
Raj Madan

The College at Brockport

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DRAKE MEMORIAL LIBRARY

1999 – 2000
ANNUAL REPORT

July 2000
RAJ MADAN
Dean of Academic Information Services
Director of Library
1. **Content:**

The digital revolution has transformed libraries in an unprecedented way. No longer is the library a book repository where books are shelved according to subject classification and patrons must check out materials if they want to use them outside the library building. Today’s library, though still a center of knowledge, is not confined to print materials only. Today’s library consists of books, microforms and media and is equipped with high-end computers, connected to the high-speed fiber optic network. Through computers and the network students and faculty have access to the World Wide Web and the online databases, subscribed by the library, from anywhere, anytime. Thus the modern academic library has no semblance to the library of even ten years ago.

In this constantly changing online environment the role of librarians is changing dramatically as well. Today’s librarians perform tasks they never dreamed of or were taught in library school such as surfing the web, using search engines with different protocols, developing web pages, creating web links to information sites, learning URLs, domain names, IP addresses, etc. They barely learn the idiosyncrasies of one new database before two more appear on the scene and they are expected to master those as well and teach faculty and students how to use all three. Since the information on the Internet is unorganized and unauthenticated, it falls on librarians to offer consultation, interpretation and evaluation of those sources, all the while providing help with print and media sources.

Another challenge faced by library administrators is dealing with the database vendors or aggregators. In order to realize economics of scale, we have to deal with consortia that can get us good rates by aggregation. Many publishers sell their products to many aggregators, yet no two aggregators offer the same information in their databases, thus forcing us to pay for the same information three or four times in order to get access to all of those needed. This was very evident in our study we conducted of overlap of print journals with those available on the online databases. We found that many journals were available on two or more databases but we could not cancel those databases because they contained other journals that we needed.

Availability of information on the Internet and online databases has raised questions in the minds of administrators and trustees about the future of the library and that if the “heart of the campus” has been rendered obsolete by the World Wide Web. Not so says Deanna B. Marcum, President of the Council on Library and Information Resources.

“Undeniably, the digital revolution has transformed the long-quiet world of libraries, pointing us all in directions that would have been unimaginable a decade or two ago. But none of these seismic shifts has shaken my conviction that libraries have a bright future on our nation’s campuses. What is open to debate is the exact form and role we can expect for the libraries of tomorrow. Libraries
will be valued well into the future because of one abiding constant: student and faculty seeking to make intellectual progress will continue to require help in accessing the accumulated knowledge of those who have come before them. Hence, the care and planning of the form in which this knowledge is available will constitute the ongoing mission of the modern academic library."


Changes that are anticipated in the next three years:

• Information Literacy: SUNY Board of Trustees has mandated that ‘Information Management’ popularly known as information literacy be made part of the General Education program. We welcome this mandate and are eager to teach information literacy skills to all our students who need them to succeed in college.

  “In the next millennium, print and electronic information and handling information skillfully will bring success to teaching and learning.”
  (Hannelore Rader, Chief Librarian at the University of Louisville and Information Literacy Expert)

  Information literacy is vital for all students whose future jobs will be affected by the explosion of information in the workplace. The College Faculty Senate has recognized its importance and made it part of the Communication Course (Com 111) to be offered in fall 2001. However, we are going to require additional staffing and a request for hiring adjuncts will be submitted to the Budget and Resource Committee next year. Meanwhile we will start planning this module in concert with the Communication Department faculty in fall 2000.

• SUNY Connect has selected the new Library Management System called Ex-Libris. This year it will be implemented on 6 SUNY campuses. We have indicated to move to the new system in 2003 because we are happy with our current Dynix system, secondly we want all the bugs of the new system fixed before we adopt it and thirdly it will give us time to plan for the move.

• Our collection is growing and we are running out of shelf space to accommodate the new acquisitions. We have been working with the Western New York SUNY Libraries to build a storage facility for lesser used print materials. It seems that the storage facility is going to become a reality and will be built on UB campus and be operational in 2002. A document delivery system will be set up so that we will have prompt access to the materials stored there. Next year we will start identifying materials to be sent to storage.
• Middle State Accreditation: Library is a significant part of the Middle States Accreditation in terms of collections, services to all our patrons both on-campus and off-campus, information literacy and bibliographic instruction, user satisfaction, etc. We are planning to conduct a User Satisfaction Survey this fall. The Collection Assessment project already in progress will also help us in the review.

• Outreach: We plan to increase our outreach efforts that have been hit and miss so far. We will increase contacts with Metro Center faculty and students and offer information literacy classes there. We will initiate contact with remote users or users of the growing “virtual library” and students who will be taking online courses through the SUNY Learning Network. We want to ensure that our remote users understand the professional services we offer and the information resources we have available to them.

