The Statistics

Circulation
In 2011, the College Libraries had the first full academic year under a new borrowing policy, one which dramatically lengthened the period for faculty loans and changed the loan period, renewal limit, and fee policy for students. Our circulation numbers will therefore be radically different from years before Spring 2011.

Items loaned and renewed: 43,773 (68,850 in 2010-2011 under old policies)
Laptop loans: 7,543, 36% less than 2011 (policy was not changed; decrease is significant)
Undergraduate use of library books and other media: 26,549, 61% of total circulation, comparable to 68% in 2011

Building use
In 2011-2012 the College Libraries began using a product called LibAnalytics to record and analyze traffic data for the libraries and the service desks. While our building use counts are still snapshots of moments in time, measured consistently each day for the entire semester, we did change the ways, times, and frequencies of how we measured those snapshots with the transition to LibAnalytics. Therefore the numbers for 2011-2012 are not comparable to the statistics for years prior, and mark the beginning of a new era of data gathering for longitudinal purposes. We are now measuring data in the two libraries in the same way at the same times, so Crumb and Crane can be productively compared to each other.

Crumb Library: 115,523 total library users counted, averaging 63 users in the building at each count
Crane Library: 15,336 total library users counted, averaging 11 users in the building at each count

Reference
2011-2012 saw the opening of a new Technology Help Desk for students in Crumb Library, and as a result the pattern of transactions at our help desks is changing. Reference and research requests declined, while technology questions, which were handled by both reference librarians and technology desk staffers, became very popular.

Reference transactions: 1,261, a decrease of 9% over 2010-2011
Technology transactions: 1,820, a 136% increase over 2010-2011
**Directional transactions:** 316, a 2% increase over 2010-2011  
**Total service desk transactions:** 3,397, a 38% increase from 2010-2011  
**Research consultations:** 62, a 43% decrease since 2011, but an increase of 38% since the service began in 2008

**Information Literacy**
Most of these numbers show a slight decrease – between 5 and 14% – except for lower division undergraduate courses taught, which decreased by 62%. This decline is the direct result of a staffing shortfall in the College Libraries; while we filled a gap in our Information Literacy team, we were accepting fewer instruction requests. The decrease is compounded by the 2011 implementation of new online tutorials to meet the needs of the (lower-division undergraduate) FC, FW, and FS General Education requirements.

**Teaching Librarians:** 8  
**Sessions taught:** 200 (-13%)  
**Students reached:** 2,278 (-14%)  
**Unique courses taught:** 135 (-9%)  
**Graduate courses taught:** 17 (-6%)  
**Upper division undergraduate courses taught:** 54 (+2%)  
**Lower division undergraduate courses taught:** 60 (-62%)

**Archives**
2011-2012 saw the hiring of a new College Archivist, and thus the restarting of Archives and Special Collections services under new leadership after a hiatus. As a result, Archives inquiries are being counted in new ways, and 2011-2012 will serve as the benchmark year for longitudinal data assessment.

**Student Inquiries:** 56  
**Remote inquiries:** 75  
**Total Inquiries:** 190

**Budget**

**OTPS budget for AY2010-2011:** $456,974  
**Amount spent on collections:** $333,036, 73% of total OTPS, compared to 81% in 2010-2011

**Collections**

**Monographs purchased and cataloged:** 3,743, 18% more than the prior year  
**Electronic books purchased:** 10,800  
**Print journal subscriptions:** 254, an 8% decrease from 2010-2011  
**Interlibrary loans requested:** 5,706, 14% fewer than 2010-2011  
**Interlibrary loans sent:** 5,422, 9% more than 2010-2011  
**Volumes weeded:** 27,535, 53% more than 2010-2011
The Story

Personnel

2011-2012 was another year for departures and changes as the College authorized new hires and our existing staff moved on to other opportunities or into retirement. In our CSEA ranks, Rita Bridgen successfully completed her probationary appointment as Library Clerk 3, and we congratulate her on her integration into her new role and teams. Additionally, Kay Newman left our Collection Building team at the end of her first year with the College, and Shelly Smiddy entered the team as a Clerk 2 in Acquisitions.

