

Amelia V. Gallucci-Cirio
Library

Annual Report

2010

Robert Foley, Library Director

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

Annual Report
2009-10
Table of Contents

Access Services	4
Circulation	
Distributed Learning	
Interlibrary Loans	
Center for Italian Culture	19
Collection Development	21
Information Literacy /Instruction	10
Library Hours	23
Library Personnel	23
Periodicals/Electronic Resources	13
Reference Services	14
Special Collections and Archives	19
Statistics	24
Circulation	
Reference	
Information Literacy	
Document Delivery & Interlibrary Loans	
Library Holdings	
Financial Report	29
Allocations	
Budget	
Expenditures	
Appendix A Circulation	37
Appendix B Database Usage	38

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 2009-10 fiscal year. Included are statistics and analysis for each of the service units: Circulation, Distributed Learning, Interlibrary Loans, Reserves and Stacks.

Personnel

This year there were several changes in personnel and scheduling. We spent the year down a full time library assistant with the Circulation/Reserves library assistant position continuing to be under a hiring freeze. Due to budget constraints we no longer have a part-time circulation supervisor scheduled on the weekend shifts. Both of our part-time evening library assistants left at the end of the academic year. We hired a new part-time library assistant, Jordanna Lawton, who started in June and Nay Richey, who will start in July. Lisa Field, our Interlibrary Loan Assistant who was out on a 1 year leave of absence gave her notice and left towards the beginning of the spring semester. Kelly Boudreau continued as the interim Interlibrary Loans assistant until August when she became the permanent Interlibrary Loans.

We started this fall by creating a new student job description with additional responsibilities to work key shifts such as on weekends when we no longer have a part-time supervisor. We promoted three of our student assistants in to this higher student job to cover the hours needed. The biggest part of this new position is processing Interlibrary Loans scanning, helping to train new student assistants in basic tasks and managing the Circulation Desk while assisting the scheduled librarian with opening and closing the library on the weekends. All Access Services student assistants continue to be cross-trained to assist in maintaining the stacks, staffing the Circulation Desk, department policies and procedures as well as various other projects throughout the academic year.

Circulation Service Unit

This year was one of our busiest ever in the Circulation Service Unit. The number of items being checked out from our circulating collections increased by 27%! Most of the increased usage came from the Undergraduate and Graduate students who between them checked out 68% of the circulating items. We saw slight increases in almost every other patron group across the board. Circulation also increased across all collections with the largest amount circulated coming from the General Collection as expected with it being the largest of our collections.

The Voyager system continues to work extremely well in relation to the daily process related to circulation, physical reserves, fines and fee notices, etc. We have entered our 2nd year of working with the Information Technology Department to download new student library registration information from the college's Banner system into the Circulation module of our Voyager system to help minimize the amount of manual entry required otherwise. We are now looking to automate the updating of returning student's information.

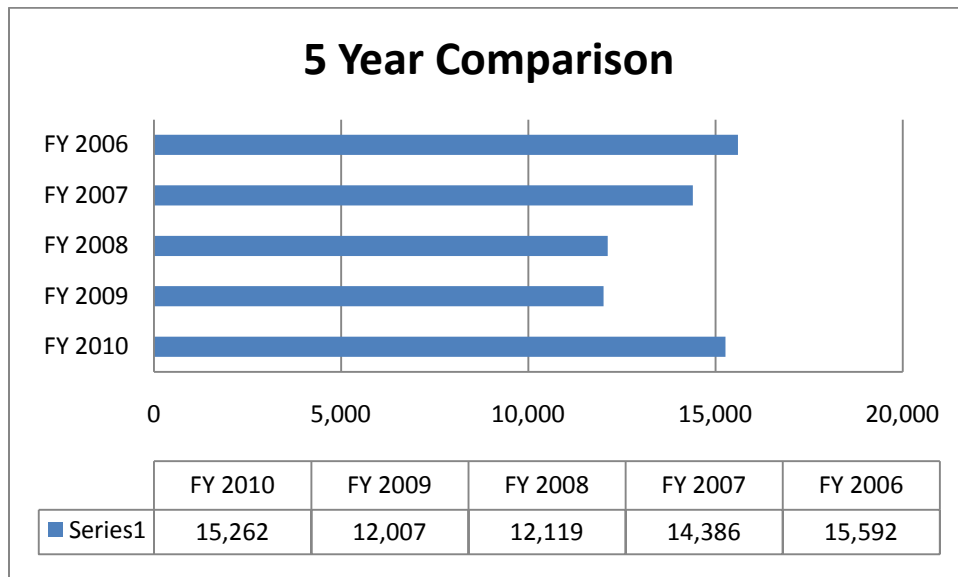
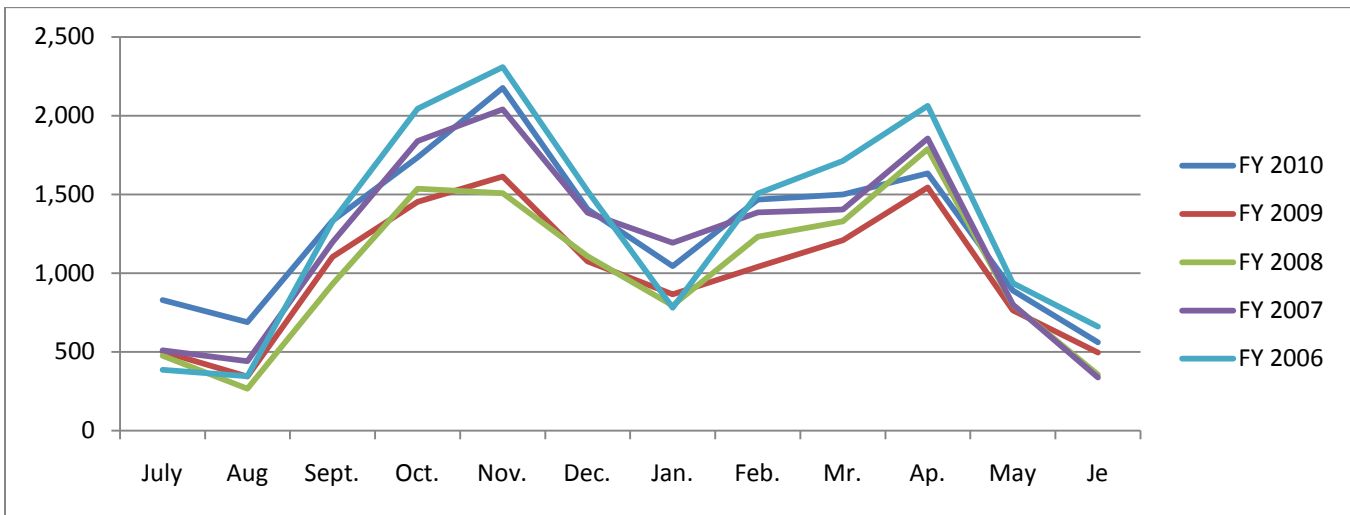
Due to the staffing issues related to not having a Circulation/Reserves assistant, our goal this year for the service unit was to try to maintain the mission critical services and workflow that impact on our students and faculty's ability to get access to the items they need. While it was a tough year, we met this goal due to the extraordinary efforts and hard work of Kelly Boudreau, Interlibrary Loans Assistant, and Sandra Ciccone, part-time Access Services assistant. Unfortunately, this has also resulted in all non-critical work being put on hold until it reaches a critical point such as the reconciliation of revenue reports and updating of logs which have to be done for the end of year audit. Other work in this service unit such as our collection procedures relating to delinquent patrons and projects in the other service units have had to be put on permanent hold until the position can be filled.

The Gallucci study room, in its fourth year of availability, was widely used by student, faculty and staff throughout the year. There was a 25% increase in the number of reservations made. The total number of people using the room showed an increase of 33%. 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.

Circulation Statistics: 5 Year Comparison
(Includes physical reserves count)

	July	Aug	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mr.	Ap.	May	Je	Totals
FY 2010830	688	1,333	1,735	2,175	1,407	1,044	1,466	1,499	1,634	890	561	15,262	
FY 2009502	343	1,103	1,453	1,613	1,074	865	1,041	1,208	1,545	764	496	12,007	
FY 2008476	266	931	1,537	1,508	1,108	794	1,231	1,328	1,787	798	355	12,119	
FY 2007510	442	1,197	1,839	2,039	1,383	1,193	1,385	1,404	1,856	801	337	14,386	
FY 2006387	345	1,329	2,044	2,308	1,522	781	1,505	1,713	2,062	936	660	15,592	



Thomas Gallucci Study Room Usage Three year comparison

	Reservations	Participants
2008	264	1,182
2009	339	1,244
2010	423	1,659

Distributed Learning Service unit

In its tenth year of existence, we have continued to actively promote this department and the services it provides to our growing off-campus student and faculty community. We provide 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 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 to “virtually meet” with students who couldn’t come to the library.

Statistical Analysis

This year enrollment and courses that ran in distributed learning remained steady overall, but there was a slight increase in the number of extended campus students using the services. The number of library instruction sessions conducted at extended campus sites increased by 20%. The number of library accounts activated increased by 35%. Requests for materials from our print collection saw an increase with articles up by 6% while requests for books increased by 259%! We saw a slight decrease, 8%, in the number of articles requested through Interlibrary Loans, however, the number of books requested increased by 44%. Both email and phone reference provided by the Access Services Librarian showed large increases this year, up a 135% and 79% respectively; this doesn’t include the questions coming in through the reference desk and being answered there. 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 36%.

A total of 12 library orientation/instruction sessions were conducted for 262 students; all were located at extended campus sites:

- 5 for course through C.L. Brine
- 4 for courses through MEC
- 2 for a course through Lowell Public Schools
- All sessions were subject and/or database specific research instruction sessions with a brief overview of services.

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

Of the Gallucci-Cirio Library owned materials requested this year, 99% were sent directly to the requestor with the articles being copied and emailed while the books were checked out and then mailed their homes. Despite the amount of full text articles available online through our subscription databases which students were able to access directly, we sent out an additional 231 articles that were only available from our print periodicals. We were able to fill 99% of the Interlibrary Loans article and book requests for our distributed learning community.

	Accts	Article Requests	Articles Sent	Book Requests	Books Sent	ILL Articles	ILL Articles Sent	ILL Book Req.	ILL Books Sent	E-Ref	Phone Ref.	Classes	Stds
<i>FY 2010</i>	278	232	231	61	59	81	79	13	13	74	84	12	262
<i>FY 2009</i>	206	218	218	17	17	88	85	9	9	74	47	10	213
<i>FY 2008</i>	313	406	406	8	8	156	153	19	19	92	59	12	282
<i>FY 2007</i>	196	235	235	11	11	52	52	18	16	47	66	7	178
<i>FY 2006</i>	217	438	436	22	22	114	114	32	32	85	61	9	231

Interlibrary Loans Service Unit statistics

The Interlibrary Loans service was extremely busy this year. While there was a slight decrease of 4% in the number of total requests received for both borrowing and lending the number of requests we were able to fill increased and our turnaround times for completing the requests improved. The new streamlined workflow that we initiated last year is working great and has allowed us to increase our efficiency while eliminating approximately 65% of the hard copy paperwork that we used to have to maintain. In the 1st full year of using our Relais document delivery software (it allows us to send and receive documents electronically through a variety of formats such as Ariel, email, and post-to-web) we have been able to increase the number of documents we send and receive electronically and quickly send the received documents off to the requesting students and faculty with minimal turnaround time.

