2009 / 2010
ANNUAL REPORT

LIBRARY SERVICES
ROBERT E. KENNEDY LIBRARY

CAL POLY

Administration

Advancement

Information Resources and Archives

Library Information Technology

Public Services

2009/2010 Annual Report

ADMINISTRATION

Over the last several years Cal Poly has done much to prepare for the Western Association of Schools and Colleges (WASC) accreditation process. In February the accreditation team finally visited Cal Poly and as part of their on-site report to the campus they singled out the library for recognition. They commended the library faculty for their level of engagement and support for programs across the colleges.

The library continued its strategic planning process this year. New vision, mission and values statements were released to the campus while final touches were being put on the complete plan. The plan puts forth four main themes: advancing scholarship, innovation, connecting communities, and citizenship. The report will be finalized following a September staff retreat.

An unexpected and significant change to the library's list of responsibilities was the addition of the Osher Lifelong Learning Institute (OLLI). OLLI provides learning and enrichment opportunities for senior learners. OLLI is a self-supporting program and has been losing membership over the last few years. The library's role is to make the program financially viable and grow its educational offerings as a Cal Poly service to the community.

Despite the lingering effects of the economic crisis, the Provost made the Robert E. Kennedy Library exempt from any reductions to its base budget this year. This was partially in recognition of the value of the library to the campus, and partially an acknowledgement of past contributions by the library to earlier budget cuts.

Three years ago temporary funding had been put in place to launch our institutional repository, the DigitalCommons at Cal Poly. Because of the economic crisis that funding came to an end with FY09/10. That means in the coming year the library will need to accommodate the equivalent of a 3% cut to maintain the DigitalCommons. Since the DigitalCommons has become an essential service supporting scholarship at Cal Poly those cuts will be made.

While we were able to hold the line on actual cuts to the collection budget, inflation in the publishing field resulted in a $50,000 loss in buying power and equivalent cuts were therefore necessary to journals and databases. Such losses have been cumulative over many years and only the efficiency of electronic access has resulted in a net increase to journal titles. Negative impacts of the

loss of buying power has resulted in a steady decline in the number of monographs added to the collection and the inability to add media resources such as audio and video recordings to the collection.

Off-setting these losses to a modest degree are the growing efforts of the library's advancement program. More days in the field meeting and stewarding potential donors by the Director of Library Advancement, Rosey Parks, has resulted in better than expected contributions. We are still in the early stages of growing library advancement but two things were of great importance this year: first, the formation of a Library Leadership Council; and second, the development of the "common good" concept. The Leadership Council is a small but growing number of Cal Poly alumni, parents and friends who contribute their time and expertise to help grow the library's donor base. "Common Good" is the idea that certain Cal Poly units, like the library, are an essential part of the out-of-classroom learning experience. Common good units are typically open to campus and community alike. The Vice President for Advancement has embraced the concept and has made common good one of the five principle areas in the upcoming capital campaign.

This year the library reorganized Acquisitions, Cataloging, Special Collections and University Archives, and DigitalCommons to form a new group call *Information Resources and Archives*. With the retirement of Johanna Brown after 40 years service, Tim Strawn, formerly of the University of Texas, Austin was recruited and started his work in the Spring as the new director of *Information Resources and Archives*.

The Library Information Technology group's director, Dale Kohler, oversaw the redesign of the Poly Connect Lab and reference area. A redesign process was also undertaken with an Architecture class to renovate the library's atrium space. Atrium designs were completed and renovation work is anticipated in the new school year. LIT also started a new technology loan service specifically geared to support students. Several of Amazon's Kindle ebook readers were among the offerings.

The library faculty were particularly busy this year rethinking and redesigning the library's instructional program. Many pages of LibGuides, online and video tutorials were completed. Science Café continued its series of informal science talks to an ever-increasing audience of students, faculty, and community residents. The library's Associate Dean, Anna Gold, worked directly with students to form the Student Library Advisory Committee (SLAC) as an effort to get direct feedback about library issues. A new service called LibRats using students specially trained in library research and reference as support liaisons with the campus residences was formed.

