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# 2010-2011 Drake Memorial Library Annual Report

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**Drake Memorial Library  
Annual Report  
July 11, 2011**

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

## Drake Memorial Library

### A. Executive Summary

#### Summary of unit's strengths

- Dedication to serving the needs of students and faculty.
- Committed staff.
- Good library technology infrastructure and systems with regular replacement cycle.
- Close working relationship with other LITS staff leading to projects such as the Gadget Expo, LITS webpage, ETC workshops, faculty publication website, imaging project, lecture capture initiatives, etc.
- Commendable stewardship by staff to stretch limited budget.
- Looking ahead, strong interest in the design of library renovation and services.

#### Summary of unit's weaknesses

- Continuing uncertainty about budgets make planning challenging; inflation eroding library collection budget.
- Staff reductions being handled short term, but limit opportunities for future.
- Some reminders about expectations for appropriate workplace behavior were required this year.
- Theft of library items in display case Fall 2010 identified security weaknesses; suspects caught but artifacts still have not been returned as of 7/11/2011.

#### Summary of unit's opportunities

- Working with Facilities, library has opportunity to plan for renovation in next capital construction cycle with other offices (e.g., Student Learning Center, First Year Experience, Retention, Office for Students with Disabilities, CELT) as part of an Academic Success Center.
- Enhanced College archives area provides greater opportunities for research and scholarship; retirement of full time archivist is a loss that will require re-thinking options for local content curation.
- Reference/Helpdesk physical rearrangement provides opportunities for student staff to work together for better service.
- Mobile technology offers opportunity to extend library access and services.
- Changes in Circulation offer opportunity to re-think responsibilities, workflow and services.
- Scholar's Day Journal project provides library with opportunity to explore institutional showcase/repository systems (e.g., BePress).

- Library has made significant inroads in becoming involved in campuswide initiatives, but more remains to be done in developing stronger relationships with areas such as Orientation, service learning efforts, student affairs programming, alumni outreach, etc.

#### Summary of Unit's Challenges:

- Budget: Library continues to streamline services but requires ongoing commitment to retain expected service levels.
- Staffing: Maintain staff stability in light of retirement incentive.
- Services: NYLINK's departure, etc., means that library services and partnerships at local, regional and state levels will continue changing.
- User Needs: how library delivers online content via e-readers is in its infancy; impact of e-texts for instruction is also evolving. User input will help to define needs. Online thesis project needs additional work.

### **B. Annual Report Narratives**

#### 1. Goals and Five-Year Vision

##### Accomplishments on current year's goals

- Librarians taught 230 classes and 5,117 students, a 6% increase from 09-10.
- LITS website updated.
- LibStats used to capture more in-depth data regarding reference queries.
- ILL handling E-Reserve scanning for cost savings; also reduced Copyright Clearance charges.
- Shifting of current Serials following reduction of 104 print titles.
- Additional Microfilm Room consolidation and weeding occurred.
- Main collection inventory completed.

##### Goals for the coming academic year

- Participate in LITS strategic plan implementation.
- Technical Services review of workflows, policies, etc. Implement GIST gift/de-selection module.
- Reference: work on service re-design, including study of reference desk hours and staffing patterns; integrate Help desk student staffing.
- Circulation: re-write money handling procedures. Revamp all statistical forms. Take over room scheduling.
- Review and enhance tasks done by student staff.
- Evening supervisor: with others (e.g., L. Rath, grad student staff) are working to update student training; refine evening services to be better aligned with student expectations.

- Serials: Implement a successful rollover of serials budgets in Aleph.
- Decrease standing orders by having liaisons and reference department review each title as it is received, and providing circulation stats where applicable.
- Review new policy for non-renewal of journals subscriptions covering one-year gap in database coverage, effective 1/1/2011.
- Overall: use data from focus groups on student expectations of library services and the library web page to provide direction for future services. Plan for MISO survey, Spring 2012.

Your brief and realistic vision for your unit five-years out (e.g., maintenance of current status or any new goals/objectives/initiatives you are developing)

- Working within LITS, continue to ensure library resources and services are aligned to best meet needs of students, faculty and students.
- Renovate Drake library as part of Academic Success Center.
- Build on Library as center for scholarly communication and curator of local content (both print and online).
- Plan for future of library's physical and digital presence.
- Assess and explore additional pilot projects related to digital content and patron-driven acquisition, e.g., SUNYOne, WNYLRC, etc.

Other:

- Continue library staff contributions to campus initiatives such as the imaging project, college catalog, etc. as appropriate.

## 2. Faculty and Staff Status and Accomplishments

### Scholarship

Peer-reviewed publications/scholarly products

A non-exhaustive list includes:

Little, J., M. Fallon, B. Balzano, D. Halquist, and J. Dauenhauer. 2010. Interdisciplinary Collaboration: A Faculty Learning Community Creates a Comprehensive LibGuide, *Reference Services Review*, 38 (3), 431- 444.

Maxwell, P., Little, J. and Stites-Doe, S. 2011. Are students ready to declare their independence from the printed text? An explorative study of the use of E-textbooks. Poster session presented at ACRL, Philadelphia, PA.

[http://s3.goeshow.com/acrl/national/2011/client\\_uploads/handouts/ACRL2011poster.pdf](http://s3.goeshow.com/acrl/national/2011/client_uploads/handouts/ACRL2011poster.pdf)

Rath, L. 2011, The effects of Twitter in an online learning environment. eLearn.  
<http://www.elearnmag.org/subpage.cfm?section=articles&article=154-1>

Several book and media reviews were published by librarians; many presentations were made by librarians and staff.

