1. What are the department/unit achievements for the past year? Indicate their relationship to college and department or unit mission and long-range goals.

The mission of the division of Library & Information Services is to “provide leadership and support in the areas of information resources including technology access, exchange, programming, and information and computer literacy. Library and Information Services directly informs, educates, and supports all aspects of the educational mission of Plattsburgh State University.” The achievements of the division directly speak to both the mission of the institution and the mission of the division.

The vast number of divisional achievements this year was originally articulated as goals in the LIS Blueprint, 2002-2004, the division’s annual planning document. (The entire LIS Blueprint, 2002-2004 is appended; the current status of each Blueprint initiative is indicated.) The Blueprint is constructed around 3 or 4 overarching goals of the division: Information Access & Delivery, Teaching & Learning, Infrastructure, & Personnel. The division’s achievements for this year are presented in the same format. Individual unit reports for LIS, which go into much greater detail, are available on e-reserves.

I. Information Access & Delivery

A. Collection, Access, Delivery

- In response to a continuing stagnant acquisitions budget, standing orders and print periodicals were reviewed for possible cancellation. A print periodical usage study, conducted in fall ’02 and spring ’03, revealed that 70% of current print subscriptions were not used during fall ’02. As a result, the library was able to realize a savings of $100,000 by canceling periodical titles from selected departments (Physics, in particular, as a result of its merger with Chemistry), print titles that are now available in full-text online, and cancellation of selected standing order titles. The savings has been used as a hedge against periodical inflation for ’03-’04, to bolster monographic purchases (which have significantly suffered over a stagnant acquisitions budget), for serial prepayment, cost savings for the College, and for seed money for new online resources.

- SFX software, a technology that allows the linking of journal citations appearing in electronic databases to full-text articles that the College is licensed to access, was implemented this year. This technology not only increases student and faculty access to journal content, but also provides a basis for discussion between librarians and faculty about which journal titles need to continue as subscriptions and which are accessible via...
digital resources. Full functionality of this enhancement to the college community will be available in fall '03

- JSTOR, a full-text digital resource, debuted on campus with the Arts & Sciences Collection I. Several additional JSTOR collections, including Arts & Sciences Collection II, General Science, Business, Ecology & Botany, Music, and Language & Literature have been purchased as part of SUNYConnect and will be available in fall '03.
- Feinberg Library is slated to begin migration to the new SUNYConnect library management system, ExLibris, in May 2004. In preparation for this move, a staffing plan has been proposed that will provide the necessary staff to shoulder this undertaking. Nancy Hoshlyk will be serving as Project Director and Karen Volkman will be the Library Systems Coordinator. In addition, a recently vacated LC II position in Access Services was reassigned to this project. Additional staffing needs are currently under review.
- In response to changing user behavior, Interlibrary Loan now offers users options for desktop delivery of interlibrary loan journal articles via e-mail and direct office delivery of books using campus mail services.

B. Access & Delivery of Administrative & Student Data

- Banner upgrades, implementation of new modules, and conversion of legacy systems to Banner were tackled this year. The Health Center Patient Service system was converted to Banner, as was our legacy system Immunization application. The Banner Alumni Web, now being used by the Office of Institutional Research, was put into production, as was the Banner Prospect Management system. Additionally, Oracle profiles for password expiration were implemented and over 130 Banner upgrades were completed.
- A number of Banner web reports were written this year for specific offices. Perhaps the most comprehensive report developed is the interactive enrollment management report. This report provides the campus, for the first time, the ability to parse enrollment data in a variety of informative ways. This report should provide administrators and faculty chair the type of information that could be helpful in designing enrollment management plans. Along these lines, an initial meeting of the Group to Consider Information Availability for Decision Makers was held to begin to discuss what information would be the most useful to be delivered via a web interface.
- The Events Management System and the web Calendar of Events that had been piloted by selected individuals in a variety of offices last year were fully implemented this year.
- An assessment of Banner Web for faculty and advisors indicated that 62% of the respondents were either satisfied or very satisfied. Several enhancements to the product, including student locator, class lists in MS Excel format, and course e-mail distribution lists, were incorporated as a result of this assessment. This assessment will be repeated in spring '04.

Teaching & Learning

A. Student Instruction

- New criteria were developed, and approved by the Library Faculty, for the new General Education category of Information & Technology Literacy. These criteria were designed
to assist faculty, both in and out of the library, who are interested in developing course proposals for the Information & Technology Literacy requirement.

- Assessment of course-related instruction sessions was revised this year. This popular service is provided by librarians at the request of a faculty member to a class; 93 sessions were delivered this year; up 8% from last year. A revised assessment instrument was used for both students and faculty. The student survey assessment was specifically designed to gauge student satisfaction and learning. The new faculty assessment instrument was designed to improve assessment of faculty satisfaction. The assessment results indicate that 80% of academic departments requested course-related instruction with the largest concentration in 15 departments. Satisfaction results from both faculty and students considerably increased: 90% of students reported “improved confidence” in using information resources and 86% of the faculty would recommend course-related instruction to a colleague.

- The number of Library 101 courses being offered through the web-based SUNY Learning Network continues to increase. These courses appear to be meeting a need for our students while also promoting technology literacy through the use of web-based learning.

B. Faculty & Staff Instruction

- A variety of faculty/staff development workshops were offered this year including
  - Information & Technology Literacy in General Education
  - Plagiarism Prevention and Detection
  - Research in the 21st Century: Richer, Faster, and Better
  - Microsoft applications [Word, Excel, Access]
  - Web page development

In all, 64 workshops were offered to 515 attendees.

- Established http://research.plattsburgh.edu/ domain that provides faculty a “home” to showcase their particular research activities.

- Instructional technology staff began offering specialized faculty and staff assistance during scheduled office hours. This is a new venture designed to meet the individual needs that cannot be addressed through a standard workshop.

- A faculty web award was created for the first time this year.

III. Information Support Services

A. Raise Faculty Awareness of Resources/Services

- This year a series of special reference workshops/demonstrations were offered to faculty to increase awareness of existing library resources, particularly digital resources, and maximize efficiency of use.

B. Explore Virtual Reference Marketplace

- In response to the growth of off-site reference services, the ‘virtual reference marketplace’ was further explored as a possibility to enhance reference services to the campus community. It is anticipated that Feinberg Library will purchase QuestionPoint,
a virtual reference software tool, allowing librarians to provide enhanced interactive assistance with patrons.
- The Library Lecture series debuted this year. This series is aimed at highlighting PSU faculty research and their use of library resources. This year, three faculty presented lectures: Tom Morrissey and Richard Wunderlich, Amy Bass, and Robert Ackland and Negmeldin Alsheikh.

