

**ANNUAL REPORT  
OF THE  
CSB/SJU JOINT LIBRARIES  
1999-2000**

***Mission and Vision Statement  
for the CSB/SJU Joint Libraries and Media Departments***

*"The Joint Libraries and Media departments are dedicated to participating in and supporting the educational mission of our academic and Benedictine communities by providing access to information resources and guidance and instruction in using them. The vision we have for the future is that we provide the materials and services to provide a unified liberal arts curriculum and integrated environment for learning. We will emphasize the personal growth of all staff members while we provide the information resources to support others on campus in this endeavor. All of this will be done within the Benedictine character and values of our two institutions. We strive for a convivial organization that has the goal of promoting the common good for ourselves and those we serve."*

**REPORT OF THE DIRECTOR**

The Libraries continue to move rapidly into the digital age. We are fortunate to be located in Minnesota, a state that has heavily subsidized access to basic electronic materials; and fortunate also to belong to various consortia which have been able to negotiate good prices for many of the more specialized electronic resources needed by our students and faculty. This year has continued the trend toward electronic resources with the addition of more full-text periodicals and, for the first time, the addition of over 5,000 electronic books to our collections.

The number of library WEB pages continues to grow, now numbering over 500. These pages are heavily used and are a major part of our effort to assist users to understand and maximize the use of both the extensive paper and electronic resources that we have available.

Because many of our faculty and students are not acquainted with the search engines and databases to which we have access, a major effort was begun to familiarize faculty with the new products and services we have to offer.

While we have spent significant time and resources expanding our electronic collections, we also continue to acquire and catalog paper-based materials. Significant additions have been made to our collections, highlighted later in this report.

This year we began a discussion of an addition to Alcuin library. The paper collection has very little room left for expansion. Our growing special collections need a safe and secure home, higher visibility and greater ease of use. The scholars and faculty who use the special collections of Arca Artium, the Joint Libraries, the Hill Monastic Manuscript Library (HMML), the Archives, and the Abbey Art Collection also need a place to work. It is time to

bring the Ecumenical Fellows out from the basement so that they can see the light of day and so that they may more easily interact with faculty, visiting scholars, and students. Although the traditional uses of the library are changing, space is still needed to accommodate the collections and users of those collections. In addition, new and different types of spaces will be needed to facilitate the digitizing of some collections and for the new ways in which we will be interacting with students and faculty. This multi-year project will include looking closely at existing relationships between the various collections and the staff who are responsible for them, as well as the changing nature of how to provide guidance and instruction in using the collections.

We continue to work toward the new online system that will be replacing PALS. The current plan is for the new system to be up and operating in our libraries by June 2002. As part of this preparation process, we will be reviewing all of our policies and procedures (business practices) in order to maximize the benefits of moving to a third generation system. The staff has been working very hard to "clean up" the bibliographic databases. These efforts should make the move much easier.

As in the past, we continue to work closely with IT Services. The support and cooperation of IT Services is essential in the electronic environment of our libraries today. We are currently working on a major collaboration in terms of space at Clemens Library, which we believe will greatly benefit the students as well as enhance our relationship with IT Services.

Special Collections activities will be highlighted later in this report, but I am very pleased to see the greater use these "hidden" collections are receiving. The down side of this use is that we are not staffed sufficiently to accommodate the growing interest in this area.

Media continues to provide software and hardware to meet the needs of our faculty. This year showed continued growth in the use of Computers on Wheels (COWs) and the assumption of responsibilities formerly handled by the CSB Special Events Office.

## **LIBRARY PUBLIC SERVICES**

Public services efforts continue to focus on the transition from the traditional paper-based, building-centered library to the electronic-based, network-centered library. We have developed a very extensive WEB site so that students and faculty can access our resources from their dorm rooms, offices, and homes without being limited to the hours the library is open. The downside of this remote service is that assistance traditionally available in the library is unavailable to remote users. As a result, statistics in our traditional services in Circulation, Reference, and Interlibrary Loan have decreased somewhat this past year, although these decreases were more than offset by the increased use of our WEB site.

