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2013-14 Drake Memorial Library Annual Report

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Drake Memorial Library
2013-14 Annual Report
July 9, 2014

Compiled by M. J. Orzech in collaboration with R. Cushman, P. O'Sullivan, J. Smathers and Drake librarians/staff

**Library, Information, and Technology Services
Drake Memorial Library
2013-2014 Annual Report**

A. Executive Summary (2-page maximum): Please provide a brief ‘state of the union’ for your unit relative to your mission and current context/situation. Also list your unit’s goals for the near future.

Drake Memorial Library was active and productive this year. Recognition was received for several projects and initiatives begun in previous years. Library faculty and staff received several grants/awards from regional (RRLC), state (IITG, SUNYLA, and UUP) as well national sources (NEH, ALA/ACRL). In September 2013, the LITS unit won a Rochester GREAT Award for Visionary Leadership as an integrated service organization.

Strengths:

1. In general, librarians and staff are productive and working hard to enhance student success both within and outside the library.
2. The Library Advisory Committee has been helpful in improving communication with faculty and planning for collection evaluation projects; a new ‘Friends of Drake Library’ Group started this year will be helpful in friend and fundraising for the library.
3. Library initiatives are becoming better aligned with LITS, campus and SUNY strategic plans.

Weaknesses:

1. Library needs to continue to review and re-invest in ways that communicate value to the campus community.
2. Student training is good but can be strengthened further.
3. Library and staff training in use of technology, especially cloud and mobile, is beginning but should be made a priority and increased. All library staff were upgraded to MS Office 2010 this year, including Outlook, but training is uneven.

Opportunities:

1. A revised ACRL/information literacy framework expected next year will provide opportunity for conversation with faculty about information literacy goals, implementation and assessment. The opportunity to more closely embed information literacy in Gen Ed revisions is especially important.
2. A new reference/instruction librarian was hired for fall 2013, who along with others, will be expected to boost library support for online initiatives e.g., OPEN SUNY.
3. New staff in the Circulation area created the opportunity to review workflows and make needed changes.
4. The library conducted year-long collection evaluation review project during 2014. This effort provided a community review of deaccession book candidates and resulted in over 8,000 forms. The library now has the opportunity to complete the collection review project in the next two years ahead of renovation.
5. Last year’s acquisition of a Makerbot 3D printer was successful in bringing attention to the potential of this technology. Faculty/staff technology initiative funding for 204-15 will enhance exploration of 3D projects in the curriculum and co-curriculum.
6. Summon (discovery tool) and upgraded LibGuides will be implemented Summer 2014 to provide updated, refreshed library search tools that are more mobile friendly.

Threats/Challenges:

1. Library needs to continue working on improving communication to both internal and external stakeholders.
2. Need to ensure that many library projects are not responsibility of only one person. Additional cross-functional training is needed for back-up.
3. There is potential for burn-out for high-performing librarians and staff. Sharing project responsibility and stronger team efforts throughout the library will be helpful. Having time to re-charge, prioritize, delegate is also important for all.
4. There is threat of losing momentum or reverting to siloed 'business as usual' mindset while waiting for funding of library renovation.

Goals:

1. Build on this year's work with the Library Advisory Committee; work toward completion of the collection evaluation project (2015-16). Continue goal-setting related to the academic library of 2025.
2. Implement and evaluate Summon discovery tool (to replace Aquabrowser).
3. Work with faculty to include revised ACRL information literacy framework in face-to-face and online courses.
4. Build on the ACRL 'Assessment in Action' library instruction assessment project; include use of TK20 (or other enterprise platform) as framework to store data.
5. Continue to enhance Digital Commons efforts particularly for graduate theses and faculty Scholarship.
6. Continue patron-driven acquisition pilot efforts with WNYLRC, SUNY and others.
7. Support library outreach efforts e.g. 'Long Night at Drake Library', five year celebration of faculty scholarship, etc.
8. Plan for UUP COCID conference with Geneseo- March 2015 regarding libraries as publishers;
9. Plan for 5 year celebration of Brockport Faculty/Staff Scholarship 2011-2015 (April 2015).
10. Develop 3-D printing opportunities for curricular and co-curricular scholarship;
11. Complete next round of e-textbook grants and other open access initiatives with Geneseo, Environmental Science and Forestry, Fredonia and others;
12. Use MISO 2014 and other survey/feedback results to advance LITS strategic plan goals.

B. Please report your unit's support for and/or contributions to the strategic priorities listed below. Where applicable, please explicitly note where actions/activities/decisions were related to your goals noted in last year's report. Please address all items.

1. *High quality, rigorous undergraduate and/or graduate academic programs*

1. Enhanced library instruction program through:

- a.conversation with faculty re: ACRL information literacy standards revision process;
- b.enhancing support for online learners;
- c.use of CELT and governance channels to strengthen information literacy throughout the curriculum;
- d.building assessment and ongoing improvement into literacy endeavors.
- e.inclusion of graduate writing tutor for abstract writing and other sessions.

2. The Digital Commons is working to put graduate theses online. We continue to encourage submissions from others as well as faculty/staff publications.

3. Open SUNY E-textbook project is funding four Brockport e-texts as part of a 'library as publisher' SUNY IITG grant sponsored pilot program to explore low cost textbook alternatives.