**C. Enhance Information Support Services Infrastructure**
- A refined computer distribution and inventory model was developed including improved inventory controls via software acquisitions and deployment, improved response time on deliveries, and more volume purchasing to reduce overall costs.
- Installed new, Open Source Web mail system, including a personal calendaring feature
- Developed and deployed a campus bulletin board system available on the web to all campus constituents.
- Replaced the web development tool, Spectra, with a newly developed in-house tool, Widget. This new product was tested and then released to the campus community in June 2003. The reception to this new produce has been overwhelmingly positive. Instructional Technology has begun to offer courses on Widget to benefit the campus.
- In response to growing demand for computer repair services, a new fee-based service was designed for implementation for fall 2003. This new service, Cardinal Computer Care Services, will provide students an option to purchase a computer care contract for $45.00 per semester. This new option was strongly supported by the Student Association.

**IV. Network Infrastructure**

**A. Network infrastructure**
- Wireless services continue to expand on campus: new wireless areas completed this year include Redcay, Yokum, Feinberg, Angell, and Hawkins Snack Bar. The continuing expansion of our wireless network demands the institution of stricter security mechanisms; this will be fully examined next year.
- Gigabit backbone (building to building) was implemented for residence halls and core academic/administrative building closets
- Work on providing secure network transactions in compliance with HIPPA is progressing

**B. Classroom Initiatives**
- New multimedia classroom
  - Feinberg Library 105
  - Hawkins 249
  - Yokum (5 rooms)
- Upgraded computer classrooms
  - Hawkins 023
  - Hudson & Ward Hall rooms
  - Yokum 100A
- Upgraded Feinberg Computer Lab and expanded available stations
- Installation of satellite feeds
placed/replaced media equipment including, one VCR/DVD one for each academic building, replacement of 12 mounted televisions, placed 7 AV stands and projectors, installed TV/VCR combinations in an additional eight classrooms.

V. Personnel

An LIS Library Faculty Task Force is being formed to devise a mentoring program for LIS faculty. Once completed, the professional and CSEA staff in LIS will then appropriately adapt this program. (Middles States Recommendation)

A. New
- Cristian Balan, Staff Assistant/Instructional Technology
- Jagan Drowlette, Staff Assistant (from half-time to full-time)/Computer & Media Services

B. Promotions
- Linda Bruno to Secretary I/Collection Development & Management

C. Retirements
- Linda Mitchell, Library Clerk III/Access Services
- Mary Turner, Library Clerk II/Access Services

D. Departures
- Vivien Zazzau, Visiting Sr. Assistant Librarian (Information Literacy Minority Resident)/Instruction Services

E. Staff Accomplishments (see Appendix, arranged by unit)

2. How did department members participate in planning and assessment processes?

LIS has an annual planning cycle. This cycle centers on assessment and creation of the annual LIS Blueprint. This Blueprint becomes the working agenda for a two-year period of time. Each unit reviews the Blueprint and updates the status of each objective as part of the annual report process. Unit staffs then discuss new objectives and/or goals. These discussions are presented at LIS’s annual retreat for consideration for the next Blueprint.

3. How did students and other stakeholders (alumni, clients, community organizations, public or private) participate in planning, assessment, and other department/unit matters?

A number of stakeholders provide input into the planning and assessment of divisional programs:

Formal Structures

- Faculty: the Library Liaison program provides a liaison to every faculty department. The liaison program is designed to provide opportunities for the assigned librarian to interact with faculty on a variety of divisional issues, including collections, instruction, and computer support.
- Teaching, Learning, & Technology Advisory Group (TLTAG): TLTAG is a faculty, staff, and student representative group that focuses on the use of technology in the teaching and learning endeavor. This group meets during the academic year and acts as an advisory group to the Dean of Library &
Information Services on a variety of issues including e-mail, course management systems, instructional technology awards, etc.

- **Educational Technology Fee Advisory Group**: this group comprised of 50% students and 50% faculty/staff focuses on providing advice and feedback to the Dean of Library & Information Services on different aspects of the Educational Technology Fee priority areas for spending, expenditures in general, and fee increases.

- **Student Association**: the Dean regularly consults with the Student Association to gather input and feedback on major Library & Information Services initiatives that have significant impact on students.

- **Deans’ Cabinet & Executive Council**: Both groups, as well as, individuals that comprise these groups, provide input, feedback, and advise on a variety of LIS initiatives.

- **Assessment:**

**Informal Structures**

There are a variety of information communication structures that provide input to planning, assessment, and other divisional matters. These include information conversations or e-mail exchanges with faculty, staff, and students; meetings with students and faculty on particular issues of concern; faculty luncheons, hosted by the Dean, to gather input on specific program areas (e.g. multi-media rooms, reference service, etc.); instructional workshops, among others.

4. **What are the department/unit’s major goals for next year, and how do you plan to achieve them?** You may identify projects and you may also include timelines for completion, costs, and person(s) or group(s) responsible for each project.

Major planning for 2003-2005 will take place during the Coordinators’ Retreat in July 2003. However, there are a number of major goals that have been previously identified (either in the current Blueprint or during the course of the year.) Additionally, there are a number of objectives that were identified in the recent Middle States Accreditation Review that need to be addressed. **Highlights of the major goals for next year include:**

- Selection of a new e-mail system.
  - Infrastructure recommendations by August 2003; $60,000-$200,000
- Selection of a course-management system.
  - Recommendation by October 2003; $6,000-$75,000 & staffing
- Complete preparation work for ExLibris, Aleph, the new library management system
  - Complete by May 2004; staffing costs being identified
- Develop new course for General Education to eventually replace LIB 101
  - Fall ’03; $ NA
- Implementation of Illiad, new software for interlibrary loan
  - Fall 2003
- Complete Journals Cancellation Project
  - Discussion with departments in Spring ’03; cancellations in late Sept. ‘03
- Implement **QuestionPoint**, a virtual reference system
  - Fall ’03; staff training
- Establish a continuous digitization program
- Publish first virtual book, *History of Chateaugay Railroad* and begin work on the
dairy of Peter Sailly, add additional materials to the John Brown Virtual Library;
$ NA
- Forms to Web Initiative
- Upgrade campus bandwidth from 10MB to 20MB using our fractional DS3
  - Fall ’03; $20,000 (funded by Ed Tech)
- Provide a layer of security for wireless network environment
  - December ’03; $ NA
- Complete conversion of legacy systems to Banner
- Upgrade to Banner 6
- Build five new multimedia classrooms:
  - Redcay 111, Sibley 327, Meyers 216, Hawkins 214 & 231; funded by Ed Tech
- Upgrade Existing Computer Classrooms
  - Banner Room, Sibley 308, Feinberg Library 105 & 108, Nutrition Lab; funded by
  Ed Tech
- Launch Cardinal Computer Repair Service
  - Fall 2003; funded through optional student fee
- Create an information awareness campaign for students on copyright
- Establish a LIS mentoring program for all LIS staff (Middle States Recommendation)
- Continue to foster an environment of continuous assessment

5. What are your long-term goals, and how do you plan to achieve them? You may identify
projects and you may also include timelines for completion, costs, and person(s) or group(s)
responsible for each project.

