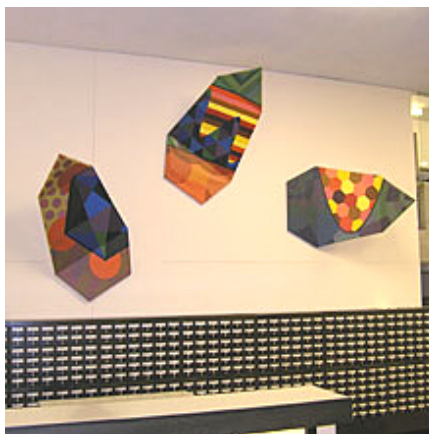


**Library and Media Department  
Annual Report  
2003/2004**

**Clemens Library  
College of Saint Benedict**



**Alcuin Library  
Saint John's University**



**College of Saint Benedict  
Saint John's University**

## Table of Contents

	<b>Page</b>
<b>Mission and Vision statement.....</b>	<b>3</b>
<b>The Year in Review.....</b>	<b>4</b>
<b>Director’s Report.....</b>	<b>4</b>
<b>Area Reports.....</b>	<b>7</b>
<b>Annual Statistics.....</b>	<b>15</b>
<b>Financial.....</b>	<b>15</b>
<b>Public Services.....</b>	<b>16</b>
<b>Collection.....</b>	<b>19</b>
<b>Media.....</b>	<b>20</b>
<b>Library/Media Staff .....</b>	<b>21</b>
<b>Library Exhibits and Exhibit Guidelines.....</b>	<b>23</b>

College of Saint Benedict  
Saint John’s University

## *Mission and Vision Statement*

### *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."

## *The Year in Review* *2003-2004*

### **Report of the Director**

If I were to identify one theme for the year, it would be cooperation. Most of what we have done in the past twelve months is the result of close collaboration with colleagues and institutions throughout the state.

After years of preparing for it, I am happy to report that we successfully migrated to our new online system Aleph. CSB/SJU libraries, St. Cloud State Library and the Minnesota Law Library were the beta sites for the new system. We worked closely with the PALS staff and other PALS libraries as we brought up the new system. The migration in August went well, as did a subsequent migration of eight more libraries. There are still some enhancements that have been contracted for, but not delivered. The most important for us is the Interlibrary Loan (ILL) module, which should be added in November of this year. The result of not having the ILL module is that both our ILL borrowing and lending is down from previous years. The lending is down because once we migrated there was no longer an easy connection between our holdings and other libraries' patrons. The borrowing was down, in part due to confusion as to the availability of ILL. Both of these problems will hopefully be resolved for the 04/05 Fiscal Year.

In addition to migrating to our new online system, we implemented the Open URL Standard that allows people using an electronic index to click on a "Find It" button, which forwards to a screen that will let them select an electronic copy of the article if one is available, check our catalog to see if we own a paper copy, or order the article via ILL. We still have some customizing to do on the system, but the real value is that it provides significantly greater access to our extensive electronic periodical holdings. We worked closely with the University of Minnesota on this project, and our instance of the software is hosted on a server at the University.

There have been significant additions to our electronic collections over the past 12 months. Two new shared netLibrary book collections were purchased to bring the total number of electronic books in our collection to a little over 13,600. In addition we purchased the American Society of Microbiology Journals Online, Annual Reviews: Electronic Back Volume Collection, Index Islamicus, PloS (Public Library of Science), the New York Times complete back file, over 700 titles of Elsevier Journals, and finally three new JStor collections which will add 370 electronic journals with back runs to the first issue. When these three projects are completed in 2008, we will have a total of 609 journals in the JStor collection.

A number of staff left during the year, including Br. Jeffrey Hutson, Br. Christopher Fair, Mark Ehlert, and Kirsten Clark. In addition Miranda Novak, after the birth of her son, cut back to 75% time. This provided an opportunity to rethink the staffing in the library. As a result we have hired two full-time public service librarians and are in the process of hiring a full-time Head of Cataloging. This new combination will give us the opportunity to better serve our users.

You will see a number of comments in the statistics pages. The switch from one system to another result in differing statistical packages that count various performance measures differently. This makes it difficult to compare historical data from one system to another.

Finally, we are very pleased with the results from the survey "Your First College Year" that was given to all first year students at CSB and SJU. Students reported that they were satisfied or very satisfied with library facilities and services: SJU 92.9%, CSB 94.9%. For all Catholic 4-year institutions, the average responses were 79.6% for men, 81.4% for women, and 80.7% for all. For all private 4-year institutions, the average for men was 77.8%, for women 78.5%, and for all 78.3%. When asked if their library and research skills were "much stronger" when compared to when they entered college, their responses were very positive. On a five-point scale - SJU 3.81%, CSB 3.89%, all Catholic 3.66%, and all private 3.63%. As compared to the bench mark averages, we are doing very well.

