



Lock Haven University Library

Annual Report 2004-2005

Prepared by Tara Lynn Fulton
and Cynthia M Ward

Accomplishments

2004/2005 was a year of consolidation for the Stevenson and Clearfield Libraries. While we were not literally asked to do more with less, a very slight addition to the operating budget could not keep pace with the 5-10% inflation increases we continue to experience for library materials. In regards to staffing, the university continues to grow, but our staffing levels remain constant, and we are continually looking for ways to operate more efficiently without major sacrifices in service. I am pleased to say that the library appears to be able to maintain its excellent reputation among faculty and students in spite of the strains, and this is to the credit of a very fine team of library faculty and staff.

Facilities

Most disappointing was the retraction of the \$50,000 promised to us to work with a consultant on a plan for renovation of Stevenson Library, and the implication that our 36 year old building will probably have to limp along another 5 years or more if external funding cannot be found. All academic libraries are in the process of redefining their role on campus and therefore their use of space, to move away from space devoted to storage of print materials to places for students, faculty, and others to come together as learning communities. For Stevenson Library to take the next evolutionary step, it is imperative that monies be found to make these transitions, even if it is only at the pace of a half a floor at a time. Some five years ago when consultants came to look at a master facilities plan, they identified the fact that we were 40,000 square feet short of library space by system standards, and at that time we had 3500 students. The Stevenson Library is about 75,000 square feet, probably by now about half of the size it should be. The heating and air conditioning system requires constant attention, and even with that I had to initiate formal processes with the university's safety officer about air quality. The remodeling done on the public half of the first floor in 2001 provides a deceptively inviting first impression of the library. The rest of the building indicates that what was once considered the "heart" of any university is now considered a low priority relative to other capital projects. Our ability to stay relevant to academic needs is seriously impaired by the lack of functional, let alone attractive, space.

Staffing

The annual SSHELCO statistical survey showed Lock Haven losing ground relative to our peers. While other campuses are growing, they are adding faculty and staff to accommodate the growth, where we have remained virtually stable. California and East Stroudsburg both had around 5000 students, as LHU does, yet they each had a total of 22 faculty and staff – 4 more than LHU. Neither of those institutions had a branch campus to run with that staffing, either. Cheyney and Mansfield serve 125 and 195 students per faculty/staff member respectively – Lock Haven serves 247.

The library is on the forefront of new informational and instructional technologies for the campus. In times of sharp budget constraints, it is tempting to devote all monies to the immediate needs of printer toner cartridges, books, etc., I believe it would be a mistake

for us to fail to provide our faculty and staff with the professional development they need to stay current in their areas of expertise. Especially in times of stress of handling ever increasing and more diverse responsibilities, it is imperative that faculty and staff have opportunities to learn, grow, share best practices, renew themselves, and explore new potential technologies and services. Library faculty and staff attended conferences, made site visits, brought consultants in, and otherwise availed themselves of such opportunities on a regular basis this year as always.

Assessment

We conducted two assessments this year at the main campus.

The Stevenson Library survey did not yield enough results to be statistically significant, but showed overall satisfaction. A few findings are of particular interest.

- When asked for general comments, the helpfulness of the staff was considered remarkable by $\frac{3}{4}$ of those who responded.
- About half have never had the need to borrow something from another library.
- The highest satisfaction rating was given to the library's website, followed by the reference collection.
- Almost all had consulted a librarian.
- They want more books, more journals, and more media.
- The 24 hour area and quiet study area on the 3rd floor continue to get high marks.
- When asked about facilities, respondents noted inadequate lighting, heat, smells, lack of comfortable furniture, the need for more group studies, and overcrowding.

Education majors were given the opportunity to complete a survey on the Children's Library, which again showed overall satisfaction. Most use the library at least once per week, with easy readers, curriculum materials, and award books topping the list of materials used. Based on feedback, we do plan to work on a more clear system for organization of materials and better labeling. The single biggest dissatisfaction is with the size of the area, which will have to wait for renovation of Stevenson Library.

Collection Development and Evaluation

When we are able to renovate the Stevenson Library, we want to be ready. We are making a significant investment of both faculty and staff time to prune our print collection, so that a portion of the space currently occupied by bookstacks might be used for other purposes. By removing materials less useful to the campus community, the new materials we are purchasing stand out more on the shelves, and students are more encouraged to consult the newest and/or most authoritative sources our librarians could find. We are systematically working our way through the book collection over several years. In 2004/2005 we also did a significant pruning of the bound journal collection. We discarded over 5,000 volumes, or nearly 10% of the total bound journal collection, which provided the space we needed to expand the media area on the lower level.

