

*F*itchburg *S*tate *U*niversity
*A*melia v. *G*allucci-*C*irio *L*ibrary

2012

*A*nnual *R*eport

Robert Foley
Library Director

Table of Contents

	Page
Director's Comments	4
Access Services	6
Circulation	6
Distributed Learning/Extended Campus	7
Document Delivery & Interlibrary Loans	8
Reserves	9
Center for Italian Culture	24
Collection Development	25
Periodicals Services & Electronic Resources	14
Reference Services	16
Technical Services	20
University Archives and Special Collections Archives	22
Statistics	
Library Holdings/Materials	28
Library Services	30
Library Personnel	32
Financial Report	32
Appendices	
Appendix A Monographic Acquisitions	42
Appendix B Database Usage	44

Mission

Our mission is to enhance the learning experience for our students by providing appropriate resources and technologies to stimulate their intellectual growth, initiate a successful career path, and develop leadership skills. Working in collaboration with faculty we support the needs of the curriculum. We strive to teach students information literacy skills needed for lifelong critical thinking and learning.

Vision

The Amelia V. Gallucci-Cirio Library is committed to being the pre-eminent library in the Massachusetts state college system. By providing innovative and responsive services for all students and faculty the library will be the community's first choice for information and a major component in advancing and developing the intellectual growth and creative experiences of our students.

Values

The Library staff recognizes the importance of providing services to all students, faculty and staff

We promote open access to information and ideas and recognize the user's right to privacy.

We value a collection of materials, information resources, and services that will support the curriculum and teaching needs of the faculty

We are committed to advancing information literacy skills by providing instruction and resources that meet the needs of our students.

We value cooperation with the academic departments, divisions, and other offices to achieve common goals for the good of the College.

We keep pace with emerging technologies and resources and integrate them into our services and programs

We plan for library success through the development and assessment of clearly defined goals, objectives, and strategies.

We value a collegial atmosphere that allows input and discussion among all library staff.

We encourage the professional growth of all library staff through training and other opportunities.

We value providing an environment that is safe, inviting, attractive and conducive to study and learning

Director's Comments

Library activities for 2012 were categorized by successfully matching the Library Strategic Plan/2012 Action Plan with additional funding provided by the office of Academic Affairs with the collection development analysis/reviews of the Communications Media department, the English Studies department and the History faculty.

Assessment Activities and Collection Reviews

Goal three calls for the library staff "to explore means to enhance existing and provide new services....to meet the evolving needs". To this end objective 4 calls for the staff to continue the collection development need of the academic disciplines. The staff undertook reviews for Education (NCATE), Mathematics, Communication Media, English Studies and the History discipline. Reviews were written, the library direct and departmental liaison met the departments and steps were adopted to enhance the study and research needs of their respective courses. In Mathematics it was decided to continue with the existing strategy. Communications Media additional full-text journals were needed so it was decided to subscribe to *Film and Television Literature Index with full text*. English Studies wanted an online subscription to Oxford English Dictionary and it was approved. History needed online full-text primary source documents and they agreed to *Historical Periodicals Collection, 1691-1820* and *Social and Cultural History: Letters and Diaries*. In addition, funding was secured to purchase archival access to *JSTOR IV-X*, which was previously agreed.

Online Access to Addition Library Services

Self-service interlibrary loans came to fruition with funding being secured to purchase access to the ILLiad/OCLC system. With funding from Academic Affairs the 2012 (ERBQ/end of year funds) and from the IT department, this service was purchased. Installation, training and implementation took place during the summer of 2012. This service provides a web link for the patron which in turn allows for the user to automatically self-populate each request. The library staff can easily check the Gallucci-Cirio Library holdings and prevent unnecessary loans requests and most importantly it provides online access (either through e-mail attachments or web-based posting) for all article/copy requests. Turn-around time for these requests can now be shortened to as little as two hours. Usage statistics and assessment will be provided in the library's 2013 Annual Report.

This project fulfills Goal 3 "explore means to enhance existing and provide new services": Objective 1 "Self-service Interlibrary Loans".

Online access to various archival collections was assured by the library staff contracting with the CONTENTdm system from OCLC. The package provides for designing online finding aids, viewing the digitized collections and providing usage statistics. Again, thanks are given to Academic Affairs (ERBQ/end of year funds) and the IT staff for assisting with funding for purchase. Installation and training was done in 2012 and the uploading of the documents began during the fall 2012 semester. The plans are to upload the Colleges' yearbooks, catalogs, student newspapers and student handbooks through a grant. Two Gallucci-Cirio Endowments were secured. The 2012 grant allowed for digitizing, transcribing and uploading the 20 Sogni d'Oro oral history interviews and a 2013 grant was secured to finish the project and begin to digitize, transcribe and upload an oral history collection that was created by the History department in the 1970s. The staff will upload the ACC and Graduate Council proposals.

This project fulfilled Goal 4 "student enhancement and faculty teaching skills will be improved by the utilization of technologies": objective 2 "Digitizing Projects".

Enhancing Library Instruction

Goal 1 is "integrate librarians and services into courses throughout the curriculum". Objective 1 was to expand the embedded librarian pilot project and objective 3 was to adapt the model for the distance learning courses.

The librarians have developed an Embedded Librarian Pilot which is in its third year. Working with a select number of faculty, the librarians in cooperating with faculty have volunteered to participate in several courses to which they are embedded through the course management system. BlackBoard is serving as the primary vehicle to connect with these students in order to provide them support in the areas of library services, research skills, information literacy and direct library instruction – all of the areas that would normally be covered in traditional on-campus instruction sessions or research appointments. For classes not using BlackBoard alternative tools such as Moodle and LibGuides are being utilized. The librarians are embedded within BlackBoard or Moodle at the instructor level so that they can post materials, use the discussion board and IM tools, and even use the collaborate tool to provide a live or recorded instruction session. The level of embedding varies depending on the needs of the faculty teaching each course. At the low end is the partially embedded where the librarian posts materials into the course tailored to the class assignments at the beginning of the semester and is available for students to contact.

In 2012 there were 5 fully embedded courses and 3 partially embedded courses.

In addition, Jennifer Fielding the Instruction Librarian worked with English Studies faculty. There were 6 “mini-lab” sessions with the Writing II students from Julia Hans and Layne Craig’s classes. The students received specific lessons in each session, i.e. “Reading, Parsing and Using Scholarly Articles”, “Avoiding Plagiarism and the Ethical Use of Information”, etc. Jennifer was inserted as a link in the BlackBoard site, clickers were used for pre- and post-tests and the instructor analyzed the student’s papers for subject content and the proper use of citations. Both instructors were favorably impressed with program and two non-pilot courses will be compared during the Fall 2012 semester.

Finally, there is a special thanks to this year’s members of the Library Advisory Committee: Allison Craig, Annamary Consalvo, Lucy Dechene, Bruce Duncan, Nancy Duphily, Megan Krell, Susan Williams, Armin Asadishad

Access Services Annual Report

Prepared by Linda LeBlanc, Access Services Librarian

This is an overview of the Access Services Department as a whole for the fiscal year covering July 2011 through June 2012. Included are statistics and analysis for each of our service units: Circulation, Distance Learning/Extended Campus, Interlibrary Loans, Reserves and Stacks.

Personnel

This year there were several changes in personnel and scheduling. In January, Jordanna Lawton moved from being the part-time Access Services Library Assistant to the full-time Circulation/Reserves Library Assistant. Sherry Bossov transferred to the Reference Department and Maegan Powers were hired to fill the evening supervisor position.

Circulation Service Unit

The Circulation Service Unit saw a 17% decrease from last year, but was still busy with 10,888 items being checked out from our circulating collections. This decrease was due to the combination of drops in the circulation of items from the Physical Reserves (38%) and from the General Collection (11%) plus a 31% drop in the number of items being renewed. Circulation for most of the other collections remained steady, but the Audio CD collection saw a 50% increase.

CIRCULATION COUNT TOTALS

July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total
380	409	1,081	1,223	1,579	952	715	1,072	1,084	1,172	851	370	10,888

CIRCULATION COUNT TOTALS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total
FY2012 Circulation	380	409	1,081	1,223	1,579	952	715	1,072	1,084	1,172	851	370	10,888
FY2011 Circulation	647	489	1,658	1,499	1,801	1,022	864	1,172	1,343	1,428	833	439	13,195
FY2010 Circulation	830	688	1,333	1,735	2,175	1,407	1,044	1,466	1,499	1,634	890	561	15,262

Circulation Counts by Borrower Type:

Adjunct Faculty	-	Special ID	88
Administrative/Staff	422	Undergraduate Students	5,143
Emeritus Faculty	82	Upward Bound/Summer Bridge	25
Extended Learning	112	ARC/WACL Card Holders	2
Faculty	621	WILL Borrowers	3
Graduate Students	609	Misc* (Non FSC Patron Types)	-
Guest Card	46	Renewals (all patron types)	2,304
Interlibrary Loan	1,202	(+/-) from Trans. Stats. Report	228
(ALFA) Lifelong Learning	1	Manual Circ.	-
		Totals	10,888

Totals

Circulation Counts by Type

CD/Audio Disc	225	Special Collections	
Children's Lit	694	Oversized	56
CIC	17	Mending/Cataloging	9
DVD/Videocassette	333	Misc.	
Young Adult Lit.	259	Renewals (all patron types)	2,304
Equipment/Circulation Desk	239	(+/-) from Trans. Stats. Report	228
Fine Arts	2	Manual Circ.	
General	5,232	(Reserves)	1,265
On Display	22		
Reference/Archives	3	Totals w/out Reserves	9,623

The Voyager system continues to work extremely well in relation to the daily process related to circulation, physical reserves, fines and fee notices, etc.

Due to the staffing issues related to not having a Circulation/Reserves assistant for the first half of this year, our goal for the service unit continued to be trying to maintain the mission critical services and workflow that impact on our students and faculty's ability to get access to the items they need. We met this goal due to the extraordinary efforts and hard work of Kelly Boudreau, Jordanna Lawton and Kristin Lortie. With the filling of the full-time position in January, we have begun to tackle the backlog of non-critical work that was put on hold over the last few years while the position was frozen.

The Gallucci study room was widely used by student, faculty and staff throughout the year. This year saw a 55% increase in the number of reservations made and the total number of people using the room showed an increase of 48%. The room's usage continued to be varied: student group study sessions, student group projects, staff meetings, committee meetings, alternate meeting place for small classes when their classroom was unavailable, etc.

Study Room Usage	2008	2009	2010	2011	2012
Reservations	264	339	423	432	665
Participants	1,182	1,244	1,659	1,888	2,795

Distance Learning/Extended Campus Service unit

Despite our inability to actively promote this unit and the services it provides to our growing distance learning and extended campus community as we have in the past, due to the continued staffing issues, this year was extremely busy. We concentrated on maintaining the high level of quality services provided and the established connections we had built with the programs, faculty and students. We provided the following full range of library services:

- Library orientation and research instruction sessions available at extended campus sites and online
- Specialized Research Guides
- Borrowing privileges
- Interlibrary Loans
- Document delivery
- Reference assistance – chat, email, phone, skype and in person
- Remote database access that only requires one logon/password to connect to all of the databases rather than each database having a unique User ID and Password and a guest account for extended campus sites with students whose paperwork are in process during the first weeks of their course
- Reserves
- Elluminate vRoom/Blackboard to “virtually meet” with students who couldn't come to the library and as an option for research instruction and reference help.

The number of instruction sessions conducted at extended campus sites and online for our distance learning courses increased by 83% and the number of students attending the sessions increased by 55%. There was a corresponding increase across most of the service categories. That being said, phone reference saw an increase of 88% with phone and email reference combined for a total of 429 questions answered by the Access Services Librarian; this doesn't include the questions coming in through the reference desk and being answered there as we don't track those separately. The number of students electing to schedule an appointment with the Access Services Librarian to come to the library to do research and get research assistance increased by 113%. The requests for print journal articles through our document delivery service increased by 43%. Interlibrary loan requests also grew with articles increasing by 192% and books increasing by 33%.

