

2005

Gordon Library Annual Report 2004-2005

George C. Gordon Library

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Gordon Library Annual Report 2004-2005

The annual report this year is organized by library department with content submitted by the managers of each department.

ADMINISTRATIVE OVERVIEW

Budget

With a flat budget including no increases for library periodicals, books, and databases, subscriptions and licenses were able to be maintained only because of credits with EBSCO and work by Don Richardson in finding less expensive options for licensed databases with alternate providers, and by Martha Gunnarson in finding less expensive options for periodicals such as electronic only. A deposit account with Yankee Book helped with book purchases.

E-projects pilot

The Committee on Academic Policy (CAP) charged the library director and registrar to develop a pilot program to submit and archive IQPs and MQPs electronically. A committee was formed that included staff from the Library, Computing and Communications Center, Web Development Office, and Registrar's Office. The software for the pilot was adapted from the system used to submit theses and dissertations electronically by the Director of Networking and Telecommunications. The Library Director chaired the committee and was responsible for reporting back to CAP. Librarians were involved in developing metadata in ENCompass, batch loading metadata into ENCompass, and resolving issues surrounding the use of keywords.

A total of 94 projects were successfully submitted and archived. 42 of these were IQPs and 52 are MQPs. 29 faculty participated with 9 involved in IQPs and 20 involved with MQPs. 135 students submitted IQPs and 92 students submitted MQPs for a total of 227 students involved in the pilot.

The pilot overall was successful with the system working reliably although there are some aspects of the pilot that still need attention. Faculty and student feedback greatly assisted in fixing problems. It is hoped that once minor changes to the process are finalized that the faculty will vote on whether to make the electronic system permanent in academic year 2005/2006.

Presidential Commissions

Three librarians were selected as members of three separate Presidential Commissions. The Commissions were charged with reviewing specific aspects of WPI and making recommendations to the President. They were comprised mostly of faculty so we were pleased to have such a good representation of librarians. Christine Drew was a member of Commission A1 concerned with General Education and the First Year Experience; Pat Flanagan was a member of Commission B concerned with the IQP and Global Studies; and Helen Shuster was a member of Commission C concerned with graduate education and research. The commissions met regularly throughout the year and each of the

librarians was able to make strong contributions and incorporate recommendations about the library role on campus. The final commission reports to the President are due in September, 2005.

Compliance Committees

Several compliance committees were established by the IT Division in the previous year to develop compliance policies for WPI. Librarians were involved in two of these committees – Copyright Compliance and the US Patriot Act Compliance. Helen Shuster was chair of the Patriot Act Committee and Debbie Bockus was one of the members. Helen Shuster was co-chair of the Copyright Committee and Pat Flanagan and Christine Drew were members. Each committee held several meetings and drafted policies that were then approved by legal counsel. Helen gave a presentation at a faculty retreat in the spring on the Patriot Act. Websites were developed for each policy.

Balanced Scorecard

Library staff continued to be involved in the IT Division's Balanced Scorecard Planning process. Four perspective teams wrote a description of each objective and one or two measures for each objective. A few measures were chosen to be implemented in FY06. The Learning and Growth Team, led by Pat Flanagan, Director of User Services, compiled and administered a survey to the IT staff in June. The results in the satisfaction with environment section were used by Tom Lynch to present to the President. The survey is planned to be repeated every six months to measure responses so that IT managers can improve areas that need improvement.

Long Range Plan

The library's long range plan was updated for the Massachusetts Board of Library Commissioners (MBLC). This makes Gordon Library eligible for grants administered by the MBLC.

Facilities

Two new IT labs were created in 2 former group study rooms on the 1st floor by ATC who provided the equipment and furniture. All four labs are very popular and students are often turned away when they try to reserve the space because it is already booked.

Planning continued with Jordan O'Connor (architect), Rod White (Contractor), Terry Pellerin from Plant Services, Helen Shuster, Pat Flanagan, Joanne Beller, and Debbie Bockus to refine the design of the library lobby area to incorporate a single information desk, offices for reference staff, and an overall improved workflow and space use of the area. \$110,000 was made available to continue the planning work in more detail in FY06 with the intention of making full funding available for implementation in FY07.

Photo Management

Helen Shuster and Rodney Obien were members of a small group of staff from Marketing and Communications, the Web Development Office, and the Library, investigating a software tool to manage the multiple disparate collections of photos on campus. There was a very real need to purchase a software package that could organize and control

access to thousands of digital photos. Eventually Merlin was selected and paid for out of the IT Capital budget. Staff members in CCC set up the hardware and software and staff in Marketing and Communications and the Web Development Office began using the program.

Fire Protection program

Don Richardson, Lora Brueck, and Helen Shuster continued working with Professor John Woycheese and Pennie Turgeon from ATC on the FABERC database in ENCompass. This involved creating repositories and metadata for a considerable amount of new material.

USER SERVICES OVERVIEW

User Services Staffing: Christine Drew was hired in October, 2004, as Instruction Coordinator, filling the slot that had been vacated by Chris Cox in June. Christine has quickly gotten up to speed on all existing instruction activities, and has been adding creatively and productively to the thinking and activities of many services. For example, she has created a vision document for information literacy at WPI, has created a number of new online guides and courses aimed particularly to faculty members. She and Don Richardson are dividing maintenance of the web site, and Christine has been working very hard on improving the databases pages.

Katherine Gurbanov was hired as Evening/Weekend Library Supervisor, to cover 10 hours on Sundays and Monday evening reference. She replaced Liza Graybill, who left for personal reasons. Katherine has contributed to Project team instruction sessions and in general been a strong contributor, given her limited hours of work.

Two positions were vacated this year due to retirements. Kathy Schaffert retired after 17 years work in Circulation. Diana Johnson retired as ILL Reference Librarian after 43 years at WPI. Both will be sorely missed, but fortunately both position slots were approved to be filled. Positions were posted in June 2005 and searches are underway. More reference and instruction components were built into the ILL position. Kathy's non-exempt position was upgraded to an entry level librarian position, Access Services Librarian. The structure of the two is in keeping with more backups and cross-training to support service functions.

Responsibility for Interlibrary Loan services and two FTE staff was transferred to Debbie Bockus, Access Services Manager, in July of 2005, to complete the scope of "Access Services" which frequently includes Circulation, Reserves, and ILL.

Two promotions took place within User Services. Debbie Bockus was promoted to grade 830 recognizing the additional responsibilities she has taken on in the last two years. Betty Goodrich was promoted to Interlibrary Loan Associate, recognizing the important contributions she makes to ILL, particularly technical expertise which was so important during the conversion to Voyager ILL.

For a second year in a row, a request was made for a new Science and Technology Librarian, reflecting expanding research on campus, and general need for the subject expertise on staff, but was not approved.

Broad Accomplishments/Activities (see individual sections following for function-specific accomplishments):

- The Libraries' web site was streamlined and released as a new design, fall 2005. Staff throughout the library were involved: Pat Flanagan, Debbie Bockus, Don Richardson, Lora Brueck, Martha Gunnarson, and Amy Marr. A new oversight group, lib-webmaster, including the staff above, plus Christine Drew, Helen Shuster, and Rodney Obien, was created to adjudicate changes and keep an eye on the whole.
- Signage was improved throughout the building.
- @Gordon Library insert for @WPI was instituted. Three issues were published: fall, winter and spring.
- Staff worked with the Printing Office and ATC staff to create a template for library service brochures, to present a more professional look for these. Staff involved were Joanne Beller, Debbie Bockus, Christine Drew and Pat Flanagan.
- National Library Week and National Student Employee Appreciation Week were celebrated. NLW events included a special alumni authors event, with readings and book signings by two alum: Gary Braver and Sharon Shulze, library staff reading picks, via displays and bookmarks, and an exhibition opening reception in the 3rd floor gallery. Lunches were held for library student workers, and slide shows and photo displays were posted in celebration of National Student Employee Appreciation Week. Debbie Bockus led groups of staff working on each event.
- A new overview brochure, the User Services Guide was developed by Debbie Bockus and Joanne Beller, including building floor plans; the library calendar was redesigned to a convenient pocket size version, incorporating library service and collection facts.
- We applied for a grant, through the MBLC, for funds to administer the ARL LibQual+ assessment survey in fiscal 2006. It was approved.
- User Services staff worked with Helen Shuster and an architect to develop plans reflecting the second floor service points redesign. Key staff involved were Joanne Beller, Debbie Bockus, and Pat Flanagan.

Broad User Services Goals for 05/06 (see individual sections for specific goals)

- Complete searches for ILL Reference Librarian and Access Services Librarian
- Attend fall training, then administer LibQual+ assessment survey in early 2006.
- Follow LibQual+ with targeted marketing efforts via focus groups and possibly surveys for specific user groups.
- Continue New Faculty lunches and create programs aimed at broader faculty, as well.
- Structure and promote syllabi collection project, in conjunction with Archives.