One of the major goals this year was to increase the contact with both faculty and students. The number of course contacts is up by 10% for first year students, and by 21% for upper division courses from last year. A growing amount of each librarian's time has been spent with students and faculty, both in and out of the classroom. The added emphasis on our library instruction program is important for two reasons: 1) the need to get out of the library

to be with students, since students come in less often; and 2) the transition to electronic library materials has made research more convenient, but at the same time more complex. Regarding the latter, students are presented with a great deal more information than five or even two years ago, without a corresponding increase in tools to evaluate this "wealth" of information. We have made it a high priority to work with students and faculty so that students can use critical thinking skills to evaluate materials found in a search of the literature.

### **Library Web Site**

We continue to enhance our Web site at a rapid rate. Library News <http://www.csbsju.edu/library/news/news.html#news> is the chronicle of our work. Some notable developments on the library Web site include:

- Access to a large collection of online books <http://www.csbsju.edu/library/books/ebooks.html> with more to come in the future
- The addition of a much needed library site search <http://www.csbsju.edu/library/insearch/search.html>
- The expansion of our subscription database offerings <http://www.csbsju.edu/library/training/databases.html> including access to the very useful Web of Science database
- The replacement of the old CSBSJU Periodical List online version with a new Access database with Web interface <http://www.csbsju.edu/library/journals/perlist.asp>

The library site continues to be heavily used. The counts that are available to us suggest that in the first months of 2000 the library site received at least twice as many hits as in the same months of 1998. We will report in more detail next year, when we have a year's worth of figures from the same statistical software package.

### **LIBRARY TECHNICAL SERVICES**

This year has been an interesting mixture of planning for the library of the future unlimited by physical constraints, as well as continuing to build on and maintain our existing traditional collections. The Technical Services staff continued to upgrade the online catalog to ensure full access to all of the libraries' holdings. A high priority has been to provide access to those materials still not in our online catalog. We outsourced the cataloging of a small portion the collection and purchased cataloging for the 18,000+ titles that are part of the Early English Books microfilm collection. Both the BAC Music Library and the Saint John's Prep library have reclassification projects underway in order to provide better access to those collections. We hired a temporary staff person to work on the Arca Artium collection of 30,000+ titles, of which almost 3,000 books have been cataloged. As the number of electronic resources available to our patrons grows, work has begun to add these resources to our online catalog.

In addition to the new initiatives related to electronic resources, we continued our careful conservation of the printed collection. Much time was spent this year on the repair and preservation of music scores from the BAC Music library.

## **COLLECTIONS**

The additional money that was given for collections this year allowed us to cover the increases in the serials budgets and to purchase additional electronic materials without having to cut the amount of dollars allocated to book purchases as we have had to do in the past. Significant gifts were made to the general collections this past year. Our holdings in music and Gregorian Chant were much enriched through the gift of the collection of the late Gerard Farrell, O.S.B. Kristen Malloy, O.S.B. also donated her Irish literature collection and the Women's History Center gave a collection of books on women in history. In turn, we made a significant contribution of works that would have been duplicates in our collections to the St. Thomas Benedictine Monastery in Kottayam, Kerala, India.

## **SPECIAL COLLECTIONS**

### **Arca Artium**

As Arca Artium has become more widely known on and off campus, the collection has been more widely used and shown. Several highlights are: more than one hundred prints, pictures, books, and sculptures drawn from Arca Artium comprised the Collections second major exhibit, "The Art of Biblical Texts and Images," presented from January 9 through March 2, 2000 in the Saint John's University Art Center galleries (see <http://www.csbsju.edu/library/speccoll/sju/arca/index.html> and to exhibits). This year's exhibit focused thematically on the Bible (the 1998 exhibit surveyed the entire collection), and was accompanied with a booklet of images and essays designed to help the viewer to deeper appreciation of the history and power of the biblical works on display. These features encouraged many faculty members on campus to incorporate the exhibit into their course plans. Meanwhile, displays of recent acquisitions have continued in the Alcuin Library.