A total of 10 library orientation/instruction sessions were conducted for 170 students; seven were located at extended campus sites, one was for an online extended campus course and two were for online distance learning courses:

- 4 for courses through C.L. Brine at extended campus sites and 1 partially embedded for an online course using LibGuides
- 1 for a course through Lowell Public Schools
- 2 for courses through MAVA
- 2 distance learning courses, Nursing Research and Research in Reading Education - fully embedded in Blackboard
- All sessions were subject and/or database specific research instruction sessions with a brief overview of services.

- 120 Library accounts were activated either in person during the library orientation/instruction sessions or via the online application form.

Distance Learning & Extended Campus Services

AY	Accounts	FSU Article Requests	FSU Articles Sent	FSU Book Request	FSU Books Sent	ILL Article Requests	ILL Articles Sent	ILL Book Requests	ILL Books Sent	Virtual Reference	Phone Reference	Inst. Classes	Attend
2008	313	406	406	81	81	156	153	19	19	92	59	12	282
2009	206	218	218	17	17	88	83	9	9	74	44	10	213
2010	278	232	231	61	39	81	79	13	13	174	84	10	262
2011	183	113	113	70	70	24	24	3	3	166	127	6	129
2012	120	162	162	41	41	70	68	4	4	190	239	11	200

17 students scheduled a research appointment with the librarian at the Fitchburg campus. (6 came to the library; 11 via phone; 0 via Elluminate)

Fully Embedded in DL course for the semester (Jan.-May, Nursing Research)

Partially Embedded in Brine DL course for the semester (Jan.-May, Education Research) Fully Embedded in DL course for the semester (May-June, Research in Reading Education)

Detailed statistical reports are available in the department.

Interlibrary Loan Service Unit

The Interlibrary Loan (ILL) service continued to be extremely busy this year. Total requests (borrowing and lending) were 4,978.

FSU Initiated Requests to Borrow

Analysis of the ILL borrowing in comparison to last year shows that the number of requests we received increased by 46% and the number of total items we actually borrowed also increased by 46%. Requests for copies went up by 84% while loans saw a slight increase of 16% with a completion rate of 91%. We were still able to improve the average turnaround time by 15%. Out of the 1044 items we received through ILL for our Fitchburg State students, faculty and staff, we were able to borrow 87% of the material with no additional fees being assessed to the library. The remaining 13%, 138 items, where we were unable to find a free lender cost us \$1,941.50 paid through our OCLC IFM account.

Month	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Ap	May	Je	EOY Totals
Requests Initiated	31	50	101	152	150	61	94	136	115	136	56	65	1,147
Requests from WorldCat	31	50	101	152	150	61	94	136	115	136	56	65	1,147
Requests Filled - Loan	8	26	60	66	60	29	32	44	48	45	34	10	462
Requests Filled - Copy	14	16	35	63	75	51	54	69	63	70	30	42	582
Requests Filled	22	42	95	129	135	80	86	113	111	115	64	52	1,044
Requests Unfilled	3	5	3	11	9	9	7	12	9	10	7	3	88
Requests Cancelled	0	0	0	2	0	0	0	2	2	1	1	1	9

Requests to Lend Materials to other Libraries

Analysis of the ILL lending (items we lent to other libraries for their patrons) in comparison to last year shows a slight decrease of 7% in the total number of requests we received from other libraries wanting to borrow our materials and the number of items we lent had a corresponding decrease of 12%. In looking closer, the number of loans filled decreased by 9% while copies filled decreased by 15%. The completion rate for materials lent was 77%. The average lending turnaround time (the time it takes from when we receive a request from another library to process that request) remained approximately 1 day.

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Ap	May	Je	EOY Totals
Requests Received	169	189	373	447	382	179	325	489	409	400	236	220	3,818
Requests from WorldCat	168	189	373	447	381	179	324	488	408	400	236	219	3,812
Requests Filled	122	139	314	360	292	162	213	374	299	283	197	167	2,922
Requests Filled - Loan	45	60	146	136	116	63	108	148	121	122	86	65	1,216
Requests Filled - Copy	77	79	168	224	176	99	105	226	178	161	111	102	1,706
Requests Unfilled	43	40	65	77	81	47	93	106	130	110	48	51	891
Requests Cancelled	0	1	3	6	7	1	3	6	10	9	2	1	49

Consortium / Network Statistics (included in Borrowing & Lending totals above)					
Fitchburg State Borrowing	ARC	211	Fitchburg State Lending	ARC	566
	MASS	251		MASS	1516
	Mass Public Higher Ed	692		Mass Public Higher Ed	213

ILL Document Delivery Systems: We use a variety of delivery modes for sending and receiving Interlibrary Loan materials: Relais, email, post-to-web, fax, in-state van courier, U.S. mail and special couriers (UPS, FedEx, etc.). Detailed statistical reports are available in the department.

Reserves Service Unit

The Library's Reserves Service continues to be an essential service for our faculty and students. The number of professors using the service this year increased by 12%. The number of courses for which materials were placed on reserve increased by 29%. There was a slight increase, 4%, in the number of items placed on physical reserve. The usage of the material saw a 49% decrease in large part due to an increased number of reserves materials that were placed on as supplemental to the course instead of required. Also, because of the increasing number of online resources the library provides and the option for professors to post their materials through Blackboard, we expected to see a decrease in the amount of materials placed on electronic reserves, which did occur, with a 25% decrease.

With the increase in the number of faculty using our reserves service and the Circulation/Reserves assistant position continuing to be vacant during the first half of the year, the level of superior service that we have been able to provide in the past has continued to suffer a bit in relation to our turnaround speed of being able to process incoming items to make them available for the students. In January when we filled the position and the department was at full staff we quickly improved the service levels back to where we are able to provide a turnaround speed of a few hours to a day (in the busiest time periods).

The *Reserves Material Report* for fiscal year 2012 contains a summary of the number of items placed on reserve and the materials' usage:

	Summer II	Fall	Winter	Spring	Summer I	Total FY
Faculty	2	87	0	81	4	174
Courses	3	126	0	151	6	286
Reserve Items	24	626	0	849	34	1,533
	Summer II	Fall	Winter	Spring	Summer I	Total FY
Circulation						
Physical Total:	0	571	0	830	0	1,401
Electronic Total:	212	2,637	0	1,742	284	4,875
Total Usage:	212	3,208	0	2,572	284	6,276

Detailed statistical reports are available in the department.

Stacks Service Unit

Shelving remains at a premium. Phase 2 of the library's space redesign continued this year. There were a lot of small shifts throughout the year to accommodate construction on the 4th floor and due to several roof leaks. We also lost access to the majority of our put-a-way shelves on the 4th floor due to the construction so our primary focus has been on re-shelving the books several times a day which has cut into the time and staff that we have available for shelf-reading all of the collections to make sure that materials were in their correct locations and returned items were placed back on the shelves for patrons to find. Another ongoing task which has also been limited due to staffing is the shifting of items within the various collections as new items are purchased shelves in some areas are too full while in others the weeding of material has left open spots. Storage space in the audio/visual bins is very tight as that collection continues to grow. Our plan to purchase a new bin this year was placed temporarily on hold for other budgeting priorities, but we hope resume purchasing a new bin each year as needed in FY2013.

Expanding Activities and Projects

- Continued to develop Voyager Access Reports for the Library Director, Access Services Department and the Periodicals Department.

- Expanded the Embedded Librarian pilot. The pilot continued working with Lynne Kellner, professor in Behavioral Sciences to embed into her HMSV3500 and PSY8100 courses through Blackboard. This year we added Kate Wells, Reference Librarian, to serve as an embedded librarian and we expanded the courses out to include two online education courses, one online nursing course, one online history course, an additional online psychology course and two online courses through the Catherine Leahy-Brine Extended Campus program. The goal of the pilot is to continue to refine the service with a focus on extending it as a permanent option for providing library instruction for our Distance Learning and Extended Campus courses/programs.
- Began the implementation of the WorldCat Knowledge Base and the PubGet software integration in the OCLC Resource Sharing system of our Interlibrary Loans service unit to provide faster access to electronic resources such as journal articles and e-books along with copyright and licensing information for our electronic resources.
- The Library Web site's basic content continues to be maintained partially by Linda LeBlanc. Working with Heather Pellerin, Information Technology, and Jason Simon, Technology & Serials Librarian, has now taken over primary responsibility for the library's Web site.
- Continued to look for new products and software as well as a workflow analysis of the service units to look for ways to improve efficiency and the quality of services. Our focus as the year ends is on the feasibility of getting the ILLiad system which would allow us to combine and streamline our interlibrary loan and document delivery services.
- Linda LeBlanc, working with Nancy Turnbull, Technical Services Librarian, continued serving as the system administrator for the Voyager system.
- Major projects that we have had to place on hold due to the current vacant Circulation/Reserves position:
 - The reviewing and updating of training materials and departmental manuals.
 - The continued exploration of ways to more fully integrate Blackboard as a tool for training and communicating with our student assistants and their implementation.
 - Reaching out to other libraries to try to establish free interlibrary loan lending agreements with libraries who normally charge lending fees.
 - Customizing some of the features in the OCLC Resource Sharing system of our Interlibrary Loans service unit such as establishing Group Holdings and Custom Holdings Paths to help streamline part of the online workflow in placing borrowing requests.
 - The expansion of the document delivery service to on-campus faculty and students.
 - Plans to develop and implement a strategy to promote the department's service units to new students, faculty and staff as well as outreach to the current on-campus, extended campus and distance learning community students and faculty who may be unaware of what is available to them.

Miscellaneous

- We participated in ARC meetings related to Circulation and Interlibrary Loan.
- The Access Services Librarian served as a member of the Academic Policies and NEASC Committees.
- The Access Services Librarian served on a librarian search committees.
- The Access Services Librarian served as a Peer Evaluation Committee member for three librarians and one nursing professor.
- Due to the library having one open librarian position the Access Services Librarian continued to spend a large amount of time out of the office covering the Reference Desk and conducting on campus library instruction sessions.

Instruction Summary AY 2011-12

Prepared by Jenny Fielding, Instruction & Outreach Librarian

Classroom Teaching and Curriculum

AY 11/12 was an extremely successful year for instruction and the information literacy program. The total number of classes taught increased from the prior academic year by an unprecedented 51% (156 classes in AY 11/12 vs. 103 in AY 10/11), and exceeded the former largest number of classes taught in an academic year by 30 sessions. (The prior largest instruction year was AY 06/07 with 126 classes.) Much of the increase is attributable to extended outreach, increased scheduling by various departments (most notably Biology and Exercise Science), and continued efforts to tailor information literacy content to course needs.

Based on ongoing discussions with faculty and research into library pedagogies, lesson plans for Writing 1 and Writing 2 were revised in an effort to “close the loop” incorporating new content and exercises, including:

- Incorporation of a TED video on “filter bubbles” and discussion on how this affects search
- Hands-on exercise for determining scholarly versus popular sources
- Hands-on exercise for the development of keywords and related research concepts
- Revision of website evaluation criteria to a more easily recalled acronym

New exercises were also trialed with positive feedback in higher level library instruction classes, including parsing a scholarly article for meaning, and bibliographic mining to find additional sources on a topic.

In light of the growing recognition of Information Literacy as a foundational skill, a pilot effort was explored with the English Studies Department to more thoroughly integrate information literacy content into several sections of Writing II during the Spring semester. Jenny Fielding worked in close collaboration with the Writing Committee and several English Studies instructors during the term to develop and broaden the standard Writing II “one-shot” content into six modules that would cover core IL topics. (Note: This accounted for an additional 12 classes taught during the academic year not included in the base statistics.) Layne Craig from English Studies was instrumental in applying for a grant from the VPAA’s Office to fund a set of classroom response systems for which several learning checkpoint exercises were designed. A pre- and post- quiz was administered by both professors on Blackboard, showing a marked increase in student understanding of IL concepts, and papers from the pilot sections will be assessed in Fall 2012 and to determine if students’ use of sources and information literacy skills showed significant improvement in the pilot section versus students who only received the traditional “one-shot” library session. Qualitative data in the form of student feedback was also collected.

The data gathered from this pilot will be evaluated in AY 12/13 and will achieve several purposes:

- Provide a foundation for the upcoming discussion re: Information Literacy in the Academic Plan
- Provide insight into the concepts with which our students are struggling now
- Inform changes to classroom teaching strategies and activities on information literacy

Results from the pilot were also accepted for presentation at the 2012 NEEAN Fall Forum, and a panel including Jenny Fielding and members of the Writing Committee will present the work at the College of the Holy Cross in Worcester in November 2012.