These are indeed challenging financial times but the efforts and creativity of the Kennedy Library staff continue to lead the way to improve services and resources for our students and faculty.

ADVANCEMENT

The Kennedy Library development effort experienced another year of growth above expectations. The goal for 2009-10 was $50,000, based on the amount raised for 2008-09 and the prior three year average. Total amount raised was $79,825, which was 160 % of the goal.

Annual Fund Letter

The Annual Fund solicitation letter emphasized gifts to Library Collections and the Library Student Assistant Fund. Letters were mailed to 3600 prospects, a significant increase over the number mailed the previous year. In addition to the general solicitation, personal notes were added to over 80 letters by members of the library staff. The Annual Fund drive was begun in late May. As a result, total output of this effort will not be shown in FY2010.

Total gifts through the Annual Fund include any gift that comes through the mail directly to University Advancement through solicitations from any college, Internet, or telephone. According to documentation from the Cal Poly Fund Office, gifts to the Library through the Cal Poly Fund office were as follows:

FY 2008 – 21 gifts for $2,235
FY 2009 – 44 gifts for $10,411
FY 2010 – 38 gifts for a total of $17,323

As of June 30, 2010, the amount pledged through the annual fund (phonathon only) was $1760 coming from 24 pledges. This is compared with the 2009 results of $1764 coming from 43 pledges. Although the number of pledges and dollars was small, the larger mailing allowed the Library to communicate with a much larger group of individuals than the previous year.

Donor Identification, Cultivation, and Solicitation

Major emphasis was placed on identification, qualification, and cultivation of new donors. The entire list of prospects assigned to the library was researched and updated. Library student assistants, community borrowers, and other potential prospects were added to the donor database. Development staff participated in University Advancement events and CPAA events to meet potential donors. In addition to travel in the local area, there were fourteen trips to other parts of California.

Donor contacts for 2009-10 resulted in 144 in-person visits, broken down by the following purpose:

42 – Identification
40 – Qualification
35 – Cultivation
2 – Solicitation
18 – Stewardship

7 – Volunteer Management

Other contacts by type included 67 mail contacts and 51 mail contacts for a total of 262 contacts with donors.

Donor count increased from 29 in 2008; 67 in 2009; to 72 in 2010. The Library received 12 gifts over $500, including two $10,000 gift annuities and a $7,500 gift that was then matched by an employer.

Stewardship of the Library's large donors continued. Most notable for this year was bringing Dr. and Mrs. Kennedy to the Library as part of the "Reading in Public" project.

Annual Publication

The second library annual publication was produced last fall and mailed to over 4000 donors/friends. The publication was added to the Web site with specific articles linked to giving opportunities for the Library.

Library Leadership Council

The first meeting of the Library Leadership Council (LLC) was held in January, with two of the three initial members attending. Three other members were actively pursued. LLC members were contacted frequently to keep them informed of events in the Library.

Campus Collaboration

Thirty percent of the advancement assignment is to work on behalf of Cal Poly in general. This required meeting with college and unit fundraisers to stay up to date on what is happening in the other colleges and speaking from a general university perspective.

Digital Commons

During this year, the Digital Repository Librarian and Repository Assistant made great strides in growing the service and its collection. They completed implementation of electronic submission of senior projects and established relationships and procedures to ingest materials from Cal Poly Institutes, Centers, Programs and Conferences, including CAFES Center for Sustainability, Change the Status Quo Conference, and Science though Translational Research in Diet and Exercise (STRIDE).