• Fiscal Situation: With the dwindling acquisitions budget without any inflationary increase, the spiriling inflation of 10% in journal subscriptions, and the demand for more and more expensive online databases by academic departments, the library is going to be hardpressed to purchase enough materials to satisfy the needs of our students and faculty. This year even with the cancellation of 450 paper journal subscriptions, the expenditures for serials and electronic resources increased 1.4%. This year we spent $90,000 on online databases, up from $64,000 in 1998-99 or a 34% increase. If inflationary monies are not made available to us, we will be forced to cut print journal subscriptions and purchase less books, media, software, etc. not a popular action with faculty.

2. Quality:

a. Library’s mission is:

“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.” Being a service institution we are always interested in fulfilling the information needs of our users. We have an excellent staff committed to the mission of the College. Students are the reason for our existence. Thus, student success is our primary goal.

• We continue to improve the quality of our collections by purchasing print, non-print and online resources. This year, with special appropriation of $125,000, we added over 3,300 titles to the Business collection, a program with the highest enrollment and coming up for AACSB accreditation review in Fall 2000. This was a joint effort of Business Department and the Bibliographical Control Services staff who worked tirelessly to enhance the collection. In general, our collections reflect what is being taught in the
classroom because the subject collections are primarily developed with input from faculty. In addition, we borrow materials from other libraries through our Interlibrary Loan network for our patrons.

- We also define our quality as helping our students become information literate. This means that they learn information retrieval and evaluative skills to become life-long learners and achievers. We teach these skills one-on-one on the reference desk, through course related instruction and by student research project consultation program. We answered 15,816 reference questions, taught 132 library instruction classes, answered 137 e-mail reference questions and provided 17 research project consultations. We are encouraged by the Trustees Information Management mandate in as much as it will help us reach all students.

- The SUNY Student Resource Center has been a boon for the Metro Center students and students living on Eastside of Rochester. Now that we have the authentication system in place, the off-campus students have equal access to all our online resources, thus bridging the on-campus/off-campus digital divide.

b. The most significant changes that occurred this year were:

- To our knowledge, we were the first and only SUNY campus that conducted a study of the overlap between our print subscriptions that are also available through online databases in full-text. As a result of that study and with the help of academic departments, we cancelled 450 titles, thus saving $54,000 that were used to absorb the inflationary costs and pay for some new online subscriptions.

- Installed authentication system to provide remote access to the online databases. Approximately 2000 people accessed the databases during the first week of its installation, an impressive start indeed.

- The availability of full-text access both in the library and from remote locations seemed to be very popular with our patrons. We don't have the exact figures but the statistics provided by only three vendors show that approximately 140,000 full-text articles were accessed. This has several implications: (1) It has reduced the use of current print journals, which is down by 9%, although the bound journal usage rose by 15%. (2) It has significantly increased the printing costs for the library which is available to patrons free of charge as a benefit of technology fee students pay. Students printed 1,307,669 copies that cost the library $18,393. With static budgets we cannot afford to absorb these costs. A portion of the Technology Fee should be allocated to the Library for printing costs.
• We installed WebPac, thus making our Dynix online catalog available through the Web.

• Purchased access to 13 new online databases some with full-text articles.

• Electronic Reserves continued to be popular with faculty and students and were used by most academic departments/programs for 436 courses, with 5,508 scanned documents. There was a 37% increase in E-Reserve hits from 26,966 in 1998-99 to 36,855.

• While the use of E-Res went up, the circulation of books outside the building dropped by 9% from 84,592 to 75,518. This is a nationwide phenomenon because of easy remote access to information resources. In contrast, in building usage remained the same.

• Collection Assessment projects started last year continued at full speed. Business, Education and Social Work collections were assessed and steps taken to improve the collections.

• Ten ranges of recycled shelving were added to accommodate the new acquisitions and growth in Business collection where over 3,300 books were added. It helped to ease the critical crowding on the shelves in the main collection.

c. Plans to enhance quality: Because of the explosion in information, students badly need information accessing skills.

• We will continue to teach information literacy skills in classes, one-on-one and through special tutorial arrangements next year before a formal course offering is made in fall 2001. It is imperative that we install an instructional computer lab for hands on information literacy training.

• We will improve the library's website so that it meets the expectations for digital library services.