Media Services

We added over 700 DVDs to the media collection this year, doubled the size of our music CD collection, and began the transition from analog to digital video equipment. Media is changing by leaps and bounds!

The integration of multimedia hardware and software this year was a major leap forward for our students who want to do higher level technology work. We only have two workstations, and already have found the need to expand next year as word of mouth has increased popularity of the machines.

We reorganized the limited space we have for media to accommodate changing needs. The television, music listening stations, and multimedia workstations are in the main media room, while the room on the other side of the computer center is dedicated to “lights out” activities such as opaque projectors and slide viewing.

Media is an area called upon to respond to the unique needs of academic departments. Foreign languages asked us this year to get wiring and a subscription so they could view French television. For education’s NCATE accreditation visit, we agreed to house and organize the assistive technology devices that had been purchased. While space, staffing, and budget do not allow us to respond to all needs, we do what we can to enable faculty to make media a significant part of their teaching.

Archives

Archives is another area in the library that cannot possibly fulfill its mission in entirety because of space, staffing, and budget limitations. We do what we can, and have been creative in seeking resources. We applied for and received one of the LHU Foundation grants this year to digitize the yearbook. We also begged long enough to get a graduate assistant part-time to assist with organizing the collection and updating the inventory.

We would like eventually to take more of a leadership role on campus with services and activities which relate to LHU’s institutional history. When the Acting Provost expressed interest in creating a list of faculty scholarship for the year, we stepped up to the plate and made it happen. The Provost was able to send the brochure to every member of the faculty at the beginning of the new academic year, and the document received very high compliments. It was too labor intensive to do on a regular basis without additional resources, so we are finding creative ways to bring others in to share the load so that we can make this an annual publication. We also sponsored several book talks at which faculty and administrators had a chance to share their experience with researching, writing, and publishing; while these events received the small attendance typical of such events at LHU, those who attended them enjoyed the opportunity to converse with colleagues on intellectual matters of mutual interest.

Technical Services

Behind the scenes, a team of four people is busy buying materials, cataloging them, labeling them, and otherwise getting them ready for our users to borrow, view, browse, play or download. We use Endeavor Voyager, OCLC Connexions, Baker & Taylor's customer website, and various other computer systems to achieve the miraculous simplicity our users experience in locating materials in the library.

Two examples of special projects are noteworthy. First, the Theater Department decided to transfer their script collection to the library, between 1500 and 2000 in total. The inventory list had not been updated in a year or two. Every item needed to be placed in a protective cover, given a call number, made available in the online catalog, given a barcode for checkout, and shelved. During audition season, these scripts are particularly hot commodities, and several courses rely heavily on them. Now faculty and students can find what we have any time of day or night, and come to view the scripts or check them out all the hours the library is open.

Second, the Keystone Library Network decided to collectively update what are called "authority records" in the online catalog, meaning making sure the most up-to-date subject headings and names are used consistently. It might not sound like much, but every day we see students able to find books more efficiently and effectively thanks to this special project, and anything we can do to encourage this generation of students to use books rather than Google is a good thing!

Electronic Resources and Web

Behind the scenes, major work was going on with the library's website, which has over 100 individual pages. We got permission to hire someone for a special project to convert our website to a database driven system, which not only allows us to do more creative things on the site, but also allows for more efficient updating of individual pages. We also worked on a new navigation system and a new look & feel to the site, which we plan to debut in the fall semester.

We brought a new service up this year which has tremendous potential, but which we are not yet advertising heavily, because its functionality is still lacking. The product is called EnCompass and in theory it allows the user to search across multiple databases to get a single set of results back. In other words a student could select the category "history," put in search terms and get results back automatically from the online catalog, EBSCO's Academic Search Premier, Historical Abstracts, and America History and Life. It's a kind of Google for authoritative, scholarly resources made available by the library. Considering that the library has access to nearly 100 databases, it is not surprising that faculty and students are often unsure where to start, and we hope that EnCompass will help them find information in a comprehensive yet convenient manner.

Instruction and Liaison

The librarians continued their ongoing efforts to make themselves indispensable to the academic departments they serve. They taught information literacy components to courses from first year biology to graduate physician assistant students. They gave new faculty personalized tours of the resources we have available in their disciplines. They wrote the library components to several accreditation site visit reports.