The work accomplished by DigitalCommons@CalPoly was recognized as delivering value to campus in the recent senate Resolution on Faculty Participation in DigitalCommons@CalPoly: http://www.calpoly.edu/~acadsen/Resolutions/2009-2010/AS-701-10.pdf. DigitalCommons' innovative marketing and outreach methods will be the focus of an upcoming book chapter published by the American Library Association and finally, Digital Commons became the first CSU campus to implement e-submission of undergraduate work to a digital repository.

Collection Management

Acquisitions and Cataloging staff accepted new processing routines this year. Working with the Digital Repository Librarian, they successfully transitioned from physical to digital ingest of Senior Projects and developed effective public and technical services workflows. Cataloging of Senior Projects migrated from microfiche to digital format as well, and cataloging procedures were modified to accommodate this change. Senior Projects are now retrievable through PolyCat and the Digital Commons. Acquisitions staff also assumed responsibility for all Course Reserve activity, managing electronic and physical materials requests and processing into and out of the Reserve module. Scanning of material remains in the Circulation department.

Print periodicals check in and processing as well as periodical claiming, record maintenance, and renewals were absorbed into the Cataloging Department from Current Periodicals. Cataloging staff continued their support of the Library's online chat service, successfully transitioning to LibraryH3lp from QuestionPoint and logging in approximately 10-12 hours per week.

Additional projects that enhanced access to collections were completed throughout the year. These included the completion of the soil survey map cataloging project and a reload of Serial Solutions MARC records into the PolyCat system was completed. The load consisted of 53,203 cataloging

records enabling access to e-journals. Duplicates of California documents were weeded from the collection, withdrawn and offered to the State Library and all other libraries in California. This project consisted of 1,100 titles. Additionally, 500 Federal documents (not duplicates) were also weeded and offered.

Finally, Cataloging staff had three full-time Library Assistants retire.
- Heather Lucio, Current Periodical and Bindery Coordinator, Library Assistant III
- Joan Kunkler, Monograph and Senior Project cataloging, Library Assistant IV
- Patricia Haberkern, LRCD and Monograph cataloger, Library Assistant III

Special Collections & University Archives

Special Collections exceeded its processing goals this year by completing the creation of new descriptive guides to 6 manuscript collections: William F. Cody Papers, (MS 007); William F. Cody Papers 2, 1918-1980 (MS 163); Central Coast Farm Labor Organizing Collection, MS 098; Norman Clyde-Robert C. Pavlik Collection, 1906-2009 (MS 164); Kenneth L. Waller Bataan Prisoner of War Collection (MS 170); San Luis Obispo County Regional Photograph Collection, (MS 168).
Nine new collections were accessioned into Special Collections and University Archives including: Norman Clyde Collection (MS 164); Eskijian Drawings MS (166); Ah Louis Family Papers (MS 167); Robert Densham Sketchbook Collection (MS 169); Sr. Valencia Framed Prints (MS 171); Nancy Loe Research Notes Writing Collection for San Simeon books (MS 172); Goddard-Jones-Correspondence (MS 173); McPhee Family; Cal PolyPublic Affairs

The department also partnered with the California Preservation Program (CPP) to assess the preservation needs of our collections and risks to access over the long-term. CPP preservation consultant Barclay Ogden, Director for Library Preservation, University of California Berkeley conducted an on-site preservation needs assessment of special collections and of the facilities.
The year included many presentations and outreach events to Cal Poly and community constituents including presentations for the departments of Architecture, Ethnic Studies, History, Graphic Communication, Integrated Studios, Art & Design as well as to Classical Academy, Cuesta Books Arts and Sustain SLO and a Morgan Archive tour for Friends of Hearst Castle auction winners.
The department administered exhibits program had a number of highlights including the following Gallery @the Commons exhibits:

The Migrant Project
An in-depth photojournalistic portrait detailing the lives of California migrant farm workers, chronicled by photographer Rick Nahmias. The exhibit was in collaboration with CLA Social Sciences and CAFES Agribusiness departments, and is sponsored by California Rural Legal Assistance, UC Berkeley Center for Latino Policy Research, and The Kurz Family Foundation.