4. Innovations in technology (including several Faculty/Staff technology grants):

a. Addition of tablets, e-readers and mobile devices to Drake (tech tools)

b. Scanner and recycler to work with the 3D printers

c. Additional public scanners

d. Technology enhancements to Learning Commons area (Macs and Collaboratory on main floor). Updated, reconfigurable furniture installed in two top floor seminar rooms.

Several librarians/staff received and are making good use of iPads.

5. Books, databases and other information resources continue to be added to the collection e.g., Springer ebooks, JSTOR (Arts & Sciences IX, X, Xi, XII, XIII), 'Dance in Video', Kanopy streaming media pilot. Sent 6500 gifts and withdrawals from 2011 to Better World Books.

2. *Active faculty/staff-student engagement in student learning/development*

1. Library and student staff made presentations at Scholars Day, Graduate Student conference, Diversity Conference, etc.

2. Library initiated 'Long Night in the Library' April 28, 2014.

3. Outreach efforts e.g., Muslim Journeys sponsored book-themed events.

4. Librarians and staff attended/served/presented at numerous student related committees and/or events, e.g., Welcome Week, international student orientation, diversity committee and others.

3. *Robust faculty and staff development program*

1. Librarians and staff presented at a variety of professional development activities throughout the year, including several CELT and other sessions.

2. Library sponsored a number of professional development workshops including:

a. ALA Virtual Conference, Summer 2013.

b. DPLA, gamification and other webinars.

c. CSEA staff attended variety of managing, customer skills and PC training workshops.

Faculty scholarship travel funding has been very valuable. It resulted in several partnerships with instructional faculty and professional staff both in and outside Brockport for regional, state and national presentations. It is hoped it will be continued. Future needs include additional training in policy-making and emerging and mobile technologies for all staff.

4. *Faculty scholarship*

Library hosted one day SUNY COCID conference on "Promoting Scholarly Access through Open Journals", March 28, 2014, with over 70 attendees including several from out-of-state.

A sample of other librarian and staff scholarship this year includes:

Cowling, C. -presentations to alumni, emeriti, classes and other community groups.

Cushman, R., and Wierzbowski, K., produced record live webcasts of College events including:

- Conference Keynote addresses
- Scholars Day Live
- The Honors and Awards Ceremony
- The Graduate and Undergraduate Commencement ceremonies

Dumuhosky, L. 21st Century Information and Research, CELT Presentation with J. Kegler, 3/13/2014.

Hacker, L. 2013 RRLC Academic Library of the Year – MetroCenter

Hacker, L. (2013). Staying current after graduation: A survey of Social Work alumni. Collaborative Librarianship. 5(2), 122-136.

Kegler, J. Presentations at CELT, SUNYLA, WNY/LO, RRLC and other conferences/workshops.

Kegler, J. Little. Discover New Ways to Public and Promote YOUR Scholarly Works. Poster Session at Promoting Scholarly Communications Through Open Access Journals. SUNY COCID Conference, Brockport, March 2014.

Stites-Doe, S., Maxwell, P., Kegler, J. J. (2013). In Blessinger, P. & Wankel, L.A. (Ed.), Business students' learning engagement as a function of reading assigned electronic and open source texts (vol. 6D, pp. 239-270). Emerald Group Publishing. [dx.doi.org/10.1108/S2044-9968\(2013\)000006D011](https://doi.org/10.1108/S2044-9968(2013)000006D011)

Maxwell, P. Managing Editor, Dissenting Voices eJournal.

Maxwell Presentations:

iPads:

Presentations at CIT (Cornell), STC and other conferences and workshops

iPad Users Group

MoTek Users Group

Imaging Project

LITS liaison for EMS implementation committee (event management system)

Myers:

UUP Conversations in the Disciplines Grant for “Promoting Scholarly Communication through Open Access Journals”, March 28, 2014 conference.

I2 NY Panelist on Library as Publisher Webinar, June 2014

Orzech:

SUNY IITG Grants 2013:

Partner in IITG grant with Geneseo

Partner in IITG grant with UB and SUNY Delhi

Presentations:

Hendrix, D., Lyons, C., Orzech, M. J., Peters, P. May, 2014. The E-Textbook opportunity: The time is now for SUNY, Phase 2. SUNY Conference on Instructional Technology. Cornell, Ithaca, NY.

Orzech, M. J., March 28, 2014. “Models of Open Access Journals”. Poster Session. Promoting Scholarly Communications through Open Access Journals, SUNY Conversation in the Disciplines conference, The College at Brockport.

Perry:

Freshman Reading Program committee member; Art contest display coordinator.

Prince:

1. Successfully wrote two national grants sponsored by NEH & ALA and a local grant sponsored by the campus Diversity committee (O’Sullivan and Prince):

a. Muslim Bookshelf grant

b. Muslim Journeys grant

c. Campus Diversity grant

2. Created 30 displays for the main floor and Juvenile Literature section promoting awareness of library materials and services

3. Coordinated Long Night At Drake Library, April 28, 2014.

4. Participated in ComicCon

O’Sullivan:

Managing Editor, The Spectrum, Brockport Scholars Day eJournal.

Two chapters published in “Time Management for Librarians”. (Carol Smallwood, editor; published by Scarecrow Press, 2013).

Several published book reviews for Library Journal.

Rath – presentations/consultations re: resource sharing, emerging technology, etc.