• We plan to do more outreach to our Metro Center students. With Masters in Social Work in place, the expertise of Brockport librarians will be needed to provide library instruction to those students.

d. Quality of Faculty: Library is fortunate to have a staff of professional librarians and library assistants who are committed to student success. All librarians have terminal degree of MLS and some have second subject masters. Most of the staff are experienced and are known for their quality service, evidenced by the students and faculty thanking librarian on
various service points and in library instruction classes; our excellent Interlibrary Loan staff and out catalogers who catalog materials with user in mind. However, turnover in recently hired librarians is becoming a problem. In the last 8 months we have lost two librarians. These positions are still open. Consequently the workload for the rest of the librarians has increased and has affected their morale.

e. Staff achievements include: Study of overlap between library print subscriptions and their availability on online databases resulting in cancellation of 450 titles and savings of $54,000; evaluation, cost analysis and selection of 13 new databases; revision in E-Reserve module; collection assessment for Business, Education and Social Work; development of Circulation and Bibliographic Control Services Web pages; list of subject specific web sources to be used in Top Class course in Organizational Management, etc. Many librarians made presentations at state and local conferences and workshops.

f. Plans to enhance quality of staff: It is imperative that we provide staff development opportunities to all our staff members so that they can stay abreast of cutting-edge technologies. With tight travel budget, it is hard to provide adequate support. The staff, however, does avail the opportunities by attending free workshops offered by our very active and technology oriented Rochester Regional Library Council. They also apply for monies through College travel funds and UUP grants.

g. Quality of students: Library is an integral part of the teaching and learning enterprise, thus contributes to raising the quality of our students. We employ over 100 students to help us provide library services for the long hours the library is open. Students are the backbone of our operation and we could not function without their help. They are trained, mentored and treated as part of the library staff. We help them gain real-life employment experience with all the responsibilities and expectations that go with the job. In addition, they learn to use information resources and learn computer skills, which makes them better students. We hear from many of our students that work experience in the library helped them tremendously.

h. Plans to improve the quality of student staff: The library is open until 1:00 a.m. During the late hours from 10:00 p.m. – 1:00 a.m. our students are expected to provide basic services and be able to function by themselves without the advantage of full-time library staff member on the premises. This puts the responsibilities on their shoulders to maintain minimum services and helps us keep the library open during the late hours. We believe this helps them become responsible individuals, ready to go and join the workforce upon graduation and prove themselves to be dependable and productive workers.
Learning attainments: Library's collections and services serve the curricular needs of our students and contribute to student learning outcomes. We continue to improve services e.g. by remaining open long hours, by providing research project consultations and by acquiring materials with up-to-date information and by providing access to online information resources. Through the authentication system we have bridged the digital divide between on-campus and off-campus students and helped the off-campus students in their learning.

Graduation rates: Availability of curriculum related print, non-print and online resources coupled with borrowing of materials through interlibrary loan and library instruction complement and supplement the classroom instruction. Moreover, the quiet study environment and long hours are conducive to serious study and helps them perform better in their course work, hopefully resulting in higher graduation rate.

Placement: In order to use the library online catalog and other information sources, the students have to learn computer skills. Computer skills and information retrieval skills have become prerequisite for any job. Moreover, our over 100 student workers are taught a sense of responsibility, punctuality, dependability and good customer relations, attributes that are essential for any good employee. We do know that many technology companies, school districts, federal, state and local agencies have hired our students. Some of them hold very high level positions.

Admission to Graduate and Professional schools: Many of our students pursue graduate studies. We feel that our information rich environment engenders in them a spirit of scholarly pursuit that lends itself to graduate study.

We are a user-centered organization. Service and patron satisfaction are our goals. Our library materials are not confined to the physical building anymore. Users can access information from anywhere and anytime. As mentioned earlier that we have become the biggest equalizer of services. Now our off-campus students have equal access to our electronic resources that our on-campus students have enjoyed for the last few years.

- Aeries, the new library café, has been instrumental in bringing more people to the library, evidenced by the 6% increase in turnstile rotations (267,191 in 99/00 vs. 252,838 in 98/99). We hope the students who were not library users before will become library users when they come to use the café.
k. Achievements to improve learning environment.

- Webpac: Our Dynix online catalog is available through Web now. Previously it was telnet based.

- Addition of several subject specific online databases such as Social Work Abstracts, America History and Life, etc.

- Received a CTC grant to purchase 3 high-end PCs to set up a DVD/CD network to provide access to government documents that are arriving in DVD format.

l. Plans to improve learning environment: The General Education requirement of Information Management has provided us the opportunity to provide information literacy skills to all our students in a systematic manner. We will be working with the Communication Department to make it an integral part of Com 111. In this course they will learn how to select, evaluate and organize information and become discerning and self-sufficient users. These skills will encourage them to delve into the world of discovery and experimentation. But this will require the establishment of a library instruction lab where students can get hands-on instruction.

- We will continue to expand our information resources through State, SUNY or regional alliances.