On the library faculty, we saw two exits and two entrances. After more than 35 years each with the College, Jane Subramanian and David Trithart retired from their respective roles as College Archivist and Library Webmaster. Both Jane and David contributed so much of themselves, and had a hand in so many of our accomplishments, that it is difficult to imagine the Libraries without them, but we all wish them well in their retirement. While both Jane and David’s positions had been filled prior to their full retirement, we nonetheless had two open librarian positions to fill. Elizabeth Andrews was hired as User Services Librarian, second to hold that title, joining our reference, instruction, collection development, and outreach efforts. A search was underway in 2011-2012 for a Discovery Metadata Librarian, a new position created to fill the gap left by Jenica Rogers’ promotion to Director. The search was successfully completed in June of 2012, and Abby Smith will be joining the College in the 2012-2013 year.

As part of the Shared Services Initiative promoted by SUNY between SUNY Potsdam and SUNY Canton, the College Libraries were authorized to hire an Interlibrary Loan Specialist in an SL-2 UUP professional line. This position will be shared 50/50 with SUNY Canton, and hiring will be the first step in a broader realignment of resources toward administrative sharing and efficiency. This final hire (expected in fall 2012) will bring the Libraries to within .5 FTE of the permanent staffing levels of 2008. Reaching that staffing benchmark is notable, and the College is to be commended for recognizing the value in replacing all of our retirees and fighting against attrition in our full-time ranks. The Library staff is also to be commended for achieving consistently high levels of service in the intervening 4 years of decreased staffing, and for forging a plan that will allow us to succeed despite sustained cuts to our student employee budgets.

Organizational changes

In addition to the personnel changes described above, we also continued to make incremental organizational changes. Based on the supervisory and functional reorganization begun in 2010, Rita Bridgen is now supervising the clerical staff in Collection Building, which completes that process. Holly Chambers took on responsibility for Government Documents after David Trithart’s retirement, and Patrick Patterson and Sue Dresye absorbed many of David’s remaining responsibilities. Additionally, the Coordinating Council of the College Libraries approved new Bylaws in June of 2012, endorsing and adopting the work of a dedicated team of volunteer library staff members led by Nancy Alzo over the course of 18 months.

And just as we settled into what we hope is the new normal, SUNY Chancellor Nancy Zimpher began announcing her goals for Shared Services Initiatives in support of increased “systemness” in SUNY.
As a part of this initiative as envisioned by SUNY Potsdam and SUNY Canton, the College Libraries are embarking on an exploration of where such systemness might be possible as partners with the Library at SUNY Canton. The ILL Specialist position, which will reside in Collection Building beginning in 2012, will be our first step down this path.

**New Initiatives and Accomplishments: Services and Outreach**

The Circulation Department did better than we hoped with less available labor, due to our sustained reduction in student employees, while faced with ever-increasing use of our libraries’ facilities. At the same time, the Circulation group of Rita Bridgen, Rick Cayward, Alex Gomez, and Tammy Mason worked to streamline our reserves process for faculty, and ensured that no issues arose with our still-relatively-new borrowing policy. In the fall of 2011, Alex Gomez began developing a new communication tool for Crane Circulation student employees using Moodle’s course support features. This project, soon to be expanded to Crumb Circulation, facilitates scheduling, communication, documentation, statistics, and training for student employees. Every tool and resource needed by our student staff is available to them through this web accessible course.

During the 2011-2012 school year we debuted the new Technology Helpdesk located in Crumb Library. Jim Hubbard, supervising a staff of 5 students funded by CTS, provided onsite tech support for library patrons using the public workstations and their own personal laptops and devices. They dealt with various technology issues on demand, including setting up a printer on a personal laptop, resetting CCA passwords, troubleshooting software problems, assisting with software and network usage, and a myriad of printing related issues. The level and depth of support offered will be periodically reviewed to see which areas can be honed and expanded.