Recipient of Friend of SUNYLA Award, June 2014.

Recipient of SUNY IITG Grant for information literacy portal.

Smathers:

Presentations/consultation re: Empire Shared Repository and other projects.

Knab, C., Smathers, et.al. White paper on WNYLRC e-book public driven acquisition pilot project.

Wierzbowski:

Wierzbowski, K., Dentino, C. Goverts, M., Kegler, J. ACRL Assessment in Action Program, 2013.

5. *Enrollment at the programmatic level*

NA

6. *Vibrant and engaged community, within and/or outside The College*
 1. Rochester Giant Read community literacy project for first graders with School 43, co-sponsored with College Athletics, Fall 2013.
 2. Charlie Cowling, Brockport Historical Society Board.
 3. Jennifer Kegler, SLS Monroe-2-Orleans BOCES Board and Ogden ‘ Friends of the Library ‘ Group.
 4. L. Dumuhosky staffed library table at Brockport Naturalization Ceremony, September 2013.
 5. J. Kegler taught library instruction for local high school visitors.
 6. Smathers, J. Rochester Teen Storytelling Event, May, 2014.
 7. Myers, K. and Wierzbowski, K., Coordinated 4-H visitor tour of 3D printer in Drake.
 8. Orzech, M. J. Coordinated reading to children at Brockport Day Care Center with Rotaract.
 9. Held Library Crazy Hat Day to benefit ‘Room to Read’ global literacy program.
 10. Library participated in various campus activities, e.g., Moving In Day, Seasons of Gratitude, COSAC basket raffle, Student Open Houses, etc.
7. *Diversity of our college community, including promoting an understanding and appreciation of its importance and a sense of inclusion*
 1. Media streaming for Fall Diversity Conference (Cushman).
 2. Successfully implemented three grants (O’Sullivan and Prince); two national grants sponsored by NEH & ALA and a local grant sponsored by the campus Diversity committee:
 - a. Muslim Journeys Bookshelf Grant #2 - \$3500.00 and second year of the Oxford Islamic database for hosting a series of book discussion using a pre-set selection of books promoting one of five themes chosen by the sponsors, NEH and ALA. Submission date 3/29/2013. Notified of acceptance 5/9/2013.
 - b. Promoting Excellence in Diversity Grant - \$541.35 for promotion/advertising of the programming supporting the Muslim Journeys Bookshelf grant. Submission date 4/5/2013.
 3. Librarian included in campus climate survey committee.
8. *Alumni engagement and friends- and fund-raising*
 1. Worked with College Advancement on establishing ‘Friends of the Library’ group.
 2. Held three successful events – Homecoming Library Tea and Tour and Dr. John Killigrew Room and Rose Archives naming events.
 3. Worked with College Advancement to develop list of ‘Drake Giving Opportunities’.
 4. Worked with Alumni to update their webpage list of library databases available to alumni.
 5. A donation link now available on the library homepage.
 6. Created list of students who have worked in the library over the years.
 7. College Archivist works with Alumni and other groups for re-unions, event anniversaries, etc.
 8. Created streaming video of campus events to help reach wider audiences.

C. Significant Highlights

1. *Academic Quality & Engagement*

1. Drake was sole SUNY library accepted in the initial cohort of the ACRL “Assessment in Action” Program, 2013.
2. Library sponsored a one day conference, SUNY COCID ‘Promoting Scholarly Communications through Open Access Journals’, March 28, 2014, with 70+ attendees.
3. Drake is founding partner in the Empire Shared Collection repository with UB, etc.
4. Notable acquisitions made in Springer e-books, JSTOR, ‘Dance in Video’, etc.

2. *Co-curricular Programming and Support Services*

- Long Night in Drake, April 28, 2014.
- First Annual ComicCon, Feb, 2014

3. *Learning Environment & Quality of Place*

New furniture, large screen monitors in two seminar rooms- 204 and 245.

TechTools implemented as lending library for e-readers, tablets, laptops, digital cameras and a variety of technology accessories.

3D Printer Road Show- demonstrations at Faculty Convocation, Scholars Day, CELT, etc.

4. *A Culture of Philanthropy & Alumni Connectedness*

1. Worked with College Advancement on establishing ‘Friends of the Library’ group.
2. Held three successful events – Homecoming Alumni Tea and Library Tour; and Dr. John Killigrew Room and Rose Archives naming Events.
3. Worked with College Advancement to develop list of ‘Drake Giving Opportunities’.
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APPENDICES:

- A. Integrated Public Services (P. O'Sullivan)**
- B. Technical Services (J. Smathers)**
- C. Library Technology Services (R. Cushman)**

Integrated Public Services

Integrated Public Services has had a very unusual year. Three of the four staff in the Circulation Department either retired or went on to different positions. Two clerical positions, a Circulation Manager and a Library Clerk II were replaced in November 2013 and September 2013, respectively. We also added a third clerical position which will assist with a variety of duties across the IPS departments. In addition, we were very pleased to add a reference and instruction librarian to fill the gap left by Lori Lampert's retirement two years ago.

The number of new staff has meant that much of this academic year was spent training. This situation was complicated by the IPS manager's emergency surgery in November; she returned to work part time in February and full time in April. Our newest librarian was also out for six weeks following the birth of a beautiful baby girl.