- We welcome the opportunity presented by technology in providing remote access to materials. However, we strongly believe that technology is no substitute for personal service. Therefore, we will launch an outreach program, cognizant of our staffing limitations.

- We will conduct a satisfaction survey in Fall 2000 to find out if students and faculty are satisfied with our services, how they can be improved and what other services are needed to help them succeed in College.

- We will try to reach our non-users through the survey and try to find out as to why they are non-users and how we can turn them into users.

3. Resources:

a. Human resources: We rank 5th in staffing amongst SUNY Four-Year Colleges, yet our library hours are the highest (105). We are the only SUNY institution that conducted an extensive study of print journals available in online databases and saved $54,000 in subscription costs, all the while dealing with professional and clerical vacancies. We are continuously looking for ways to make best use of our staff, by
reorganizing and by combining service points. We have submitted two proposals for physical alterations. Once the physical alterations are done, we will be able to make use of our staff in the most efficient and economical manner.

b. Physical Resources: Two rooms on the top floor were converted into an Emeriti Cub to ease the shortage of office space on campus.

c. Fiscal Resources: Lack of the availability of inflationary funds with inflation running at 10%, need for developing collections for new programs, and increasing demand for electronic resources has made it difficult for us to meet the burgeoning needs of our patrons. Even with the cancellation of 450 print subscriptions, the expenditures for serials and electronic resources increased by 1.4%. This year we spent $90,800 on online databases as compared to $64,000 in 98/99, a whopping increase of 44%. This has become a matter of great concern to us. If we don't receive inflationary monies in 2000/2001, we will be forced to cut book and media budget and cut journal subscriptions, thus, raising the ire of our faculty.

We are grateful for the one time allocation of $125,000 to build Business Collection to get them ready for AACSB accreditation.

b. External Funding: We received free subscription to 5 online databases through SUNY Connect, $12,554 in collection development monies from the State Omnibus bill and 907 gift books. Gift books accounted for 7% of our book collection growth.

c. Fund raising: We have not done any fund raising since Capital Campaign was completed three years ago. Have talked with the Executive Director of Development for possible fund raising for library renovation.

4. Outreach:

a. Library's main mission is to primarily serve Brockport students, faculty and staff. However, we provide service to anybody who walks in the library and seeks our help and/or wants to use library collections. We have over 2,000 community borrowers who are issued a courtesy card upon payment of $25 per year to use the library resources. Our alums are also issued courtesy cards that are free of charge. Through cooperative arrangements we issue 'access cards' to area graduate students and faculty who use our library facilities. All SUNY students can use our services and collections through 'SUNY Open Access' agreement. Also, through interlibrary loan our collection is available to other local, state and national institutions - a reciprocal and cost effective arrangement that has
enabled libraries to share resources for the use of research community. We also host high school groups and give them library tours.

b. We maintain contact with many of the students who worked in the library.

5. Physical Environment:

a. The physical condition of the library is so bad that it is beyond description. We have submitted request after request over the years for its maintenance but because of budget constraints and lack of human resources in Facilities and Planning nothing has been done. Now, the building needs a complete overhaul or at least a quick face-lift until the capital funds are made available for its renovation. The main entrance of the library with temporary partitions around the 3M security system, worn out carpet held together with tape, and buckets to hold water from the leaky roof does not present a good first impression of the library to our future students and their parents. Moreover, the main entrance doors are in violation of the fire code. Ground floor entrances/exits on the East and West side have literally become eyesores. A fresh coat of paint will even help. Roof leaks on the top floor damage the books and we have to continuously keep shifting them. The 26-year-old carpet in office areas is literally in shreds. A list of all the problems has been submitted to the Assistant Vice President for Facilities and Planning and repeated requests for alteration monies have been turned down. Our only hope is that some higher authority takes notice of this deplorable condition and gets it remedied, at least the more visible areas should get some kind of face lift.

b. Most of the PCs are two-three years old and will be up for replacement in a year or so. The furniture is 26 years old and needs replacing. However, our most urgent need is the creation of the Library Instruction lab, with wireless laptops or desktops, which can be used for teaching information literacy skills to all our freshmen and for discipline specific library instruction most often used by faculty.

c. We have submitted initiative proposals to the Budget and Resource Committee for the Instruction Lab. Other proposals for the facelift of the main entrance, merger of Copy Center and Computer Lab and the merger of Bibliographic Control Services and Special Materials Center were submitted through the Facilities and Planning alterations projects.

6. Morale:

a. This has been a very difficult year in terms of staffing. There was a considerable turnover in staff, either through resignations or through promotions. Three clerical positions were vacant for varying periods and there were two disability leaves ranging from 3-4 months. Two librarians
positions still remain open. This has increased the workload for the rest of the staff and affected their morale. Hopefully, once these positions are filled, staff’s morale will improve.

b. See 6a.

