



Lock Haven University Library

Annual Report 2003-2004

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Dean of Library and Information Services

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ACCOMPLISHMENTS

In past years I have provided overviews in key accomplishment areas, i.e. on the library's strategic initiatives. This year I would like to highlight each of the library's teams and its accomplishments, in the hopes that this approach will give a full flavor for what goes on in the library.

Technical Services Team

Often referred to as the "backstage" of the academic library, Technical Services is where library materials are ordered, cataloged, and prepared for the shelves. This year the Technical Services Team made great strides in streamlining their workflow, thereby freeing their time to take on new media formats. We added DVDs to the formats we now handle, and will soon add theatre scripts to that list. In addition we received a sizable gift of long-playing vinyl records, which took considerable time to catalog. The librarians did a lot of work weeding the Children's collection, short-runs of bound journals, and duplicate copies, all of which have to be processed in Technical Services.

Web Team

The Web Team developed an impressive amount of technical knowledge this year by collaborating with the Learning Technologies area on campus. Members of the Web Team now throw around terms like XML, ASP, IP, and URL. They also have expertise in Dreamweaver, FrontPage and several other sophisticated web-authoring software packages. Significant improvements were made in the navigation of the main website, and by Fall 2005 we will be ready to release a new design for the library website. Since so many of our students and faculty rely on remote access to library databases and services, an attractive and well-organized site is critical. The library's website is one of the most trafficked of all LHU websites with thousands of visits to the main page each year.

Access Services Team

The Access Services Team makes sure that circulation, reserves, and document delivery/interlibrary loan are running smoothly and that our policies work well. A focus this year was on the implementation of EZ Borrow and U Borrow, two services that allow students and faculty to borrow items directly from other academic libraries in Pennsylvania. EZ Borrow in particular has become amazingly popular in a short amount of time, putting 14,273 books in the hands of students and faculty this year. Also this year we did a pilot project with a document delivery service called Ingenta, and intend to expand use of that service next year.

The Library Department

The librarians serve many roles on the campus. Within the library the department serves as a structure parallel to the teams, and it handles reference, library instruction, liaison with academic departments, and collection development in all formats. With the full implementation of the information literacy overlay to general education, the library did records amount of library instruction this year.

The librarians focused collection monies this year on the media collection, and on books in the fields of art, anthropology and theatre. Quite significant was another round of print journal cancellations – all pedagogically difficult, but economically inescapable exercise which required very close collaboration with the teaching faculty. As we have increased database access to full-text journals, we have canceled those titles in print, thus making the gradual transition from print to electronic access that characterizes the modern academic library. We purchased an extensive liberal arts journal called JSTOR this year, as well as full-text psychology and criminal justice collections.

Clearfield Library

At Clearfield we focused on several initiatives. First we created a small children's collection to support the early childhood cohort there, and we received a gift that allowed us to create a leisure reading area. We purchased a new photocopier, and some new media. Early in the year, the group study room doubled as a ID production center, and it is now used as a Math/Science center.

Media Services Team

In Media Services we purchased new equipment, weeded more outdated materials, expanded to include evening hours, and completed the integration of the LRC video collection.

Archives Team

The Archives Team undertook two major projects this year. The first was the creation of an exhibit honoring Dr. Willis' accomplishments at LHU over the past 22 years. The other was to analyze and clean out the materials we have in storage in Campus Village.

Data Management Team

The library participates in two main national statistical surveys each year (ACRL and IPEDS), as well as responding to requests for reports to the System Office. We work closely with the Office of Planning and Assessment. We had been working for two years on our definitions of statistics and our methods for collecting them, and this year that work paid off. By the time the annual surveys came around, we could easily generate and collect the needed figures. It is our hope that readily available data will make it easier for everyone on campus to highlight our contributions to the academic mission, just as Admissions has been able to highlight our attractive services to prospective students and their parents.

Dean's Office

My own office serves as the central resource for personnel, budget, facilities, and public relations matters. The library was featured in The Express twice this year, once for the Children's Library open house and once for National Library Week, in which we advertised the services we offer to the community.

In the area of personnel, the Library Department was thrilled to receive long-awaited secretarial assistance this year, and we were relieved to have our budget restored to '02-'03 levels after threat of a 5% cut.