Performances, exhibits, other creative activities

Books – NA

Honors and Awards

D. Ames- Chancellor's Award for Excellence in Librarianship

Grants

Gigliotti, M.J. RBDB grant continuation for digitization of glass plate negatives.

Gigliotti, M. J. RBDB funding for digitization of early Brockport newspapers.

O’Sullivan, P. Received NEH grant for exhibit related to King James Bible scheduled for 2011-12.

O’Sullivan, P. and Prince W. Coordinating “John Adams Unbound” NEH traveling exhibit scheduled for Fall 2011.

Prince, W. and O’Sullivan, P. ALA/NEH sponsored grant for a traveling exhibit on “Emma Lazarus: Voice of Liberty, Voice of Conscience” scheduled for 2012.

Orzech, M. J. and Hoffman, S. “Rochester Giant Read” grant- participated with RIT and other area colleges on children’s literacy program with School 43 first and sixth graders.

## **Teaching/Services**

Awards Received

Notable achievements/innovations in teaching and/or service

- Librarians taught 230 classes and 5,117 students, a 6% increase from 09-10.
- One example of innovative instruction occurred in a CMC class where librarians were asked to role play live unfolding news event related to a theft in the library and students covered the story.

## Status

Faculty numbers:

In the past two years, library will have lost or had frozen:

- Clerk 3 (Technical Services)
- Archivist
- .5 Temp Clerk (Circulation)

Fortunately this year, secretary and clerk 2 positions were filled. Library continues to meet its mission but is being stretched.

Professional development activities/needs

- Library has been developing capacity to take and teach new workshops on using e-readers, iPads, etc. and how they may be used by students and faculty. A number of librarians were involved in a faculty learning community on this and other topics this year.
- Circulation staff participated in customer skills session, Spring 2011.
- HR identified need for more frequent review of college and library policies with staff.
- Cross-training is encouraged to improve depth in staff expertise.

Departmental morale; factors influencing morale

- NYS budget issue and turnover of staff through retirement, etc. affected morale but to their credit, library faculty and staff were able to successfully maintain and in many cases, improve service levels.
- Library hosted a number of public receptions (College Archives ribbon-cutting, Faculty/Staff Scholarship, Art student reception), displays/exhibits/events (freshman reading display, Library Week photo booth, Faculty/staff publications, Music at Noon, etc.), and Giant Read Events (Brockport librarians and student athletes partnered for School 43 visit with 1<sup>st</sup> and 6<sup>th</sup> graders) that helped to break routine and spotlight the library in new ways.
- Drake Staff Association planned several pot luck lunches, holiday events, etc.
- Several library staff participated in college-sponsored and other wellness activities, e.g., Chase Corporate Challenge, Eat Well/Be Well program, etc.

## Other

### 3. Student Information

Accomplishments, awards, or other indices of student success

- Library continues awarding Cornell and Wells Awards.
- Student athletes participation in Giant Read was a successful co-curricular activity.

Student numbers and enrollment trends in your area; plans to increase/decrease – NA

#### 4. Curriculum

Significant curriculum changes accomplished this year (new courses/programs)-NA

Plans to change/update curriculum in near future; efforts to include diversity in curriculum –NA

Indices of quality/rigor of curriculum; current or changing entrance requirements- NA

#### 5. Facilities and Equipment

Status of current facilities and equipment

- Equipment is upgraded on regular cycle (3-5 years).
- Library wireless being upgraded.
- Planning underway for upgrading facilities as part of campus-wide facilities master planning.

Quality of the learning environment in your area

- The College Archives area was expanded, carpeted, and is now ADA compliant.
- ADA restroom project in Drake was completed.
- New building window coverings provide needed protection from sun glare and improve energy efficiency.
- Construction Fund's temporary use of upstairs seminar room has been returned to library seminar room.
- Former Housekeeping space now used as small conference/study room.
- Updated furniture for Queen Room installed.

Use and/or advances in use of technology

- Kindle loan program implemented.
- E-reader program expanded in 2010-2011.

Plans for change, and/or critical needs in your area

- Library is being included in campus-wide renovation planning effort to renovate interior of Drake after 2014.
- Better options for users with mobile devices for logging onto the wireless network.

- More flexible, inviting study spaces for students needed -both individually and in groups.
- Need has been expressed for more private office space for librarians/staff.

## 6. Assessment and Accreditation

Assessment projects completed or on-going (Required: attach a copy of the yearly departmental assessment report as appendix-not included in narrative page count)

- Library conducted a number of student focus groups/mini-surveys to help inform decision making- an informal opportunity for student feedback was also collected through window painting project (January-February).

Activities pertaining to program accreditations (if applicable) - NA

## 7. Diversity/Inclusion

Faculty diversity (hiring, including Presidential Fellows) NA

Students (recruitment/retention efforts related to diversity/inclusion)

- Drake continues its commitment to hire diverse professional and student staff.

Conferences, workshops, or programs held or attended

- Several Brockport librarians and staff attended the campus Diversity Conference.

Other work with under-represented populations

- Drake Library staff and student athletes partnered on 'The Giant Read', a funded literacy project with other area colleges to read books to first graders in Rochester city schools and invite sixth graders for a tour and day at the college.