**Personnel**
- Restore staff lines that are currently frozen: Sr. Assistant Librarian; Library Clerk III,
  Special Computer Labs position; Lead Programmer (.50)
- Restore the Information Literacy Minority Residency
- Restore the Special Collections Librarian position to full-time (Middle States
  Recommendation)
- Renovate the warehouse building and connect it to Feinberg Library; this will allow for
  all LIS staff to be housed together and for a variety of new multi-media classroom spaces
to be created. Budget
- Establish a permanent funding mechanism for media replacement
- Restore an annual inflation figure for acquisitions (Middle States Recommendation)
- Restore institutional autonomy to set the Educational Technology Fee
- Provide additional temporary service funding to compensate for increased temporary
  service wages

**Projects/Programs**
- Implement the ExLibris, Aleph library management system: 2004-2005
- Move campus closer to a paperless environment by converting current forms to web
  forms
- Expand on personalized services to faculty, staff, and students
- Examine current functional locations within Feinberg Library for opportunities to provide
  improved services
- Implement additional remote desktop operations that reduces administrative overhead
  and improves services
6. What changes are you considering making in your programs or activities (i.e., developing, modifying, discontinuing)? Provide a rationale noting potential implications, both positive and negative.
   - Use the results of LibQual+ and other LIS assessment tools to assess current programs for further development, modification, or discontinuation.

7. If you wish to add any other information on your department/unit activities, plans, and accomplishments, please do so.

8. Complete and include those attachments relevant to your department/unit:
   - Attachment A. Extraordinary Student Activities
   - Attachment B. Assessment Record for Academic Department
   - Attachment C. Assessment Record for Administrative or Educational Support Department/Unit

9. Attach or forward at a later date the individual annual activity reports for department/unit members.
LIBRARY AND INFORMATION SERVICES
Activities of Unit Members for FY 02-03

ACCESS SERVICES

Linda Carpenter
Instructional Support Assistant:

Workshops/Courses:
Exploring Hot Topics in Education and Business--Creating Quality Visions Conference

Ethel Facteau
Library Clerk II:

Committees:
Appointed Secretary of CSEA Local 612
Feinberg Library Display Committee
CSEA Holiday Party Committee
NYSLAA Annual Conference Local Arrangements Committee

Workshops/Courses:
Working with Graphics/Paint Shop Pro
Scanning Slides and Photos
Excel Formulas
Creating Brochures and Posters using Publisher

Virginia Johnson
Library Clerk II:

Committees:
Special Events Committee
Feinberg Library Display Committee
CSEA Political Action Chair
CSEA Region IV Political Action
CSEA "The Pen" Newsletter

Workshops/Courses:
CSEA Working with the Contract
Dealing with Stress
Critical Thinking
Working with Excel
Working with Access
Spectra Web Design
North Country Labor Council Annual Legislative Breakfast
OCLC ILLIAD workshop Albany May 7-8, 2003
Cheryl Lafountain
Library Clerk III:

**Workshops/Courses:**
- ILLIAD webcast April 24th, 2003
- OCLC ILLIAD workshop Albany May 7-8, 2003

Ravil Veli
Associate Librarian:

**Publications:**
Editor, *InPrint* 2002-2003

**University/Community Service:**
- LIS, Member, Library Faculty Bylaws Revision Committee 2002-2003
- LIS, Member, Feinberg Library Display Committee 2002-2003
- PSU, Member, Graduate Student Open House Committee 2002-2003
- PSU, Member, Graduate Studies Council 2002-2003
- PSU, Member, Graduate Studies Council (GSC) 2002-2003
- PSU, GSC, Graduate Assistantships Committee 2002-2003
- PSU, Member, Life Long Learning Task Force 2002-2003
- NNYLN, Member, Regional Automation Committee 2002-2003
- SUNYLA, Member, Professional Development Committee 2002-2003
- ACRL, Member, Committee on the Status of Academic Librarians 2002-2003
- ACRL/CLS, Member, Research for College Librarianship Committee 2002-2003
- ALA, IRRT, Chair, Membership Committee 2002-2003
- ALA, IRRT, Member, Executive Committee 2002-2003
- ALA, IRRT Liaison, ALA Membership Committee 2002-2003

**Continuing Growth/Professional Development:**
- ALA Satellite Conference *Patron Privacy* 2003
- AMA-PSU Certificate: Marketing 2002
- OCLC, Workshop, ILLIAD ILL software 2003
- PSU, HR, Workshop, *UUP Professional Employee Evaluation* 2002

**ADMINISTRATIVE OFFICE (LIS)**

Cerise Oberman
Presentations:
- “What the ACRL Institute for Information Literacy Best Practices Initiative Tells Us About the Librarian as Teacher,” 68th International Federation of Library Associations & Institutions, Glasgow, Scotland, 19 August 2002. (Invited)
Reviewer:
- Member, Editorial Board. *Research Strategies*.

Committee:
- Member, New York State Regents Advisory Council on Libraries
- Executive Board Member, SUNY Chief Information Officers
- Trustee, Clinton-Essex-Franklin Library System Board
- Member, Chancellor’s Award for Excellence in Scholarship & Creative Activity
- Chair, Plattsburgh State’s Celebration of Scholarship

**Cynthia Koktowski**
- Celebration of Scholarship coordinator
- Microsoft Access Training

**COLLECTION, DEVELOPMENT AND MANAGEMENT**

**Carol Bedard, Library Clerk II, Acquisitions**

Professional Development
Diversity Workshop, PSU Instructional Technology Workshop: CD Burning.