In the past year, Arca Artium has been the fortunate recipient of several substantial gifts. These are in addition to Br. Frank Kacmarcik's continued, very generous and lively augmentations to this book and art collection that he has been building for more than fifty years. A major anonymous donation made possible the acquisition of a rare page that was once part of Psalms used by Benedictine monks for their daily communal prayers. The Psalter, printed by Peter Schöffer in 1559 (Mainz, Germany), was the first book printed with moveable type to be commissioned by a Benedictine monastery, and it was only the third book ever published using the new printing technology. Robert Shafer, alumnus and longtime friend of Saint John's, donated his collection of books designed and illustrated by Eric Gill, as well as another collection of books designed and illustrated by Rockwell Kent and other twentieth century artists. The Arca Artium Collection has become a regular stop for special visitors to campus, though limitations of space and staff mean that only very small groups can be accommodated.

### **Saint John's Rare Books**

Some significant monastic titles were purchased for the collection this last year, including Turrecremata's commentary on the *Rule of Benedict* and two works by John Trithemius, Abbot of Sponheim. One of these, his *Steganographia*, was the first treatise published on cryptography. We also purchased a copy of Erasmus's 1519 edition of the Greek New Testament, a landmark in the history of biblical scholarship. The Saint John's Rare Book Collection also continues to benefit from generous donations, including a handsome 17th century altar missal with an unusual insert featuring a calligraphic Canon of the Mass written on vellum.

## **MEDIA Public Services**

Much time was spent this past year working out the relationship with CSB Special Events and providing service to the Haehn Center. There continues to be greater demand for the use of COW's on both campuses than we are able to supply. This is especially true toward the end of each semester as more and more faculty are requiring their students to make major presentations using Power Point. We hope that this expanding use will allow us to permanently equip more presentation classrooms. The media collection continues to grow and be used. Of special note was the completion of the cataloging of the 1300+ videodiscs given to us by the estate of Tony Gagnon, a former monk of St. John's. Space for video tapes continues to be a problem at SJU.

### **Media Technical Services**

This past year the department designed and installed TV distribution systems in the new Vincent Court building, the Monastery Breuer Wing, 1st and 2nd floor Benet Hall, the Science Annex, and the Prep School dorm. The sound system in Alumnae Hall at CSB was upgraded to make it user-friendly, and an organized media equipment closet was set up in the Haehn Center.

## **STAFFING**

For the first time in many years there has been significant staff turnover. Many left because they were offered positions at a substantially higher salary. One of those who left due to retirement was Lenore Felix, the Director's Administrative Assistant, who deserves special mention for her 25 years of dedicated service in that position. The staff honored Lenore with a party and a hand-made quilt, designed by a staff member, that included the names of all the staff who worked in the Libraries during Lenore's tenure here.

The library and media staff members participate in many activities related to a unified liberal arts curriculum, as well as personal development and volunteer activities enriching to the community. Some highlights of professional development activity from this year include: training from the National Library of Medicine staff and from Mayo Clinic Medical Library, attended National Wellness Conference, national conference in Library Instruction, national Internet Librarian conference, annual Catholic Library Association meeting, Collection Development Symposium, Collaboratorium workshops, the Liturgical Music Conference at Saint John's, a 2-day institute on Information and Liberal Arts at Gustavus

Adolphus College, night classes offered by the Minnesota Association of Law Libraries covering a variety of law topics, course work at the University of Virginia on the history of the book in the West, language classes, various teleconferences dealing with the library of the future, and pursuit of a second Master's degree.

