

**DEWITT WALLACE LIBRARY
MACALESTER COLLEGE**



**ANNUAL REPORT
1999 - 2000**

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LIBRARY STATUS

The Library enters the new millennium in the midst of a major transformation underway in most academic libraries. The transition to a digital content provider and gateway to an ever expanding network of information services continues and affects every service and operation within the Library. The transformation began slowly--first networked online indexes, then databases with full-text content, next an entire journal published in an electronic format, followed by electronic reserve readings, closely succeeded by a collection of electronic journals, then books book in various electronic formats, followed by entire digitized library collections. The rapid escalation of availability and exponentially increasing array of digital formats now leaves us feeling as though we are spiraling out of control at a dizzying rate. However, at the same time, the rapid acceleration of technological change accompanied by the vast array of service options increases the challenge of making choices--selecting the best system, or the service with the best standards, or the best vendor, or the best overall service provider for the best value for our patrons. Inevitably a choice is made, the technology changes, and/or a new "player" appears to challenge what was previously thought to be the "best buy." Therefore, while on one hand we may feel we are "spiraling out of control" we at the same time often feel more as if we were traveling through constantly shifting sands that continuously alter the distant landscape while simultaneously shifting under our feet so as to make forward movement impossible.

The promises of new electronic formats while increasing access for our patrons, has presented not only new opportunities, but new challenges for the Library. One challenge is to continue to maintain and preserve our existing print resources, while simultaneously expanding our efforts in the digital realm. Thus, one of the many challenges is the increase in many work-related processing and service issues for Library staff. Providing access to electronic and remote resources adds an additional layer to existing work processes. It is a challenge just to find time and develop the skills necessary to review licenses, review

network and consortial agreements, and evaluate the multiple electronic options for the provision of the same information packaged just slightly different by a growing number of aggregators and always at widely varying costs. In addition to purchasing the electronic product, we must also provide connections via the catalog and web pages and design user-interfaces that are friendly and easily navigated. Whereas subscribing to a print journal doesn't require anything more than signing up and paying a bill, an electronic journal requires reviewing licenses that stipulate whether we can copy, whether we can share for interlibrary loan, whether we can save or have access to backfiles, etc. A database previously only available in a single print format can be packaged in any number of options with special features tied to consortial price savings or individual institutional discounts depending on student FTEs or number of simultaneous users. Cost savings and staff savings remain, as yet, largely unrealized in the new electronic frontier.

In addition to the increased workload for processing materials, there is another issue that also adds another layer in the workload of providing electronic resources. This is the need to remain informed and aware of outside pressures affecting traditional library rights and privileges. The need for vigilance to ensure that the rights of libraries to fair use and unrestricted access and ability to share information through traditional services such as interlibrary loan has become much greater in the electronic environment and requires a much greater time commitment by Library staff. The Digital Millennium Copyright Act and legislation such as UCITA have broad impacts on information service providers. The need to inform our community on fair use limitations and enforce policies that are often vague and/or contradictory is a challenge. Nevertheless, with new challenges, also come new opportunities.

Electronic publishing and initiatives such as SPARC are changing traditional communication patterns within scholarly disciplines. Libraries are enlisted as publishing partners not just consumers. However, these initiative also require increased efforts to inform and cooperate with faculty in collection development and improve our efforts to successfully integrate these new electronic resources into the teaching, learning, and

research processes in the academic environment. In addition, the multitude of electronic products and services presents a challenge in ensuring that patrons select the appropriate, if not "best" resource for their information needs. New students arriving on campus are very savvy about cruising the "net" for recreational purposes, but the scholarly research skills required to locate the discipline-specific resources in the ever-increasing vast territory known as the Internet, are underdeveloped. It is essential in the new millennium that the Library staff work collaboratively with faculty to help connect students to the appropriate resources. We are already working collaboratively with faculty in selecting materials and providing library instruction. However, we need to expand our outreach efforts and improve our personal connections with faculty, students and staff. Personal service is one of our foundations in our commitment to excellent customer service and in the networked environment making this personal connection is another challenge.

Equally important to the changing nature of our collections is the work being done by the Library staff. It is the combined expertise, knowledge, and organizational skills of these individuals who help build not only the collections, but the connections that are essential to fully utilizing the collections and information resources that are available in such a wide variety of formats. These connections are found in the catalog, on our web pages, as well as being made one-by-one through personal interactions with faculty, students, staff, neighbors, and visitors to the DeWitt Wallace Library as well as the website. It is the personal contact as well as the individual and collective expertise in selecting, acquiring, organizing, storing, and delivering information that not only makes the Library relevant, but even more essential in the information wealthy environment that exists today. Our skills in managing information are critical in contributing to new services and providing added value to existing and evolving services on the campus web site. Our emphasis on personal service and how to transfer this into a networked environment with remote users is the new challenge. To fully engage our users in remote locations will require increased cooperation and collaboration with several existing partners.

Collaboration and cooperation are critical in the improvement of services to our

patrons and these are the forces that will drive the future direction of the Library in the new millennium. Our future is dependent on increased cooperation with Computing and Information Technology. The lines of distinction between the services the Library purchases and provides versus the CIT infrastructure that carries the services to the user are blurred in the mind of the user. We need to develop a working relationship and find new ways to collaborate with the CIT Help Desk, and the new AIA's in order to enhance the provision of library services to the community. Collaboration with faculty in selecting materials, de-selecting journals, as well as providing library instruction, and developing new means to connect students to resources is also essential. Cooperation in consortium activities is critical in order to take full advantage of a new system with an entire new range of opportunities in providing services and sharing resources in a cost efficient manner. Collaboration and cooperation require new ways of working, new ways of thinking and new ways of seeing opportunities not barriers.

As we enter the new millennium the Library has already begun the transition to more collaborative efforts. We implemented teams several years ago. In February 1999 we began a transition to collaborative development as cross-functional working groups were identified and implemented within the Library. Working together in cross-functional groups, we will seek ways to work effectively to deal with the technological change and impacts on our services. It is hoped that collaboration in our working groups will provide us with a means to deal with the multifaceted pressures that all libraries are facing as we attempt to balance the transition to a digital collection while maintaining and preserving our expansive print collection. Working together we hope to expand the personal service we provide within the library to the users who never enter the building.

We also hope to further our efforts by improving our skills and expertise through our ongoing training and development opportunities. Acquiring new skills is critical in keeping up with the technological change that is constant in our worklife. As this report will demonstrate, the outstanding accomplishments summarized are the result of a staff that has continuously strived to improve customer service, expand our collections, and respond

to increasingly complex technological changes. We are well-positioned for the new millennium to take our services beyond the limits of our walls to engage our users within the confines of their desktop devices.

As we look ahead to the Library of the year 2010, the challenge will be to enhance our collaborative skills in working with faculty, students, and staff, to enrich our networked environment, to continue to improve the critical thinking skills of students, and to transform the Library beyond the limitations of our staff and space needs. It is expected that the implementation of a new automated catalog system will not only bring the inevitable accompanying changes in everything we do and in every service we provide, but will also contribute to the further transformation of the Library in ways yet to be identified. Nevertheless, even while we undergo considerable transformations, we continue to base our ongoing development on our Library mission statement and the Library vision. This year we have added the Core Values that encompass the efforts of all Information Services departments. All three feature prominently in the future of the Library.



The following report is a summary of the activities for the year. It doesn't do justice to the vast amount of hard work and effort made by the Library staff. Many thanks go to every staff member of the Library all of whom have contributed to the outstanding efforts this past year.

Library Mission

The Library supports the mission of the College by providing the scholarly information services and resources essential to Macalester's educational program. Specifically, the Library:

- Educates and guides users in the research process
- Enables users to identify and obtain needed information
- Maintains a secure and supportive environment for the use and preservation of collections and delivery of services.
- Manages effectively the budget, processes, personnel and technology needed to accomplish library goals.

Library Vision

Teaming to make a difference, we will work together to excel. *We will:*

- anticipate and meet users' needs
- provide and transform information
- learn and teach research strategies
- design and build pathways to knowledge
- plan for and make continuous improvements

Through these endeavors we enrich the educational experience and help prepare individuals for lives that make a difference.

April 1998

INFORMATION SERVICES CORE VALUES

- ✦ We believe information literacy supports critical thinking and the ability to evaluate ideas.
- ✦ We pursue quality and excellence in what we do.
- ✦ We intend to develop good citizens practicing responsible ethics.
- ✦ We focus on students and our ability to touch their lives, foster developmental change, and selectively apply College resources to their needs.
- ✦ We support all members of the community in order to serve students.
- ✦ We want to expand the intellectual horizons because we believe in the power of ideas and freedom of thought.