Statistical Analysis: Interlibrary Loans Borrowing

Interlibrary Loans borrowing requests (items we borrowed from other libraries for our patrons) remained steady with just a slight decrease of 2% overall in number of requests received. The completion rate for the materials borrowed increased by 9%. A large portion of this increase was due to the new streamlined workflow. Out of the items we borrowed, 65% were filled by libraries in Massachusetts. The average borrowing turnaround time (the time it takes from when we receive a patron's request form to the time we receive the item from the library that lends it to us) was 1.3 days. This was a slight improvement over last year's 1.4 days and is due to our searching for and selection of libraries that will either send copies to us electronically or through our in-state van delivery service. While this has increased the amount of staff time we use in the selection process the payoff is proven by the fact we receive the items 85% faster than last year (an average of 1.3 days rather than 9 days).

Interlibrary Loans Borrowing

	2009	2010
<i>Requests Filled</i>	709	819
Originals	368	412
Copies	341	407
Average Turnaround time (days)	1.39	1.3

Statistical Analysis: Interlibrary Loans Lending

Interlibrary Loans lending requests (items we lent to other libraries for their patrons) also remained steady with just a slight decrease of 6% overall in the number of requests received. The completion rate for materials lent decreased by 17%; this was caused mostly by an increase in the number of requests we received from other libraries that had bad citations. We lent out items to libraries in 50 states, Puerto Rico, Asia, Canada and Mexico. Of the items we lent out, 68% of them went to libraries in Massachusetts. The average lending turnaround time (the time it takes from when we receive a request from another library to process that request) improved by 19% going from 2 days down to 1.6 days; this was in large part due to the increased efficiency of our Relais delivery system.

Interlibrary Loans Lending

	2009	2010
<i>Requests Filled</i>	3,122	3,236
Originals	1,141	1,432
Copies	1,981	1,804
Average Turnaround time (Days)	1.93	1.57

Relais Document Delivery System

In cooperation with the Information Technology Department we switched the Relais system to a hosted server platform maintained by the Relais International Corporation in Canada. This service allows for scanned document (sending and receiving) to be sent over the internet. It also allows FSU copy requests to be sent

directly to the patron's e-mail address. This year has seen a tremendous growth in our use of the system to deliver documents.

The total number of documents we received via Relais was 200 which was an increase of 113% over last year. These libraries were located in 21 states (AR, AZ, CA, CT, IA, IN, KY, MA, ME, MI, MO, NC, NH, NY, OH, PA, TN, VA, VT, WA AND WI).

The total number of documents we sent via Relais was 1,790 which was an increase of 39% over last year. These libraries were located in 49 states (Arizona was the only exception) plus Puerto Rico, Canada and Mexico.

Reserves Service Unit

The Library's Reserves Service continues to be an essential service for our faculty and students and this year it was busier than ever. The number of professors using the service increased by 13%. The number of courses for which materials were placed on reserve increased by 25%. The physical Reserve Desk saw a large increase with 25% more materials being placed on reserve in the library and a 117% increase in the usage of the physical materials by students. As was expected because of the number of online resources the library provides and the option for professors to post their materials through the Blackboard courseware, there was a decrease in the amount of materials placed on the library's Electronic Reserves (ERes). This decrease was relatively small at 15% and there was also a similar decrease in the usage of the materials posted in ERes.

With the increase in the number of faculty using our reserves service and the vacant Circulation/Reserves assistant position continuing to be frozen due to the budget, 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. When the department is at full staff we are able to provide a turnaround speed of a few hours to a day (in the busiest time periods). Under our current staffing level it is now 2 to 7 days. Once we are able to fill the vacant position, one of the first goals will be to raise our level of service back up to "superior".

Stacks Service Unit

Shelving remains at a premium. Phase 1 of the library's space redesign started this year with the shifting of the General Collection books in the D's from the 4th floor to the 3rd floor. We then began shifting the E's forward into the vacated stacks. Work orders were placed to add additional shelving to the 4th floor for the start of FY'11 with the goal of continuing to shift the books on the 4th floor forward into the new space to make room for future growth in the collection.

A second major project was the creation of an Oversized Collection. Working in conjunction with the Technical Services staff, we identified the parameters for the new collection and created the location information in our Voyager system. Starting at the end of the spring semester we began pulling all of the oversized books from the General Collection and relocated them to their own location in the center of the 4th floor. As in all of our collections the books are organized by call number. Signs have been placed to indicate the start and end of the collection. The Technical Services department has relabeled the books so they all have the prefix OSZ followed by the call number and now display in the catalog as being located in the Oversized Collection. All but the final phase of this project, purchasing wider shelving to better hold the collection which will be done when the budget permits, has been completed.

Due to the 27% increase in circulation shelf-reading has become more important than ever. Throughout the year we focused as much time and effort as our limited staffing permitted to focus on shelf-reading throughout 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. We purchased a new bin this year which helped to contain this expanding collection and will continue to purchase a new bin each year as needed.

Expanding Activities and Projects

- Continued to develop Voyager Access Reports for the Library Director, Access Services Department and the Periodicals Department.
- The Library Web site's organization and basic content continues to be maintained partially by Linda LeBlanc. Working with Heather Pellerin, Information Technology, and Sara Marks and Jenny Fielding, Reference Librarians.
- Rearranged several of the staff work stations within the department based on the workflow analysis of the service units that we completed in FY2009 to improve efficiency.
- Continued working to incorporate our online Interlibrary Loan request forms into our resources so students and faculty have them at the point of need.
- Linda LeBlanc, working with Nancy Turnbull, Technical Services Librarian, continued serving as the system administrator for the Voyager system.
- This year we began circulating the Center for Italian Culture's collection through our Circulation Service Unit.
- We have cross-trained several student assistants to work with Joanne Dennis, Periodicals Assistant, to help with projects such as weeding and shifting in the Periodicals collection.
- 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 integration of the WorldCat Knowledge Base 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.
 - 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, NELINET/LYRASIS and CMRLS meetings related to Circulation and Interlibrary Loan.
- The Access Services Librarian served as a member of the Academic Policies Committee, Promotions Committee and served as the Chair on three librarian Peer Evaluation Committees.
- The Access Services Librarian worked with Joanne Dennis, Periodicals Assistant, to make some modifications to the LibGuide resource and circulation parameters for the Library's Fine Arts Collection.
- The Access Services Librarian worked with two of the librarians (Jennifer Fielding and Nancy Turnbull) to begin customizing the Voyager public access catalog for better user functionality.

Instruction Summary AY 2009/10

Prepared by Sara Marks and Jenny Fielding

Library Instruction Program

The Instruction Program conducted 60 sessions in the Fall semester, 42 in the Spring, and 2 in the Summer. These numbers are the highest the program as seen since AY 06/07, when the library was fully staffed. While the library remained short one professional librarian during AY 09/10, all three full-time Reference Librarians (Sara Marks, Jenny Fielding, Natasha Kahn) participated in the instruction program, which aided significantly in scheduling and flexibility accommodating faculty requests.

Promotional efforts included a combination of email, outreach to departments, and paper mailings of our instructional flyer. Solid success was seen with departmental outreach programs.

Some notes:

- This year saw departments scheduling instruction sessions for the first time, or returning after prolonged absences. For example, Jenny Fielding conducted the first two Art History sessions in the past four years.
- Human Services scheduled 4 classes, and worked with librarians to continue to develop the program's research guide. One professor noted positive changes in the sessions, and was particularly pleased with the focus on developing topics and assignment-specific resources.
- The program also ran the library's first session with ALFA. Our collection of genealogy resources was demonstrated, as well as the services ALFA students could access. Feedback from students and professors was extremely positive, and future workshops with ALFA are anticipated.

Assessment Efforts

This year marked the first attempt in assessing the instruction program. The objective was to determine how much information students retained from the session, and from their Writing 1 class after time had passed from the session (versus an immediate post-test in class).

Method & Question Development: A 20-question pre- and post-test was created by Ms. Marks and administered to five Writing 1 sessions in the Fall. Test questions were designed to relate to core competencies and outcomes from the Information Literary rubric. Each class was sent a link to the pre-test before they came to the library for their instruction session. Each class was then sent another link to the same test just prior to the end of the semester (well after their library session).

Results: The results were varied, but informative, and some flaws in the test design were revealed upon review.

- Competencies and outcomes were matched to the questions as the students were taking the pre-tests.
- Some word choices created problems with objectivity - students were asked to select the "best way" to do something, which could vary in reality, leaving the validity of the answers to these questions suspect.
- The multiple choice format presented several issues. First, the possibility that students would simply guess at an answer (four questions actually received more correct responses in the pre-test than in the post-test). Second, answers indicated only tested knowledge, not that students could apply the concept in question. For instance, students were able to correctly define paraphrasing in both pre- and post-tests, however, one professor noted that she saw little evidence in submitted papers that students actually knew how to paraphrase correctly.

The results were analyzed in the spring, and some flaws with the rubric were identified and corrected. Ms. Marks redesigned the questions to focus on the outcome in question without a subjective slant. The problems with the nature of multiple-choice tests were discussed to be revisited at a later time, with the larger goal of collecting data taking precedence. The data collected in AY 09/10 will be helpful as a benchmark for the initial phase of assessment and as a guidepost for future endeavors.

Instructional Videos

The library's instructional videos were placed on YouTube to provide universal and easy access, as well as the ability to embed videos into the LibGuide research guides. Statistics for these videos is encouraging, and further directions for video instruction remains an area of potential research.

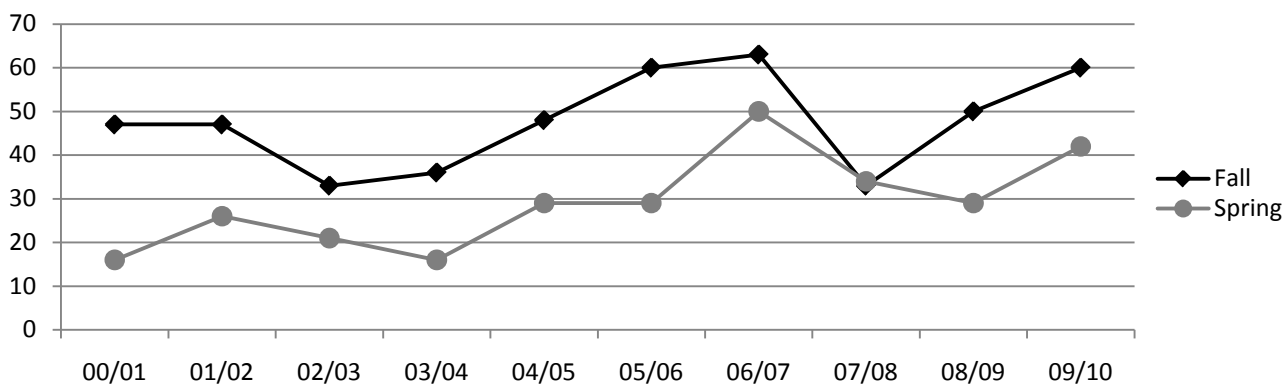
Future and Goals

With Ms. Marks' departure from Fitchburg State in July 2010, the Instruction Program was taken over by Jenny Fielding. Goals for AY 10/11 will focus on continued outreach to all faculty, and particularly the English department to schedule Writing 1 & 2 sessions. The ultimate goal is to see all of these sections each year, as they are currently the best opportunity to introduce Fitchburg State students to the research process and library resources. Outreach to campus departments and the public will also be developed.