In terms of facilities, we made some progress in the Children's Library this year, receiving a gift of new furniture from Brodart, and doing what we could with other funds to add highlights such as puppet holders, a children's carpet, clocks, trash cans, and other items which fit in the yellow-blue-red primary color scheme.

Most significantly in the area of facilities, I wrote a 20-page document outlining the need for renovation of Stevenson Library since it is just reaching its 35 year natural lifespan, a result of which was the allocation of monies in 2004/2005 to work with an architect to plan a renovation. Together with the need to make progress on the severe understaffing of the library, the renovation is a top priority for library needs for the new administration to address.

Collection Space Utilization Team

As we begin to think about renovation and expansion of the library, we need to plan very specifically how/where we feel the print collections will evolve. This team went on a site visit to educate itself about how to measure stacks and conceptualize stack space, and the team is ready to plan for more specific changes as soon as the work with the architects give us some concrete ideas of what is possible.

Public Services Support Team

This team ensures that the library is opened and closed on time, that users are able to find a staff member to assist them, and that the computers and printers are operating. They also sponsor several special events, including National Library Week activities in April and one of our most popular gestures with students – coffee and cookies in the evening during finals week.

Conclusion

I will close the accomplishments section with a word about the investments made in professional development for library faculty and staff. As the library works toward the goal of being the information center for the campus, it is imperative that library faculty and staff keep up with new technologies and with new methods of information access, storage, retrieval, and dissemination. Not only did our team of seventeen attend conferences, workshops, and site visits, but they also shared their own knowledge and expertise by presenting at conferences and workshops and by hosting site visits from other state system and regional academic libraries. We were well-represented on the program for the State System of Higher Education Libraries Council (SSHELCO) Annual Conference, for example, and several of our faculty and staff served as resource people to others. I take this opportunity to once again express how proud I am of the accomplishments and service attitudes of the library faculty and staff.

STATISTICS

PERSONNEL AND FACILITIES

	Stevenson			Clearfield		
	2003	2004	% change	2003	2004	% change
Administrative Staff FTE	1	1	0	0	0	0
Library Faculty FTE	7	7	0	1	1	0
Support Staff FTE	8	8.5	+6.25	.5	.5	0
Student Assistants FTE	7.8	8.9	+14	.8	1.2	+50
Total FTE	23.8	25.4	+6.7	2.3	2.7	+17.4

	Stevenson			Clearfield		
	2003	2004	% change	2003	2004	% change
Hours open per week	86.5	86.5	0	60	60	0
Door counts total	260,508	251,494	-3.46	11,214	28,054	+150
Door counts average per week	5,010	4,836	-3.47	216	539.5	+150

REFERENCE AND INSTRUCTION

	Stevenson			Clearfield		
	2003	2004	% change	2003	2004	% change
Reference questions						
Per week average at service desk	245*	230	-6.1	20**	17.2**	-14
Per week average Via email	.33	0	-100	0.10	0.31	+210
Per week average Via web	1.33	.31	-76.7	0.07	0.19	+171
Total via service desk	981*	1,380	40.7	877	687	-21.7
Total via email	1	0	-100	5	10	100
Total via web	4	16	+300	3	6	100
Total	986*	1,626	+65.0	885	703	-20.6

* Note: Based on sample weeks.

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

Library instruction

	Stevenson			Clearfield		
	2003	2004	% change	2003	2004	% change
Instruction sessions	167	154	-7.8	16	14	-12.5
Students reached by instruction	3,437	3503	+1.9	371	356	-4.0

Session breakdown by librarian

Chang, Shirley	1
Corman, Brenda	7
Foor, Jamie	24
Kulas, Stephanie	14
Lilla, Rick	30
Tate, Marsha	18
Weglarz, Cathy	26
Winch, Elsa	34

	Stevenson			Clearfield		
	2003	2004	% change	2003	2004	% change
Home Page Hits	213,928	152,658	-28.6	4663	10470	+124.5

CIRCULATION

By user category

	Stevenson			Clearfield		
	2003	2004	% change	2003	2004	% change
Loaned to students	22,199	14,674	-33.9	500	679	+35.8
Loaned to faculty/staff	5,889	5,315	-9.7	68	116	+70.6
Loaned to other users	1,591	1,313	-17.5	17	95	+458.8
Total circulation	29,679	21,302	-28.2	585	890	+52.1