### **Collaborative efforts**

Significant staff time was spent working with HMML and IT Services to identify software that could provide access to and manage the growing digital collections in HMML. After much research and an extended trial, we have decided to use CONTENTdm to manage the institution's digital assets. I think this is a very good example of how we are able to bring different skills together in a cooperative atmosphere to solve an information management problem.

In the late spring/early summer we learned that HMML was awarded a \$500,000 grant, part of which will be used to hire staff to assist in cataloging the back log of books that was created by the generous gift of almost 40,000 volumes from Br. Frank Kacmarcik. We will be able hire two FTE (three individuals), for four years, to work on the backlogs. When completed, a wonderful collection of theological and art books will be available to our users. This is an excellent example of successful collaborative efforts with HMML.

Another example of cooperation is a two-day workshop that was hosted at SJU for the technical services staffs of Carleton, Gustavus, Macalester, St. Olaf, and CSB/SJU. We

were able to bring in a nationally recognized speaker/facilitator to work with our staffs to better see where technical services departments are going, as we all continue to move toward more digital materials.

The past year has been one where much collaboration has occurred. In addition to the above, we are one of the six institutions on the steering committee for the Minnesota Digital Library Collaborative. The technologies and other challenges that face libraries today can best be met, not by individual institutions, but by collaboration between institutions. We are fortunate to be a part of so many different collaborations.

### **Outreach Activities**

During the fall and early winter a faculty and student task force prepared a report on the library. That report was shared with the faculty and was the basis of a report presented to the Joint Academic Committee of the Board. The group was co-chaired by Prof. Daniel Finn and Michael Kathman. Both the report and the Board presentation identified significant space issues in Clemens and Alcuin Libraries. The final report of the Library Task Force is available at <http://www.csbsju.edu/library/about/index.html>

-- Michael D. Kathman

### **Minnesota Oberlin Reference and Instruction Librarians Group**

As an outgrowth of a meeting at Macalester College in the spring of 2003, the Minnesota Oberlin Reference and Instruction Librarians Group was formed. This group of public services librarians from Carleton, Gustavus Adolphus, Macalester, St. Olaf, and CSB/SJU was established for the purpose of providing a forum for programs of mutual interest. The group has held six meetings since its inception: an organizational meeting, two meetings of special interest groups, and three meetings on topics of general interest. A steering committee with representation from each of the colleges has guided the group through its first year. Tom Nichol serves as convener.

What has surprised and delighted us is the high quality of continuing education we can offer each other. The three general meetings this year were on the topics of peer mentoring, assessment of student learning, and teaching/learning styles. One or more group members with significant experience in the area facilitated each meeting. The two special interest groups that met focused on resources in art and literature and marketing of library services. Attendance at the general meetings has run from 15 to 20.

We conducted a brief survey at our last meeting that showed strong interest in continuing the group. We also solicited program suggestions for 2004-05. The steering committee will meet in August or September to review these suggestions and make

concrete plans for the coming year. Next year's meetings will most likely include one joint meeting with the corresponding group of technical services librarians.

--W. Thomas Nichol

## **AREA REPORTS**

### **SPECIAL COLLECTIONS REPORT**

#### *Arca Artium*

In conjunction with the August 20, 2003 Faculty/Staff Forum on the Catholic Intellectual Tradition, an exhibition of books and art work was mounted in Alcuin Library by Mary Schaffer, Br. Alan Reed, O.S.B., Curator of Abbey and University Art and Artifacts, Brian Zehowski and David Malone, Public Services Librarian. The exhibit ran from August 18-September 26, 2003. In November, 2003, Arca Artium received a generous gift of 350 art reference books and several works of original art from the Robert E. Rambush collection. Br. Frank Kacmarcik passed away on February 22, 2004. Ryan Kutter nearly completed the organization of the Frank Kacmarcik papers last winter. He has been rehired for the coming winter to finish the work and make it electronically searchable. Brian Zehowski has captured over 2500 archival quality digital images of Arca Artium prints. Metadata records are being prepared so that these images will become available to the public through *Vivarium*, Saint John's new image database. (See <http://www.hmml.org/Vivarium>)

-- Mary Schaffer

### **LIBRARY PUBLIC SERVICES REPORT**

Although we experienced a great deal of change and accomplished many things during FY 04, two major themes affected every program that we offer: 1) our transition to the new MnPALS system (Aleph); and 2) open staff positions librarian positions due to resignations and participation in an international education program.

Regarding the latter: Jeffrey Hutson, O.S.B. resigned in June 2003, and Kirsten Clark resigned in January 2004. Both of these positions remained open until July 1. In addition, Norma Dickau joined Bruce as an assistant director for the international education program in Australia; she was out of the library from January - July of this year. Although we were able to hire some temporary, part-time librarians to fill some duties (particularly reference desk hours), the temporary loss of these positions put great demands on the rest of the staff and affected the services we were able to offer. The clearest evidence here is substantial decrease in library instruction activity - see the area report below for additional details.