Public Services

On a day-to-day basis what students value most is having paper in the printers, being able to locate books quickly, and getting their reserve materials quickly. Public services staff members are constantly out and about in the library, observing what our users need and making sure everything is where people expect to find it. We hire almost 50 hours per week of student help just to keep materials on the shelves after they circulate. And twice as many courses were served by e-reserves this year than last. Another piece of good news is that we are borrowing significantly fewer articles via interlibrary loan than in the past. Why? Because our users were able to retrieve some 150,000 full text articles from the electronic databases we are able to provide through the KLN. They were able to do so at the convenience of their desktop, rather than waiting the historical 1-2 weeks for interlibrary loan delivery.

Clearfield Library

We conducted a satisfaction survey this year at Clearfield Library. Not a single respondent provided an overall unsatisfactory evaluation of library services and collections, and we are very proud of that response. An incredible 60% of those who replied had consulted the reference librarian. They use the Internet more often than they use databases, books, or journals, but the numbers indicate that part of that is the lack of books and journals available at that campus. Besides books, they would like more hours, more comfortable seating, and a quieter atmosphere.

This year at Clearfield we created a media area to parallel the developments at main campus and bought some new furniture to make the media room more usable.

Conclusion

The library faculty and staff continued to make strides in service and collection development on both campuses this year. They continually seek ways to operate more efficiently and to use limited resources to best advantage. They are well-respected on campus. They are to be commended for the progress made this year.

Much of the vision of the library of the future shows librarians as increasingly important intermediaries between users and the vast quantities of information available to them. The library building will be a center of campus intellectual, cultural, and educational activity. To take that next step in its evolution, LHU must find a way to increase staffing

in the library and to renovate and expand the Stevenson Library. Meanwhile, we are committed to making ourselves an integral part of academic affairs and in the non-curricular lives of students, faculty and staff.

STATISTICS

PERSONNEL AND FACILITIES

	Stevenson			Clearfield		
	2004	2005	% change	2004	2005	% change
Administrative Staff FTE	1	1	0	0	0	0
Library Faculty FTE	7	8	+14.3	1	1	0
Support Staff FTE	8.5	8.5	0	.5	.5	0
Student Assistants FTE	8.9	9.2	+8.2	1.2	1.2	0
Total FTE	25.4	26.7	+5.1	2.7	2.7	0

	Stevenson			Clearfield		
	2004	2005	% change	2004	2005	% change
Hours open per week	86.5	86.5	0	60	60	0
Door counts total	251,494	252,339	+0.3	28,054	25,771	-8.1
Door counts average per week	4,836	4,852	+0.01	539.5	495.6	-8.1

REFERENCE AND INSTRUCTION

	Stevenson			Clearfield		
	2004	2005	% change	2004	2005	% change
Reference questions						
Per week average at service desk	230*	279*	+21.3	17.2**	46.5*	+170.3
Per week average Via email	0	0	0	0.31	2	+545.2
Per week average Via web	.31	0	-100	0.19	0	-100
Total via service desk	10,350*	12,555*	+21.3	774	2092	+170.3
Total via email	0	0	0	10	4	-60
Total via web	16*	0	-100	6	0	-100
Total	10,366*	12,555*	+21.1	790	2096	+165.3

* Note: Based on sample weeks.

** Note: Based on total divided by 45 weeks.

Library instruction

	Stevenson			Clearfield		
	2004	2005	% change	2004	2005	% change
Instruction sessions	154	139	-9.74	14	14	0
Students reached by instruction	3,503	3,284	-6.25	356	283	-20.5

Session breakdown by librarian

Chang, Shirley	0
Corman, Brenda	5
Foor, Jamie	23
Kulas, Stephanie	14
Lilla, Rick	33.5
Weglarz, Cathy	37
Winch, Elsa	24
Yelinek, Kathryn	3

	Stevenson			Clearfield		
	2004	2005	% change	2004	2005	% change
Home Page Hits	152,658	239,983	+57.2	10,470	14,316	+36.7
Pages on the Website		100				
Student entering 24 hour area		2,727				

CIRCULATION

By user category

	Stevenson			Clearfield		
	2004	2005	% change	2004	2005	% change
Loaned to students	14,674	18,149	+23.7	679	698	+2.8
Loaned to faculty/staff	5,315	5,178	-2.6	116	143	+23.3
Loaned to other users	1,313	1,134	-1.6	95	114	+20.0
Total circulation	21,302	24,661	+15.8	890	955	+7.3

