SOUTHERN CONNECTICUT STATE UNIVERSITY

BULEY LIBRARY

ANNUAL REPORT

2008-09

Submitted by:
Christina D. Baum, Ed.D.
Director of Library Services
EXECUTIVE SUMMARY

PROFILE OF THE LIBRARY


At the end of FY09, the Buley Library collection holdings were:

Print Monographs, serial back files and other paper materials (including government documents) 477,194
Electronic Books 2,900
Curriculum Lab 27,662
Microforms 23,823
Media 8,894
Current Serial Titles 1,287

At the end of FY09, Buley Library had conducted these service statistics:

Hours open in a typical week 85
General circulation transactions 34,250
Reserve circulation transactions 19,902
No. of instruction presentations 205
Total attendance at presentations 4,100
PRODUCTIVITY AND PROGRESS IN LIBRARY DEPARTMENTS

ACCESS SERVICES

The Circulation Desk is open all 85 hours that the library is open.

Began planning for the integration of the Learning Resource Center Collection into the Access Services Department.

Reviewed and revised the special loan policies and procedures for guest borrowers.

Shirley Cavanaugh coordinated and assisted in supervising a practicum program for library science students in the School of Information and Library Science.

Shirley Cavanaugh served as Chair of the Friends of Buley Library as we strive to make this a more viable and active group.

Implemented the borrowing side of OCLC's ILLiad Resource Sharing Management Software.
### ACCESS SERVICES DEPARTMENT

#### CIRCULATION STATISTICS

<table>
<thead>
<tr>
<th>CIRCULATION STATISTICS</th>
<th>LIBRARY BOOKS CHECKED OUT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2008-2009</td>
</tr>
<tr>
<td></td>
<td>34,250</td>
</tr>
<tr>
<td></td>
<td>2007-2009</td>
</tr>
<tr>
<td></td>
<td>37,305</td>
</tr>
</tbody>
</table>

#### INHOUSE USE

| 2008-2009 | 7,928 |

#### RESERVE STATISTICS: PRINT AND ELECTRONIC

<table>
<thead>
<tr>
<th>PRINT RESERVE STATISTICS</th>
<th>LIBRARY PATRON USE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008-2009</td>
<td>1,292</td>
</tr>
</tbody>
</table>

**Annual Total For 2007-2008**

| 1,734 |
|--------------------------|-----------|-----------|
| **ELECTRONIC RESERVE STATISTICS** |           |           |
| **LIBRARY PATRON USE**    |           |           |
|                          | 19,202    | 17,418    |
| **INTERLIBRARY LOANS DEPARTMENT** |           |           |
| **Material Lent to Other Libraries From OCLC & REQUEST** |           |           |
| ICONN Requests Filled    | 2,146     | 2,034     |
| OCLC Requests Filled     | 2,846     | 2,876     |
| **TOTAL**                | 4,992     | 4,910     |
| **Material Borrowed for SCSU Library Patrons** |           |           |
| **TOTAL=**               | 1,610     | 1,377     |
ADMINISTRATIVE SERVICES

Renee Rausch was transferred to the Administrative Office as Administrative Assistant in July 2008. She retired at the end of FY09.

INFORMATION SERVICES

The most notable achievement of 2007-08 has been the completion of the reference inventory. It has been many years since an inventory was done in reference. 1420 items have been noted as missing and some of these are from the vertical file collection. It is possible that many of the items were discarded from the collection but were not removed from the catalog.

The summer of 2008 was preoccupied by the move to the new addition. The reference stacks were ready for Summer Session A but the computers and printers were not operational because there was no network connection. It took almost a month to get them back in working order.

Guest Access on the Second Floor computers was disabled in March 2009. Two computers closest to the Reference Desk on the main floor were made accessible to community users.

Two additional computers were added to the Reference area; one for CONSULS use only and one exclusively for databases.

415 Reference titles were weeded from the collection during FY09. In addition, 61 continuation titles were canceled (savings of $26,000), and 31 titles that were originally received on an annual basis will now be received on a biennial schedule, which will create a cost savings of an additional $10,871.
Distance Learning

Distance Learning at Buley Library is an extension of Information Services in support of online education at Southern Connecticut State University. Distance Learning is supported by online resources, delivery of print resources held by Buley (via ILL and e-reserves), and reference and technical support by the Coordinator for Distance Learning (Rebecca Hedreen) and other members of Information Services. The Coordinator also advocates for new resources and services as needed by the online community at Southern.

Rebecca Hedreen received our first Facebook Reference question (Oct. 2008). The second question came in December.