By format

	Stevenson			Clearfield		
	2003	2004	% change	2003	2004	% change
Books	29,259	20,920	-29.0	453	759	+67.5
Periodicals	146	44	-69.9	0	0	0
Media	274	338	+23.4	132	131	-0.76
Total circulation	29,679	21,302	-28.2	585	890	+52.1

Reserves

	Stevenson			Clearfield		
	2003	2004	% change	2003	2004	% change
Print reserve items loaned	923	300	-67.5	222	158	-28.8
E-reserve items available	77	93	+20.8	10	54	+440
E-reserve items accessed	3,878	4,823	+24.4	20	2229	+11045
E-reserve courses served	19	17	-10.5	1	9	+800

Interlibrary loan

	Stevenson			Clearfield		
	2003	2004	% change	2003	2004	% change
Books borrowed	686	153	-77.7	57	39	-31.6
Universal Borrowing	0*	31	N/A	0*	0	0
PALCI Borrowing	0*	423	N/A	0*	10	N/A
Articles borrowed	1,009	790	-21.7	26	45	+73.1
Total items borrowed	1,695	1,397	-17.6	83	84	+1.2
Books loaned	1,126	1,369	+21.6	61	88	+44.3
Universal Borrowing	0*	45	N/A	0*	4	N/A
PALCI Loaned	0*	181	N/A	0*	10	N/A
Articles Loaned	1,360	1,408	+3.5	11	16	+45.5
Total items loaned	2,486	3,003	+20.8	72	118	+63.9
Total items loaned and borrowed	4,181	4,400	+5.2	155	207	+33.5

* implementation of new service

* - estimated

COLLECTIONS AND ACCESS

Book Volume Holdings

	Stevenson	Clearfield
Holdings in July 2003	371,418	5,261
Purchased volumes added	2,826	453
Gift volumes added	1,915	913
Volumes discarded	9,688	19
Holdings in July 2004	366,471	6,646
% change	-1.3	+26.3

Book Title Holdings

	Stevenson	Clearfield
Titles in July 2003	249,869	4,619
Purchased titles added	2,628	411
Gift titles added	1,754	891
Titles discarded	5,900	14
Titles in July 2004	248,351	5,907
% change	-0.6	+27.9

Breakdown of book holdings by collection

Stevenson	Titles/Holdings	Volumes/Items
Main stacks	219,550	331,514
Archives	964	926
Reference	4,478	9,166
Leisure paperbacks	159	159
Corporate annual reports	1,683	1,683
Teaching/Learning Center	250	250
Children's/Curriculum		
Award books	501	504
Children's reference	75	81
Curriculum	1,384	2,130
Easy readers	4,619	5,329
Juvenile	14,576	14,617
Picture books	64	64
Puppets	48	48
Total C/C	21,267	22,773
Totals	248,351	366,471
Clearfield		
Main stacks	4,358	4,666
Reference	429	846
Children's	729	738
Serials	48	48
Leisure Reading	343	348
Total	5,907	6,646

Serials Holdings

	Stevenson	Clearfield
Periodical subscriptions (paid)	771	48
Periodical subscriptions (free)	114	0
Newspaper subscriptions (paid)	28	2
Newspaper subscriptions (free)	2	0
Grand total 2003	995	50
Grand total 2004	915	50
% change	-8.0	0
Bound periodical volumes 2003	55,842	0
Bound periodical volumes added	982	0
Bound periodical volumes discarded	0	0
Bound periodical volumes 2004	56,824	0
% change	+1.8	0

Microform Holdings

	Stevenson	Clearfield
Total microfilm holdings in July 2003	19,596	0
Total microfiche holdings in July 2003	715,062	0
Microfilm added	297	0
Microfiche added	6,737	0
Microfilm discarded	0	0
Microfiche discarded	2	0
Total microfilm holdings in July 2004	19,893	0
Total microfiche holdings in July 2004	721,799	0
Total microform holdings in July 2003	734,658	0
Total microform holdings in July 2004	741,692	0
% change	+1.0	0

Gifts and bindery

Gifts received*

Stevenson

	Fiscal year	2003 calendar year
Books	1,671	554
Videos	1	14
Audio cassettes	50	103
LPs	799	159
Curriculum kits	0	51
Miscellaneous	0	9
Periodicals	0	1,830
Total	2,521	3,720