Libguide Updates

Also in concert with the curriculum revisions and the new Information Literacy Plan, the Libguides for Writing 1 and Writing 2 are regularly reviewed and revised to better reflect the content of these sessions, and the stated educational goals of the IL Plan.

Future and Goals

With the success of the Integrated Writing 2 pilot in Spring 2012, next steps will include conferring the English Studies department to determine the next appropriate test, likely a Topics “lab” structure wherein information literacy is taught for credit alongside course content. Outreach to other departments on campus to test this outside English Studies is also being considered. In addition, during AY 12/13 the results from the pilot are being drafted into an article to be submitted for publication. A number of the librarians – specifically Mark Melchior, Kate Wells, and Linda LeBlanc – are also continuing to work with several classes in a more traditional embedded model, providing advanced resources and support to a specific course. These efforts yield enhanced cooperation and collaboration between the library and a number of academic departments.

As part of the NEASC goals as well as the IL Plan, the library will also spearhead a conversation on information literacy in the current curriculum and how we may be better able to integrate these skills more fully within the library and across disciplines.

Assessment efforts remain a future focus for the program, and the Writing 2 pilot program is expected to yield data that can be used to further the program, as well as inform future assessment efforts. Pre- and post-tests will be revisited and amended to yield valid data that can be used as a benchmark for library instruction pedagogy moving forward.

Library Instruction Sessions

	Fall	Spring	Summer	Total
Undergraduate	64	67	5	136
Graduate	8	6	4	18
Extended/DL				11
Other	2	0	0	2
Total				167

Instruction - Student Attendees

	Fall	Spring	Summer	Total
Undergraduate	1,325	1,420	60	2,805
Graduate	99	86	58	243
Extended/DL				200
Other	50	0	0	50
Total				3,298

Instruction by Course Level AY 11/12

1000s	82 (52.6%) – includes W1/W2
2000s	29 (18.6%)
3000s	17 (10.9%)
4000s	8 (5.1%)
Grad	18 (11.5%)
Other	2 (1.3%)

Breakdown by Subject (excluding DL Grad. Level sessions)

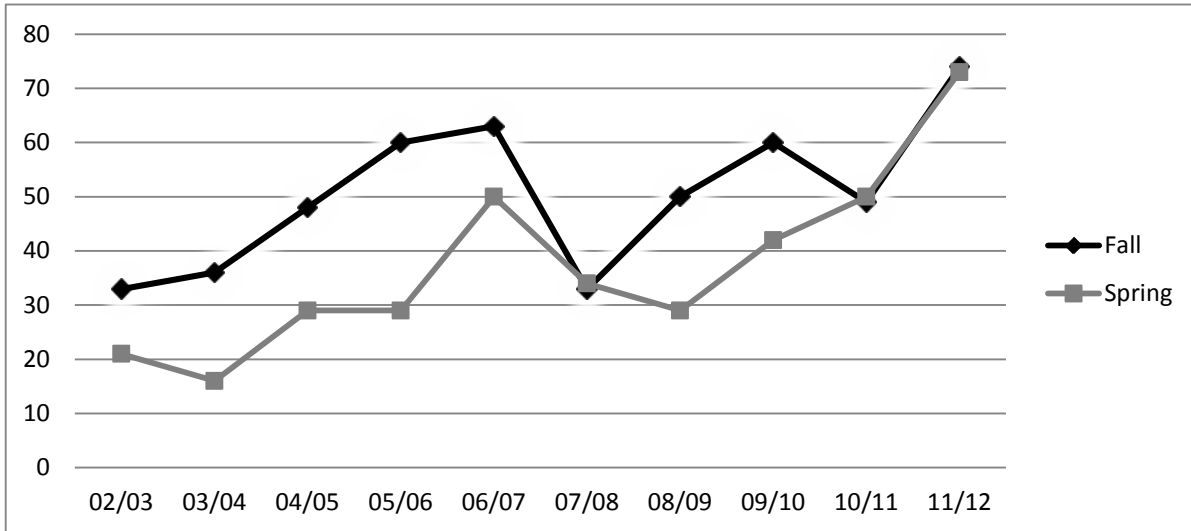
Subject	Sessions	% of Total
Art	1	0.6%
Biology	10	6.4%
Business	5	3.2%
Comm/Media	6	3.8%
Criminal Justice	5	3.2%
Education	21	13.5%
English	6	3.8%
ENGL Writing 1	25	16.0%
ENGL Writing 2	31	19.9%
EXSS	13	8.3%
GeoPhys	1	0.6%
History	9	5.8%
Human Services	5	3.2%
Industrial Tech	1	0.6%
Music	1	0.6%
Nursing	2	1.3%
Political Science	2	1.3%
Psychology	3	1.9%
Sociology	3	1.9%
Speech	4	2.6%
Other	2	1.3%
	156	99.4%

Instruction by Librarian AY 11/12

Jenny Fielding	88 (56.4%)
Kate Wells	39 (25%)
Linda LeBlanc	25 (16%)
Mark Melchior	4 (2.6%)

(Note: Jenny Fielding also taught 12 classes within the Writing 2 pilot not counted in the above totals.)

Total Instruction Sessions (Past 10 Academic Years)



Periodicals & Electronic Resources Department

Jason Simon, Serials and Electronic Services Librarian

In keeping with current trends in the management of periodicals and other serials publications, the library is continuing to transition from hard copy to electronic where it is relevant, possible, and desirable. Given trends of student usage, whenever possible individual journal subscriptions are being replaced with full text databases both for ease of use and for the ability to gain access to more content within existing budgetary restraints

With the acquisition of *JSTOR* volumes IV-X, which contains many journals in full text from their origination, 1,943 duplicate print volumes were discarded. (5 volumes were added to the database, creating a net reduction of 1,938).

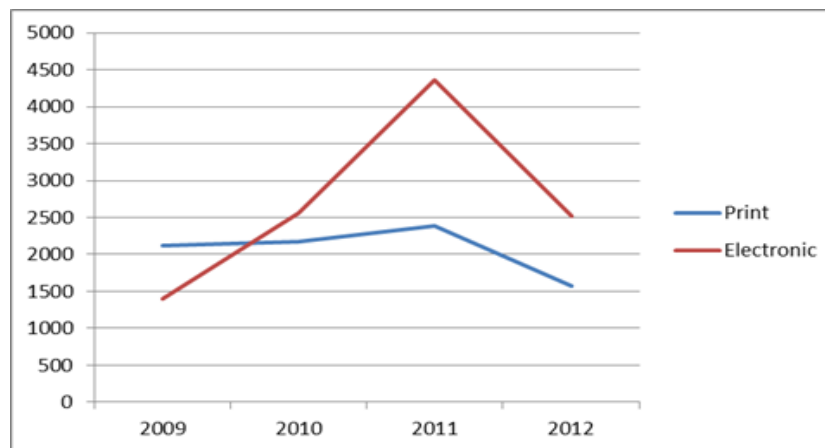
Analysis of individual titles was also examined by librarians, and decisions were made to cancel either print or electronic subscriptions if they appeared within full text databases. 21 titles were canceled, 14 titles were converted from print to electronic, 3 titles added electronic access to the existing print subscription, and 3 new titles were added to the libraries subscriptions.

We have also centralized our records of digital aggregators by converting data that was previously stored in single spreadsheet to a more robust database, which, stored on the library's server, provides up to date content to the new website as well as providing more stable record management for internal use. A similar process was used for creating a central database of all online subscriptions, to increase ease of managing and analysis. This database now incorporates information stored by Ebsco (the library's journal vendor), other vendors (such as *JSTOR* through their Current Scholarship Program) and Serials Solutions (the library's link resolver) to increase the quality of data including access to historical pricing data and holdings records.

An ongoing project to create a detailed shelf-listing of all print periodicals is currently underway by Joanne Dennis and Nancy Turnbull. The library catalog's acquisition module is being used to create accurate records of individual journal holdings.

We have also recently started tracking electronic access usage to our individual journal subscriptions. The chart shows the number of times individual journals have been tracked over the past four years through Serials Solutions. "Print" records the number of times that the catalog has been accessed via our link resolver.

	2009	2010	2011	2012
Print	2,117	2,178	2,,391	1,568
Electronic	1,400	2,566	4,365	2,514



We also are tracking usage through Serials Solutions as a way of determining how people are using the journal portal:

		Searches	Searches	Searches
		2011	2012	Grand total:
Search Groups:	Search Type:			
Total Browse Searches	Browse by Alphabet	5,020	3,963	8,983
Total Browse Searches	Browse by Subject	1,676	1,681	3,357
Total Browse Searches	Total Browse Searches total:	6,696	5,644	12,340
Total Titles Searches	Title Begins With	8,082	8,359	16,441
Total Titles Searches	Title Contains	1,094	1,046	2,140
Total Titles Searches	Title Equals	294	622	916
Total Titles Searches	Total Titles Searches total:	9,470	10,027	19,497
Other Searches	ISSN Equals	1,306	1,174	2,480
Other Searches	Open URL	9,793	8,520	18,313
Other Searches	Other Searches total:	11,099	9,694	20,793
Grand total:		27,265	25,365	52,630

WEB Site Usage-Reconfigured page from Nov., 2011-June, 2012

Top content page overview	/academics/library/	72,663	55.71%
	/academics/library/research-help/research-databases/	41,623	31.91%
	/academics/library/research-help/research-guides/	3,798	2.91%
	/academics/library/services/	1,933	1.48%
	/academics/library/about-us/	1,339	1.03%
	/academics/library/resources/e-books/	1,215	0.93%
	/academics/library/research-help/	1,162	0.89%
	/academics/library/policies/	1,017	0.78%

Reference Services Summary

Prepared by Mark Melchior, Reference and Instruction Librarian

Description of Services

Reference Services provide students, faculty, staff and public users with information and guidance on how to locate and use effectively the library's resources. The Reference/Research Help Desk, located near the library entrance, provides a physical anchor for these services. In AY 11-12, librarians offered reference services seven days and five nights week at the Desk during the Fall and Spring sessions and on weekdays during the Summer sessions.

In AY11-12, the Reference Services delivery model continued to evolve and expand. Of the modes of interaction offered at the Reference/Research Help Desk, students showed a strong preference for face-to-face interactions with librarians overall, but librarians responded to reference requests via email, phone, and instant messaging chat, the fastest growing segment of reference transactions again this year.

As the library builds its instruction programming, and extends out into distance learning environments and online courses, librarians at the Desk increasingly coordinate their work with those who provide these services. Similarly, librarians in the classroom and online in embedded course management systems reinforce and extend work done at the Reference/Research Help Desk.

As Reference Services move away from the service desk and into the classroom and onto Blackboard, the types and quality of inquiries at the desk change. Though the overall number of transactions went down from the previous year, Reference librarians spent more time with students on average, almost 5 minutes on average. Librarians also fielded more requests for appointment-based research consultations.

The broader vision of helping library users at their point of need includes providing a variety of materials that supplement and reinforce the Reference librarian's guidance. To this end, Reference librarians prepare course- or discipline-specific research guides in an accessible online format for student use. These research guides appear on the library website but this year, they are also being embedded as links on syllabi, in Blackboard or in other course materials.

Reference Services also provide book displays at the Desk to introduce new users to the library's collections, promote some of the latest additions to the collection, and highlight issues relevant to students and campus life. This year, displays were created to coincide with Banned Books Week, National Poetry Month, the anniversaries of 9/11 and the Peace Corps ("War and Peace") and African American History Month, and Women's History Month.

In short, Reference Services continued to expand and evolve in AY11/12 to reach and meet students and faculty at their points of need and interest— where, when and how they want to communicate with librarians about library resources, or learn about these resources themselves.

Staffing and Scheduling of the Reference/Research Help Desk

In March 2012, Mark Melchior was hired as Reference and Instruction Librarian to bring the number of full-time librarians to six. All six full-time librarians and one part-time adjunct librarian provide Reference Desk coverage during the year.