Assessment efforts are also a future focus for the program, but will realistically need to be tabled until the Spring term (at the earliest) in light of the drastic staffing shortage in Reference/Instruction at the start of the 10/11 academic year. 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.

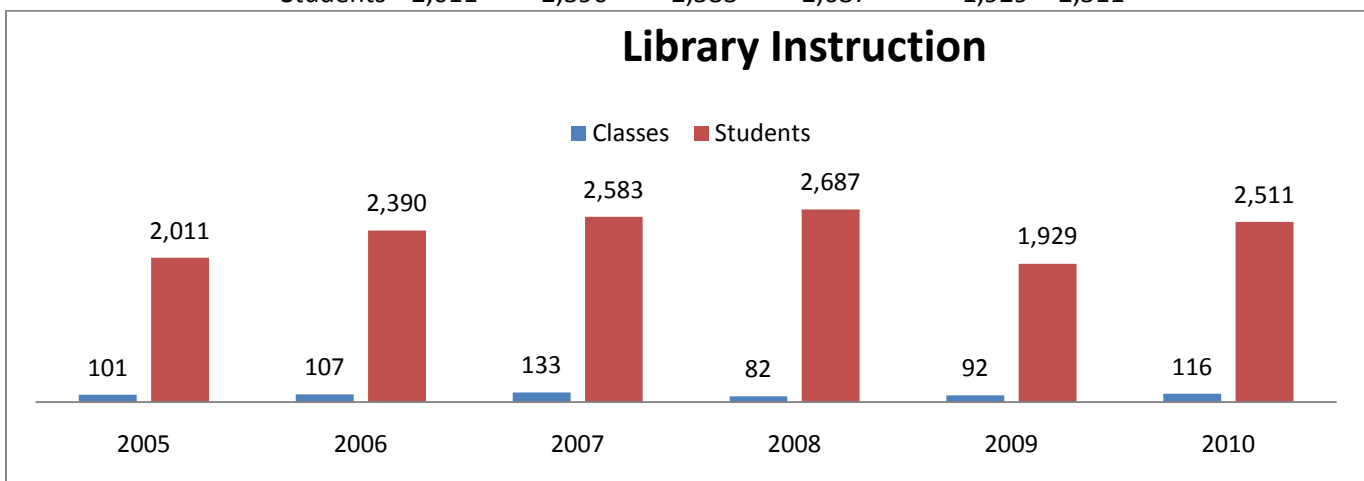
Also pending staffing, a formal plan needs to be developed to provide further support for online and hybrid students. This could include utilizing LibGuides in varying ways, and exploring additional avenues for video, mobile, and other technologies.

Total Instruction Sessions 2000-2010



	2005	2006	2007	2008	2009	2010
Classes	101	107	133	82	92	116
Students	2,011	2,390	2,583	2,687	1,929	2,511

Library Instruction



Library Instructional Videos

Title	Total Hits	
WorldCat (free) demo	65	Find Items in the Course Reserves 8
ERIC From EBSCOHost Demo	55	Search the Library Catalog 29
ProQuest Education Journals Demo	39	Request an Article from another Library 7
Curriculum Resource Center (CRC) Demo	5	Using the Advanced Search Features of the 8
How to Renew Books at Fitchburg State College	14	Library Catalog
Printing Multiple Power Point Slides on One Page	1994	Add a LibGuide to Blackboard 958
Getting Citations in EBSCOHost	19	Finding Articles: Get Article 10
Getting article citations in ProQuest	23	Finding Articles: Electronic Reserves 7
Export Project Muse Articles to RefWorks	13	Getting Citations: Academic One File 33
Get full text of articles in JSTOR	118	Finding Books: Requesting a Book from 12
Getting Citations in JSTOR	19	another Library
Citations in Credo Reference	11	FSC Library Tour (removed) 186
How to Cite Articles Found in Project Muse	24	

Periodicals

Prepared by Robert Foley, Library Director and Joanne Dennis, Library Assistant

Upon the retirement of Janice Ouellette in January or 2009, the library director assumed responsibility for managing the department and its services. There are approximately 287 current individual electronic subscriptions, 470 individual current print subscriptions and approximately 1650 shelved titles on the 2nd floor titles. There are approximately 136 databases.

The collection development projects included the following. All current subscription information including but not limited to format, ISSN, price, urls, etc. were converted to electronic worksheets. Additional information was added and this included call numbers and relevant disciplines/applicable academic departments. Finally the annual collection development meeting was held in June and decisions on the purchase or cancelling of databases and journals were discussed.

The following databases were added to the collection and the rationale can be found in the Collection Development segment of this report

A-Z Maps Online (Oct. 2009-)
Biological Abstracts BIOSIS, 1988- (Sept 2009-)
Business and Company Resource Center (Jul 09-)
JSTOR Arts & Sciences III (Archival Collection, Je 2010-)
Literature Resource Center (Sept, 2009-)
Morningstar (Aug, 09-)
United States Law Week (Aug, 09-)

Journals, databases and standing orders deleted from the collections

	Titles	Dollar Amount
Journals	132	\$16,071
Databases	16	\$13,750
Standing orders	17	\$6,175

Bound periodical volumes, and microfiche withdrawn from the collections

Bound volumes	890 volumes
ERIC microfiche	890 sheets
Microfilm (periodical) reels	135 reels

The second major undertaking was testing, editing and updating the electronic addresses (urls) to ensure access to the 287 individual electronic periodical subscriptions. Joanne Dennis did the bulk of the testing and this included testing each title in the journal locator services (Serials Solutions) for on campus and off-campus access. This meant extensive and time consuming work for off campus authentication. One hundred and twenty addresses had to be verified and corrected by Mr. Foley. Secondly the same process had to be repeated to ensure access from the library catalog.

To expand the use of the journal locator service Ms. Dennis and Mr. Foley added additional information to each print and electronic periodical entry. There is now a standard holding notes, location information was added for a number of unique periodicals, and finally the actual holdings information for the print journals was compared to each shelved titles and corrected as appropriate.

Reference 2009/10

Prepared by Jenny Fielding: Reference, Instruction & Outreach Librarian

Reference Desk

AY 09/10 proved a busy year at the reference desk, in which a new statistical tracking system developed and implemented by Jenny Fielding and Natasha Kahn during Summer 2009 proved to aid in assessment by yielding a variety of data, illustrating usage patterns, peak times across days, weeks, and semesters, and the distribution of the types of questions received at the desk.

Divisions for collecting data include:

- **Type of Question**
 - -5 Reference: Reference inquiry of less than 5 minutes (i.e. catalog search, location of a book or resource, ready reference facts and figures, etc.)
 - +5 Reference: Reference inquiry of more than 5 minutes (database instruction, article searches, citation help, research-oriented reference, etc.)
 - Technology: Help with desktops, laptops, wireless, Microsoft Office, printing, logins, Blackboard, Web4, email, copying, scanning, USB drives, etc.
 - Directional: Location of campus buildings, rooms, departments, offices, phone numbers, restrooms, parking, hours, etc.
- **Mode of Interaction**
 - In-person
 - Email
 - Phone
 - IM chat (Meebo)
- **Day and Hour of Interaction**

Some notes from this new data:

- Reference librarians answered 5664 queries at the reference desk in AY 09/10. This figure is very stable compared to the prior two years (< 2% total variation from AY 08/09 and AY 07/08).
- This number includes 905 “+5 Reference” questions, which indicate a more involved research-oriented question, where +5 is a minimum. Many of these research questions were upwards of an hour, or involved multiple sessions with a student.
- 78% of questions were received by an in-person walk-up contact at the desk.
- Chat reference continues to increase, both in raw numbers and as a percentage of questions. In AY 09/10 the reference librarians answered 832 questions via the Meebo Instant Messenger chat system, representing 15% of total reference inquiries. This is a 20% increase in IM questions over the prior academic year.
 - Anecdotally, librarians have noted that some reference inquiries are beginning on chat, with the student then approaching the librarian at a later time for additional help. This supports the supposition that chat transactions can encourage additional interactions with the librarians.
- Chat reference was again offered for extended hours during both Fall and Spring semester finals, with librarians staffing the Meebo chat system from 8:30-11PM from home. Over 20 questions were received during these extended hours.
- September is by far the busiest month at the reference desk, in which technology questions represent over 50% of the inquiries for this month. This implies that the reference desk is essentially acting as an ancillary IT help desk at the start of the academic year.
- Technology questions decline and even out as a percentage of inquires over the remainder of the year.
- Peaks and valleys in usage patterns are clearly evident across:

- **Time of Day:** Busiest 10AM-4PM, with a small peak after the dinner hour.
- **Day of Week:** Busiest Monday-Thursday (79% of total questions), least busy Saturday (3% of total questions). Website hits, or lack thereof, reinforce the lack of activity on Saturdays (see Appendix B).
- **Months:** Busiest in September (as noted above), steadily busy across the remainder of Fall and Spring terms, with unsurprising dips during winter break and summer sessions.
- When Fall and Spring classes were in session, the reference desk was staffed 72 of the 84 hours the library was open, or 85% of open hours.

Library Website

Google Analytics was added as a tracking mechanism in Summer 2009, and the full year of data has now been collected and is being reviewed.

Some notes from the data:

- There were 18,525 unique visitors, with over 226,000 page views.
- Web hits increased steadily over the course of the Fall semester, and peaked near finals. Hits were more consistent over the Spring semester. This may indicate the growing familiarity/comfort of students with library resources over the course of a full academic year.
- Internet Explorer accounts for 62% of browser access, but 23% of visitors are using Firefox, and 10% use Safari.
- There is a very clear peak-and-valley pattern to hits to the website on a weekly basis, with deep dips in usage universally seen on Saturdays.