Circulation

The Circulation staff, along with Evening Supervisor Wendy Prince, has been systematically going through Circulation and Reserves policies and procedures, with the goal of updating where necessary. We will also be rewriting or adding policies to cover gaps in service performed vs. the "informal" process still in use for some procedures.

Two Circulation Staff Members, Virginia Battista and Holley Laudico, attended this year's NYSLAA conference in Saratoga Springs. Virginia has also been taking the on-line management course provided by the campus.

The department issued 58 courtesy cards to alumni, down from 78 last year. As more alumni become aware of the range of services the library can offer after graduation, we expect to see that number rise.

Wendy Prince, our evening supervisor was very active in programming this year; see her Activity Insight profile for details

See Appendix: Circulation and building use counts.

Writing Desk

The Writing Desk was staffed Monday – Thursday evenings in the fall and spring. Unfortunately, a problem with the data caused us to lose the Fall statistics. However, in the Spring, 80 students received assistance. The Writing Desk tutors also assisted in producing Abstracts for the Digital Commons Thesis Conversion Project, after receiving training from Julie Oyer.

ILL

The Interlibrary Loan Department continues to provide excellent customer service. During the past year, ILL transitioned to working as a team with the Serials Librarian, on Serials Clerk, and a Circulation Clerk. This has provided quicker turn-around times for ILL services by closing the gap between ILL hours and the hours that students make requests. The department also implemented "RequestIt!", which allows a user to request an item directly from the Drake Library Catalog (Aquabrowser). If it is on the shelf, the item will be picked up and held for the requestor; if it is not, an ILL form will be generated. This has proven popular with both faculty and students, as it saves them a great deal of time when they

come into the building. The department also implemented “IFM GetItNow” which reduced the amount of money spent on obtaining copyright permissions.

See Appendix for ILL statistics.

MetroCenter

The MetroCenter Library was quite active this year. Door counts were up 28 percent from last year. Linda Hacker, despite also suffering health issues this academic year, was able to provide an impressive array of services to the MetroCenter students, faculty and staff.

See the appendix on the MetroCenter, as well as Linda Hacker’s Activity Insight profile for details.s.

Reference and Instruction

The Reference and Instruction Librarians continued this year to look for the best location from which to offer reference services. They appear to have found the spot, at the south end of the Circulation/Reserves desk, which gives them good visibility while removing them from the main workflow of Circulation.

Reference transactions were down 3 percent from last year according to LibStats; however, consultations, which can last from 10 – 30 minutes, were up by 33 percent. In addition, many on-line queries are being routed through the help desk; librarians answered xx questions in x categories last year through Footprints.

Instruction sessions were up from last year, and demonstrated a broad commitment to research and library services: History, On-line Teaching, Business, English, Sociology, Social Work, Anthropology, Biology, Communications, Education, Environmental Science, History, Nursing, Public Administration, and Spanish were among the classes that participated in sessions here.

See Appendix for reference statistics

Archives

It was a banner year for the archives as it received a very generous donation from an alumnus, Virginia Campbell. The Archives were also officially renamed The Rose Archives. Over 150 queries were answered, many of them requiring a fair bit of research. The archivist, Charlie Cowling, was also very busy, as you will see in his Activity Insight profile for the year.

Appendix I: ILL annual report

Total Requests Handled (6/1/2013 to 5/31/2014): 23105

Borrowing

- 2640 articles borrowed (90% fill rate – 2927 submitted requests)
- 2332 loans borrowed (81% fill rate – 2863 total requests)
 - Average turn-around time 5.66 days.
 - Average time in mail 4.96 days.

Lending

- 4557 articles lent (60% fill rate – 7637 submitted requests)
 - Most non-filled due to inability to correctly set e-journals holdings
- 4811 loans lent (67% fill rate – 7227 submitted requests)
 - Average turn-around time: 1.22 days
 - 1188 requests were checked out
 - 569 requests were for items at VSW
- Total IFM charged: \$11280 – 30% increase from last year

Document Delivery

- 1218 article requests were filled (99% fill rate – 1299 submitted requests)
- 1096 loan requests were filled (95% fill rate – 1046 submitted requests)
 - 308 requests were for course reserves
 - 278 requests were forwarded to Acquisitions for purchase.
 - 152 requests were purchased on demand
 - 126 requests were submitted directly from Acquisitions for order

Copyright

- Charges for 2013: \$784.20
- GetItNow Spent for 2013: \$1675.00

Changes / Enhancements

- ILL is now a team environment comprised of the ILL staff (Librarian and Clerk 2), the Serials Librarian and one Serials Clerk 2 as well as a Circulation Clerk 2
- Implemented RequestIt! Using ILLiad via AquaBrowser
- Implemented IFM GetItNow to reduce Copyright Spending

Appendix II: MetroCenter Detailed Report

Statistics Comparisons from 2009/2010 – 2013/2014:

	2010-2011	2011-2012	2012-2013	2013-2014
MC Student Count	691	669	641	576
Courses Taught	14 (235 students)	28 (329 students)	38 (429)	36(459)
Mini-Intro Courses	59 (815 student contacts)	53 (862 student contacts)	59(771 student contacts)	Discontinued
Research Consultations	52	61	97	90
Computer Room Count	2120	2346	3231	4689
Office Count		3090	4143	4837

Mini-Intro Courses: Discontinued

Courses Taught: 36 (See attached)

21 BI

0 Friday APA classes – Discontinued due to lack of attendance

6 Saturday APA classes

6 Saturday Library & Research classes.

2 MSW Orientations

1 MPA Orientation

Presentations: 2 (included in the courses taught)

Greater Rochester Collaborative Master of Social Work Student Orientations:

Aug. 22, 2013, May 13, 2014

Master of Public Administration Orientation:

Jan. 22, 2014

Two “Meet and Greets”:

I teamed up with the MetroCenter Graduate Assistants for the first week of Fall and Spring semester classes and greeted the students and handed out refreshments.