Most of our staff serve on committees within the university as well as on outside groups, often in leadership positions. Responsibilities this year include: Convener and representatives of PALS User Council groups, Chair-elect of the Minnesota Government Documents Round Table, Coordinator of Minnesota Opportunities for Technical Services Excellence, member of leadership team for the Benedictine Values Program, members on several MnLINK task forces, PALS Executive Committee, OCLC Users Council, Representative of Oberlin Group at the Coalition for Network Information Task Force meetings, Advisory Board for the Central Minnesota Libraries Exchange, Advisory Board of the Minnesota Library Access Center, Chair of the Paul Lawson Fund Selection committee, Prep School committee to develop information technology steps for SJP faculty, Co-chair of the Joint Benefits committee, Administrative Assembly Compensation committee, Handbook Review Committee, Steering Committee, Minitex Electronic Information Resources Task force, CSB Professional Development committee, Web Advisory committee, CSB Nursing Department Computer Technology committee, Extraordinary Performance committee, advisory committee for the Saint Benedict's Monastery Heritage Place, Ad hoc committee to produce a vision for the Alcuin Library addition, CAPS, Arca Artium Advisory Committee, Saint John's Corporate Design Committee and Health at Work committee.

Teaching, coordinating or hosting activities on campus, and publishing in print or electronically is another facet of our staff activities. Staff members gave presentations in various areas of expertise to groups in Portland, Oregon, at the annual meeting of the Minnesota Library Association, at Mankato State University for the MnSCU libraries, and the CSB/SJU Collaboratoriums. Teaching activities include a new J-term course on the history of the Book in the West, Symposium sections, bibliographic instruction and support for Bahamian transfer students, tutoring an undergraduate student from Korea, guest lecturer in CSB/SJU theology classes, and leading a group of students to Nicaragua and Costa Rica during a semester abroad. Staff members also created web pages for the America Reads program, two study abroad programs, and for the Arca Artium exhibit. Print publications include a web site review published in *College & Research Library News*, book reviews in *Sisters Today*, an article in *Journal of Academic Librarianship*, two articles in *Sisters Today* and *Benedictine Sisters and Friends*, and two photographs in *The Bible Today*, as well as serving as book co-editor for Institute for Cultural and Ecumenical Research, and book editor for Brett's book and *Lamps ever burning*. Others in our staff helped organize Administrative Staff Committee activities, helped create a display of Dr. Greg Schroeder's Kurt Vonnegut books and memorabilia, co-curated a major exhibit of Arca Artium materials, served as Beta test site facilitator for the PALS media booking module, hosted the annual Minnesota/South Dakota Government Documents spring forum meeting, and planned and hosted the first annual art contest for CSB/SJU students, with a display and reception at Clemens Library.

Many of our staff also enrich our local communities through volunteer efforts in local grade schools and high schools, churches, nursing homes, political groups, the Salvation Army, Caritas, Catholic Charities Board, Humane Society, MS Society, local and national adoption support and adoptee rights groups, reading newspapers for the blind on radio, St. Cloud Area All-Star Jazz Band, United Way's Day of Caring, CSB/SJU Friendly Family program, and the CSB/SJU Campus food drive collection.

### **STAFF PROJECTS**

There were two significant projects undertaken this past year by groups of the staff. The first was a Task Force that addressed issues of staff morale and productivity. A group of four members of our paraprofessional staff met during the fall and spring to "look for ways to improve the quality of internal relationships and make proposals and/or implement structural changes that would facilitate communication and openness among all staff." As part of this investigation, the Task Force surveyed all of the library staff and made a series of recommendations that are being followed-up on. The heightened awareness that the Task Force gave to these issues has gone a long way to resolve many problems and potential trouble areas.

The second major effort was a workshop for 3 half-days for the professional staff facilitated by Paul Marsnik on "Thinking outside the Box." The results were shared with the whole staff and a concentrated effort will be made to use both focus groups and surveys to better understand the new needs that our users have or think they have. It has been a very long time since the professional staff has been together for an extended period of time. The interactions and discussions were excellent and there were a number of ideas that we will follow-up on as soon as we compile the base line data.

*Note:* The format and content of this year's report differ from those of the past. While we continue to produce the chronicle of the year's activities, which will be available in the college and University archives, this and future reports will provide highlights from the activities of the past year, within the context of the mission and vision of the Libraries and Media.