YEAR IN REVIEW

- ❖ New Full-time Web Coordinator hired; Sara Suelflow began in August 1999.
- ❖ The Library had a highly successful staff training opportunity on team building with Sarita Maybin Andersen in August 1999. All staff participated in this opportunity and it was the first training session that received high marks of approval by all participants.
- ❖ The Library Advisory Committee was discontinued and a new committee Information Services Advisory Committee was formed.
- ❖ CLICnetIII - The process to select a new automated catalog system began in September 1999 and Macalester hosted the CLIC wide kickoff in the Weyerhaeuser Board Room. There was full participation by staff in writing and reviewing the RFP and then evaluating vendors who chose to respond. The process successfully closed when all institutions endorsed the selection of Innovative Interfaces for our new system vendor.
- ❖ New team leader for Collection Management, Clem Guthro, joined the staff on October 1, 1999.
- ❖ Campus Web Site was overhauled and a new design layout was implemented in Fall 1999. A redesign of the Admissions page was completed in February 2000.
- ❖ Search engine was installed on the campus web site in the Fall.
- ❖ E-Reserves system exceeded 1000 articles in Fall 1999.
- ❖ E-journals increased by over 100 titles.
- ❖ Public Services implemented Saturday evening hours with limited, controlled access from 6:00 p.m. to 10:00 p.m. We had no staff member on duty, only students staffing the Circulation, Reference and lower level Periodical Desk. The outside door was locked and students could enter the lobby with a D key and use the doorbell which was installed. Students once within the lobby merely had to show their i.d. to gain access.
- ❖ PIC implemented the revised Food & Drink Policy which allowed beverages in approved containers within the library.

- ❖ The Library sponsored a Faculty Brown Bag discussion December 7th on SPARC.
- ❖ The Library prepared for and survived the Y2K transition. (Somehow for all the preparation, it seems anti-climatic with this briefest of entries.)
- ❖ The Library closed for most of January 2000 to install new carpeting on main level. This required lifting and moving every reference shelf stack. We had to rearrange the stacks to allow for the extra spacing required for ADA compliance. Clem coordinated the moving, shifting, and realignment of shelving. Dani coordinated the removal and storage of all current periodical titles. Circulation services were relocated to the BI room with Ron handling the equipment setup.
- ❖ A Copyright Policy statement was completed with Reserve Supervisor, Janet Sietmann and posted to the library web site. Notices in the *Bulletin*, and separate mailings to faculty in Fall and Spring informed them of the changes with the Digital Millennium Copyright Act.
- ❖ Focus groups for web development with staff, student, and faculty participation were held in January and February.
- ❖ Bruce Willms resigned in April 2000 for a new position in Hennepin County Libraries.
- ❖ Jean Beccone returned in April 2000 to fill in temporarily while we determined what position we would hire to fill Bruce's position.
- ❖ Sara Suelflow, Web Coordinator, worked with the software to provide a very successful chat room for admitted first year students in coordination with Admissions.
- ❖ Sara Suelflow in cooperation with CIT completed the email forwarding option for alumni.
- ❖ The Team Leaders and Library Director completed staff evaluations for every staff member in the Spring 2000. This brought everyone up-to-date for the first time in several years.
- ❖ The Library installed 30 Lockers in the Link in March and Jason Hovland coordinated the checkout policy and procedures.

- ❖ In May 2000 we participated in a CLIC consortium purchase of 200 ebooks from netLibrary. This is a new initiative to evaluate the possibility of CLIC ownership rather than institutional ownership of materials.
- ❖ The Library held a Staff Retreat May 2 facilitated by Pat Kovel-Jarboe.
- ❖ The Library sponsored a series of Faculty Brown Bag discussions during week of May 17th on copyright, electronic publishing.
- ❖ Every single staff member participated in at least one staff training and development opportunity during the year.
- ❖ In May we added the Web of Science to our electronic resources through a consortial purchase with the Oberlin group.
- ❖ 99.5% of the total acquisition budget was spent. Many thanks and a round of applause go to Nancy Kimball and Dani Roach for their efforts in reaching this goal.

GOALS AND ACCOMPLISHMENTS 1999-2000

Review and Improve Macalester's Web Presence

- Hire a full time Web coordinator
- Restructure the main directory entries and define the common look and feel
- Develop site search capabilities, including meta-tags as needed
- Move to a more robust Web server without sacrificing user convenience

Progress: All goals were met. Meta tags are being added when appropriate.

Work with local and state-wide cooperative groups to

- Define and implement Macalester's participation in the MNLink library service.
- Define and implement Macalester's use of the MN Access Center storage facility.

Progress: MnLink has suffered some setbacks, but through CLIC Macalester will participate according to consortium policies and procedures. The Access Center is closed for outside use until the University completes remodeling projects on campus.

Finish the Library reorganization by

- Drafting performance measures for all positions.
- Hiring a new Team Leader for Collection Management.

Progress: The Performance Measures Task force continues to work on the performance measures. Staff changes has slowed the progress of this group, but it is a goal to complete the measures by the end of the next academic year. We did successfully hire a new Team Leader for Collection Management. Clem Guthro has been a most welcome addition to the staff. His contributions since arriving are immeasurable. Perhaps the greatest gift he provides, in addition to his leadership, is his commitment to bring fun into the workplace.

Continue to work toward completion of Barcode cleanup

Progress: We are nearing completion of this project. It is anticipated it will be completed in the summer of 2000.

Complete migration of serials to III

Progress: Completed.

Provide a staff training and development opportunity for every library staff member.

Progress: Completed. We had a very successful year in providing every staff member with an opportunity to participate in a conference, workshop or training session. We hope to continue this as an ongoing effort each year.

GOALS & OBJECTIVES FOR 2000-2001

User Assistance

- Achieve a shared understanding with users on expectations of the A.I.A.'s and their relationships with the help desk, library and media services.

Access Services

- Install and implement new CLIC library system.
- Offer additional services to those accessing via Internet (file access, Web mail, proxy access to databases)

Infrastructure

- Pilot wireless networking in Library
- Develop public printing policies including environmental and cost concerns

Communication and Planning

- Develop a communication plan including current news, vetting of policies, user responsibilities
- Implement collection development guidelines in response to shared regional storage and online journals.
- Foster community discussion and understanding of intellectual property issues.
- Make the Information Services Advisory Board a success.
- Begin discussion of assessment and development of student information service proficiency.

Additional Library Goals

- Revise job descriptions and responsibilities based on Bruce's departure
- Complete barcode cleanup project
- Implement a journal weeding program with faculty involvement
- Complete Performance Measures for Library Staff
- Redesign and update library web site
- Develop a pilot Library portal
- Develop web based interlibrary loan forms
- Review new College Library Standards 2000 and evaluate applications for library
- Expand efforts on copyright enforcement for reserves
- Continue to increase staff participation in training and development opportunities
- Develop a staff intranet
 - Update library policies and post on staff intranet
 - Develop a common library staff calendar

LIBRARY SERVICES

Collection Management

The following text and statistics were contributed by Clem Guthro, Team Leader for Collection Management

Migrating to III Serials

The work of migrating serials information from Microlink to the III Serials system consumed hundred of hours of work time throughout 1999, right down to the end of the year. The plan to migrate all active serials off Microlink before Jan 01, 2000 was achieved. Microlink was indeed not Y2K compliant as we were told and the success of this migration was due to the diligent work of Dani Roach, with the assistance of Carol King, Mary Lou Steiner, and Deb Kerkvliet.

Barcode Cleanup project

During the year we recataloged 6,524 bibliographic records on OCLC, added 4,836 additional item records to existing records in CLICnet, and modified another 3272 item records in CLICnet. The project was close to completion at the end of May 2000..

New Book List

The creation of a regularly updated list of new books is still in the works. Several lists have been compiled by Ron and others but the limitations of the current Dynix system still requires that much of the list needs to be edited to make it usable and correct. Hopefully this situation will be easily remedied in the new III system.

Collection Growth and Management

During FY2000 we added 7,569 new volumes to the collection in all formats, except periodicals. While this represents a miniscule increase from FY99 when we added 7,544 volumes, it does represent a tremendous effort on the part of acquisitions and cataloging staff, Nancy Kimball, Carol King, Sushila Shah, Mary Lou Steiner and their student workers. It appears at this point that FY2001 will show a significant increase in new volumes based on data gathered to date.

Several areas of the collection are showing signs of healthy growth. Videos showed a 46% increase, with 382 titles and 518 units in all formats being added to the collection. Another 40-50% increase is expected in FY2001. The electronic journal collection increased by 51% from 203 to 307 titles. We also added NetLibrary e-books as a new category of materials, with 200 titles from the CHOICE Outstanding Academic Titles list being chosen. The new digital media does represent an increased workload that is hard to capture, namely the time spent in reviewing and negotiating license agreements. Dani Roach is playing the lead role in this new area.

Binding activity showed a 5.5% decrease. This can be directly attributed to staff changes in the Periodicals Assistant position. Wendy Rachske left the position and there was an intervening period of several months before Deb Kerkvliet was hired. Commercial binding is projected to increase during FY2001 as a transition is made away from the in-house binding. The in-house binding machine that we are using is no longer available and no replacement machines can be identified. We do have enough supplies to last 2-3 years max. All new materials are being sent for commercial binding. This trend shifts more of the workload on to fulltime staff and away from students, who do most of the in-house binding.

Activity on the lower level for the most part showed decreases. Most significantly is a 22% decrease in bound journals shelved. This appears to indicate a decrease in use of bound journals and perhaps suggests a shift to using electronic journals. The periodicals use study being conducted in FY2000-2001 should provide some better indication of what is actually happening. Assistance with equipment rose slightly (Microform copier assistance +5%, and photocopier assistance +9), though actually copying stayed about the same. It should be noted that the Lower Level Information Desk

students began a cooperative project with ILL by pulling journals requested for photocopies via ILL. This was begun as a pilot project and became routine work during Spring semester.