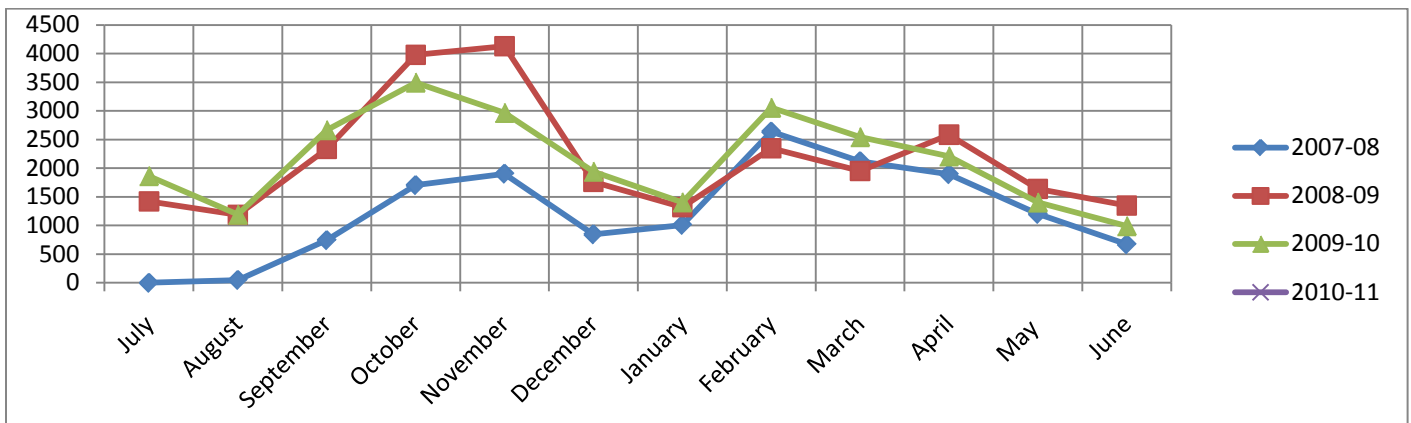
Collection Development

The reference librarians worked actively with their liaison departments to identify resources to be added to the collection, as well as researching and adding resources to support new courses in the curriculum. Each reference librarian was responsible for literature review, resource selection and ordering, and participated in the evaluation of proposed and existing databases, periodicals, and standing orders for the library. Librarians also continued with ongoing weeding of the print collections, discarding duplicates, outdated material and removing titles which are available online via the Web and library database subscriptions.

Please see the Library Director’s section on Collection Development for full statistics in this area.

Research Guides

The librarians continue to use the LibGuides program to create various research and library research guides, and this year conversion of the old subject guides to this new format was completed. Course specific guides we created for most upper level classes and professors were encouraged to link to these guides from Blackboard, with statistics demonstrating ongoing usage of guides during a course. Several guides were created for classes who were unable to come in for instruction sessions.



WEB Site Usage

Compiled by Jenny Fielding: Reference, Instruction & Outreach Librarian

We began using Google Analytics in July 2009 to analyze the WEB site usage. The following is a first attempt post the relevant statistics.

Visits	96,846
Unique Visitors	18,525
Views of pages on this site	226,038
Unique Views	153,187
Average Page Views per Day	2.33

Top content page overview

Main Page (library/index.cfm)	126,667 (59.9%)
Main Page (library)	3,766 (1.7%)
Database page (library/articles)	67,258 (29.8%)
Library Hours (library/hours)	4,760 (2.1%)
Library Articles (library/articles/news)	2,700 (1.2%)

Bounce Rate	42.6%
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New Visits	18.3%
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All traffic sources overview

Direct Traffic	46,115 (47.6%)
Search Engines	28,806 (29.7%)
Referring Sites	21,935 (22.6%)

Technical Services Report

Nancy Turnbull, Technical Services Librarian

In 2008 I replaced Simone Blake as the Technical Services librarian at Fitchburg State College. After having some time to become familiar with the role of technical services at FSC and in consultation with the director, it was decided that technical services would concentrate on implementing all available Voyager modules, improve statistical reports and utilize batch processes whenever possible.

Projects

Inventory

During the summer of 2010 a major materials shift took place on the 4th floor of the library. Because of this shift, the technical services department was limited as to what sections were available for inventory. The decision was made to begin the inventory with P on the fourth floor. This was successfully completed leaving E -N for the summer of 2011 and beyond. Items lacking or having incorrect cataloging were removed to the technical services area and evaluated as to whether they should be retained or weeded. Items not found as a result of inventory had their status changed from Available to Missing in the online catalog. Additionally these items were put into a statistical category so that they could be identified as a group.

Authority Control/Backstage

Libraries use a controlled vocabulary to help route patron requests to specific subjects they are searching. This controlled vocabulary is known as authority control and it is the reason why a user searching the word cars gets directed to automobiles and why a search for George Washington is redirected to the materials on Washington, George, 1732-1799. Importing bibliographic records from a variety of sources inevitably leads to errors in authority control which can mean that patrons are not getting accurate results from their searches. Also, the Library of Congress is constantly editing their authority files. The library has contracted with Backstage Library Works (BSLW) to assist with the cleanup of our authority files.

FSU's authority files were exported to BSLW in July, 2010 in order that corrections could begin during the summer. It was also decided that files would be sent at the same time every year so that there would be a basis to compare the amount of work needing to be done yearly.

Statistics Collection

The Voyager library program produces statistical reports using Microsoft Access and generic sql queries. A considerable amount of time was spent this year customizing and testing new queries that will return statistical reports in the areas of spending, acquisitions, collection development and collection analysis. Since library numbers change every day it has been decided that each year's annual report will reflect the numbers on July 1st of that year.

Barcoding of Reference, CIC and DVD collections

Barcodes on materials are generally associated with the circulation process. However, in Voyager barcodes are also used as a way to count items. As a result of this, items which are not bar-coded are not included in counts of materials. Prior to 2009 neither the materials in the print reference collection or the Center for Italian Culture had been bar-coded. Because of the move to generate statistical reports through Voyager it was necessary to barcode each of these items. This task was successfully completed with the help of Mrs. Susan Cheries.

Barcode labels had been attached to DVD's in a way that made it difficult for them to be scanned at the circulation desk. It was decided to move the labels which involved scraping off the existing barcode labels and reprocessing and relabeling the DVD's. The process was time and labor intensive but has eliminated the problems at the circulation desk.

Oversized Collection

The storage of oversized materials is a continuing problem in libraries. Browsing the stacks it is clear that many of our large books, particularly those in art and history are suffering from being stored sideways. In 2009 it was decided that moving these items to shelves where they could be stored upright was necessary. For technical services this change meant generating a list of oversized materials then scanning all identified books into a text file. The file was then used to add the prefix OSZ to the call numbers, change the location code and print new spine labels. Attaching the new spine labels to the books completed the project.

Spine labels

Replacing material spine labels, which tear, fade and fall off, is an ongoing library project. Instead of retyping individual labels technical services now uses a batch process resulting in greater numbers of materials being processed in less time.

E-Books

The library has purchased subscriptions to several electronic book packages. Access to these materials has always been through a link on the library web page. A decision was made this year to add the electronic books to the catalog as individual titles. As a result, electronic books are now searchable by author, title, subject and keyword in the library catalog. 967 e-books are now listed in Voyager with the location Online and call number E-book.

Special Collections

Archival materials require special handling. Technical services assistant Mrs. Maureen Moisson researched best practices for these materials which recommends not using staples, paperclips, adhesives, acid-based papers or rubber bands for processing and storage. Materials added to the archives in future will be processed following best practices and using supplies bought for this purpose.

Collection Development and Weeding

Materials Acquisition

The ability to add materials to the collection is easier now that the library has the use of a credit card. Professors sometimes request materials that have gone out-of-print and the library needs to replace worn out or lost copies of older materials. Replacing these materials can mean dealing with smaller independent bookstores which do not always take purchase orders. Using the credit card, the library has been successful in acquiring many of these materials from Biblio.com.

Weeding

Tracking the number of items weeded from the collection is now done using Voyager access reports and the statistical category function. Items that are being weeded are given a unique statistical category code and are then exported to an Excel database. Retaining bibliographic information for weeded items is useful for tracking the number of items weeded as well as for resolving questions about the history of an item.

Voyager Integrated Library System

Acquisitions

Voyager is an integrated system meaning that it includes a module for acquisitions. In order to get accurate reports it was necessary to fully utilize this module. The ledger structure was redone so that fund codes are consistent across accounts. Prefixes and suffixes on fund codes are used to determine the type of material being purchased and the accounts to which the materials belong. A benefit of this change is that reports are now sent to all librarians each month detailing what items have been ordered, whether or not they have been received and how much money has been spent, encumbered and is available for purchase. The technical services department has had positive feedback from the other librarians regarding these reports.

Editing

Another module available with Voyager is Reporter. A feature of this module is a series of reports that highlight possible errors in the online catalog. Using these reports has allowed the technical services staff to correct these errors in a

timely way. Copy cataloger Mrs. Patricia Langevin is essential to this effort.

The Voyager Tomcat program allows for the personalization of their web catalog interface. In the past year the default color scheme has been changed to one that reflects FSU's colors. Links to other library services have also been added.

A new books tab has been added to the Voyager on-line public access catalog (OPAC). This application provides a quick way for patrons to discover what materials have recently been added to the library's collection. The new books tab gives users the option to search new materials by location or call number. The tab covers materials added in the most recent 4 week period.

Other

At Dr. Susan Williams request the library purchased a copy of Americans in Italy by Luigi Monga. According to WorldCat, http://www.worldcat.org/title/americans-in-italy/oclc/79643221&referer=brief_results the only other place to find this item is the American Academy in Rome, Italy. The technical services department also worked with Professor Williams and librarian Sara Marks to locate current and out-of-print materials for a special project. Technical services were responsible for "Faculty Authors" which appeared in the display case from September-December, 2010.

Discarded library books helped decorate the stage of the Fitchburg production of The Learned Ladies by Moliere.

Technical services staff worked with other staff members in the shifting of materials on the 4th floor during summer 2010.

Suzanne Lahna joined our department as a student aide in fall, 2010. Suzanne came to us with previous library experience and has helped with a variety of tasks. Mrs. Maureen Moisson took the lead in training Suzanne in how to process materials here at FSU.

Kerry Pintabona, our Upward Bound student joined us in summer, 2010 for her last year before heading off to start her freshman year at Regis College. We wish her the best.

Statistics

The information in the following tables is based on bar-coded items in the Voyager Integrated Library System (ILS). 2009-10 is the first year in which all of the statistics are generated by the computerized ILS. A library collection is fluid; these statistics reflect the state of the library collection during the first week of July, 2010.

Since all statistics are now being generated by computer I have chosen to change the format of the technical services report as well. In the future reports will have information for consecutive years. This should give the library staff the opportunity to see trends as they develop particularly in the areas of acquisitions and formats.

At present the majority (88.5%) of items in the Amelia V. Gallucci-Cirio library collection are books (table 6). This trend continues into 2009-10 with 95% of our accessioned items being books (table 3). The majority of materials purchased for the library are paid for by university funds distributed on a departmental formula. However the library is accessioning almost as many donated materials as is it purchased ones. A total of 3,284 accessioned items is average for an institution the size of Fitchburg State University but this number would be even lower (2,051) were it not for donations. The total number of bar coded items in the library collection is 212,474.