Friend-raising or fund-raising activities (with alumni and/or others)

Friend-raising:

- College Archives Ribbon Cutting – November 2010.
- Presented "Mornings with the Professors" session related to the College 175<sup>th</sup> Anniversary, M. J. Gigliotti and B. Leslie. M. J. Gigliotti and C. Cowling participated in several other 175<sup>th</sup> activities throughout the year with various alumni groups.
- Display, book signing and reception for Brockport faculty/staff publications.

Fund-raising:

- Received Bill Heyen gift-in-kind of materials valued at \$2,615.
- Library partnered with College Bookstore to contribute basket for Faculty Staff

Annual Campaign.

External relations developed or maintained

- Partnership with Brockport environmental group re: sustainability efforts continue.

Community service and work with community-based groups

- Library annual book sale.
- Librarians are involved in many community-based groups. As one example, S. Perry serves on Board of Trustees for Penfield Library.

## **Appendices**

**Integrated Public Services**

**Technical Services**

**Library Technology Services**

## Integrated Public Services 2010-2011

### P. O'Sullivan

Over the past year, all areas of the department have been very active with new and ongoing projects.

#### REFERENCE AND INSTRUCTION

Librarians taught a total of 230 classes reaching 5117 students, a 6% increase in total number of classes from 2009 – 2010. Library room use, also tracked by the Reference and Instruction Department, totaled 828. This includes 131 scheduled uses of the Kiefer Room:

**Library Room Use 2010-2011**

Rooms	Total Visits	Repeating visitors	Total repeat visits	One-time visitors
Special Collections Room 214	130	17	110	20
Drake Library Room 204	52	8	50	2
Screening Room 215	90	11	51	39
Drake Library Room 224	133	7	124	9
Drake Library Room 225	123	10	125	8
Drake Library Room 235	82	6	76	6
Drake Library Room 244	87	4	81	6
<b>TOTALS</b>	<b>697</b>	<b>63</b>	<b>617</b>	<b>90</b>
Classes that met in the library regularly: LSAT class, EDI703, EDI623, EDI736, PEP461, New Visions, HST4/504, FLM491 (optional film viewing time), SWO455, SWO457, MTH471				
<b>Individual Study Rooms</b>				
Adjunct/Emeriti Offices	4			
Open to student use	31			
Kiefer Room Use	131			
(not specifically library instruction): Disciplines that used it: ART, CSC, DCC, DNS, EDI, ENG, ENV, HST, MUS, NewV isions, NURS, PES, PLS, SOC, SWO				

Reference transactions were down from the same period last year; the total for 2009 – 2010 was 5884; for 2010 – 2011, 4657 transactions were recorded. A small portion of this may be due to the presence of IT Help Desk students at the reference desk during the spring semester, as these students frequently assisted library users in finding books, and also answered a variety of directional questions. The majority of transactions, as in the past, were walk-ups (3768, or nearly 83%), but IM usage surpassed all other formats, coming in second to walk-ups at 423 transactions. By type of questions, finding books was still the top reason for coming to the

reference desk, but the category “Other” included nearly as many queries. They included questions about the number of students enrolled at Brockport in 1885, how many items can undergrads check out, a number of queries on citation styles, how grades are calculated, complaints, and how to check out e-books. Tuesday was the busiest day of the week, while Saturday was the least busy.

Each of the librarians in the Reference and Instruction Departments was very busy during the academic year. In addition to maintaining a regular schedule of reference desk shifts, each librarian pursued a number of independent opportunities.

Charlie Cowling moved to the Archives half-time to assist Mary Jo Gigliotti during the very busy 175<sup>th</sup> anniversary year. He put together two video projects, Brockport@175 and Brockport Color Day 1934 from archival materials using Windows MovieMaker and Pinnacle Studio. He has also been working hard to reacquaint himself with archival materials, and to learn about newer techniques for preservation in anticipation of Mary Jo Gigliotti’s retirement this summer. He also served for the second year on the Campus Budget and Resource Committee.

At NYLA, which was held in Saratoga Springs last November, Charlie was part of a panel presentation on “Single Service Point” reference. He also attended a NYS Archives presentation on E-records: Maintenance and Preservation, in Plattsburgh on March 11, 2011.

Lori Lampert completed major weeding of the government documents microfiche. She also weeded the major portion of the ERIC microfiche (covering the years 1993 – 2004), and is continuing with the smaller portion covering the years 1966 – 2007. Lori volunteered for the first annual Saturday of Service and also assisted with the Graduate refresher session on September 18, 2010. In addition, she attended both CELT and RRLC workshops, attended NYLA, and served on the library’s committee on Focus Groups for students.

Jennifer Little was co-author of an article accepted for publication in Reference Services Review (38 (3), 431- 444), a peer-reviewed publication. She gave several presentations at RRLC, NYLA, ACRL, SUNYLA and CELT, and was awarded grants for professional development and for Technology Initiatives. Jennifer was active on several committees both local and at the state level. In addition, she remains coordinator of instruction and taught 62 of the instruction sessions held at the library.

Greg Toth was also an active participant in a variety of workshops and conferences, from E-textbooks at CELT, to the SUNYLA annual conference this year at SUNY Plattsburgh. He created Libguides for two classes, HST 390 and PES798, and revised and updated both the library website database lists and the library website floor plans. He undertook extensive weeding of the drama and journalism collections, assisted with the writing of a grant for a travelling exhibit

in honor of the 400<sup>th</sup> anniversary of the publication of the King James Bible, and was active on several committees.