Nisei Diploma Project: Stories from California Polytechnic State University

The exhibit focuses on the alumni forced to leave Cal Poly and report to "Relocation Centers" under federal Executive Order 9066. The exhibit was presented in collaboration with Cal Poly's honorary degree program, which pays tribute to the academic intentions of these students by awarding them Special Honorary Bachelor of Humane Letters degrees. Library staff were assisted in producing the exhibit by graduate History student Laura Sorvetti and Art & Design student Joyce Ting.

Black History Month: Snapshots of Equality

In honor of Black History Month, the Cal Poly Kennedy Library presented the photographic exhibition "Snapshots of Equality." The exhibition features snapshots from the 1949 NAACP National Convention in Los Angeles as well as highlights from the personal papers of Alice Martin, a civic-minded woman known for her community service to nonprofit organizations on the Central Coast.

Finally, there were significant personnel changes in the department this year. Department Head Nancy Loe and reference library assistant Ken Kenyon retired in November, 2009. The department welcomed interim staff member Teresa Van Doren to assist with reference and her tenure ended in May, 2010. A successful search and recruitment for the reference staff library assistant was completed, welcoming Laura Sorvetti to the department

Statistics of Interests for 2009/2010	
Digital Senior Projects Added to Digital Commons	496
Full-text downloads from Digital Commons	194,000
Master's Theses Added	230
Items Added to Digital Commons	2,756
Course Reserves:	
No. of Faculty Supported	570
No. of Courses Supported	697
Print Reserve Items	1,665
E-reserve Items	344
Special Collections Digital Downloads	
Julia Morgan Collection	14,060
Messinger Pacific Theater World War II	21,486
Horner Architectural Photography	17.832

LIBRARY INFORMATION TECHNOLOGY (LIT)

Transforming Services
The Kennedy Library web site—with three-quarters of a million visitors this year—is widely recognized as one of the best of its kind; with an exceptionally well thought out user interface, cohesive and crisp design, and strict adherence to accessibility and industry standards. Content on the library site is dynamic and relevant to the community.

Highlights this year include a simplified and more powerful search bar accessing many different resources behind the scenes, an improved on-line "chat" service, on-line turorials, improved services in the library channel in the Cal Poly Portal, library bogs, and a new library presence on Facebook.

Transforming Spaces & Technology
In partnership with ITS, the library offers *the only* six computer labs available through University Scheduling to campus departments to meet instructional needs and we have a total of 300 computers available—including 40 check-out laptops—for students to use.

This year the library opened the newly remodeled PolyConnect computer lab—moving into a larger, more comfortable location with spacious computer workstations to allow students to spread out their materials and collaborate more effectively. Part of the design includes collaborative spaces for groups of students to work on computer-based projects. We expanded open hours of the PolyConnect lab to 24 hours, making this the only open access computer lab available to *all* Cal Poly students *anytime* day or night. To enhance the safety of our students, we added PolyCard door access security, emergency response stations, and video surveillance systems. Refreshing wafts of cool air are supplied by the newly installed, whisper-silent air conditioning system so that students can stay alert on those hot summer days, and we added big soft chairs so that students can study in comfort. This summer we will be replacing all 50 computers in the PolyConnect lab with super-charged hardware able to support all of the latest statistics, GIS, CAD, and engineering software.

This year we upgraded our Macintosh computer lab with twenty-five new 24" iMacs. Over the summer we will be upgrading another 40 computers throughout the library—in addition to the 50 computers in the PolyConnect Lab—with state-of-the-art hardware from Dell and Apple.

Accessibility is important to us as well. This year we updated some of our lab facilities to include hardware and software to better support disabled students, including adjustable tables, specially-mounted displays, large keyboards, and printers on height adjustable tables. Next year we will continue to improve lab spaces and make them more accessible.