Acquisitions Budget

The total acquisitions budget for FY1999-2000 was \$851,387. This figure includes the regular allocation from 6121 and 6122, plus the carry forward from FY1998-99, plus replacement money from lost books, plus endowed funds. \$807,005.55 was spent during the year with. \$40,000 carried forward to FY2000-2001 to cover open orders.. This means that 99.5% of the total acquisitions budget was either spent or accounted for in carry-forward funds, and only \$4,381.45 was left unspent. Kudos to Nancy Kimball and Dani Roach on this achievement.

Conclusion

IT has been a good year in Collection Management. I want to express my appreciation to each member of the team (Carol, Deb, Dani, Mary Lou, Nancy, and Sushila) for their dedication and hard work. FY2000-2001 will be a challenging one as we continue with exceptional workloads and migrate to a new system. As a team we will continue to seek ways to improve and streamline what we do. As part of that commitment the cataloging department was re-structured to improve workflow. Other changes are likely to occur over time as we seek to find ways to better serve our customers.

Statistical Tables follow:

New Cataloging 1999-2000
New Items Cataloged - A Four Year Comparison
Retro Cataloging 1999-2000
Total Library Collection
Current Subscriptions

New Items Cataloged

	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Totals
BOOKS													
Titles	893	627	277	610	456	525	496	308	539	574	511	224	6040
Volumes	933	628	282	637	537	525	555	308	545	575	512	224	6261
SERIALS													
Titles	2	2	0	1	1	2	0	13	0	0	0	0	21
Volumes	66	42	8	114	18	39	26	88	87	18	59	0	565
MUSIC CDs													
Titles	12	11	4	25	0	28	0	17	15	24	0	0	136
Volumes	12	11	4	43	0	34	0	17	15	30	0	0	166
Units	16	16	4	45	0	40	0	28	20	32	0	0	201
AUDIO CASSETTES													
Titles	0	5	0	2	0	0	0	0	0	0	0	0	7
Volumes	0	5	0	2	0	0	0	0	0	0	0	0	7
Units	0	9	0	2	0	0	0	0	0	0	0	0	11
VIDEOS													
Titles	36	0	42	36	32	37	37	52	33	32	36	0	373
Volumes	72	0	64	62	32	37	43	57	69	33	40	0	509
Units	72	0	64	62	32	37	43	57	69	33	40	0	509
DVDs													
Titles	0	0	0	2	0	0	0	0	3	0	0	0	5
Volumes	0	0	0	2	0	0	0	0	3	0	0	0	5
Units	0	0	0	2	0	0	0	0	3	0	0	0	5
VIDEO DISCS													
Title	0	0	0	2	0	0	0	0	0	1	1	0	4
Volumes	0	0	0	2	0	0	0	0	0	1	1	0	4
Units	0	0	0	2	0	0	0	0	0	1	1	0	4
CD-ROMS													
Titles	0	16	0	0	0	0	0	0	0	0	0	0	16
Volumes	3	16	0	5	0	0	0	0	3	0	0	0	27
Units	3	16	0	5	0	0	0	0	3	0	0	0	27
MICROFILM													
Titles	0	0	0	0	1	0	0	0	0	0	0	0	1
Volumes	0	0	0	0	0	0	1	0	1	1	0	0	3
Units	5	4	3	3	4	7	7	4	7	10	6	3	63
MICROFICHE													
Titles	0	0	0	0	0	0	0	0	0	0	0	0	0
Volumes	0	0	0	1	0	6	0	0	1	4	0	10	22
Units	67	114	197	89	94	196	32	0	251	75	27	242	1384
MAPS													
Titles	0	0	0	0	0	0	0	0	0	0	0	0	0
Volumes	0	0	0	0	0	0	0	0	0	0	0	0	0
E-JOURNALS													
Titles	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS													
Titles	943	661	323	678	490	592	533	390	590	631	548	224	6603
Volumes	1086	702	358	868	587	641	625	470	724	662	612	234	7569
Units	163	159	268	210	130	280	82	89	353	151	74	245	2204

New Items Cataloged - A Four Year Comparison

	1999/2000			1998/99			1997/98			1996/1997		
	Titles	Vols	Units	Titles	Vols	Units	Titles	Vols	Units	Titles	Vols	Units
Books	6,040	6,261	0	6,069	6,354	0	6,710	7,013	0	5,589	5,838	0
Serials	21	565	0	24	578	0	24	687	0	62	744	0
Sound Rec.	143	173	212	197	217	242	218	224	263	154	173	183
Microfilm	1	3	63	8	25	308	0	9	71	0	7	71
Microfiche	0	22	1384	3	23	3,748	0	27	362	0	22	1,553
Videos	382	518	518	261	323	323	192	246	246	391	492	442
CD-ROM	16	27	27	7	24	24	1	12	12	3	9	9
TOTALS	6,603	7,569	2,204	6,569	7,544	4,645	7,145	8,218	954	6,199	7,285	2,258
% Change	0.52%	0.33%	-52.50%	-8.1%	-8.2%	387.0%	15.3%	12.7%	-57.8%	-17.4%	-16.3%	-47.9%

	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Totals
Titles	193	1055	814	628	775	875	776	472	544	512	568	207	7419
Volumes	204	1078	831	640	778	913	788	504	557	517	576	216	7602
Items added to CLICnet	270	700	919	485	542	491	251	76	222	423	285	172	4836
Records Modified on CLICnet	350	1027	1072	1294	1437	984	736	390	826	1069	595	424	10204
Titles Withdrawn	11	93	18	146	158	163	61	12	36	31	114	4	847
Volumes Withdrawn	166	176	173	301	316	313	213	166	192	186	272	166	2640

Retro cataloging predominantly consists of barcode cleanup and some fast add cleanup.

**TOTAL LIBRARY
COLLECTION**

	1999/2000	1998/1999	1997/1998	1996/1997
CATALOGED TITLES Held June 1st	283,018	270,554	264,609	257,502
CATALOGED VOLS. Held June 1st	349,997	343,736	337,017	329,170
BOUND PERIODICAL VOLS Held June 1st	57,177	55,253	53,008	50,852
BOOK & PERIODICAL VOLUMES SUBTOTAL	407,174	398,989	390,025	380,022
MICROFORMS Held June 1st	72,539	71,092	67,036	66,603
SOUND RECORDINGS Held June 1st	4,565	4,392	4,175	3,951
FILMS & VIDEOS Held June 1st	3,684	3,166	2,843	2,597
MAPS Held June 1st	269	269	253	26
TOTAL HOLDINGS	488,231	477,908	464,332	453,199

CURRENT SUBSCRIPTIONS

	1999/2000	1998/1999	1997/1998	1996/1997
NEWSPAPERS	46	48	53	54
PERIODICALS	1,493	1,496	1,501	1,493
MICROFORMS	23	23	23	
ELECTRONIC JOURNALS	307	203	149	73
CLASSIFIED SERIALS	591	585	585	585
TOTAL	2,460	2,355	2,311	2,205

Public Services - A Year in Numbers

The Public Services team had several staff turnovers this year. In particular, they were short-staffed for the Summer and Fall of 1999. Despite being short-handed, the team continued to provide exceptional service.

The following statistics were compiled by Dave Collins, Team Leader of Public Services.

Statistics that follow:

- Overall team statistical report
- Online Services Use Summary
- Collection Use by LC Call number range

	96-97	97-98	98-99	99-00	change NOTES
Gate Count	386,187	348,722	307,810	337,333	9%
summer (june-aug)					
january					
RefDesk Total activity		10,084	6716	7520	11%
ref only				3326	as defined by Obegroup
ref peak week			184	173	-6% Avg. week in busiest month (ref only)
ILL Total activity				39786	Lending and borrowing, including unfilled
Total w/o CLIC holds	14203	14245	14052	12949	-9% everything except "holds" within CLIC
Lending--total requests				16473	
Lending--total unfilled/cancelled				1276	
Lending--total fills			15861	15197	-4% for Obegroup
Lending--books total fills			13342	13108	-2% for Obegroup
Lending--books to CLIC			12870	11829	-9% (Holds)
Lending--books to MTX				869	MTX holds placed on CLICnet
Lending--books to National				410	should be all books on OCLC stats
Lending--articles total fills			2519	2089	-21% for Obegroup
Lending--articles to CLIC				1108	
Lending--articles to MTX				585	
Lending--articles to National				396	
Borrowing--total requests				23313	
Borrowing--total unfilled/cancelled				701	includes requests ret'd to patron
Borrowing--total fills			20018	22612	11% for Obegroup
Borrowing--books total fills			14438	16913	15% for Obegroup
Borrowing--books from CLIC			12540	15008	16% (Holds)
Borrowing--books from MTX				1490	
Borrowing--books from National				415	
Borrowing--articles total fills			5580	5699	2% for Obegroup
Borrowing--articles from CLIC				1396	
Borrowing--articles from MTX				4042	
Borrowing--articles from National				261	
Circulation Total Activity			97197	94510	-3% Checkouts, Renewals (incl. Reserves)
First Time checkouts			77072	73236	-5% Includes Reserves
Renewals			20125	21274	5%
Student--total checkouts			78488	75034	-5%