Fortunately, Norma returned at the beginning of FY 05, and we are very excited to have our two new hires: Sarah Gewirtz, Government Documents and Public Services Librarian; and David Wuolu, Public Services and Assistant Systems Librarian.

The migration to the new MnPALS system is well covered in each of the departmental reports below.

Brief introductions to public services departments; the full reports appear later in this document:

**Circulation** activity increased this year, although it did not rise to the level of previous years. Activities related to migration required a great deal of effort and system downtime may have affected statistics. As noted in last year's report, we began single-staffing at the circulation desks 8am - 4pm on weekdays, although we retain double staffing evenings and weekends.

**Interlibrary Loan** borrowing decreased slightly, and lending decreased dramatically due to our migration to Aleph (loss of our direct borrowing arrangements with other libraries) .

Other notable activities this year:

Reference "chat" - This easy to use service continues to be quite popular with students, and now accounts for nearly 10% of our reference transactions. We will be looking at upgrading our service during 2004-2005.

Personnel changes - in addition to those described in the departmental reports below, Jodi Carlson (now at the University of Minnesota-Duluth) and Bill Degenhard (grad of SOT; now at St. Cloud State University) served as part-time reference staff to partially fill the our three open library positions. Additional personnel changes are noted in the departmental reports below.

-- Jim Parsons

## ***CIRCULATION***

This past year presented many challenges. The first was the migration to the new online library system. A great deal of energy was spent planning, training and implementing all areas of circulation. Everything from simply loading a patron record to figuring out the reserve system took time and patience. It meant changing

procedures, workflow and at times policies. The staff did a great job of making this transition as seamless to our patrons as possible. They continued to offer excellent customer service.

Our second challenge was managing the added workload at the Circulation Desks due to cuts in our student employment numbers. Consequently the staff spent more time at the desks and didn't always have extra students to assist in projects.

Combined circulation statistics showed a 4% increase this past year; however, separate statistics show a 4% decrease at Clemens and an 11% increase at Alcuin. Patron classes with significant increases at Alcuin were undergraduates and faculty. At Clemens the decline was primarily within the undergraduate classes.

Time was also spent training a new staff member. Jennifer Schwichtenberg was hired to replace Barb Buesing in the Clemens Office. Jenn started July 22, 2003. Her primary duties are reserves, overdues and shelving.

-- Bonnie Kalla

### *FEDERAL DEPOSITORY LIBRARY REPORT*

July 14, 2003 was the last day that the former PALS online systems were operational for the libraries being prepared for transition to the new ALEPH system. For the Federal Documents Depository at Alcuin Library, this transition effected the disruption of the following: a) the ability to receive downloads of catalogue records that we had been receiving from our vendor, Marcive, b) the ability of library patrons to view nearly a year's worth of temporary records that we generated since September 2003, c) and the ability to receive statistical reports that we depended on for ascertaining the net number of titles and volumes in our Federal Documents Depository.

Because we have not been keeping an independent tally of documents that have been withdrawn since July 15, 2003, no cumulative statistics will be available until, a) catalogue downloads are again available, and b) retrospective (cleanup) work has been completed on records for the approximately 7,000 documents that will have been accessioned before the catalogue downloads are available c. January 2005.

The Government Documents Librarian position was vacant from February 9 through June 30, 2004. Kirsten Clark, who served in that position since 1997, gained expertise and recognition for her work in government documents, both regionally and nationally. In 2003, she was elected to a term on the cataloguing committee of GODART (Government Documents Round Table). In January 2004, Kirsten accepted an offer to become the Government Documents Librarian at New Mexico State University, Las Cruces, and she assumed that position on February 16. She completed her second Masters (in history) at SCSU in December 2003.

In March 2004, Jim Parsons convened a committee to begin the search for new Government Documents Librarian. The committee's work was successful, and the position was filled on July 1, 2004, by Sarah Gewirtz, a MLIS graduate (May 2004) of the University of South Carolina. Sarah came to us with experience in government documents at Coastal Carolina University where she served as a member of the staff of Kimbel Library.

-- Paul Jasmer, OSB

### ***INTERLIBRARY LOAN REPORT***

Interlibrary Loan faced several challenges this year that affected service patterns. Most significantly, we retired from using the PALS Interlibrary Loan software on 11 July 2003 in anticipation of using the new software being developed by ExLibris that will run with MNPals. The original date for this to occur was early October 2003.

Unfortunately, the implementation of MNPals ILL software is still delayed, and CSB/SJU went through the entire academic year using a 1980's vintage paper system.

We were unable to participate in direct borrowing or lending with our former ILL partners in PALS, instead lending and requesting through Minitex and OCLC. Response time is noticeably slower, and we are filling fewer requests within the region.