Fall Semester – Soda, Water, Muffins

Spring Semester – Hot Chocolate, Coffee, Muffins

PROJECTS

Proctored the Computer Exam for Assessment and Testing twice.

Worked with Doreen Hagen, MetroCenter Secretary, every Monday during the Fall Semester on the MetroCenter website and giving her beginning web training.

Worked with Melissa Jordan, Educational Administration Secretary, every Wednesday during the Fall Semester on the Educational Administration website and giving her beginning web training.

Reviewer for MSW Final Project

CONFERENCES/WORKSHOPS/TRAINING

Diversity Conference 9/19/13

RRLC – Munch and Mingle 10/17/13

WNY/O-ARLC Conference 10/18

Graduate School Open House 11/13/13

Campus Climate Report 2/22/14

Public Administration Open House 3/27/14

Writing workshop given by Jules Oyer 3/27/14

3Ts 2014: At the Core of Teaching, Technology and Transliteracy 3/14/14

Open Access Conference 3/28/14

MSW Final Project Presentations at REOC 4/28/14

Regular Monday meetings with Doreen Hagen to work on MetroCenter website

Regular Wednesday meetings with Melissa Jordan to work on Educational Admin. website

PRESENTATIONS AT CONFERENCES

none

PUBLICATIONS

Article, Staying Current after Graduation: A Survey of Social Work Alumni, Published in July 2013 Issue of Collaborative Librarianship

Research Guide: MSW – Distance Library Instruction

CAMPUS COMMITTEES

MetroCenter Facilities

LIBRARY COMMITTEES

APT, head for 2013-2014

DISPLAYS

Social Work Month Display – assisted GRCMSW

Courses Taught

Fall 2013

Date	Instructor/Course #	Number of Students
8/21/13	Lawrence /PRO 306 - Library	27
8/21/13	Lawrence /PRO 306 - ANGEL	27
8/22/13	MSW Orientation	40
8/29/13	Lawrence/PRO 306 – Computer Exam Review	27
8/29/13	Wright/PAD 678	18
09/03/13	Yeung/PAD 688	13
09/07/13	Sat. Research	8
09/07/13	Sat. APA	8
9/09/13	Kusmaul/SWO 301	23
9/11/13	Viggiani/SWK 520	16
9/11/13	Viggiani/SWK 520	20
10/05/13	Sat. APA	2
10/05/13	Sat. Research	2
10/8/13	Aponte/SWO 321	24
10/16/13	Lawrence/NUR 475	10
11/16/13	Sat. APA	2
11/16/13	Sat. Research	2
12/7/13	Sat. APA	3
12/7/13	Sat. Research	3
TOTAL	19 Classes	275 Students

Spring 2014

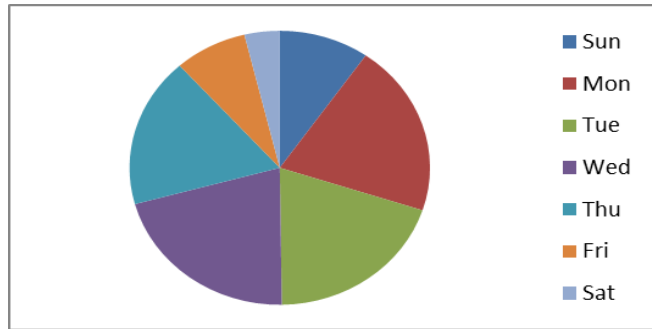
Date	Instructor/Course #	Number of Students
01/21/14	*Biedlingmaier /RN to BSN - Library	16
01/21/14	*Biedlingmaier /RN to BSN - Library	16
01/22/14	MPA Orientation	10
01/28/14	*Biedlingmaier /PRO 306 – Computer Exam Review	16
01/29/14	*Ortoliani/SWO 321	14
02/05/14	Wright/PAD 683	14
02/19/14	Flack/EDC 728/729/730	3
02/19/14	Lawrence/ NUR 473	17
04/01/14	Ortoliani/SWO 321	14
04/05/14	Sat. APA	0
04/05/14	Sat. Research	0
04/26/14	Sat. APA	3
04/26/14	Sat. Research	3
05/13/14	MSW Orientation	19
05/19/14	*Kusmaul/SWO 457	8
05/22/14	Meath/SWK 508	15
05/29/14	Ortoliani/SWK 524	16
Spring Total	17 classes	184
Annual Total	36 classes	459

*Taught by Logan Rath

Drake Building Use:

Average usage by day of week
 Fall and Spring were nearly identical, so they
 were merged.