Clearfield

Books	969
Total	969

* 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		1,772.22
Stevenson picture binding	648	3,794.04
Stevenson cloth binding	72	471.57
Stevenson theses	16	269.74
Stevenson periodicals	1026	7,489.52
Clearfield picture binding	7	40.88
Clearfield cloth binding	0	0
Total	1769	13,797.09
Total Stevenson	1762	13,837.97
Total Clearfield	7	40.88

Electronic information access

Database subscriptions

2003	90
2004	95
% change	+5.6

E-journal subscriptions

2003	15,368
2004	24,404
% change	+58.8

E-book subscriptions

2003	0
2004	0
% change	N/A

Database searches conducted

	2003	2004	%change
Academic Search Premiere	64,652	91,275	+41.2
OneFile	32,410	24,885	-23.2
Lexis Nexis	18,795	15,299	-18.6
FirstSearch databases	1,982	1,669	-15.8
All other databases	293,864	183,984	-37.4
Totals	392,908	317,112	-19.3

Full-text articles retrieved

	2003	2004	%change
Academic Search Premiere	69,611	83,521	+20.0
OneFile	30,096	12,304	-59.1
LexisNexis	18,795	30,176	+60.6
All other databases	40,695	42,875	+5.4
Totals	159,197	168,876	+6.1

MEDIA SERVICES

Note: Circulation of media reported elsewhere.

Equipment held

Camcorders	18
Cassette Deck	1
CD Player	1
CD/Cassette Player	1
CD/Tape Player	2
Digital Camera	5
Digital Recorder	1
DVD Player	4
DVD/VHS Combo	2
Extension Cord	8
Headsets	15
Laptops	8
Microphone	33
Opaque Projector	3
Overhead Projector	38
Portable Screen	8
Slide Projector	8
Speakers	4
Stereo Receiver	1
Tape Recorder	30
Tripod	29
Toshiba/Proxima	9
TV's	21
TV/VCR Combo	1
Turntable	1
VCR's	24
Total	276

Classroom delivery of equipment

DVD's	24
Laptops	144
Opaque Projector	2
Overhead Projector	28
Portable Screen	43
Projectors	235
TVs	389
VCRs	374
Total	1239

Equipment circulated

Camcorders	406
Digital Cameras	92
Extension Cords	33
Headsets	22
Microphones	175
Tape Recorders	112
Tripods	309
Total	1151

Media Holdings

	Stevenson	Clearfield
DVDs		
Held 2003	7	0
Added	76	0
Discarded	0	0
Held 2004	83	0
Music CDs		
Held 2003	133	0
Added	165	0
Discarded	0	0
Held 2004	298	0
Videos		
Held 2003	163	284
Added	602	6
Discarded	11	72
Held 2004	754	218
Audio books		
Held 2003	245	0
Added	45	0
Discarded	5	0
Held 2004	285	0
Phonograph records		
Held 2003	2,161	0
Added	1,272	0
Discarded	130	0
Held 2004	3,303	0
Cassette tapes		

	Held 2003	1,106	0
	Added	316	2
	Discarded	0	0
	Held 2004	1,422	2
Kits			
	Held 2003	402	0
	Added	0	0
	Discarded	0	0
	Held 2004	402	0
Maps			
	Held 2003	1,895	0
	Added	0	0
	Discarded	0	0
	Held 2004	1,895	0
CD-Roms			
	Held 2003	151	5
	Added	38	6
	Discarded	1	0
	Held 2004	188	11
Grand total 2003		6,263	289
Grand total 2004		8,630	231
% change		+37.8	-20.0

BUDGET AND EXPENDITURES

Stevenson expenditures

	2003		2004		total	% change
	operating		AE	other sources		
Books	56,057	32,835	24,430	-67	57,198	+2.04
Media	2,496	0	10,642	0	10,642	+326.36
Standing orders	42,190	54,898	0	0	54,898	+30.12
Microforms	35,236	28,230	0	0	28,230	-19.90
Periodicals	181,071	157,550	0	0	157,550	-12.99
Bindery/preservation	15,861	13,394	0	0	13,394	-15.55
Software	0	0	0	0	0	0
Electronic resources	101,487	112,654	0	16,417	129,071	+27.18
ILL	1,053	3,384	0	0	3,384	+384.90
Other materials costs	230	0	0	0	0	-100
Total materials	435,681	402,945-5179	35,072	16,350	454,367	+4.29