## ARCHIVES

Archives Inquiries and Use	2010-2011	2009-2010	2008-2009
Total-email, phone, in-person	161	152	134

This was an extremely busy year for the Archives. The archive collection moved into expanded and discrete space, in-depth research was provided for all of the 175<sup>th</sup> Anniversary Celebrations throughout the year, and work was completed on an RBDB digitization grant and another was awarded for 2011-2012. Highlights of the year included:

- Archivist was placed on full-time status for the school year because of anticipated increase in usage due to the 175<sup>th</sup> Anniversary celebrations.
- C. Cowling (former Archivist) was assigned to help out during the year with projects
- Archive was packed, carpet laid and collections rearranged in newly renovated space. culminating in a ribbon-cutting attended by President Halstead and invitees.
- Hosted ribbon-cutting and tour of newly expanded archive space.
- Able to bring together collections that had been in storage – College Archives, Local History, Mary Jane Holmes collection, D.S. Morgan collection, Edwards and Cornell collections.
- 175<sup>th</sup> Anniversary
  - Display - researched and set up a Demisemiseptcentennial display on 1835 beginnings of the Baptist College.
  - History Presentations - at CELT, Mornings with the Professors, Western Monroe Historical Society, First Friday Exhibition.
  - Research - to help other groups planning Centennial events such as the special issue of the Kaleidoscope, Metropolitan magazine article, Special Olympics, Campus School Reunion.
- Worked with History 390 student researchers who used Archive and Local History and Manuscript collection primary materials to write research papers. The completed papers and oral interviews were added to the Archive Collection and presentations made at Scholar's Day.
- Supervised the digitization of Normalia and Stylus issues from 1900 to 1928 which are being OCRed and loaded on the FLAG (Finger Lakes and Genesee) Heritage site <http://www.flagheritage.org>
- Supervised a Syracuse School of Information Studies Experiential Learning Program intern who research historical events for use in Anniversary displays
- Scanned photographs and developed a slide presentation for the Class of 1960 as well as a handout of pertinent articles from the Stylus for the Hartwell Society presentation.

- Cleaned up data files and combined yearly indexes to the Stylus and Normalia into one online searchable index that is available on Archives web page <http://www.brockport.edu/archives/index/index.php>
- Cleaned up and combined the yearly indexes to the Brockport Post into searchable index
- Added finding aids to the Archon online Finding Guide Database <http://archon.brockport.edu>
- Researched, cataloged and uploaded 118 items into the Brockport Village Glass Plate Negative Collection on FLAG Heritage site. The other 2 collections will be added this summer when those organizations finish identification
- Researched, cataloged and uploaded 81 issues of the Normalia from 1900 to 1908 and 60 issues of the Stylus from 1914 to 1928 into the SUNY Brockport collection on FLAG Heritage
- Campus School Reunion Display – scanned unidentified student and class photographs and indexed student attendance records to be used in displays at the Campus School Reunion. Wrote article for Campus School Reunion Newsletter and researched facts as needed.

## METROCENTER

### Statistics Comparisons from 2007/2008 – 2010/2011:

	<b>2007-2008</b>	<b>2008-2009</b>	<b>2009-2010</b>	<b>2010-2011</b>
<b>Courses Taught</b>	16	19	14	<b>14 (235 students)</b>
<b>Mini-Intro Courses</b>	10	39	50	<b>59 (815 student contacts)</b>
<b>Research Consultations</b>	23	23	31	<b>52</b>
<b>Telecourses Viewed</b>	17	28	22	<b>Discontinued</b>
<b>People Count (for computer room only)</b>	Did not start count	1105	Count not available	<b>2120</b>

With Phyllis Griswold, Linda Hacker enters most of the Fall Semester classes for a 5-minute presentation. Phyllis discusses Career Services and Linda discusses the library, IT and MetroCenter Administration, and provides a handout summarizing the services. We also each have a handout for this.

Linda taught 19 courses, including:

- 11 Library Instruction
- 1 Co-taught an APA class for the MSW students with Carol Brownstein-Evans.
- 2 Grad Student Library Refresher Courses in the Fall semester
- 1 PAD Student Orientation
- 4 MSW Orientations

Five of these included presentations:

- 1) Public Administration Graduate Student Orientation: Nov. 22
- 2) Greater Rochester Collaborative Master of Social Work Student Orientations: Aug. 26, 2010(2 on this day), May 12, 2011(2 on this day)

Phyllis Griswold and Linda Hacker also greet every student for the Monday –Thursday classes of the first week of Fall and Spring semester classes and offer refreshments.

**Fall Semester** – lemonade and cookies and this year added a bookmark that Phyllis Griswold and Linda created to hand out with the refreshments

**Spring Semester** – Hot Chocolate and Bookmarks

Linda created a new website for the Greater Rochester Collaborative Master of Social Work program. Working with Richard Russell, she designed and built the entire site, and is currently maintaining it.

She is working on an article about Social Work alumni keeping current in their research – Statistics are complete, Literature Review is complete and about 1/3 of article is done.