ILL staff have been active participants in the testing and development of the new software during the year, and anticipate its implementation (now anticipated in November 2004) with excitement.

--Molly Ewing

### **PREP SCHOOL LIBRARY PROGRAM REPORT**

During the past year the SJP library has worked closely with the English Department, ESL classes and the middle school. In the first month of the school year, a two-day introduction to the library, catalog and student-accessible websites was given to incoming students. During the summer the new ELS students were given a tour and a research project to work on while they attended classes at the prep school. The librarian also helped students contact IT services with problems they were having with logging in and navigating sites.

The SJP library in the past has undergone numerous changes. The entire fiction collection has been moved to join the non-fiction collection, mirroring the CSB/SJU system. The reference books, once scattered throughout the library, have been moved to where the fiction works were once shelved. A record player with headphones is available to students who want to listen to the thousands of record albums available. A

new browsing section has been added for students to relax and look through many oversized books on art, fashion, sports, photography, history and other interesting books pulled from the stacks.

Physically the library had the light fixtures updated with brighter coverings; around 20 plants have also been introduced, the art department has a regular display of student's ceramics on top of the study carrels and the foyer hallway has new hanging rods for the placement of student artwork.

By the end of October 2004, the SJP library will be linked to computers at the college libraries. There are plans to add a security gate as well. Linking to the libraries will greatly reduce the questions raised by patrons of the college libraries who cannot tell by MNPALS whether or not the book is available or not.

--Julianne O'Connell

## **LIBRARY TECHNICAL SERVICES REPORT**

At long last! When the library doors opened on August 18, 2003, College of Saint Benedict and Saint John's University, along with St. Cloud State University and the Minnesota Law Library, successfully "switched-to-production" on the ExLibris Aleph 500 ILS, after years of delays and setbacks. Since then, our patrons and staff have been using Aleph for most library functions (interlibrary loan, electronic data interchange, loading government document cataloging records, and booking are major functions yet to be implemented). As the year progressed, life became more normal and just three months after migration, all PALS access was disconnected and we were operating solely in the new Aleph environment. Maintaining a positive attitude throughout the project was a key factor to the success of the migration, as staff were committed to "making it work." Although the switch-to-production was a major milestone, the task of implementing Aleph will be ongoing as staff continue to understand and learn the intricacies of the new system, and work to add and improve system functionality.

As part of the migration project, we decided to merge the CSB and SJU bibliographic databases into one integrated catalog. A few numbers give some sense of the scope of the implementation. Records moved from PALS to Aleph include:

- 555,530 bibliographic records
- 760,921 item records
- 7,098 patron records
- 4,255 fine records
- 29,194 acquisition records
- 4,454 purchase order records
- 2,733 serial records
- 451 vendor records

## *Cataloging*

Even though a considerable amount of time was given to pre-conversion database cleanup, the migration to Aleph presented a variety of new, and some unexpected, challenges. Key tasks completed or still in progress include: implementation of the MARC21 Holdings format, creation of new cataloging macros, deletion of unnecessary migration-created records (such as Circulation-created bibliographic records), and corrections to over 5,000 “bound-with” records. Other ongoing projects include the Saint John’s Preparatory School retrospective conversion project, cataloging of a 2,000+ juvenile book donation, reduction of the large music backlog, withdrawal of over 1,200 nursing titles, and cleanup of the Government Documents collection. In-house repair and assessment of the print collection at both libraries continues under the direction of our Conservation Specialist.

## *Acquisitions*

The emergence of web-based vendors for out-of-print materials has had an important impact on library acquisitions. With the ease of use of such services as Alibris and ABE, the library can fill requests for out-of-print titles quickly and efficiently. In 2003-04, the library acquired more than 60 out-of-print titles – titles that would have been difficult to find before such services became available. Over the past year, the library has also initiated use of vendor websites for regular monograph selection and ordering. Use of such resources has shortened order delays and improved the accuracy of the ordering process. With the expected implementation of automated ordering in the upcoming year (also known as electronic data interchange or EDI ordering), library acquisitions will be able to further streamline its practices while improving overall service to patrons.

## *Serials*

This past year, the serials department began to examine the best use/allocation of the increasingly limited space in both libraries. There are two main components to this project. First, many of our print periodicals are available from JSTOR as on-line resources, reducing the demand for on-site hard copies. This past year, we sent approximately 280 boxes of those JSTOR periodicals to the MLAC storage facility at the University of Minnesota. The recent addition of SFX software to streamline our access to on-line periodicals was also a factor in this decision. We have also started looking at consolidating titles that have duplicate holding at both Clemens and Alcuin. This will help free up more space that can be used for other purposes. Both projects will be ongoing through the next year.