Special Collections/Archives

Special Collections

	Shelves	Linear Feet
Book Collection	74	222
Archives	252	756
Manuscript	180	540
Total		1,518

Usage Statistics

	2006	2007	2008	2009	2010
Archives					
Questions	41		67	36	79
Patrons	41	14			
Items Used	211	74	218	180	180
Displays	4	1	1		
Classes	4				

Manuscripts

R. Cormier	Questions	18			
	Patrons	18	17	7	5
	Items Used	24	9	4	35
	Displays				
	Classes				2
R. Salvatore	Questions				
	Patrons	3	2	2	2
	Items Used		15		12
	Displays				
	Classes				

Amelia Gallucci-Cirio Endowment/Center for Italian Culture

The activity for the Center encompasses purchasing materials for the CIC Library and for the general collection. The books and video materials were fully cataloged and added to OCLC to allow for nationwide access. The Amelia Gallucci-Cirio Endowment provides funding for these materials as well as materials for the courses offered on campus: Roman and Classical History, the history of Italy, Italian culture, Western European culture, Italian-American history, etc. The attached statistical summary documents the purchases and details the location of the items. The items purchased during 2010 included the annual subscription to *Ancestry.com* (Library edition) for the Italian-American history course, videos for the Italian culture course, and books documenting and analyzing the contributions of various artists such as Tintoretto, Veronese and Titian

During the past year the CIC collection was staffed by Ms. Michèle Wronski and as such we were able to provide consistent service to the college community as well as the public.

Endowment purchases	CIC Usage	Holdings
Books: 134	Visitors	Books 744
Videos: 6	Circulation	CDs 19
Audio: 11	Displays	DVDs 43
	Activities	VHS 18
	Inquiry Assistance	Periodical Subs 6

Collection Development

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

Statistically, we purchased approximately 1,930 volumes, 15 DVDs, 1CD and spent \$414,689 for all materials. This included \$69,415 for books; \$165,896 for subscriptions; \$134 for media materials; \$178,040 for electronic databases. Database purchases now include a streaming audio subscription. As a continuation of the 2009 plan to expand the databases coverage for Biology after a discussion with the Biology faculty it was decided to forego Biology book purchases and add back runs of **BIOSIS/Biology**. The library now provides coverage from 1988 to the present. **Literary Reference Center** was provided by various state funded library agencies and due to financial issues they did not renew their subscriptions. This was replaced with **Literature Resource Center**. Finally, year end funds were combined with a onetime special allocation from the VPAA to purchase the archival issues of **JSTOR III. US Law Week** was switched for the print format to the electronic format and **Morningstar Investment Reports** was started.

Activities in the Periodicals area included the continuation of analyzing/comparing the print subscriptions with the electronic databases and this resulted in canceling 132 titles and comparing our microfilm reels and print holdings with our electronic databases and this resulted in discarding 135 reels and discarding 890 bound volumes. Finally, 12,199 sheets of microfiche were withdrawn from the ERIC collection because they were available online.

Volumes processed/added to the collection by subject

LC Call number	Number	Percent
AV/CD	77	2.4 %
AV/DVD	55	1.7%
AV/VHS	7	.2%
B*	113	3.5%
Children's	156	4.9%
C*	10	.32%
CIC	44	1.4%
D*	128	4.0%
E*	74	2.3%
F*	40	1.3%
G*	97	3.1%
H*	440	14.0%
J*	75	2.4%
K*	58	1.8%
L*	142	4.5%
M*	32	1.0%
N*	102	3.2%
Oversized	3	.09%
P*	320	10.1%
Q*	215	6.8%
R*	135	4.3%
Reference	16	.5%
S*	9	.3%
T*	128	4.0%
U*	8	.3%
V*	3	.09%
Z*	9	.3%
Y.A.	495	15.7%
In processing	173	5.5%
Total	3,164	100%

Volumes/books withdrawn from the collections

2006	2007	2008	2009	2010
449	1,105	3,225	7,823	5,193

Journals, databases and standing orders deleted from the collections

	Titles	Dollar Amount
Journals	132	\$16,071
Databases	16	\$13,750
Standing orders	17	\$6,175

Bound periodical volumes, and microfiche withdrawn from the collections

Bound volumes	890 volumes
ERIC microfiche	890 sheets
Microfilm (periodical) reels	135 reels

Databases activities

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.

A-Z Maps Online (Oct. 2009-)
Biological Abstracts BIOSIS, 1988- (Sept 2009-)
Business and Company Resource Center (Jul 09-)
JSTOR Arts & Sciences III (Archival Collection, Je 2010-)
Literature Resource Center (Sept, 2009-)
Morningstar (Aug, 09-)
United States Law Week (Aug, 09-)

Cancelled from the collection:

Sixteen services either ceased being available, were cancelled or replaced with an alternative database. The library staff (after consultation with the Biology faculty) cancelled *Encyclopedia of Life Sciences* and used the funds to purchase access to *Biological Abstracts BIOSIS*

Academic Search Elite (ceased)
Agricola (ceased 6-30-10)
Alternative Press Index & Archive (ceased 6-30-10)
Basic Biosis (cancelled fall 2009)
BRITANNICA ONLINE (cancelled 12/09)
CAMIO (May 2009-Je 2010)
Child Abuse & Neglect (website, Deleted Mr-2010)
Clase and Periodical(ceased 6-30-10)
Contents 1ST(ceased 6-30-10)
EBSCO Animals (Merged into Primary Search July 2009)
ECON LIT (Ceased 6-30-10)
Encyclopedia of Life Sciences (Cancelled Nov. 09)
Literary Reference Center (Canceled by State 6-30-09)
NBER Working Papers, (cancelled March 2010)
Newspaper Abstracts (cancelled 2009)
RefUniverse (Cancelled 2010)

Library Personnel

The Library staff is the heart of the Library and they are committed to providing the best service possible to the FSU community – whether on campus or off campus

Kelly Boudreau, Library Assistant III, Access Services Dept, Dec. 2008-

Susan Cheries, Library Assistant III, Technical Services Dept.

Sandra Ciccone, Part time Assistant, Access Services Dept., Jan. 2008-

Joanne Dennis, Library Assistant III, Periodicals Department

Jennifer Fielding, Library Associate, Reference Dept.

Robert Foley, Director

Natasha Kahn, Associate Librarian, Reference Dept.

Patricia Langevin, Library Assistant III Technical Services

Jordanna Lawton, Part time Assistant, Access Services Dept., June 2010-

Linda LeBlanc, Assistant Librarian, Access Services Dept.,

Kerry McGuirl, Part time Reference Librarian, Sept, 2009-

Sara Marks, Assistant Librarian, Reference Dept. Resigned ,July 2010

Teresa Pierce, Principal Clerk, Director's Office.

Linda Preissel, Part time Assistant, Access Services Dept. November, 2008-June 2010

Eliadia Romero-Rodriguez, Part time Assistant, Access Services Dept. –Sept. 2005-July 2009

Nancy Turnbull, Library Associate, Technical Services Dept.

Michele Wronski, Center for Italian Culture

Catherine Zebrowski, Part time Assistant, Access Services Dept. Jan, 2008-June 2010

LIBRARY HOURS

2009-2010

REGULAR HOURS

Begin September 1, 2009

Monday-Thursday	8AM-11PM
Fridays	8AM-5PM
Saturdays	Noon-5PM
Sundays	1PM-11PM

Yearly Statistics

Circulation

Circulation Count (Does not include reserves): 13,531

Subject Breakdown: See Appendix

Monthly breakdown

Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mr	Ap	Ma	Je
830	688	1,333	1,735	2,175	1,407	1,044	1,466	1,499	1,634	890	581

Patron type

Adjunct	-	Interlibrary Loan	1,490
Administrator/Staff	422	Lifelong Learning	13
Emeritus Faculty	-	Special ID	279
Extended Learning	193	Undergraduates	7,020
Faculty	1,141	Upward Bound/Summer Bridge	77
Graduate Students	909	ARC (Worcester Libraries)	35
Guest Card	-	WILL (public higher education)	40

Material type

CD/Audio Disk	247	Equipment	322
CIC	19	Fine Arts	15
DVD/Videocassette	158	General	7,610
Children's Literature	1,206	Young Adult	308

The Reserves Material

	<i>Summer II</i>	<i>Fall</i>	<i>Winter</i>	<i>Spring</i>	<i>Summer I</i>	Total FY
Faculty	5	67	0	65	8	145
Courses	6	105	0	112	11	234
Reserve Items	64	834	0	687	35	1,620
Physical:						
Books	8	443		293	11	755
Articles	0	79		30	0	109
Other	0	66		190	9	265
Totals	8	588		513	20	1,129
E-Res:						
Articles	15	218		125	14	372
Other	41	28		49	1	119
Totals	56	246		174	15	491
Item Totals:	64	834	0	687	35	1,620

Circulation

Physical:						
Books	14	963		650	16	1,643
Articles	0	7		23	0	30
Other	0	104		249	2	355
Totals	14	1,074		922	18	2,028
E-Res:						
Articles	357	3,888		4,231	460	8,936
Other	161	438		497	8	1,104
Totals	518	4,326		4,728	468	10,040
Circulation Total:	532	5,400	0	5,650	486	12,068

Document Delivery Services

Interlibrary Loans (Includes Distributed Learning ILL statistics)

Total requests processed: 5,523

Interlibrary Loans: FSC Borrowing

Total Requests	Total Completed: 819	Completion Rate:
Originals	Originals: 412	Average turnaround time 1.3 days
Copies	Copies: 407	

Interlibrary Loans: FSC Lending

Total Requests: 4,183	Total Completed: 3,236	Completion Rate: 77%
Originals	Originals: 1,432	Average turnaround time 1.57 days
Copies	Copies: 1,804	

Walk-in Interlibrary Loans (WILL): 40

Reciprocal arrangements with Massachusetts public higher education libraries

ARC Worcester area libraries: 35

Reciprocal arrangements with Worcester academic libraries

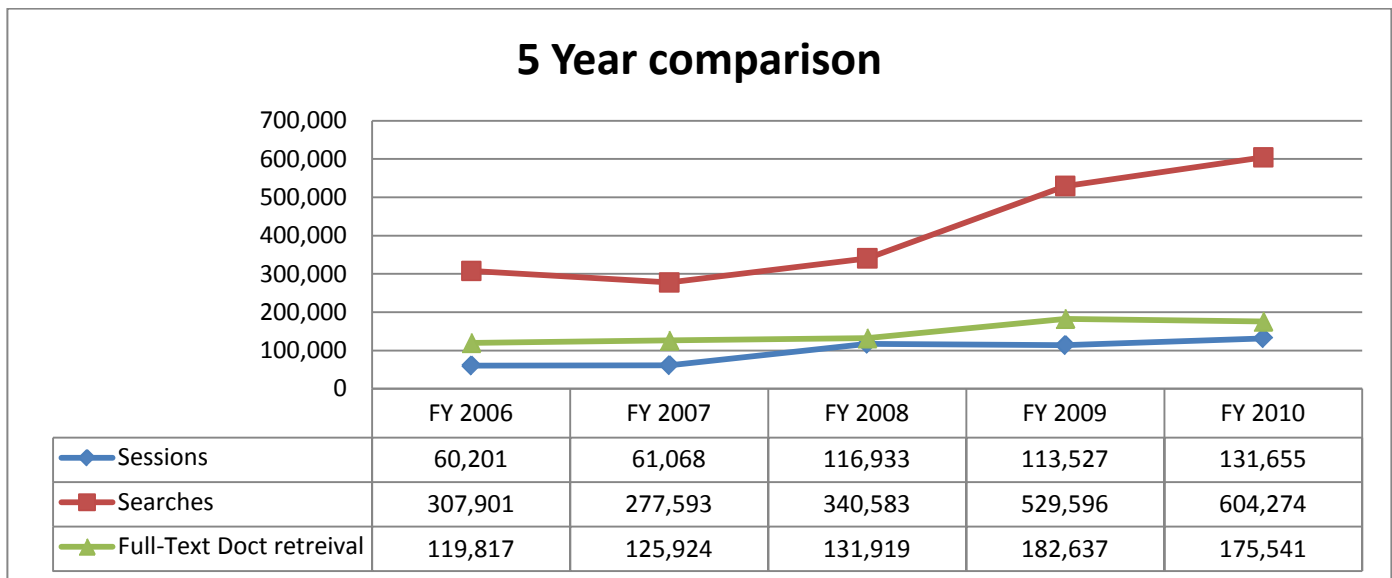
Material supplied/mailed from the FSU collections & interlibrary loans for Distributed Learning students and faculty