72 reference queries regarding distance services or online classes handled by email.

4 web-chat reference interactions with students.

3 meetings (in person) with students regarding distance services or online classes.

3 meetings with faculty teaching online.

Electronic Resources

A substantial portion of the allocation for Electronic Databases is spent on the maintenance of existing database contracts, which now amounts to 84 individual products. The new EBSCO platform, which became available in the summer of 2008, has dramatically increased the usage of our numerous EBSCO databases. Some of this usage increase should be attributed to individualized search sessions with the subject-specific
Reference Librarians, as well as formalized classroom instruction for students on the EBSCO database products.

These databases were added: *JSTOR Arts and Sciences VI*, the *American Broadsheets and Ephemera Series, Computer and Applied Sciences Complete*, and the *ICPSR Data Series* from the Survey Research Center at the University of Michigan.

The Top 10 databases for usage in 2007-08 as compared to 2006-07 are as follows:

**2007-08**
1. Academic Search Premier
2. PsycInfo
3. JSTOR
4. PsycArticles
5. ERIC
6. ABI (Combined)
7. CINAHL
8. Education Research Complete
9. Medline
10. SocIndex with Full-Text

**2008-09**
- Academic Search Premier
- PsycInfo
- CINAHL
- JSTOR
- PsycArticles
- ERIC
- Education Research Complete
- MedLine
- ABI (Combined)
- SocIndex with Full-Text

**Major Changes:** *Historical Abstracts* usage again rose significantly from **4,021** in 2007-08 to **17,527** in 2008-09. *GeoRef* increased from **3,850** to **16,117**. Usage of *Philosopher’s Index* increased from **1,909** to **15,935**. In addition, there were major increases in usage from 2007-08 to 2008-09 in **44** other databases.
Library Instruction

Buley Library’s instruction program offers a variety of types of instruction, ranging from in-depth course specific classroom instruction to tours of the library building. All forms of instruction were in demand this year.

The library moved into the new addition in May 2008. The new library instruction classroom was set up and functioning well by the beginning of the fall semester. The classroom contains 18 student workstations. We have found out, however, that this temporary classroom is much too small for its intended purpose and look forward to the new Instruction Room in the renovated Old Buley.

**205** classroom sessions were conducted this past year (**112** in the fall of 2008 and **93** in the spring of 2009). **61** classes were taught in the evenings after 5:00 p.m. and **5** were taught on weekends. **22** classes were taught for the First Year Experience program in the fall semester. We worked with the Office of Assessment and Planning to add library-specific questions to the survey that all FYE students took at the end of the fall 2008 semester.

Academic departments most heavily utilizing library instruction services were English (**84**) and the First Year Experience Program (**22**). When broken down by School, the largest user of library instruction is Arts and Sciences (**102**), Education (**18**), Business (**17**), and Communication, Information, and Library Science (**10**).

**292** individualized instruction sessions were held this past year.

Librarians participated in five New Student Orientation Resource Fairs for students and parents.
Lisa Bier arranged four training webinars providing information on using data via our membership to ICPSR, the Interuniversity Consortium for Political and Social Research.

A special effort was made to advocate for more library involvement in the FYE program. Library competency is a crucial skill for student success, and the instruction program is currently attempting to market the necessity for library research skills as much as possible to FYE faculty. A brochure was created for FYE teaching faculty that described how librarians can help faculty to incorporate more library instruction into INQ classes. The guides were distributed at the Teaching Academy in June 2009.

Statistics

The Reference Department has 8 full-time librarians; six work 35 hours per week, 1 librarian works 25 hours a week and another works 20 hours a week. The Systems Librarian and the Head of Access Services each worked the Reference Desk 5 hours a week. Eight adjuncts assisted with the Reference Desk coverage on evenings and weekends. The Reference Desk is staffed 76 hours per week with double coverage at the desk for 38 hours a week.

Statistics were documented on the in-house use of reference books. 1896 was the count for in-house use of reference books 2007-08, while only 1611 were used in 2007-08.

There were a total of 83 email queries and exchanges in 2007-08.

For two weeks in April, reference librarians kept statistics on the number and types of questions answered at the Reference Desk. In April 2008, 461 were answered compared to 568 in 2009. There was an increased in the number of questions at the Reference Desk this year.
More questions were answered at the beginning of the week with Mondays and Tuesdays being the busiest days.