## *Personnel*

*In memoriam.* On July 29, 2003, Mike Bader, Serials Associate, died unexpectedly after playing a game of basketball with friends and students. Mike will be remembered as

someone who always had a smile on his face, was ever ready to give a helping hand, never had a bad word to say about anyone, and was liked by everyone who knew him. We miss you, Mike.

Todd Martinson joined the staff as Serials Associate on September 22, and Mark Ehlert, Cataloging Associate, left in March to take another cataloging position at the University of Minnesota and to start work on a master's degree in library and information science at the College of Saint Catherine.

-- Tess Kasling

## **MEDIA SERVICES REPORT**

### *Media Public Services - CSB*

In the Clemens media area, Sr. Janelle Sietsema, OSB was hired to replace Sr. Helen Weber, OSB, who left to work in the monastery media area. It was a smooth and somewhat seamless transition from one to the other. The biggest problem was trying to do 12 months of work with a 10 month contract. The HAB coordinator position will be reduced to an 8/12ths position next year and the Clemens media coordinator will be increased to 12 month full time. This switch in contract length better reflects the work load in the two areas.

HAB media remains much the same as last year, with decreasing requests for laminating and slide making. Most requests for equipment usage are for the Computer on Wheels (COWs) and also more usage of DVDs & CDs. More faculty members are using the COWs than other years, so requests are up for this equipment.

In addition to the typical loan usage of media equipment, several nursing classes were videotaped. The Nursing department shares these tapes with people in Africa to aid in their education. Nursing students also taped their nursing skills for their own review and for assignments. With the addition of a digital video class offered at St. John's, those students enrolled in the classes consistently kept the mini digital video cameras circulating at both places. Digital still cameras were upgraded and they are also in high demand and near constant circulation.

### *Media Public Services – SJU*

With the continued growth of the DVD collection and the static nature of the VHS collection, we did a major collection shift again in Alcuin. The DVD collection, which gets the most use, was moved to the shelving area behind the Circulation Desk. There is room for growth there and it is easier for the circulation students to retrieve the items. Space is still an issue at Alcuin, and is becoming an issue at Clemens as well. Because there have been a number of DVD cases returned with the DVD missing, we decided to

change the location of the barcode placement. The barcodes are now on the inside of the DVD case so it has to be opened before the barcode can be scanned.

With the addition of more smart classrooms available on campus and another video projector and laptop in the media inventory, we were able to meet most of the computer demands, and very few requests were turned down this year. We've started the process of replacing VCRs in the classroom with DVD/VCR combo machines

-- Burdette Miller-Lehn

### *Media Technical Services*

During the fall of 2003, in addition to the existing speakers at Clemens football field, we added 8 additional speakers; however, there wasn't enough sound to accommodate the 16,000 people that showed up on Nov. 9<sup>th</sup> for John Gagliardi's 409<sup>th</sup> win!

The students using the video editing facilities on 4<sup>th</sup> Quad continue to have problems with the computers and software not performing properly. We will be upgrading the facilities over to Mac-based systems with Final Cut Pro software. Surveillance video cameras covering the video editing area, the Q456 Media storage area, and our Q443 office were installed.

We upgraded the bulletin board display technology used on channel 6 to make it more up-to-date and versatile.

The CSB/SJU cable TV system was expanded to include the newly renovated St. Benedict's Monastery in the Main building on the CSB campus. We also added Saint John's University's newly acquired Thole house to the system. Signal quality has remained stable since construction on both campuses.

In the summer of 2003, Media Services paid for and installed a presentation system in Sexton 200. The system is just like all of the other systems on campus with a DVD equipped computer, VCR, video projector, and audio system.

During the past year, Media has continued the transition from videotape to DVD technology. We've invested in new DVD recorders and a high speed DVD duplicator. The DVD duplication business has been brisk, with the Saint John's Bible project being our best customer.

-- Dan Sis

## *ANNUAL STATISTICS, 2003-2004*

### FINANCIAL DATA

#### *Salary and Materials Expense*

	<u>2000-2001</u>	<u>2001-2002</u>	<u>2002- 2003</u>	<u>2003-2004</u>
<b>Salary-Staff</b>	\$1,168,892	\$1,197,926	\$1,248,535	\$1,224,746
<b>Salary-Students</b>	\$205,623	\$220,416	\$218,111	\$209,794
<b>Total Salary \$</b>	<b>\$1,374,515</b>	<b>\$1,418,342</b>	<b>\$1,466,646</b>	<b>\$1,434,540</b>
<b>Materials</b>	\$989,757	\$1,130,147	\$986,751	\$1,043,928
<b>Other Expenses</b>	\$178,491	\$178,615	\$180,603	\$177,250
<b>Capital</b>	\$45,066	\$28,103	\$2,966	\$0
<b>Total Non-Salary \$</b>	<b>\$1,213,314</b>	<b>\$1,336,865</b>	<b>\$1,170,320</b>	<b>\$1,221,178</b>
<b>TOTALS</b>	<b>\$2,587,829</b>	<b>\$2,755,207</b>	<b>\$2,636,966</b>	<b>\$2,655,718</b>

