

**Mildred F. Sawyer Library
FY2008 Annual Report**

- I. Objectives of the Program/Department
 - A. What objectives did your program hope to meet in 2007-2008?
 - B. How successful were you in meeting those objectives?
 - C. How did you measure that success?

Focus on Library Users

Objective 1.2: evaluate, select, organize, and facilitate the availability/accessibility and retrieval of information in a multiplicity of formats to meet undergraduate, graduate and faculty needs

[Activity]: increase the availability of e-reference sources

Measured Progress: met

[Activity]: increase the availability of Web-based help guides

Measured Progress: met

[Activity]: general information availability and access conditions

Measured Progress: Collection Statistics:

	<u>Added in FY2008</u>	<u>Total Held at end of FY2008</u>
Volumes (print)	5,304	118,601
Titles (print)	2,661	101,676
Electronic books	8,652	51,736
Microform units (includes books in ultrafiche)	338	144,151
Paper/Microform Serial Subscriptions	7	839
Videotapes and DVDs (volumes)	90	628
Periodical titles available via online catalog	1,886	14,231

Measured Progress: the library participates in the national interlibrary loan system to borrow, and to provide others, with requested information resources not owned within our collection:

Total Loans to Others

total returnables 471

total non-returns 768

1,239

Total Borrowers from Others

total returnables 427

total non-returns 800

1,227

For the first time in three years, the Sawyer Library loaned more items to other libraries than it received.

Measured Progress: Logins to selected licensed databases (for which the information vendor could provide a meaningful number of sessions, visits, etc., but not “usage”) via the library’s research workstations and Web-pages:

<u>Database Name</u>	<u>Number of Sessions</u>	<u>Notes</u>
AccessScience	110,493	
ACLS Humanities e-book collection	81,592	
ACM Journal of AIS	6	
ACM Portal	26,446	
ACS Journals	1,532	
Amer.J.on Mental Retardation	76	
American Journal of botany	74	
American Journal of Psychiatry	16,310	
American Journal of Science	51	
AMS MathSciNet	2,790	
Annals of Prob. & Stats.	367	
Annual reviews journals	1,098	
Anthrosource	4,903	
APA	1,340	
Art Index	41,143	
ArtStor	34235	
BioOne	34,575	
Blackwell Ency. of Sociology	684	
Blackwell-Synergy	169,764	through April 2008
bna	19,909	
BuildingGreen	4,512	
Cabells	31,949	
Cambridge UP journals	109,638	
Catchword journals	52	
CCH Internet Business	9,624	
Choice Reviews	3,195	
CIS Congressional Univ	6,700	
CommAbstracts (Cios)	9,284	
Conference Board	1,616	
Country Commerce	28,917	
CountryWatch	25,921	
CQ Researcher	151,018	
CQ Weekly	129	
Credo Reference	466	
Crossref	2,538	
CyberPsychology & Behavior	449	
Dir.of Corporate Affiliations	15,405	

DSM-IV & Stedmans Dict.	10,179	
Duke University Press	10,423	
Ebrary	2,194,308	
Ebsco Online	70,929	
EbscoHost	6,681,924	
Databases with Highest Use		
Academic Search Complete		
Business Source Complete		
PsycARTICLES		
PsycINFO		
Comm & Mass Media		
SocINDEX with Full Text		
EconLit		
Emerald	115,907	
Encyc. Britannica	113,719	
Euromonitor GMID	57,054	
Europa World	11,664	
Evolution	51	
Extenza	1,616	
Families in Society	1,497	
Film Quarterly-UCPress	450	
FirstSearch	55,710	
Gerontology Journals	196	
Google Scholar	107,740	
Greenwood Press	70,682	
Grove Art Online	10,505	
Haworth Press	1,777	
Health Affairs	2,401	
Hein Online	251,809	
High Wire Press	1,201	
Historical Statistics	29,299	
History Cooperative	2,351	
Hoovers	222,108	
IEEE Comp.Soc.Lib.Subs.	14,707	
IMF International	8,265	
In the First Person Plus	2,253	
Informs	1,693	
Infotrac databases	906,288	
Databases with Highest Use		

Academic OneFile		
Gale Virtual Reference Library		
General Business File ASAP		
Expanded Academic ASAP		
Health Reference Center		
Contemporary Literary Criticism		
Ingenta	6,204	
Inquiry	102	
ISI Web of Knowledge	17,451	
Journal Biological Chemistry	151	
Journal of the West	50	
JSTOR	916,610	
Key Business Ratios	22,352	
Kluwer Online	254	
Learning & Memory	138	
Lexis Nexis Universe	2,676,602	
Mergent Online	110,785	
Mergent Web Reports	8,722	
MIT Press Journals	2,346	
MIT Sloan Management Review	3,408	
NBER Working Paper Series	5,925	
NCTE Journals	731	
NetLibrary	531,000	
Neurology - Ovid	425	
New England J. of Med.	5929	
New Left Review	300	
Noodletools	33,523	
Omega	1,074	
Oxford African Amer. Studies	12,217	
Oxford English Dictionary	132,874	
Oxford Reference Premium	68,189	
Oxford UP Journals	115,329	
Oxford-Ency.Brit.Lit.	51	
Palgrave Journals	2,335	
Physiology Journals	211	
PNAS journals	4,006	
Polling the Nations	1,492	
Project Muse	153,003	
PsycCritiques	4	

