The Statistics

Circulation
- **Items loaned and renewed**: 76,538, an increase of 8% from AY2008-2009.
- **Laptop loans**: up 100%, circling 11,910 times to last year’s 5955.
- **Undergraduate use of library books and other media**: 16% increase.

Building use
Library staff move through our facilities multiple times each day, counting the number of users in each unique building space. We tally these counts to get a snapshot sense of building use at specific times of day, in specific places, and during different parts of the semester, though we acknowledge the data does not include every user of our facilities.
- **Crumb Library**: 146,595 users, an increase of 20%. Our busiest times remain between 10 am and 9 pm, with a smaller but dedicated corps of users who either open the building at 7:45 am or stay until closing at 1 am.
- **Crane Library**: 28,470 users. Crane users show a marked preference for study areas with computers over all other spaces.
- **Crumb computers**: 29,317 users at our computers.
- **Crumb main study areas**: 25,231 in the 2nd floor group study area, 22,019 in the 2nd floor quiet study, and 20,327 in the 1st floor study area – for a total of over 67,000 users in our 3 major study areas.

Reference
- **Reference transactions**: 3987, up from 3472 in AY2008-2009, an increase of 15%.
- **Technology transactions**: 1038.
- **Directional transactions**: 631.
- **Research consultations**: 70, an increase of 55% over AY2008-2009 and a direct reflection of our attempts to grow this service.

Information Literacy
- **Teaching Librarians**: 7
- **Sessions taught**: 207
- **Students reached**: more than 2000
Unique courses taught: 138, a 23% increase over 2008-2009
Graduate courses taught: 15
Upper division undergraduate courses taught: 29
Lower division undergraduate courses taught: 77

Archives
Inquiries: 276, an increase of 14% over last year’s 242 research requests.

Budget
OTPS budget for AY2009-2010: $520,750, which included a $40,000 carryover of savings from 2008-2009.
Amount spent on collections: $432,500, approximately 80% of the budget, was allocated to information resources for use by library patrons. The remaining 20% was spent on infrastructure – service agreements, equipment, library furniture, professional development for staff, shipping and mail, etc. – to support services for library patrons.

Collections
Monographs purchased and cataloged: 2918.
Print journal subscriptions: 340.
Electronic books purchased: more than 17,000.
Databases purchased: 52 databases, providing access to over 50,000 online journals.
Interlibrary loans requested: 6798, a 3% increase over AY2008-2009.
Interlibrary loans sent: 5973.
Volumes weeded: 12,000. Items removed include obsolete government documents, periodicals duplicated in online venues, and books which no longer serve our users’ needs.

The Story

2009-2010 was a year of changes for the Libraries, starting with the retirement of Director Emerita J. Rebecca Thompson and the beginning of Jenica Rogers’ tenure as Director of Libraries in July 2009, though Rebecca Thompson has continued on as Librarian in a part-time position. Senior Assistant Librarian Dan Newton also joined the team in July 2009 in a position focused on User Services. In January of 2010, Instructional Support Associate and evening supervisor Rebecca Kie left the Libraries to focus on her family, and Associate Librarian David Trithart began a transition to retirement by reducing his hours to part-time work. In the spring, long-time circulation supervisor Kathy Love announced her intention to retire over the summer, and Senior Assistant Librarian Patrick Patterson was hired in August 2010 to take on some of David Trithart’s duties, including Web Services.

In addition to these personnel changes, in spring and summer of 2010 the Libraries adopted a new organizational structure that better suits our needs and long-term goals. The largest change is the merger of Interlibrary Loan and Acquisitions to form a new Collection Building Department that is poised to participate in new models of just-in-time and patron-driven purchasing of materials. Other departments affected by the reorganization include Circulation, Reference, and the newly-renamed Collection Management Team (formerly “Technical Services”). In all cases, staff offices have been relocated to facilitate communal work, and cross training and staff skills development are underway.
Despite the disruption of the reorganization, Libraries staff continue to value efficiency and effectiveness as hallmarks of our work. Catalogers are working diligently to ensure that all materials purchased for the libraries are ready to be used when fall semester begins. The Interlibrary Loan department redesigned and implemented many changes to its daily workflow, resulting in significant efficiency improvements. Reference and Instruction staff are reviewing our key teaching and learning services to ensure that we can scale them to meet increased user demand. We are retraining our many student staff to ensure that they are fully participating in our service goals, and to better leverage the many skills of the young adults who contribute to our services and processes. Our reorganization was designed to better serve the needs of our users, meaning that we are not making drastic cuts to library hours and services despite the challenges presented by the College’s and Libraries’ budget. In short, it is the assessment of the staff that we are finding creative solutions to continue serving our patrons effectively.