#### *Distribution*

<b>% Salary/Wages excluding Capital</b>	54%	52%	56%	54%
<b>% Materials excluding Capital</b>	39%	41%	37%	39%
<b>% Educ. &amp; Gen.</b>	<b>SJU/CSB</b>	<b>SJU/CSB</b>	<b>SJU/CSB</b>	<b>SJU/CSB</b>
	4.00%	4.10%	3.70%	<b>3.58%</b>

We continue to maintain approximately the same percentage distribution between salaries and materials, as we have in the past few years.

# STATISTICAL DATA AND ANALYSIS

## Library Public Services

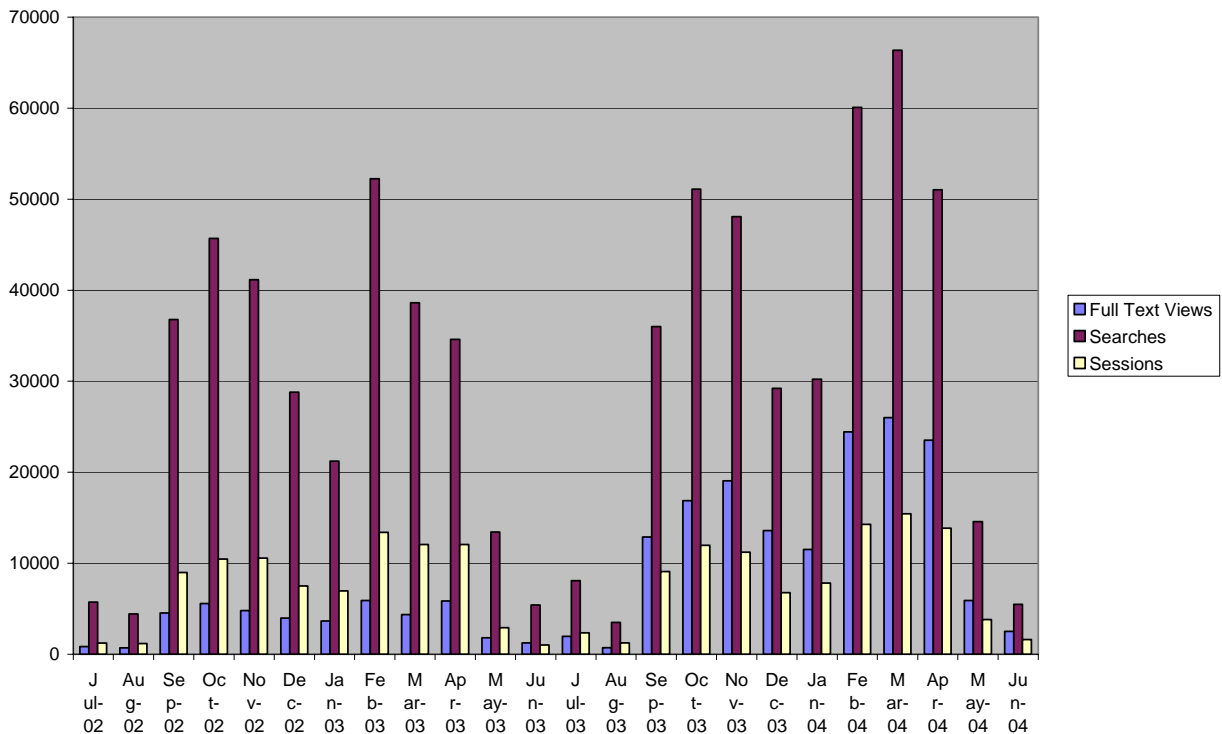
Reference	<u>2000-01</u>	<u>2001-02</u>	<u>2002-03</u>	<u>2003-04</u>
Total Reference Inquiries	8,420	8,230	8,425	8,584

### *Analysis of data*

Reference volume was up just slightly from FY 03, and still ahead of the previous two fiscal years. Our online reference “chat” service continues to grow popularity, and now accounts for just under 10% of our total reference traffic – which appears to be a higher percentage than experienced by most other academic libraries offering this service.

### Database Usage

All Databases Usage Trend Chart July 1, 2002 - June 30, 2004



Overall database usage increased significantly from FY 03 in all categories, especially full-text views. This seems to be caused by a combination of three factors: 1) new full-text resources available in FY 04, particularly our JSTOR collections; 2) faculty awareness of these resources (and the subsequent inclusion of these resources in various assignments); and 3) online, full-text delivered immediately continues to grow as the resource of choice for students needing literature of all types.