Sun	804
Mon	1684
Tue	1638
Wed	1735
Thu	1464
Fri	648
Sat	314



2013/2014

Loans	27174
renewals	4724
in-house use/other	8184
Reserves	5777
	45859

Community/Alumni/RRLC issued (new)

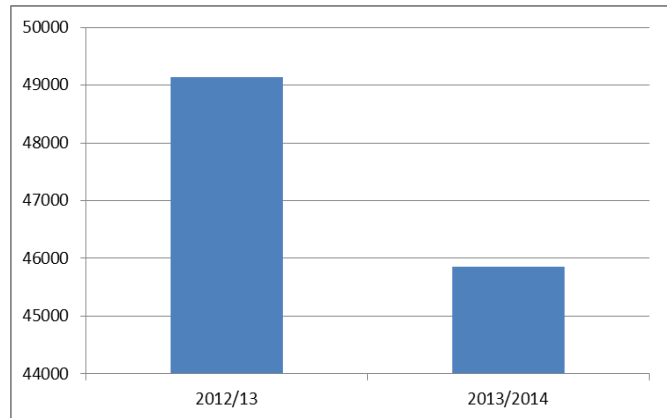
Area resident	4
Courtesy cards (free)	2
Alumni cards	31
RRLC Access cards	11

Print cards sold (\$5) 102

Total circulation

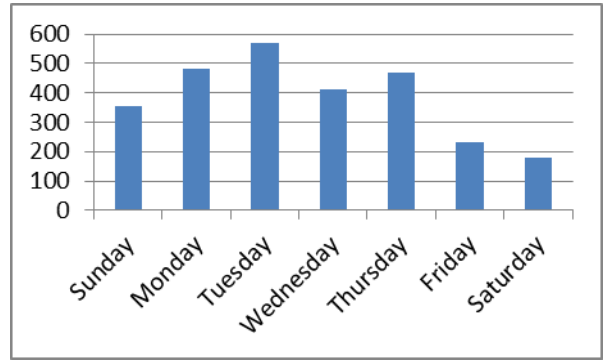
2012/13	49140
2013/2014	45859

Circulation

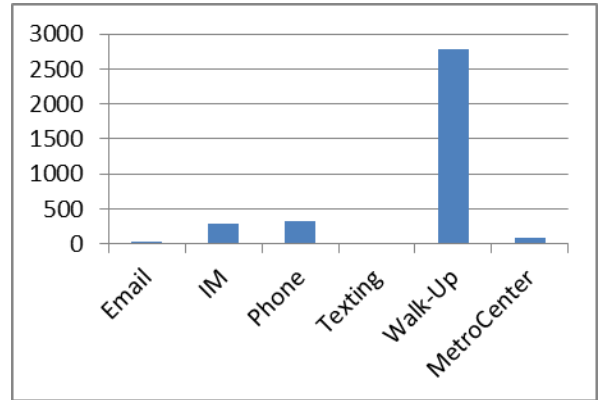


Reference Statistics

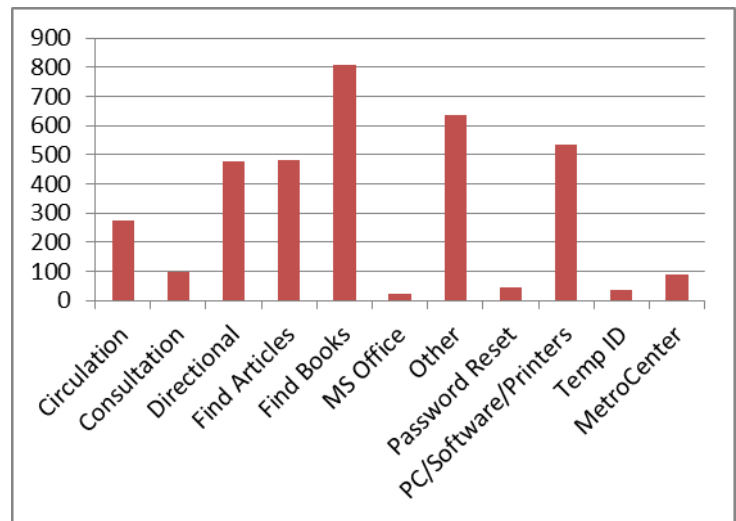
Weekday	question Count	Percentage
Sunday	356	13.20%
Monday	483	17.90%
Tuesday	570	21.10%
Wednesday	411	15.20%
Thursday	467	17.30%
Friday	232	8.60%
Saturday	180	6.70%
Totals	2699	100%



question format	question count
Email	31
IM	282
Phone	321
Texting	3
Walk-Up	2779
MetroCenter	90
Totals	3506
Entered incorrectly	19

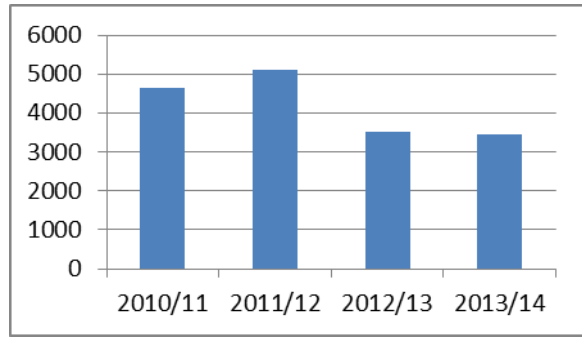


question type	question count	percentage
Circulation	274	
Consultation	99	
Directional	477	
Find Articles	481	
Find Books	808	
MS Office	23	
Other	636	
Password Reset	46	
PC/Software/Printers	534	
Temp ID	38	
MetroCenter	90	
Totals	3506	
Entered incorrectly	19	