Linda attended a number of conferences and workshops, including:

- SUNYLA 2010: An Information Odyssey: 6/16-6/18/2010
- MetroCenter Retreat: 8/20/2010
- Writer's Voice Reading with CK Williams 11/17/2010
- U of R tour 1/6/2011
- Scholar's Night 4/6/2011
- UNYSLA – Toot Your Own Horn: 4/8/2011
- Master's Project Symposium 5/2/2011

She reviewed three books for ARBA:

- 1) Mathematics 1001: Absolutely Everything That Matters in Mathematics in 1001 Bite-Sized Explanations
- 2) The Year in Television, 2009: A Catalog of New and Continuing Series, Miniseries, Specials and TV Movies
- 3) Movies Made for Television 2005-2009

Linda was active on the Middle States – Planning and Resource Allocation Subcommittee, which met weekly on the main campus. She also headed the library’s APT committee

Several anecdotes illustrate Linda’s effectiveness at the MetroCenter:

“I received a thank you letter from a student that said: “Words cannot express my appreciation of the emotional and educational support you provided me this semester. It is always reassuring that when I enter your office I will be greeted with a smile that was comforting on some days. Thanks for everything.”

“A comment from Jennifer Little as she was helping a MetroCenter student: Jennifer noted to the student that the student could also receive help from the MetroCenter Librarian and the student replied back “oh, I know Linda – I have her on speed dial””

“I tutored a student for a Winter Session Course - HLS 488. The student made an “A” on the parts I assisted with and the faculty member, Dr. Thomas J. Golaszewski, commented that she did a good job.”

“Carol Brownstein-Evans sent an email which included the following: “Thank you again for the APA workshop. It is always a delight to work with you.””

“Richard Russell, GRCMSW, mentioned at his department meeting “what a wonderful resource I am.””

## **CIRCULATION**

Circulation staff were very busy over the past year. In addition to serving on the Library Publicity Committee, Robin Catlin attended a number of workshops on subjects that included customer service, women in technology leadership, and the management development program series held here at the college.

Diane Hoy also attended customer service training workshops, as well as Ad Astra training and an ARES seminar. She was part of the search committee to recruit and hire the library’s new evening supervisor, and served on the LibWeb team headed by Logan Rath. She also attended the NYSLAA conference June 8 – 11, 2011 in Geneseo, NY.

Anna Rupert attended workshops on customer services and an ARES seminar, and served on both the Library Publicity committee and a committee to help evaluate the candidates for Evening Supervisor.

Shirley West attended customer service training, and served on the Library Environment Committee and the “Giant Read” committee, which worked with Brockport Athletes to bring the experience of reading to inner-city youth. She assisted at the annual move-in day in September 2010, the giant Read visits, COSAC annual office staff appreciation luncheon, and the College Recognition Dinner. Shirley also attended NYSLAA in Geneseo.

All of the Circulation staff, along with the Head of Integrated Public Services, attended a diversity training workshop held by HR.

### Circulation Statistics

As of May 31, total circulation was 72,348, a gain of about 4% from last year’s total for the same time period (69,297). 70 items were sent to MetroCenter for 37 patrons; 11 items were sent to Visual Studies Workshop for 7 patrons; and 2 items were sent to EOC for 2 patrons. Alumni borrowed 923 items, area residents, 126; 18 items were borrowed through the RRLC Access Card Program and 253 through SUNY Open Access. 177 government documents were circulated, an increase of about 300% from the 58 items circulated the previous year.

The various media that the library offered for circulation were well used this year, although several categories were down from the year previous. We also added some new formats, notably digital video cameras and iPads. This was also the first year that we circulated the laptop power supply cords.

COLLECTION CODES	2010-2011 FY Totals	COLLECTION CODES	2009/2010 FY TOTALS
Audio Cassettes	71	Audio Cassettes	55
Audio CDs	312	Audio CDs	645
DVDs	3,851	DVDs	4,217
VHS	1,030	VHS	1,366
Reserve Books	1,575	Reserve Books	3,323
Reserve Videos	618	Reserve Videos	729
Anatomy Charts & Models	1,107	Anatomy Models	1,429

Digital Cameras	43	Cameras	36
Digital Video Cameras	5		
MP3 Players	1		
Laptops	539	Laptops	173
Laptop Power Cords	277		
Kindles	65	Kindles	58
iPads	28		

Drake Library had 7 active RRLC Access card users and 28 SUNY Open Access users this year. 4 courtesy cards were purchased by area residents for \$25; the library also issued cards free of charge to 78 alumni and 1 faculty emeritus. A new service added this year was “print cards”, which could be purchased by students who did not have a credit card, or by temporary users, for \$5.00 each for printing from the computers. 96 print cards were sold for a total of \$470.00 (one card had only \$4.00 credit on it).

The copiers brought in a total of \$1072.75. Only \$13.75 was for the color copier. Fines and lost book replacements totaled \$12,324.24 during this academic year. In August, we will begin our new “no daily fines” policy, which we expect will reduce the number of overdue books.

As of June 15, 2011, 1,911 library items are overdue; some have been overdue for as long as 10 years. During the 2011/2012 academic year, we will be looking at the overdues to decide which ones should be declared lost, and checking to see whether the total number of overdue materials falls as we expect it to under the new policy.

### INTERLIBRARY LOAN

Interlibrary Loan continues to be a vital component of Integrated Public Services.