7. Assessment:

a. Libraries traditionally have used quantitative data to justify funding for library services, for developing collections and to meet standards set by the Association of College and Research Libraries and the departmental accrediting bodies. In 1998/99 the Bibliographic Control Services librarians assessed our Business collection and identified gaping holes in certain areas of business, such as accounting. A request for special allocation of $125,000 to build the Business collection was approved by the Budget and Resource Committee and the President. The Bibliographic Control Services staff, even with vacancies and disability leaves, rose to the occasion and put valiant efforts whereby they identified thousands of important current and retrospective titles in targeted areas needing development, forwarded those recommendations to the Business faculty for selection and ordered, received and cataloged over 3,300 new titles in time for an anticipated AACSB accreditation review.

b. The availability of access to full-text articles and reserve assignments through E-Reserves, both in the library and from remote sites has led to the decline in usage of print materials. The book circulation was down by 9% from 84,592 in 98/99 to 77,518 in 99/00; current issue serials also dropped by 9% from 10,860 to 9,944. It should be pointed out that the decline in circulation of materials is not unique to Brockport; other libraries are also reporting such decline. The reason for that is the easy access to electronic resources.

While these statistics are down, we have seen an explosive rise in ACCESS statistics. In 1998-99 users accessed electronic databases 108,800 times but in 1999/2000 it increased to 139,500 or a 28% increase. Same type of increase also is reflected in the use of E-Res, which increased from 26,966 hits in 1998/1999 to 36,855 hits in 1999/2000 an increase of 37%. We are very happy to see the increased usage of online databases and E-Res but are concerned about the free printing that costs us a bundle. We will have to appeal to the CTC to allocate some monies to the library to pay for the printing costs.

Another major project undertaken by the library was to analyze and evaluate the overlap in print subscriptions and their availability in three electronic full-text databases. To our knowledge we are the first campus in SUNY to tackle this problem of duplication in different formats and we
saved $54,000 by canceling 450 duplicate print subscriptions. This has aroused a lot of interest on the part of other SUNY libraries, which have asked for copies of our report. Also, a presentation of this project was made at the SUNYLA Conference held at Brockport in June 2000. Fifty people who listened to the presentation were so impressed that they requested that the report be made available on the Web.

**c. Business Collection assessment showed major weaknesses in some business subject areas.** A New Initiative Proposal for $125,000 was submitted to the Budget and Resource Committee for purchase of materials to fill in the gaps. Education Department will be going through NCATE accreditation soon. We have already done the assessment of Education collection and started building collections in areas that were identified as weak.

We feel that our assessment efforts and collection building hopefully will result in improved student satisfaction and learning outcomes.

**d.** We plan to conduct a Library User Survey in fall 2000 to find out the satisfaction rate of our services, collections and facilities. Librarians, who have been assigned liaison responsibilities with academic departments, have started assessing the collections in their given subject areas. They will present their findings to the Library Collection Development Committee for weeding the outdated materials and replacing them with current information.
APPENDIX

DRAKE MEMORIAL LIBRARY

Annual Report

1999-2000
There were 14,353 more turnstile rotations (people entering the library) than last year. The turnstile count was 267,191, a 6% increase.
<table>
<thead>
<tr>
<th>AREA</th>
<th>Outside-Building Total</th>
<th>Inside-Building Total</th>
<th>E-Reserve Hits</th>
<th>ANNUAL TOTALS</th>
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<tr>
<td>*Circulation</td>
<td>77,518</td>
<td>17,003</td>
<td>36,855</td>
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<td>Serials</td>
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<tr>
<td>TOTAL ITEMS CIRCULATED</td>
<td>77,897</td>
<td>57,207</td>
<td>36,855</td>
<td>171,959</td>
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* Dynix-generated total circulations statistics include all regular, hardbound reserve & SMC circulations

To summarize:

1. Current issue serials dropped by 9% from 10,860 to 9,944.
   Bound journal serials rose by 15% from 26,509 to 30,639.

2. Building-wide, the library circulation rose slightly by 3%, (from 166,789 to 171,959). However outside book circulation fell from 84,592 to 77,518, a loss of 9%.