<b>Circulation</b>	<b><u>2000-01</u></b>	<b><u>2001-02</u></b>	<b><u>2002-2003</u></b>	<b><u>2003-2004</u></b>
<b>CSB General Circulation</b>	<b>44,858</b>	<b>43,227</b>	<b>37,996</b>	<b>36,164</b>
SJU General Circulation	47,902	43,458	45,262	50,442
<b>General Circulation</b>	<b>92,760</b>	<b>86,685</b>	<b>83,258</b>	<b>86,606</b>
CSB Undergrad Circulation	37,004	35,037	30,559	25,295
SJU Undergrad Circulation	23,483	20,908	20,074	27,715
<b>Undergraduate Circ</b>	<b>60,487</b>	<b>55,945</b>	<b>50,663</b>	<b>53,010</b>
CSB Reserve Circulation	7,227	6,139	5,967	5,262
SJU Reserve Circulation	5,287	2,545	3,468	1,893
<b>Reserve Circulation</b>	<b>12,514</b>	<b>8,684</b>	<b>9,435</b>	<b>7,155</b>
<b>Music Library</b>				
Music Lib. General Circulation	3,076	2,518	2,188	2,926
Music Lib. Reserve Circulation	1,623	798	842	NA
<b>Music Library Total</b>	<b>4,699</b>	<b>3,316</b>	<b>3,030</b>	<b>2,926</b>

### *Analysis of data*

Combined circulation statistics showed a 4% increase this past year; however, separate statistics show a 4% decrease at CSB and an 11% increase at SJU. Patron classes with significant increases at SJU were undergraduates and faculty. At CSB the decline was primarily within the undergraduate classes. There was a significant drop in the reserve counts at SJU; however, this is most likely due to manual check-outs not recorded during the time Aleph was down. Reserve material at the BAC was processed outside of the online system so no counts available this past year.

### **Interlibrary Loan Usage**

<b>Interlibrary Loan</b>	<b><u>2000-2001</u></b>	<b><u>2001-2002</u></b>	<b><u>2002-2003</u></b>	<b><u>2003-2004</u></b>
Total Lending Requests, Filled	6,473	7,309	9,172	4,735
Lending Requests, Unfilled	2,089	1,804	2,775	2,468
Total Borrowing Requests, Filled	7,998	10,433	8,933	5,190
Borrowing Requests, Unfilled	2,234	3,309	2,619	1,374
Total All Requests, Filled	14,471	17,742	18,105	9,925
<b>Grand Total All Requests</b>	<b>18,794</b>	<b>22,855</b>	<b>23,499</b>	<b>13,767</b>

### *Analysis of data*

CSB/SJU TOTAL lending requests are at a ten-year low since we lost direct PALS Lending and Borrowing in July 2003. At that time we also stopped lending media items through ILL with the exception of videos needed by faculty at SCSU.

The interim paper system created at that time has been confusing and time consuming for patrons and staff, and largely accounts for the downturn in the number of items we borrow from other libraries for our own users. A number of users were given the impression that ILL was not available, a rumor that took months to dispel.

<b>Library Instruction</b>	<b><u>2000-2001</u></b>	<b><u>2001-02</u></b>	<b><u>2002-03</u></b>	<b><u>2003-04</u></b>
<b>Number of Presentations</b>	<b>246</b>	<b>357</b>	<b>307</b>	<b>268</b>
<b>to number of Students</b>	<b>3,873</b>	<b>5,461</b>	<b>5,616</b>	<b>4,904</b>

Activity was down slightly in this area, with a drop of 6 FYS presentations and 16 upper-level courses being the most significant. Although there are a variety of factors, the most important is staff vacancies and leaves. We had one librarian position open for the entire year and one for the last six months of the year due to resignations; also, librarian Norma Dickau joined the Australia program for the last six months of the year. In addition, we have some anecdotal evidence that some faculty members are assuming that library research is “getting easier” and there is less need for library instruction presentations. We will be investigating this assumption in the coming year and will address the concerns we find.

**STATISTICAL DATA - *Library Technical Services***

<u>Acquisitions</u>	<u>2000- 2001</u>	<u>2001- 02</u>	<u>2002- 03</u>	<u>2003-04</u>
<b>Total Purchased Books Added</b>	12,141	13,359	14,234	12,377
<b>Total Gift Books Added</b>	<u>1,501</u>	<u>405</u>	<u>1,580</u>	<u>1,876</u>
<b>Total Books Added</b>	13,642	13,764	15,814	14,253
<b>Total Audiovisual Added</b>	1,081	1,020	1,037	1,060
<b>Microtext Added</b>	880	1,813	1,372	387
<b>Government Documents Added</b>	9,110	8,829	9,646	10,531