Borrowing:	
Copies	2925
Loans	2823
Cancelled Requests	957
<b>Total Borrowing</b>	<b>6705</b>
Lending:	
Copies	4579
Loans	7295

Cancelled Requests	3698
<b>Total Lending</b>	<b>15572</b>
Document Delivery:	
Copies	1201
Loans	527
<b>Total Doc Delivery</b>	<b>1728</b>

Total borrowing decreased from the previous year by 13%, and total lending by 11%. Many factors were in play which affected our numbers, including:

- The SUNY One “Purchase on Demand” project, which allowed participating libraries to purchase an item that would benefit the collection, rather than borrowing it.
- The Taylor and Francis database, which provided more local full-text availability to articles and selected monographs.
- Ebrary, which also provided a significant influx of materials that our users could access on-line.
- OCLC Reclamation project, which made our holdings records even more accurate than they were, and reduced the number of cancelled requests.

Copyright Clearance payments were reduced again this year, continuing a pattern of reducing costs after a period in which payments rose for several years in a row. Another change this year was that Interlibrary Loan took over completely the scanning of items for faculty to place in Angel. ILL staff processed 365 such requests this year, for a savings of over \$3000.00. (Previously, many of these items were sent to an outside contractor who scanned, saved to disk, and returned them to the library.)

### **EVENING SUPERVISOR**

Wendy Prince joined Drake Library staff on November 1, 2010. In the short time she has been here, she has attended a number of workshops, including Grant Writing. She wrote a grant proposal for an ALA/NEH sponsored grant for a travelling exhibit on Jewish Writers, specifically “Emma Lazarus: Voice of Liberty, Voice of Conscience”. The grant was funded, and the exhibit will be here late in 2012. She has created nine visual displays so far to increase awareness of the library’s collections, including one on Colonial Life and another on John and Abigail Adams

which serve as a “teaser” for “John Adams Unbound”, a travelling exhibit which will be in Drake Library from October to December this year.

With a new evening supervisor in place, we were able to gather statistics on evening library usage more effectively. These statistics are used to guide library staffing for evenings. She will also be assisting with student training for the fall semester, easing the pressure on Circulation staff who often had to rearrange their schedules in order to train new students.

In the seven months she has been here, Wendy has proven to be a resourceful, diligent and creative employee, and we hope to have her with us for many years.

## **CONCLUSION**

Student and faculty ideas about the library have been changing rapidly over the past decade, and library services are evolving in response to that change. The upcoming academic year will see more pilot projects in Reference and Instruction, as we train students to respond to both library and IT related queries. Staff in all areas of Integrated Public Services continue to look for better ways to serve our target populations and remain current with library trends.

**Technical Services Annual Report  
2010 - 2011  
Jennifer Smathers**

## **Achievements**

### **Overall Management**

- Technical Services-wide workflow and staffing changes made in response to complete turnover of Acquisitions Clerks in Fall 2010.
  - Acquisitions Clerk III position frozen due to retirement, September 2010
  - Collection Management Clerk II reassigned to Acquisitions
  - Acquisitions Clerk II position hired in January 2011
- Door to Storage Room completed –now set to lock from Storage-room side.
- Monthly departmental meetings
- Archives expansion completed with Ribbon Cutting ceremony October 21, 2010
- Fall 2010, following Sue Donk's retirement, and ahead of Lin Becker and Robin Glazier's upgrades to positions outside the library, Jennifer Smathers was the sole holder of library purchasing card until Mary McGonigal's card became active in Spring 2011
- New subscription to e-brary Master Academic e-book collection started in September, 2010.

### **Acquisitions**

- Responded to retirement of Susan Donk and upgrade of Lin Becker in Summer/Fall 2010. Lin Becker was trained for Ordering Clerk position by Susan Donk before Lin's upgrade was finalized. Susan Saladyga was reassigned from Collection Management and first trained for the Accounting Acquisitions Clerk, then the Acquisitions Ordering Clerk positions by Lin Becker and Jennifer Smathers. Cheryl McCarty was hired for Accounting Clerk position in January 2011. Susan Saladyga assisted Jennifer Smathers with training Cheryl.
- Banner Ordering Module now includes WorldCat API data such as DLC OCLC number and holdings library information
- SUNYONE Collection pilot seen to completion
- C4D Unconference & Initial response to Directors' Charge
- Ongoing participation in C4D Project
- Participation in analysis of SUNYONE Collection, Purchase on Demand Cooperative Project
- Planned with WNYLRC for creation of an e-book Purchase on Demand program
- Successfully planned for 10% budget holdback
- End of NYLINK impact on Purchasing and Payment
- Consulted with SUNY Geneseo GIST team on GIST Acquisitions Manager