PubMed Central	12,291	
RefUSA	56,685	
Sage eReference	124,841	
Sage Journals	304,490	
Science Direct	126,865	
Science magazine	15,329	
SciFinder Scholar	1,487	through May 2008
Serials Solutions	37,794	
Sociological Abstracts	142,592	
SourceOECD	18,204	
Springer	132,671	
Standard & Poors NetAdvantage	178,618	
Stat USA	15,244	
Statesmans yearbook	156	
TableBase	5,773	
Taylor and Francis Journals	26,220	
U.of Chicago Journals	6,612	
Ulrich's	11,398	
UN Treaties	7,655	
Valueline	47,913	
Wall Street J & NY Times	690,669	
Wiley journals	100,323	
WorldCat	1,503	
Xipolis	1,129	
Xreferplus	23,690	
TOTAL	18,720,959	not including Law databases

Measured Progress: Circulation and Reserves Services

<u>Service</u>	<u>Checkouts and Renewals</u>
Circulating Collection	17,706
Reserves	27,255
Laptops	38,655
USB drives	195
Wireless network cards	21
DVD players	9
Total Circulation	83,841

Measured Progress: overall circulation increased by 2.2% over the last academic year.

Measured Progress: Across all of the University's libraries, there were 101,272 items checked out. Of those checkouts, 87,782 (86.7%) were from Sawyer Library. And, of those 101,272 checkouts, 88,905 (87.8%) of them were for undergraduates.

The busiest month was October 2007 with 12,445 circulations. April 2008 was second with 12,367. The busiest day of the year was January 22, 2008 with 717 items checked out. The busiest hour was 12-1 pm with 97 items checked out on September 17, 2007. The number of items circulated in an hour was matched on January 22, 2008, also between noon and 1 pm.

Given that only 15,165 (17.2%) of all checkouts could actually leave the building (e.g., general circulating collection, videos and DVDs, new books) means that 82.8% of all items checked out would also need to be checked in the same day, usually within a few hours of the initial circulation. That means that 717 checkouts would actually result in 1,310 transactions at the Circulation Desk in one day. Over a 15 hour day (8 am-11 pm), that is approximately 1.5 transactions per minute.

Measured Progress: Reference staff kept statistics on activity levels at the desk. The reference staff responded to 9,340 inquires. The busiest months, in order, were November, September and October of 2007, and then February, April and March of 2008. Of the total inquires, 2,905 (31%) required five minutes or more to be answered by a librarian and are considered research-based inquires. Reference also responded to 279 service-related emails.

Measured Progress: The University made available Web statistics for FY2008 from two sources -- Sawmill (a Web analysis statistical tool) and Google Analytics. Google Analytics statistics have been collected since March 2008.

One metric was reviewed - pageviews during a calendar month - on three levels of the library's Web pages. The library's Web site (/sawlib/) is consistently the 8th to 11th most used site at the University. Its home page (sawyer.htm) ranks as high as the 3rd most visited Web page and as low as the 11th ranked page for pageviews during the semester-based academic months. Its organizational page to the subscription databases (oncampdb.htm) ranks between the 17th and the 36th most requested Web page from the Suffolk University Web domain.

Measured Progress: The online catalog was used as a portal to information resources and other activities (renew books) 2,045,009 times. It was used most often in September 2007, followed by November and October, and then February and January 2008, and then December and August 2007.

Measured Progress: the Sawyer and Law libraries delivered 18,976,189 pages, documents, images and other electronic information resources through the databases to members of the University community, an increase of over 4,000,000 pages from

the previous fiscal year. Of the nearly 19 million resources delivered, over half (52.4%) were delivered to University community members at workstations off-campus (the dorms are on-campus). Nearly 20% of the sessions (19.95%) to access the Library's electronic resources occurred during the hours when the Sawyer Library is typically closed (11:00 pm - 8:00 am). On-campus SSOM and CAS students accessed the database resources 46.5% of the time; full- and part-time college faculty used them 3.6% of the time. Employees on-campus throughout the University accessed them 1.4% of the time. Law faculty and students accessed them on-campus less than 1% of the time (0.89%). November and October 2007, and April and March 2008 were the busiest months in that order. The databases in EbscoHost (as an aggregate), Lexis-Nexis Universe, Ebrary, JSTOR, and the databases in Infotrac (as an aggregate) were the five most-used databases, accounting for 70% of the usage.