**Jeanne Bennink, Acquisitions Manager, Staff Associate, Acquisitions**

University & College Service
College - UUP Executive Board, Member
  Committee on Greek Affairs, Member
  Ad Hoc Committee on Greek Review, Member
  SEFA Committee

Continuing Growth/Professional Development
SFX Training, Albany, Nov.02
PSU Budget Workshop, Oct.02

**Bonnie Brady, Library Clerk III, Bibliographic Control**

Professional Development
Workshops: Excel (Oct.02), OCLC Custom Cataloging Services (10/02), QuestionPoint Reference Service (May 03)

**Linda Bruno, Secretary I, Collection Development & Management/Access Services**

**Carla Hendrix, Associate Librarian & Unit Coordinator**

Publications/Papers/Grants
Coordinated Collection Development Aid Grant 2003
University & Community Service
Library – Library Faculty ByLaws Revision Committee, Chair 2002-03
Library Faculty Elaborations to Performance Review Revision Group, Fall 2002
College – General Education Committee, Member 2001-
Reviewer, General Education Assessment for Information Management &
Mathematics categories, Spring 2003
Assessment Advisory Committee, Member 2002-
Team Leader, Assessment Advisory Assessment Review Team, Spring/Summer 2002
Focus Group in College Branding, Member Fall 2002
Plattsburgh College Foundation Corporation, Community Member, 2002-2003
Academic Advisor, Undeclared Undergraduates (8-10 advisees/year), 2000-
University – SUNYConnect SLiCAT (SUNY Library Contracts Advisory Team) 2001-2004
State – Northern New York Library Network, Planning Group for 2002-03, Member, 2002
NYLINK Advisory Group on Electronic Resources (elected), 2001-2004
Honors/Awards – Chancellor’s Award for Excellence in Librarianship, 2003

Continuing Growth/Professional Development
NYLINK Annual Meeting, Spring 2003
NYLINK Advisory Committee Meeting, Spring 2003
NYLINK Institute for Information Technology Fluency for Library Professionals
“Understanding Databases” (online course) Spring/Summer 2003
PSU Instructional Technology Workshop: “WIDGET: Building Campus Web Pages”
June 03.

Nancy Hoshlyk, Associate Librarian

Publications/Papers/Grants
Northern New York Library Network Grant for Retrospective Cataloging of Government
Documents & Special Collection Items of Enduring and/or Local Interest

University & Community Service
Library – Chair of Elections, Library Faculty (elected)
Webpage Redesign Work Group
Chair, Peer Review Group, Spr.2003
Feinberg Library Display Committee
Feinberg Library Systems Group
College – Campus Beautification Committee
Associate, Center for the Study of Canada
Member, Faculty Senate Committee for Curricula & Programs
SUNY – SUNYConnect Library Management System Data Base Management Working Group
Authority Coordinator, Plattsburgh MultiLis cluster
New York State – NYLINK Collections and Technical Services Advisory Group (elected)

Continuing Growth/Professional Development
SFX Training, Albany, Nov. 02
Webcasts: Lexis-Nexis Environmental, OCLC Custom Cataloging Services, OCLC Members
Council, ILLiad, OCLC & NYLINK QuestionPoint, Safeguarding our Patrons Privacy
**Lynn Lord, Library Clerk II, Bibliographic Control**

**Gordon Muir, Associate Librarian**

**University & Community Service**
 Library – Faculty Senator (2001-2004)
 College – Student Judicial Pool, Faculty member, 1997-
   College Committee for Group Review, faculty member, 1997-
   Student Service Scholarships, Applicant Review Committee, faculty member, 2000-
   Chair, Faculty Senate Committee on Resources & Planning 2002-2003
   Member, Executive Committee, Faculty Senate 2002-2003
   Member, Board of Directors, College Auxiliary Services, Fall 1999-
      Appointed to the Executive Committee, CAS, Spr. 2001, reappointed Spr.2003
   Outside Evaluator for Academic Departments (elected)
   Member, Presidential Search Committee (elected), Spring 2003
**Community – Treasurer, Edgewater Estates Homeowner’s Associations, 1987-**

**Honors/Awards**
 Elected to Omicron Delta Kappa, Spring 2003

**Anne Rowland, Associate Librarian**

**University & Community Service**
 Member, SUNY Plattsburgh Early Chare & learning Center Board

**Continuing Growth/Professional Development**
 QuestionPoint Online Reference Service, May 03

**Diane Trombly, Library Clerk II, Acquisitions**

**Professional Development**
 Diversity Workshop, PSU Instructional Technology Workshop: CD Burning, QuestionPoint
 Reference Service Web cast.