On the public side, on January 27, 2012 the SUNY Potsdam College Libraries unveiled a new website to the world. The process that Patrick Patterson used to design the new website took a user-centered design approach that included extensive testing of user experience with iterative designs. Library staff from all functional areas were asked to review, rewrite, and redesign the web presence of their areas, from information to policies to forms, for the new site.

Information Literacy proceeded apace, despite being without a User Services Librarian for more than half of the year. Carol Franck piloted online Information Literacy tutorials to meet the needs of our Information literacy infused first-year general education courses, and taught only slightly fewer students despite working without a key member of the team.

Ed Komara worked with the campus Wellness Center towards establishing a Crane Library location for the Center’s services, beginning in fall 2011. Service there was offered in one of the closed carrels, providing the appropriate mix of access and privacy to users of the service.

In the spring of 2012 Elizabeth Andrews guided Crumb Library’s participation in the inaugural Lougheed-Kofoed Festival of the Arts, hosting 5 poetry readings in the lobby, displaying student sculptures on our microfilm cabinets, and with Keith Compeau’s guidance and help, sponsoring a graffiti project that allowed 7 undergraduates to unleash their creativity and transform a blank wall into a vibrant art display that got people talking. With Ed Komara’s assistance, Crane Library invited the Festival into our space, hosting a reception for alumna and performer Lisa Vroman. All of these outreach projects added to our growing sense that libraries should help users create things, whether they be research papers, artistic work, or connections with like-minded souls.
During Finals Week of Spring 2012, Crumb Library opened its doors to the first 24-hour study hosted in the libraries in several decades. Student demand for this kind of access to an overnight study facility is increasing, and Jenica Rogers and Keith Compeau were able to pilot a 24/5 space for students to work in, with financial and brainstorming help from the Student Government Association. The project was an overall success, and we are hopeful that we can build on what we learned to implement an ongoing partnership with the SGA in service of student needs.

Just in time for the 2012-2013 academic year, Matt Francis did the legwork and research for, and has now established, the “Undergraduate Archives Research Award.” The award will go to the undergraduate who creates the best academic project that makes significant use of College Archives & Special Collections materials, and we hope will encourage greater research into our unique historical materials by undergraduates.

**New Initiatives and Accomplishments: Collections**

As our collections needs continue to shift and change, our Collection Development librarians worked hard to respond to those challenges. This year, they recommended purchasing of 2 new ebook collections, and the College Libraries now have access to nearly 100,000 ebooks. Marianne Hebert also began research into and participated in the brainstorming, negotiation, and implementation of a consortial pilot project for purchase-on-demand ebooks, which will go live for SUNY Potsdam in fall 2012. Librarians also spent considerable time considering and debating how the College Libraries might adapt our funding model to more adequately and fairly meet the needs of our subject areas in this changing time.

As we added to our digital collections, so did we remove from our print ones. In January 2012 we began four major and unprecedented weeding projects in Crumb Library. One group of librarians began reviewing all titles published prior to 1950 which had not been used in the past 10 years. A second worked to evaluate all periodical titles held in Crumb, and discard those which no longer have value for our users. For the third and fourth projects, David Trithart and Nancy Alzo evaluated the government documents and reference collections under similar criteria. Each of these projects involved remarkable amounts of data gathering, analysis, discussion with stakeholders, and deliberation before lists of titles were delivered to Collection Management for discard.

Collection Management then worked collaboratively with the librarians to retire well over 750 shelves of little used older materials. This was a huge undertaking for the staff in Collection Management, requiring cooperation and participation from each member of the department as well as the training and supervision of student employees, most of whom come to us with no previous library experience and require extensive training. Sue Dresye, Tammy Gore, Sheila Muller, and Jill Murray are to be commended for their work on these weeding projects; this new workload required a high level of accuracy and efficiency of the team, and they were able to handle this large volume of additional work without falling behind in their regular duties.