By format

	Stevenson			Clearfield		
	2004	2005	% change	2004	2005	% change
Books	20,920	24,023	+14.8	759	890	+17.3
Periodicals	44	103	+134.1	0	0	0
Media	338	535	+58.3	131	65	-50.4
Total circulation	21,302	24,661	+15.8	890	955	+7.3

Reserves

	Stevenson			Clearfield		
	2004	2005	% change	2004	2005	% change
Print reserve items loaned	300	283	-5.7	158	180	+13.9
E-reserve items available	93	157	+68.8	54	62	+14.8
E-reserve items accessed	4,823	3,805	-21.1	2,229	643	-71.2
E-reserve courses served	17	33	+94.1	9	7	-22.2

Interlibrary loan

	Stevenson			Clearfield		
	2004	2005	% change	2004	2005	% change
Books borrowed	153	207	+35.3	39	22	-43.6
Universal Borrowing	31	172	+454.8	0	50	+50
PALCI Borrowing	423	468	+10.6	10	38	+280
Articles borrowed	790	512	-35.2	45	37	-17.8
Total items borrowed	1,397	1,359	-2.7	84	147	+75
Books loaned	1,369	1,339	-2.2	88	72	-18.2
Universal Borrowing	45	122	+171.1	4	35	+775
PALCI Loaned	181	233	+28.7	10	32	+220
Articles Loaned	1,408	1,206	-13.3	16	22	+37.5
Total items loaned	3,003	2,900	-3.4	118	161	+36.4
Total items loaned and borrowed	4,400	4,259	-3.2	207	308	+48.8

COLLECTIONS AND ACCESS

Book Volume Holdings

	Stevenson	Clearfield
Holdings in July 2004	366,471	6,646
Purchased volumes added	2,482	298
Gift volumes added	444	762
Volumes discarded	6,487	130
Holdings in July 2005	362,910	7,576
% change	-1.0	+14

Book Title Holdings

	Stevenson	Clearfield
Titles in July 2004	248,351	5,907
Purchased titles added	2,458	276
Gift titles added	444	762
Titles discarded	2,855	83
Titles in July 2005	248,398	6,862
% change	+0.2	+16.2

Breakdown of book holdings by collection

Stevenson

	Titles/Holdings	Volumes/Items
Main stacks	220,877	327,229
Archives	571	937
Reference	3,504	9,059
Leisure paperbacks	467	473
Corporate annual reports	1,038	1,754
Teaching/Learning Center	196	250
Children's/Curriculum		
Award books	381	430
Children's reference	30	90
Curriculum	1,441	2,357
Easy readers	5,076	5,151
Juvenile	14,704	15,067
Picture books	65	65
Puppets	48	48
Total C/C	21,745	23,208
Total	248,398	362,910

Clearfield

Main stacks	4,748	5,004
Reference	356	754
Children's	821	832
Serials	51	48
Leisure Reading	783	788
Total	6,862	7,576

Serials Holdings

	Stevenson	Clearfield
Periodical subscriptions (paid)	757	48
Periodical subscriptions (free)	90	0
Newspaper subscriptions (paid)	28	2
Newspaper subscriptions (free)	2	0
Grand total 2004	915	50
Grand total 2005	877	50
% change	-4.2	0
Bound periodical volumes 2004	56,824	0
Bound periodical volumes added	551	0
Bound periodical volumes discarded	5,555	0
Bound periodical volumes 2005	51,820	0
% change	-8.8	0

Microform Holdings

	Stevenson	Clearfield
Total microfilm holdings in July 2004	19,893	0
Total microfiche holdings in July 2004	721,799	0
Microfilm added	296	0
Microfiche added	48	0
Microfilm discarded	0	0
Microfiche discarded	24,000	0
Total microfilm holdings in July 2005	20,189	0
Total microfiche holdings in July 2005	697,847	0
Total microform holdings in July 2004	741,692	0
Total microform holdings in July 2005	718,036	0
% change	-3.2	0

Gifts and bindery

Gifts received*

Stevenson

	Fiscal year	2004 calendar year
Books	444	1,671
Videos	109	1
Audio cassettes	0	50
LPs	235	799
Curriculum kits	8	0
Miscellaneous	462	0
Periodicals	90	0
Total	1,348	2,521

Clearfield

Books	762
Total	762

* Note: Those accepted for addition to the collection are included in the totals above if cataloged. However, the numbers in this report reflect gifts received which may or may not have been added.