When classes were in session, librarians were available at the Reference Desk for a total of 66.5 hours per week (75% of the library's open hours) based on the following schedule.

Note that in the lead-up to finals, Reference librarians provided late night chat reference.

Monday-Thursday, 9am-8:30pm
Friday, 9am-5pm
Saturday, 12pm-5pm
Sunday, 1pm-8:30pm

Reference Services Metrics

As of October 2011, the library replaced an in-house system of tracking Reference Service transactions with a web-based application known as LibAnalytics. The new system continues to track basic information -- types of question (reference, technology, directional), modes of interaction (in-person, chat, email, phone) and the time of the interaction -- but it also provides a much more granular data set.

Who uses the Reference/Research Help Desk, and for what purposes? Reference librarians work primarily with undergraduate students, most often face-to-face or on chat. Undergraduate students prefer in-person interactions but use chat reference regularly, too--especially evenings and weekends. With the surge in interest in distance learning and online classes, we expect the popularity of chat reference to grow.

Over the year, Reference librarians logged 5,126 interactions. These lasted anywhere from under 2 minutes to over an hour. The average duration of these interactions was between 4-5 minutes, and involved questions about how to access books in the print collection, how to use databases to find articles or how to cite materials correctly. The computer workstations and printers on the first floor were also a popular subject of student queries, and librarians managed those questions as well.

Graduate students and faculty used Reference Services as well, although their uses differ and focus around value-added services such as interlibrary loan, RefWorks, a citation management software; and on more intensive consultations related to longer-form research.

Looking Ahead

Over the coming year, Reference Services will continue to seek out opportunities to ease and enhance student use of the library. Strategic areas of interest include the following:

- coordinating with the information literacy instruction librarians to reinforce classroom content
- coordinating with student support organizations on campus to identify barriers and solutions for those with access challenges
- standardizing of embedded content
- creating clear and consistent signage and messaging.
- Staffing & Schedule
- Thoughts, data interpretation

Statistics

A. Reference Inquiries: 5,708

Total Reference Desk Inquiries:	5,126
Total Distributed Learning Inquiries:	429
Total Archives & Special Collections Inquiries:	153

B. Patron Type: From 2,957 total transactions*

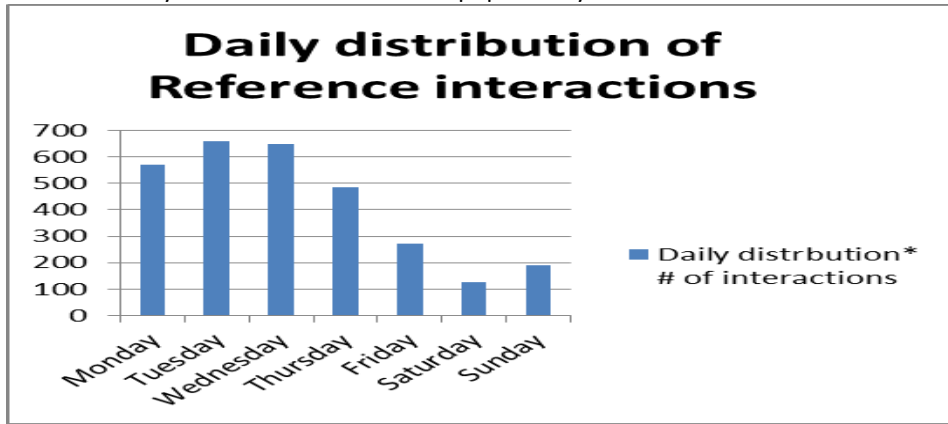
Undergrad:	1,519
Grad:	75
Staff:	15
Public:	119
Alums:	21
Unknown:	1,024

C. Reference type: From 2,957 total transactions*

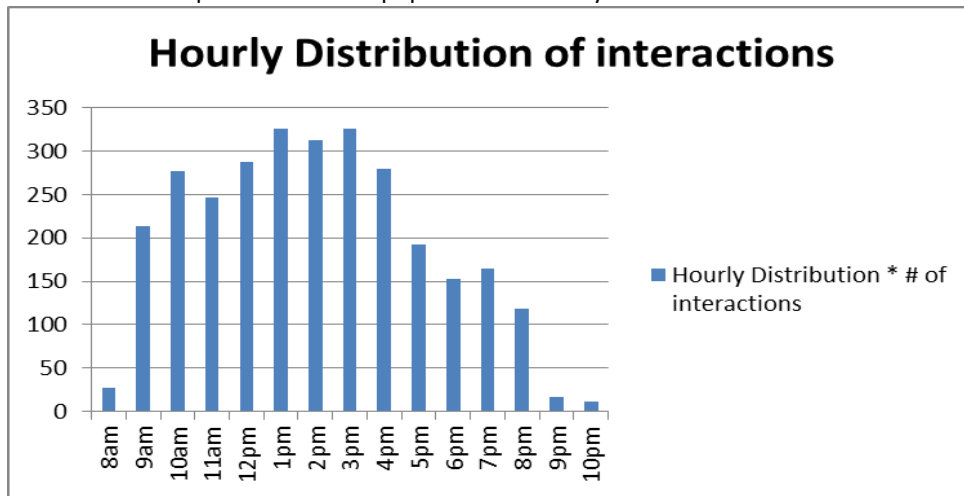
In person:	1,976
Phone:	120
Email:	58
IM Chat:	728
Roving:	61
By Appt:	14

*LibAnalytics began in mid-October.

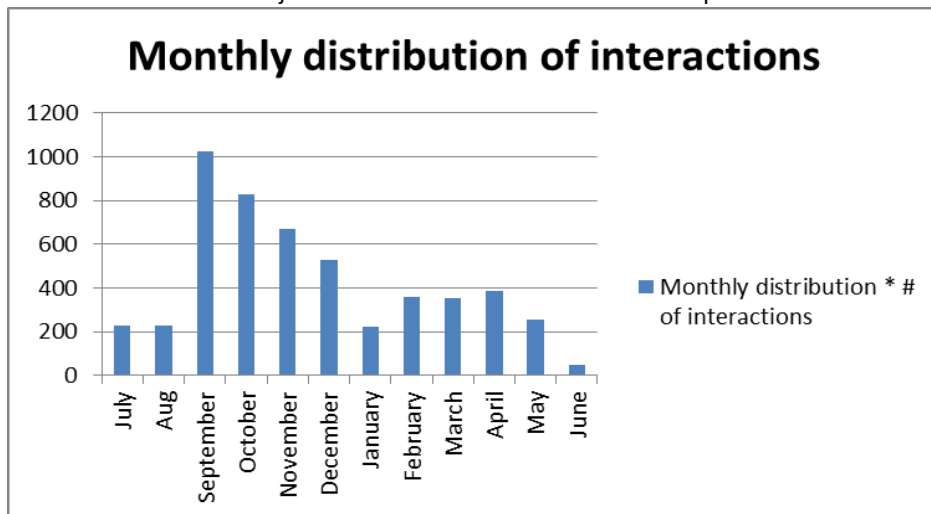
Tuesdays and Wednesdays continue to be the most popular days of the week for Reference interactions



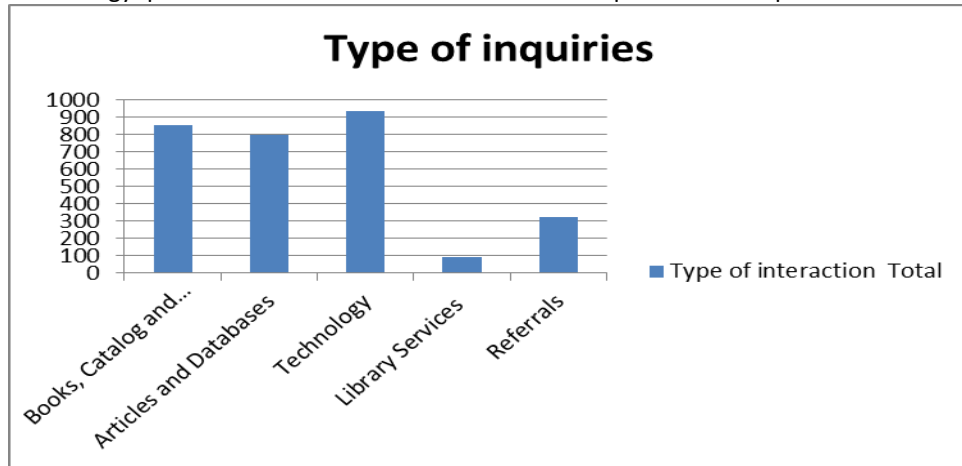
Noon to 4pm are the most popular times of day for Reference interactions



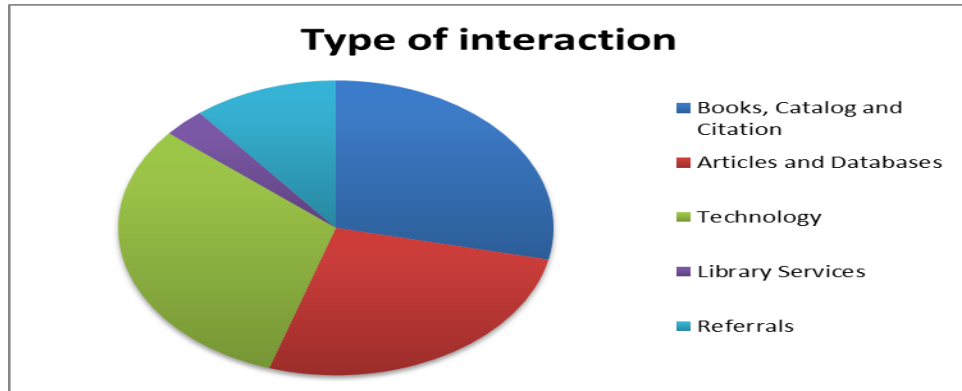
September and October are the busiest times of the year although many of those interactions relate to the use of technology as students adjust to the use of the workstations and printers.



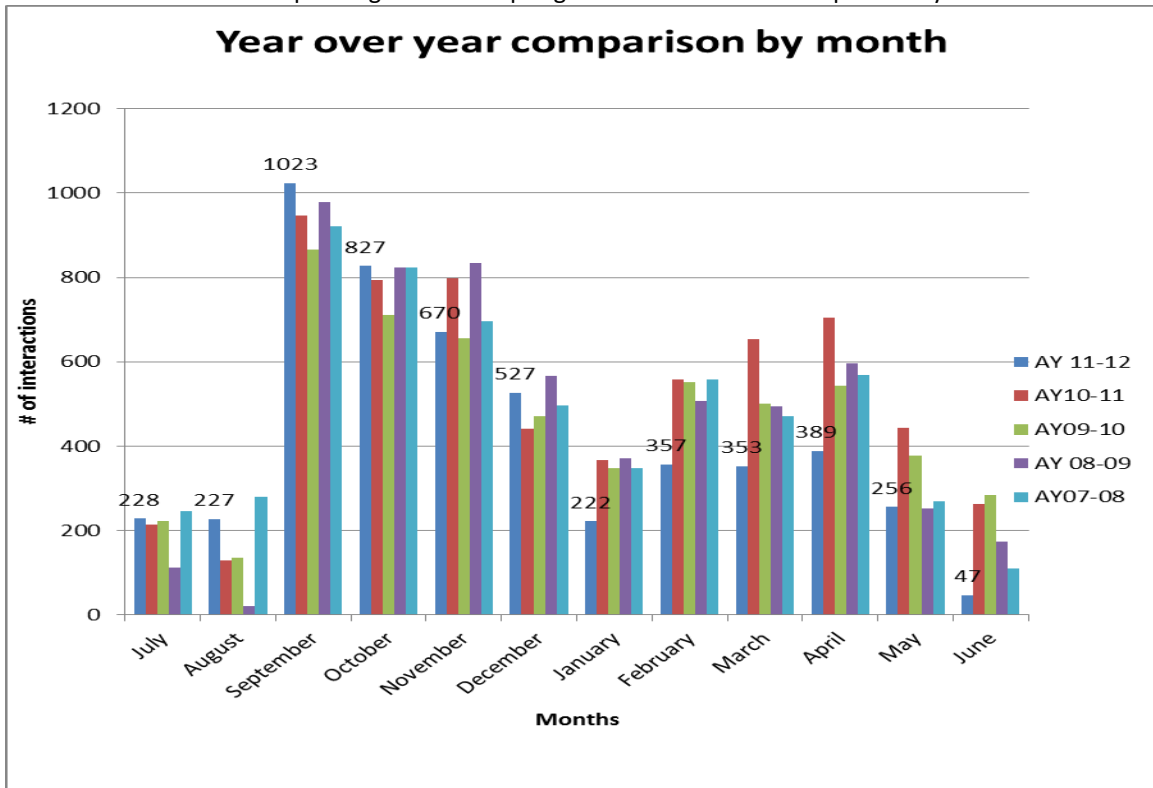
Technology questions are the shortest but the most frequent of the inquiries at the Desk



Another view of the same stats as above



The monthly column is the number of interactions for the current year, compared with previous years. The Fall term totals for AY 11-12 are quite high with the Spring totals below that of the previous year.



