives includes historical campus material as well as a rare book collection and numerous special collections. Archives is open from 7:45 a.m. to 4:00 p.m. Mondays through Fridays.



Progress on Meeting Stated Goals / Other Accomplishments:

- Added material to database programs
- Increased number of patrons using Archives collections
- Used 2 graduate assistants and a student worker to help with processing materials
- Completed four record schedules which are now pending at state level and six more at departmental level
- Moved Hatcher Museum of Anthropology materials to Archives and completed their inventory
- Entered data on the Hatcher Museum of Anthropology materials into database
- Processed most of the William Meissner materials
- Completed inventory of Rare Book Collection
- Completed Rare Book Collection policy with Collections Management Committee

Statistics:

Linear feet of material processed.....	106
Patrons using Archives.....	476 (up from 257 in 1995-96)
Processed archival collections used.....	627
Ready Reference questions serviced.....	131

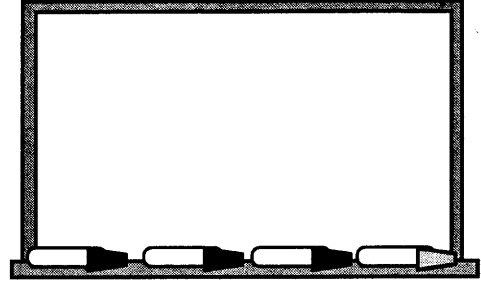
Challenges and Opportunities:

- Making arrangements to mat and frame some of the more valuable art works in the Lindgren Asian Art Collection (Foundation account support)
- Processing materials in our backlog
- Planning to move Archives and Rare Book Collections to new facility

Resource Needs:

- May need resources to support replacing SPINDEX database program when present computer system ceases
- Continued support through graduate assistants, primarily recruited from History and Public History programs

**User Services •
Central Minnesota Library Exchange
(CMLE)**



Central Minnesota Library Exchange has completed its 19th year as a multi-type library. Housed in the LR&TS basement, CMLE provides a variety of services, including interlibrary loan and backup reference service, for 275 member libraries in a 12-county region in Central Minnesota. Members includes K-12 schools, post-secondary schools, and public libraries, as well as hospital, law, correctional facility, and historical society libraries.

Progress on Meeting Stated Goals / Other Accomplishments:

- Performed needs assessment of member libraries
- Arranged vendor discounts
- Planned and implemented fax service for 19 member libraries
- Completed CMLE's Union List of Periodicals for 82 participating libraries
- Continued interlibrary loan and reference backup service
- Published CMLE's directory on CMLE Webpage in searchable form
- Held "newcomers" workshop on CMLE's services
- Actively involved with development and evaluation of MnLINK
- Hosted 3 teleconferences, *Soaring to Excellence*, for library staff members
- Collaborated with other multi-type libraries and library associations

Statistics:

See Attachment H, I

Membership Types (275 total member libraries)

K-12 public.....	170
K-12 private.....	29
public library branches	44
in 2 regional systems	
post-secondary institutions.....	10
special libraries.....	22
law, hospital, correctional facilities, historical society	

Challenges and Opportunities:

- Completing CMLE long-range plan
- Continuing need for state-wide program such as MnLINK
- Meeting the increasingly complex information needs of member libraries
- Planning in light of uncertainty of legislative funding for multi-types
- Providing continuing education for electronic access to information
- Licensing of databases

Resource Needs:

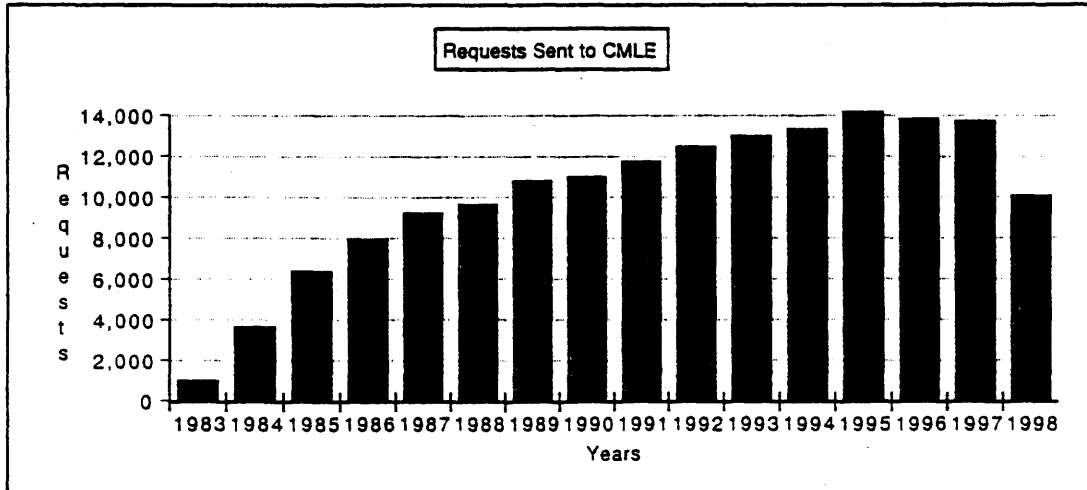
Attachment H

Direct Interlibrary Loan Activity Among CMLE Libraries

Direct Interlibrary Loan Activity among CMLE Libraries (Not Involving CMLE Staff) FY 98				
<u>LIBRARIES AS LENDERS:</u>				
<i>(Number of requests received directly from other CMLE libraries)</i>				
Library		Books	Photocopies	Total
Great River Regional Library		372	24	396
SCSU Learning Resources		1472	808	2280
CSB Clemens Library		362	310	672
SJU Alcuin Library		456	185	641
Totals:		2662	1327	3989
<u>LIBRARIES AS BORROWERS:</u>				
<i>(Number of requests sent directly to other CMLE libraries)</i>				
Library		Books	Photocopies	Total
Great River Regional Library		667	185	852
SCSU Learning Resources		1291	697	1988
CSB Clemens Library		306	284	590
SJU Alcuin Library		310	188	498
Totals:		2574	1354	3928
In addition to the above major libraries, nine schools reported 182 requests made to them directly that had not gone through the CMLE office, bringing the total number of direct member-to-member requests to 4110.				

Attachment I

CENTRAL MINNESOTA LIBRARIES EXCHANGE INTERLIBRARY LOAN STATISTICS, 1997-1998



OVERVIEW OF CMLE INTERLIBRARY LOAN STATISTICS July 1, 1997 - June 30, 1998

TOTAL REQUESTS RECEIVED.....10,151
 BORROWING LIBRARIES128
 LENDING SOURCES 67
 REQUESTS FILLED9,726
 REQUESTS CANCELLED425

ANALYSIS OF REQUESTS

BY TYPE OF MATERIAL REQUESTED:

Books 4,483 (32%)
 Articles (photocopies) 5,378 (63%)
 Reference Questions 116 (2%)
 Online Searches & Other 139 (3%)

BY NATURE OF REQUEST:

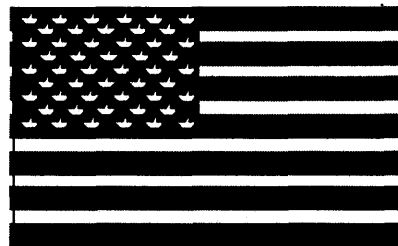
Specific Requests 6,652 (66%)
 Non-specific Requests* 3,499 (34%)
 (*Items sent after research by the CMLE staff on topics or questions submitted by member libraries/media centers)

BY LENGTH OF TIME TAKEN TO FILL REQUEST:

Same day service 5,250 (53%)
 1 day 1,034 (10%)
 2 days 355 (3%)
 3 - 7 days 1,769 (17%)
 8 - 14 days 768 (8%)
 15 or more days 550 (5%)
 Cancelled 425 (4%)

User Services • Government Documents

The Government Documents area is a partial depository for U.S. documents and a full depository for Minnesota documents.



Progress on Meeting Stated Goals / Other Accomplishments:

- Removed and recycled 117,582 microfiche from Energy collection
- Reconfigured patron use area for a more open, user-friendly look
- Labeled ends of census stacks with census publication titles
- Updated item cards in preparation for Marcive project
- Established *Gov Docs in the News* bulletin board to display current news focused on government publications
- Attended training sessions (GPO Access Training, PALS User Group meetings, Government Documents Spring Forum, Windows 95 Users Conference)

Statistics:

See Attachment J, K

Patron questions serviced.....6,500

Materials checked out / reshelfed.....19,921

Items added to PALS.....13,204

Items withdrawn 12,271

Energy fiche withdrawn..... 117,582

Challenges and Opportunities:

- Keeping current with government Web sites and CD-ROMs
- Beginning the retrospective conversion project through the Marcive Company
- Increased ILL requests when Marchive project is completed
- Training new student workers (several of our workers will be graduating this year)

Resource Needs:

- Subscription to Marcive Ongoing Service for new cataloging records (we received 13,827 items but added only 13,204 into PALS)
- Consider adding microfiche printer to Gov Docs area
- Purchasing site license for ArcView, software necessary to access our geography CD-ROMs
- Possible computer upgrades to run ArcView

Attachment J

Federal Documents

FEDERAL DOCS 1997-98

	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MAR.	APR.	MAY	JUNE	TOTAL
RECEIVED													
Paper-s.list	369	498	381	602	377	389	496	634	368	359	377	587	5,437
extras	89	56	85	58	148	51	68	97	93	53	83	93	974
Fiche-titles	538	579	490	896	386	562	406	590	561	383	301	491	6,183
each	1,563	1,195	1,358	1,787	807	-	891	1,069	1,362	1,145	728	1,439	
Maps	1	12	9	2	-	-	10	-	1	-	1	-	36
CD-Roms	29	52	61	73	27	41	57	99	45	64	39	70	657
TOTAL	1,026	1,197	1,026	1,631	938	1,043	1,037	1,420	1,068	859	801	1,241	13,287
ADDED TO PALS													
Paper (23)	445	128	242	271	373	330	722	265	394	155	279	188	3,792
Paper (25)	293	214	299	280	210	236	306	270	308	228	193	242	3,079
Fiche	253	789	300	731	845	185	416	260	280	325	383	506	5,273
Maps	4	28	14	14	13	17	62	53	5	27	14	5	256
CD-Roms	46	52	60	89	41	90	49	52	116	64	28	63	750
TOTAL	1,041	1,211	915	1,385	1,482	858	1,555	900	1,103	799	897	1,004	13,150
WITHDRAWN													
Paper (23)	39	50	34	132	184	314	303	277	227	43	52	46	1,701
Paper (25)	295	54	525	93	152	108	164	-	-	10	99	111	1,611
nonbarcoded	3,088	149	2	24	15	260	286	2,503	889	340	47	8	7,611
Fiche-pals	3	7	-	-	17	217	384	-	-	-	18	17	663
nonbarcoded	287	2	-	1	160	117,582	21	15	2	-	3	-	118,073
Maps-pals	20	22	20	7	5	5	39	-	-	1	4	80	203
nonbarcoded	-	-	-	-	-	-	-	-	-	-	-	-	-
CD-Roms-pals	5	2	1	-	-	8	66	-	-	-	9	-	91
nonbarcoded	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL	3,737	286	582	257	533	118,494	1,263	2,795	1,118	394	232	262	129,953
BROWSES													
Paper (23)	110	62	169	461	200	145	289	433	216	364	263	118	2,830
Paper (25)	137	145	277	1,089	215	667	582	807	310	520	311	256	5,316
nonbarcoded	8	11	18	54	18	5	187	85	13	48	20	3	470
Fiche	179	287	156	156	276	110	201	210	642	260	311	201	2,989
nonbarcoded	556	545	23	451	162	53	405	237	144	258	139	250	3,223
Maps	14	15	12	11	10	8	14	36	9	26	18	10	183
nonbarcoded	1	-	14	22	5	-	17	112	22	66	41	-	300
CD-Roms	6	11	5	24	10	3	8	6	2	13	15	1	104
nonbarcoded	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL	1,011	1,076	674	2,268	896	991	1,703	1,926	1,358	1,555	1,118	839	15,415
CHECK-OUT													
Paper (23)	113	51	123	291	256	132	286	322	188	321	231	70	2,384
Paper (25)	-	-	2	2	-	-	1	-	3	1	1	-	10
Fiche	30	2	25	88	42	31	62	33	31	122	42	25	533
Maps	16	9	16	22	25	14	70	56	7	26	31	6	298
CD-Roms	15	3	7	68	25	10	35	18	23	15	18	9	246
TOTAL	174	65	173	471	348	187	454	429	252	485	323	110	3,471