Distributed Learning: ILL

Total Requests: 94	Total Completed: 92
Originals: 13	Originals: 13
Copies: 94	Copies: 79
Items provided from the University Library collections	
Total requests: 293	Total Completed: 290
Originals: 61	Originals: 59
Copies : 232	Copies: 231

Full-Text Articles from Online Searching Databases

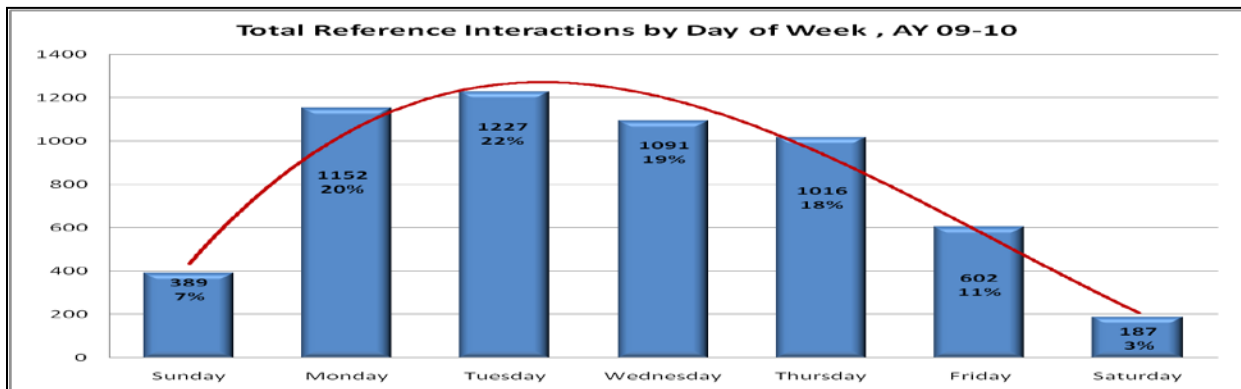
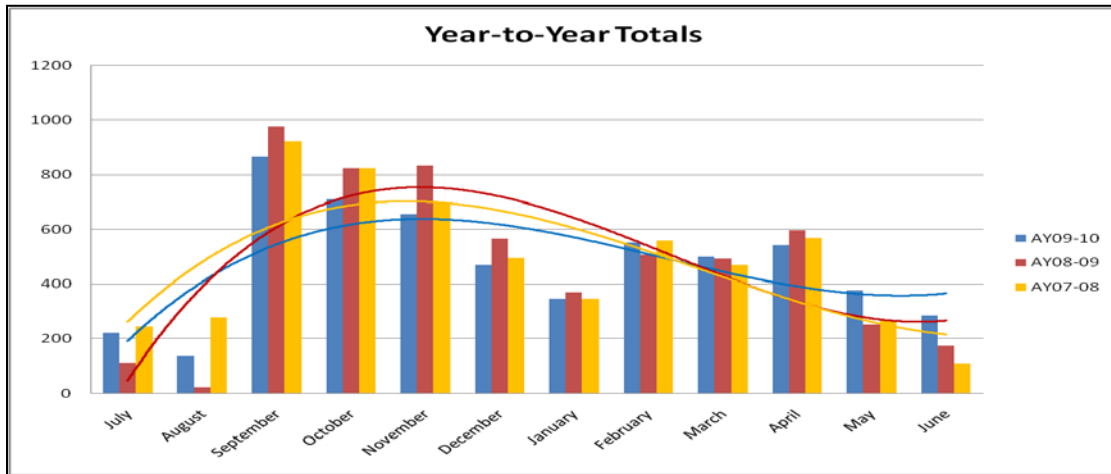
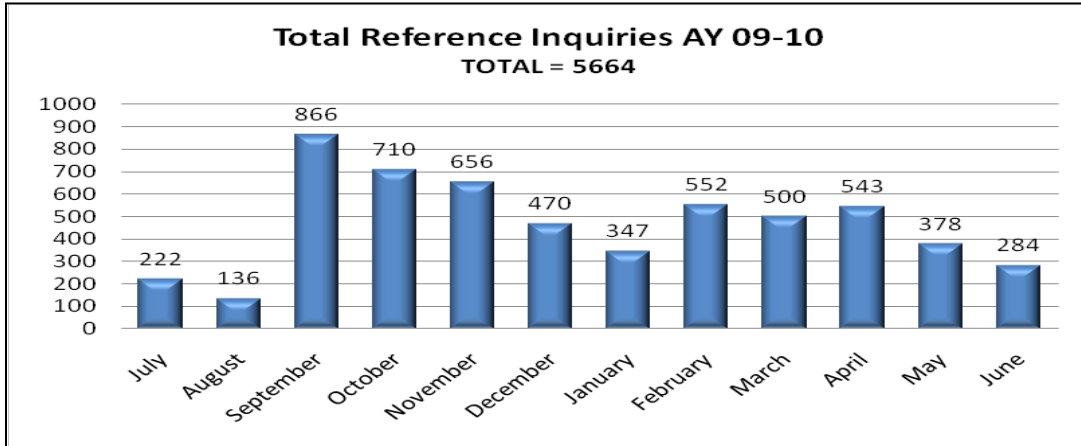
Sessions: 131,655	Searches: 604,274	Full text documents: 175,541
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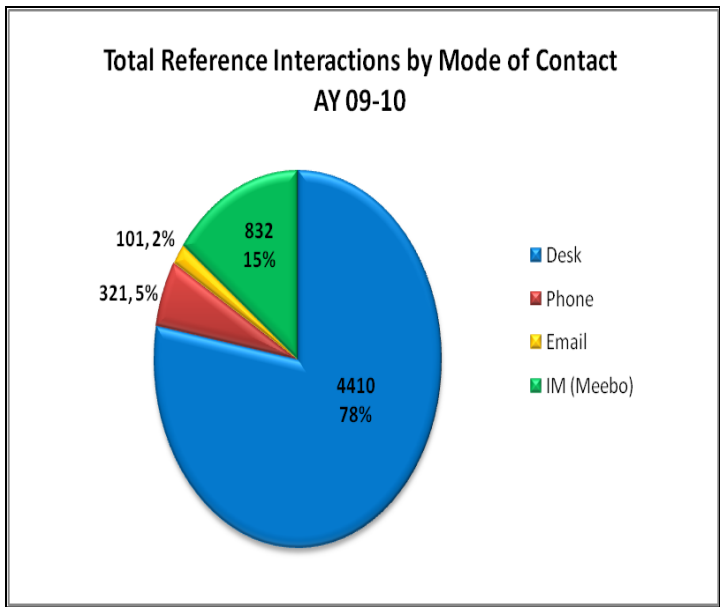
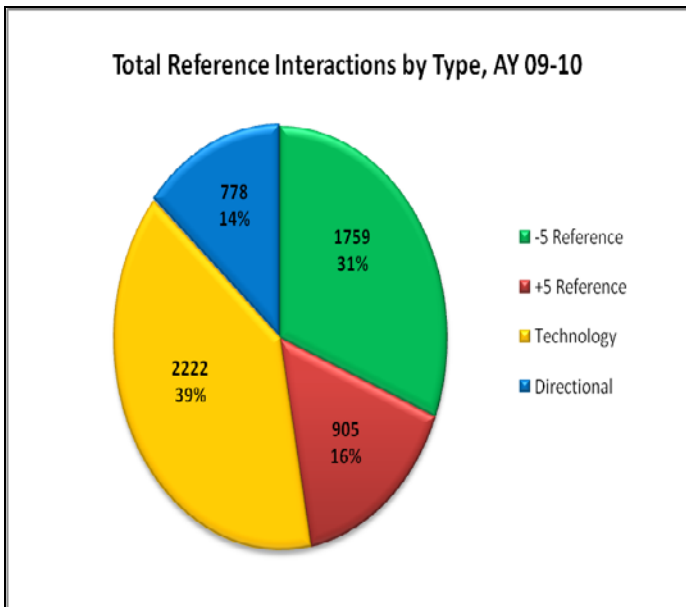


Reference

Reference Desk Statistics:	5,664
Distributed Learning Statistics:	258
Special Collections:	83
Totals:	6,005

Reference Desk Statistics AY 09-10





Library Instruction

Instruction Sessions:

	Fall 2009	Spring 2010	Summer	Total
Undergraduate	53	39	1	93
Graduate	6	3	1	10
Other	1	0	0	1
Distributed Learn				12
Total	60	42	2	116

Total Students:

	Fall 2009	Spring 2010	Summer	Total
Student count	1,270	990		2,260
Distributed Learn				262
Total				2,522

Instruction Sessions by Department :

Biology	4	Humanities (Art)	4
Communications Media	1	Human Services	4
Criminal Justice	7	Math	1
Education	9	Political Science	3
English	6	Psychology	1
-Writing 1	27	Sociology	6
-Writing 2	19	Speech	4
Exercise & Sport Science	4	High School & Other	2
History	2		

Business, Chemistry, Computer Science, Economics, Geophysical Sciences, Industrial Technology, and Nursing did not schedule sessions in AY 09/10.