Technical Services Report

Prepared by Nancy Turnbull, Technical Services Librarian

During 2011-12 the Technical Services Department initiated, continued and completed projects.

Projects

Inventory

The inventory begun in 2010-11 is nearing completion. The inventory process is being performed with the Library Stacks Management System for the first time and is also unique in that the process is done on a rolling schedule, in LC call number order. Previously sections of the collection were chosen out of order which meant that the status of some items was recent while others had not been checked in several years. An advantage of doing inventory this way is that it more closely reflects the actual state of the collection as a whole.

Archives and Special Collections

The Technical Services Department continues to support the archives by cataloging materials and entering finding aids into the library OPAC (online public access catalog). As Reference and Special Collections librarian Mrs. Kate Wells continues to work with items housed in the archives and special collections room she continues to find materials which have been stored in the room but never cataloged. A lack of cataloging means that these items are not discoverable through a search and are not included in any type of inventory control. Proper cataloging of the material eliminates these problems. In 2011-12 Technical Services completed the cataloging and processing of sets of Fitchburg Business Directories from the 1850's through 1870's. The Technical Services Department also continues to import Library Finding Aids into the OPAC as they are created. Library Finding Aids are guides to the resources in a particular collection and are commonly created for archival materials. Having these collections identified in the OPAC increases the chance that it will be found by a searcher and because the finding aids have links to the online collections a user does not have to leave the OPAC and then click on the University Archives link to see the resources.

Periodicals

In 2011-12 two concerns about print journals were brought to the attention of the Technical Services Department. The first question was whether or not Voyager could produce a list of all print journals for the purpose of conducting an inventory and the second was about showing the physical format of print journals in the OPAC.

Producing a title list of print journals held by the library is a simple task. However an inventory of a journal collection implies the verification of individual items meaning the actual issues held by the library. Due to the changeover in ILS systems (integrated library systems) through the years many journals did not list holdings previous to the 1990's even if the library had been keeping issues since the 1930's. To update the journals holding, all of the missing issues need to be entered and then checked in. Also, a brief survey of the print journals indicated that some of the titles had never been entered into the OPAC at all. New records need to be created for each of these titles. Serials assistant Mrs. Joanne Dennis is reviewing the collection and entering any missed titles.

A second concern was how the format of journal holdings was displayed to patrons. Because the library interfiles (shelves paper, bound and microfilm together), its journal holdings are not separated by location. The result of this decision is that all print journal holdings show a location of "2nd floor". There is nothing in the display that tells a user the physical form of the issue they want. Occasionally patrons come to the library thinking that a particular title is available in paper only to discover that the title is on microfilm.

Working with the serials department I developed a display that would address the issue of format. The new display clearly shows whether issues are loose, bound or available in microfilm. However when I began editing the records I noticed that some also had links to their online versions. Unfortunately the links were not always in the same place in the records and some of the links proved to be broken. In order to standardize the records, all links to online versions were entered into the holdings portion of the record and the links are to the corresponding title in Serials Solutions.

The Serials project is a long term effort to update and standardize records. It is expected to take years to complete and is worked on as time is available.

Reference

With the arrival of reference librarian Mr. Mark Melchior, the reference collection received a high level of attention. The entire collection was evaluated with the result that some works were discarded, others moved to the circulating collection and some were updated. The technical services department supported Mr. Melchior in his work by providing title lists and analyses of the reference collection as well as processing new materials into the collection and processing deleted materials out.

Voyager

Online Public Access Catalog (OPAC)

In the fall of 2011 the library was contacted by Voyager parent company Ex Libris with a recommendation that the system be upgraded from version 7.0.4 to 8.1.0. After discussion between me, Library Director Bob Foley and Access Services librarian Linda LeBlanc we decided to move forward with the upgrade which was done in January of 2012. At the time I expressed some concern about what would happen to the customizations I had made to the OPAC and was told that they would disappear but could easily be redone by me. Unfortunately re-entering the customizations has not been as easy as I was told. To date very few of the changes have been made successfully. I continue to submit support incidents to Ex Libris but progress is slow.

Statistics

OPAC statistics about Voyager searching continue to be tracked. The library now has almost three years of consecutive data with which to work when evaluating searching patterns and trends.

Table of Contents

The Voyager OPAC continues to be enhanced by adding the table of contents to records. Student aide Suzanne Lahna contributed to this effort. Adding the table of contents to a bibliographic record means that the table of contents is searchable and increases the discoverability of the item.

McCaffrey donations

Once again Emeritus Professor Marilyn McCaffrey has gifted us with donations of children's and/or young adult books. All of her materials have been cataloged and processed.

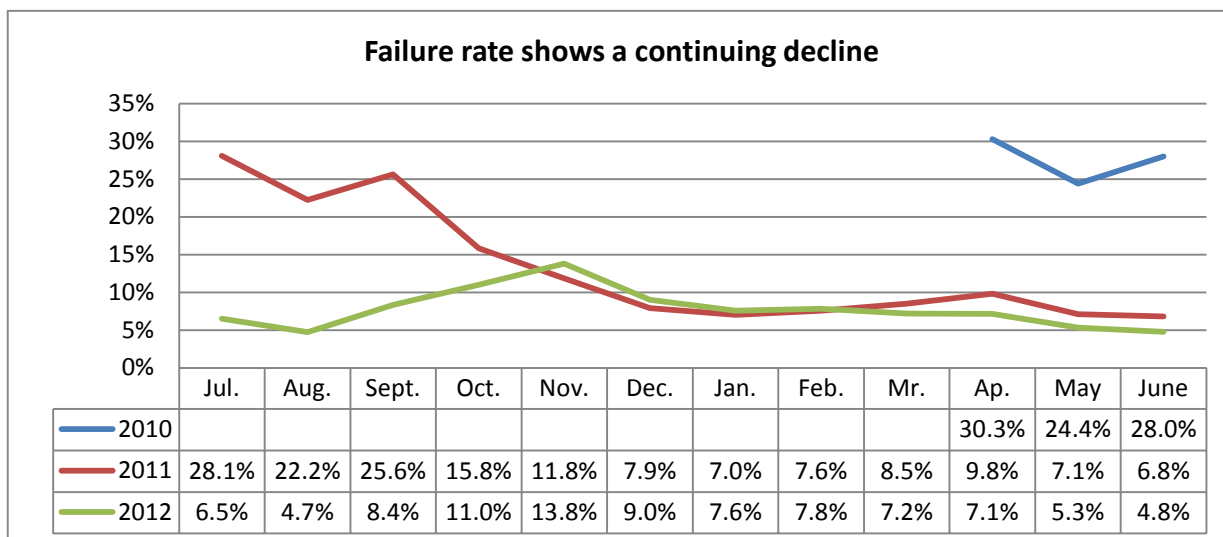
Subject area reviews

Subject area reviews use Voyager data to analyze call numbers and/or call number ranges by holdings, acquisitions, deletions and mean, media and mode. Subject area reviews are generally prepared when a department is involved in a recertification or evaluation process but because they document the number of titles and ages of specific areas of the collection, they can also be useful acquisition tools. In 2011-12 I began sharing subject area reviews with the liaison librarians for those departments and received positive feedback from my colleagues.

OPAC – Searching Usage

This year the department has completed its first full year tracking OPAC search statistics. This information comes from an existing Access Reports search, [OPAC Search Log: Total Searches By Day](#).

A monthly analysis of this report shows how many searches were successful and how many failed. The ability to see the search string in the report also helps to determine why a search failed. Technical Services is using this information to help make the OPAC more user-friendly. Since a majority of failed searches are due to spelling errors the "Search resulted in no hits" box in the OPAC was edited to say "Search resulted in no hits. Please check your spelling"



University Archives/Special Collections

Kathryn Wells, Reference and Special Collections Librarian

The University Archives & Special Collections (the Archives) continued the growth of the previous year and expanded in several areas during AY2011/12. Kate Wells continued as the Reference and Special Collections Librarian with primary responsibility for the University Archives and Special Collections. Several major projects were accomplished during the year as outlined below.

Administrative Management

- Recommended and coordinated installed of Archon
- Recommended and coordinated installation of ContentDM
- Recommended and coordinated installation of LibAnalytics reference tracking
- Completed Long-Term Preservation Plan & Critical Collections Report for Massachusetts Board of Library Commissioners
- Completed transfer of webpages to new website and created new pages
- Grant writing & project management:
 - Amelia V. Gallucci-Cirio grant – awarded & completed
 - Center for Teaching & Learning Innovation Grant – awarded & completed
 - Massachusetts Board of Library Commissioners Digitizing History grant – awarded
- Coordinated preservation estimate for glass-plate negatives from NEDCC
- Furthered working partnership with University Foundation through coordinated projects with Chris Hendry and Mike Kushmerek.
- Clarified All University Committee proposal process & documentation, especially in regards to archives responsibilities, and coordinated ACC website index upgrades with Academic Affairs office.

Physical Environment

The Archives & Special Collections are housed in Room 302 of the library. Several projects were accomplished to achieve greater environmental control over the space in order to provide increased physical maintenance of the items housed in the space. These included:

- Reorganized archival supplies and ordered supplies for FY2011/12
- Arranged for installation of flat file cabinets from Engineering Office to accommodate oversized items
- Participated in and provided recommendations for the building planning process regarding the upcoming Hammond renovation and move of the Archives & Special Collections
- Coordinated purchase and installation of computer desktop and scanner for processing and scanning projects

Staffing

This year the Special Collections Librarian initiated and oversaw a volunteer and internship program to increase workflow in both processing the backlog of materials and beginning our digitization work with the institution of an internship and volunteer program. Creating special projects that support the course work related to MLIS studies as well as those suited to volunteers has enabled a much greater volume of work to be accomplished. Additionally, the Archives has benefitted from the assistance of Joanne Dennis, Library Assistant, who has provided a great amount of time throughout the year to processing the backlog of University Records collections and writing finding aids. The projects of each individual, under the supervision of the Special Collections Librarian, are outlined below:

- Sarah Gluck: Volunteer internship, Summer 2011, 60 hours – processing
- Valerie BeJune: Volunteer internship, Fall 2011, 60 hours – processing
- Elysia Hamelin: For-credit internship, Spring 2012, 130 hours – processing, adding finding aids to Archon, digitization
- Nichole Shea: Volunteer project, Spring-Summer 2012, ~312 hours (12 hours/week) – processing, digitization, consultation on ContentDM
- Joanne Dennis: part-time library assistant, Fall-Spring 2012, ~260 hours (5 hours/week)

Special Collections

The Special Collections consists of over 1,600 cataloged, published materials. Several projects were undertaken to improve the conditions of the Special Collections including rehousing damaged books in book boxes, cataloging of backlogged items, and shelving shifts to increase shelf space. Additionally, several volumes were moved from other library collections (general, reference and children's) into the Special Collections due to value, rarity or historical significance.

University Records and Manuscript Collections

After an initial review of existing policies, forms and collections, the following projects were undertaken to support access and use of the University Records and Manuscript Collections.