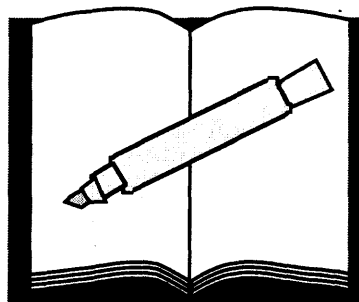
Attachment K
Minnesota Documents

MINN. DOCS. 1997-98

	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MAR.	APR.	MAY	JUNE	TOTAL
RECEIVED													
Paper	10	7	8	6	7	16	29	12	9	14	8	18	144
Fiche-titles		145									89	162	396
each											152	306	458
Maps													-
CD-Roms													-
TOTAL	10	152	8	6	7	16	29	12	9	14	97	180	540
ADDED TO PALS													
Paper	2	0	0	1	2	10	0	0	6	0	2	31	54
Fiche													-
Maps													-
CD-Roms													-
TOTAL	2	0	0	1	2	10	0	0	6	0	2	31	54
WITHDRAWN													
Paper	0	0	1	8	0	0	0	0	0	0	13	0	22
nonbarcoded			2										2
Fiche-pals													-
nonbarcoded													-
Maps-pals													-
nonbarcoded													-
CD-Roms-pals													-
nonbarcoded													-
TOTAL	0	0	3	8	0	0	0	0	0	0	0	0	24
BROWSES													
Paper	26	19	19	21	17	10	36	46	15	25	58	8	300
nonbarcoded							23	18	1	13	0	0	55
Fiche	0	0	0	171	61	43	3	19	13	124	53	223	710
nonbarcoded													-
CD-Roms													-
TOTAL	26	19	19	192	78	53	62	19	13	124	53	223	881
CHECK-OUT													
Paper	11	3	13	3	27	8	25	16	11	16	14	7	154
Paper (25)													-
Fiche													-
Maps													-
CD-Roms													-
TOTAL	11	3	13	3	27	8	25	16	11	16	14	7	154

User Services • Library Instruction

The Library Instruction program continues to grow. It is a far-reaching and visible LR&TS service. Sessions are presented primarily by reference librarians.



Progress on Meeting Stated Goals / Other Accomplishments:

- Presented 311 library instruction sessions
- Reached 8,811 students
- Increased number of presentation sessions and number of students served
- Continued to provide sessions to new instructors and classes, especially graduate research courses in many disciplines
- Continued to adapt program to large groups (especially ENGL 163 and PSYC 115)
- Trained library instruction presenters on using "smart classroom" environment in CH 130 and on new CD-ROM and Web interfaces
- Increased development of multi-media and WWW presentation aids
- Presented some sessions in other buildings (Ritsche Auditorium, Business computer lab)

Statistics:

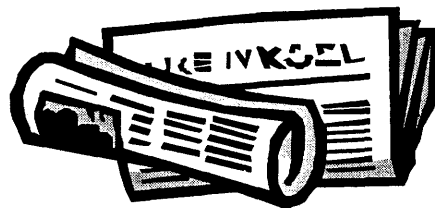
	number of sessions	attendance
Summer.....	25.....	454
Fall.....	88.....	2,528
Winter.....	90.....	2,632
Spring.....	108.....	3,197
TOTALS.....	311.....	8,811

Challenges and Opportunities:

- Providing sessions for numerous sections of ENGL 191, the new semester course which deals with research writing
- Troubleshooting technology difficulties in presentation spaces
- Keeping up to date with WWW growth
- Scheduling for a variety of presentation rooms
- Increasing experiments for taking presentations "on the road" to smart classrooms throughout campus (Ritsche Auditorium, Business Building, College of Education, others)
- Increased requests from schools working on Inquiry Graduation Standards

User Services • Periodicals / Serials

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



Progress on Meeting Stated Goals / Other Accomplishments:

- Wrote serials policy with Serials Committee ; policy approved by DAC
- Created more welcoming environment in back area for graduate student and faculty patrons to browse/read current periodicals
- Input all electronic serials for Project MUSE, J-STOR, and Academic Press Journals to allow for hot links to these sites
- Shifted older indexes / abstracts to storage
- Began debiting CopiCards for laser printing at Periodicals Desk
- Continued to review current subscriptions for renewal
- Continued to analyze serials collection for indexing, cost, usage, regional holdings, accreditation requirements, and alternative available for ease of user access
- Removed most of Annual Reports files, which have been replaced by online access

Statistics:

See Attachment L

Current Serial Subscriptions (paper).....1,400
Current Serial Subscriptions (electronic).....8,509
(includes Project MUSE; JSTOR;
Academic Press; IAC and Lexis-Nexis)

Circulation of Current Paper Issues:

Summer.....3,081
Fall.....18,280
Winter.....13,685
Spring.....12,886

TOTAL.....47,932

Challenges and Opportunities:

- Keeping current with electronic access to journals, magazines, and newspapers
- Continuing analysis of periodical / serials collection
- Working with departments and colleges to begin campus-wide serials evaluation project

Attachment L

Periodical Statistics

PERIODICAL STATISTICS 1997/1998

CURRENT SERIAL SUBSCRIPTIONS (PAPER): 1,400

CURRENT SERIAL SUBSCRIPTIONS (ELECTRONIC): 8,509
(Includes Project MUSE; JSTOR; Academic Press; IAC and Lexis-Nexis)