- Institute Library Audio to Go program, utilizing iPod Shuffles as MP3 device of choice, and including experiments with audio library tours, expansion of e-audiobook collection, exploring other audio instruction, library exhibit information and pod-casting as applications arise.
- Transfer brochure series to new templates and designs including blue library “banner.”
- Continue outreach and publicity efforts: @Gordon Library insert, publicity group, National Library Week, etc.
- Investigate services for growing faculty emeriti group, including ILL, borrowing, database access, etc.
- Utilize new log analysis tool to evaluate use of library web site and consider site refinements as indicated.
- Refine database groupings and possibly other aspects of ENCompass federated search.
- Hone expertise and awareness building with regard to copyright, including ILL, Reserves, integration within myWPI, and responding to user needs with copyright issues.

REFERENCE

The 2004-2005 year has seen a continuation of change in the reference service area, following our 2003 introduction of a reference desk (RefDesk). The RefDesk has been positively received by patrons and staff. However, with the establishment of RefDesk came a number of challenges, staffing training and modes of service offered (electronic vs. traditional).

Reference Collection/Library Catalog

Reference Department, Cataloging Department and Library Systems worked collaboratively to add specific reference classifications to the library’s online catalog Limit Options categories to better reflect electronic reference holdings.

We are continually re-evaluating current reference holdings. A “weeding” program allowed us to move items into circulation (improve patron access), storage for lesser used items (allows for space management) and preparation for future renovations.

Continuation of reorganizing/eliminating of little used areas of reference space such as the RefDesk shelf area. Reclassification of these items currently cataloged as RefDesk area will be reclassified and then relocated back into the general Reference area or other areas of the library collection.

Improved Service Space

In early 2004, a library space committee was working on trying to improve the user services area on the main floor of the library. By early 2005, it became clear that due to the overall campus budgetary issues a renovation of the space could not be undertaken at this time. However, improved signage was placed in many of the user services areas including reference. Issues that would directly affect the location and future direction of the reference area and user service area in general were discussed.

Reference hopes for 2005-2006 year is that infrastructure improvements will pave the way for fiscal 2007 construction of a merged reference/user services desk and office space.

RefDesk

In 2003-2004 the Reference Department started a program of cross-training of staff from other areas of the library (Interlibrary Loan, Circulation, Acquisitions, Library Systems Departments and the Library Director). The initial reference training program included 5 staff from other areas of the library and the basic training was completed early in 2004-2005. The assistance of these five additional staff members allowed a more flexible scheduling to maintain a more efficient operation of the RefDesk.

Staffing became an issue with the departure of two staff members in late 2003-2004, Christopher Cox and Liza Graybill. The RefDesk staffing shortage was improved with the hiring and reference training of two new staff members, Christine Drew, Instruction Coordinator and Katherine Gurbanov, Evening/Weekend Library Supervisor in the fall of 2004.

This year we improved scheduling by implementing an electronic RefDesk calendar that can easily be modified by any RefDesk staff person to reflect any RefDesk staffing changes due to illness, meetings, or vacation days.

Improved Documentation

Reference Desk blog was set up on RefDesk – on Blogspot.com at the end of 2004-2005. It is still being tested as a means of informing refdesk staff of current issues in the library that would affect information at the desk. Staff posting to the blog instead of using email would give reference an historical record (date/time stamped) of events/situations/issues in the library which would affect patron/staff information at the RefDesk.

Reference Desk Manual was expanded and updated. A print manual holds a place on the RefDesk, but electronic versions are also available on the library's shared space, "library_userstaff" and in the User Services area on MyWpi.

Statistics

Reference statistics declined from the previous year (4354 vs. 4581 in fiscal 2004). It is hard to attribute a particular cause(s) for this decline. However, 2004-2005 statistics indicate a possible shift away from the more traditional patron favored modes of communication such as in-person transactions and phone transactions with increases in use of electronic communication technologies such as email and IM chat. Email and IM chat show increases for each term in 2004-2005 compared to last year's 2003-2004 statistics.

Since our method of tracking statistics was outdated we implemented a new flexible system in D term 2005 which incorporated a new classification system and electronic

database. This adjustment to a new classification and methodology could account for some fluctuation in our reference statistics. The new Microsoft Access statistics database offers accurate immediate tracking and historical data collection.

User Services staff were trained and quickly adjusted to the new classification definitions and electronic RefStats form.

Reference statistics are attached (see Table 1). The statistics represent the interactions of Reference section staff, whether at the Reference Desk or at their own desks: Joanne Beller, Pat Flanagan, Christine Drew, Betty Goodrich and Diana Johnson. A separate count of email contacts sent to library-questions is in Table 2. This count includes only email received through library-questions, not direct emails from users, but includes the contacts which were answered by non-reference staff: Circulation staff, Systems Librarian, and Technical Services staff.

Table 1

| |
|---|
| Reference Statistics - Annual Totals for Fiscal Year 2004-2005 |
|---|

| | | | Reference | | | | Reference | | | |
|---------|-------------|-----------|-----------|-------|-------|-------|-----------|-----------|---------|-------|
| | Directional | Reference | By Mode | | | | By Status | | | |
| | | | At Desk | Phone | Email | Chat | | Fac/Staff | Student | Other |
| S Stats | *117 | *275 | *214 | *46 | *7 | *8 | | *71 | *178 | *42 |
| A Term | 252 | 806 | 632 | 57 | 88 | 29 | | 76 | 635 | 95 |
| B Term | 364 | 953 | 690 | 109 | 118 | 36 | | 114 | 676 | 163 |
| C Term | 328 | 1002 | 672 | 189 | 117 | 24 | | 105 | 789 | 108 |
| D Term | **409 | **1051 | **829 | **116 | **30 | **25 | | **149 | **709 | **193 |
| E Term | ***79 | ***267 | ***167 | ***58 | ***8 | ***12 | | ***66 | ***121 | ***80 |
| Total | 1549 | 4354 | 3204 | 575 | 368 | 134 | | 581 | 3108 | 681 |

*S. Stats (Summer Statistics) – summer stats were not recorded separately prior to 2004/2005 – will now be collected and reported separately in Reference Statistics.

**Statistics by Mode: new electronic Ref Stats form was instituted in the second week of D term 2005. The new statistics form includes categories not reflected in

our past statistics; the numbers reflect the combined Old and New statistics-taking method.

***New statistics-taking method and classification scheme in place

Email reference statistics

Electronic library-questions requests received through library-questions@wpi.edu and online web form.

Total questions received = 210

*Totals will not match as all information wasn't available for all Categories

| <u>By Status</u> | | <u>By Location</u> | |
|------------------------|-----|--------------------|-----|
| Faculty | 35 | On-campus | 79 |
| Staff | 11 | Off-campus | 111 |
| Undergraduate Students | 71 | Total* | 190 |
| Graduate Students | 36 | | |
| Alumni | 17 | | |
| ARC | 0 | | |
| Other | 34 | | |
| Distance Learners | 4 | | |
| Total* | 208 | | |

Founders Storage

Reference staff is responsible for the retrieval/return of patron requested library materials that have been placed in the library's storage area in Founders Hall. Reference has created an access database to analyze impact on staff (Reference and ILL), what is being requested and condition of materials for Interlibrary Loan requests.

| Founders Materials | Interlibrary Loan | Reference | Grand Total |
|--------------------|-------------------|-----------|-------------|
| Total Requests | 128 | 161 | 289 |

Reference Goals for 05/06

Reference Desk Manual will continue to be expanded and updated

Reference Department, Cataloging Department and Library Systems will continue our collaboration to add a special reference search feature to the library's online catalog to better leverage electronic reference holdings.

Current reference holdings, print versus electronic will continue to be evaluated

Reference space and user services areas will re-evaluated, reorganized and optimized

Cross training of RefDesk staff program, inclusive of training of new staff and new reference staffers will be further developed and include training of new RefDesk tool(s) - Wpiref Blog and Founders Access form

Develop use of wpiref blog by RefDesk staff as a current awareness tool
Reference Coordinator to attend local programs that inform User Services/Library Staff about coming reference trends

Web-conferencing: continue to watch/monitor WPI implementation and anticipate potential reference applications

Continue monthly schedule of User Services training meeting for all front line staff and include other interested staff

Expand Reference participation in IQP participation; meet with and help devise a workable model for on-campus IQP teams

Participate in LibQual and assessment in the Spring/2006

INSTRUCTION

Goals 04/05 Completed

Develop, provide, and promote quality information literacy program for all members of the WPI community and beyond

- Pursue various means of library integration in myWPI: use of licensed tools and resources, appropriate placement and forms of library help services, and integration methods for courses.
- Modularize TILT into Searchpath format to better integrate its use into ID2050 sessions and to make available for all users.
- Collaborate on teaching B and C term sessions of Elements of Writing. Consult with Humanities and Arts Department Head toward indoctrinating as standard process.
- Promote information literacy to the new WPI president and to the new Provost when appointed.
- Incorporate new NEASC standards into planning and promoting IL
- Utilize articles mapping IL competency standards to ABET accreditation standards
- Develop enhanced assessment methodology for library instruction to better illustrate outcomes.