Firstyears				15485	
Sophomore				19111	
Juniors				19709	
Seniors				20729	
Student--total w/o Reserves	57370			56565	-1% for Obegroup
Faculty	9895			8018	-23% for Obegroup
Others--total checkouts	4526			9132	50% for Obegroup (non-fac/stud checkouts)
Staff				2396	
Alumni				1584	
Other--Special				3774	
Other--Neighbor				913	
Other--Family				357	
Other--U of M faculty				34	
Post-Secondary				25	
Summer Programs				49	
Bindery				772	
Interlibrary Loan				367	Lending--"Nationals"
Media Services				260	
Circulation by Collection					
Books				53464	
Reserves	21118			18469	-14%
BestSellers				560	
Greats				416	
Oversize				1211	
Wood				1093	
Curriculum Lab				77	
Sound Recordings--total				5103	
CDs				4531	
Cassettes				566	
LPs				6	
Reference				29	
Maps/Atlases				3	
Archives				1	
Media Services--total				563	
Videotapes				530	
Videodiscs				25	
DVDs				8	
Reserves (traditional)					
Total items on reserve	4563	5713	4821	4718	-2%

fall	2713	2824	2672	2272	-18%
spring	1850	2889	2149	2446	12%
Faculty--total	222	227	225	214	-5%
fall	109	109	112	106	-6%
spring	113	118	113	108	-5%
Courses--total					Not currently collected
fall					
spring					
Checkouts--total	30263	26864	24007	18469	-30% 99-00 may be 4-6000 higher (neg. barcodes)
fall	16008	15439	12742	8757	-46%
spring	14255	11425	11265	9712	-16%
Reserves (electronic)					
Total items on E-reserve	N/A	1257	1876	2219	15%
fall	N/A	547	974	1181	18%
spring	N/A	710	902	1038	13%
Faculty--total	N/A	69	109	123	11%
fall	N/A	31	52	59	12%
spring	N/A	38	57	64	11%
Courses--total	N/A	105	175	190	8%
fall	N/A	44	86	97	11%
spring	N/A	61	89	93	4%
Checkouts (Accesses)--total	N/A	18600	N/A	N/A	data limited due to nonfunctioning server log
fall	N/A	4830	N/A	N/A	
spring	N/A	13770	N/A	N/A	
Student Employment					
Total Wages		125739	\$190,544		34% for Obegroup/IPEDS
academic year			\$153,289		
summer			\$37,255		includes end of May
Total Hours		24641	30712		20% for Obegroup/IPEDS
academic year			25591		
summer			5121		includes end of May
Number of Students			150		different students assigned to us
Bibliographic Instruction					see Beth's report for complete stats
Group transactions		97	87		-11% for Obegroup

	98-99	99-00	change	NOTES
FirstSearch--Total Searches	22979	14343	-60%	part of the drop due to move to PubMed for Medline see detailed FS report for totals by database
Student Account		7718		
Faculty Account		4047		
Honors Account		1854		
Library Staff Account		724		
Infotrac/Searchbank--Total Sessions	21740	18843	-15%	
via CLIC gateway	2220	2074	-7%	
via Web (Searchbank)	19520	16769	-16%	
Eureka--Total Searches		1720		
Anthropological Literature		822		
Handbook of Latin American Studies		557		
Hispanic American Per. Index		341		
MathSciNet--Total "Requests"		1942		Extrapolation based on jan-june data. "Requests" basically means clicks on things in MSN We are the 2nd highest user of the Pew consortium
JSTOR--Total Searches	5014	7324	32%	
articles printed	948	2041	54%	
ABC-CLIO--Total Searches		538		
America History and Life		281		
Historical Abstracts		257		
Project Muse--Total "Requests"		4860		this is total clicks on articles, toc, images, etc

Collection Use by LC Classification

A	GENERAL WORKS	167
B	PHILOSOPHY	1522
BC	LOGIC	74
BD	SPECULATIVE PHILOSOPHY	183
BF	PSYCHOLOGY	752
BF1000	PARAPSYCHOLOGY	33
BF1400	OCCULT SCIENCES	82
BH	AESTHETICS	57
BJ	ETHICS	180
BL	RELIGION	1052
BM	JUDAISM	235
BP	ISLAM	243
BQ	BUDDHISM	197
BR	CHRISTIANITY--GENERAL	602
BS	BIBLE--GENERAL	97
BS700	OLD TESTAMENT	100
BS1900	NEW TESTAMENT	228
BT	DOCTRINE AND DOGMA	231
BV	PRACTICAL THEOLOGY	208
BX	CHRISTIAN DENOMINATIONS	52
BX800	ROMAN CATHOLIC CHURCH	230
BX4800	PROTESTANTISM	163
C	AUXILIARY SCIENCES OF HISTORY	336
D	HISTORY--GENERAL	141
D501	HISTORY--WORLD WAR I	20
D731	HISTORY--WORLD WAR II	269
D880	HISTORY--DEVELOPING COUNTRIES	8
D890	HISTORY--EASTERN HEMISPHERE	
D901	HISTORY--EUROPE, GENERAL	22
DA1	HISTORY--GREAT BRITAIN	379
DB1	HISTORY--AUSTRIA	22
DC1	HISTORY--FRANCE	362
DD1	HISTORY--GERMANY	133
DE1	HISTORY--MEDITERRANEAN REG.	12
DF1	HISTORY--GREECE	220
DG1	HISTORY--ITALY	373
DH1	HISTORY--NETHERLANDS	3
DJK	HISTORY--EASTERN EUROPE	19
DK1	HISTORY--RUSSIA	388
DK4001	HISTORY--POLAND	4
DL1	HISTORY--SCANDINAVIA	43
DP1	HISTORY--SPAIN & PORTUGAL	68
DQ1	HISTORY--SWITZERLAND	1
DR1	HISTORY--BALKAN PENINSULA	54
DS1	HISTORY--ASIA, GENERAL	28
DS35.3	HISTORY--ISLAMIC WORLD	1
DS36	HISTORY--NEAR EAST	91
DS101	HISTORY--ISRAEL	211
DS153	HISTORY--ASIA MINOR	55
DS331	HISTORY--SOUTHERN ASIA	378
DS501	HISTORY--EAST ASIA	114
DS701	HISTORY--CHINA	423
DS801	HISTORY--JAPAN	174
DS901	HISTORY--KOREA	18
DT1	HISTORY--AFRICA	586
DU1	HISTORY--OCEANIA	49
DX1	HISTORY--GYPSIES	10
E1	HISTORY--NORTH AMER.(GENERAL)	8
E51	HISTORY--INDIANS OF NO. AMER.	600
E101	HISTORY--DISCOVERY AND EARLY EXPL.	20
E151	HISTORY--U.S. (GENERAL)	687
E184.5	HISTORY--AFRICAN AMERICANS	903
E186	HISTORY--COLONIAL TO CIVIL WAR	314
E661	HISTORY--LATE 19TH CENT.	54
E740	HISTORY--20TH CENTURY	159
F1	HISTORY--U.S. LOCAL	467
F1001	HISTORY--CANADA	18
F1201	HISTORY--MEXICO	177
F1401	HISTORY--LATIN AMERICA	101
F1421	HISTORY--CENTRAL AMERICA	168

F1601	HISTORY--WEST INDIES	226
F2201	HISTORY--SOUTH AMERICA	327
F2210	HISTORY--SOUTH AMERICA	327
G	GEOGRAPHY	199
G1001	ATLASES	39
G3190	MAPS	1
GA1	MATHEMATICAL GEOG.	4
GA101	CARTOGRAPHY	32
GB	PHYSICAL GEOGRAPHY	32
GC	OCEANOGRAPHY	26
GE	ENVIRONMENTAL SCIENCES	94
GF	HUMAN ECOLOGY	130
GN	ANTHROPOLOGY	797
GR	FOLKLORE	106
GT	MANNERS & CUSTOMS	149
GV	RECREATION/SPORTS	206
GV1580	DANCE	172
GV1800	CIRCUSES, ETC.	12
H	SOCIAL SCIENCES	63
HA	STATISTICS	12
HB	ECONOMIC THEORY	218
HB848	DEMOGRAPHY	36
HB3711	BUSINESS CYCLES	7
HC	ECONOMIC HISTORY	213
HC101	ECONOMIC HIST.--U.S.	98
HC110.5	ECONOMIC HIST.--NO. AM.	70
HC161	ECONOMIC HIST.--SO. AM.	12
HC240	ECONOMIC HIST.--EUROPE	81
HC411	ECONOMIC HIST.--ASIA	51
HC498	ECONOMIC HIST.--ARAB & ISLAMIC COUNT.	8
HC592	ECONOMIC HIST.--ATL. & IND. OCEAN ISL.	
HC601	ECONOMIC HIST.--AUST. & PACIFIC	3
HC695	ECONOMIC HIST.--OTHER AREAS	
HC800	ECONOMIC HIST.--AFRICA	47
HD	ECON. HIST.--PRODUCTION	175
HD101	ECON. HIST.--LAND USE	115
HD2300	ECON. HIST.--INDUSTRY	26
HD4800	ECON. HIST.--LABOR	368
HD9000	ECON. HIST.--SPEC. INDUSTRIES	111
HE	TRANSPORT. & COMMUNICATION	155
HF	COMMERCE	113
HF5381	VOCATIONAL GUIDANCE	4
HF5383	BUSINESS	5
HF5410	MARKETING	6
HF5419	TRADING/BUYING/SELLING	6
HF5484	BUSINESS--SPECIAL ASPECTS	121
HG	FINANCE--GENERAL	8
HG201	MONEY	33
HG1500	BANKING	11
HG3551	CREDIT/DEBT/LOANS	57
HG8000	INSURANCE	1
HJ	PUBLIC FINANCE	31
HM	SOCIOLOGY	444
HN	SOCIAL HISTORY	376
HQ	FAMILY	2
HQ12	HUMAN SEXUALITY	585
HQ503	FAMILY/MARRIAGE/HOME	204
HQ767	CHILDREN	177
HQ799.95	ADULTHOOD	203
HQ1101	WOMEN/FEMINISM	1331
HS	SOCIETIES	25
HT	COMMUNITIES/RACES/CLASS	443
HT1501	RACES	48
HV	SOCIAL WELFARE	61
HV696	PROTECTION/ASSISTANCE	179
HV4997	SUBSTANCE ABUSE	95
HV6001	CRIMINOLOGY	41
HV6251	CRIMES AND OFFENSES	167
HV7231	CRIMINAL JUSTICE ADMINISTRATION	44
HV8301	PENOLOGY/PRISONS/CORRECTIONS	87
HX	SOCIALISM/COMMUNISM/ANARCHISM	289
J	GENERAL LEGISLATIVE & EXEC. PAPERS	6