3. Last year's e-reserve circulation was 26,966, this year e-reserve hits totaled 36,855, an increase of 37%.
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<td>USP DI Volume II, Advice for the Patient</td>
<td>449</td>
<td>381</td>
<td>18</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Web Links</td>
<td>83</td>
<td>14677</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>29262</strong></td>
<td><strong>45853295</strong></td>
<td><strong>53887</strong></td>
<td><strong>0</strong></td>
<td><strong>23291</strong></td>
</tr>
</tbody>
</table>
INTERLIBRARY LOAN ANNUAL REPORT

Statistics for both borrowing and lending for ILL were quite stable. The ILL assistant left in March and was replaced by a half time internal transfer who will assume full time duties early in the new FY.

<table>
<thead>
<tr>
<th>Year</th>
<th>Borrowing (filled/unfilled)</th>
<th>Lending (filled/unfilled)</th>
<th>Total Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>96-97</td>
<td>5414/2812</td>
<td>9464/6313</td>
<td>24,003</td>
</tr>
<tr>
<td>97-98</td>
<td>4920/2216</td>
<td>9275/3503</td>
<td>19,914</td>
</tr>
<tr>
<td>98-99</td>
<td>5552/2723</td>
<td>9219/3626</td>
<td>20,762</td>
</tr>
<tr>
<td>99-00</td>
<td>5402/2464</td>
<td>9518/3205</td>
<td>20,589</td>
</tr>
</tbody>
</table>

(Actual figures for 99-00 are for June 1, 1999-May 31,2000)
Library Staff Presentation/Professional Development/Other Activities

Professional Staff

Debby Ames:

- SUNY: served as an external evaluator for a promotion consideration for Head of Cataloging at SUNY New Paltz
- Attended SUNYLA OLIS program on planning for implementation of the new state-wide library management system
- Attended SUNYLA program for handling duplicates and withdrawals for profit for library
- Attended NYLINK workshop on Managing Virtual Library Collections
- Attended NYLINK program on Collection Assessment options available from OCLC
- Attended SUNY CONNECT presentation on Ex Libris Library Management System
- Attended RRLC workshop on Managing Electronic Journals
- Attended RLLC LITA program on Z39.50 communications standard
- Member, RRLC Cataloging Committee
- Served on Library Committee for the Revision of the Librarian Evaluation Form, wrote drafts for the Performance Program and Annual Evaluation
- Chaired, the Library Environment Committee and wrote a 3-5 year plan
- Member, Library Collection Development Committee
- Served on Library APT Committee for a tenure application

Betty Chan:

- Updated Government Documents webpage
- Advised 2 library school students on webpage development
- Review book – published online
- Worked with a team on an Internet law library site
- Member, Library APT Committee
- Member, Library Task Force on Government Documents
- Member, Library’s Collection Development Committee
- Member, Library’s Information Technology Committee
- Member, Library’s Bibliographic Instruction Committee
- Member, Strategic Planning Committee’s Subcommittee on Special Materials Center
- Attended TopClass workshop in ACS
- Attended Census (RRLC workshop)
- Attended Census 2000 workshop, Albany, NY
- Attended SUNYLA Annual Conference

Charlie Cowling:

- Revived one on one student consultations, developed web form for same
- Served on student policies committee, working on student policy handbook
- Worked with Carolyn McBride and Debby Ames to create the new librarian evaluation documents recently accepted
- Served on APT during a very busy year
- Chair, College Web Manager Search Committee (2nd year in a row)
• Wrote nine book reviews for Library Journal
• Attended WYNO/ACRL conference on web accessibility, and am planning summer effort to comply with NYS mandate on web accessibility

Mary Jo Gigliotti:

• Developed list of Subject-specific Web Resources to be used in conjunction with a virtual TopClass course in Organizational Management
• Presented 2 workshops (with Eileen O'Hara) to staff members on “Maintaining Your Computer”
• Presented staff workshop on “Dialog @ Carl Business Sources”
• Made presentation at Metro Center Faculty Spring Kickoff, Jan 2000
• Member, Library Environment Committee
• Attended CIT 2000

Bob Gilliam:

• Chair, Rochester Regional Library Council Interlibrary Loan Committee
• Attended day long ILL Workshop, Binghamton, November 1999
• Planner and presenter at RRLC ILL Workshop, June 2000
• Member, Library Unit Heads Group
• Member, Library Collection development Committee
• Member, Library Student Employment Policies Committee
• Member, Honorary Degree Committee
• Member, Student Activities Committee

Lori Lampert:

• Video reviews, The Personals at http://wings.buffalo.edu/mcjreview/936366145.html
• Bats, Library Journal 9/1/99
• Baskets of Gold, Library Journal 10/15/99
• Oh Freedom After While. Library Journal 5/1/00
• The Strange Demise of Jim Crow, Library Journal 5/1/00
• Promoted to Associate Librarian
• Created a web page for the slide collection
• Member, Advisory Committee for Office for Students with Disabilities
• Attended NYLA Conference, November 28 – 30, 1999
• Attended HTML and Javascript Workshops, January 9, 2000
• Attended Dialog @ Carl workshop, March 6, 2000