## FINANCIAL DATA

*Salary and Materials Expense*

	<u>1995-96</u>	<u>1996-97</u>	<u>1997-98</u>	<u>1998-99</u>	<u>1999-2000</u>
Salary-Staff	901,641	988,934	999,801	1,064,520	1,092,618
Salary-Students	149,370	146,719	176,010	190,866	186,253
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	1,051,011	1,135,650	1,175,811	1,255,386	1,278,871
Materials	708,026	791,767	783,435	852,444	909,913
Other Expenses	172,396	147,476	179,510	174,811	177,410
Capital	14,124	30,432	23,469	11,715	6,683
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<b>TOTALS</b>	1,945,557	2,105,325	2,162,225	2,294,357	2,428,762

*Distribution*

% Salary/Wages excluding Capital	54%	54%	55%	55%	55%
% Materials excluding Capital	37%	38%	37%	37%	38%
<b>% Educ. &amp; Gen.</b>	<b>SJU/CSB</b>	<b>SJU/CSB</b>	<b>SJU/CSB</b>	<b>SJU/CSB</b>	<b>SJU/CSB</b>
	4.2%	4.3	4.1	4.1	3.8

*Analysis of salary and materials expenses*

The decrease in the percentage of the Education & General Budget going to the library is of concern. This is the lowest it has been since 1994. The percent of the budget that goes to staff and materials has remained consistent for many years.

STATISTICAL DATA AND ANALYSIS - *Library Public Services*

Reference	<u>1996-97</u>	<u>1997-98</u>	<u>1998-99</u>	<u>1999-2000</u>
Reference Inquiries	12,192	9,848	8,839	8,451
Directional Questions	1,366	1,345	1,465	1,951

***Analysis of Data in Reference***

Total reference volume showed little change from the previous year. (The large increase in "directional questions" is likely from an inconsistent application of the definition of a reference question by new staff). We continue to have approximately one-third fewer questions at the reference desk than in the mid-90's, but we also see a growing number of inquiries coming to us via email and personal contacts.

Circulation	<u>1996-97</u>	<u>1997-98</u>	<u>1998-99</u>	<u>1999-2000</u>
General Circulation	106,666	104,850	97,357	92,576
Undergraduate Circulation	71,237	67,783	63,825	58,409
Reserve Circulation	19,183	18,670	16,216	12,942

***Analysis of Data in Circulation***

Combined circulation for CSB/SJU leveled off a bit this year, with only a 4% drop as compared to last year's 7%. However, undergraduate circulation continues to drop at a rate of about 7% a year. We once again attribute this to the growing amount of materials in electronic format that are available over the campus network through the World Wide Web. This is also reflected in our turnstile counts, which have dropped about 5%. Course Reserve usage is declining at a fairly substantial rate, 20%. There was an 18% drop at CSB and a 27% drop at SJU in the number of items put on reserve. This too can be attributed to the growing use of the Web by our faculty.

1999-2000 was the first full year of the online circulation system being used at the Music Library. It is also the first year we are reporting Reserve Circulation separate from General Circulation. A combined total does reflect a 9% drop

Interlibrary Loan	<u>1996-97</u>	<u>1997-98</u>	<u>1998-99</u>	<u>1999-00</u>
Filled Lending Requests	5,266	5,679	5,353	5,164
Filled Borrowing Requests	9,085	9,278	8,562	7,136
Grand Total All Requests	17,319	17,831	17,631	15,919

***Analysis of Data in Interlibrary Loan***

Interlibrary Loan statistics reflect the changing ways in which patrons, especially students, are using the libraries. Increasingly, our patrons want instant access to digital resources

which means that, even with a 4-day average turn-around time, students opt for online access over Interlibrary Loan. Both borrowing and lending are down, indicating that this change is more global than local. ILL activity as a whole is down nearly 11% over last year. Of this total decrease, 4% is our lending to other institutions, and 18% is borrowing for our patrons.

<b>Library Instruction</b>	<b><u>1996-97</u></b>	<b><u>1997-98</u></b>	<b><u>1998-99</u></b>	<b><u>1999-00</u></b>
<b>Number of Presentations</b>	<b>287</b>	<b>277</b>	<b>230</b>	<b>245</b>
<b>to number of Students</b>	<b>3,699</b>	<b>4,305</b>	<b>3,880</b>	<b>4,852</b>

### ***Analysis of Data in Library Instruction***

Although the number of presentations is only up 7% the number of students involved is up 25%.