## Collection Management

- Collection Management counts and statistics are lower this year due to re-assignment of Susan Saladyga to Acquisitions following the retirement of Susan Donk.
- Worked closely with Pat Maxwell to correct/upgrade our cataloging records and Aleph, on many projects.
- Continued recataloging (or deleting) our eBooks/eVideos/eDocuments Aleph records to the correct Electronic resources format records.
- Added 3,818 titles to the Storage collection.
- Added 81 media titles (VHS/DVD/CD/CD-ROM/Games/Kits) to the JUV collection.
- Created the Departmental Budget Allocations for the year, using the "Formula."
- Continue to evaluate the 75-400 repair books sent down weekly from Circ for withdrawal, replacement, storage, repair, or relabeling. Relabeled approximately 3,000 items. Remainder were sent to Repair or Storage, or withdrawn (many of which were replaced).
- Evaluated major French authors for replacement/updating. Began ordering replacement editions.
- Began, May 2011, evaluating Edwards Collection books for uniqueness and price.
- Reclassed, by request of the Theater Department, individual plays by lesser-known authors to one section: PN6119. Shifted 3 ranges, added, with help of Brad Meneer, 3 sections of slanted shelving.
- Finished reclassing/relabeling/re-cabineting all Mic titles from project begun last year, except for Mic.24 to Mic. 34, which is ongoing.
- Weeding:
  - Weeded general French literature, in collaboration with Dr. Siegel, Chair of Modern Languages Department (463 vols.).
  - Evaluated large sets of collected works, and proceedings of conferences in Spanish and Italian for uniqueness. Placed some (esp. proceedings) in Storage, withdrew the remainder (171 vols.).
  - Weeded, with Greg Toth, PN 4000-end, to make room for individual plays in PN6119 (739 vols. weeded).
  - Other call number areas most heavily weeded this year: BF, HB-HC, HM.
- Book Sales
  - Earned \$ 22,006.33 in online book sales on abebooks.com through the Brockport College Foundation (BCF Books). Staff time spent: 10 hours/week Student Assistants, 1 hour per month Librarian (problem solving) with additional assistance from Susan Saladyga.
  - Conducted a Library-benefit book sale in the Library, April 2011. Earned: \$ 733.55 (deposited in our Brockport College Foundation account).
  - Earned \$ 737.24, June 2010-May 2011, from Better World Books (deposited in our Brockport College Foundation account). Sent them 730 books.
  - Brockport College Foundation Account: spent \$ 630.65 on Library purchases.

## Serials

- Overcome purchasing delays created by the late Serials Contract and initial absence of EBSCO from the state contract.
- 12-month embargo cancellation policy effective 1/1/2011
- 170+ print titles removed from Current Issues (Main Floor) collection
- Following Sage 2008 e-journal package expiration, upgraded to Sage Premier All Access Collection for three-year term. Coverage increased from about 500 to about 570 titles, with new publications automatically added. Price increase was funded by embargo policy title cancellations
- Project MUSE now funded through regular library serials budget
- Aleph migration for serials acquisitions
  - First serials budget rollover was successful
  - Orders were realigned to budgets that reflected format
  - Print-only orders remained allocated to departmental funds
  - Online orders moved to electronic resources fund
- Planned for Serials SIG at SUNYLA 2011
- Worked with SUNY/FACT2 e-Publishing Task Group, with planned Open Access Week programs, October 2011
- Following retirements, upgrades and the reassignment of Susan Saladyga to Acquisitions:
  - Terry Berl was sole copy-cataloger from Fall 2010-Spring
  - Becky Cousins took on all label printing and additional processing student oversight

## Goals – 2011-2012

### Overall Management

- Finalization of workflow changes in response to staffing level changes
  - Includes implementation of GIST GDM to better leverage Collection Management Student Assistants
- Acquisitions and cataloging procedures for individual E-book purchases solidified.
- Review of Cataloging Policies
- Final Digital Thesis Workflow Implementation

### Acquisitions

- WNYLRC administered e-book Purchase on Demand Program
- Banner Ordering Module converting DLC OCLC numbers to barcodes on the output
- SUNYONE Collection pilot analysis and report completed
- Ending non-titled invoicing in Aleph for more accurate accounting.
- C4D promotion and serials collaboration. –Including attending SCLD spring meeting

## Collection Management

- GIST Gift Deselection Manager (GDM) Implementation

## Serials

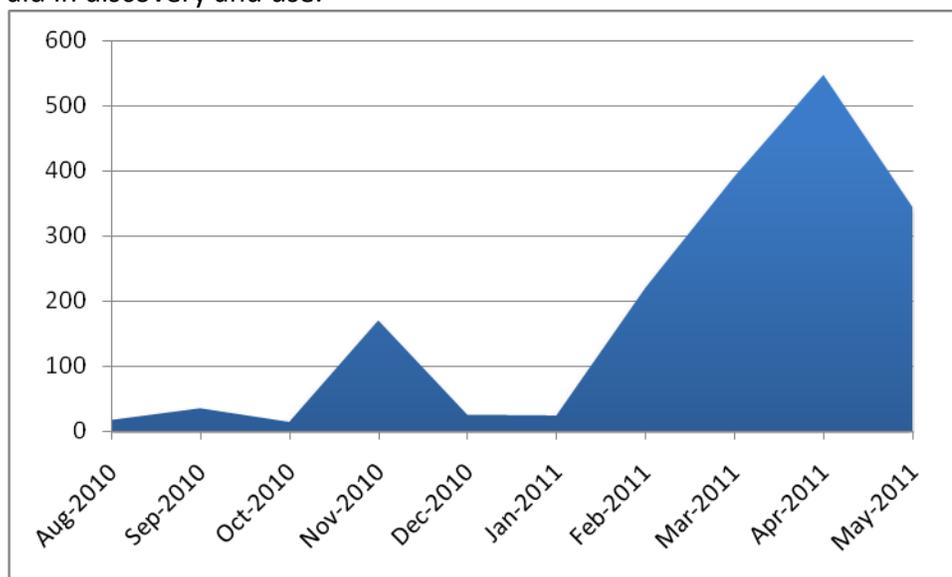
- JSTOR title weeding project and concurrent bound journal shift on the ground floor.
- EDI Invoicing -Serials
- C4D participation in serials collaboration
- Review serials vendors: Ebsco, WT Cox, Wolper
- Respond to database procurement changes following the severed relationship between WALDO and RRLC
- Research tools available for serials collection analysis.
- Focus on data mining of various vendor and publisher platforms.
- Work with Pat Maxwell, Systems Librarian, to migrate 856 fields from ZONL holdings to bibliographic records for online serials records. This will allow the Serials Solutions links to be visible in the AquaBrowser version of the catalog.