**Reference Book Budget**

The book allocation for reference books this year was $170,910 ($58,410 for monographs and $112,500 for continuations). This amount is $18,990 less the amount allocated in 2007-08. There were 243 new monographs added and 641 continuations were received. The top four areas of books ordered for the core collection were History, Nursing, Psychology, Marketing and English.

Approximately 415 reference books were weeded from the collection this year. In anticipation of a significant budget cut in 2009-10, 85 continuation titles were canceled.

**Subject Guides**

World Authors, United States History Primary Resources, and United States Labor History were guides that were added this year.

**LEARNING RESOURCES CENTER**

The Curriculum Laboratory is a center where pre-service and in-service teachers can locate an assortment of instructional materials to enrich the teaching-learning process. Located in the Lab are the latest textbooks in all curriculum areas from pre-school through secondary school, curriculum guides from most towns in the state, study prints, kits, professional books and periodicals.
The Center also contains the Center for Law Related Education Materials, the Economic Education Center, and the Reavis Reading Center for Phi Delta Kappa.

The Media Center is a facility equipped primarily for individualized study of non-print media. It houses a wide range of electronic equipment and the largest portion of the non-print media owned by the University. The Center provides equipment and instruction for the following services: audio and video tape duplication; CD and DVD duplication; presentation slide and transparency production; computer graphic services; enlarged color poster printing; laminating services and shape and die cutting equipment.

The Learning Resource Center received bond funding this year for the purchase of a color transparency printer and a 40” roll laminator.

Media Center production services increased this past year. Most of our patrons are now using digital formats only for their classroom needs. This is reflected in the sharp increases of digital duplications and transfers. Poster production and lamination production were also up this year.

**Staffing**

Director of Learning Resources Center, Peter Boppert, and Curriculum Librarian, Ali Zamouri are the two professional staff members of the LRC. They were supplemented with 2 University Assistants and 7 work-study students. With this staffing we were able to maintain the same evening and weekend hours of operation.

Both the Director of the Learning Resources Center and the Curriculum Laboratory took the state’s early retirement offer and retired at the end
of June 2008. This left the department with no full-time staffing for next year.

**Statistics**

Curriculum Lab was used by **3,896** students this year, a slight increase in students from the previous year.

Bibliographic Instruction sessions taught to Education majors and faculty were **30**, the same as last year.

Circulation of educational materials to students increased from 2,901 items last year to **2,824** items this year.

The Media Center was used by **16,127** students this year as compared to 19,690 last year, a large decrease of **3563** students.

**32** classes were taught by the Media Center this year as compared to 31 the past year.

**12,010** non-print materials circulated this year as compared to 13,836 last year.

Reserve circulation was down **3,127** items this year as compared to 4,928 last year.

CONSULS (CT State University System campuses) loans for curriculum titles increased from 125 in 2007-08 to **158** in 2008-09. Loans for media titles were the same as last year: **350** items.

Total number of titles in the curriculum collection: **13,337**

Total number of titles in the media collection: **6,306**
SPECIAL COLLECTIONS

There was an acquisitions budget of $2,200. In addition, Special Collections has made a number of purchases from the Director’s Fund and the Insurance Fund from the 2006 flood.

In March 2008 Special Collections moved from Rooms 304 & 305 to two smaller rooms on the second floor (208 & 209). Since these rooms are much smaller, material was moved to the main Special Collections area in the Old Student Center which is temporary until Old Buley is renovated.

We are nearing completion of the digitization project through ProQuest that will make SCSU theses available online to the community. We are awaiting the release of further funds to replace the books lost in the Historical Fiction Collection.

Special Collections found a wider audience than usual this year when a retrospective video of our material was featured on the SCSU Facebook page, and when the Carolyn Sherwin Bailey Collection formed the core of a presentation at the Women’s Conference: “Rory a Girl of the Stacks: Researching Girlhood through Two Centuries of Juvenile Literature.”

Buley Library Special Collections is now a participant in a group called CSU Archivists Online, which is working to provide online access to the archival holdings in participating libraries.

Buley Library and the Old Student Center have been registered with Munter’s Code Blue program which will give them a head start on any disaster clean-up. Progress has also been made in developing a dPlan,
The online ALA-approved program for disaster preparedness for the library.

**New Material:** 38 boxes of archives and manuscripts of Southern-related interest; 53 historic labor posters from Professor Emeritus Martin Glassner; and 20 books on history from Professor Hugh Davis. We also acquired by purchase 29 items for the Connecticut Collection and 14 for Special Collections.

**TECHNICAL SERVICES**

A long term absence of one staff member in Acquisitions caused the Division to embrace a model of cross training and flexible work assignments that proved to be very successful.