Library Holdings/Materials

LOCATION

Volumes	208,450	
Archives	1,176	
Children's	8,734	
General	185,781	
Oversized	2,368	
Reference	6,172	
Young Adult	2,965	
CIC	744	
Periodicals	2	
Reserves	508	
E-Books	967	
Recordings	2,774	
Audio Disks	2,376	
DVDs	299	
Videocassettes (CIC)	19	
CIC CDs	19	
CIC DVD	43	
CIC VHS	18	
Equipment	17	
Fine Arts	248	
Microfilm	17	
Microfilm Items	125,344	
General collection (MSS reels)	170	
Periodicals (reels)	7,462	
Microfiche-ERIC	89,224	
Microbooks	28,488	
Bound Journals	20,274	
Subscriptions		
Print/microform	576	Periodicals (467), standing orders (107), microfilm (2) (NEASC)
Full text electronic journals	2,474	Individual electronic subs,(281) full-text journals from full-text databases only (NEASC)
Electronic reference sources & Aggregator services	136	Total number of electronic info resources, e.g. full-text, reference, aggregators, etc (IPEDS)
Current serial titles	3,050	Number of titles in all formats, includes duplicates and electronic titles from full-text journal databases only. (IPEDS)
Unique titles	41,161	Number of unique journal titles in databases. (IPEDS)

Financial Report

Prepared by Robert Foley, Library Director

ALLOCATIONS

The major accounts for the Library include: Special Fees \$426,640(including faculty development funds); GCE \$118,915; Work-study \$12,400; and the Amelia Gallucci-Cirio account provided \$28,500, however \$12,500 is allocated for the Center for Italian Culture administrative assistant. Miscellaneous funds were derived from the FSC Foundation and the Kinsley Account.

EXPENDITURES

Expenditures for the Library totaled \$573,300. Employee expenses were \$924; personnel totaled \$96,191; administrative expenses were \$9,741; operational services were \$48,788; equipment purchases were \$1,954 library materials totaled \$414,689; minor construction \$275, Information Technology & Telecommunication were \$737

SIGNIFICANT PURCHASES

New databases

<i>A-Z Maps Online</i>	Regular Course
<i>Biological Abstracts BIOSIS, 1988-</i>	Funds form Biology allocation
<i>Business and Company Resource Center</i>	Provided by vendor at no cost
<i>JSTOR Arts & Sciences III (Archival Collection, Je 2010-)</i>	End of year funds
<i>Literature Resource Center</i>	Replaces print subscription and funds for the Political Science allocation
<i>Morningstar</i>	Replaces <i>Disclosure</i> database
<i>United States Law Week</i>	Replaces print subscription and funds for the Political Science allocation

In addition the library purchased 33 toner cartridges for a cost of \$4,917 and there was \$1,087 worth of maintenance for the public access printers.

Equipment, furniture

DVD storage cabinet	Gallucci-Cirio Endowment
PAL DVD Player	Gallucci-Cirio Endowment

ALLOCATIONS 2010

	Account Number	Amount Received
College Work Study	F 13	\$12,400
Continuing Education	T 10	\$118,915
College Fee	T 65	\$417,848
College Free	T65 PROI	\$2,000
College Fee: Travel Pool	T65 Pool	\$1,000
New Faculty Grants	T65 NFC2	\$875
Alumni: Adopt A Book	A 21	\$0
Foundation: Adopt A Book	L2471B	\$0
Foundation: Annual Donation	L2471A	\$114
Foundation: Gallucci-Cirio Acct (From the CIC Acct)	C2505	\$15,000
FSC Foundation: Gallucci-Cirio Acct Grant	G2118	\$0
Kinsley Trust Fund	T61 1040	\$0
Extraordinary Budget Requests	T65 EBRQ	\$0
Special Projects (toner cartridges	T65 ... 1002	\$4,917
Misc. Income (ILL reimbursement)	T67A	\$13,500
		\$586,569

Spending Plan 2010

		T10	T65	F13	C2505	T65 POOL	T65 NCF	T65...1002	L2471A	T67A
	Total	Sub-totals								
B00 - Regular Employee Related - Travel										
B01 Travel (Out of State)										
B02 Travel (In state)	\$5,800	\$1,000	\$2,600			\$1,000	\$1,200			
B03										
B00 Total:	\$5,800									
C00 - Special Employee/Contracted Services										
C01 PT. Librarians	\$15,904	\$1,000	\$14,904							
C05 Work Study	\$38,800	\$4,000	\$22,400	\$12,400						
C09 Pt. Library Assts.	\$42,415	\$19,415	\$23,000							
8FOO FSC Admin Reimbursement	\$13,500					\$13,500				
C00 Total:	\$110,619									
D00 - Pension and Insurance Related										
D13 Medicare	\$806	\$350	\$456							
D00 Total:	\$806									
E00 - Administrative Expenses										
E01 Office Supplies	\$3,000		\$3,000							
E02 Printing Supplies	\$6,000		\$6,000							
E12 Memberships	\$600		\$600							
E00 Total:	\$9,600									
F00 - Facility Operational Supplies										
F1610 Monographs	\$81,807	\$25,500	\$44,039		\$8,950		\$2,927	\$114	\$277	
F1611 Periodicals	\$130,900		\$130,000		\$900					
F1612 Microfiche	\$0									
F1613 Audio CDs	\$0									
F1614 Govt. Docts	\$0									
F1615 Interlibrary Loans	\$400	\$400								
F1616 Pamphlets	\$0									
F1617 Online Searching	\$165,840	\$61,500	\$100,000		\$2,350		\$1,990			
F1619 Bindery	\$0									
F1620 Standing Orders	\$16,200		\$16,200							
F1621 Videos	\$0									
F1622 Microfilm Subs	\$0									
F00 Total:	\$395,147									

Spending Plan 2010

	Total	Sub-totals	T10	T65	F13	C2505	T65 POOL	T65 NCF	T65...1002	L2471A	T67A
J00 - Operational Services											
J4623 Computer Network	\$54,348		\$5,750	\$47,798		\$800					
J56 Food Services	\$400			\$400							
J00 Total:		\$54,748									
U00 - Information Technology Expenses											
U02 Telephone Service (Toll Free service)											
U03 Software License	\$900			\$900							
U07 ADP Equipment	\$3,200			\$3,200							
U10 ADP Equipment-Maintenance	\$2,350			\$2,350							
U00 Total:		\$6,450									
Total:	\$583,170	\$583,170	\$118,915	\$417,847	\$12,400	\$28,500	\$1,000	\$1,200	\$4,917	\$114	\$277

2010 Expenditures

	Totals	Sub-totals	T10	T65	F13	C2505	T65 POOL	T65 NCF	T65...1002	T65 PROI	L2471A	T67A
B00 - Regular Employee Related - Travel												
B01 Travel (Out of State)	\$125		\$125									
B02 Travel (In state)	\$799		\$544	\$228				\$27				
B03												
B00 Total:		\$924										
C00 - Special Employee/Contracted Services												
C01 PT. Librarians	\$14,887			\$14,887								
C05 Work Study	\$5,064		\$969	\$4,095								
C09 Pt. Library Assts.	\$42,269		\$13,245	\$20,630								\$8,394
CC5	\$33,146		\$2,606	\$19,589	\$10,951							
8FOO FSC Admin Reimbursement	\$0											
C00 Total:		\$95,364										
D00 - Pension and Insurance Related												
D09 Medicare	\$827		\$188	\$523								\$116
D00 Total:		\$827										
E00 - Administrative Expenses												
E01 Office Supplies	\$3,315			\$3,186		\$129						
E02 Printing Supplies	\$5,337			\$5,337								
EO2FS2	\$131			\$131								
E12 Memberships	\$575			\$575								
E13 Advertising	\$330			\$330								
E14 Exhibits	\$53			\$53								
E00 Total:		\$9,741										
F00 - Facility Operational Supplies												
F16	\$903					\$105		\$798				
F1610 Monographs	\$69,415		\$21,046	\$42,548		\$904			\$4,917			
F1611 Periodicals	\$149,379		\$5,761	\$142,776		\$842						
F1612 Microfiche	\$6			\$6								
F1613 Audio CDs	\$0											
F1614 Govt. Docts	\$0											
F1615 Interlibrary Loans	\$0											
F1616 Pamphlets	\$44			\$44								
F1617 Online Searching	\$178,040		\$67,426	\$104,794		\$3,820				\$2,000		
F1619 Bindery	\$251		\$113	\$139								
F1620 Standing Orders	\$16,397		\$459	\$15,938								
F1621Videos	\$134			\$69		\$65						
F1622 Microfilm Subs	\$120		\$120									
F00 Total:		\$414,689										

2010 Expenditures

	Totals	Sub-totals	T10	T65	F13	C2505	T65 POOL	T65 NCF	T65...1002	T65 PROI	L2471A	T67A
H00 - Consultant Services												
	H00 Total:	\$ -										
J00 - Operational Services												
J4623 Computer Network	\$48,706		\$5,902	\$40,804		\$2,800						
J56 Food Services	\$81			\$81								
	J00 Total:	\$48,788										
K00 - Equipment Purchases												
K07 Office Furniture	\$1,629					\$1,629						
	K00 Total:	\$1,629										
L00 - Equipment Lease and Rental, Maintenance and Repair												
L47 Office Furn. Maintenance	\$325			\$325								
	L00 Total:	\$325										
N00 - Construction and Improvements Building												
N50	\$275			\$275								
	N00 Total:	\$275										
U00 - Information Technology Expenses												
U02 Telephone Service (Toll Free service)												
U03 Software License	\$0											
U07 ADP Equipment	\$224			\$37		\$187						
U10 ADP Equipment-Maintenance	\$513			\$513								
	U00 Total:	\$737										
TOTALS	\$574,100	\$574,100	\$118,504	\$417,913	\$10,951	\$10,480	\$27	\$798	\$4,917	\$2,000	\$0	\$8,510

2010 Budget and Expenditures

	Total Budgeted Sub-totals	Total Expenditures	Sub-totals
B00 - Regular Employee Related - Travel			
B01 Travel (Out of State)		\$125	
B02 Travel (In state)	\$5,800	\$799	
B03			
B00 Total:	\$5,800		\$924
C00 - Special Employee/Contracted Services			
C01 PT. Librarians	\$15,904	\$14,887	
C05 Work Study	\$38,800	\$5,064	
C09 Pt. Library Assts.	\$42,415	\$42,269	
8FOO FSC Admin Reimbursement	\$13,500	\$33,146	
C00 Total:	\$110,619		\$95,366
D00 - Pension and Insurance Related			
D13 Medicare	\$806	\$827	
D00 Total:	\$806		\$827
E00 - Administrative Expenses			
E01 Office Supplies	\$3,000	\$3,315	
E02 Printing Supplies	\$6,000	\$5,337	
EO2FS2	\$600	\$131	
E12 Memberships		\$575	
E13 Advertising		\$330	
E14 Exhibits		\$53	
E00 Total:	\$9,600		\$9,741
F00 - Facility Operational Supplies			
F16		\$903	
F1610 Monographs	\$81,807	\$69,415	
F1611 Periodicals	\$130,900	\$149,379	
F1612 Microfiche	\$0	\$6	
F1613 Audio CDs	\$0	\$0	
F1614 Govt. Docts	\$0	\$0	
F1615 Interlibrary Loans	\$400	\$0	
F1616 Pamphlets	\$0	\$44	
F1617 Online Searching	\$165,840	\$178,040	
F1619 Bindery	\$0	\$251	
F1620 Standing Orders	\$16,200	\$16,397	
F1621 Videos	\$0	\$134	
F1622 Microfilm Subs	\$0	\$120	
F00 Total:	\$395,147		\$414,689