### COMPUTING AND MEDIA SERVICES

<table>
<thead>
<tr>
<th>Name</th>
<th>Scholarly &amp; Professional Activity</th>
<th>Academic &amp; Professional Service: (dept/program; campus-wide, community outreach)</th>
</tr>
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<tbody>
<tr>
<td>Barber, Michael</td>
<td>CIT 2003</td>
<td>Member, CMS Facilities Group</td>
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<tr>
<td></td>
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<td>Member, CMS Desktop Services Group</td>
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<td></td>
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<td>Member, CMS Systems Group</td>
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<tr>
<td>Bleaux, Carol</td>
<td>Member, Consortium of College and University Media Centers Author, CMS Lab Expansion Proposal</td>
<td>Group Leader, CMS Facilities Group</td>
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<td></td>
<td></td>
<td>Member, Incident Command System</td>
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<td></td>
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<td>Member, CMS Desktop Services Group</td>
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13
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<thead>
<tr>
<th>Name</th>
<th>Skills/Activities</th>
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<tbody>
<tr>
<td>Lead, Feinberg 105 Renovation project</td>
<td>Lead, Feinberg 105 Renovation project Presentation, Campus Tour Guides SUNY Technology Conference 2002 CIT 2003</td>
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<td>Member, CMS User Services Group</td>
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<td>Member, TLTAG Committee</td>
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<td>Member, Workstudy Committee</td>
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<td>SEFA UUP Rep</td>
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<td>SEFA - CMS Coordinator</td>
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<td>Member, Feinberg Library Space Committee</td>
<td>Member, Feinberg Library Space Committee</td>
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<td>Member, Academic Traditions Committee</td>
<td>Member, Academic Traditions Committee</td>
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<td>Bradley, John</td>
<td>Member, SUNY Computer Officers' Association (COA) Executive Board SUNY Technology Conference 2002Computing and Technology Presentation to Prospective Scholarship Recipients, 2/03 Computing and Technology Presentation, Open House 4/03</td>
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<td>Member, Strategic Enrollment Management (SEM) Writing Group</td>
<td>Member, Strategic Enrollment Management (SEM) Writing Group</td>
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<td>Member, Web Oversight Working Group (WOWG)</td>
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<td>Member, Beekmantown Central School Technology Committee</td>
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<tr>
<td>Chairperson, Beekmantown Youth Commision (BYC)</td>
<td>Chairperson, Beekmantown Youth Commision (BYC)</td>
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<td>Soccer Coach, BYC</td>
<td>Soccer Coach, BYC</td>
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<td>Adjunct lecturer (non-paid)</td>
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<td>Member, Sibley Construction</td>
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<td>Member, Telecom Advisory</td>
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<td>Member, WQKE Advisory</td>
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<tr>
<td>Lector - St. Augustine's Church</td>
<td>Lector - St. Augustine's Church</td>
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<tr>
<td>Eucharistic Minister - St. Augustine's Church</td>
<td>Eucharistic Minister - St. Augustine's Church</td>
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<tr>
<td>Volunteer - Adirondack Community Theater</td>
<td>Volunteer - Adirondack Community Theater</td>
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<td>Volunteer - St. Augustine's Nursery School</td>
<td>Volunteer - St. Augustine's Nursery School</td>
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<tr>
<td>Volunteer - Peru &quot;Teens Alive&quot; Youth Group</td>
<td>Volunteer - Peru &quot;Teens Alive&quot; Youth Group</td>
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<td>Collin, Troy</td>
<td>CompTIA A+, HP Laser Printer Certification, Hp Collor LaserJet Certification, Dell, HP, Gateway Certified</td>
</tr>
<tr>
<td>Member, CMS Desktop Support Group</td>
<td>Member, CMS Desktop Support Group</td>
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<tr>
<td>Curley, Kevin</td>
<td>Dell Computer Certification (optiplex, Dimension desktops, Latitude notebooks, and Precision workstations) Sony V-0 9800 series U-matic SP recorders and Avid non-linear repair certifications</td>
</tr>
<tr>
<td>Member, CMS Desktop Support Group</td>
<td>Member, CMS Desktop Support Group</td>
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<tr>
<td>Member, CMS Facilities Group</td>
<td>Member, CMS Facilities Group</td>
</tr>
<tr>
<td>Member of the Plattsburgh state commencement committee. Technical Advisor for P.S.TV.</td>
<td>Member of the Plattsburgh state commencement committee. Technical Advisor for P.S.TV.</td>
</tr>
<tr>
<td>Name</td>
<td>Certification and Experience</td>
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<td>Diman, Robert</td>
<td>Windows NT Workstation Certification</td>
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<tr>
<td>Drowlette, Jagan</td>
<td>ComptIA A+ Certified Professional, Dell, HP, Gateway Certified</td>
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<td>Mulders, Symen</td>
<td>Author, Campus Bulletin Board System Author, WIDGET, Content Management System</td>
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<td>Mundy, Kevin</td>
<td>Member, Association for Educational Communications and Technology</td>
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<td>Member, International Communications Industries Association</td>
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<td>Member, Consortium of College and University Media Centers</td>
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<td>Member, SUNY Educational Technology Officers Association</td>
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<td></td>
<td>Member, Pennsylvania Media Professionals Association</td>
</tr>
<tr>
<td>Myers, Terrence J. Jr,</td>
<td>CompTIA Network+ and A+ Certified Professional, Dell, HP, Gateway Certified, 10 CAP presentations on computing services offered on campus for incoming freshmen and transfers. CMS Helpdesk database developer/programmer</td>
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</tr>
<tr>
<td>Richter, Robert</td>
<td>Member, International Communications Industries Association Inc. (ICIA), Member, SUNY Educational Technology Officers Association F.C.C. General Radio License, SONY Training Certification for 8 mm Technology EVO 9850 SONY Training Certification for VO-9800/9850 U-Matic SP Recorder Maintenance Sencore Certification for Test Equipment on VHS Servos Panasonic Certification for Operation and Maintenance of VHS. SUNY Technology Conference 2002 InfoComm '03</td>
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</table>
INFORMATION OUTREACH

Debra Kimok
Curriculum Development:

- LIB101 courses taught:
  - One section, Summer I, 2002
  - One section, Summer II, 2002
  - Two sections, Fall 2002
  - One section, Wintersession 2003
  - Two sections, Spring 2003 (one through SLN)
  - One section, Maymester 2003

Publications:
- "'The Pride of Locality’ in the Journals of Dr. David Sherwood Kellogg, 1886-1909.” The Antiquarian [Clinton County Historical Association]. In publication.

Workshops and Conferences Attended:
- Advanced Excel Workshops (two sessions), PSU, April 28 & 29, 2003.

Discipline:
- Feinberg Library Liaison the the LibQUAL+ Survey Project, ongoing.
- Women's Studies Associate. Forum Committee.

Community:
- Member of the Clinton County Historical Association Publication Committee.
- Decentralization Grant Coordinator through the Council on the Arts for Clinton County.

Karen Volkman
Panel presentations:
Annual Conference on Instructional Technology (CIT) in Potsdam, NY, May 2003.

- “Developing Faculty Learning Communities to Facilitate Migration of Courses From Classroom to Web” (presented with three others)
- “Approaches to the SUNY Information Management General Education Competency” (presented with Daniel Kinney SUNY- Stony Brook)
- “Developing Technology Solutions to Facilitate Faculty Governance” (presented with Ray Guydosh SUNY- Plattsburgh)
  - “Technology for Scholarship and Teaching” (presented with six others)
Committees:
- Faculty Access to Computing Technology (FACT) Advisory Council to the SUNY Provost
- Operations Committee, University Faculty Senate (UFS)
- Elections and Credentials Committee, UUP Statewide
- Technology and Intellectual Property Issues Committee, UUP Statewide
- Solidarity Committee, UUP Statewide

Michael Miranda
Curriculum Development:
- INT300 -- Information Policy & Politics (with Dr. Tom Konda, Political Science Dept.)

Panel presentations:

Patty Bentley
Campus events:
- Prepared library exhibits (including major Pinnochio exhibit in spring 2003)
- Established the Feinberg Library Lecture Series featuring PSU faculty and their research (three lectures held in the spring 2003 semester)
- Co-sponsored with Campus Life campus film series (Frida and Bowling for Columbine)

Conference attendance:
- “Keeping Reference Relevant: Is Virtual Reality?” Sponsored by NYLNK at the Fashion Institute of Technology in New York City, October 9, 2002.