	2003		2004		total	% change
	operating		AE	other sources		
Furniture and equipment	21,476	24,371	9,597	17,827	51,795	+141.18
Bibliographic utility	27,276	27,078	0	0	27,078	-1
KLN	69,839	52,729	0	0	52,729	-24.50
Computer hardware/software	45,518	8,494	7,797	11,050	27,341	-39.93
Other operating	44,387	34,588	0	1,770	36,358	-18.09
Total other expenditures	208,496	147,260	17,394	30,647	195,301	-6.33
Total materials and other	644,177	550,205	52,466	46,997	649,668	+8.5

Clearfield expenditures

	2003		2004			% change
	total	operating	AE	other	total	
Books	6,614	6,113	0	0	6,113	-7.57
Standing orders	311	0	0	0	0	-100
Periodicals	6,946	6,728	0	0	6,728	-3.14
Bindery/preservation	11	6	0	0	6	-45.45
Software	0	0	0	0	0	n/a
Media	0	0	0	0	0	n/a
ILL	9	59	0	0	59	+555.56
Total materials	13,891	12,906	0	0	12,906	-7.09
Furniture	0	698	0	0	698	+100
Equipment and maintenance	8,063	0	0	1,340	1,340	-83.38
Other operating	1,805	3,329	0	0	3,329	+84.43
Computer hardware/software	58	295	0	0	295	+408.62
Total non-materials	10,026	4,322	0	1,340	5,662	-43.53
Total materials and other	23,917	17,228	0	1,340	18,568	-22.36

Salaries

	Stevenson			Clearfield		
	2003	2004	% change	2003	2004	% change
Administration and faculty	528,006	535,839	+1.48	51,532	44,817	-13.04
Staff	206,967	245,421	+18.58	13,190	14,521	+10.09
Student employment	67,975	77,872	+14.56	7,412	11,381	+53.55
Benefits	285,815	317,198	+10.98	31,309	29,913	-4.46
Total salaries and benefits	1,088,763	1,176,330	+8.04	103,443	100,632	-2.72

Library operating budget allocation 2004

Stevenson materials	\$397,650
Stevenson non-materials	\$151,950
Stevenson total	\$549,600
Clearfield total	\$17,110

Total library spending 2004 (all sources)

	Stevenson		Clearfield	
	Amount	%	Amount	%
Materials	454,367	24.9	12,906	10.83
Non-materials	195,301	10.7	5,662	4.75
Salaries & wages	1,176,330	64.4	100,632	84.42
Total	1,825,998	100	119,200	100

PER STUDENT STATISTICS AND EXPENDITURES

	Stevenson	
	2003	2004
FTE Students	4,099	4,300
# of book volumes/student	90.6	85.3
# of book volumes held	371,418	366,893
Average book circulation	7.14	4.83
Book circulation	29,259	20,786
Average book expenditure	13.68	12.8
Book expenditures	56,057	54,998
Average per student expenditure	422.77	424.65
Total expenditures	1,732,940	1,825,998
% of students reached by instruction	83.8	81.5
Students reached with instruction	3,437	3,503

	Clearfield	
	2003	2004
FTE Students	356	418
# of book volumes/student	14.78	15.9
# of book volumes held	5,261	6,664
Average book circulation	1.27	1.82
Book circulation	453	759
Average book expenditure	18.58	13.7
Book expenditures	6,614	5,501
Average per student expenditure	357.47	285.17
Total expenditures	127,260	119,200
% of students reached by instruction	104	85.2
Students reached with instruction	371	356

PERSONNEL

Tara Lynn Fulton	Dean
Shirley Chang	Librarian
Brenda Corman	Librarian – Department Chair
Jamie Foor	Librarian
Stephanie Kulas	Librarian (Clearfield)
Rick Lilla	Librarian
Marsha Tate	Librarian
Cathy Weglarz	Librarian
Elsa Winch	Librarian
Kathy Blesh	Clerk Typist II
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 I
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
Library Department
Media Resources and Services
Public Relations
Public Services
Social
Student Life
Sunshine
Technical Services
Web