Improve user experience with library services, resource access, and staff

- Complete web site refinement/streamlining

Expand Outreach efforts to Faculty, Students, and Staff

- Expand information and outreach to faculty wishing to incorporate library licensed resources within myWPI.
- Expand information and consultation to Entrepreneurship areas such as patent searching and database support.

Overview of activities, projects, achievements

- Drafted vision for information literacy at WPI, incorporated ABET, revised NEASC and other standards, and began to share with key stakeholders, including various Commissions, the CIO, Arts & Humanities department head
- Librarians partnered with 28 faculty to offer course integrated instruction to students
- Refined SearchPath tutorial and quizzes and developed communication alerts to ID2050 faculty & assessed student use of SearchPath
- Refined Help & Instruction area of library web site, and other areas to make more user oriented
- Promoted library integration into myWPI
- Created ID2050 project group meetings templates for each librarian to use
- Initiated database training sessions for staff to increase their skill in working with users
- Crafted new general instruction session ideas and associated online guides; these have been well attended
- Working towards developing relationships with other departments such as CWAC, CDC, and CEI

Statistics

Librarians offered 189 sessions to 2172 people, majority undergraduates. One course-related session was offered to graduate students. Both the number of attendees and number of sessions is down from the previous year, most likely due to the Instruction Coordinator position vacancy. Also, we are working on targeting programs that fit into the newly created vision for Information Literacy at WPI.

| | Sessions | | | Participants | | |
|---------------------------|----------|----------------|-------|--------------|----------------|-------|
| | General | Course-Related | Other | General | Course-Related | Other |
| Summer '04 | | | | | | |
| A Term '04 | 0 | 0 | 2 | 0 | 0 | 10 |
| B Term '04 | 0 | 8 | 43 | 0 | 199 | 804 |
| C Term '05 | 0 | 27 | 5 | 0 | 193 | 8 |
| D Term '05 | 8 | 46 | 12 | 20 | 244 | 118 |
| E Term '05 | 9 | 22 | 2 | 48 | 408 | 65 |
| | 3 | 1 | 1 | 33 | 16 | 6 |
| TOTAL | 20 | 104 | 65 | 101 | 1060 | 1011 |
| TOTAL Sessions | 189 | | | | | |
| TOTAL Participants | 2172 | | | | | |

Instruction Goals for 05/06

- Continue to develop & promote information literacy program goals through outreach, developing partnerships and working towards developing assessment methods
- Continue to develop general instruction offerings that benefit the WPI community
- Collaborate with additional faculty on course-related library instruction and build integration, including continued inclusion into ID2050, and disciplinary focus as well as targeting on campus IQP project teams/advisors
- Work on instructional video clips for web site, myWPI instruction modules, & maintain *Help & Instruction* web content to meet user needs, including distant learners
- Continue to participate in staff training efforts, possibly including more vendor/product training to enhance library staff research abilities
- Coordinate next vendor fair, scheduled for October 31, 2005
- Collaborate with ATC, CCC on Help & Instruction offerings/content for the IT division
- Continue Technology Faculty Fellows liaison role and outreach to faculty utilizing library services, technology & databases within their myWPI course sites
- Participate in LibQual+ assessment and related activities, and work towards creating enhanced assessment methods for library instruction
- Continue as active member of Presidential Commission A1 and promote information literacy skills to first year programs

CIRCULATION

Departmental

Due to the retirement of two staff members, Kathy Schaffert, Circulation Assistant, and Diana Johnson, Interlibrary Loan/Reference Librarian, the Access Services Staff has had to absorb some of their duties to ensure continued excellence in customer services. The staff has responded exceptionally and gone to considerable lengths to maintain their own level of work while learning new responsibilities. They are to be highly commended for their ability to provide such service with the additional workload.

Two pilot programs, Eaudio and Proxy Patrons for Faculty, are now fully implemented. Both off to a very slow start, we have seen increased interest in the Proxy Patron program, primarily with the newest faculty members. The Eaudio program continues to be slow, but perhaps with the change to the use of iPod Shuffles rather than the older players (Muvos and Otis), we will see more use.

Two additional IT labs were added on the ground floor. They are reserved through the Voyager Circulation Module at the Circulation Desk. They are extremely popular and have alleviated some of the backlog of reservations when there were only two available on the third floor.

Loan policy periods that were adjusted in July 2004 to add additional renewal times has been very popular. Many patron expressed their gratitude for the ability to renew items up to 3 times rather than once.

The reduction in hours on Friday nights from 11 pm to 9 pm was successful. There were no complaints that we are aware of and the reduction in hours was a definite help in keeping our student pay within budgeted amounts. However, the addition of opening a half hour earlier Monday through Friday proved not to be as popular as had hoped. Additionally, it was a strain on Circulation staff to cover the additional time each morning. We also extended hours at the ends of terms due to requests by a student representative. We were open until 2 am for the last four nights of the term, but found the use was very low the first two nights. We then adjusted hours to only the last two nights.

Student training continued to be a time consuming project, but with the use of one on one training, quizzes on myWPI, mandatory meetings and utilizing the talents of our student supervisors to assist in training, we were highly successful in keeping our student assistants well trained.

Some cross training of full time staff members in circulation responsibilities was accomplished. Mary, Betty and Lora all volunteered to be trained and as a result we now have back up in the event that circulation staff are not available upon opening.

Staff continue to add/update our Access Services Manual to keep it current. This will be an invaluable tool for orientation training for new full time staff.

Statistics

Circulation transactions saw a decrease in the number of items charged out by approximately 1,000 items. Many of the Microsoft Office CDs were removed by the CCC as no longer being supported by them resulting in the number of cds charged out decreasing by approximately 2,000.

The patron count from the exit meter readings shows an increase of visits to the building by 13,346.

Copier income has increased by \$2,022.00. Costs have increased by \$1,780.00.

The number of items placed on reserve increased by 145. The number of items actually charged out decreased by 281.

In a 10 year comparison, paper reserve items have decreased by 1,803. The number of courses that placed items on reserve dropped from 636 to 238.

Due to cuts in financial aid, we made some changes in the number of hours students worked to ensure not going over budget. We were very successful and ended the year

with an \$8,660.92 surplus. The combination of department funded and financial aid funded student pay was \$126,895.08.

Bills

Campus

Lost and paid items

Library collected: \$545.00

Accounting collected: \$600.40

Total: \$1,145.40

Lost items that are still outstanding

Staff (13 items) \$913.00

Faculty (10 items) \$814.75

Students (100 items) \$5,490.00

Total: \$7,217.75

Consortium

Gordon Library owes: Worcester State \$20.00

Clark \$820.00

Holy Cross \$140.00

for items that our students never returned.

Clark owes WPI \$81.50.

Fines

Library collected: \$5,260.08

Accounting collected: \$ 483.10

Total: \$5,743.18

Circulation Transactions by Item Type

| Format | Circulations 2001-2002 | Circulations 2002-2003 | Circulations 2003-2004 | Circulations 2004-2005 |
|--|---------------------------------|-----------------------------------|---------------------------|---------------------------|
| Books | 22,755 | 20,867 | 19,612 | 16,491 |
| Microsoft Office CDS | 8,317 | 5,469 | 2,818 | 836 |
| Reserves-online charges | 2,045**+3,326 | 701 + 3,999 ** | 3,291 | 3,010 |
| Reserves-manual charges | | 76 | <u>0</u> | |
| Videos | 1,975 | 1,752 | 1,168 | 710 |
| Laptops | 1,437 | 3,493 | 4,358 | 4,471 |
| NYTBS | 1,439 | 1,499 | 1,451 | 1,391 |
| Tech Reports | 255 | 347 | 309 | 168 |
| Audiobooks | 290 | 184 | 200 | 187 |
| CD Audiobooks | N/A | 17 | 57 | 82 |
| CDs | 218 | 120 | 199 | 247 |
| Theses | 128 | 116 | 65 | 70 |
| Scores | 26 | 45 | 25 | 33 |
| CD Roms | 27 | 27 | 31 | 19 |
| Disks | 9 | 7 | 10 | 1 |
| DVDs | 3 | 79 | 184 | 292 |
| Audiocassettes | 15 | 12 | 27 | 39 |
| Ref | 33 | 39 | 10 | 11 |
| Myers-Briggs Tests | 7 | 0 | 0 | 0 |
| IT Lab | N/A | 13 | 1,153 | 1,925 |
| 7 Day Circ | N/A | N/A | 8 | 69 |
| ILL | N/A | N/A | 5 | 81 |
| In Library Only (PHD theses & room keys) | N/A | N/A | 95 | 217 |
| Periodicals | | | 2 | 0 |
| Projects | N/A | N/A | 1,326 | 1,088 |
| Worc. Art Museum Pass | N/A | N/A | 28 | 33 |
| Eaudio | N/A | N/A | N/A | 36 |
| Film | N/A | N/A | N/A | 4 |
| 2 HR IN HOUSE | N/A | N/A | N/A | 11 |
| Kit | N/A | N/A | N/A | 50 |
| Website | N/A | N/A | N/A | 1 |
| Total | 38,999+3,326= 42,325 | 34,863+3,999=38 ,862** | 36,432 | 31,573 |

**The total number of items circulated in Reserves is more accurate than the Reserves numbers found in the *Circulation Statistics by Patron Group and Item Type Report*. We tried a new system last year of removing and deleting reserve items each term so that the reserve lists would not be cluttered. Items changed from 2 hour reserve item types back to GEN and this appears to have caused all circ transactions for those reserve items to be lost. There were 4,700 online reserve items but only 701 of them showed up in the report. Therefore, we adjusted both the reserve numbers and total listed on the chart above to include those 3,999 additional items.