2010 Budget and Expenditures

	Total Budgeted Sub-totals		Total Expenditures	Sub-totals
J00 - Operational Services				
J4623 Computer Network	\$54,348		\$48,706	
J56 Food Services	\$400		\$81	
J00 Total:		\$54,748		\$48,787
K00 - Equipment Purchases				
K07 Office Furniture			\$1,629	
K00 Total:				\$1,629
L00 - Equipment Lease and Rental, Maint. and Repair				
L47 Office Furn. Maintenance			\$325	
L00 Total:				\$325
N00 - Construction and Improvements Building				
N50			\$275	
N00 Total:				\$275
U00 - Information Technology Expenses				
U02 Telephone Service (Toll Free service)				
U03 Software License	\$900		\$0	
U07 ADP Equipment	\$3,200		\$224	
U10 ADP Equipment-Maintenance	\$2,350		\$513	
U00 Total:		\$6,450		\$737
TOTALS	\$583,170	\$583,170	\$574,100	\$574,100

Appendix A Circulation Statistics

SUBJECTS	2003	2004	2005	2006	2007	2008	2009	2010
Art & Architecture	952	1,050	1,045	745	763	606	533	482
Biology	365	352	393	310	241	210	219	159
Business Administration	1,005	825	782	707	645	526	584	407
Chemistry	52	16	15	24	15	18	17	13
Clinical Lab. Sciences	909	965						
Comm/Media	Unable to determine							
Computer Science	303	Unable to determine						
Criminal Justice	597	Unable to determine						
Economics	See Business Admin							
Education/Special Ed	912	764	653	659	575	504	556	355
English	2,873	2,400	2,873	2,461	2,401	1,927	2,268	2,529
Foreign Languages: Italian, Spanish, French, German	201	258	236	234	196	200	182	133
GeoPhysical Sciences	101	106	120	59	84	49	70	60
GeoPhysical Sci: Physics and Astronomy	91	101	117	137	64	93	100	71
History	1,840	1,843	1,587	1,538	1,611	1,553	1,367	1,384
Industrial Technology	Unable to determine							
Mathematics	150	Unable to determine						
Music Includes CDs	792	987	901	577	505	409	349	375
Nursing	1,234	1,318	1,104	924	765	748	854	656
Philosophy	159	139	170	106	140	133	114	107
Exercise Science	254	364	272	194	164	198	210	204
Political Science	494	408	529	258	384	272	310	226
Psychology/Counseling	559	423	385	334	282	269	259	321
Sociology	1,654	1,948	1,461	1,037	972	973	835	756
Special Education/Ed	See Education							
Renewals		1,924	2,048		2,068	1,326	1,799	3,561
Item Type	2003	2004	2005	2006	2007	2008	2009	2010
CD/Audio Disk	553	524	479	334	365	231	156	247
CIC								19
DVD/Videocassette		1	8	5	40	76	145	158
Children's Literature	1,056	748	1,124	780	770	589	1,016	1,206
Equipment								322
Fine Arts								15
General	13,346	13,432	11,469	10,160	9,696	8,728	7,451	7,610
Young Adult	83	167	125	163	151	131	227	308

Appendix B Online Database Statistics 2010

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	Subscription cost	2010 Sessions	2010 Searches	2010 Docts
Academic One File	State funded	6,388	14,329	6,961
Academic Search Elite (Ceased 12/09)	State funded			
Academic Search Premier	EBSCOhost	27,149	116,313	58,485
ACM Digital Library Master SIG with Guide to Computing Literature (370 subs)	\$3,647	450	338	417
AGRICOLA (ceased 6-30-10)	FirstSearch		75	
AH Search	FirstSearch		132	
Alternative Press Index & Archive (ceased 6-30-10)	FirstSearch		76	
AMERICA: History & Life	\$3,393	1,732	8,095	
American Reference Book Annual (ARBA Online)	\$150	20	30	
Ancestry Library Edition	\$2,400	1,274	23,179	
Avery Index to Architectural Periodicals	\$1,616	1,006	4,767	
A-Z Maps Online (Oct. 2009-)	\$400			
Basic BIOSIS (cancelled during fall 2009)	FirstSearch			856
Biography Resource Center	State funded	1,079	4,194	2,548
Biological Abstracts BIOSIS, 1988- (Sept 2009-)	\$11,462 Includes onetime archival fees	1,190	5,808	
Biology Digest	FirstSearch		169	
Biomedical Reference Collection	EBSCOhost	1,264	6,256	177
BioOne (96 titles)	\$3,275	241	407	246
Books in Print Plus	FirstSearch		102	
Britannica Online (cancelled 12/09)				
Business and Company Resource Center (Jul 09-)	State funded	274	991	180
Business Source Premier	State funded	2,255	7,945	2,531
CAMIO (May 2009-)Cancelled 6-30-10		56	311	2,407
CINAHL Full-text Plus	\$3,270	3,162	14,378	5,817
College source/Career Foundation	\$856		64	14
Columbia Int'l Affairs Online (CIAO)	\$920	190	1,078	283
Communication & Mass Media Complete	\$5,152	2,484	8,186	2,277
Computers & Applied Sciences Complete	\$4,484	1,084	4,960	243
Contemporary Literary Criticism	State funded	92	155	5
CONTENTS 1ST	FirstSearch			
CREDO Reference Premium	\$3,229	2,086	6,617	3,845
Criminal Justice Periodicals Index	\$1,825		13,029	4,311
Curriculum Resource Center & Curriculum Resource Center Junior edition	\$1,520	134	112	1,610
CWI (Contemporary Women's Issues)	FirstSearch		13	
Daily Life in America (Dec08-) Title Change to Daily Life Through History (8-23-10)	\$619	166	2,405	
Dissertation Abstracts Online	FirstSearch		211	

Title	Cost	Sessions	Searches	Docts.
EBSCO Animals (Merged into Primary Search July 2009)	EBSCOhost			
EBSCOhost	\$18,794			
ECO	EBSCOhost		129	
ECON LIT (Ceased 6-30-10)	FirstSearch		95	
EDGAR	Web site			
Educator's Reference Complete	EBSCOhost	881	2,247	922
Encyclopedia Americana	Regional-State funded	72		612
Encyclopedia of Life Sciences (Cancelled in Nov. 09)				
ERIC/IES Full-text 1993-	EBSCOhost			
Expanded Academic Index ASAP	State funded	1,415	2,714	1,443
ForernsicNetBase (299 titles as of 11-09)	\$1,990	293	105	160
Funk & Wagnall's New World Encyclopedia	EBSCOhost	996	4,683	32
Gale Virtual Reference	State funded	526	990	254
General business File ASAP	State funded	265	810	136
General OneFile	State funded	889	1,877	1,094
General Reference Center Gold	State funded	273	691	56
GEOBASE	FirstSearch		105	
GEOREF	\$2,315	1,175	5,565	
GPO Monthly Catalog	Web site		21	
GreenFILE	EBSCOhost	978	4,719	
Grolier Multimedia Encyclopedia	Regional-State funded	89		110
Health Reference Center	State funded	661	1,822	542
Health Source: Consumer Edition	EBSCOhost	1,661	7,881	941
Health Source: Nursing/Academic	EBSCOhost	1,717	8,292	858
Heritage Quest	\$2,245	97	534	
Historical Abstracts	\$3,393	1,490	6,892	
Historical New York Times	\$6,098		1,308	1,117
History Cooperative (26 titles)	State funded			
In the First Person	Web site			
Issues and Controversies	Regional-State funded	316	1,324	4,544
JSTOR Arts & Sciences I (179 titles)	\$4,000	3,791	19,715	3,791
JSTOR Arts & Sciences II (192 titles)	\$2,000			
JSTOR Arts & Sciences III (230 titles) Je 2010-	\$8,000 (archival fee)			
Knovels ChemEssentials (9)	Web site			
LEXIS-NEXIS Academic	Regional-State funded	14,383	12,383	13,047
Library Information Science & Technology Abstracts	EBSCOhost	1,061	5,243	
Literary Reference Center (Canceled by State 6-30-09)	State funded			
Literature Resource Center (Sept, 2009-)	\$4,988	861	2,166	1,776
Massachusetts History (21 titles)	State funded	288	629	22
MassChip	Web site			
Masterfile Premier	EBSCOhost	1,546	5,715	969
MathSciNet	\$341	299	600	
MDX Health	Web site			
Medline (Ebsco)	EBSCOhost	1,965	9,849	
Mental Measurement yearbook	\$1,802	1,316	5,973	589

Title	Cost	Sessions	Searches	Docts.
Military & Government Collection	EBSCOhost	1,067	4,397	89
MLA Directory of Periodicals	EBSCOhost	1104	5525	
MLA International Bibliography	\$5,669	1,464	7,943	1,444
Morningstar (Aug, 09-)	\$4,962	18	112	
Music Online	\$5,113	464	2,453	2,237
NBER Working Papers, (cancelled March 2010)				11
NCLRS (Nat. Criminal Justice Research Service NET LIBRARY (3407 titles)	Web site			
Newspaper Source	EBSCOhost	1,501	7,219	1,087
PAPERSFIRST	FirstSearch		1	
Primary Search (Elem School) Removed from A-Z Listing	EBSCOhost			
PROCEEDINGS FIRST	FirstSearch		2	
Professional Development Collection-Educator's Research Complete (Ebsco)	EBSCOhost	1,628	7,462	892
Project MUSE Research (211 titles)	\$9,341	964	1,656	1,407
ProQuest Biology Journals	PROquest		7,240	403
ProQuest Computing	PROquest		6,745	171
ProQuest Education Journals	PROquest		14,613	7,761
ProQuest Health Management Journals	PROquest		7,032	450
ProQuest National Newspapers (25) and Mass. Newsstand (40)	PROquest			4,595
ProQuest Nursing & Allied Health Journals	PROquest		7,370	1,177
ProQuest Psychology Journals	PROquest		8,333	2,534
ProQuest Science Journals	PROquest		6,977	388
ProQuest Social Science Journals	PROquest		7,102	223
PsycArticles (92 titles)	\$7,374	4,631	18,896	7,913
Psychology and Behavioral Science	EBSCOhost	3,571	16,840	2,759
PSYCINFO	\$6,552	3,878	20,823	
Pub MED	EBSCOhost			26
RefUniverse (Cancelled 2010)		238	297	
Regional Business News	EBSCOhost	986	4,843	
Religion & Philosophy Collection	EBSCOhost	1,238	5,557	348
Safari Tech Books (109 titles) reduced to to 1 user in 2010		2,113	440	3,203
Science Online	Regional-State funded	256	514	1,590
Serials Directory	EBSCOhost	992	4,775	
SIRS Researcher	FirstSearch		76	
SOCINDEX with Full Text	\$6,129	3,987	16,417	3,574
SPORTSDiscus with Full Text	\$6,255	3,629	13,725	4,948
Teacher Reference Center	EBSCOhost	1,660	9,125	17
United States Law Week (Aug, 09-)	\$3,165	N/A	N/A	N/A
World Almanac	EBSCOhost		32	
WorldCat	\$3,743		2,452	
TOTALS		131,655	604,274	175,541