Reference stats 2014-2014

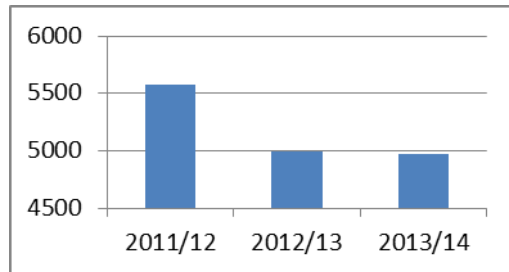
2010/11	4657
2011/12	5104
2012/13	3527
2013/14	3435



Interlibrary loan

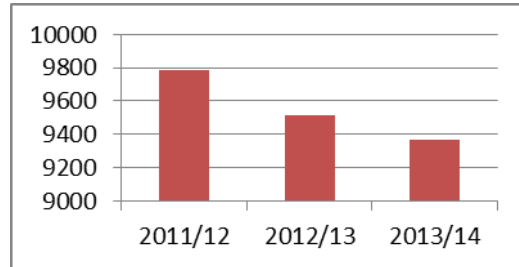
Borrowing

2011/12	5575
2012/13	4995
2013/14	4972



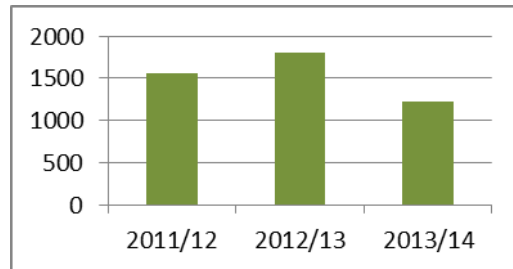
Lending

2011/12	9787
2012/13	9514
2013/14	9368



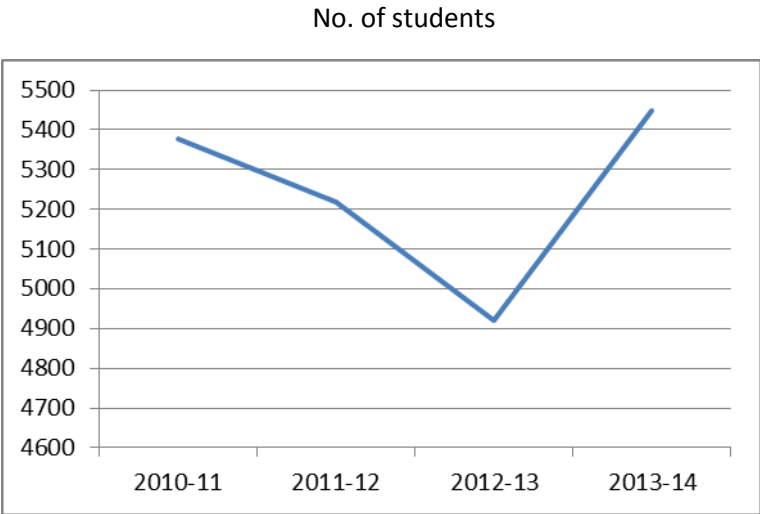
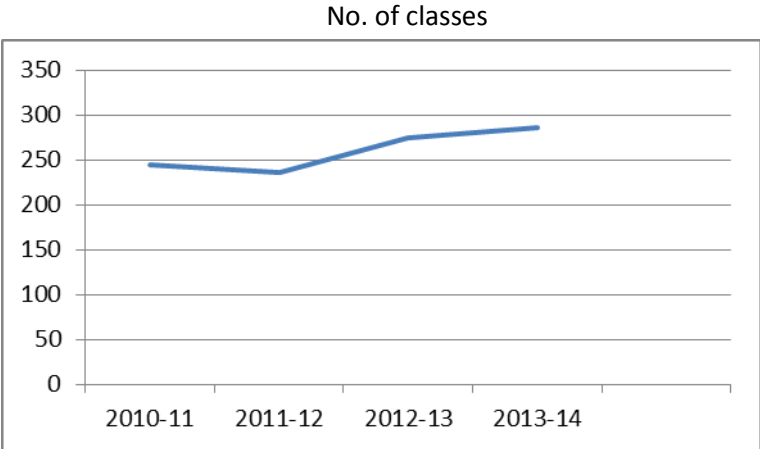
Document delivery

2011/12	1566
2012/13	1796
2013/14	1224



Library Instruction

Year (includes MetroCenter)	Classes	Students
2010-11	244	5377
2011-12	236	5218
2012-13	274	4922
2013-14	286	5449



Drake Memorial Library

Technical Services

2013-2014

The Technical Services department of the library directly supports the Mission of Drake Memorial Library “to organize and provide easy access to information sources which meet the curricular and research needs of our students and those within the academic community.” Technical Services expends much effort to obtain and make those resources discoverable by students, librarians, teaching-faculty, and other visitors to the library.

While the issues surrounding discovery of library resources are our main focus, Technical Services librarians are also active in providing assistance in library instruction, Interlibrary Loan support, Circulation management, and Reference assistance as reported on in the Integrated Public Services annual report and in individual Technical Services’ librarians annual reports.