The new software load—now consistent across all 300 public computers in the library—has been updated to include the most complete inventory of software titles available anywhere on campus. We offer a broad selection of software titles for nearly every discipline.

Laptop checkouts continue to be extremely popular with students, with almost 15,000 checkouts this year, accounting for 8.3% of *all* library checkouts. This year we added twenty state-of-the-art checkout laptops, giving us forty checkout laptops in all.
We also expanded checkout services to include Kindle e-book readers and AV devices such as digital cameras, camcorders, digital audio recorders, tripods, projectors, and screens. In the summer we'll be adding scanners and a few other peripherals to our checkout inventory.

Our wireless network was upgraded to accommodate more users and provide full coverage throughout the building. This summer we will be adding even more wireless capacity to ensure maximum speed even during peak use times like mid-terms and finals. Extra electrical outlets were added on the first and second floors to accommodate the huge increase in students equipped with laptops and wireless devices. We will continue to add more outlets in an effort to become the most "wireless friendly" location on campus. Welcome. Plug in and charge up!

We also added a new, very comfortable, 24-hour "Quiet Room" for those who study best in calmer, quieter, environments. We want to make a wide variety of spaces available to students to accommodate different learning styles and needs.

Our goal is to expand and improve technology services and resources, create a welcoming environment, and provide the tools and spaces to enable students to succeed and thrive.

Key Library Information Technology Statistics	2006-2007	2007-2008	2008-2009
Library web site hits	593,923	594,597	752,825
Files stored (terabytes)	1.4	3.1	5.1
Public computers in the library	230	245	280
Number of laptop checkouts	n/a	12,150	14,831
Public "PolyCard" pages printed	n/a	227,912	694,007
Lab classes (hours)	n/a	1,943	1,860
Lab events (hours)	n/a	797	1,522

PUBLIC SERVICES

Information skills for lifelong learning:

In February 2010, the WASC Visiting Team came to Cal Poly as part of the Capacity and Preparatory Review (CPR) phase of this rigorous self-study process. It is a great credit to the Library's College Librarians and all those who support them that the Visiting Team singled out the Library faculty as one of nine important strengths of Cal Poly, writing that "the Library faculty are to be commended for their engagement in student learning and substantial support for programs across the University." In their exit presentation, the Visiting Team reinforced this assessment, stating that the Library has the "most well developed student and faculty support program they had seen." This commendation grows out of a program aligned closely with campus learning outcomes at all levels, from program and department to College and campus. The Library's information literacy program uses a variety of methods in order to maximize its effectiveness and reach more students. A major initiative this fall was a new program for reaching first and second year students through GE (A1 and A3) courses. Working with GE instructors and the Writing Program, Navjit Brar and Brett Bodemer provided in-class instruction to nearly 2000 first and second year students. They also integrated two new online resources into the GE curriculum: the new Research Planning 101 web-based tutorial; and the Freshmen 101 LibGuide. The Freshmen 101 guide has been viewed nearly 12,000 times since it was released a year ago, making it the most popular of the Library's 184 research guides. Research Planning 101 was accessed just over 4,000 times during this first year.

We actively assessed both instruction and outcomes this year. The College Librarians adopted online and print survey tools to fine-tune their instruction sessions; and in spring 2010 Navjit Brar and Brett Bodemer collaborated in creating a new baseline survey instrument to assess information skills of lower and upper-division students, both to discover what baseline skills students have, and to understand correlations between skill levels and exposure to library instruction.

Another hallmark of our instruction and research help programs this year was innovation:

- We began the year with a newly configured research help desk that features user-friendly signs and places the desk within the flow of students in view of new traffic patterns and recreational reading areas.
- In the fall, Frank Vuotto and Brett Bodemer began developing a new student peer reference assistant program, working closely with Housing and other stakeholders to develop a program that is based on peer-to-peer behaviors and will place highly-trained undergraduate students in Residence Halls to help their peers with basic information skills. Five exceptional students were hired in the spring as the inaugural LibRAT (Library Research Assistant Technician) crew.

