The Statistics

Circulation

- **Items loaned and renewed**: 68,850, 90% of 2009-2010’s 76,538.
- **Laptop loans**: 9,486, 80% of 2009-2010’s 11,910.
- **Undergraduate use of library books and other media**: 46,745, 68% of total circulations, compared to 2009-2010’s 58,513, which was 76% of total circulation.

In January of 2011, we changed our borrowing policies for all materials (including laptops), which makes our numbers less comparable to 2009-2010 than they would otherwise be. We have also increased the number of permanent computers in the libraries and experienced significant challenges with our wireless hotspots, perhaps contributing to the decline in laptop loans. Future years’ data will help us understand if these numbers dropping is a user-driven trend, or a result of our experiences and changes this year.

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**: 154,122 users. 2009-2010: 146,595 users.
  - Crumb’s use was 105% of last year’s count. Our busiest times remain between 10 am and 9 pm, with a steadily growing group of users between 11pm and 1 am.
- **Crane Library**: 37,332 users 2009-2010: 28,470 users.
  - The recently renovated Crane Library saw use that was 130% of last year’s count. Crane users continue to show a marked preference for study areas with computers (approximately 21,000 uses), but the study area near the western windows is growing in popularity, with nearly 8,000 counted uses.

- **Crumb computers**: 28,702, plus an increase of 9000 users over last year in periodicals area, where we distributed group study computers. 2009-2010: 29,317 users at our computers.

Reference

In 2010-2011, we reduced our reference desk hours to 60% of previous coverage – 34 hours per week compared to 56.5 – and as a result handled approximately 60% of the desk traffic transactions from 2009-2010. This change was part of a service plan that moved student attention and librarian effort to research consultations.

- **Reference transactions**: 1,383, 60% of 2009-2010’s 2,318
Technology transactions: 771, 74% of 2009-2010’s 1,038
Directional transactions: 310, 49% of 2009-2010’s 631
Total service desk transactions: 2,464, which is 62% of 2009-2010’s 3,987 total transactions
Research consultations: 109, 156% of 2009-2010’s 70.

Information Literacy
Teaching Librarians: 8, ranging from 2 courses taught by each to 117 by the Coordinator. 2009-2010: 7
Sessions taught: 232, 112% of 2009-2010’s previous high of 207
Students reached: 2604
Unique courses taught: 148, up from 138 in 2009-2010
Graduate courses taught: 18; 2009-2010: 15
Upper division undergraduate courses taught: 53; 2009-2010: 29
Lower division undergraduate courses taught: 158; 2009-2010: 77

Archives
Inquiries: 159 queries answered. The College Archives were closed to public use during spring and summer of 2010, resulting in answering only 60% of the queries answered in 2009-2010 (276 requests).

Budget
OTPS budget for AY2010-2011: $510,354, inclusive of $60,000 in rollover funding from 2009-2010, which itself included $40,000 in rollover from 2008-2009. The base budget of the College Libraries is $450,000.
Amount spent on collections: $406,000, a drop from 2009-2010’s $432,500, but still 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 provision of services for library patrons.

Collections
Monographs purchased and cataloged: 3,176, 108% of the 2,918 cataloged in 2009-2010
Electronic books purchased: 61,192. In 2010-2011 we purchased several new ebook collections, and now have access to approximately 89,064, 219% more than in 2009-2010.
Print journal subscriptions: 276, down from 340 in 2009-2010, a result of the declining need and demand for print versus the growing desire for online content.
Databases purchased: Continue to provide access to more than 50 databases, allowing researchers to search and study more than 50,000 online journals.
Interlibrary loans requested: User requests held steady at approximately 6619 requests filled, 97% of 09-10’s 6798 requests.
Interlibrary loans sent: 4,964 books and articles were sent to other libraries, only 83% of the lending service provided in 09-10 (5973 loans). This service shortfall is explained by several personnel changes and reorganizations midyear in Collection Building; service was disrupted for portions of the year as staff settled into new roles and new staff learned their jobs.
Volumes weeded: 18,037, 150% of the volume discarded last year (12,000). Items removed include many obsolete government documents, periodicals duplicated in online venues, and books that no longer serve our users’ needs.
The Story

Personnel changes
This was another year of changes for the Libraries. Near the start of fall semester 2010 Kathy Love retired as Library Clerk 3 in Circulation after a long and productive career with the College Libraries. In the fall of 2010 Librarian Jane Subramanian chose to retire, but agreed to stay on in a temporary part-time role until a new College Archivist could be hired and trained. In July 2011, Director Emerita Rebecca Thompson fully retired after two additional years of part-time service to the College, and Senior Assistant Librarian Dan Newton departed for a new opportunity in his home state of Arizona. In March Kay Newman joined us as a Library Clerk 2 in Collection Building, and finally, just as we began the new academic year in fall 2011, Matt Francis joined us as College Archivist.

Organizational changes
In addition to the coming and going of staff members, internal staff adjusted their roles as well. Rita Bridgen, formerly a Library Clerk 2 in Collection Management, was promoted to Library Clerk 3 for Circulation, managing circulation operations and staff in Crumb Library. Keith Compeau, Staff Associate, assumed new responsibilities as Associate Director for Library Operations, including supervision of circulation, collection building, collection management, reserves, and technology functions, and the staff who do those jobs within the libraries. In recognition of his excellence as a scholar and a librarian, Crane Librarian Ed Komara was promoted to full Librarian rank.