Tim Hartnett
Curriculum Development:
LIB101 courses taught:
- Two sections, Fall 2002
- One section, Wintersession 2003
- One section, Maymester 2003

Designed Library Workshop for PSU Faculty "Research in the 21st Century: Richer, Faster, and Easier" taught Oct. 24, March 7, April 1, June 3, and June 9

Conference presentations:
- "Dealing with Difficult People" at the New York State Library Assistants' Association annual conference in Plattsburgh, NY on June 13, 2003

Conference attendance:
- Fourth Annual Virtual Reference Desk (VRD) Conference, "Toward a Preferred Future: Charting the Course for Reference," Nov. 10-13, 2002 in Chicago, IL
Committees:
- Search Committee, HelpDesk and Computer Classrooms/Labs Coordinator, Summer 2002
- Search Committee (Chair), ESL Lecturer, Summer 2002
- PSU Retention Council, Fall 2002 to present
- Search Committee, Staff Accountant, Spring 2003

INSTRUCTIONAL TECHNOLOGY

Cristian Balan
- Attended SUNY Conference on Instructional Technologies, May 2003
- Began work on PhD program in Education, with a focus on Teaching and Learning Online.

Thomas Burl
- Offered a two-part Access lecture/workshop for the NYS Library Assistants’ Association during their 25th annual conference at Plattsburgh State University.
- Pursuing a Master’s Degree in Information Technology; completed classes in Technical Writing, Web Technologies and Project Management, and will be taking three classes during summer 2003, covering System Development, System Usability, and Database Analysis.

Peter Friesen
- Served as FACT-REP, and on SUNY UUP Technology Committee
- Attended SUNY Teaching and Learning with Technology conference, Fall 2002.
- Offered special Scanning/Graphics workshops for the NYS Library Assistants’ Association during their 25th annual conference at Plattsburgh State University.

INSTRUCTION SERVICES

Carla List-Handley
Grants and Awards:
Promoted to SUNY Distinguished Librarian, April 2003; effective Sept. 2003.
Northern New York Library Network Professional Development Grant, to attend the WILU conference in Windsor, Ontario, Canada, May 2003.

Presentations:
"And the Award for Best Performance in a Classroom Goes to ...: Teaching as Performance with Classroom Tips from a Performing Teacher" presented at WILU--32d Annual Workshop on Instruction in Library Use, Windsor, Ontario, Canada, May 2003.


"Let's Get Objective: Choosing Teaching Objectives and Actions"; workshop as part
of METRO (Metropolitan New York Library Council) Professional Development program in NYC, 1 August 2002.

Other Professional Activity:
Outside reviewer for information literacy program at Pasquerilla Library, St. Francis University, Loretto, PA.

Departmental, College, or University Service:
Feinberg Library – Curriculum Committee. January 2003 -
Plattsburgh State: NYS/UUP Individual Development Awards Applications Review Committee
Plattsburgh State: Center for Art, Music and Theatre, Graduate Assistant Search Committee

Michelle Toth
Publications
Article

Book Review

Presentations

Grants
Northern New York library Network Professional Development grant ($500) to attend and present at the American Library Association Annual Conference. June 2003.

Projects
Article Submitted (article proposal previously accepted)
Toth, Michelle. “The Evolution of a Collaboratively Taught Graduate Research and Writing Course.” The Reference Librarian
Research presentation on Immersion Follow-up study to the Institute for Information Literacy Immersion faculty at the American Library Association annual meeting. Toronto, Canada, June 2003

Academic & Professional Service
Search committee for Instructional Technology: Fall 2002 – Spring 2003
ACRL: Pre-conference Program Planning 2004 Committee: May 2002 –
Women’s Studies curriculum committee: Fall 2000 -
Chair, Women’s Studies Assessment committee: Jan. 2003 –
Teaching Learning Technology Advisory Group (TLTAG): Fall 2001 -
Chair, TLTAG sub-group for Campus Outreach: Spring 2003
UUP Non-Tenured faculty group organizer: Fall 2001 -
Undergraduate Advisor: Fall 2000 –
Feinberg Library – Curriculum Committee. January 2003 -
Library Faculty Secretary: Fall 2001 –
Michelle Toth & Tim Hartnett, Beekmantown Central School District Career Day Speaker on

**Holly Heller-Ross**

Grants and Awards
Institute for Ethics in Public Life Fellowship, Spring 2003. Research project on academic
honesty as an applied ethical value, anti-plagiarism curriculum and institutional response.

Publications
Heller-Ross, Holly. 2002 “Assessing Outcomes with Nursing Research Assignments and
Citation Analysis of Student Bibliographies.” *The Reference Librarian* Vol 77: p121-140.

Presentations
SUNY Fact Conference on Instructional Technology: “Information Literacy? It’s
already in there!” Presentation with Danielle Drasser, May 2003, Potsdam, NY

SUNY General Education Conference: “Faculty and Librarian Collaboration: Implementing the
information management competency” Presentation with Trudi Jacobson. April 2003, Syracuse,
NY.

Other Professional Activities
“Turning the Tide of Plagiarism” Poster Session with April Davies at SUNYLA 2003, at SUNY
Stony Brook, June 2003.

“Reinforcing Information and Technology Literacy in General Education Courses” Instructional

“Preventing and Detecting Plagiarism” " Instructional Technology Workshop for faculty.

Departmental, College, or University Service
Feinberg Library - UUP Departmental Representative. July 1995-
Feinberg Library – Curriculum Committee. January 2003 -
Plattsburgh State – CDPI Diversity Task Force. January 2001 -
Plattsburgh State - Search Committee, Nursing, Food & Nutrition. April 2003 –
Plattsburgh State - Middle States Follow-up Committee. September 2002-
Plattsburgh State - Child Care Center Board of Directors. August 1995- January 2003

**Dennis Kimmage**

Departmental, College, or University Service
Feinberg Library – Chair of the Curriculum Committee. January 2003 –