Circulation Statistics Report (Pcircjob -j23)

(Total Charges + renewals) – (Microsoft Office CDs + Reserves) = Adjusted total

| | | |
|------------|--------------------------------------|--------|
| 2004-2005: | (32,595 + 3,994) – (836 + 3,010) = | 32,743 |
| 2003-2004: | (36,824 + 3,830) – (2,818 + 3,291) = | 34,545 |
| 2002-2003: | (37,394 + 4,062) – (5,469 + 701) = | 35,286 |
| 2001-2002: | (40,668 + 3,931) – (8,317 + 2,045) = | 34,237 |

Ideally, the total number of charges from the *Circulation Transactions by Patron Group & Item Type* would match the total number of charges from the *Circulation Statistics Report (Pcircjob -j23)*. This has never happened and other Voyager sites report the same problem.

Circulation Transactions by Patron Group & Item Type takes statistics from the Circcharges_VW table, which is a combination of currently charged items (Circulation Transactions) and discharged items (Circulation Transactions Archives).

Circulation Statistics Report (Pcircjob -j23) takes statistics from currently charged items (Circulation Transactions), discharged items (Circulation Transactions Archives), current renewals (Renewal Transactions) and discharged renewals (Renewal Transactions Archives).

Therefore, the difference between the two reports is that the first does NOT include renewals.

Top 10 Circulating Items by Call Number

he top ten in order from most transactions to least are:

| 2001-2002 | 2002-2003 | 2003-2004 | 2004-2005 |
|-----------|-----------|-----------|-----------|
| QA | QA | QA | QA |
| TA | TA | QC | QC |
| QC | QC | TK | TA |
| PS | TK | TA | TK |
| TK | PS | PS | QD |
| PR | PR | QD | PS |
| TJ | E | PR & HD | PR |
| PN | HD | PN | HD |
| HD | TJ | E | TJ |
| E | QD | | E |

Circulation Transactions by Patron Group - %

| | 2001-2002 | 2002-2003 | 2003-2004 | 2004-2005 |
|---------------------------|-----------|-----------|-----------|-----------|
| Alumni | 1.16 | 0.81 | 1.09 | 0.96 |
| Anna Maria | 0.01 | 0.05 | 0.00 | 0.00 |
| Antiquarian Society | Na | Na | 0.05 | 0.01 |
| Area Resident | 0.15 | 0.15 | 0.13 | 0.12 |
| Assumption | 0.06 | 0.05 | 0.06 | 0.07 |
| Atlantic Union | 0.01 | 0.00 | 0.00 | 0.00 |
| Becker | 0.02 | 0.01 | 0.02 | 0.00 |
| Clark | 0.41 | 0.23 | 0.33 | 0.31 |
| Continuing Education | 0.04 | 0.00 | 0.00 | 0.00 |
| Corporation | 0.00 | 0.01 | 0.00 | 0.00 |
| Evening Grads | 0.74 | 0.54 | 0.24 | 0.14 |
| Grad Students | 24.66 | 26.25 | 19.61 | 16.40 |
| Holy Cross | 0.03 | 0.04 | 0.02 | 0.04 |
| ILL | 2.68 | 2.94 | 2.21 | 2.46 |
| Library Staff | 1.29 | 1.49 | 1.34 | 1.27 |
| Mass Academy | 0.51 | 0.16 | 0.04 | 0.47 |
| Mass. College of Pharmacy | 0.01 | 0.00 | 0.00 | 0.00 |
| Nichols | Na | Na | 0.00 | 0.03 |
| Off Campus Grads | 0.00 | 0.00 | 0.00 | 0.00 |
| Off Campus Undergrads | 0.00 | 0.00 | 0.00 | 0.00 |
| Past Employees | 0.00 | 0.01 | 0.01 | 0.05 |
| Quinsigamond | 0.02 | 0.03 | 0.02 | 0.05 |
| SIM | 0.03 | 0.08 | 0.00 | 0.00 |
| Special Undergrads | 4.42 | 4.97 | 5.54 | 2.87 |
| Tech Services | 1.06 | 1.16 | 1.51 | 1.33 |
| UMass Med | 0.04 | 0.04 | Na | NA |
| WACL Faculty | 0.13 | 0.03 | * | * |
| Worcester State | 0.09 | 0.14 | 0.11 | 0.03 |
| WPI Faculty | 8.00 | 8.35 | 7.90 | 9.31 |
| WPI Staff | 4.15 | 3.74 | 4.11 | 3.44 |
| WPI Undergrads | 50.28 | 48.73 | 55.63 | 60.61 |
| | | | | |

*WACL Faculty now listed under individual institutions with ARC cards. See Resource Sharing.

Patron count

| | | |
|------------------|------|---------|
| Total exit meter | 2005 | 204,052 |
| | 2004 | 190,706 |
| | 2003 | 221,517 |
| | 2002 | 237,849 |

Patron Registration

| 2001 – 2002 | 2002 – 2003* | 2003 - 2004 | 2004-2005 |
|-------------|--------------|-------------|-----------|
| 19,207 | 12,935 | 15,674 | 17,821 |

*purged old Continuing Education records and duplicate records)

2001 – 2002 2002 – 2003 2003 -2004 2004-2005

| | | | | |
|---------------------------|---------------|---------------|---------------|---------------|
| WPI Faculty | 521 | 681 | 658 | 705 |
| WPI Staff | 953 | 1,143 | 1,072 | 1,133 |
| WPI Grad Students | 2,772 | 3,224 | 3,832 | 4,596 |
| WPI Undergrads | 6,210 | 6,210 | 6,423 | 7,146 |
| WPI Evening Grads | 1,724 | 1,592 | 1,582 | 1,581 |
| WPI Special Undergrads | 924 | 897 | 1,075 | 1,212 |
| WPI Continuing Education | 5,009 | 49 | 46 | 85 |
| WPI Off campus Grads | 6 | 4 | 4 | 4 |
| WPI Off campus Undergrads | 0 | 0 | 0 | 0 |
| | | | | |
| Alumni | 276 | 286 | 325 | 352 |
| Corporations | 2 | 2 | 2 | 2 |
| Area Resident | 2 | 2 | 2 | 3 |
| ILL | 111 | 114 | 115 | 301 |
| Mass Academy | 138 | 89 | 82 | 206 |
| Library Staff | 20 | 22 | 24 | 24 |
| Tech Services | 2 | 2 | 2 | 2 |
| Past employees | 2 | 4 | 12 | 11 |
| SIM | 3 | 5 | 6 | 6 |
| Non-eligible patron* | N/A | N/A | 5 | 4 |
| Total: | 18,676 | 14,326 | 15,267 | 17,373 |
| | | | | |
| Resource sharing | | | | |
| Assumption | 42 | 31 | 40 | 44 |
| Anna Maria | 6 | 5 | 5 | 5 |
| Atlantic Union | 2 | 2 | 4 | 4 |
| Becker | 11 | 10 | 13 | 12 |
| Clark | 216 | 160 | 192 | 211 |
| Fitchburg State | | 3 | 4 | 4 |
| Holy Cross | 54 | 44 | 54 | 60 |
| Mass College of Pharmacy | 1 | 0 | 0 | 0 |
| Mount Wachusett CC | N/A | N/A | 0 | 0 |
| Nichols | N/A | N/A | 2 | 5 |
| Quinsigamond | 20 | 18 | 19 | 24 |
| UMass Med | 22 | 15 | 0 | N/A*** |
| Worcester State | 83 | 66 | 74 | 79 |
| WACL/ARC Faculty | 74 | 21 | N/A** | N/A** |
| | | | | |
| Total: | 531 | 375 | 407 | 448 |
| | | | | |
| Grand Total: | 19,207 | 14,701 | 15,674 | 17,821 |

*Non-eligible patrons are not allowed charges due to past problems with lost items or large fines.

**All ARC Faculty are now registered by institution along with students.

***UMass Medical School no longer participates in cross borrowing.

Many patrons have more than 1 patron group attached to their record. The number from the patron table in the Voyager Access database is: 16,184. A difference of 1,637 from the report that breaks down by patron type.