- This spring Brett Bodemer piloted a new Study Skills Seminar through Academic Skills' program, "Senior Project SOS," to discover what general needs and expectations students have for support.
- Both Jeanine Scaramozzino and Katherine O'Clair piloted College-embedded in-person reference in COSAM and CAFES.
- Also this year, our efforts to market online chat are paying off, with an increase of virtual reference in one year of over 50%.

Navjit Brar continued her work as the campus coordinator for implementing and assessing progress on the University Learning Objective, "engage in lifelong learning," focusing on assessing the information skills of students in GE courses.

Interlibrary cooperation in challenging economic times:

Despite an increase of 9% in workload, and a 10% reduction in staff due to the year's mandatory staff furlough program, the Interlibrary Services program at Kennedy Library roared through the year, providing expanded and exceptional service. Link+ shipments (in both directions) rose 15%, with peak volume of 100 or more items shipped per day. Interlibrary Service customers continued to express appreciation for quick and helpful service. A faculty member wrote, "I just want to thank you folks for your speedy handling of my requests. I'm amazed at how quickly you process items." An undergraduate added, "I thank all library staff for doing such a great job. I really like the interlibrary loan service as it gives more options to students who can't find books/articles within our library. "

In 2009-10 we laid the groundwork for a group of California public and private academic libraries to participate in Rapid ILL, a new model for interlibrary article delivery service. A California-based academic library pod (CALI Pod) will launch in summer 2010 after a year of communication, outreach, training, and negotiation led by Cal Poly in collaboration with CSU San Marcos.

While Rapid ILL services will be seamlessly integrated with ILLIAD, users will benefit from 24-hour turnaround of articles to the desktop delivered via an expanding network of cooperating libraries. With Rapid's capability of supporting unmediated borrowing, staff time spent processing requests will be reduced. Among the founding CALI Pod participants are USC, SCU, Claremont, Occidental, and many large- and medium-sized CSU campuses: SDSU, SFSU, SJSU, CSU East Bay, CSU Fullerton, CSU Sacramento, and CSU San Bernadino, as well as San Marcos and Cal Poly. A price-break of over 27% was negotiated for all participants.

Community, communications, and outreach:

Science Café

In September 2009 we were pleased to welcome Cynthia Perrine as a contractor uniquely qualified to serve as Coordinator of the Science Café Program. Cynthia developed and organized six events, with an average attendance over 70, with standing-room-only at several popular programs. On April 16th over 75 participated in our first Open House edition of Science Café, featuring the "Great Pacific Garbage Patch." This was also the first Science Café program to feature related community events in off-campus venues, including the Exploration Station in Grover Beach (25 participants), the Children's Museum, and the Downtown Brewery. Other popular events were Patrick Lin's "Ethics of Human Enhancement" (135 participants), and Eduardo Zambrano's "The Science and Art of Taking a Risk" (95 participants). Cynthia brought great energy and creativity to networking and marketing, landing us a free Facebook video ad, notice in community news outlets, and featured stories in the Mustang Daily, as well as collaborating with LIT on a series of successful new "gig" posters designed by student assistant Sterling Rose. IRA funding was sought without success this year; a revised submission may be developed in 2011, but meanwhile a major effort is to develop an IMLS National Leadership Grant proposal; initial meetings have resulted in conceptual and program definition and an initial budget (developed with support of Kathy Smith in the Grants Development Office).

Student outreach and collaboration:

A very exciting development this year was the formation of a new Student Library Advisory Council (SLAC) in spring quarter. With twelve enthusiastic participants, including a formal representative from ASI and another from the Student Campus Computing Committee, the group met regularly to hear about and advise on important issues for students. They chose Library marketing and communication as their initial focus, providing us with invaluable feedback on both our print marketing materials, and on the Library's web site.