JA	POLITICAL SCIENCE	79
JC	POLITICAL THEORY	625
JF	POLITICAL INSTITUTIONS AND ADMIN	50
JK	U.S. POLITICAL INSTITUTIONS	35
JK1700	CIVIL RIGHTS--U.S.	22
JK1950	ELECTORAL SYSTEM	5
JK2251	POLITICAL PARTIES	8
JK2400	STATE GOVERNMENT (GEN.)	1
JL	POLITICS & GOVT.--NO. AM.	30
JL1850	POLITICS & GOVT.--SO. AM.	2
JN	POLITICS & GOVT.--EUROPE	92
JQ	POLITICS & GOVT.--ASIA	19
JQ1870	POLITICS & GOVT.--AFRICA	36
JQ3995	POLITICS & GOVT.--AUSTRALIA/OCEANIA	
JS	LOCAL GOVERNMENT	13
JV	EMIGRATION & IMMIGRATION	137
JX	INTERNATIONAL LAW (GENERAL)	9
JX1300	FOREIGN RELATIONS	90
JX1971.6	WORLD PEACE	8
JX1985	INTERNATIONAL LAW (TOPICS)	66
K	LAW	68
KD	LAW--GREAT BRITAIN	6
KE	LAW--CANADA	
KF	LAW--UNITED STATES	247
KG	LAW--LATIN AMERICA	2
KG3000	LAW--MEXICO & CENTRAL AM.	
KH	LAW--SOUTH AMERICA	1
KJ	LAW--EUROPE	10
KM	LAW--ASIA	10
KQ	LAW--AFRICA	2
KU	LAW--PACIFIC AREA & ANTARCTICA	3
L	EDUCATION	6
LA	HISTORY OF EDUCATION	103
LB	THEORY & PRACTICE OF EDUC.	267
LB1705	EDUCATION OF TEACHERS, ETC.	8
LB2300	EDUCATION, HIGHER	63
LB2801	SCHOOL ADMINISTRATION	47
LC	LC Call Number Table	294
LD	EDUCATION--UNITED STATES	48
LE	EDUCATION--AMERICA (NON-U.S.)	
LF	EDUCATION--EUROPE	9
LG	EDUCATION--ASIA & AFRICA	
LH	COLLEGE MAGAZINES & PAPERS	
LJ	STUDENT SOCIETIES	
LT	TEXTBOOKS	
M1	MUSIC--INSTRUMENTAL	2254
M1495	MUSIC--VOCAL, SECULAR	783
M1628	MUSIC--UNITED STATES	1168
M1678	MUSIC--NORTH AMERICA	140
M1686	MUSIC--SOUTH AMERICA	59
M1698	MUSIC--EUROPE	224
M1795	MUSIC--ASIA	54
M1830	MUSIC--AFRICA	162
M1840	MUSIC--AUSTRALIA & OCEANIA	3
M1850	MUSIC--SPECIAL TOPICS	9
M1999	MUSIC--VOCAL, SACRED	266
ML	MUSIC LITERATURE	1351
MT	MUSICAL INSTRUCTION	276
N	VISUAL ARTS	1283
NA	ARCHITECTURE	312
NB	SCULPTURE	141
NC	DRAWING, DESIGN, ILLUS.	317
ND	PAINTING	613
NE	PRINT MEDIA	93
NK	DECORATIVE ARTS	215
NX	ARTS IN GENERAL	262
P	LINGUISTICS	516
PA1	CLASSICAL PHILOLOGY	11
PA201	GREEK PHILOLOGY	94
PA2001	LATIN PHILOLOGY	17
PA3001	CLASSICAL LITERATURE	26
PA3051	GREEK LITERATURE	529

PA6001	LATIN LITERATURE	191
PB	MODERN EUROPEAN LANGUAGES	13
PB1001	CELTIC LANG/LIT	2
PC	ROMANCE LANGUAGES	3
PC1001	ITALIAN LANGUAGE	4
PC2001	FRENCH LANGUAGE	26
PC3801	SPANISH/PORTUGUESE LANGS.	79
PD	NORTH GERMANIC LANG.	13
PE	ENGLISH LANG.	157
PF	WEST GERMANIC LANG.	
PF3001	GERMAN LANGUAGE	25
PG	SLAVIC LANG/LIT	560
PH	FINNO-UGRIAN/BASQUE LANGS.	14
PJ	ORIENTAL PHILOLOGY AND LIT.	73
PK	INDO-IRANIAN PHILOLOGY/LIT.	54
PL	EAST ASIAN LANG/LIT	
PL501	JAPANESE LANGUAGE/LIT	220
PL901	KOREAN LANGUAGE/LIT	2
PL1001	CHINESE LANGUAGE/LIT	48
PL3301	OTHER ASIAN LANGUAGES	63
PL5001	LANGUAGES OF OCEANIA	9
PL8000	AFRICAN LANGUAGES/LIT	22
PM	HYPERBOREAN/INDIAN LANGS	23
PM8001	ARTIFICIAL LANGUAGES	
PN	ENGLISH/AMERICAN LIT	602
PN1990	BROADCASTING	106
PN1993	MOTION PICTURES	701
PN2000	DRAMA	439
PN3311	PROSE/PROSE FICTION	50
PN4001	ORATORY	40
PN4699	JOURNALISM	87
PN6010	COLLECTIONS OF GENERAL LIT	184
PQ	FRENCH LITERATURE	756
PQ3800	FRANCOPHONE LITERATURE	305
PQ4001	ITALIAN LITERATURE	119
PQ6001	SPANISH LITERATURE	787
PQ9000	PORTUGUESE LITERATURE	34
PR	ENGLISH LITERATURE	2426
PR8309	ENGLISH LIT (PROVINCIAL, LOCAL)	406
PS	AMERICAN LITERATURE	3528
PT	GERMAN LITERATURE	801
PT5001	OTHER GERMANIC LITERATURE	102
PZ5	JUVENILE LITERATURE	920
Q	SCIENCE	200
QA	MATHEMATICS	142
QA75	COMPUTER SCIENCE	401
QA77	MATHEMATICS	799
QB	ASTRONOMY	164
QC	PHYSICS	376
QD	CHEMISTRY	487
QE	GEOLOGY	283
QH	NATURAL HISTORY/GEN. BIOL	604
QK	BOTANY	153
QL	ZOOLOGY	334
QM	HUMAN ANATOMY	40
QP	PHYSIOLOGY	393
QR	MICROBIOLOGY	139
R	MEDICINE	229
RA	PUBLIC HEALTH	198
RB	MEDICAL SPECIALTIES	703
RK	DENTISTRY	1
RL	MEDICAL SPECIALTIES	
RM	PHARMACOLOGY & PHARMACY	82
RT	NURSING	5
RV	OTHER SYSTEMS OF MEDICINE	4
S	AGRICULTURE	59
SB	PLANT CULTURE	80
SD	FORESTRY	49
SF	ANIMAL CULTURE	18
SH	AQUACULTURE, FISHERIES, ANGLING	36
SK	HUNTING SPORTS	2
T	TECHNOLOGY, GENERAL	57

TA	GENERAL/CIVIL ENGINEERING	121
TJ	MECHANICAL ENGINEERING	151
TN	CHEMICAL ENGINEERING	46
TR	PHOTOGRAPHY	177
TS	MANUFACTURES	10
TT	HANDICRAFTS/ARTS & CRAFTS	66
TX	HOME ECONOMICS	80
U	MILITARY SCIENCE	139
V	NAVAL SCIENCE	36
Z	BOOKS IN GENERAL	13
Z116	BOOK INDUSTRIES & TRADE	38
Z662	LIBRARIES & LIB. SCIENCE	33
Z1001	BIBLIOGRAPHY	55

Bibliographic Instruction	'99-00	'98-99
Total number of BI's presented:	87	125
Course-Integrated *	47	66
First Year Sessions*	20	20
Special:	40	59
FirstSearch**	14	19
Road Shows	6	11
Seminars	5	10
Orientation	5	4
Sampler Sessions	*	2
Honors Presentation	*	2
Reference Appts.	3	*
Residence Hall	1	*
Ed. Licensing***	1	
TCI	4	4
Maccess	*	1
Geography Institute	1	1
Alumni Presentation	*	1
Library Staff	*	2
Other		2

* Includes 1st Year sessions

We did 20 first year sessions, but many were two-session classes; we did presentations in 14 first year classes. One more class than in 98-99.