Photocopying

Income

| | |
|-----------------------------|--------------------|
| CBORD (includes copy cards) | \$10,571.00 |
| Coin copies | \$790.00 |
| Total income: | \$11,361.00 |

Costs

Ikon (copiers)

| | |
|---|-------------|
| Maintenance Agreement + copier overage each month | \$11,978.40 |
|---|-------------|

Donnegan (fiche/film, ecopy)

| | |
|-----------------------------|------------|
| Fiche/film service contract | \$1,075.00 |
| Ecody maintenance agreement | \$1,168.00 |

Supplies

| | |
|---------------------------|----------|
| W.B. Mason (paper) | \$699.27 |
| Copy cards (335 X \$1.50) | \$502.50 |

| | |
|---|-----------------|
| Reimbursements or Circulation dept card copies | \$126.00 |
|---|-----------------|

| | |
|---------------------|--------------------|
| Total costs: | \$15,549.17 |
|---------------------|--------------------|

| | |
|---|---------------|
| Copies made: Canon 400 (2 nd floor) | 23,839 |
| Canon 330 (3 rd floor) | 5,872 |
| Canon 330 (1 st floor – coin) | 18,973 |
| Canon 210 (ground floor) | 4,679 |
| Canon 330 (Tech Services) | 27,759 |
| Canon 210 (Tech Services) | 12,336 |
| Total copies: | 93,458 |
| Fiche/film copies | 1,425 |
| Grand total copies: | 94,883 |

(copier info comes from IKON meter readings and cbord reports)

| Total copies | 2001-2002 | 2002-2003 | 2003-2004 | 2004-2005 |
|---------------------|------------------|------------------|------------------|------------------|
| Public copiers | 150,460 | 92,792 | 71,468 | 53,363 |
| Staff copiers | 49,651 | 46,622 | 38,820 | 40,095 |
| Fiche/film copies | 1,608 | 2,029 | 1,281 | 1,425 |

| Copier comparisons | 2001-2002 | 2002-2003 | 2003-2004 | 2004-2005 |
|---------------------------|------------------|------------------|------------------|--------------------|
| Income | \$9,922.55 | \$7,018.40 | \$9,339.00 | \$11,361.00 |
| Costs | \$16,373.98 | \$13,064.73 | \$13,769.14 | \$15,549.17 |

| Month | Copier 1 3rd floor | Copier 2 2nd floor | Copier 3 Gr floor | Copier 5 Fiche/film | Copier Grand totals | Uniprint | CVC** | # Cards *** |
|----------------------|-----------------------|-----------------------|----------------------|------------------------|------------------------|-------------------|--------------------|-------------|
| July | \$68.00 | \$5.10 | \$52.90 | \$4.60 | \$130.60 | \$86.50 | \$175.00 | 97 |
| August | \$94.10 | \$21.20 | \$23.00 | \$2.70 | \$141.00 | \$214.00 | \$642.00 | 4 |
| September | \$360.50 | \$110.70 | \$54.90 | \$8.60 | \$534.70 | \$685.20 | \$1,645.00 | |
| October | \$266.70 | \$57.30 | \$53.60 | \$5.30 | \$382.90 | \$559.30 | \$1,068.00 | |
| November | \$268.60 | \$153.70 | \$83.60 | \$7.50 | \$513.40 | \$688.90 | \$1,629.00 | |
| December | \$203.90 | \$74.90 | \$52.30 | \$6.90 | \$338.00 | \$431.80 | \$806.00 | 50 |
| January | \$202.50 | \$35.90 | \$24.90 | \$2.00 | \$265.30 | \$415.40 | \$1,215.00 | |
| February | \$210.80 | \$32.20 | \$30.80 | \$11.90 | \$285.70 | \$606.20 | \$1,319.00 | 50 |
| March | \$253.30 | \$17.40 | \$57.70 | \$27.10 | \$355.50 | \$578.05 | \$1,226.00 | 34 |
| April | \$295.80 | \$56.40 | \$34.60 | \$18.00 | \$404.80 | \$760.30 | \$1,614.00 | 100 |
| May | \$110.80 | \$9.00 | \$35.60 | \$39.90 | \$195.30 | \$347.35 | \$542.00 | |
| June | \$50.00 | \$18.20 | \$39.60 | \$8.00 | \$115.80 | \$131.85 | \$239.00 | |
| 2004/05 Total | \$2,385.00 | \$592.00 | \$543.50 | \$142.50 | \$3,663.00 | \$5,504.85 | \$12,120.00 | 335 |
| 2003/04 Total | \$2,162.90 | \$1,710.80 | \$543.60 | \$128.10 | \$4,545.40 | \$4,408.90 | \$8,356.00 | 249 |
| 2002/03 Total | \$1,484.10 | \$1,784.70 | \$407.30 | \$202.90 | \$3,879.00 | \$1,736.15 | \$5,626.00 | 272 |

2002/03 Totals are based on Oct - June. New system was put into effect October 2002.

Totals are amount spent on copies/prints and are library income.
Does not include CVC amounts.

**Money collected from CVC should equal amount Joan Daughney gives Joan Dickert.
This is money to either purchase a card or add money to an existing account.
Money may not necessarily be spent on copies/prints.

***Library is billed by Office Services \$1.50 each for cards we purchase to put in CVC.

34 cards were purchased in March as library cards for Alum, WISE and ADLN.
During the year we began selling cards for \$1.00 with \$1.00 available for copying.
Previously, we had sold them for \$5.00 with \$3.50 available for copying.

Reserves

| Term | 2001-02 | | 2002-03 | | 2003-04 | | 2004-05 | |
|--------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|
| | # Courses | # Items | # Courses | # Items | # Courses | # Items | # Courses | # Items |
| A | 79 | 420 | 91 | 487 | 63 | 381 | 53 | 428 |
| B | 89 | 358 | 90 | 478 | 62 | 328 | 70 | 396 |
| C | 93 | 416 | 62 | 406 | 57 | 302 | 56 | 321 |
| D | 72 | 379 | 66 | 595 | 56 | 373 | 59 | 384 |
| Total | 333 | 1573 | 309 | 1966 | 238 | 1384 | 238 | 1529 |

| | 2001-02 | 2002-03 | 2003-04 | 2004-05 |
|----------------------------------|-------------|-------------|-------------|-------------|
| *Total # of charged items | 5371 | 4700 | 3291 | 3010 |

Paper Reserves 1995-2005

| Year | #Courses | # Items |
|------------------|------------|--------------|
| 1995-1996 | 636 | 3,332 |
| 1996-1997 | 553 | 2,057 |
| 1997-1998 | 519 | 1,831 |
| 1998-1999 | 409 | 1,920 |
| 1999-2000 | 412 | 1,788 |
| 2000-2001 | 357 | 1,716 |
| 2001-2002 | 333 | 1,573 |
| 2002-2003 | 309 | 1,966 |
| 2003-1004 | 238 | 1,384 |
| 2004-2005 | 238 | 1,529 |

Security

Alarm Lease/Intrusion

- All floors
- South interior 2nd floor stairwell
- North 2nd floor stairwell

Panic buttons

- Web Office 1
- Archives Storage (ground floor) 1
- Circ Desk 2
- Third floor 3

Total: \$2,860.00

3M Entrance/Exit Gate & Bookchecks

Total: \$1,930.00

Stacks

The number of items discharged and returned to the shelves by the Stacks students was 32,740.

This does not take into account the number of items that were used by users throughout the building (browses) and then reshelved by the Stacks students.

Student Staff/Academic Year

The library hired 54 students during the academic year. (15 less than last year). All were undergraduate students. Forty one were hired under the Federal Work Study Program and 13 were department funded. During the course of the year, 33 were transferred to department funding when their federal grants were used up. Six students had their employment terminated.

The Circulation Department hired 5 students to work as student supervisors at the beginning of the year. These students covered the weekend hours, Saturdays and Sundays, as well as Monday through Thursdays from 6 pm – midnight.

| | |
|-------------------------------|-----------|
| Archives Assistants | 2 |
| Cataloging Assistants | 1 |
| Circulation Assistants | 20 |
| Circulation Supervisors | 5 |
| Interlibrary Loan/Reference | 1 |
| Library Instruction Assistant | 1 |
| Systems Assistant | 1 |
| Processing/Repairs Assistant | 2 |
| Periodicals Assistant | 1 |
| Stacks Assistants | 19 |
| Stacks Supervisor | 1 |
| Total | 54 |

Terminations

| | |
|---------------------------|----------|
| Voluntary | 2 |
| Withdrew from WPI | 1 |
| Graduated | 1 |
| Coop | 1 |
| Accepted other employment | 1 |
| Total | 6 |

Pay rates/hour

| | |
|-------------------------|---------|
| Circulation supervisors | \$10.75 |
| Stacks supervisor | \$ 9.25 |
| Library assistants | \$ 8.00 |

Student Staff/Summer

The library hired 13 students to work for the summer of 2004. Six students worked for the Circulation Department, 5 worked for the Stacks Department, 1 worked for Archives and 1 worked in any department as needed. Wages for the summer were \$8.00/hour.