**Total Library/Media Collection Holdings**

<u>Total Holdings</u>	<u>2000-01</u>	<u>2001- 02</u>	<u>2002- 03</u>	<u>2003-04</u>
<b>Book Titles</b>	453,592	464,640	493,047	509,446
<b>Total - Book Volumes (incl. titles)</b>	595,338	607,696	680,888	696,888
<b>Microforms</b>	117,287	118,293	119,665	143,292
<b>AudioVisual Materials</b>	21,384	22,290	33,471	34,284
<b>Government Documents (incl. in Book titles &amp; vol. count, above)</b>	274,264	278,035	284,971	295,502
<b>Active Periodical Print Titles</b>	2,458	2,114	2,175	1,851
<b>Total Periodical Titles</b>				4,659

**Electronic resources currently available thru library databases or online catalog:**

E-Serials (includes e-periodicals and databases)	590	600	628	11,996
E-books owned				213
E-books in consortium libraries				12,839
Government Document e-resources				4,510
Additional E-serials accessible			10459	6,199
<b>Electronic Resources, Total</b>	590	600	11,087	35,757
<b>Grand Total*</b>	734,599	748,879	845,111	910,221

\*excludes uncataloged Gov. Documents

## Media Distribution and Circulation Statistics

<u>AV Equipment Distribution</u>	<u>1999-2000</u>	<u>2000-2001</u>	<u>2001-02</u>	<u>2002-03</u>	<u>2003-04</u>
<b>Total AV Equipment Distribution</b>	<b>5,789</b>	<b>4,707</b>	<b>4,311</b>	<b>4,785</b>	<b>4,069</b>
<u>Software Circulation</u>					
<b>Total Software Circulation</b>	<b>23,367</b>	<b>28,108</b>	<b>25,101</b>	<b>29,198</b>	<b>21,329</b>

### *Analysis of Data for Media Distribution and Circulation*

The distribution of AV equipment is lower because we have more rooms equipped with media equipment and thus less need for delivery.

The software circulation numbers appear lower because the online library system was down and manual statistics were not kept.

**JOINT LIBRARY/MEDIA STAFF  
2003-2004**

**Director, Libraries and Media**  
Michael Kathman

**Associate Director for Public Services**  
Jim Parsons

**Associate Director for Technical Services**  
Tess Kasling

**Associate Director for Media Services**  
Burdette Miller-Lehn

**Collection Development Librarian**  
Stefanie Weisgram, OSB

**Media Services Technical Manager**  
Dan Sis

**Office Coordinator**  
Rebecca Terhaar

**Library Technology Support Specialist**  
Miranda Novak

**Public Services Librarians**

Jody Carlson  
Kirsten Clark  
Bill Degenhard  
Norma Dickau  
Molly Ewing  
Matt Heintzeman  
David Malone  
Tom Nichol  
Peggy Roske

**Circulation Manager/CSB Facilities Coordinator**  
Bonnie Kalla

**Circulation Associates**

Bev Ehresmann  
Betty Hennen  
Nicole Reuter  
Jenn Schwichtenberg

**Interlibrary Loan Librarian**

Molly Ewing

**Interlibrary Loan Associates**

Janine Lortz  
Nicole Reuter

**Government Documents Librarian**

Kirsten Clark

**Government Documents Assistant**

Paul Jasmer, OSB

**Technical Services Staff**

Mike Bader, Serials Acquisitions Associate  
Ginny Clendenin, Acquisitions Associate  
Michael Dermody, Technical Services Associate  
Mark Ehlert, Cataloging Associate  
Andrew Goltz, OSB, Preservation Specialist  
Liz Knuth, Cataloging Associate  
Todd Martinson, Serials Acquisitions Associate  
Don Neu, Cataloging Associate  
Don Renshaw, Cataloging Associate  
Janice Rod, Cataloging Librarian  
Victoria Weisen, Cataloging Associate

**Media Service Coordinators**

Denise Braegelman, OSB  
Janelle Sietsema, OSB

**Media Services Sound/Video Technician**

Corey Tramm

## **Library Exhibits in 2003-2004**

### **Alcuin Library**

**Abigail McCarthy's Books: The Shape of a Woman**

**Handmade Books** from English 316

**Malta Exhibit** by Teresa Vann

**The Catholic Intellectual Tradition** by Mary Schaffer for Arca Artium

### **Clemens Library**

**Beautiful Libraries: In Celebration of National Library Week**

**Student Art Contest Exhibit**

**Anne Carson and Kim Anno: Mirror of Simple Souls**

### **Guidelines for exhibiting books, objects or other materials in the Libraries**

1. The material should have educational value for the CSB/SJU community as a whole, but can deal with many topics or issues.
2. Exhibits can be planned in consultation with one of the librarians, but the chief responsibility for the exhibit should be on the part of the owner of the material.
3. The Libraries will do everything within its ability to preserve and keep the books/objects safe and protected, but the Libraries can take no responsibility for loss or damage.
4. A clear time frame should be established and the materials should be taken down on the day the exhibit ends.