**FirstSearch includes the two group Honors sessions taught in the Fall

***In the past this was counted as "course integrated"

Number of people taught	99-00	98-99
Total	855	1785
Course-integrated	427	914
First year students	201	211

Staff numbers: (includes individual BI sessions and group participation)

Beth: 58	Jean: 1	Cathy: 11
Dave: 39	Janet: 2	Terri: 8
Leslie: 15	Ron: 4	

Imaging Annex

The Imaging Annex has proven to be a very popular service. In addition to providing scanners, we provide Photoshop, Dreamweaver, and Adobe Acrobat. We did a count of service from the end of Spring mid-term break until the end of the semester. We averaged 67 patrons per week. The annex was staffed by 11 students. We held a series of training sessions throughout the year focusing on different software and service. We are evaluating transferring management of the annex to the Systems Librarian as a means of consolidating services between the microlab and the Imaging Annex.

Web Development

Sara has done a tremendous job working with the various constituencies on campus that have interests in the campus web. She has developed a good working relationship with CIT and meets regularly with the staff. She has worked closely with College Relations to make improvements to the information accuracy on the campus website.

Her list of accomplishments is many and the overall campus website has shown terrific growth and development under her stewardship. The following are just a few of her accomplishments for the year:

- Developed database for events calendar
- Provided outreach to departments without a web presence
- Worked with the President's Office and implemented a WebBoard discussion list for the President; also loaded text and featured papers
- Provided quality control by conducting linkcheck and providing departments with reports
- Conducted focus groups for input on usability
- Enhanced the functionality of the web site
- Configured an NT web server and installed ColdFusion

LIBRARY STAFF

Throughout the year the Library encountered several staff changes. We were short-handed in the summer and Fall of 1999. Many thanks are extended to Janet Sietmann for working during the summer of 1999. Normally scheduled to be off during the summer, Janet worked extra hours to fill in. In addition, the public services area was without one staff member for the entire Fall semester and Janet contributed in many ways to help ensure the continued smooth operations during that difficult time.

We welcomed Sara Sueflow as Web Coordinator, Clem Guthro as Team Leader for Collection Management. Both have contributed in so many ways to furthering the development of Library Services. In addition, Deb Kerkvliet, Library Associate joined the Library staff first in Public Services, and then transferring to Collection Management when a position opened up in the Fall. Jason Hovland, Library Associate, joined us in January 2000. We were very sorry to see Bruce Willms, Assistant Director, leave in the Spring of 1999, but we were equally pleased when Jean Beccone returned to fill in temporarily after Bruce left. Jean's temporary position will continue until November 2000 in order to allow us to define and fill the position left open by Bruce.

Despite these staff changes, we were able to move forward, complete our goals, and continue to make overall service and system improvements. The major endeavor for the year was the CLIC selection of a new system for our automated catalog. All Library staff were actively involved in the process of selecting a vendor for our next system. Many staff members actively contributed to the process of writing the RFP, reviewing vendor responses, and evaluating vendor presentations. Ron Joslin served as a member and Terri Fishel chaired the CLICnet III Steering Committee. Clem Guthro contributed to the process by reviewing the overall RFP prior to submission to the vendors. Although time-consuming, it was a successful venture that led to the selection of Innovative Interfaces as our vendor for CLICnet III.

Lastly, staff training and development was very successful this year. With technological change comes a commitment to improve and advance the skills and expertise of every staff member. This year we were successful in ensuring that every Library staff member participated in a staff training and development opportunity.

Overall, each individual Library staff member contributed to the success of the Library this past year. It is a group of individuals who all go beyond what is required to provide exceptional service. At least one staff member did receive well-deserved recognition. Ron Joslin received the Information Services Staff Member of the Year award this year. As described by a CIT staff member, "Ron is the 'go-to' guy." His service philosophy is exceptional and he always goes the extra mile. He is recognized in CLIC as well as the person to contact when someone needs to run a report or has a question about the system. In his position as Systems Librarian, Ron has contributed to many of the successes in a number of ways.

LIBRARY STAFF 1999-2000

		<u>Starting Date</u>
Beccone, Jean	Library Specialist	April 26, 2000
Caligiuri, Gail	Senior Library Associate	
Collins, Dave	Team Leader, Public Services	
Erickson, Jess	Library Associate, PS Team (last day 6/8/99)	
Fishel, Terri	Library Director	
Gilchrist, Cathy	Senior Library Specialist , PS Team	
Guthro, Clem	Team Leader, Collection Management	October 1, 1999
Heideman, Liz	Library Associate, PS Team (Fall & Spring Weekend/Evening)	
Hillemann, Beth	Library Specialist, PS Team	
Hovland, Jason	Library Associate, PS Team	January 3, 2000
Joslin, Ron	Library Expert	
Kerkvliet, Deb	Library Associate, PS Team Library Associate, CoMa Team	September 1, 1999 October 1, 1999
Kimball, Nancy	Senior Library Associate, CoMa Team	
King, Carol	Library Associate, CoMa Team	
Laptavijok, Suphachai	Library Associate, PS Team	
Loar, Leslie	Library Specialist, PS Team	
Raschke, Wendy	Library Associate, CoMa Team (last day Sept.4, 1999)	
Roach, Dani	Library Specialist, CoMa Team	
Shah, Sushila	Library Specialist, CoMa Team	
Sietmann, Janet	Senior Library Associate, PS Team	
Steiner, Mary Lou	Library Specialist, CoMa Team	
Suelflow, Sara	Web Coordinator	August 16, 1999
Willms, Bruce	Assistant Library Director (last day April 14, 2000)	
Withee, Sarah	Web Coordinator (last day July 30, 1999)	

LIBRARY ORGANIZATION

During the 1999 - 2000 year the library began the task of furthering the collaborative efforts within the library by introducing cross-functional working groups, committees and task forces in February of 1999. The objective in creating these groups was to

- increase/improve communication
- increase participation in decision-making
- encourage and allow all library staff members to participate in areas of interest related to skills and expertise

It was also a step taken as an acknowledgment that all services within the library cross team functions. All groups have representatives from more than one team. During the course of the year, as staff members changed, some groups were able to regroup and move forward. However, at least one committee, the Performance Measures Task Force, has been slowed by staff changes. The groups are still evolving and it is expected there will be changes and adjustments during the next year. The groups that were in effect for 1999 - 2000 included the following:

Collection Development Working Group

Purpose:

- Create and/or revise policies relating to overall Collection Development
- Coordinate the creation of Collection Development procedures
- Assist with the implementation of Collection Development policies and procedures
- Oversee selection and de-selection
- Track collection development and information trends and make recommendations for revision of policies and procedures
- Track college curricula and programs and ensure alignment with collection development
- Communicate collection development responsibilities to faculty, library reps, students and library staff
- Coordinate Macalester's involvement in consortial collection development activities

Ejournals

Purpose: To track and discuss developments in the area of electronic journals, including vendor services, acquisition control, cataloging public accessibility and usage and promotion.

PIC (Preservation Interest Committee)

Purpose: To coordinate library preservation efforts. Includes, but is not limited to: maintaining the library's disaster plan; serving as a rotating on call staff member; monitoring emergency building issues; user education; and promoting awareness of general preservation issues.

Staff Training & Development Working Group

Purpose: To coordinate staff training and development needs. Identify and promote available training opportunities, conferences, and workshops. To review requests from staff members for travel funds. To coordinate in-house training for staff needs.

Student Employment Working Group

Purpose: To coordinate student employment needs, including hiring, orientation, policies and procedures, training, rewards, and appreciation parties; assist in coordinating Spring Job Search.

Systems Working Group

Purpose: The purpose of the Library Systems Working Group is to work with the library teams and other library working groups to provide user-centered services to the Macalester community by:

1. Planning for existing and new technologies/systems in the library.
2. Assisting in the implementation and setup of library systems.
3. Troubleshooting problems and coordinating repairs with campus computing staff.
4. Coordinating systems-related training for library staff.

Web Working Group

Purpose: To plan, organize, and delegate projects related to the library web site. This group promotes and publicizes the library web site; evaluates and develops new services and products; systematically develops the collection of materials and resources; provides education and training to the campus community in support of the web coordinator.

In addition to these working groups we had two committees, the Events Committee and the Social Committee. We have two existing task forces, the Performance Measures task force and the Licensing task force.

In addition to all these groups, are the standing CLIC committees. The Macalester library is represented by at least one staff member on all the CLIC committees. In addition, in 1999-2000 Ron Joslin and Terri Fishel served on the CLICnet III Steering Committee. Clem participated by reviewing the CLIC RFP. All library staff participated in the CLICnet III selection process by either contributing to the RFP as a member of the writing group, reviewing sections of the RFP, and/or attending one of the presentations by the library vendors. We have a number of staff that contribute to the campus on committees as well. A list of the committee participation follows.