**SPECIAL COLLECTIONS**

**Wayne Miller**

- Member of the McClellan Visiting Lecture Committee
- Co-chair of the Resource Committee and member of the Steering Committee of the
  Adirondack Curriculum Project
- John Brown Virtual Library [http://www2plattsburgh.edu/johnbrown/](http://www2plattsburgh.edu/johnbrown/)
- NYS Library Assistants Association, presentation – History of Northeast New York, June
• Successful grant proposal to NYS Conservation of Library and Research Materials program
• Community Trustee, Clinton Essex Franklin Public Library System (term expired 12/02)
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<td>596,069</td>
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<td>55,757</td>
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<td>70,900</td>
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<td>Monographs</td>
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<td>Material Replace. IFR</td>
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<td>Inflationary Increase</td>
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<td>EdTech/First Search</td>
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<td>From Temp Service</td>
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<td>College Foundation</td>
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<td>10,493</td>
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<td><strong>GRAND TOTAL</strong></td>
<td>928,788</td>
<td>926,338</td>
<td>882,436</td>
<td>854,212</td>
<td>844,832</td>
<td>799,057</td>
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<td><strong>Expenditures</strong></td>
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<td>Books</td>
<td>93,378*</td>
<td>84,771</td>
<td>88,714</td>
<td>99,561</td>
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<td>184,069</td>
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<td>Periodical Subscriptions</td>
<td>524,162**</td>
<td>528,373</td>
<td>517,173</td>
<td>485,500</td>
<td>451,667</td>
<td>431,981</td>
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<td>Continuations (*Previously included with books)</td>
<td>47,000</td>
<td>61,600</td>
<td>57,000</td>
<td>55,800</td>
<td>68,709</td>
<td>*</td>
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<tr>
<td>Digital Resources</td>
<td>91,459***</td>
<td>69,539</td>
<td>61,000</td>
<td>54,000</td>
<td>45,283</td>
<td>30,122</td>
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<td>Media Rental &amp; Purchases</td>
<td>10,500</td>
<td>9,894</td>
<td>9,500</td>
<td>9,500</td>
<td>12,093</td>
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<td>Access (OCLC &amp; LAIP)</td>
<td>86,096</td>
<td>81,412</td>
<td>87,505</td>
<td>80,995</td>
<td>56,929</td>
<td>71,865</td>
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<td>Travel</td>
<td>4,775</td>
<td>9,400</td>
<td>12,530</td>
<td>9,443</td>
<td>9,209</td>
<td>9,060</td>
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<td>Supplies and Materials</td>
<td>14,952</td>
<td>20,903</td>
<td>12,559</td>
<td>7,461</td>
<td>11,919</td>
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<td>Equipment</td>
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<td>34,732</td>
<td>16,833</td>
<td>31,515</td>
<td>23,997</td>
<td>33,896</td>
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<td>Binding</td>
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<td>7,500</td>
<td>7,500</td>
<td>10,205</td>
<td>12,024</td>
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<td>Material Repl. IFR</td>
<td>3,631</td>
<td>3,519</td>
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<td>1,701</td>
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<td>Recharges</td>
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<td>12,214</td>
<td>12,122</td>
<td>12,937</td>
<td>13,538</td>
<td>13,952</td>
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<td><strong>TOTAL</strong></td>
<td>928,788</td>
<td>926,338</td>
<td>882,436</td>
<td>854,212</td>
<td>844,832</td>
<td>799,057</td>
</tr>
</tbody>
</table>

*Includes Summer IFR, State, CCD, and Canadian studies & Management/Marketing grants, plus $10,000 saved in Continuations.

**$84,000 of this amount was saved through journal and microform subscription cancellations and used for prepayment of EBSCO journal subscriptions.

***Includes $6,750 for NetLibrary e-books (NYLINK Collection II) paid for through College Foundation and not included in monographs.
### Table B: Base Allocations By Category

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<th>Systems &amp; Networks</th>
<th>Computing &amp; Media Services</th>
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<td>Equipment/Acquisitions</td>
<td>74,725</td>
<td>72,114</td>
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<td>Supplies/Materials</td>
<td>26,000</td>
<td>80,334</td>
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<td>Contractual Services</td>
<td>37,000</td>
<td>69,823</td>
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<tr>
<td>Travel</td>
<td>5,775</td>
<td>2,560</td>
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<tr>
<td>Recharges</td>
<td>4,300</td>
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<td><strong>TOTAL</strong></td>
<td><strong>147,800</strong></td>
<td><strong>227,866</strong></td>
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### Table C: Library Collections

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<tr>
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<th>7/1/2002</th>
<th>Added</th>
<th>Withdrawn</th>
<th>% Change</th>
<th>7/1/2003</th>
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<tr>
<td>1 Monographs</td>
<td>302,935</td>
<td>3,291</td>
<td>3,558</td>
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<td>302,668</td>
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<td>2 Bound Periodicals</td>
<td>63,875</td>
<td>1,351</td>
<td>915</td>
<td>&gt;1%+</td>
<td>63,439</td>
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<tr>
<td><strong>3 Total Volumes</strong></td>
<td><strong>367,975</strong></td>
<td><strong>4,620</strong></td>
<td><strong>3,785</strong></td>
<td>&gt;1%+</td>
<td><strong>367,140</strong></td>
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<tr>
<td>4 Gov’t Documents</td>
<td>377,032</td>
<td>4,499</td>
<td>34,417</td>
<td>8%-</td>
<td>347,114</td>
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<td>5 Microforms</td>
<td>933,415</td>
<td>6,244</td>
<td>1,643</td>
<td>&gt;1%+</td>
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<td>6 Periodicals (Current subs.)</td>
<td>1,388</td>
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<td>35</td>
<td>CND</td>
<td>1,283**</td>
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<td>7 Newspapers</td>
<td>8</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>8</td>
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<tr>
<td>8 Non-Print</td>
<td>23,583</td>
<td>298</td>
<td>1</td>
<td>&gt;1%+</td>
<td>23,771</td>
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<tr>
<td>9 Digital Resources</td>
<td>71</td>
<td>2</td>
<td>1</td>
<td>&gt;1%+</td>
<td>72</td>
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<td>10 Linear Feet Archives</td>
<td>500.70</td>
<td>9</td>
<td>0</td>
<td>1+</td>
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* does not include e-books  
**based on actual count of subscriptions by Acquisitions. N/P indicates not provided by Acquisitions; will provide in August; does not include access to 850 ScienceDirect titles through SUNYConnect, archives available via JSTOR or full-text provided in over a dozen full-text digital resources. CND indicates cannot determine because previous annual count not based on actual count.
<table>
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<th>2001-2002</th>
<th>2002-2003</th>
<th>% Change</th>
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<td><strong>A: Out of Library</strong></td>
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<tr>
<td>1</td>
<td>Main Library</td>
<td>42,811</td>
<td>32,632</td>
<td>(23.78)</td>
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<td>2</td>
<td>Documents</td>
<td>402</td>
<td>355</td>
<td>(11.69)</td>
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<td>3</td>
<td>Sound Recordings</td>
<td>1829</td>
<td>1905</td>
<td>4.16</td>
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<td>4</td>
<td>Audiovisual</td>
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<td>3209</td>
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<td>5</td>
<td>Total</td>
<td><strong>48,150</strong></td>
<td><strong>38,101</strong></td>
<td>(20.87)</td>
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<td><strong>B: In Library</strong></td>
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<td>6</td>
<td>General Collection</td>
<td>25,136</td>
<td>14,606</td>
<td>(41.89)</td>
</tr>
<tr>
<td>7</td>
<td>Periodicals</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Current Issues</td>
<td>17,347</td>
<td>15,280</td>
<td>(11.92)</td>
</tr>
<tr>
<td>9</td>
<td>Bound Volumes</td>
<td>2,791</td>
<td>2,524</td>
<td>(9.57)</td>
</tr>
<tr>
<td>10</td>
<td>Microfilm</td>
<td>6,781</td>
<td>5,204</td>
<td>(23.26)</td>
</tr>
<tr>
<td>11</td>
<td>Microfiche</td>
<td>1,126</td>
<td>8,655</td>
<td>668.65</td>
</tr>
<tr>
<td>12</td>
<td>Reserve/Print</td>
<td>18,311</td>
<td>60,937</td>
<td>232.79</td>
</tr>
<tr>
<td>13</td>
<td>Reserve/Media</td>
<td>1,647</td>
<td>1,486</td>
<td>(9.78)</td>
</tr>
<tr>
<td>14</td>
<td>Special Collections</td>
<td>18,777</td>
<td>18,203</td>
<td>(3.00)</td>
</tr>
<tr>
<td>15</td>
<td>Total</td>
<td><strong>91,916</strong></td>
<td><strong>126,895</strong></td>
<td><strong>38.00</strong></td>
</tr>
<tr>
<td><strong>C: Digital Resources</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>E-books</td>
<td>106</td>
<td>323</td>
<td>204.00</td>
</tr>
<tr>
<td>17</td>
<td>Electronic Resource Usage</td>
<td>258,881*</td>
<td>294,261</td>
<td>14.00</td>
</tr>
</tbody>
</table>