Measured Progress: databases added included AnthroSource; ArtSTOR; Archives of Neurology; BioOne 2; CQ Political Science Reference Suite; Euromonitor GMID; In the First person Plus; International Financial Statistics; ISI Web of Science and limited backfile; Journal Citation Reports - Social Science Edition; Mental Measurement Yearbook; Moody's/Mergent Manuals backfile; Science Online; Shakespeare Survey; Small Business Resource Center; and Xipolis.

The Sawyer Library upgraded Academic Search Premier to Academic Search Complete, and Business Source Premier to Business Source Complete. We added the Arts and Sciences collections III and V to our JSTOR subscription.

Objective 1.5: employ technologies and methodologies that support and increase user productivity and self-sufficiency

[Activity]: increase and/or maintain user productivity concerning information access and retrieval

Measured Progress: the library's 50 laptops were loaned (and renewed) a total of 38,655 times, a decrease of 1.4% from the previous fiscal year. Each laptop to replace, inclusive of hardware and software, is valued at \$2,500. Therefore, the library lent \$96,637,500 worth of these assets to students.

Measured Progress: the library migrated its five dedicated Online Access Catalogs to include access to any Web resource.

Measured Progress: in cooperation with CAS Academic Computing and NESAD, the standalone CD-ROM workstation was replaced with a desktop workstation and printer supporting applications for NESAD students while in the Sawyer Library.

Measured Progress: the library's seventeen user-based research workstation printers were used to print 722,270, an increase of 60% over the previous year's 450,277 pages.

Measured Progress: the library's six wireless networked laser printers that students use from a library-loaned or personal laptop were used to print 525,025, an increase of 43% over the previous year's 365,821 pages.

Measured Progress: the two printing workstations on the 2nd floor enable students to quickly print out papers prior to going to class. These printing workstations were used to print 110,863, a decrease of 22% over the previous year's 140,568 pages.

Measured Progress: the total number of pages printed from all student-used printers was 1,357,158, an increase of 41.8% from the last academic year's total of 956,666 pages printed.

Measured Progress: the Reference staff's blog had 1,550 unique visitors viewing 2,048 pages from December 2007 through June 2008.

Focus on Student Learning

Objective 2.1: guide the University community to acquire, improve and appreciate the skills to effectively access, retrieve and evaluate information, and to use it ethically

Measured Progress: the Reference staff conducted 145 instruction sessions, the majority of them in the library's Instruction Room on the third floor. The sessions were attended by a total of 2,757 students.

Objective 2.2: create a self-paced Web-based orientation / tour / guide / tutorial

Measured Progress: a Web-based orientation was completed; however, the planned video tour was not completed nor was the planned iPod-based guide

Focus on Collaboration

Objective 3.2: assert the Library's role in the University community through active participation and by advocating the library's agenda

Activity: support the Center for Teaching Excellence (CTE) to meet its identified educational objectives, including its virtual efforts

Measured Progress: the library hosted one CTE workshop in the Poetry Center, and conducted one for faculty on the application of persistent URLs (PURLs) for reserve readings using Blackboard in the library's instruction room.

Focus on Supporting the Institutional Infrastructure

Objective 4.1: support institutional accountability efforts

Activity: identify, plan, evaluate and report the value of the library's contributions to support the institution's mission

Activity: ensure that the library has the appropriate management and decision-making structures in place to demonstrate accountability

Measured Progress: the library worked on these two activities, identifying measures to support affordability and retention. Actions taken included increasing

weekend hours open, and acquiring two copies of each required text placed on course reserve.

D. What are your program's objectives for 2008-2009?

Focus on Library Users

Objective 1.2: evaluate, select, organize, and facilitate the availability/accessibility and retrieval of information in a multiplicity of formats to meet undergraduate, graduate and faculty needs

Objective 1.5: employ technologies and methodologies that support and increase user productivity and self-sufficiency

Focus on Student Learning

Objective 2.1: guide the University community to acquire, improve and appreciate the skills to effectively access, retrieve and evaluate information, and to use it ethically

Objective 2.2: create a self-paced Web-based orientation / tour / guide / tutorial

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Focus on Supporting the Institutional Infrastructure

Objective 4.1: support institutional accountability efforts

II. Review of ongoing activities

A-B. Student, staff or administrator awards; other student, staff, or administrator accomplishments: none.

C. New program developments:

- increased hours open on Saturdays (4 hours) and Sunday (4 hours)
- reviewed and revised outdated circulation use policies
- added information content pages to the library web site including Alumni Services and Art Work in the Sawyer Library.