## Statistical Information

- Total held back from 860405 \$104,000
- Total expended (including grant & foundation funds) on library materials, databases, copyright fees, ILL on demand, searching as of July 7, 2011: \$760,074 with additional funds encumbered
  - 3% fewer State funds were expended in 2011 = \$720,223
  - Media expenditures = \$30,128
  - Book expenditures = \$152,895
  - Serials/Databases expenditures dropped, due to cancellations 12.9% = \$542,822
- OCLC Expenditures for Cataloging ILL services through May \$32,434
- 5,990 titles were cataloged from June 2010-May 2011.
- \$88,000 net in serials title cancellations
- 170+ print titles removed from Current Issues (Main Floor) collection
- Current print title subscriptions number 332 after 34% reduction due to embargo cancellation policy
- Problem reports to journals@brockport.edu for June 2010 – May 2011, are as follows: (Most of the issues reported originated from the Interlibrary Loan Department.)

Issues reported	Serials Solutions edits	Aleph record edits	Subscription	Publisher	IP	EZ Proxy	Database	WorldCat settings	WorldCat / IDS	Other
26	9	3	0	1	0	0	5	6	0	2

- e-brary Use skyrocketed when records were added into Aleph in February 2011. This indicates a user-driven need for individual e-books records to be added to the catalog to aid in discovery and use.



- \$66,475 list-price worth of titles were accessed. Our \$8490 subscription represents paying 12.7% of list price for user access to those used titles.
- Collection Usage
  - Use went up again this year
  - The Juvenile collection, while comprising 3.8% of the total number of books held, accounted for 12% of the book circulations (last year: 12%). It had a 30% circulation rate (circs/number JUV books – higher than last year's 30%), while the MAIN&OVR collections had an 8.4% rate.
  - VHS is still not quite dead yet, although its use continues to decline slightly. Of the total video circulations, VHS comprised 25% (25% last year) and DVD 75% (75% last year).
- Weeding
  - Annual total volumes weeded: Books and Media: 6,001; Documents and Microforms: 359,615 (from Lori's big weed in US Docs on microfiche and in ERIC microfiche) -- 1,474 of which had Aleph records).

Collection	Volumes Weeded
DML Collections (exc. below)	5,538

Media	131
Microforms & Bound Serials	358,141
GovDocs (US & NYS)	1,474
Satellite Collections	332
<b>Total</b>	<b>365,616</b>

- Donated approximately 3,000 books to Goodwill.
- Donated approximately 50 books to Linda Kent for the EOC Library.
- Gifts
  - Received and evaluated 2,379 volumes of gift items.
  - Added 782 volumes to our collections.
- Book Sales
  - Over 532 paid hours combined of student, librarian and clerical assistance utilized
  - Additional library staff hours required for in-house sales

<b>Brockport College Foundation Book Sales</b>	<b>Proceeds</b>	<b>Expenditures</b>
Abebooks.com Sales	\$ 22,006.33	
In-House Sales	\$ 733.55	
Better World Books Sales	\$ 737.24	
<b>TOTAL EARNED</b>	<b>\$ 23,477.12</b>	
Ace Flag Co.		\$ 195.00
Bike rack		\$ 180.50
Reimbursement (supplies)		\$ 52.15
Honorarium for Art Project		\$ 199.00
<b>TOTAL EXPENDED</b>		<b>\$ 630.65</b>

**Library Technology and Systems**  
**2010-2011**  
**Bob Cushman**

The past academic year found department staff busy with a wide variety of projects, both within and beyond the Library. Staff members were actively engaged in supporting Library staff and patrons, but were also in demand for LITS and college-wide projects. The department consists of three staff: Bob Cushman, Pat Maxwell, and Logan Rath.

The Library has a set of core applications that are supported and maintained by department staff. These applications include ALEPH, ILLIAD (and related applications), EZproxy, 360 Link, "SearchME" and LibStats. Logan also supports and maintains the Library web site. In addition to technology support, department staff participated in reference and instruction including the delivery of 50+ classes this past year.

Department staff are also actively engaged in LITS operations and projects. Logan is currently the LITS web site manager and Pat developed and coordinated the LITS Electronic Gadget Expo. Bob is actively involved in supporting the streaming media system, the lecture capture applications, and has Mac Lab oversight responsibilities.

Pat facilitated an FLC (How does Technology affect Comprehension) and served as the Project Manager for the Graduate Studies Imaging Project in support of their admissions process. Pat also served on a CTC committee and has been an active participant in E-Textbook evaluations and study.

All staff presented on multiple topics to different audiences this past year. Venues included CELT, Dean's Council, RRLC, SUNYLA, and ACRL. Subjects ranged from lecture capture to E-Textbooks to iPads.

Bob also supported the live streaming of the Diversity Conference keynote and selected Scholars Day presentations.

This summary covers the major projects and activities of the past year. For more information, please contact Bob or the staff member associated the project.