Bindery

	Items	Expenditures
Bindery processing fees		12,027.69
Stevenson picture binding	892	5,341.93
Stevenson cloth binding	44	242.18
Stevenson theses	17	294.61
Stevenson periodicals	559	4,200.71
Clearfield picture binding	3	17.97
Clearfield cloth binding	0	0
Total	1,515	12,027.69
Total Stevenson	1,512	12,009.72
Total Clearfield	3	17.97

Electronic information access

Database subscriptions

2004	95
2005	99
% change	+4.2

E-journal subscriptions

2004	24,404
2005	26,547
% change	+8.8

E-book subscriptions

2004	0
2005	64,922
% change	+100

Database searches conducted

	2004	2005	%change
Academic Search Premiere	91,275	95,514	+4.6
OneFile	24,885	16,872	-32.2
Lexis Nexis	15,299	14,950	-2.3
FirstSearch databases	1,669	1,358	-18.6
Webspirs		1,562	
All other databases	183,984	270,296	+47.8
Totals	317,112	400,552	+26.31

Full-text articles retrieved

	2004	2005	%change
Academic Search Premiere	83,521	75,362	-9.8
OneFile	12,304	9,464	-23.1
LexisNexis	30,176	19,587	-35.1
Webspirs		9,965	
All other databases	42,875	36,275	-15.4
Totals	168,876	150,653	-10.8

MEDIA SERVICES

Note: Circulation of media reported elsewhere.

Equipment held

3 Disk CD	1
Camcorders	34
Cassette Deck	0
CD Player	1
CD/Cassette Player	2
Digital Camera	5
Digital Recorder	0
DVD Player	4
DVD/VHS Combo	7
Extension Cord	9
Headsets	13
Laptops	9
LCD Projector	10
LCD TV's	2
Microphone	27
Opaque Projector	3
Overhead Projector	35
Portable Screen	8
Radio Recorder	4
Slide Projector	8
Speakers	0
Stereo Receiver	1
Tape Recorder	29
Tripod	22
Toshiba/Proxima	0
Television	26
TV/VCR Combo	0
Turntable	1
VCR's	17
Total	278

Classroom delivery of equipment

DVD's	10
Laptops	234
Opaque Projector	4
Overhead Projector	46
Portable Screen	30
Projectors	0
TVs	0
VCRs	93
Total	417

Equipment circulated	
Camcorders	384
Digital Cameras	60
Extension Cords	46
Headsets	17
Laptops	234
Microphones	52
Tape Recorders	67
Tripods	172
Total	1032

Media Holdings

	Stevenson	Clearfield
DVDs		
Held 2004	83	0
Added	710	0
Discarded	0	0
Held 2005	793	0
Music CDs		
Held 2004	298	0
Added	310	0
Discarded	1	0
Held 2005	607	0
Videos		
Held 2004	754	218
Added	126	21
Discarded	5	1
Held 2005	875	238
Audio books		
Held 2004	285	0
Added	113	22
Discarded	11	0
Held 2005	387	22
Phonograph records		
Held 2004	3,303	0
Added	1,428	0
Discarded	326	0
Held 2005	4,405	0

Cassette tapes

Held 2004	1,422	2
Added	0	0
Discarded	2	0
Held 2005	1,420	2

Kits

Held 2004	402	0
Added	0	0
Discarded	369	0
Held 2005	33	0

Maps

Held 2004	1,895	0
Added	0	0
Discarded	0	0
Held 2005	1,895	0

CD-Roms

Held 2004	188	11
Added	4	6
Discarded	18	4
Held 2005	174	13

Grand total 2004	8,630	231
Grand total 2005	10,583	275
% change	+22.7	+19.0

BUDGET AND EXPENDITURES

Stevenson expenditures

	2004		2005		total	% change
	operating		AE	other sources		
Books	57,198	11,389	37,154	0	48,543	-15.13
Media	10,642	67	10,659	0	10,726	+0.78
Standing orders	54,898	50,582	0	0	50,582	-7.86
Microforms	28,230	25,939	0	0	25,939	+8.05
Periodicals	157,550	170,232	0	0	170,232	+8.04
Bindery/preservation	13,394	11,927	0	0	11,927	-10.95
Software	0	0	0	0	0	0
Electronic resources	129,071	127,525	0	4,000	131,525	+1.90
ILL	3,384	3,457	0	0	3,457	+2.16
Other materials costs	0	341	0	0	341	0
Total materials	454,367	401,459	47,813	4,000	453,272	-0.24