Raj Madan:

• Member, Academic Council
• Member, Academic Programs Committee
• Member, Middle States Steering Committee
• Member, College Technology Council
• Member, Technology Administrators Group
• Member, SUNY Library Directors Council
• Member, Four-Year College Directors Group
• Member, SUNY Student Resource Center Advisory Group
• Member, Rochester Regional Library Directors Group
• Member, Rochester Regional Library Council Automation Committee
• Attended many library management and computer related workshops

Carolyn McBride:

• Member, Library Strategic Planning Committee
• Member, Search Committee for three vacant positions
• Member, Ad Hoc Committee to review librarian evaluation form
• Member, Collection Development Committee
• Attended RRLC workshop on managing electronic journals
• Presenter, SUNYLA, using PowerPoint on Brockport's electronic journal project, i.e., cancellation of print subscriptions and creation of copy records for full-text journals in online public catalog
• Peer reviewer for Serials Review

Eileen O'Hara:

• Chair, Library Strategic Planning Committee
• Chair, Student Supervisor Hiring and Recruitment Committee
• Awards Selection Committee member for Marion J. Wells and George W. Cornell Awards
• Member, Collection Development Committee
• Member, Alternate, Faculty Senate (May, 2000 – present)
• Member, Search Committee: UNIX System Admin., August, 1999
• Member, SUNY Student Resource Center, Operations Committee
• Member, BANNER Implementation Committee
• Member, RRLC Continuing Education Committee and subcommittee on Technology Competencies
• Member, RRLC Information Literacy Committee
• Member, SUNYLA Executive Council and Co-Chair, Publications Committee
• Member, NYSLAA Constitution and Bylaws Committee
• Attended Understanding Network Fundamentals (RRLC), August 5, 1999
• Attended ProQuest Sitebuilder (RRLC), August 19, 1999
• Attended Copyright and Libraries (RRLC), September 17, 1999
• Attended Xerox DocuWorld Retreat, September 21, 1999
• Attended Ex Libris/Aleph 500 Demonstration, University of Buffalo, March 31, 2000
• Attended The ABC's of Electronic Books (RRLC), March 6, 2000
• Presenter, In-house workshop for staff “Maintaining the Health of Your Computer”, July 14, 1999
• Presenter, WYNO/ACRL fall conference, “Electronic Reserves”, October 1, 1999
• Presenter, Brockport High School-Advanced Placement Government “Copyright”, May 22, 2000
• Presenter, NYSLAA Conference, “Putting the Technology Puzzle Together”, June 16, 2000
• Moderator, SUNYLA Conference Program, June 23, 2000
• Listserv Owner – SUNYCirc Listserv
- Moderator, circulation/Reserves SIG at SUNYLA Conference
- Study: Stack allocation and shift of Main Collection, Drake Library
- Publications – SUNYLA Conference Brochure, April, 2000
- Co-Editor, SUNYLA Newsletter, published quarterly

Sally Petty:

- SUNYLA: served on the Local Arrangement Committee for the Annual Conference
- SUNYLA: Member, Automation Committee
- Attended SUNYLA Annual Conference
- Presenter, SUNYLA Drake Library Serials Use Study
- Attended NYLA Annual Conference
- Attended NYLINK workshop on Managing Virtual Library Collections
- Attended NYLINK program on Collection Assessment options available from OCLC
- Attended SUNY Connect presentation on Ex Libris Library Management System
- Member, RRLC Acquisitions Committee
- Served as college Faculty Senator
- Served on college Faculty Senate Graduate Curriculum and Resource Committee
- Chair, Greater Rochester Area Joint Masters Social Work Library Committee
- Chair, Library Collection Development Committee
- Member, Library Unit Head Group
- Member, Library Technology Committee
- Served on the search committee for the Acquisitions/Reference Librarian
- Trained librarians in quantitative collection assessment
- Member, Student Employment Committee
- Member, Special Materials Center Evaluation Subcommittee
- Created plans for the physical merger of Serials and SMC; new Archives space

Jennifer Quigley:

- Attended SUNY/ACRL Institute for Information Literacy, August 1999
- Attended LOEX clearinghouse for Library Instruction Conference in Ypsilanti, MI, May 18-21, 2000 on the topic “First Impressions, lasting Impact: Introducing the First Year Student to the Academic Library”
- Organized the reference collection use study with uses being counted at the end of the summer, fall and spring semester. This is an ongoing project
- Indexing the older issues of The Stylus. Currently have completed 1928-1979
- Worked with Natalie Rosillo in redesigning the main library home page
- Worked with an intern at RRLC to design a flier to let students and faculty know about the new Student Research Consultation Service
- Member, Strategic Planning Committee and am currently working on the library user survey to be conducted in the fall of 2000
Natalie Rosillo:

