ANNUAL REPORT

Division of Library & Information Services

Department/Unit

1 July 2003-30 June 2004 1 July 2004

(Period Covered) (Date Submitted)

1. What are the division’s achievements for the past year? Indicate their relationship to college and department or unit mission and short 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 address both the mission of the Division and the mission of the College.

As in past years, the division focused on achieving the initiatives outlined in the LIS Blueprint, 2003-2005, the divisions’ annual planning document. The Blueprint is constructed around four overarching areas in the division: Information Access & Delivery, Teaching & Learning, Infrastructure, & Personnel. The division’s achievements for this year are presented under these areas. Individual unit reports for LIS, which provide the data for this divisional report, are also available.

I. Information Access & Delivery

A. Collection, Access, Delivery

- The periodicals review, begun in 2002-2003, culminated in the cancellation of 200 journals and the move of 40 additional titles to online access only. These cancellations and changes, coupled with continued cancellations of standing orders and microform, resulted in an overall savings of $174,000. These savings were essential to enable us to continue our commitment to SUNYConnect’s Elsevier’s contract and to purchase licenses for several databases that were removed from the OCLC FirstSearch database.
- The evaluation of the Rockwell Kent monographic materials for inclusion in Special Collections (as permanent loan) or in the General Collection (gifted) has been completed. However, there remain a significant number of titles and manuscript materials that need further assessment.
- Through savings realized through the periodical review, the library was able to purchase a new full-text database, ProQuest that includes the Research Library, ABI/Inform, and ProQuest Newspapers. Additional digital resources are now being
considered for licensing for 2004-2005 following a semester-long analysis of overlap in coverage of indexing and full-text databases.

- Extensive preparation for the migration to the new SUNY Library Management System, *Aleph500* was undertaken. An inventory of the circulating collection, reference collection, and the New York State documents (in paper) was completed; work has begun on the inventory of United States paper government documents and the linking of unlinked records in the online catalog. In addition, several personnel shifts were made to accommodate the additional workload that will be required of library staff for the next 18 months. Nancy Hoshlyk is serving as Project Director and will be overseeing the migration along with Karen Volkman, who will be serving as Systems Librarian, and an Aleph Migration Advisory Council that has representation from each unit in LIS.

- Interlibrary loan (ILL) was reorganized to strengthen services and to meet the anticipated increase in ILL demand that is expected after the full implementation of the new ILLIAD ILL software. Carol Laporte, Library Clerk II, was partially reassigned to ILL. A full-featured ILL management software product, ILLIAD will allow users to initiate an ILL request from any web enabled desktop on or off campus, track the progress of their requests, and maintain accurate and complete records of their ILL activities. The lending service of ILLIAD was implemented in the Spring 2004; borrowing services will be piloted in summer of 2004 and fully implemented in fall 2004. Feinberg’s ILL department has also been participating in a SUNY Comprehensive Libraries pilot designed to improve processing/delivery times of interlibrary loan.

- **Additional achievements in Collection, Access, & Delivery**
  
  o *AtoZ*, a journal linker, was implemented. This software allows a user to link directly to the full-text content of a journal from an abstracting and indexing database or other citation.
  o JSTOR archives, BioOne, Annual Reviews, ACM materials, ASM journals, ACS journals were cataloged.
  o Electronic Journals Service Enhances (access and license/registration management software) was implemented.
  o Major collection weeding in nursing, accounting, economics, education, government documents (New York and U.S.), management & marketing, geology, and computer science was completed.
  o Current periodicals, formerly loaned from the 3rd floor service desk were reincorporated into the general current periodicals collection allowing for direct customer access and reducing expenditure of staff resources.
  o The digitization of *A History of the Chateaugay Ore and Iron Company* was completed.
  o The Temple Beth Israel Collection was processed and a finding guide prepared.
  o The inventory of Special Collections’ photograph collection has been completed; the long-range goal is to create a subject index available for searching on the World Wide Web.
B. New Initiatives in Access & Delivery of Administrative and Student Data

- Banner was successfully upgraded from 5.0 to 6.0 during spring 2004. This upgrade also required a simultaneous upgrade of OpenVMS servers to version 7.3-1 and an upgrade of Oracle databases to version 9.2.0.4.
- Forms to Web Committee has begun working on crafting a recommendation for moving common campus-wide forms to the web. Jan McDowell is chairing this effort.