The library hired 11 students to work for the summer of 2005. Six worked for the Circulation Department, 2 worked in stacks (one for only the month of May), 1 worked for

Archives, 1 worked for Reference and 1 worked for Periodicals. Wages for the summer were \$8.00/hour.

| <u>Library Funded Students</u> | | <u>Federal Funded Work Study Students</u> |
|----------------------------------|--------------------|---|
| Start: | \$83,776.00 | \$51,780.00 |
| Summer 04 | \$12,448.25 | |
| Academic Year | \$50,242.50 | |
| Summer 05 | \$11,297.93 | |
| <u>Balance remaining:</u> | \$ 9,787.32 | |

Circulation Goals for 05/06

- Successful search for Access Services Librarian.
- Collaborate with ATC and Academic Resources/Disabilities Office on capabilities and access of Kurzweil software.
- Contend with cuts in student budget as it relates to staffing.
- Monitor reaction to return to 8 am opening time during the week.
- Monitor impact of new student ids as it relates to Voyager system.
- Monitor Patriot Act status and train staff accordingly.
- Implement safety training for all library student supervisors.
- Enhance communication and training tools through implementation of the Daily Log, Rollodex procedures file and other tools.
- Continually strive to provide excellence in customer service in an ever changing environment.
- Evaluate use of iPod shuffles for eaudio program.

INTERLIBRARY LOAN

Departmental

This past year saw the addition of the Interlibrary Loan Department to Access Services. The transition went smoothly due to cross training and meetings between staff members.

The pilot program for the new Voyager ILL Module went quite well and the transition to full implementation went smoothly. During the pilot year we had to go “lowercase” (be unavailable for lending) . This could account for the decrease in lending.

Plans to deliver ILL articles electronically were slowed when the CCC informed us that they do not support FTP anymore and an alternative will have to be explored.

Statistics

Borrowing

| | 2003-2004 | 2004-2005 |
|-------------------------------|------------------|------------------|
| Books received | 893 | 1,147 |
| Photocopies received | 1,153 | 1,007 |
| Unfilled requests by lender | 3 | 87 |
| Unfilled requests-WPI owns | 299 | 296 |
| Total | 2,049 | 2,241 |

Lending

| | 2003-2004 | 2004-2005 |
|---------------------|------------------|------------------|
| Books sent | 775 | 732 |
| Photocopies sent | 3,625 | 2,417 |
| Requests not filled | 4,095 | 2,494 |
| Total | 8,495 | 5,643 |

| | | |
|---------------------------|---------------|--------------|
| Total transactions | 10,544 | 7,884 |
|---------------------------|---------------|--------------|

\$ Charges

| | 2003-2004 | 2004-2005 |
|-------------|------------------|------------------|
| OCLC – ILL | \$2,584.89 | \$3,677.90 |
| IFM Charges | \$1,706.10 | \$1,700.15 |
| IFM Credits | \$8,117.30 | \$5,411.50 |

Note: IFM charges are reimbursed to the Library by patrons.

Pages of copies received

| Via | 2003-2004 | 2004-2005 |
|--------------|------------------|------------------|
| Ariel | 9,263 | 9,191 |
| Mail | 4,232 | 3,095 |
| Fax | 292 | 164 |
| Total | 13,787 | 12,450 |

Pages of copies sent

| Via | 2003-2004 | 2004-2005 |
|--------------|------------------|------------------|
| Ariel | 27,774 | 21,337 |
| Mail | 5,791 | 2,758 |
| Fax | 3,617 | 2,084 |
| Total | 37,182 | 26,179 |

Documents via Ariel

| | 2003-2004 | 2004-2005 |
|-------------------------------|------------------|------------------|
| Received | 715 | 709 |
| Sent-Electronic | 2,143 | 1,260 |
| Sent-Paper | 337 | 615 |
| ARC Received | 88 | 162 |
| ARC Sent-Electronic | 78 | 53 |
| ARC Sent - Paper | 32 | 68 |
| Mail Sent – Electronic | 357 | 123 |
| Mail Sent – Paper | 352 | 311 |
| | | |

ARC totals are not included in Ariel totals.

Mail Sent-electronic and Mail Sent-paper does not include the ARC figures.

Distance Learning Statistics

| | 2003-2004 | 2004-2005 |
|----------------------------|------------------|------------------|
| Students registered | 9 | 7 |
| Photocopies sent | 0 | 0 |
| Books sent | 1 | 7 |
| UPS Costs | \$9.42 | \$47.76 |

ILL Goals for 05/06

- Successful search for ILL Librarian.
- Coordinate ILL activities between ILL Librarian, ILL Associate, Access Services Librarian and Access Services Manager.
- Continue to educate patrons on initiating their own ILL requests.
- Investigate proxy patron possibilities for ILL.

- Investigate new trends in ILL and implement as appropriate.
- Supply pdf documents for ILL requests either via email or through URL.
- Redo the Ariel address book.
- Continue to update library addresses in ILL Management.
- Set up constant data records in OCLC.
- Update WPI's policies in the OCLC Policy Directory.
- Begin using more of the ILL Management. abilities (copyright tracking, acquisition suggestions, turnaround time, etc.)

ACQUISITIONS/CATALOGING/PRESERVATION

The activities of Acquisitions and Cataloging for monographs and standing orders during FY 2006 reflect the ever-increasing trend of providing access in a variety of media, especially electronic. More reference materials in electronic format were purchased and devising a method of searching all formats of reference materials in Voyager provided an opportunity to tighten up cataloging of electronic books, websites, and databases. More electronic audio were added to the collection, including fiction, magazines and serial radio programs. Finding the best ways to access electronic collections led to discussions with campus-wide committees working on implementing electronic projects, Merlin, the new campus photograph database, FABERC, the fire database, and the electronic IQP and MQP system. At the same time, the need to provide materials in print and audiovisual format continues to be important to many users and remains the main focus of our activities. Use of Amazon.com as a vendor for book and audio/visual materials increased because of the wide variety of materials available, speed of procurement, and cost savings.

Activities/Projects/Fulfillment of goals:

- Trained new cataloging/acquisitions associate
- Implemented new OCLC cataloging system, Connexion, using it for creating new records and maintaining OCLC holdings information
- Implemented Voyager with Unicode
- Implemented audible.com program (with Access services) with beginning collection of about 15 titles, in July, 2004 and increasing this to 50 in June 2005, plus 2 magazine subscriptions and 2 radio series; Titles cataloged in Voyager.
- Evaluated ebook collections to determine if other products are needed: use of ebooks in business, technology, reference is high. Our collection of netLibrary titles from our previous purchase is getting dated; determined it would be beneficial to purchase netlibrary 2005 academic collection. Cancelled some titles in WPI owned netLibrary collection.
- Implement FABERC: the library has done its part in implementing FABERC as far as creating a database for the electronic materials that have been provided to us. Object records for sprinkler movie files, text files including some Emmons manuscripts and WPI fire theses, have been created. Evaluation and testing have been done of document type definitions for NIST reports.

- Other collections to create in ENCompass: WPI electronic IQPs and MQPs are in a test phase in ENCompass. Although the work of creating records has been done via bulkloading, the assistant director for collections management has taken part in discussions and analysis of whether and how to implement a keyword structure into the system.
- Woodbury collection: creation of records for all Woodbury letterheads has been completed.
- Cataloging for Voyager of electronic tools listed on Databases and Electronic Resources and Reference web sites segments of library websites has been partially completed.
- Webpages: policies and procedures for ordering library material for faculty, staff and students were added to library webpages.
- Evaluation of Bestsellers program: Bestsellers purchased on standing order are evaluated as they are received, and titles of questionable value for WPI are returned, resulting in savings of \$500 over the previous year and a more appropriate collection.

Statistics

Although overall, the average price of books purchased increased only slightly, from \$62.75 in FY2004 to \$65.00, prices in some subjects, especially the traditionally most expensive like chemical engineering, went up significantly. For example:

| Dept. | FY2004 | FY2005 |
|-------------------------|--------|--------|
| Biology & Biotechnology | 63.00 | 143.00 |
| Biomedical Engineering | 127.00 | 135.00 |
| Civil Engineering | 61.00 | 87.00 |
| Chemical Engineering | 100.00 | 212.00 |
| ECE | 79.00 | 99.00 |
| Mathematical Sciences | 57.00 | 80.00 |
| Social Sciences | 41.00 | 68.00 |
| Reference | 184.00 | 208.00 |

Humanities increased only slightly, while Physics, Mechanical Engineering, and General went down in average cost. This may be due to ordering different categories within those subject areas. Overall, for books, standing orders (including electronic), and titles purchased with restricted funds, we purchased 88 fewer titles for \$18,800 more.