- Served on the SUNYLA Local Arrangements Committee for the Annual Conference
- Provided a tour of Drake Library at SUNYLA Conference to colleagues from SUNY libraries
- Wrote the SUNY Conference program
- Member, SUNYLA Advocacy Committee
- Attended NYLINK workshop on Managing Virtual Library Collections
- Attended SUNY Connect presentation on Ex Libris Library Management System
- Attended RRLC workshop on Applications of Digital Imaging in preservation
- Attended RRLC workshop on Digital Imaging for Libraries and Archives
- Attended RRLC workshop on Internet Search Services at the Millennium
- Attended RRLC workshop on HTML Tips and Tricks
- Attended RRLC workshop on Managing Electronic Journals
- Served as college Alternate Faculty Senator, Spring, 2000
- Elected Library Faculty Senator for Fall 2000
- Developed cataloging and processing web page for Drake Library
- Served on the Library Environment Committee
- Attended workshop on census
- Attended ACS workshop on HTML
- Learned HTML authoring skills, assisting in redesign of main library home page, redid the staff directory and created a page for the Aerie Cafe
- Undertook major revisions for two guides: Native American Studies and Electronic Sources Citation

Gregory Toth:

- Submitted application for and received promotion to Associate Librarian
- APT Chair, during a busy year: e.g. reviewing annual reviews, two term renewal application, one continuing appointment application, ran search for Reference/Bibliographic Control Service librarian
- Chair, Government Documents Task Force
- Completed revisions of MLA and APA style guides
- Updated web page help section to reflect addition of full text databases
- Attended CIT 2000

Library Assistants

Kathie Ashbery:

- Attended Microsoft Access workshop, October 1999
- Attended Microsoft Excel workshop, October 1999

Terry Berl:

- Volunteer, Registration Desk at NYSLAA Conference, Rochester, NY (Summer 2000)
• Attended NYSLAA Conference, Rochester, NY (Summer 2000)
• Volunteer, Annual SUNYLA Conference, Brockport, NY (Summer 2000)

Robin Catlin:

• Member, Library Beautification committee
• Member, Strategic Planning Committee
• Member, Student Supervisor Committee
• Attended The ABC's of Electronic Books (RRLC), March 6, 2000
• Attended NYSLAA Annual Conference, June 15-16, 2000 in Rochester, NY

Sue Donk:

• Member, NYSLAA Newsletter Committee
• Member, Wells and Cornell Award Committee
• Attended RRLC workshop, "Buying or Upgrading a Computer" (Spring 2000)
• Member, New York State Library Assistant Association

Susanna Heins:

• Member, Strategic Planning Committee
• Attended Dialog @ Carl in-house library training (Spring 2000)
• Attended Ziff Davis computer hardware training in ACS (Spring 2000)
• Member, Student Employment Committee

Diane Hoy:

• Attended ProQuest Sitebuilder (RRLC), August 19, 1999
• Attended Copyright (RLLC), September 17, 1999
• Attended NYSLAA Conference, June 15-16, 2000

Pat Jewell:

• Member, Mission Committee
• Member, Library Strategic Planning Committee
• Active in NYSLAA affairs

Rebecca Livingston:

• Attended ProQuest Sitebuilder (RRLC), August 19, 1999

Linda Pickering:

• Volunteer, Annual SUNYLA Conference, Brockport, NY (Summer 2000)
Diane Rickert:

- Volunteer, Annual SUNYLA Conference, Brockport, NY (Summer 2000)

Karen Thompson:

- Attended Microsoft Word and Excel workshops in ACS, May, 2000

Kat Tsoukatos:

- Attended Virginia Paraprofessional Conference, Richmond, VA, May 22-24, 2000
- Attended NYSLAA Conference, June 15-16, 2000

Shirley West:

- Member, Student Employment Committee
- Volunteer, Annual SUNYLA Conference, Brockport, NY (Summer 2000)
- Volunteer, Registration Desk at NYSLAA Conference, Rochester, NY (Summer 2000)
- Attended NYSLAA Conference, Rochester, NY (Summer 2000)

Carol Whalin:

- Attended NYSLAA Conference, June 15-16, 2000

Barbara White:

- Attended Microsoft Word and Excel workshops in ACS, August 1999
- Active in several committees: Public Relations, NYSLAA, RRLC Library Assistants Executive Committee, NYSLAA Conference Registration Committee, Library Staff Association, and Library Student Policy Committee