	2004		2005		total	% change
	operating		AE	other sources		
Furniture and equipment	51,795	19,427	10,799	0	30,226	-41.64
Bibliographic utility	27,078	29,255	0	0	29,255	+8.04
KLN	52,729	70,792	0	0	70,792	+26.7
Computer hardware/software	27,341	6,644	28,818	33,317	68,779	+151.56
Other operating	36,358	47,166	0	1,779	48,945	+3.77
Total other expenditures	195,301	173,284	39,617	35,096	247,997	+26.98
Total materials and other	649,668	643,283	87,430	39,096	701,269	+7.94

Clearfield expenditures

	2004		2005		total	% change
	total	operating	AE	other		
Books	6,113	5,581	7,788	0	13,369	+118
Standing orders	0	0	0	0	0	0
Periodicals	6,728	7,335	0	0	7,335	+9.02
Bindery/preservation	6	24	0	0	24	+300
Software	0	93	0	0	93	+100
Media	0	0	0	0	0	0
ILL	59	0	0	0	0	-100
Total materials	12,900	13,033	7,788	0	20,821	+61.40
Furniture	0	1,326	0	0	1,326	+100
Equipment and maintenance	1,340	1,858	0	1,340	3,198	+138.66
Other operating	3,329	3,569	0	0	3,569	+7.21
Computer hardware/software	295	1,140	138	0	1,278	+333.22
Total non-materials	4,964	7,893	138	1,340	9,371	+65.51
Total materials and other	17,864	20,926	7,926	1,340	30,192	+69.01

Salaries

	Stevenson			Clearfield		
	2004	2005	% change	2004	2005	% change
Administration and faculty	535,839	578,031	+7.9	44,817	47,517	+6.0
Staff	245,421	251,356	+2.4	14,521	14,771	+1.7
Student employment	77,872	78,727	+1.1	11,381	10,173	-10.6
Benefits	317,198	351,621	+11.0	29,913	30,370	+1.5
Total salaries and benefits	1,176,330	1,259,735	+7.1	100,632	102,831	+2.2

Library operating budget allocation 2005

Stevenson materials	\$396,000
Stevenson non-materials	\$165,210
Stevenson total	\$561,210
Media Services	\$7,500
Clearfield total	\$20,000

Total library spending 2005 (all sources)

	Stevenson		Clearfield	
	Amount	%	Amount	%
Materials	453,272	23	20,821	17
Non-materials	247,997	13	9,371	7
Salaries & wages	1,259,735	64	102,831	77
Total	1,961,004	100	133,023	100

PER STUDENT STATISTICS AND EXPENDITURES

	Stevenson	
	2004	2005
FTE Students	4,300	4,332
# of book volumes/student	85.3	85.2
# of book volumes held	366,893	362,910
Average book circulation	4.83	5.52
Book circulation	20,786	24, 023
Average book expenditure	12.8	14.2
Book expenditures	54,998	61,580
Average per student expenditure	424.65	452.68
Total expenditures	1,825,998	1,961,004
% of students reached by instruction	81.5	75.8
Students reached with instruction	3,503	3,284
	Clearfield	
	2004	2005
FTE Students	418	379.2
# of book volumes/student	15.9	20.0
# of book volumes held	6,664	7,576
Average book circulation	1.82	2.05
Book circulation	759	890
Average book expenditure	13.7	14.7
Book expenditures	5,501	5,581
Average per student expenditure	285.17	351
Total expenditures	119,200	133,023
% of students reached by instruction	85.2	74.7
Students reached with instruction	356	283

PERSONNEL

Tara Lynn Fulton	Dean
Shirley Chang	Librarian (Spring semester)
Brenda Corman	Librarian – Department Chair
Jamie Foor	Librarian
Stephanie Kulas	Librarian (Clearfield)
Rick Lilla	Librarian
Joby Topper	Librarian
Cathy Weglarz	Librarian
Elsa Winch	Librarian
Kathryn Yelinek	Librarian (Temporary/fall semester)
Kathy Blesh	Clerk Typist II (1/2 time)
Lisa Chu	Library Technician
Carol Gehret	Library Technician
Susan Hanna	Library Assistant II
Cheryl Hartman	Library Assistant I
Bernadette Heiney	Library Technician
Carrie Price	Administrative Assistant (Clearfield)
Sandy Probst	Library Assistant II
Cheryl Reynolds	Library Assistant II
Cynthia Ward	Clerk Typist II

TEAMS

Access Services
Archives
Assessment
Collection Space Utilization
Computer Management and Systems
Copyright
Data Management
Disaster
Distance Education
Library Department
Media Resources and Services
Public Services Support
Social
Technical Services
Web