Acquisitions

- Consulted with Library Advisory Committee on Collection Development Policy and Library Collection Evaluation Project
- Oversaw Faculty-feedback portion of Collection Evaluation Project
- Concerted effort begun to purchase DVD replacements of VHS as requested by faculty and as needed due to recent/high use
- Achieved greater compliance with Procurement & Purchasing guidelines and review of license agreements
- Added JSTOR holdings to include all available collections. Arts & Sciences IX, X, Xi, XII, XIII
- Converted Dance in Video to a permanent streaming collection and added Dance in Video II as permanently owned content.

Collection Management

- Reviewed library VHS holdings for heavy and recent circulation to identify titles for DVD or streaming media replacement. Identified unique titles unable to replace on DVD
- Added catalog records for FMG eVideos and Oxford Reference ebooks
- Began project to upgrade FMG eVideo catalog records with additional points of access
- Sent 6500 gifts and withdrawals from 2011 to Better World Books
- Processing backlog of donated materials from the attic of the Alumni House
- Worked with systems librarian on identifying and resolving indexing issues in Aleph catalog
- Worked with systems librarian to identify and fix missing holdings and items from batch loaded records for electronic resources
- Began adding e-book headings and links in Aleph catalog records for digitized Brockport Masters theses in Digital Commons. 421 records completed to date
- Enhanced metadata records for faculty authored books listed in Digital Commons

Serials

- Completed transition to Wolper as the library’s sole subscription agent following their addition to the NYS serials contract in 2014. Wolper is a NYS certified Women-Owned Business Enterprise

(WBE), library expenditures through them help the College at Brockport to meet requirements related to obtaining services through a state-certified diversity supplier

- Updated WorldCat Knowledge Base for resource sharing
- Susan Perry served on IDS Project License Review Team
- Began process to transition all aspects of Database acquisitions to Serials
- Susan Perry obtained a VISA procurement card along with attending all relevant training

Brockport and University contributions:

- Clerical and librarian staffing of Move-In Day, Freshman Orientations, Student Open Houses, and Graduation ceremonies
- Coordinated purchasing, cataloging, processing, and displaying of books by Writer's Forum authors
- Susan Perry and Jennifer Smathers were active in the iPad User Group planning committee
- Jennifer Smathers served on College Senate and the General Education committee.
- Partnered with Freshman Summer Reading Program to create a "Brockport Believes" website in Digital Commons.
- Participation in SUNY One-Bib Project committee, regional meetings, and answered set-up questions as a test-campus
- Participation on regional shared storage Empire Shared Collection committee and as a participating library
- Participation on SUNULA Professional Development Grants Subcommittee and Newsletter Committee
- Member of NY3Rs e-book pilot program. Completed statistical review of NY3Rs purchase on demand, e-book pilot project phase I for the associated whitepaper

Anticipated activities for 2014-2015:

- Participate in library implementation of Summon discovery layer
- Complete Librarian Review portion of Library Collection Evaluation Project
- Statistical review of the NY3Rs e-book pilot project Phase II for inclusion in updated whitepaper
-
- Complete editing of student compiled spreadsheet of Brockport faculty from 1857
- Investigate database statistics and open-ERM management solutions
- Work with Wolper and OLIS to establish EDI invoicing for 2015
- Serve as test-campus for SUNY One-Bib project under guidance of OLIS
- Susan Perry to serve as judge for "This I Believe II" summer reading program art contest and prepare related exhibits

Library Technology Highlights 2013-2014

Library Technology staff were active in a number and variety of areas this past year. Notable accomplishments include:

- The COCID conference: “*Promoting Scholarly Communication through Open Access Journals*”. This conference was funded by \$4,690 grant from SUNY’s Conversations in the Disciplines written by Kim Myers. Several library staff participated in the planning and execution of this well-received event.
- Scholarly Communication Certification bepress course: Kim Myers successfully completed this course with partial funding from a NYLA professional development grant.
- 2014 MISO Survey: Ken Wierzbowski served as our Campus Survey Administrator and collaborated with LITS staff to set up and launch the survey during the Spring 2014 semester.
- New Library Technology (lead: Ken Wierzbowski)
 - 3M SelfCheck automated checkout system
 - 3D printer and related policies and procedures
 - Drake Memorial Library Statistics Dashboard
- Banner Document Management (project manager: Pat Maxwell)
 - Guided implementation in the Department of Education and Human Development (EHD)
 - Leading new implementation for International Education Department (go live by Fall 2014)
 - Leading continuous improvement through process reviews and data analysis
- Mobile Technologies (MoTek) team (Co-chair: Pat Maxwell)
 - Leading professional development of colleagues in app evaluation, application, training, and presentations.
 - Meeting individually and with departments to discuss iPad applications for productivity and teaching.
- Kaltura Mediaspace (Project Manager: Bob Cushman)
 - Facilitated implementation of a campus-wide video portal for use by faculty, staff, and students.
- Provost Search Open Meetings
 - Video-recorded candidate presentations (Bob Cushman)
- Campus Event Support – department staff served in active roles in support of these events:
 - Diversity Conference
 - Hunter Institute
 - Dance Conversations in the Disciplines Conference
 - Scholars Day
 - MaRC – Graduate Research conference
 - Honors and Awards Ceremony
 - Undergraduate and Graduate Commencement