WORKING GROUPS & COMMITTEE MEMBERSHIP

1999-2000

First Name

Committee

Beth

Collection Development Working Group
Ejournals
ISEC (CLIC)
Systems Working Group
Web Working Group

Carol

Performance Measures Task Force
Social Committee

Cathy

Social Committee
Events Committee
Performance Measures Task Force

Clem

TSEC
Web Working Group
Performance Measures Task Force
Collection Development Working Group
Licensing Task Force
TSEC rep to Coordinating Council

Dani

Preservation Interest Committee
Ejournals
Collection Development Working Group
Licensing Task Force
Serials Working Group (CLIC)
WHAM (Macalester)

Dave

Student Employment Working Group
Systems Working Group
Electronic Resources Working Group (CLIC)
Performance Measures Task Force
Web Working Group
Collection Development Working Group
Long Range Planning (Mac)

Deb	<p>Student Employment Working Group Preservation Interest Committee Serials Working Group (CLIC) Student Employment Activity Comm. (Mac)</p>
Gail	<p>Events Committee Student Employment Working Group</p>
Janet	<p>ASEC (CLIC) Preservation Interest Committee Web Working Group Reserves Working Group (CLIC) WHAM (Mac)</p>
Jean	<p>Collection Development Working Group</p>
Leslie	<p>Staff Training and Development Committee Performance Measures Task Force Collection Development Working Group</p>
Mary Lou	<p>Collection Development Working Group Cataloging Interest Group (CLIC) Social Committee Web Working Group Preservation Interest Committee Ejournals</p>
Nancy	<p>Systems Working Group Collection Development Working Group Staff Training and Development Committee Acquisitions Working Group (CLIC) Licensing Task Force</p>
Ron	<p>ASA (CLIC) Collection Development Working Group Staff Training and Development Committee Web Working Group Systems Working Group</p>
Sara	<p>Web Management Team Web Working Group</p>

STAFF TRAINING AND DEVELOPMENT 1999-2000

Gail Caligiuri

8/24/99 Total Teamwork

Dave Collins

8/24/99 Total Teamwork
3/14/00 Computers in Libraries

Terri Fishel

7/5/99 Harvard Leadership Institute
8/24/99 Total Teamwork
3/30/00 Access Training
4/5/00 Cool Web Graphics
4/5/00 Photoshop Training
5/12/00 MINITEX 9th ILL Conference

Cathy Gilchrist

7/14/99 Basic OCLC Searching (MINITEX)
8/24/99 Total Teamwork
5/12/00 MINITEX 9th ILL Conference

Clem Guthro

10/28/99 Beginning HTML
11/1/99 Supervisor Liability
1/19/00 Respect and Positive Interaction in the Workplace
2/17/00 Benefits of Effective Performance Management
3/14/00 Computers in Libraries
3/22/00 Creating an Environment of Respectful Treatment
4/11/00 Knowledge Access Management
4/29/00 Innovative Users Group

Beth Hillemann

8/24/99 Total Teamwork

Jason Hovland

4/10/00 How To Deliver Exceptional Service
4/25/00 Enhancing Quality Service

Ron Joslin

6/14/99 Dreamweaver Training
4/11/00 "The How-to's of Effectively Marketing Your Library"
8/24/00 Total Teamwork

Deb Kerkvliet

8/24/99 Total Teamwork
10/28/99 Introductory Mulberry
10/29/99 Advanced Mulberry
11/3/99 Supervisor Liability
11/5/99 Basic OCLC
11/12/99 Library Binding
1/19/00 Respect and Positive Interaction in the Workplace
3/22/00 Creating an Environment of Respectful Treatment

Nancy Kimball

8/24/99 Total Teamwork
11/18/99 Next Technology Revolution: SLA
1/19/00 Respect and Positive Interaction in the Workplace
1/27/00 Advanced Powerpoint

Carol King

8/24/99 Total Teamwork
1/19/00 Respect and Positive Interaction
1/27/00 Authority Control
3/22/00 Creating an Environment of Respectful Treatment

Suphachai Laptavijok

8/24/99 Total Teamwork

Leslie Loar

8/24/99 Total Teamwork
10/4/99 Continuity and Innovation in Resource Sharing
5/12/00 MINITEX 9th ILL Conference

Dani Roach

6/1/99 NASIG
8/24/99 Total Teamwork
10/28/99 Introductory Mulberry
10/29/99 Advanced Mulberry
11/2/99 Supervisor Liability Workshop
2/17/00 License Review and Negotiation
2/24/00 Benefits of Effective Performance Management
3/22/00 Creating an Environment of Respectful Treatment

Sushila Shah

7/3/99 ALA Annual & Midwinter
8/24/99 Total Teamwork
3/22/00 Creating An Environment of Respectful Treatment
4/11/00 Knowledge Access Management

Janet Sietmann

8/24/99 Total Teamwork
3/30/00 Computers in Libraries

Mary Lou Steiner

6/6/99 Understanding and Using Meta Data
8/24/99 Total Teamwork
10/27/99 MINITEX Training CATME Tips and Tricks
3/22/00 Creating An Environment of Respectful Treatment
4/11/00 Knowledge Access Management

Sara Suelflow

8/24/99 Total Teamwork
3/30/00 Computers in Libraries
4/1/00 Photoshop
4/5/00 Photoshop

Bruce Willms

8/24/99 Total Teamwork
11/11/99 SPARC
2/2/00 Communication Workshop

Additional Staff Accomplishments

Ron

- Received Information Services Staff Member of the Year
- Served on the CLICnet III Steering Committee

Terri

- Participated on the search committee for a new director of Human Resources
- Chaired CLICnet III Steering Committee
- Participated on a panel presentation on the "Future of Libraries" at the Friends of the University Library " Feb. 24

Clem

- Served on the CLICnet III Site Visit Team to WRLC, Johns Hopkins, and Drexel in March 2000
- Reviewed and edited the CLICnet III RFP

Sushila

- Served as VP Asia Pacific Library Association
- Served on the Cataloging and Classification of Asian and African Materials Committee (ALA)
- Served on the Committee on Status of Women (ALA)
- Served on the ALA Task Force on Core Competencies

FirstSearch Detailed Report 1999-2000

Database	GRAND	TOTALS BY			ACCT	Lib
		Fac	Stu	Hon		
-----	TOTALS					
AGRICOLA	276	26	213	11	26	
AIDS/CANCER	75	0	71	1	3	
APPLIED SCI ABS	139	14	118	7	0	
ART ABSTRACTS	223	10	193	11	9	
ARTICLEFIRST	1326	645	0	628	53	
ARTS AND HUMANITIE	1019	195	771	17	36	
BAMP	114	0	109	0	5	
BASIC BIOSIS	1216	68	1069	65	14	
BIOGRAPHY INDEX	81	25	48	4	4	
BIOLOGY AND AGRI	317	46	259	5	7	
BIOLOGY DIGEST	23	20	0	0	3	
BOOK REVIEW DIGEST	199	20	162	10	7	
CINAHL	17	0	16	0	1	
CONSUMERS INDEX	27	1	22	4	0	
CONTMP WOMENS ISS	268	8	248	4	8	
CONTENTS FIRST	1	0	0	0	1	
DISS ABS	225	109	0	55	61	
ECO	58	33	0	20	5	
ECONLIT	1538	278	1156	48	56	
EDUCATION ABS	41	26	0	15	0	
ENVIRONMENTAL SCI	493	55	391	12	35	
ERIC	6	3	0	0	3	
FACTSEARCH	155	1	144	4	6	
GENERAL SCI ABS	1	0	0	0	1	
GEOBASE	200	32	117	45	6	
GEOREF	4	0	0	0	4	
GPO	57	8	45	4	0	
HEALTH REF CTR	1	0	0	0	1	
HUMANITIES ABS	1	0	0	0	1	
INDXLEGALPER	48	11	36	0	1	
LIBRARY LITERATURE	15	0	0	0	15	
MEDLINE	700	0	684	0	16	
MICROCOMPUTER ABS	27	2	17	8	0	
NETFIRST	1018	33	979	6	0	
NEWSPAPER ABS	1	0	0	0	1	
PAIS DECADE	127	5	103	2	17	
PAPERSFIRST	14	14	0	0	0	
PERIODICAL ABS	1	0	0	0	1	
PERIODICAL CTNTS IDX	2	0	0	0	2	
PROCEEDINGSFIRST	6	5	0	0	1	
RILM ABS	498	135	312	30	21	
SOCIAL SCI ABS	3	0	0	0	3	
SOCIOABS	406	20	367	7	12	
UNION LISTS	122	0	0	0	122	
WILSON SELECT	1	0	0	0	1	
WORLDBOOK	28	0	28	0	0	
WORLDCAT	3185	2199	0	831	155	
WORLDSCOPE	40	0	40	0	0	
Total	14343	4047	7718	1854	724	