Manuscript Accessions & Records Transferred – Total 20.4 linear feet & 200 drawings

Architectural drawings from Engineering Office (~200 drawings)
 Senior Leadership Theses from Leadership Academy (1 linear foot)
 Margaret Palladino records from Rachelle Lappin (.04 linear feet)
 PACE Fort Devens records (7 linear feet)
 SGA records (12 linear feet)

Manuscripts & University Records Processed – Total 76 linear feet

Leadership Academy Honor’s Program
 Theses collection (2.4 linear feet)
 Thompson papers (1.8 linear feet)
 Parkinson papers (.6 linear feet)
 Randall papers (.2 linear feet)
 Herlihy papers (3.8 linear feet)
 Catalogs (3 linear feet)
 Yearbooks (5 linear feet)
 Commencement (6 linear feet)
 Annual Reports (.8 linear feet)
 Lectures (7 linear feet)
 Newsletters (1.2 linear feet)
 Student Newspapers (5 linear feet)

Student Handbooks (1.2 linear feet)
 Literary Magazines (2 linear feet)
 Alumni Banquet Slide presentation (.4 linear feet)
 General Photograph Collection (4 linear feet)
 Athletic Department (1.8 linear feet)
 Newsletters (1.2 linear feet)
 Postcard collection (.08 linear feet)
 Kent papers (3.8 linear feet)
 Crandall-Burrows scrapbook (1 linear feet)
 Zimmerman papers (2.8 linear feet)
 CMM Collection: Pearce records (12.2 linear feet)
 All University Committee records (10 linear feet)

Digitization Projects

Grant project management: Gallucci-Cirio, Innovation
 All University Committee records
 General Photograph Collection
 Sogni d’Oro oral history collection

Research and Instruction

Research use of the collection increased dramatically compared to previous years. The installation of the LibAnalytics tracking system allowed for increased detail in tracking research requests and appointments. The total number of appointments increased by 5% from the previous year. The total number of folders/items used stayed on par with the previous year with 428 folders from archival collections and 368 Special Collections items being used. The average length of research appointment was 63 minutes and the average number of items used per researcher was 5.2. Both of these numbers were slight increases over the previous year.

The vast majority of research requests continued to occur in-person and by appointment, however, requests for remote research over email did have continued small growth. The majority of research requests were from within the University community as most researchers were faculty, staff or administrators looking for historical information about the University or undergraduates who were researching to support course assignments. However, alumni and general public users did continue researching the collections.

Five instruction classes were offered in archival research methods to the following courses:

Date	Course	Course Title	Instructor	No. of Students
2/15/12	HIST 2000	Historical Methods	Goodlett	17
2/16/12	COMM 1105	Intro to Comm Media Studies	Tobin	25
2/22/12	HIST 3120	Post War America	Jewell	25
2/23/12	ENGL 1200 (A)	Writing II	Roussos	21
2/23/12	ENGL 1200 (B)	Writing II	Roussos	23

Outreach

A number of outreach opportunities were used to increase awareness of the Archives & Special Collections. These included:

- 3 displays of materials in the library (Silver Collections, "A Century of Change: FNS in 1912" and items for Poetry Month).
- Research assistance and hosting panel members for materials review for Constitution Day (September 2011)
- CMM workshop event and official opening of the W. Barnett Pearce records.
- Press releases for newly available collections to various archival and history listservs
- Articles in *Contact Magazine* regarding newly available collections and participation in Constitution Day

Collection Statistics

Major Area:	Linear Feet:
Special Collections (published items)	321
University Records	416
Manuscript collections	<u>358</u>
	1,487

Usage Statistics

	2006	2007	2008	2009	2010	2011	2012
Instructional Classes	4	0	0	0	0	3	5
Displays	4	1	1	0	0	0	3

Total Collections Use	2006	2007	2008	2009	2010	2011	2012
Appointments	41	18	67	36	79	145	153
Researchers	41	35	19	9	9	123	104
Archives Folders Used	211	98	242	184	227	552	428
Special Collection Vol. Used	n/a	n/a	n/a	n/a	n/a	203	368

By Collection Over Time	2006	2007	2008	2009	2010	2011	2012
University Archives							
Appointments	41	-	67	36	79	145	86
Researchers	41	14	-	-	-	123	63
Folders Used	211	74	218	180	180	552	250
Cormier papers					(Jan-Jun)		
Appointments	-	18	-	-	-	0	21
Researchers	-	18	17	7	5	0	14
Folders Used	-	24	9	4	35	0	79
Salvatore papers					(Jan-Jun)		
Appointments	-	-	-	-	-	4	6
Researchers	-	3	2	2	2	2	6
Folders Used	-	-	15	-	12	21	34
Other Collections					(Jan-Jun)		
Appointments	-	-	-	-	-	4	40
Researchers	-	-	-	-	-	3	21

Center for Italian Culture

Through the generosity of Amelia V. Gallucci-Cirio, Class of 1938, the Center for Italian Culture was established in 2002. It is located on the 4th floor of the Gallucci-Cirio Library. Materials within include books, journals, artifacts, photographs. The room is used for study and meetings.

	Center for Italian Culture Library Holdings			
	Added	Total	Total	
Books			Relia	
Circulating	18	703	Artworks	21
Reference		23	Ceramics	30
CDs		20	Linen	1
VHS	1	20	Photographs	5
DVDs		43	Plaques	2
Audio Tapes		2	Sculpture	1
Periodical Subs				
Online Service		Rosetta Stone	Cancelled	

Collection Development

Robert Foley, Library Director and Nancy Turnbull, Technical Services Librarian

Statistically, we spent \$491,753 for all materials. This included \$96,175 for print books; \$2,630 for electronic books; \$2,157 for videos; \$164,533 for subscriptions and \$224,847 for electronic databases. Details for expenses are provided in the Financial Report section of this report.

As shown in the Director's Comments, the library staff analyzed the collection holdings for Mathematics, English Studies, Communications Media, and began History. As a result of these reports various databases were purchased.

Databases added to the library's services

These include titles designated as "No Charge" that come as part of existing subscriptions and other titles that were either requested by the faculty or determined necessary for the curriculum.

American Civil War: Letters and Diaries
Black Thought and Culture
British and Irish Women's Letters and Diaries
Children's Literature Review - Literary Criticism
CQ Researcher
Encyclopaedia Britannica
European Views of the Americas: 1492 To 1750
Film & Television Literature Index with Full Text
Historical Periodicals Collection, 1691-1820
International Financial Statistics
JSTOR Volumes IV-X
Oral History Online
Oxford English Dictionary Online
Tests in Print added to Mental Measurements Yearbook

There are also a growing number of databases which include journal articles which are provided to the public free of charge. In order to increase research options for the Fitchburg State community, the following open access databases have been added to our collection.

Open Access databases

SpringerOpen
Chemistry Central
BioMed Central
Higwire Press

Databases cancelled:

Boston Herald - Cancelled by the MBLC
Business and Company Resource Center - Cancelled by the MBLC
General OneFile - Cancelled by the MBLC
Heritage Quest - Cancelled 2012
LitFinder - Cancelled by the MBLC
Massachusetts Newsstand - Cancelled by the MBLC
Newsbank - Cancelled by the MBLC
Student Resources in Context - Cancelled by the MBLC

Monographs/Books Acquisitions

	Purchased	Gifts	total
Books			
Audio Visuals			
Total	2,488	315	2,803

Monographs/books processed into the collections: 3,061

Journals, databases and standing orders deleted from the collections

Standing Orders	9
Microfilm Subscriptions	0
Databases	8
Journals	21

Monographs withdrawn from the collections*

2006	2007	2008	2009	2010	2011	2012
449	1,105	3,225	7,823	5,193	7,155	4,393

Bound periodical columns and microfiche withdrawn from the collections:

These include volumes and reels of microfilm that were withdrawn because the issues are electronically available.

Bound volumes	1,953
ERIC microfiche	132
Microfilm reels	480
Microbooks	2,764

* See Appendix A for subject breakdown

2011/2012 Materials Expenditures by academic departmental degree

Department	Journals	Databases	SO	Books	Videos	Audios	Total	FTE from Fall 2010	Spending per FTE
American Studies							\$0		
Art	\$1,139	\$2,547		\$1,973			\$5,659		
Bio/Chem/Grad Science Ed	\$6,747	\$4,645	\$1,024	\$4,198			\$16,614	141	\$117.83
Bus Admin	\$2,609	\$850	\$1,956	\$5,909			\$11,324	472	\$23.99
Children's Literature	See English								
Criminal Justice	\$11,051	\$6,200	\$145	\$4,643			\$22,039	245	\$89.96
Comm Media	\$1,282	\$5,465	\$33	\$5,843			\$12,623	587	\$21.50
Counseling	See Psychology								
CS/CIS	\$1,488	\$8,680	\$482	\$5,058			\$15,708	144	\$109.08
Earth Science	SEE Geography			\$3,480					
Economics	\$1,292	\$1,770		\$3,481			\$6,543	7	\$934.71
EDUC/Voc. Ed/Occ. Ed	\$19,359	\$9,080	\$346	\$4,857			\$33,642	722	\$46.60
English/Chil Lt/YA Lt	\$5,129	\$6,130	\$990	\$6,552			\$18,801	172	\$109.31
EXSS	\$6,418	\$6,755	\$151	\$3,631			\$16,955	138	\$122.86
General	\$1,186	\$84,901	\$720	\$562			\$87,369		
Geography	\$3,430	\$2,944	\$470	\$3,463			\$10,307	24	\$574.46
History	\$3,502	\$29,326	\$603	\$6,039			\$39,470	104	\$379.52
Honors Program									
Human Services	\$1,333			\$2,739			\$4,072	70	\$58.17
Industrial Technology	\$2,598	\$178	\$1,632	\$5,968			\$10,376	243	\$42.70
Languages	\$941			\$3,954			\$4,895		
Library	\$2,176	\$150	\$1,139	226			\$3,691		
Mathematics	\$2,192	\$3,783		\$3,506			\$9,481	29	\$326.93
McKay	\$183						\$183		
Music	\$199	\$5,162		\$1,918			\$7,279		
Nursing	\$24,366	\$6,162	\$356	\$4,259			\$35,143	209	\$168.15
Philosophy	\$505		\$294	\$3,048			\$3,847		
Political Science	\$6,948	\$4,539	\$556	\$3,496			\$15,539	38	\$408.92
Psychology & Counseling	\$15,594	\$14,182	\$660	\$4,856			\$35,292	205	\$172.16
Science	\$1,427						\$1,427		
Sociology	\$14,687	\$6,499	\$189	\$4,433			\$25,808	43	\$600.19
Totals	\$137,781	\$209,948	\$11,746	\$98,092	\$0	\$0	\$454,087		

Library Holdings/Materials

Format

Volumes		205,767
E-Books		1,021
Audio-Visual		3,001
Equipment		14
Fine Arts		250
Microfilm Collections		17
Manuscript (cataloged collections)		
Microfilm Items		95,999
MSS Collections (reels)	170	
Periodicals (reels)	6,813	
Microfiche (ERIC)	88,176	
Microbooks (PMI)	840	
Bound Journal volumes		16,750
General Collections	16,584	
Special Collections	166	
Current Subscriptions		
Print/microform –		
Periodicals	565	
Standing orders	98	
Microfilm	2	
Full text electronic journals - <i>Individual electronic subscriptions and full-text journals from full-text databases only</i>		3,501
Electronic reference sources & aggregator services – <i>Total number of electronic info resources/databases</i>		143
Current serial titles- <i>Number of full text journal/serial titles in all formats, includes duplicate and electronic titles from full text journal databases only (TS)</i>		4,175
Unique titles- <i>Number of unique journal titles in databases</i>		49,007

Library Holdings/Materials Location

Volumes

Archives	1,690
Children's	8,939
General	183,642
Oversized	2,385
Reference	4,983
Young Adult	3,294
CIC	834
Total	205,767

E-Books 1,021

Audio-Visual

Archives

CD	7
DVDs	4
VHS	3

General

Audio Disks	2,443
DVDs	431
VHS	27

Center for Italian Culture

CD	21
DVDs	46
VHS	19

Total 3,001

Fine Arts 250

Microfilm Collections 17

Microfilm Items

General collection (MSS reels)	170
Periodicals (reels)	6,813
Microfiche-ERIC	88,176
Microbooks	840
Total	95,999

Bound Journals

Gen. Collection	16,584
Spec. Collection	166
Total	16,750

Library Services

Borrowing and Using Library Materials

Circulation:	10,888
Reserves:	6,276
Interlibrary loans:	
Borrowing:	1,044
Lending:	2,922
Document Delivery (DL):	203
Database Usage:	
Sessions	245,515
Searches:	908,391
Documents Retrieved:	193,096

Instruction Sessions and participants:

Classes:	167
Participants:	3,298
Extended Campus/Distributed Learning:	
Classes:	10
Participants:	170
Archives:	
Classes:	5

Reference & Service Points

Reference Desk:	5,126
Circulation Desk:	3,553 (directional and mechanical only)
Archives/Special Collections:	153
Distributed Learning:	429

Library Visitors: 181,941*

Web Site Visitors: 197,352

Study Room Usage

Reservations	665
Participants	2,795

*Sept 2011-June 2012

LIBRARY PERSONNEL

The Library Staff is the heart of the Library. We are committed to providing the best service possible to our community – whether in person, online, or by phone.