### **STATISTICAL DATA AND ANALYSIS - *Library Technical Services***

<b>COLLECTION: Acquisitions</b>	<b><u>1996-97</u></b>	<b><u>1997-98</u></b>	<b><u>1998-99</u></b>	<b><u>1999-00</u></b>
<b>Purchased Book Titles</b>	<b>8,898</b>	<b>8,707</b>	<b>9,796</b>	<b>8,914</b>
<b>Additional Volumes</b>	<b>1,858</b>	<b>1,095</b>	<b>1,244</b>	<b>1,231</b>
<b>Gift Book Titles</b>	<b>933</b>	<b>539</b>	<b>644</b>	<b>2,236</b>
<b>Additional Volumes</b>	<b>208</b>	<b>83</b>	<b>62</b>	<b>443</b>
<b>Titles Withdrawn</b>			<b>323</b>	<b>312</b>
<b>Add'l Volumes Withdrawn</b>	<b>513</b>	<b>907</b>	<b>990</b>	<b>690</b>
<b>Replacements (volumes)</b>	<b>251</b>	<b>96</b>	<b>156</b>	<b>93</b>
<b>Bound Periodicals</b>	<b>788</b>	<b>577</b>	<b>783</b>	<b>559</b>
<b>Bound Indexes &amp; Abstracts</b>	<b>96</b>	<b>34</b>	<b>30</b>	<b>5</b>
<b>Microforms (#phys. units)</b>	<b>3,584</b>	<b>2,762</b>	<b>1,875</b>	<b>1,646</b>
<b>Microforms Withdrawn (titles)</b>	<b>86</b>	<b>-0-</b>	<b>-0-</b>	<b>-0-</b>
<b>Government Documents</b>	<b>8,769</b>	<b>9,203</b>	<b>9,466</b>	<b>8,503</b>
<b>Gov. Docs Withdrawn</b>	<b>1,267</b>	<b>3,023</b>	<b>6,349</b>	<b>1,539</b>
<b>Audiovisual Materials</b>	<b>1,369</b>	<b>880</b>	<b>890</b>	<b>762</b>
<b>AV Materials Withdrawn</b>	<b>-0-</b>	<b>30</b>	<b>581</b>	<b>29</b>
<b>Microforms</b>			<b>98</b>	<b>224</b>

COLLECTION - Holdings	<u>1996-97</u>	<u>1997-98</u>	<u>1998-99</u>	Appendix A <u>1999-00</u>
Book Titles	407,866	420,758	430,875	441,774
Volumes	547,658	557,786	569,410	581,889
Microforms	110,214	112,976	114,851	116,497
SJU Government Documents	255,201	261,381	264,498	271,462
Audiovisual Materials	18,182	19,131	19,589	20,319
Total Periodical Titles	5,410	5,817	6,337	6,548
Active Periodical Print Titles	1,587	1,798	1,717	2,373
Electronic Periodicals Owned	73	295	351	543
Electronic Periodicals Leased	1,182	6,000	6,000*	6000*

\*This number literally changes daily; 6,000 is an approximation.

### ***Analysis of Data in Technical Services***

There was an 8% decrease in the number of purchased books cataloged this past year even though the staff kept up with the new acquisitions that entered the system. The increase of SJU gift books cataloged is due to the addition of a one year staff person to catalog Arca Artium books.

### **STATISTICAL DATA AND ANALYSIS - Media**

	<u>1996-97</u>	<u>1997-98</u>	<u>1998-99</u>	<u>1999-00</u>
AV Equipment Distribution	7,367	6,174	7,168	5,789
Software Circulation	23,160	30,105	29,055	23,367

### ***ANALYSIS OF STATISTICAL DATA IN MEDIA***

AV Equipment distribution shows an increase at CSB due to the changes in staffing at the Haehn Center. The decrease in the statistics at SJU is due to the way statistics were counted this year. We counted them differently this year to better reflect actual distribution of equipment and not the number of assignments, which is how they were counted last year.