Made complete transition to a paperless cataloging process.

Added **11,910** items to the catalog (including 624 DVDs, 53 audio CDs, 764 e-books and 168 items that were on shelves but lacked CONSULS records).

Completed cataloging of electronic book packages.

Deleted **1,617** items in catalog.

Engaged in inventory projects in partnership with Information Services Division and Curriculum Lab.

Continued to work with other CSU libraries on authority issues.
**Acquisitions/Collection Development**

A successful Winter Library Liaison Meeting was held on February 11, 2009.

Reports were prepared for three graduate program reviews in Biology, Computer Science and Nursing.

**Statistics**

Purchased 5,855 titles for the circulating book collection and 813 books for the non-circulating Reference Collection.

Purchased 292 DVDs and 41 CDs for the Learning Resource Center.

Completed a Print Journals Cancellation Project, which will result in savings of nearly $60,000 in FY10.

Completed a Reference Continuations Cancellation Project, which will result in savings of nearly $36,871 in FY10.

Loaded substantial content to the Collection Development Web Page, including FY08 collections, a profile of the Reference Collection, and eight departmental profiles.

Received 2,195 gifts. Of these, 416 were added to collection.

**Budget**

$462,000 ($291,897 for circulating books and $170,103 for reference) was allocated for the purchase of new book titles for the circulating and reference book collections. This was 21% of the library’s total materials budget.
<table>
<thead>
<tr>
<th>FUND NAME</th>
<th>FORMAT</th>
<th>FY'09 ALLOCATION</th>
<th>FY'09 ADJUSTED ALLOCATION</th>
<th>CATEGORY TOTAL</th>
<th>% of Total Budget</th>
<th>% Change from FY'08</th>
</tr>
</thead>
<tbody>
<tr>
<td>ELECTRONIC MEDIA</td>
<td>Electronic Media Support Tools</td>
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<td>eJournals</td>
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<td>Total</td>
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<td></td>
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<td>$1,496,925</td>
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<td>OTHER LIBRARY MATERIALS</td>
<td>Microforms</td>
<td>$12,000</td>
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<tr>
<td></td>
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<td></td>
<td></td>
<td>$49,500</td>
<td>2%</td>
<td>-1%</td>
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<tr>
<td>PRINT JOURNALS</td>
<td>Print Journals</td>
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<tr>
<td>Total</td>
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<td></td>
<td>$180,000</td>
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<td>TOTAL MATERIALS BUDGET</td>
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<td></td>
<td>$2,204,510</td>
<td>100%</td>
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</tbody>
</table>
Funds for the circulating book collection are allocated to subject selectors for the assigned disciplines, based on a pre-determined formula. $230,723 was allocated by subjects to the five Schools.

All book funds with an allocation over $4,000 were reduced during FY09 to support greater allocations for e-books, e-journals and electronic resources. Book funds that ranged between $4,000 and $7,999 were cut by 5%, funds ranging from $8,000 to $12,999 were cut by 7%, and funds over $13,000 were cut by 10%. In addition, the Computer Science Department was cut by 33% due to the significant number of e-book purchases in this subject area. The General Business fund was eliminated since a large number of titles in this area are being purchased as e-books.

The FY09 budget for E-Books covers expenditures for 19 existing e-Book package subscriptions, most in the Reference Book category, such as Credo Reference and the Gale Virtual Reference Library.

**Media**

$37,500 was designated for media, with allocations of $22,000 for instructional media, $12,000 for the World Film Collection, and $3,500 for the CD collection. During FY09, 292 films and 41 CDs were added to the Media Collection. Of these, 20 were documentary films, 67 educational and instructional films and 100 were selected by Hing Wu for the World Film Collection.

**Special Projects**

The Artists’ Book Collection is in its fourth year of development and is managed by Tina Re. 18 titles were purchased this year with an allocation of $3,200. An Open House was held in the Library on April 28
and 29 to display the collection and to provide a forum for discussion and interaction with the books.

**Cataloging**

Preparations for the move to the new addition have continued all year. Media items continue to have the longest gap of time between receipt and access through the catalog which will need to be addressed this next year.

A total of **12,366** items (740 DVDs, 207 CDs, 817 e-books and 186 items that were on the shelves but lacked CONSULS records) were added to the catalog including **825** resources that are accessed through the World Wide Web.

Deleted **1,251** items.

**Added 605** gifts to the collection.

Engaged in reference inventory projects with partnership with Information Services Division and Curriculum Lab.