Library Materials Budget F' REPORT as of May 31, 2000

	Allocation	Total	Free	Books/med	Periodicals	CI serials	Books/med	Periodicals	CI serials	Balance
		spent	Balance	spent	spent	spent	encumbere	encumbered	encumbered	remaining
AFR	4,004.00	2,328.39	1,675.61	2,328.39	-	-	-	-	-	1,675.61
ANT	17,936.00	14,893.79	3,042.21	11,436.64	3,115.15	342.00	-	-	108.00	2,934.21
ART	18,737.00	16,566.24	2,170.76	14,329.73	1,967.47	269.04	-	-	1,230.96	939.80
BIO	40,036.00	36,902.42	3,133.58	2,753.08	31,521.07	2,628.27	-	-	371.73	2,761.85
CHE	58,853.00	56,694.82	2,158.18	1,274.43	52,673.57	2,746.82	-	1,326.43	-	831.75
CLA	7,207.00	7,298.81	(91.81)	3,879.22	1,736.20	1,683.39	-	263.80	-	(355.61)
CNAS	4,004.00	2,574.44	1,429.56	2,021.06	553.38	-	-	-	-	1,429.56
COM	13,532.00	15,058.79	(1,526.79)	9,419.84	5,463.25	175.70	-	-	74.30	(1,601.09)
DAN	2,000.00	1,089.98	910.02	1,032.61	57.37	-	-	17.63	50.00	842.39
DRA	10,011.00	8,972.00	1,039.00	7,452.89	1,198.51	320.60	-	301.49	79.40	658.11
ECO	33,550.00	30,145.48	3,404.52	1,245.43	28,574.24	325.81	-	-	424.19	2,980.33
EDU	8,808.00	8,034.96	773.04	1,886.81	6,016.15	132.00	-	-	93.00	680.04
ENG	30,347.00	24,782.86	5,564.14	16,948.72	5,355.72	2,478.42	-	-	321.58	5,242.56
ENV	6,806.00	3,451.29	3,354.71	1,766.22	-	1,685.07	-	-	-	3,354.71
FRE	11,610.00	9,875.84	1,734.16	7,760.02	1,653.52	462.30	-	-	237.70	1,496.46
GEG	17,616.00	11,517.32	6,098.68	2,910.52	8,418.76	188.04	-	-	11.96	6,086.72
GEL	13,452.00	9,180.33	4,271.67	3,272.91	5,774.42	133.00	-	-	92.00	4,179.67
GER	10,592.00	5,158.41	5,433.59	1,157.33	1,429.56	2,571.52	-	-	1,428.48	4,005.11
HIS	33,630.00	26,193.91	7,436.09	18,809.19	7,011.73	372.99	-	88.27	377.01	6,970.81
INT	9,048.00	5,412.84	3,635.16	3,665.70	1,747.14	-	-	-	-	3,635.16
JPN	7,207.00	6,267.72	939.28	2,485.38	3,763.34	19.00	-	-	121.00	818.28
LAT	5,125.00	6,842.89	(1,717.89)	6,842.89	-	-	-	-	-	(1,717.89)
LIN	12,732.00	10,465.55	2,266.45	5,415.95	4,965.05	84.55	-	334.95	65.45	1,866.05
MAT	27,064.00	21,618.26	5,445.74	3,383.54	14,173.27	4,061.45	-	26.73	738.55	4,680.46
MUS	12,011.00	8,904.54	3,106.46	4,260.05	1,722.91	2,921.58	-	-	-	3,106.46
NEU	5,925.00	3,160.83	2,764.17	150.21	2,807.32	203.30	-	92.68	46.70	2,624.79
PHI	17,135.00	15,394.59	1,740.41	6,108.49	8,910.87	375.23	-	89.13	24.77	1,626.51
PHU	3,203.00	1,915.67	1,287.33	306.64	1,609.03	-	-	-	-	1,287.33
PHY	35,072.00	32,763.89	2,308.11	1,224.35	30,053.44	1,486.10	-	-	13.90	2,294.21
POL	35,632.00	33,121.60	2,510.40	6,772.74	22,556.84	3,792.02	-	-	1,007.98	1,502.42
PSY	33,500.00	29,243.11	4,256.89	2,744.37	26,014.39	484.35	-	185.61	515.65	3,555.63
REL	14,013.00	14,826.86	(813.86)	11,930.44	2,434.33	462.09	-	-	-	(813.86)
RUS	11,210.00	10,662.56	547.44	7,739.75	2,856.81	66.00	-	-	184.00	363.44
SOC	17,055.00	15,960.22	1,094.78	11,064.85	4,632.23	263.14	-	-	36.86	1,057.92
SPA	11,530.00	11,530.97	(0.97)	10,053.81	1,429.14	48.02	-	470.86	1.98	(473.81)
WOM	10,022.00	9,861.68	160.32	6,617.45	3,244.23	-	-	-	-	160.32
Subtotal	610,215.00	528,673.86	81,541.14	202,451.65	295,440.41	30,781.80	-	3,197.58	7,657.15	70,686.41

Library Materials Budget FIN REPORT as of May 31, 2000

	Allocation	Total spent	Free Balance	Books/med spent	Periodicals spent	CI serials spent	Books/med encumbere	Periodicals encumbered	CI serials encumbered	Balance remaining
CARRY	\$ 29,098.32	\$ 29,329.00		\$ 29,329.00						\$ (230.68)
GEN	53,569.00	80,278.50	(26,709.50)	34,955.27	44,160.47	1,162.76	-	-	337.24	(27,046.74)
IND	80,000.00	107,446.89	(27,446.89)	-	-	107,446.89	-	-	-	(27,446.89)
JUV	750.00	111.27	638.73	111.27	-	-	-	-	-	638.73
REF	55,600.00	56,685.81	(1,085.81)	21,729.16	-	34,956.65	-	-	10,043.35	(11,129.16)
PROC	9,000.00	5,639.24	3,360.76	-	-	5,639.24	-	-	3,360.76	-
Subtotal	228,017.32	250,161.71	(51,242.71)	56,795.70	44,160.47	149,205.54	-	-	13,741.35	(65,214.74)
REP	5,195.29	2,551.24	2,644.05	2,041.12	510.12	-	-	89.88	-	2,554.17
TOTAL	843,427.61	781,386.81	32,942.48	261,288.47	340,111.00	179,987.34	-	3,287.46	21,398.50	8,025.84
<hr/>										
CRI	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
ENVR	1,700.00	1,700.00	-	-	1,700.00	-	-	-	-	-
GIL	950.00	977.98	(27.98)	-	46.98	931.00	-	3.02	-	(31.00)
HUB	1,000.00	128.17	871.83	128.17	-	-	-	-	-	871.83
JUD	4,000.00	1,511.21	2,488.79	1,431.87	79.34	-	-	-	50.00	2,438.79
LEG	200.00	162.86	37.14	-	162.86	-	-	37.14	-	-
PRL	60.00	-	60.00	-	-	-	-	-	60.00	-
WOO	-	-	-	-	-	-	-	-	-	-
TOTAL	\$ 7,910.00	\$ 4,480.22	\$ 3,429.78	\$ 1,560.04	\$ 1,989.18	\$ 931.00	\$ -	\$ 40.16	\$ 110.00	\$ 3,279.62

**PERIODICALS INFORMATION DESK STATISTICS
FY 1999-2000**

	June	July	August	September	October	November	December	January	February	March	April	May	Totals	Average
Patron Assistance using Innopac	1	0	0	2	10	23	5	2	28	21	27	5	124	10.33
Patron Assistance using CLICnet	5	0	1	9	22	30	13	4	19	17	14	10	144	12.00
Directional Assistance	11	8	5	114	129	105	76	32	92	68	86	35	761	63.42
Other Assistance (MULS, Holdings, etc.)	12	4	2	51	95	118	63	22	84	54	74	31	610	50.83
Microform Copiers (assistance with)	19	10	16	17	36	39	29	7	29	22	49	22	295	24.58
Photocopiers (assistance with)	7	5	4	42	27	51	22	5	29	22	39	11	264	22.00
Referred Patron to Reference Desk	4	2	1	18	31	31	8	2	12	14	10	11	144	12.00
Telephone Assistance	4	0	3	11	19	21	17	5	12	9	15	12	128	10.67
Bound Journals Shelved (volumes)	397	414	428	802	1284	1735	1596	462	1234	1173	1558	763	11,846	987.17
Microforms Shelved (minutes)	36	51	78	47	53	204	84	12	111	53	155	129	1,013	84.42
Shelf Work (minutes)	665	683	172	955	2148	1801	965	0	1255	795	942	345	10,726	893.83
Pick-up of Volumes	101	118	80	196	222	391	383	31	292	199	364	214	2,591	215.92
Books Taken Upstairs	49	4	11	71	108	145	147	43	123	65	104	145	1,015	84.58
Journals Taken Upstairs	47	23	6	133	74	92	119	41	85	57	79	70	826	68.83
Microlab Assistance (in minutes)	10	1	1	10	18	26	20	10	50	6	60	20	230	19.17
Bound Journals Proofed	19	52	0	155	157	187	98	160	199	203	233	64	1,527	127.25

Binding and Mending FY99/00

	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	TOTALS
INHOUSE BINDING:													
NEW PERIODICALS	81	57	102	65	105	85	31	91	121	119	151	88	1,096
OTHER	6	6	10	42	32	25	14	28	48	16	14	9	250
COMMERCIAL BINDING:													
PERIODICALS	86	69	149	95	28	97	44	56	70	55	134	130	1,013
OTHER	55	70	78	114	30	40	0	7	16	11	55	42	516
PER. VOLS. WITHDRAWN	0	0	4	5	0	0	0	0	0	1	0	175	185
MENDING:													
BOOKS	98	92	45	40	71	48	39	0	75	34	44	247	833
PERIODICAL ISSUES	7	12	2	6	6	2	10	0	9	10	9	3	76

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