KELLY BOUDREAU, Library Assistant III, Access Services Dept.

*SHERRY BOSSOV, Part time Assistant, Access Services Dept., (Nights) Nov. 2010- Dec 2011
Part time Reference Librarian, Jan 2012-*

SUSAN CHERIES, Library Assistant III, Technical Services Dept.

JOANNE DENNIS, Library Assistant III, Periodicals Department

JENNIFER FIELDING, Library Associate, Reference Dept.

ROBERT FOLEY, Director

PATRICIA LANGEVIN, Library Assistant III Technical Services

*JORDANNA LAWTON, Part time Assistant, Access Services Dept., (days) Nov. 2010-Jan. 2012
Library Assistant III Access Services Dept. Jan. 2012-*

LINDA LEBLANC, Assistant Librarian, Access Services Dept.

*KRISTEN LORTIE, Part time Assistant, Access Services Dept. (Temporary days, June 2011-Jan. 2012
Part time Assistant, Access Services Dept., Jan. 2012-*

KERRY MCGUIRL, Part time Reference Librarian, Sept, 2009- Resigned Dec. 2011

MARK MELCHIOR, Assistant Librarian, Reference Librarian, March 2012-

MAUREEN MOISON Part time Assistant, Technical Services Dept., Nov. 2004-

TERESA PIERCE, Principal Clerk, Director's Office.

MAEGAN POWERS, Part Time Assistant, Access Services Dept. (nights) March, 2012-

NAY RICHEY, Part time Assistant, Access Services Dept. (nights), July 2010

JASON SIMON, Assistant Librarian, Serials and Technology Librarian

NANCY TURNBULL, Library Associate, Technical Services Dept.

KATHRYN WELLS, Assistant Librarian, Reference and Special Collections Librarian.

Financial Report

INCOME

The major accounts for the Library include: Special Fees \$494,556; GCE \$129,392; federal Work-study & \$12,400; and additional \$12,776 were allocated from grants and the Amelia Gallucci-Cirio account provided \$18,200. Miscellaneous funds were derived from the FSC Foundation and the Kinsley Account. Funds for two grants were allocated in the 2008 fiscal year but were rolled over to fiscal year 2009.

EXPENDITURES

Expenditures for the Library totaled \$709,833. Employee expenses were \$3,854; personnel totaled \$103,252; administrative expenses were \$10,021; operational services were \$64,887; Furniture expenses were \$15,654; equipment purchases were \$344; library materials totaled \$491,753; and information technology & telecommunication were \$22,109.

The library received \$4,000 from an Amelia Gallucci-Cirio grant and to begin the transcribing and digitizing the Sogni d'Oro oral history tapes. In addition an account numbered G2578 was established with the FSU Foundation and it is dedicated to Library projects.

SIGNIFICANT PURCHASES

New Databases

<i>American Civil War: Letters and Diaries*</i>	End of year funds
<i>Black Thought and Culture*</i>	End of year funds
<i>British and Irish Women's Letters and Diaries*</i>	End of year funds
<i>Children's Literature Review - Literary Criticism-</i>	Switch from print to electronic version
<i>CQ Researcher-</i>	Existing funds
<i>Encyclopaedia Britannica</i>	State subscription
<i>European Views of the Americas: 1492 To 1750</i>	State subscription
<i>Film & Television Literature Index with Full Text-</i>	Existing funds
<i>Historical Periodicals Collection, 1691-1820</i>	End of year funds
<i>International Financial Statistics</i>	Existing periodical funds
<i>JSTOR IV-X</i>	End of year funds
<i>Oral History Online*</i>	End of year funds
<i>Oxford English Dictionary Online</i>	Existing Funds
<i>Tests in Print added to Mental Measurements Yearbook-</i>	Existing funds

*Social & Cultural History Online-Letters & Diaries Package (Feb. 2012-)

Equipment and or Furniture

Shelving for the Oversize Books Collection

Computer Software/Services

CONTENTdm Organizing software for Archival digitizing projects

INCOME - 2012	Account Number	Amount Received
College Work Study	F 13	\$12,400
Continuing Education	T 10	\$129,392
College Fee	T 65	\$494,556
College Fee: Travel Pool	T65 Pool	\$1,000
New Faculty Grants	T65 NFC1 (new faculty funds)	\$0
Temporary Part-timer	T65...-D04	\$5,615
Alumni: Adopt A Book	A 21	\$0
Foundation: Adopt A Book	L2471B	\$0
Foundation: Annual Donation	L2471A	\$0
Foundation: Gallucci-Cirio Acct	C2505	\$18,328
FSU Foundation: Gallucci-Cirio Acct Grant	G2118...12G07	\$3,999
Kinsley Trust Fund	T61 1040	\$0
Extraordinary Budget Requests	T65 PROI	\$33,500
Special Projects	T65 ... 1002	\$0
FSU Foundation	G2578	\$3,180
Librarian Search	T65...B00/J00-RECR-D01	\$731
ERBQ	T65 EBRQ	\$25,800
Centers for Excellence	T65 CTEX	\$99
	T67A7	\$3,815
Total		\$728,501

FY 2012 Budget Spending Plan

			T65	T10	C2505	F13	T65 POOL	T65 PROI	T65...D04	G2578
		Total	Sub- totals							
B00 - Regular Employee Related - Travel										
B01 Travel (Out of State)			\$2,000	\$1,000	\$1,000					
B02 Travel (In state)			\$1,000				\$1,000			
B03			\$0							
B00 Total:		\$3,000								
C00 - Special Employee/Contracted Services										
C01 PT. Librarians			\$15,904	\$14,904	\$1,000					
C05 Work Study			\$42,128	\$22,400	\$4,000	\$3,328	\$12,400			
C09 Pt. Library Assts.			\$52,848	\$25,056	\$22,342				\$5,450	
C00 Total:		\$110,880								
D00 - Pension and Insurance Related										
D13 Medicare			\$1,115	\$550	\$400				\$165	
D00 Total:		\$1,115								
E00 - Administrative Expenses										
E01 Office Supplies			\$5,350	\$3,000	\$200	\$500				\$1,650
E02 Printing Supplies			\$1,085	\$1,085						
E12 Memberships			\$1,650	\$1,650						
E00 Total:		\$8,085								

FY 2012 Budget Spending Plan (Pt. 2)

		T65	T10	C2505	F13	T65 POOL	T65 PROI	T65...D04	G2578
	Totals	Sub-totals							
F00 - Facility Operational Supplies									
F1610 Monographs		\$96,595	\$79,200	\$11,800	\$5,595				
F1611 Periodicals		\$176,500	\$150,000	\$25,000	\$1,500				
F1612 Microfiche		\$0							
F1613 Audio CDs		\$400			\$400				
F1614 Govt. Docts.		\$0							
F1615 Interlibrary Loans		\$400		\$400					
F1616 Pamphlets		\$0							
F1617 Online Searching		\$191,207	\$129,152	\$57,500	\$4,555				
F1619 Bindery		\$300	\$300						
F1620 Standing Orders		\$16,650	\$16,200		\$450				
F1621 Videos		\$500			\$500				
F1622 Microfilm Subs		\$0							
F1623 Streaming Videos		\$0							
F1624 E-books									
F00 Total:	\$482,552								
J00 - Operational Services									
J4623 Computer Network		\$53,359	\$46,109	\$5,750	\$1,500				
J56 Food Services		\$400	\$400						
J00 Total:	\$53,759								

FY 2012 Budget Spending Plan (Pt. 3)

			T65	T10	C2505	F13	T65 POOL	T65 PROI	T65...D04	G2578
	Totals	Sub- totals								
K00 - Equipment Purchases										
K07 Office Furniture		\$17,600						\$17,600		
K00 Total:	\$17,600									
L00 - Equipment Lease and Rental, Maint. and Repair										
		\$300	\$300							
L00 Total:	\$300									
N00 - Construction and Improvements Building										
		\$350	\$350							
N00 Total:	\$350									
U00 - Information Technology Expenses										
U03 Software License		\$17,930	\$900					\$15,900		\$1,130
U07 ADP Equipment		\$1,900	\$1,500							\$400
U10 ADP Equipment-Maint		\$500	\$500							
U00 Total:	\$20,330									
Totals	\$697,971	\$697,971	\$494,556	\$129,392	\$18,328	\$12,400	\$1,000	\$33,500	\$5,615	\$3,180

FY 2012 Expenditures

		T65	T10	C2505	F13	G2118	G2578	T65-CTEX	T65 ERBQ	T65 POOL	T65 PROI	T65 RECR	T67A7
	Total	Sub-totals											
B00 - Regular Employee Related - Travel													
B01 Travel (Out of State)		\$570								\$570			
B02 Travel (In state)		\$1,110	\$73	\$508				\$99		\$430			
B03		\$0											
B00 Total:		\$1,680											
C00 - Special Employee/Contracted Services													
C01 PT. Librarians		\$10,166	\$10,166										
C05 Work Study		\$3,895	\$2,803	\$1,093									
CC5 Work Study		\$37,427	\$18,559	\$3,098		\$12,064							\$3,706
C09 Pt. Library Assts.		\$46,762	\$31,106	\$15,549									\$107
C99 Work Study		\$3,813			\$3,813								
C00 Total:		\$102,064											
D00 - Pension and Insurance Related													
D13 Medicare		\$1,184	\$859	\$323									\$2
D99		\$4			\$4								
D00 Total:		\$1,188											
E00 - Administrative Expenses													
E01 Office Supplies		\$5,281	\$2,262	\$200			\$1,507				\$1,312		
E02 Printing Supplies		\$1,638	\$1,638										
E12 Memberships		\$1,860	\$1,860										
E13 Advertising		\$590											
E14 Exhibits & Displays		\$652											
E00 Total:		\$10,021											

FY 2012 Expenditures (Pt. 2)

		T65	T10	C2505	F13	G2118	G2578	T65-CTEX	T65 ERBQ	T65 POOL	T65 PROI	T65 RECR	T67A7
	Total	Sub-totals											
F00 - Facility Operational Supplies													
F1610 Monographs	\$96,175	\$81,233	\$11,800	\$3,142									
F1611 Periodicals	\$152,694	\$126,733	\$25,000	\$961									
F1612 Microfiche	\$0												
F1613 Audio CDs	\$0												
F1614 Govt. Docts.	\$500	\$500											
F1615 Interlibrary Loans	\$457	\$57	\$400										
F1616 Pamphlets	\$47	\$47											
F1617 Online Searching	\$224,847	\$141,079	\$57,500	\$4,555					\$21,713				
F1619 Bindery	\$408	\$408											
F1620 Standing Orders	\$11,571	\$10,925		\$646									
F1621 Videos	\$2,157	\$1,579		\$578									
F1622 Microfilm Subs	\$268	\$268											
F1623 Streaming Videos	\$0												
F1624 E-books	\$2,630												
F00 Total:	\$491,753												
H00 - Consultant Services													
H19 Management Consultants	\$133												
H00 Total:	\$133												
J00 - Operational Services													
J4623 Computer Network	\$64,652	\$55,902	\$5,750						\$3,000				
J56 Food Services	\$93											\$93	
J98 Reim Trav & Oth Exp-Oper Services	\$142											\$142	
J00 Total:	\$64,887												

FY 2012 Expenditures (Pt. 3)