Worked collaboratively with sister CSU libraries to complete catalog reauthorization project.

Updated holding locations for materials merged back into the collection from the Old Student Center upon moving into the new addition.

Initiated use of graphic CONSULS records by cataloging images of sculptures.
A summer inventory of the curriculum collection was completed and an inventory of the reference collection continued throughout the year.

**Serials**

Completed paper journal title review, canceling **153** titles, with a savings of **$60,000**.

Integrated off-site stored bound journal collection and index collection into Ground Floor bound journal stacks.

In addition to titles supplied by our serials vendor, EBSCO, in print, electronic or bundled formats, Buley Library maintains subscriptions to 13 individual e-journal packages, including the American Chemical Society, the Association for Computing Machinery, and the American Mathematical Society, among others.

Withdrawn bound volume holdings reflected in new JSTOR collection purchases.

Transitions from paper to electronic journals continue at a constant pace.

The 2006 flood continued to impact the periodicals department as staff responded to requests to locate and digitize material in the bound journal collection stored in the Old Student Center.
DEPARTMENTAL GOALS 2009-10

ADMINISTRATIVE

• Develop a Library Strategic Plan
• Implement Iliad Software System for Interlibrary Loan
• Review Staffing in Library and Make Changes as Needed
• Selection and Implementation of a Federated Search Tool
• Improve Collaborations Between the Library and Other Entities on Campus
• Begin the Reorganization of the Learning Resource Center/Curriculum Lab

ACCESS SERVICES

General Goals
• Shift and integrate the Media Collection into the Circulating Collection
• Evaluate and update the policies and procedures for media
• Continue to coordinate Access Services activities and workflow with other functional units of the library and university
• Update and expand the library’s web pages for Library Science resources

Circulation
• Evaluate the new guest borrowers card and determine if any changes should be made to the policy

Reserves/Electronic Reserves
• Analyze the E-Reserve service and statistics to improve service
• Learn how to review individual courses for statistical analysis
• Provide better E-Reserve service for our distance education users

**Interlibrary Loan**
• Implement the borrowing side of the Illiad Interlibrary Loan Software program to improve efficiency and patron use of ILL.
• Review the Illiad software to see if it will allow library patrons the ability to submit and track requests
• Improve online forms for books and journal article requests

**Distance Education**
• Complete Library Tutorials (Rebecca Hedreen and Winnie Shyam) and post in LibGuides
• Investigate the possibility of starting a Library Facebook page (Rebecca Hedreen and Lisa Bier)
• Advocate for an increase in the purchasing/subscribing to reference materials in online formats

**INFORMATION SERVICES**
• Provide quality service at the Reference Desk.
• Continue to weed the reference collection
• Work on target areas for collection development
• Compile bibliographies and library help sheets using LibGuides
• Obtain books in electronic format, budget permitting.
• Arrange workshops on online products.
• Review policies and procedures and edit the Reference Manual.
• Hold departmental meetings on a regular basis.
• Participate in campus orientations (New Student Orientation, New Faculty Orientation, Part-Time Faculty Orientation, Graduate Research Fellows Orientation, orientation for Graduate Schools, orientation for athletes, transfer students, and commuters)
• Create an online interactive library guide
LEARNING RESOURCE CENTER

- Continue to keep part-time University Assistant staffing and provide full services to all patrons during library hours
- Purchase new equipment that will replace our broken security system
- Continue to expand the Curriculum and Independent Learning Center print and non-print holdings
- Purchase a 24” digital scanner that will allow us to print posters and documents larger than now available

LIBRARY INSTRUCTION

- Expand instruction to the First Year Experience Program
- Expand Instruction to the CONNCAS, CONNCAP, and SEOP programs
- Begin transferring research guides to LibGuides formats
- Create new research guides in LibGuides format
- Begin reviewing library instruction activities in light of upcoming NEACS accreditation, specifically standards 7.5 and 7.8

SPECIAL COLLECTIONS

- Continue to reorder material that is in the Old Student Center so that it will be ready to move into compact shelving when Old Buley is renovated.
- Get uncataloged books in the Old Student Center under bibliographic control
- Continue working on disaster plan for library
- Develop a statistical scheme for tracking activities in Special Collections
TECHNICAL SERVICES

- Elimination of disparity between receipt-to-shelf of books and media
- Justify CONSULS/BANNER figures
- Initiate digitization/catalog project of microfiche literature collection
- Review/update Collection Development Policy
- Reclassify music collection from accession number to LC classification
- Prepare for introduction of RDA (Resource Description and Access)