D. Hires, promotions, retirements, departures

Staff Roster with Changes

Staff Member

Albrand, Kurt

Alexander, James

Botello, Elizabeth

Position

Library Assistant for Circulation

Library Assistant for Circulation

Library Assistant for Circulation

Didriksson, Sonia	Senior Reference Librarian
Dugan, Robert	Director
Eth, Phally	InterLibrary Loan Assistant
Fulweiler, Rebecca	Assistant Director for Technical Services
Gianetta, Michael	Evening/Weekend Circulation Supervisor
McDonough, Brittney	Part-time Library Assistant for Circulation <i>started January 2008</i>
Maio, Kathi	Assistant Director for Reference Services
Mann, Barbara	Senior Reference Librarian
Meger, Andrew	Circulation Manager <i>Started August 2007</i>
Mulherin, Andy	Acquisitions & Cataloging Technician
Nashant, Sarah	Part-time Library Assistant for Circulation <i>started January 2008</i>
Sellers, Connie	Senior Reference Librarian
Sweeney, Sarah J.	Periodicals Technician
Yen, Ellen	Senior Reference Librarian

- E. Committee service and other service within the University
- Dugan: Center for Teaching Excellence (Board); ICS Planning Branch (Deputy)
- F. Service outside the University
- Dugan was a member of the Board of Advisors to the Ph.D. Program at the Graduate School of Library and Information Science, Simmons College through December 31, 2007.
- G. Publications
- Dugan: "Measuring Your Library's Value: How to Do a Cost-Benefit Analysis for Your Public Library." Library & Information Science Research. 29:4 (2007): 576-9. book review
- H. Presentations, media appearances, etc.
- Dugan conducted a presentation concerning the application of persistent URLs in Blackboard for the Center on Teaching Excellence
- I. Grants and fellowships
- Received funding to support student needs through the Sawyer Charitable Foundation
- J. Guest speakers, special events, conferences organized, etc.
- The Poetry Center in the Sawyer Library hosted 170 meetings, workshops, lectures and other events during the fiscal year. The busiest months were October 2007 (31 events) and February 2008 (29 events). Campus departments used the Poetry Center for in-house meetings, workshops, hosting guest speakers such as Robert Hass (October 2007); Bob Johnson (February 2008); Eva Bourke, Rosanna Warren and Gail Mazur (March 2008); and, Maxine Hong Kingston (April 2008) for presentations to students, and for hosting presentations of interest to the general community. The first public reading celebrating Dr. Fred Marchant's (English Department) book on poet William Stafford was held in mid-April 2008.
 - the Sawyer Library served as a Math Placement Exam area for six sessions during June 2008 for the incoming freshmen by setting up and supporting 30 laptops and the 24-seat instruction room for six exam sessions.

- K. Connections to the Dakar, Madrid, Dean, or Cape Cod campuses
- day to day operational issues identified, discussed and resolved through videoconferencing or email
- L. Other
- Dr. Gerald Rizzo, founder of the Afriterrra Foundation and Map Library, presented the Sawyer Library with a Willem Bleau, Alexis Hubert Jaillot, and Nicolas Berery 1669 framed map of the continent on July 23, 2007. The map is wall-mounted on the south side of the 3rd floor.
 - un-audited, estimated non-personnel FY 2008 line item expenditures as of June 30, 2008 based upon internal accounting using the integrated library system:

<u>Account</u>	<u>Appropriation</u>	<u>Expenditure</u>	<u>Balance</u>
Books	\$532,100	\$503,880.41	\$28,219.59
Replacement	\$1,500	\$285.62	\$1,214.38
Expenses	\$2,000	\$99.00	\$1,901.00
ILO	\$2,250	\$1,472.70	\$777.30
Supplies	\$18,750	\$22,545.05	-\$3,795.05
Computer equipment	\$0	\$0.00	\$0.00
Data Proc. Equip	\$0	\$0.00	\$0.00
Mail	\$3,500	\$1,555.91	\$1,944.09
Maintenance	\$6,750	\$4,842.44	\$1,907.56
Printing	\$2,000	\$608.95	\$1,391.05
Software - Applications	\$34,150	\$27,434.50	\$6,715.50
Software - Security	\$2,000	\$1,003.50	\$996.50
Computers - Applications	\$71,600	\$71,522.69	\$77.31
Tech. Travel - Other	\$1,000	\$1,115.23	-\$115.23
Tech. Expenses - Applications	\$620,800	\$672,886.95	-\$52,086.95
Tech. Expenses - Web	\$2,950	\$2,715.95	\$234.05
Tech. Expenses - Other	\$11,600	\$4,044.49	\$7,555.51
Student Assistants	\$57,000	\$50,249.34	\$6,750.66
TOTAL	\$1,369,950	\$1,366,262.73	\$3,687.27

- III. Recommendations
- None