* does not include usage statistics for all databases through May 03; some are delayed

| **D: Interlibrary Loan** |   |           |           |          |
| 18 | Requests Sent | 5,873 | 5,800 | (1.24) |
| 19 | Filled | 5,506 | 5,178 | (5.96) |
| 20 | Requests Received | 7,326 | 6,854 | (6.44) |
| 21 | Filled | 5,519 | 4,825 | (12.57) |
### Table E: Reference & ESC Student Desk Activity

<table>
<thead>
<tr>
<th>Type of Interaction</th>
<th>2001-2002*</th>
<th>2002-2003</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Directional</td>
<td>899</td>
<td>1,042</td>
<td>15.9</td>
</tr>
<tr>
<td>2 Reference</td>
<td>9,695</td>
<td>8,209</td>
<td>(15.3)</td>
</tr>
<tr>
<td>3 In-Depth</td>
<td>1,446</td>
<td>1,290</td>
<td>(10.8)</td>
</tr>
<tr>
<td>4 Iref (Interactive)</td>
<td>369</td>
<td>402</td>
<td>8.9</td>
</tr>
<tr>
<td>5 FLIER Sessions</td>
<td>53</td>
<td>47</td>
<td>(11.3)</td>
</tr>
<tr>
<td>6 Reference Email</td>
<td>53</td>
<td>42</td>
<td>(20.8)</td>
</tr>
<tr>
<td>7 ESC Student Desk</td>
<td>22,950</td>
<td>18,560</td>
<td>(19.1)</td>
</tr>
<tr>
<td>8 Special Collections</td>
<td>4,134</td>
<td>3,947</td>
<td>(4.5)</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>39,599</strong></td>
<td><strong>33,539</strong></td>
<td><strong>(15.3)</strong></td>
</tr>
</tbody>
</table>

*The 2001-2002 data has been corrected since last year’s annual report. The figures in this column are the revised totals.

### Table F: Computing Systems

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Tests Scanned</td>
<td>31,149</td>
<td>32,147</td>
<td>3.2</td>
</tr>
<tr>
<td>SIRS</td>
<td>21,814</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Data/Surveys</td>
<td>849</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>39,599</strong></td>
<td><strong>33,539</strong></td>
<td><strong>(15.3)</strong></td>
</tr>
</tbody>
</table>

<p>| 2 Reports Serviced           |           |           |          |
| New                           | 201       | 199       | (.01)    |
| Existing                      | 627       | 552       | (11.9)   |
| Password Reset                | 2,434     | 3,109     | 27.7     |
| B. Network Services           |           |           |          |
| 4 Dorm Connections (peak)     | 2,150     | 2,250     | 4.6      |
| C. Help Desk                  |           |           |          |
| 5 Assigned                    | 2,895     | 3,873     | 33.7     |
| D. ResNet                     |           |           |          |
| 6 Assigned                    | 2,009     | 1,715     | (14.6)   |</p>
<table>
<thead>
<tr>
<th></th>
<th>2001-2002</th>
<th>2002-2003</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>A: LIB 101</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Sections</td>
<td>51</td>
<td>57</td>
<td>11.7</td>
</tr>
<tr>
<td>2 Adjunct Sections</td>
<td>13</td>
<td>24</td>
<td>84.6</td>
</tr>
<tr>
<td>3 Students*</td>
<td>1,380</td>
<td>1,566</td>
<td>13.4</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*Enrollments taken from Grade Distribution Reports and includeWs and Uks</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*Upward Bound &amp; EOP section(s) included in Summer Session totals</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B: Course Related</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 Presentations</td>
<td>86</td>
<td>93</td>
<td>8.1</td>
</tr>
<tr>
<td>5 Students</td>
<td>2,256</td>
<td>2104</td>
<td>(6.7)</td>
</tr>
<tr>
<td>C. Library Tours</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6 Tours Given</td>
<td>12</td>
<td>9</td>
<td>(25)</td>
</tr>
<tr>
<td>7 Total Students</td>
<td>203</td>
<td>150</td>
<td>(26.1)</td>
</tr>
<tr>
<td>D. Instructional Technology Workshops</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8 Courses/Workshops</td>
<td>81</td>
<td>64</td>
<td>(20.9)</td>
</tr>
<tr>
<td>9 Participants</td>
<td>654</td>
<td>515</td>
<td>(21.2)</td>
</tr>
<tr>
<td>10 Total Participants/Students</td>
<td>4,493</td>
<td>4,194</td>
<td>(6.6)</td>
</tr>
</tbody>
</table>