Additional achievements in Access & Delivery of Administrative and Student Data

- A wait-listing function with automatic enrollment and e-mail notifications was implemented for spring registration.
- Computer & Information Systems installed and will maintain the server for the ANGEL Course Management System
- A time and attendance system with web display of accruals for all employees was developed.
- New campus budget forms were developed
- Progress was made on moving the College Catalog to an online format. The focus is on designing a method to automate as much of the production process as possible.

II. Teaching & Learning

- The selection of a course management system for the College that would provide faculty the option of providing either fully online courses or hybrid courses was completed. After extensive evaluation of a variety of course management systems, ANGEL was selected in spring 2004. Installation of the software and hardware, IT staff training, programming of interfaces to allow Banner synchronization and other key functions, editing and refining of training materials, and the design and development of a training program followed. First faculty training classes were offered in June, 2004.
- Two new courses were submitted and approved for the General Education category Library & Information Skills: LIB 105, Introduction to Information & Technology Literacy and LIB 102, Introduction to Information Management. Both courses will be offered for the first time in fall 2004 and will replace Library 101. A library faculty professional
development plan for technology integration was implemented as support to the new approach to teaching library and technology.

- A new proficiency exam that supports the new General Education skills category of Information & Technology Literacy was developed, replacing the Library 101 proficiency exam
- Structured internships for computer science students are now available in Computer & Media Services and Instructional Technology.

**Additional achievements in Teaching & Learning**

- An enrollment analysis and discussion with the library faculty and with academic departments about subject-specific library research classes resulted in the suspension of specific sections of Allied Health and Education. Business and Science/Math sections will be retained.
- Focused marketing of course-related instruction sessions met with success in two out of nine targeted academic departments.
- Offered a broad range of workshops on established subjects such as Microsoft Office applications and web development and introduced workshops on the ITRC’s new software for graphics, audio, video, and DVD’s.
- Developed additional documentation to support expanded instructional technology workshops.

**III. Information Support Services**

**A. Offer new remote reference services and raise awareness of resources and services to both students and faculty.**

- QuestionPoint, OCLC’s virtual reference service, was implemented this year. QuestionPoint is a web-based service that enables users to chat live with a librarian and utilize enhanced chat features such as co-browsing and application sharing. Regrettably, after using the system a semester, it became apparent that QuestionPoint was not completely stable. As such, it was decided to return Feinberg’s virtual reference to IREF, the popular service that uses AOL’s instant messaging capability. Information Outreach will continue to monitor QuestionPoint for future developments.
- The Feinberg Library’s Film Series had a successful year of offering a wide selection of feature films followed by discussions led by a variety of faculty members. The Library promotes the films and their topics by preparing concise bibliographies of relevant library and web resources and posting them on the Library’s web page.
B. Enhance information support services infrastructures

- A new campus electronic mail system was selected and implemented in spring 2004. A UNIX based solution was selected and based on existing staff strengths, responsibility for the e-mail system moved from Computer Information Systems to Computer & Media Services. The bulk of faculty/staff accounts were transferred during spring 2004; student accounts will be migrated during fall 2004. The nearly seamless transition from VMS mail to UNIX mail was made possible by the combined work of Computer & Information Systems, Computer Media Services, and Network Operations.
- A new computer distribution plan has been implemented. This new plan scans computer inventory for oldest computer models and determines the replacement pattern. This new computer distribution/replacement plan needs to be fully communicated to the campus community this fall so that everyone is aware of how computer replacements are being handled.
- Patch management technology has been implemented in a continuing effort to insulate the campus from the growing number of hacker exploits.
- A personal /shared calendaring system was implemented at the request of Interim President Clark for use with the Vice-Presidents. The server was put in place and respective secretaries were trained. However, the system was never utilized.
- The Cardinal Computer Repair Service, a new program that provides students an opportunity to purchase a service contract, was launched in fall 2004 and is extremely successful.
- Updating of documentation in compliance with HIPAA and the Graham, Leach, Bliley Act has been accomplished.