Use of electronic books: Use of most electronic book collections increased during FY2005. Although there is not complete consensus in the statistics that we receive from ebook vendors, one statistic common to all is "Sessions." Using this as a basis of comparison, the number of sessions in ebrary increased 108.8%, from 2063 in FY2004 to 4306 in FY2005. Books24x7 increased 68% from 2939 to 4947; Knovel sessions increased 17.6%, from 1855 to 2181; netLibrary 11.2% from 1610 to 1791. Only Safari sessions decreased, 16.5% from 3282 to 2742.

Complete statistics for acquisitions, collections and use of electronic books are attached.

Acquisitions and Cataloging Goals for 05/06

- Determine best methods for dealing with budget cuts, especially if funding is not restored for FY2006. Evaluate electronic book collections to determine if some collections must be cut in FY06 to balance budget.
- Continue working with teams and committees implementing digital collections on campus.
- Complete cataloging of reference databases and webpages.

SERIALS

The Serials Librarian developed a presentation on e-journals management for the October 2004 inFIRE meeting. Although unforeseen events prevented attendance at the meeting, the process furthered the decision to focus on a single source of information for journals. ([From Herding Catsppt](#)) The presentation was successfully given in June 2005.

The biggest accomplishment this year was to organize all the journal titles and their holdings information into a single electronic database (EBSCO A-to-Z, a.k.a. "The Periodicals List") so that there would be one place that WPI community members could go to for this information and where the information is kept up-to-date on a daily basis. The new method of finding journals has been very well received by the community and the Reference staff in the library. The list provides access by title or subject, and the ability to add notes and icons helps to clarify some of the ins and outs of e-journals.

Records for e-journals in the Voyager catalog are being changed to link the user to the specific entry in the periodicals list, instead of directly to the e-journal. This eliminates the need to constantly monitor the links in the catalog.

Holdings for electronic journals were withdrawn from the OCLC Union List of Serials, as misleading information was causing problems for Interlibrary Loan. Because of the way the holdings were formatted and displayed in OCLC, the ILL department was getting many requests for materials that we could not provide. Some of this was a holdover from the single-record approach used by WAULS (ARC union list of serials), and some was due to changes in the way OCLC provided the information in the ILL module.

The Serials Librarian continued to be responsible for the biannual loading of the ARC union list of serials into Gordon Library's Voyager system, using files downloaded from OCLC.

The cataloging backlog was eliminated.

The Periodicals Associate position was upgraded.

Newspaper subscriptions were changed from EBSCO to direct with publishers to facilitate more timely delivery.

Gathering statistics for e-journal use continued to be problematic, although more publishers moved to COUNTER compliance.

A database for recording Faculty periodical requests was created: <\\admin\fc\library\Journal Wish List\title requests.mdb>, incorporating requests from FY1999 forwards. This is a major step forward from paper lists and archived e-mail requests.

Statistics

| | June 30, 2004 | June 30, 2005 | percent change |
|--|---------------|---------------|----------------|
| Active Print only | 411 | 386 | -6% |
| Active Print + online | 153 | 122 | -20% |
| Total active print | 564 | 508 | -10% |
| online, deduped | 18585 | 26556 | 43% |
| online only, deduped | 18432 | 26434 | 43% |
| Print including dead titles, microforms, CD-ROMS ... deduped | 2955 | 2949 | 0% |

Periodical volumes bound: 560 (down by 4 from FY2004)

| | 2004 USE | 2005 USE | Percentage change |
|-----------------------------------|----------|----------|-------------------|
| All active print, current uses | 2,171 | 2,188 | 1% |
| All active print, ground uses | 934 | 485 | -48% |
| Print only (active), current uses | 1,134 | 1,606 | 42% |
| Print only (active), ground uses | 656 | 383 | -42% |

| PACKAGE | 2004 COST | 2004 USE | cost per use | 2005 COST | 2005 USE | Percentage increase in use | cost per use | Percentage decrease in cost per use |
|-------------------------|--------------|----------|--------------|--------------|----------|----------------------------|--------------|-------------------------------------|
| IEEE IEL | \$97,995.00 | 13,921 | \$7.04 | \$101,950.00 | 16,829 | 21% | \$6.06 | 16% |
| Conferences | N/A | 6,401 | N/A | N/A | 7,470 | 17% | N/A | |
| Journals | N/A | 7,413 | N/A | N/A | 9,177 | 24% | N/A | |
| Standards | N/A | 107 | N/A | N/A | 182 | 70% | N/A | |
| | | | | | | | | |
| Oxford University Press | \$10,092.00 | 1,897 | \$5.32 | \$10,948.00 | 1,996 | 5% | \$5.48 | -3% |
| ScienceDirect | \$236,989.00 | 33,376 | \$7.10 | \$261,748.00 | 36,885 | 11% | \$7.10 | 0% |
| Springer | \$41,342.45 | 2,301 | \$17.97 | \$47,362.35 | 3,807 | 65% | \$12.44 | 44% |
| Wiley InterScience | \$43,285.78 | 5348 | \$8.09 | \$45,993.38 | 6,751 | 26% | \$6.81 | 19% |

Serials Goals for 05/06

- Increase the number of catalog records in Voyager linked to periodicals list.
- Evaluate existing and new Electronic Resource Management (ERM) tools in order to be more efficient in tracking license agreements, titles in each package and other aspects of journals management.
- Create posters promoting online journals to make the community more aware of these resources.
- Work to analyze usage and costs of all journal titles in the event that cancellations are needed due to budget issues.
- Work to create reports which identify journal titles and costs either by department or discipline in order to analyze costs by these categories.
- Continue to participate in ARC decisions on the future of the Worcester Area Union List of Serials (WAULS).

SYSTEMS

Goal: Continue to develop Voyager, ENCompass, LinkFinder, and ILL modules

Investigated the feasibility of using the Voyager Patron Web Service Authentication Adaptor for library patron request and collaborated with CCC staff on its implementation in June 2004. This service allows users to authenticate to their library accounts with their UNIX login ID and password instead of their library barcode, greatly facilitating the request process, especially for Interlibrary Loan requests.

Collaborated with Interlibrary Loan staff, Manager of Access Services, and Director of User Services on the implementation and successful launch of the Voyager ILL Module

in August 2004. The ILL module allows users to track progress of their requests via their library accounts.

Assisted the Manager of Access Services and Assistant Director for Collections in the implementation of a search and request procedure within Voyager for a new electronic audiobooks collection. The collection was successfully launched in February 2005.

Consulted with the Director of User Services on ideas for bringing together all print and electronic reference tools into a single interface to better serve the needs of users and staff. Researched the use of the New Books List program for this purpose. Contributed to the ongoing work of the reference collection committee with other library and CCC staff.

Goal: Analyze Voyager Search Log Data to Improve Users' Search Experience

Commenced in January 2005 the process of weekly collection of usage data from the Library Catalog and the Worcester Area Union List of Serials utilizing Voyager scripts and server management tools. The objective is to analyze the data to detect usage tendencies and trends. Met with Reference staff in April to discuss log findings and implemented minor changes to the Voyager search interface as a result.

Goal: Investigate Feasibility of Including Library Barcodes in Voyager Patron Data Loads

Coordinated with CCC staff and the Manager of Access Services the inclusion of library barcodes in the Voyager patron data load in October 2004. This change improves the request process for patrons and staff by reducing the occurrence of blank barcodes, which had been a hindrance to the ILL system.

Goal: Continue to work with WDO and Archives on unique Woodbury search interface and design

Collaborated with WDO and Archives on a mostly successful project to create a unique interface to the ENCompass-based Woodbury Collection that allows users to search and display collection objects and metadata in the Woodbury environment isolated from other ENCompass resources. This project now serves as a template for future ENCompass-based local collections such as FABERC and Electronic Projects.

Goal: Assist in Fire Science Digital Library Development

Assisted in the development of FABERC, the Fire Science digital library. Created document type descriptor (DTD) for FABERC and three FABERC metadata repositories in ENCompass using server scripts and tools in summer 2004. Created a unique FABERC interface to ENCompass, based on the Woodbury template. Consulted with Assistant Director for Collections on initial object creation and collection troubleshooting.

Goal: Analyze usage data collected from electronic resources to make collection development decisions

Initiated a discussion in fall 2004 with the Director of Library Services, Director of User Services, and other staff on future access to the H.W. Wilson databases in light of a 25% price increase for 2005. Usage data was collected and analyzed. Continuation of the Wilson products was weighed against the availability of suitable alternatives as well as other needs. The result was discontinuation of Wilson and the addition of the JSTOR Arts and Sciences Collections III and IV, a move that was received positively by library users.

Other Significant Activities:

Joined the library web site refinement committee in spring 2004 and worked with this group on a revision of the organization of the site, resulting in a successful site launch in January 2005.

Joined the WPI Electronic Projects Pilot Committee in October 2004. Worked with CCC staff on the creation of metadata structure, DTD, and eventually successful importation of metadata from the e-projects submission system into an ENCompass e-projects repository. Created unique e-projects ENCompass search and retrieval interface based on experience gained from the Woodbury and FABERC models. Refinement of the search interface, metadata structure and metadata importation is ongoing.