CIRCULATION (CURRENT - 2 YEARS):

<u>SUMMER</u>	<u>FALL</u>	<u>WINTER</u>	<u>SPRING</u>	<u>TOTAL</u>
3,081	18,280	13,685	12,886	47,932

FACULTY COPYING SERVICE REQUESTS:

<u>SUMMER</u>	<u>FALL</u>	<u>WINTER</u>	<u>SPRING</u>	<u>TOTAL</u>
125	168	111	64	468

FACULTY COPYING SERVICE REQUESTS (PAGES):

<u>SUMMER</u>	<u>FALL</u>	<u>WINTER</u>	<u>SPRING</u>	<u>TOTAL</u>
1,693	1,914	1,592	826	6,025

STUDENT COPYING SERVICE REQUESTS:

<u>SUMMER</u>	<u>FALL</u>	<u>WINTER</u>	<u>SPRING</u>	<u>TOTAL</u>
12	57	34	32	135

STUDENT COPYING SERVICE REQUESTS (PAGES):

<u>SUMMER</u>	<u>FALL</u>	<u>WINTER</u>	<u>SPRING</u>	<u>TOTAL</u>
238	1,321	120	192	1,871

CMLE COPYING SERVICE REQUESTS:

<u>SUMMER</u>	<u>FALL</u>	<u>WINTER</u>	<u>SPRING</u>	<u>TOTAL</u>
97	317	371	442	1,227

CMLE COPYING SERVICE REQUESTS (PAGES):

<u>SUMMER</u>	<u>FALL</u>	<u>WINTER</u>	<u>SPRING</u>	<u>TOTAL</u>
843	2,090	2,159	2,049	7,141

COPICARD (COPIES MADE):

<u>SUMMER</u>	<u>FALL</u>	<u>WINTER</u>	<u>SPRING</u>	<u>TOTAL</u>
21,684*				21,684*

XEROX:	111,488	91,484	93,261	296,233
MICRO:	47,266	47,738	49,133	144,137

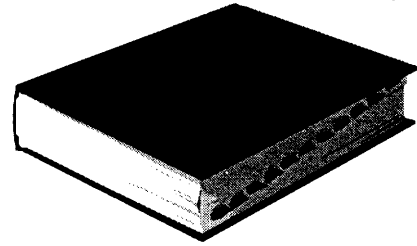
XEROX SERVICE CALLS:

<u>SUMMER</u>	<u>FALL</u>	<u>WINTER</u>	<u>SPRING</u>	<u>TOTAL</u>
0	5	2	9	16

* Statistics were not broken out between micro and xerox until Fall 1997.

User Services • Reference

The Reference Desk was staffed by a Reference Team member for 96 hours on weekdays and 16 hours on weekends during the regular school year, as well as 96 hours on weekdays and 4 hours on Sunday evenings during Summer Sessions. The Reference Desk was "double staffed" with two librarians 27 hours of the week. In addition, the Reference Desk was open during all term breaks (except holidays). The Reference Team included 9 faculty librarians and one Library Tech.



Progress on Meeting Stated Goals / Other Accomplishments:

- Completed comprehensive evaluation of standing orders
- Evaluated Web-based indexes to replace or supplement CD-ROM indexes
- Selected new reference sources
- Shifted H and M sections of collection to allow for growth
- Worked with TSS to solve printing problems
- Redesigned LR&TS network menu to reflect a more transparent access to electronic resources in all formats (including WWW)
- Participated in numerous training sessions (OMNI, Internet Explorer, CH 130 equipment, IAC Searchbank, CIS Compass, CUSeeMe software)
- Staffed QuickRef, a mobile reference service, at Atwood for 3 hours a day during a two-week test during Spring Quarter

Statistics:

Reference Desk staffing hours / week.....	112
Hours Reference Desk staffed / weekdays (person hours)....	96
Hours Reference Desk staffed / weekdays (clock hours).....	76
Hours Reference Desk staffed / weekend.....	16
Reference Collection items.....	21,334
Reference Collection titles.....	8,679
Items dropped.....	492
Items added.....	1,226
Items browsed for reshelving.....	14,415
Reference questions serviced.....	12,144
(winter and spring only)	

Challenges and Opportunities:

- Providing reference service for distance education students
- Increasing amount and complexity of WWW sources

Resource Needs:

- Additional laptop computers may be needed for training and continuation of the QuickRef service
- For summer 1999, an additional reference librarian will be needed to provide service during part of the summer session and for term breaks