- Additional accomplishments in information support services infrastructure
  - Built server solutions to facilitate the quarantine of infected computers

IV. Infrastructure

A. New initiatives in the campus network infrastructure

- Completed the building infrastructure upgrade to Beaumont Hall; coordinated the engineering, design, and implementation of cabling upgrades to the Angell Campus Express, Sibley HRTM area, Saranac Hall—College Store, and MacDonough Hall.
- A proposal to install a new 10-gigabit fiber backbone (in phases) was approved by the Campus Capital Planning Committee and the Plattsburgh State University Executive Council. First phase is projected for summer 2005.
- Additional wireless areas on campus include Beaumont Hall and Sibley Hall HRTM. Additional wireless hardware to activate these areas is contingent on 2004-2005 funding.

B. New initiatives in classroom facilities

- New multimedia classrooms:
  - Redcay 111,
  - Sibley 327
  - MFA 216
  - Hawkins 214 & 231
  - Kehoe, 6th floor conference room

- Facility/Media upgrades:
  - Upgraded a section of Feinberg Library Lab and added additional duplex printers
  - Conducted a card swipe pilot to replace combo locks
  - Installed site licensed software from ASI and ESRI contracts
  - Upgraded Learning Center Computer Lab
  - Upgraded Banner room and added computers to total 25
  - Upgraded Sibley 308 with new computers
  - Added speakers/amps/mixer to Feinberg Library 105 & 108
  - Alarmed Yokum 100A to make it available for evening and weekend hours
  - Upgraded the Nutrition Lab with newer computers
  - Replaced approximately 35-45 vcr units with dvd/vcr combination units

V. Personnel

- The Library Faculty has devised a mentoring program for librarians that will take affect with the new librarian hire. This program will now be adapted to LIS staff.

A. New

- Christopher Mead, Staff Assistant/Computer & Media Services
- Stephanie Summers, Library Clerk II/Collection Development & Management

B. Promotions / Reassignments

- Debra Kimok, Visiting Assistant Librarian/ Information Outreach to Visiting Assistant Librarian/Special Collections & Information Outreach
- Jan McDowell, HIPPA Coordinator/Academic Affairs to HIPPA Coordinator/Computer Information Systems
C. Retirements
   o Linda Bruno, Secretary I/Collection Development & Management
   o Bonnie Brady, Library Clerk III/ Collection Development & Management

D. Departures
   o Wayne Miller, Associate Librarian/Special Collections
   o Stephanie Summers, Library ClerkII/Collection Development & Management

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 that focuses on assessment of the *LIS Blueprint* for the current year and creation of a new two-year *Blueprint* for 2004-2006. Each unit reviews the *Blueprint* periodically and updates the status of each objective as part of the annual report process. Unit staffs are directly involved in formulating initiatives for the *Blueprint* and in its ongoing assessment.

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

   Stakeholders provide input into the planning and assessment of divisional programs through a variety of formal and informal structures:

   **Formal Structures**

   - **The Information Technology Advisory Council (ITAC):** ITAC was formed in spring 2004 in response to the Middle States Self-Study’s recommendation to create a campus-wide, cross-divisional information technology group. This Council serves as an advisory council to the Dean of LIS with focus on developing a campus-wide vision of technology for the campus; participating in campus strategic planning for information technology; reviewing and recommending campus-wide policy relating to information technology; advising on major information technology initiatives; providing a campus forum to discuss information technology issues; providing information to the campus community regarding information technology indicatives.