Another opportunity to work with students was BUS 418's winter quarter course ("Voice of the Customer"). Taught by Professor Stern Neill, this group of 35 upper-division marketing students provided the Library with seven detailed reports on the student experience of technology in the Library, full of insights, data, and recommendations. As a result of their focus on the need for wireless printing, we were able almost immediately to implement this technology, making students' lives easier. They also found a lack of awareness among students about collaboration room scheduling policies. New signs and summer 2010 outreach materials now emphasize scheduling and the 3-person minimum.

Two other new programs launched this year to reach out to students. In winter 2010 a fantastic team of Library staff "Stressbusters" developed a portfolio of services and interventions to help

relieve end-of-term student stress. Among the most successful stress-reduction programs were healthy snacks (always a hit), Nikki DeMoville's 5-Minute Study Break blog, and spring quarter's "Paws that Refreshes," bringing cats from the Cal Poly Cat Program to the atrium for the enjoyment and relaxation of both humans and felines. In spring 2010, with funding from Research and Graduate Programs, the Library began offering 45 additional graduate student lockers, conveniently located on the 2nd floor and available by the quarter. Meanwhile, the Library-OCOB Student Video Contest experienced a successful second year, with submissions that included the excellent "Priceless" video by Paul Cha, used as part of our incoming student outreach package in summer 2010.

Discovery and access to information

Information resources:
The gap between Library funding and faculty and student needs for access to information resources is an ongoing challenge highlighted again in our 2009 LibQUAL survey. It was also highlighted in the WASC self-study and Visiting Committee findings, who noted that "[f]unding for library resources needed to support scholarly and creative activity is a campus identified issue that needs to be addressed." In fall 2009, College Librarians helped reduce spending on serials by $50,000 to meet budget reductions. A new curriculum proposal form was introduced this year, improving communication with teaching faculty about their anticipated resource needs.

Web interfaces:
A team reviewed new FAQ software (LibAnswers) and recommended against using it, but instead proposed creating a new FAQ. We also developed a strategy with LIT for modifying the content of the Library's main navigational tabs to improve discovery of articles, books, and journals. To further improve access to journal information, we worked with Collection Management to make all aggregator journals holdings discoverable via PolyCat. Meanwhile, under Katherine O'Clair's stewardship, the Kennedy Library's Facebook fan base grew to over 800, allowing us to push tips and updates to a growing number of students and others.

Staffing: appointments, transitions

New appointments:
- Jesse Vestermark, College Librarian for Architecture and Environmental Design (2/10)
- Kristen Thorp, Night Access Services Assistant (3/10)

Transitions:
- Donna Lister took on most of Heather Lucio's responsibilities for current periodicals; Karen Beaton took on responsibility for intake of faculty course reserves requests.

Key Public Services Statistics	2006-2007	2007-2008	2008-2009	2009-2010	1 yr. change
Number of college librarian faculty	7.5	5.5	7.5	7.5	0
Number of instructional sessions	383	373	336	324	-4%
Research questions (in person)	9,240	4,484	4,784	6,688	+40%
Virtual questions (IM, email)	319	288	2,287	3,488	+52%
Annual hours open (excluding 24 Hour Room)	4,220	4,558	4,664	4,592	-2%
Gate count (main library)	971,658	1,220,296	1,193,464	1,214,586	+2%
24 Hour Room count	n/a	26,662	37,770	44,712	+18%
Total non-reserve circulation (includes videos and LRC)	119,996*	127,591*	117,560	108,566	-8%
Total print course reserve circulation	29,706	27,512	33,019	40,095	+21%
Total items requested from other libraries	15,834	19,162	22,967	29,984	+30%
Link+ items requested (filled)	5,987	8,349	9,424	13,117	+39%

* 07 and 08 circulation counts reported elsewhere included 25,000 internal circulations each year for withdrawn items.