		T65	T10	C2505	F13	G2118	G2578	T65-CTEX	T65-ERBQ	T65-POOL	T65-PROI	T65-RECR	T67A7	
Total	Sub-totals													
K00 - Equipment Purchases														
K07 Office Furniture		\$15,654									\$15,654			
K00 Total:	\$15,654													
L00 - Equipment Lease and Rental, Maint. and Repair														
L45 Office Equip Maint & Repair		\$344												
L00 Total:	\$344													
N00 - Construction and Improvements Building														
		\$0												
N00 Total:	\$0													
U00 - Information Technology Expenses														
U03 Software License		\$20,779				\$3,999	\$1,132				\$15,648			
U07 ADP Equipment		\$1,330					\$444				\$886			
U10 ADP Equipment-Maint		\$0												
U00 Total:	\$22,109													
Totals	\$709,833	\$709,833	\$488,055	\$121,220	\$13,700	\$12,064	\$3,999	\$3,083	\$99	\$24,713	\$1,000	\$33,500	\$235	\$3,815

Appendix A
Monographs and Books purchased, processed and withdrawn from the collections

Materials Acquisition	
Art	43
Biology	36
Business Administration	160
Chemistry	36
Communications/Media	158
Computer Science	81
Criminal Justice	102
Economics	91
Education/Special Ed	111
English/Literature	209
Foreign Languages	
GeoPhysical Sciences	138
History	195
Industrial Technology	56
Mathematics	71
Music	71
Nursing	77
Philosophy	63
Exercise Science	123
Political Science	91
Psychology/Counseling	128
Sociology	80
Special Education/Ed	
Children's Lit/English	

Distribution of materials processed into the collections

LC call number	2009-10	2010-11	2011-2012
A*	1		
AV/CD	77	67	2
AV/DVD	55	17	71
AV/VHS	7		
B*	113	105	175
Children's	156	139	79
C*	10	2	10
CIC	44	15	
D*	128	148	116
E*	74	83	126
F*	40	34	48
G*	97	80	100
H*	440	304	487
J*	75	41	56
K*	58	44	46
L*	142	119	140

Distribution of materials processed into the collections (cont'd)

LC call number	2009-10	2010-11	2011-2012
M*	32	40	80
N*	102	52	141
Oversized	3	10	42
P*	320	217	464
Q*	215	154	302
R*	135	100	193
Reference	16	7	38
S*	9	3	17
Special Collection*2			1
T*	128	48	107
U*	8	10	10
V*	3		
Z*	9	10	24
Y.A.	495	227	25
In processing	173	310	161
Total	3,164	2,389	3,061

Distribution of items removed from the collections

A	17
B	142
BF	275
C	18
C.L.	29
D	277
E	46
F	2
G	273
H	368
J	3
K	
L	9
LB	11
M	2
N	6
OSZ	58
P	425
PQ	
Q	166
QA	110
R	6
Ref.	979
S	
T	1,167
U	
V	
Y.A.	3
Z	1
Totals	4,393

Appendix B

Online Database Statistics

While there is a standard for measuring database usage statistics, not all database providers use it. The following is a summary of statistics by database of the number of times a patron logged onto a database (session); the number of searches conducted (searches), and a summary of the documents (citations and/or full-text items) retrieved. For example one patron would log onto 1 database, conduct 23 searches, and retrieve 34 items.

Title	2012 Costs	2012 Sessions	2012 Searches	2012 Docts.
Academic One File	State funded	2,988	14,448	5,222
Academic Search Premier	EBSCOhost	28,654	117,728	52,362
ACM Digital Library Master SIG with Guide to Computing Literature	\$3,796	131	114	92
Ageline	Comes with PsycARTICLES	2,263	9,884	
America: History & Life	\$3,578	2,855	12,275	
American Civil War: Letters and Diaries	Social and Cultural History: Letters and Diaries Package	57	156	134
American Reference Book Annual (ARBA Online)	\$150	22	32	
Ancestry Library Edition	\$2,475	386	7,649	9,638
Art Museum Gallery (Includes Cinema Image Gallery)	\$2,475	1,117	6,212	
Avery Index to Architectural Periodicals	\$1,696	2,133	9,243	
A-Z Maps Online	\$420	Not provided by vendor		
Biographic Resource Center: African Americans	State funded	96	217	17
Biography in Context	State funded	201	617	393
Biological Abstracts BIOSIS (1955-)	\$2,676	2,880	13,523	
Biological Abstracts BIOSIS Archival Access 1955-87 (one time fee)	\$6,013			
BioMedCentral (Feb, 2012-)	Web Site			171
Biomedical Reference Collection	EBSCOhost	2,600	11,773	304
BioOne1	\$3,393	351	182	100
Black Thought and Culture	Social and Cultural History: Letters and Diaries Package	57	143	106
BOSTON GLOBE (Statistical Purposes only)		1,843	5,867	
British and Irish Women's Letters and Diaries	Social and Cultural History: Letters and Diaries Package	13	33	58
Business Insights: Essentials		485	1,780	350
Business Source Premier	EBSCOhost	3,867	15,043	3,629
Chemistry Central	Web site			170
CINAHL Full-text Plus	\$3,429	6,278	29,144	7,776
Cinema Image Gallery	Comes with Art Museum Gallery	1,125	6,144	37
College Source Online	\$890		56	66
Columbia Int'l Affairs Online (CIAO)	\$844	82	151	64
Communication & Mass Media Complete	\$5,306	4,357	15,878	2,845

Computers and Applied Sciences Complete	\$4,618	2,287	9,731	269
Contemporary Literary Criticism	State funded	390	623	13
CREDO Reference unlimited	\$3,326	7,962	4,851	2,743
Criminal Justice Abstracts with full-text	\$4,320	4,426	19,031	2,677
Curriculum Resource Center	\$1,551	168	2	3,124
Daily Life through America/ History	\$619	85	322	
Directory of Open Access Journals (DOAJ)		Not provided by vendor		
ebook Collection		2,424	10,796	81
EBSCOhost Package	\$19,170			
EDGAR		Not provided by vendor		
Education Research Complete (Aug 2011-)	\$4,820	5,748	18,898	6,688
Educator's Reference Complete	State funded	534	2,186	753
ERIC/Ebsco	EBSCOhost	6,427	31,323	60
ERIC/IES Full-text 1993-	Web Site	Not provided by vendor		
European Views of America: 1493-1750	State funded	2,109	9,307	
Expanded Academic Index ASAP	State funded	604	1,548	861
FASB Accounting Standards Codification	\$850	Not provided by vendor		
Film and TV Literature Index with Full text	2013 Sub	598	2,859	288
ForensicNetBase	\$2,515	1,574	315	242
Funk & Wagnall's New World Encyclopedia	State funded	2,164	9,464	68
Gale Virtual Reference	State funded	214	673	248
General Business File ASAP	State funded	313	738	281
General OneFile/GENERAL REFERENCE CENTER	State funded	399	1,418	625
General Reference Center Gold	State funded	234	634	291
GEOREF	\$2,384	4,291	18,857	
Global Issues in Context	State funded	498	444	354
GPO Monthly Catalog	Web Site		17	
GreenFILE	EBSCOhost	2,181	9,428	4
Health and Wellness Resource Center	State funded	736	3,109	869
Health Reference Center	State funded	247	945	340
Health Source: Consumer Edition	EBSCOhost	2,921	14,254	278
Health Source: Nursing/Academic	EBSCOhost	3,067	15,090	774
Historical Abstracts	\$3,578	2,584	11,462	
Historical New York Times	\$6,098	2,375	7,608	1,477
Historical Periodicals Collection (Je, 2012-)	\$18,000	2,081	10,201	28
History Cooperative		Not provided by vendor		
In the First Person	Web Site			
Issues and Controversies	Regional-State funded	216	2,342	4,686
JSTOR Arts & Sciences I	\$4,000	11,763	22,349	23,373
JSTOR Arts & Sciences II	\$2,000			
JSTOR Arts & Sciences III	\$5,250			
JSTOR Arts & Sciences IV-IX	Archival fee for JSTOR IV-IX \$32,180			
Knovels ChemEssentials		Not provided by vendor		

LEXIS-NEXIS Academic	Regional-State funded	8,373	7,020	8,790
Library Information Science & Technology Abstracts	EBSCOhost	2,211	9,828	
Literature Criticism Online-Children's Literature Review	State funded	98	131	18
Literature Resource Center	State funded	1,104	4,906	3,182
LitFinder	State funded	130	371	161
Manuscript Women's Letters and Diaries	Social and Cultural History: Letters and Diaries Package	53	160	136
MAS Ultra-School Edition	EBSCOhost	2,227	9,456	274
Massachusetts History (45 titles)	State funded	259	910	14
Massachusetts Newsstand	State funded	1,860	4,926	198
Masterfile Premier	EBSCOhost	2,694	10,075	1,264
MathSciNet	\$341	97	268	
Medline	EBSCOhost	3,541	18,383	
Mental Measurements Yearbook	\$1,833	2,664	10,048	309
Military & Government Collection	EBSCOhost	2,488	11,445	189
MLA Directory of Periodicals	Comes with MLA Bibliography	2,331	10,422	
MLA International Bibliography	\$5,389	3,356	15,525	
Music Online	\$5,113	972	5,850	25
NCJRS (National Criminal Justice Research Service)		Not provided by vendor		
NEW YORK TIMES-Daily (stats only)				
Newspaper Source	EBSCOhost	2,600	11,169	863
North American Immigrant Letters, Diaries and Oral Histories	Social and Cultural History: Letters and Diaries Package	80	206	248
North American Immigrant Letters, Diaries	Social and Cultural History: Letters and Diaries Package	50	147	109
Opposing Viewpoints in context	State funded	350	1,090	871
Oral History Online	Social Life and Customs	59	160	120
Oxford English Dictionary	\$1,201	26	48	
Professional Development Collection	EBSCOhost	2,491	10,952	452
Project MUSE	\$10,625	893	2,155	1,189
ProQuest Biology Journals	ProQuest Curriculum Package	1,976	6,663	420
ProQuest Black Newspapers	ProQuest Curriculum Package	1,841	5,838	30
ProQuest Computer Science Journals	ProQuest Curriculum Package	1,796	5,693	129
ProQuest Criminal Justice (includes Criminal Justice Periodicals Index)	\$1,825	4,093	14,235	1,252
ProQuest Curriculum Package	\$13,405			
ProQuest Education Journals	ProQuest Curriculum Package	2,375	8,242	2,733
ProQuest Health Management Journals	ProQuest Curriculum Package	1,821	5,751	760
ProQuest National Newspapers (25)	ProQuest Curriculum Package	1,959	6,222	1,570
ProQuest Nursing & Allied Health Journals	ProQuest Curriculum Package	1,931	6,395	1,234
ProQuest Psychology Journals	ProQuest Curriculum Package	2,148	7,209	2,929
ProQuest Science Journals	ProQuest Curriculum Package	1,911	6,129	1,013

ProQuest Social Science Journals	ProQuest Curriculum Package	1,945	6,289	1,015
PsycArticles	\$7,675	5,855	22,186	6,883
Psychology and Behavioral Science	EBSCOhost	5,078	22,033	2,670
PsycInfo	\$5,872	5,111	24,182	
Pub MED	EBSCOhost			
Regional Business News	EBSCOhost	2,206	9,403	332
Religion & Philosophy Collection	EBSCOhost	2,417	10,245	458
Safari Tech Books (109 titles)	\$4,479	220	121	1,706
Science in Context	State funded	123	443	228
Science Online	\$1,120	78	203	604
Serials Directory	EBSCOhost	2,139	9,295	1
Social and Cultural History: Letters and Diaries (Feb. 2012-)	\$1,162	356	972	853
SOCINDEX with Full Text	\$6,310	5,251	22,119	3,514
SPORTSDiscus with Full Text	\$6,559	5,523	22,170	6,575
Springer Open	Web Site			188
Student Resources in Context	State funded	91	317	78
Teacher Reference Center	EBSCOhost	2,571	11,922	
U S History in Context	State funded	1,080	3,109	473
United States Law Week	\$3,475	Not Provided by vendor		
World History in Context	State funded	1,081	3,110	2,007
Worldcat	\$3,743	2,070	3,127	
Totals		242,514	908,391	193,096