In addition to our mainstream library cataloging and collections work, our branch libraries were also hard at work. With the assistance of two student workers, Alex Gomez created full Crane Performance Database records for Crane concerts from fall 2007 to spring 2008, work which will continue (backwards!) based on the success of this year’s work. In the College Archives, Matt Francis has begun implementing a new, more flexible classification scheme that will make our holdings better organized and more accessible. This work has allowed for the archives to reappraise its
current holdings, create collection level finding aids, and add approximately thirty-three cubic feet of new material to our collections.

**New Initiatives and Accomplishments: Facilities and Infrastructure**

Collections are made accessible to users by the infrastructure that supports them, and we have a complex system of support tools in the College Libraries. In addition to the website launch, other systems were upgraded, improved, and customized. Rita Bridgen and Alex Gomez continue to explore new services and options for ALEPH in Circulation. Marianne Hebert and Glen Bogardus experimented with the implementation of GIST as an add-on to ILLiad in Collection Building, allowing for exploration of purchase-on-demand options in the ILL environment. Marianne Hebert managed an upgrade of the ALEPH integrated library system, moving us to version 20 Service Pack 3723, with thorough testing of the basic functionality and new features.

Moving to the facilities side of our infrastructure, in coordination with Jim Hubbard and Keith Compeau, CTS moved eleven computers from the Levitt Center to Crumb Library using additional electrical outlets and network ports recently installed in the 2nd floor Main Reading Room. Additionally, Keith Compeau outfitted Crumb classroom 205 with a 55” television, complete with inputs for laptops/DVD/cable tv feeds to enhance this room’s viability for group use and seminar classes. In the spring, Rita Bridgen and Keith Compeau implemented Springshare’s LibCal online room booking software to manage our group study room reservations, and discovered to our surprise that much of our group study room demand was being generated by off-campus users. After limiting reservations to users with SUNY Potsdam CCAs, our current facilities appear to be much closer to meeting demand than we have previously believed. As we assess and reassess space needs, we have also looked to the Archives. During the past year, with Matt Francis’s guidance, the College Archives & Special Collections was remodeled, creating dedicated spaces for a new reading room and a secure storage/work area. Significantly, the new reading room offers our patrons a more welcoming environment, doubles the number of researchers we can serve at one time, and allows for increased internet connectivity. Acknowledging that all of these changes are reactive, Elizabeth Andrews and Keith Compeau conducted a focus group to begin gathering feedback on the anticipated renovation of Crumb Library so that we might construct a proactive building plan.

Not all necessary facilities issues are exciting: Keith Compeau and Angie Donah have begun to clean out storage spaces in the basement of Crumb and process the stockpile of shredding that was stored there. We have also committed to regular professional carpet cleaning in our most heavily used areas of Crumb, and improved the overall look and experience of the building by doing so.

And, in an historic move, in 2011-2012 Keith Compeau hired students and began shifting the entire circulating collection to the second floor. By the end of 2012, Crumb Library will no longer have a book collection split by 2 flights of stairs with incomplete elevator access. This project was made possible by the coordinated efforts of the Collection Building and Collection Management teams, and will be a joy to see completed.

**Recognitions and Professional Development**

Jenica Rogers was appointed Director of Bicentennial Celebrations by President Schwaller, and begins her work shepherding forward this momentous celebration in late 2012. Ed Komara was approved for a sabbatical in Spring 2013, during which time he will finish work on his newest book
manuscript. Several library staff shared their expertise via conference and workshop presentations (detailed below), some for the first time and others in familiar surroundings. Many others attended professional development events ranging from conferences to webinars to workshops to discussion groups.


Jenica Rogers “Presentation Skills and The Technology Involved” NCompass Live: Tech Talk webinar presented by the Nebraska Library Commission. January 2012


Jenica Rogers “Running Effective Meetings: There's more to collaboration than just showing up” State University of New York Librarians Association 44th Annual Conference. Fashion Institute of Technology, New York, NY. June 2012.