Tammy Gore and Glen Bogardus shifted responsibilities as part of staffing reorganization, with Tammy moving to Collection Management following Rita Bridgen’s promotion and Glen taking up Tammy’s former responsibility for Acquisitions. We also welcomed Kay Newman to the team as clerk in ILL, working with Glen on the Collection Building team. All three staff members were trained for their new roles, and offices rearranged to suit the new organization. In addition, during our maintenance construction, staff office spaces were renovated, new furniture purchased, and a new patron services desk was designed and ordered for Collection Building.

New Initiatives and Accomplishments
In this academic cycle, we implemented several entirely new initiatives. Jim Hubbard developed a plan to provide a technology Help Desk for students to mirror the service provided by CTS for faculty and staff. Nancy Alzo and Jenica Rogers worked with the new Director of the Honors Program to initiate two libraries-based Honors internships, one in Reference and one in support of the Bregman Discussion Series. Keith Compeau worked with Circulation and Cataloging staff to build a new browsing and recreational reading service, complementing an initiative begun by Dan Newton to build a community book swap in the entryway of Crumb. Ed Komara wrote a State of the Crane Library report which will serve as the springboard to a plan for Crane Library’s future, and Keith Compeau and Jenica Rogers administered and analyzed the second user satisfaction survey of both libraries.

We also improved existing services. The whole staff collaborated to develop and then implement a new borrowing policy for students and faculty, and then scant months later began testing and implementing an upgrade to v.20 of our integrated library system software, ALEPH. Collection Building staff worked with CTS to upgrade the hardware and software that supports interlibrary loan, and in the process began a review and revision of all ILL processes and policies. Patrick Patterson spent much of the year analyzing user needs and building the information architecture for a new College Libraries website. The Instruction librarians, led by Carol Franck, revised the information
literacy tutorials that support the General Education Foundations course sequence, making them available on the Libraries' website with assessment tools for faculty built in Moodle. Jenica Rogers and Carol Franck also began considering how assessment results of Information Literacy, compiled by Institutional Effectiveness and the General Education Committee, might best be addressed by the Libraries.

Ten of the Libraries’ staff were physically disrupted by office moves and construction during this academic year. Our colleagues in the Physical Plant committed to replacing the last of our 12” first-floor ceiling tiles, and graciously agreed to modify our staff work spaces at the same time. Two new private offices and a new staff photocopier/mail room were built, ceilings, lights, and HVAC ducts were replaced, and staff moved back into modernized, painted, and well-lit workspaces. Staff working on outdated furniture were also upgraded to new task-appropriate desks.

We should all be proud of the fact that these many new initiatives and improvements happened simultaneously to four staff departures, two new employees, four position changes, and eight months of ongoing workspace disruptions. Our services continued seamlessly without any major problems noticeable to users, and we are all working together with renewed energy and a desire to provide better services with each successive year.

Collections
Our collections budget held steady this year, and the Collection Development Committee worked to reduce expenditures on print periodicals to increase the digital information resources our users have access too. To that end, at a faculty request, we purchased our first collection of data sets via ICPSR, and invested in several new ebook collections. The College Libraries now have access to approximately 89,064 ebooks. The reference collection budget this year was devoted almost entirely to the purchase of electronic resources. We added the general reference database Credo in addition to purchase of more specialized content in the Gale Virtual Reference Database. We added titles from Oxford Digital Reference and will be taking advantage of a one-year free subscription to the entire Oxford online reference collection for the coming year.

In addition to buying online resources, we have begun work to make our unique local resources accessible online. Records have been created in the catalog for all Crane Performance Recordings on CD (concerts from 2001 until present), and these unique recordings are now able to circulate to users as well as be searched in the Crane Performance Recording Database. Jane Subramanian worked with the Northern New York Library Network to digitize the entire run of campus yearbooks for easier access by researchers, adding to our online historical collections begun with digitized student newspapers.

Facilities
In addition to the upgrades to staff workspaces and building infrastructure, we began hiring outside contractors to do restorative carpet cleaning in Crumb in an attempt to extend the life of our heavily-used first floor carpet. In Crumb, we added additional power and Ethernet access in order to expand our computing infrastructure, and we are working constantly with CTS to examine and repair wireless issues. The staff construction resulted in the unanticipated but welcome creation of a new hallway securely connecting our public spaces to the handicapped access ramp on the North side of Crumb. We purchased new security gates for Crumb, and saw an upgrade to the Midi Lab in Crane Library. And, based on our positive relationships with vendors, we were able to purchase forty new upholstered chairs for student seating in both libraries, at a significant discount.
Recognitions
The library staff continues to be active on campus and within the profession at large. Jane Subramanian developed a presentation on the history of Crane Chorus and presented it at the first rehearsal of Crane Chorus for Spring Semester, then reprised it during Spring Festival week as part of the celebration of Crane’s 125th anniversary. Keith Compeau and Jenica Rogers presented on assessment at the annual SUNY Librarians Association conference, where Patrick Patterson also ran a workshop on library technology. Jenica Rogers taught a workshop and gave several presentations on leadership in the profession at the American Library Association conference in New Orleans, and Marianne Hebert coordinated a regional Association of College and Research Libraries brownbag discussion. Ed Komara published numerous book and sound recording reviews, and arranged several displays in Crane Library each semester. Carol Franck and Nancy Alzo served as academic advisors to our students, and Patrick Patterson taught two online courses for the Art Institute of Pittsburgh.

And, in the proud tradition of excellence fostered in the College Libraries, Ed Komara was nominated by his peers in the Crane School and then was honored with the well-deserved Chancellor’s Award for Excellence in Scholarship and Creative Activities in 2011.