   - **Educational Technology Fee Advisory Group:** This group is 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 including fee adjustments and expenditures.
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.

Faculty: The library liaison program assigns 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 collection, instruction, instructional technology, and computer support.

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

Informal Structures

There are a variety of communication structures that provide input to planning, assessment, and other divisional matters. These include conversations or e-mail exchanges with faculty, staff, and students; meetings with students and faculty on issues of concern; faculty luncheons, hosted by the Dean, to gather input on specific program areas; etc.

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.

The LIS Blueprint, 2004-2006 is currently being assembled. The goals identified below provide an initial overview of initiatives being discussed for the next two years.

Projects/Programs

- Systems
  - Migrate to the new SUNY Library Management System, Aleph500 (July 2004 start date)
  - Recommend Forms to Web migration path
  - Fully implement the new ILL Illiad system (by fall 2004)
  - Implement an electronic business gateway (fall 2004)
  - Complete conversion of college catalog to online (fall 2004)
  - Explore the possibility of implementing Banner Finance
  - Plan for major infrastructure upgrade to the campus backbone (first phase to be completed summer 2005; SUNY Construction funds)
  - Complete student migration to the new e-mail system
- **Services**
  - Strengthen library liaison program
  - Prepare to support expanded academic programs at Adirondack Community College
  - Explore the establishment of an ‘information commons’ (fall 2004)
  - Establish an educational/publicity campaign to educate resident hall students about downloading copyrighted material (fall 2004)
  - Build a shared online resources library in Angel
  - Explore feasibility of using Angel as an e-reserves system
  - Review and update all LIS technology policies
  - Select and implement a payment server for the processing of student payments
  - Develop new information literacy instructional programming to support the campus strategic goal for integrated information and technology literacy across the curriculum
  - Complete the Building North Country University Community Partnerships Grant to maximize community information resources

- **Space**
  - Determine the feasibility of relocating Special Collections to a more central location in Feinberg Library
  - Explore expanded space for Helpdesk/ResNet to accommodate growth in services
  - Determine the possibility of establishing a café in the library
  - Redesign Computer & Information Systems office space
  - Accelerate construction of multi-media classrooms

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.**

   - Move campus to voice over IP
   - Establish network storage for faculty, staff and students
   - Establish a local digital repository
   - Move toward a more mobile computer environment

6. **What changes are you considering in your programs or activities (i.e. developing, modifying, discontinuing)? Provide a rationale noting potential implications, both positive and negative.**

   - **CAP (Connection Advantage Program).** This highly successful program, run by Computing & Media Services and the College Bookstore, is being considered for termination. While the program was well received by parents and students, the time investment by CMS staff was greater than could be
justified given the growing real and anticipated threat of virus and software vulnerabilities in the residence halls. CMS will continue to provide students and parents with computer specifications, but delivery and installation of computers will no longer be part of the service offered. All resources will be refocused on minimizing disruption to the network.

- SUNY Learning Network: new training. With the purchase of the ANGEL course management system, the College will refocus its online learning efforts on ANGEL. Faculty who have been teaching on the SLN Learning Network can continue to do so; they also have the option to develop new courses using SLN. However, no additional faculty will be trained on SLN. This will enable Instructional Technology staff to refocus resources on the teaching and support of ANGEL, which provides options to 1) develop a full online course, 2) use only selected features of the system (e.g., chat, discussion, quizzes, etc.), and 3) apply its functionalities to administrative office use. Online courses developed on ANGEL can still be promoted via the SUNY Learning Network course page.

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

The ability of LIS to move many of our planned initiatives forward is predicated on filling current vacant positions, some of which have been frozen and others lost. The continuing growth in service demands in some areas of LIS will also necessitate additional new positions.