Some of those solutions are particularly noteworthy. In 2009-2010, we invited other campus services into our building to provide "one-stop shopping" for students, including Writing Center assistance, Extended Education services, and technology help. Partnerships to provide students with access to a full range of academic support services increase student awareness of those valuable services, particularly when they are offered in the library environment where students are already engaged in related activities. We also successfully partnered with the Student Government Association to extend our pilot project of late-night hours in Crumb Library into a fully funded regular program for 2010-2011. With SGA’s financial support, Crumb Library will now be open until 1 am Sunday through Thursday for the majority of the semester, something students lobbied for continually in libraries’ surveys, suggestion boxes, and communications to the Director in 2009-2010. The libraries continue to examine our services across our operations, making small but important improvements in all departments. In 2009-2010 this list included changes to how faculty in our Ottawa Program order and access libraries materials, redesign of the Archives and Special Collections website to facilitate user access to our collections, greater attention to how we provide access to the Crane Performance Recordings, streamlined course reserves forms for faculty, research and discussion into how to change our loan and fine policies, and many other projects designed simply to make it easier for users to meet their teaching, learning, and information needs.

Given the strong support we found for extending our late-night hours when we presented them with all of the student feedback on the issue, our commitment to making evidence-based decisions seems all the more timely. In spring 2010, we completed our first significant user survey of satisfaction with services in both libraries since we did the LibQual evaluation nearly a decade ago. We plan to use the data gathered to successfully amend and advance our current services and plan for innovation. We use internal data to drive our decisions, as well. In 2009-2010 we successfully completed an OCLC Reclamation project to reconcile our locally-recorded catalog holdings with the international database, and our results returned the very admirable error rate of well less than one hundredth of one percent. We have also focused our attention on several new methods of measuring internal data, leveraging our staff strengths in our ILS and with Microsoft Access to ensure that we can get timely reports to inform our decision-making.

We have also dedicated significant time and energy to our information resources in 2009-2010. A new commitment to ebooks will allow students and faculty to search across a range of potential resources from any computer--on and off campus. We anticipate that the ease of using these virtual collections will encourage students to use traditional scholarship in new ways. Purchases in support of this initiative include nearly 20,000 new online books, from academic-focused publishers Springer,
Taylor and Francis, and Gale. In connection with our growth of digital collections, plans for a major weeding of the Reference collection on the first floor of Crumb Library were developed and actual weeding began in mid-June. These efforts will continue throughout the next academic year with the expectation that we will have a smaller, current collection that is more appealing to our students as they begin research assignments. But lest these initiatives lead users to be concerned that we have lost sight of our mission of preserving access to information, we are also proud to announce that microfilming, and subsequently digitization, of the entire run of The Racquette is now complete. This project provides the Libraries with a preservation copy of the student newspaper that will not deteriorate as paper will, and offers users online keyword searching and easy printing of the entire run of the paper from 1927 to the present. Additionally, we are pleased by the acquisition of many of Professor Emeritus Brock McElheran’s personal papers, which will provide significant documentation of the history of the Crane School of Music and Professor McElheran’s important career.

Our physical spaces received considerable attention in 2009-2010, as well. The Crane Library entryway and desk were renovated in the Summer of 2009, resulting in a fully remodeled public face to the Crane Library. A modern service desk, new conversational seating, attractive new carpeting, and more effective security gates were all part of the renovation, which was made possible by the generosity of several friends of the College, spearheaded by a generous planned gift from the estate of former Crane Librarian Emerita Sally Skyrm. The Crane Library was reopened in the Fall of 2010 with a fond remembrance of Sally during the Foundation Board’s retreat weekend, and has been a success with library users during this academic year.

Crumb Library has also been changed. We successfully devised and implemented a plan for reducing the noise level on the second floor – a common complaint and ongoing challenge, given the open floor plan of the building – creating a quiet study area by rearranging shelving, furniture, and space use. In the course of this project we were also able to add new computers designed to facilitate work by groups rather than individuals, and also made our study areas more laptop-friendly with the addition of more electrical outlets, removal of shelving from existing outlets, and more thoughtful deployment of furniture near those outlets. We also generated student goodwill and buzz among our library peers by asking our students to volunteer to graffiti the library – which they did, with our gratitude. The cement-block stairwells leading to our basement study areas now feature quotes from authors and original artwork done by our students with spraypaint, brightening up what was once a forbidding and unpleasant path from floor to floor.

This hard work and creativity work has not gone unrecognized. Susan L. Dresye, Library Clerk 3 supervising the Collection Management Team, received the Chancellor’s Award for Excellence in Classified Service for her long career of dedicated service to the College Libraries, her focus on detail and thoroughness, and her willingness to expand her responsibilities and skills as needed to provide great service to our users. Senior Assistant Librarian Holly Chambers was recognized by the Ask Us 24/7 Advisory Board (Ask Us 24/7 is a consortium of libraries, including SUNY Potsdam, providing around-the-clock online reference service) as the librarian deserving the Transcript of the Quarter honor, writing in their newsletter, “You did a great job of sticking with the patron and taking them through the search process so that they knew what to do. Bravo!” Marianne Hebert was awarded "Best in Show" for her poster session "C4D : Drama, Adventures and Explorations in Collection Development" at the 2010 annual SUNY Librarians Conference, and was promoted to the rank of Librarian at the recommendation of her peers and the College. Director of Libraries Jenica Rogers was invited by the Library and Information Association of New Zealand Aotearoa to be the keynote speaker at their 2011 conference, focusing on “People, Passion, and Power in Libraries.”