Collaborated with CCC staff in summer 2004 on the installation of upgraded computers for the PAC cluster on the main floor and the redeployment of “recycled” PACs and the establishment of PAC stations on the third, first, and ground floors. Upgraded computers also were installed at the Circulation Desk in fall 2004.

Statistics

Usage statistics for databases and electronic resources are on the library share at \\admin\fc\library_usage_data\Databases\2004-2005. Most of the databases report the number of sessions opened and searches performed. 39,386 sessions and 124,740 searches were reported.

Databases Ranked by Numbers of Sessions, 2004-2005

| | |
|------|----------------------------------|
| 8566 | FirstSearch |
| 7245 | Gale InfoTrac |
| 5766 | EBSCOHost |
| 4807 | Scifinder Scholar |
| 3022 | Web of Science |
| 2893 | EI Village |
| 2529 | Oxford English Dictionary |
| 2207 | WilsonWeb |
| 786 | ABC-CLIO |
| 624 | Books in Print |
| 545 | Beilstein Crossfire |

157 **Wiley Kirk-Othmer Encyclopedia of Chemical Technology**
 98 **Dictionary of National Biography**
 83 **Wiley Encyclopedia of Electrical and Electronics Engineering**
 58 **Ulrich's Periodicals Directory**
Compendex (EI Village)
CSA Databases
INSPEC (EI Village)
Lexis-Nexis Academic
Newsbank
PsycArticles
PsycINFO

Databases Ranked by Number of Searches, 2004-2005

19782 **Web of Science**
 19057 **FirstSearch**
 18457 **EBSCOHost**
 15843 **Gale InfoTrac**
 15742 **Scifinder Scholar**
 9539 **Lexis-Nexis Academic**
 8556 **EI Village**
 5983 **Compendex (EI Village)**
 5118 **CSA Databases**
 2756 **Oxford English Dictionary**
 2110 **Books in Print**
 1739 **INSPEC (EI Village)**
 1642 **PsycArticles**
 1610 **WilsonWeb**
 1571 **ABC-CLIO**
 1275 **PsycINFO**
 1148 **Beilstein Crossfire**
 177 **Wiley Encyclopedia of Electrical and Electronics Engineering**
 141 **Wiley Kirk-Othmer Encyclopedia of Chemical Technology**
 132 **Ulrich's Periodicals Directory**
 84 **Dictionary of National Biography**
Newsbank

Systems Goals for 05/06

- Continue to develop Voyager, ENCompass, LinkFinder, and ILL modules.
- Continue work on the Woodbury, FABERC, and e-projects collections within ENCompass.
- Collaborate with user services staff on the improvement of ENCompass and the best way to maximize its effectiveness.
- Examine with user services staff the Voyager Library Catalog interface and ways to improve it. Utilize usage data in this effort where possible.
- Continue efforts to extract and analyze usage data from Voyager and ENCompass.
- Contribute to efforts to establish an institutional repository at WPI.
- Continue to collect and analyze data on use of licensed electronic resources and make recommendations for continuation/discontinuation supported by this data.

ARCHIVES & SPECIAL COLLECTIONS

The Archives & Special Collections fully implemented policies and procedures that require all donations to be recorded in the accession ledger and on PastPerfect. All temporary custody and deed of gift forms are printed out from PastPerfect and sent to the donor. All printed copies of donor paperwork are kept in the Donor Files.

After reviewing the website, the Archives staff decided to create a repository listing of all archival and special collections. This is an on-going project. The first listing should be posted by end of FY 2005-2006.

All new artifact or object donations are being digitally photographed with the image being saved in PastPerfect. The Archives staff has also begun photographing existing object/artifact collections to add to the catalogue records in PastPerfect. The Archive staff continues to catalogue and re-house new and existing collections on PastPerfect and continues to work on re-housing collections.

The Archives staff have been consulting with Daniel Gehrlich to implement the recommendations set in the conservation survey he and Babette Gehrlich compiled. All agreed that the Theo Brown Diaries and the Woodbury & Co. Collection were the first priorities. The Theo Brown diaries have already been re-housed in phaseboxes constructed by Bridgeport Bindery. The Woodbury & Co. bird's-eye-view drawings have been housed in new lateral flat files. Some preservation/conservation work will be done to these two collections in FY 2005-2006.

The Archives staff continues to research options for digitizing the Theo Brown Diaries, such as digitizing the diaries in-house or hiring a vendor. The staff will consider seeking funding for a project from National Endowment for the Humanities and/or the John Deere Charitable Foundation.

A beta website for the Woodbury & Co. Collection with a search option via ENCompass: (<http://www.wpi.edu/Academics/Library/Archives/Woodbury/>). The site is still under development.

General FY2004-2005

In Fall of 2004, Gordon Library hired Margaret F. Anderson via BiblioTemps, a library temp agency run by CRMLS. Margaret was hired to help organize and catalogue unprocessed manuscript collections in holdings. At the end of FY 2004-2005, Margaret has processed six major collections, including the Jacob J. Hagopian Papers, Harold S. Black Papers, and the Theo Brown Diaries. Margaret holds a BA in Sociology from Drew University and a MLS from Simmons College. She has served as the Archivist for the Town of Bedford, Mass., and worked at the Special Collections at the Concord Free

Library and the Dodd Center at the University of Connecticut, Storrs. She will continue on as a staff member through FY 2005-2006.

The Archives applied and received a \$5000 Documentary Heritage Project Grant from the Massachusetts Historical Records Board in 2005. The grant will fund "Print Worcester: Documenting Worcester's Printing Industry", a WPI-sponsored project to survey the archival records that document the history of Worcester's printing industry from 1700s to the 1900s. The project will begin in early FY 2005-2006 will work towards compiling an archival resource guide to published electronically and in print. The Archives will also organize a symposium to discuss the findings of the project. The project will organize an advisory committee that will consist of representatives from WPI's Humanities & Arts Department, College of Holy Cross Archives, Worcester Public Library, Worcester Telegram & Gazette, and the American Antiquarian Society.

Archivist Rodney Obien and WPI Professors Jim Hanlan and Kent Ljungquist were granted a contract from Lang Publishers to edit and publish the Woodbury & Co. history, written by Harold C. Woodbury. The history, never before published, documents the companies founding in the 1880s by John C. Woodbury through its development in the 20th-century as one of the nation's premier makers of fine commercial stationary. The book project will take most of FY 2005-2006 to complete. The work will hopefully be published in early FY 2006-2007.

The Archives staff applied to the National Endowment of Humanities for a Small Institution Preservation Grant. The grant will buy storage supplies and pay for training to preservation the Robert Fellman-Charles Dickens Collection. The grant is for \$3887. NEH will notify award recipients in December of 2005.

Robert Fellman - Charles Dickens Collection was featured in the recent BBC documentary Dickens in America. Miriam Margoyles and the film crew from the BBC spent 3.5 hours interviewing Prof. Joel Brattin and filming the Fellman Reading Room and several books, manuscripts, and art objects from the Fellman-Dickens Collection. The documentary traces Charles Dickens visit to the US in the 1800s. The documentary aired in the UK in the Spring of 2005. The documentary will most likely air in the US in the Fall of 2005 or the Spring of 2006.

The Archives recruited intern Rebecca Ostoyich from the Museum Studies program at the Harvard Extension School. Rebecca was recruited to catalogue WPI's art and decorative art collection onto PastPerfect. Rebecca began in June of 2005 and will continue her internship through July of 2005. Rebecca holds a BA in history from the University of New Hampshire. She hopes to pursue a career as a museum collections manager.

Exhibitions

- Bloomsday Exhibit (June 16-19, 2004)
- Kimberly Taberner, Photography Show (July 9 – August 13, 2004)
- Chinese Painting Guild of Boston (August 26 – October 24, 2004)
- Donna Talman, "Origins", Painting Exhibition (October 29 – December 17, 2004)

- WPI Community Photography Exhibit (January 13 – March 11, 2005)
- “Drawn Together”, Berkshire Collaborative, Painting & Drawing Exhibition (March 14 – May 27, 2004)

Student Projects

- IQP, History of Video Game Exhibit (advisors Professors David Finkel & Dean O’Donnell)
- IQP, Walt Whitman Exhibit (advisor Professor Wes Mott)

Statistics

Reference

- Walk-ins – 400; Phone – 70; Correspondence – 2; Email – 250
- *Duplication Services*
- Photocopies – 1200; Digital Scans & Prints -- 700

Archives & Special Collections Goals for 05/06

- Continue to catalogue and digitize materials into PastPerfect database; processing collections; creating finding guides; and re-housing archival and special collections holdings.
- Continue project to preserve/conservate Theo Brown Diaries & Woodbury & Co. Collection
- Continue to develop plans to digitize Theo Brown Diaries.
- Continue to collaborate with faculty to find ways to use archives & special collections.
- Identify and apply for grants to bring more resources to archives & special collections.
- Begin scanning photographs into new Merlin photographic database.