



**Salem State College Library and
Learning Support Services
NEWSLETTER**

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The Academic Year In Review

Overview from Salem State College Library's Annual Report 2002-2003

By Margaret Andrews, Library Program Area Chair

ADMINISTRATION AND FACILITY

The past year was both a challenging and a rewarding one for SSC Library. Early in the academic year, Dr. Marc Glasser was appointed as Interim Dean of the Library and Learning Support. A new Program Area Chair, Margaret Andrews, Associate Librarian, assumed her responsibilities on September 1st, 2002. Measurable progress was made in improving the safety, security, and aesthetics of the building. Several basic repairs were made. Renovation of the front elevator is notable among a few major improvements. The carrel policy was revised. Emergency evacuation procedures were drafted. The Library's newsletter made its online debut in the spring of 2003. Information for other Library publications was updated and will be disseminated, pending publication. Throughout the year, the Library's Budget Committee grappled with difficult choices. A decision was made to close the Library earlier on some days, starting in September of 2003, as a cost-saving measure.

RESOURCES AND COLLECTIONS

Despite severe budget cuts, the Library maintained some integrity of resources and collections. An unexpected reallocation of monies from the College, received in October of 2002, enabled the purchase of educational resources and materials that limited state funding could not buy. A generous gift from the Class of 1942 was one of additional donations to the Library's income for FY '03.

The College further demonstrated its support for the Library by designating the area as the focus of the Campus Community Campaign during the spring of 2003. As a result, the Library expects a check from the SSC Foundation for an amount exceeding \$30,000.

Acquisitions was able to purchase all items requested by academic departments, and allotted some money to the Education Resources Library and to Reference. Electronic Resources and

Serials were also funded. However, some cuts were necessary in Reference standing order titles, and in Serials.

The number of Serials titles has declined 45% since the successive budget cuts began in 1996. Serials are now only available in a single format, either in print or in electronic form. Most of the microfilm has been cancelled, with the exception of highly used newspapers. These cutbacks mean that there may be future gaps in the collection. The Library has no control over the decisions of vendors who might eliminate online journals or portions of those publications.

The Library receives many electronic resources through its membership in consortia such as NOBLE (North of Boston Library Exchange) and NMRLS (Northeast Massachusetts Regional Library System). Regional consortia were negatively impacted by statewide budget cuts and made the difficult decisions to cancel some resources, including Dialog@Carl. Several specialized electronic databases disappeared with Dialog@Carl. SSC Library compensated somewhat for that loss by subscribing to Lexis-Nexis Academic Universe.

The Library also received gifts of materials that augmented existing collections. The estate of late Education Professor Diane Bushner donated over 6,000 volumes of value to professional educators. In addition to books and journals, Dr. Bushner's bequest included videos and software packages. The S.E.L.E.C.T. book program was renamed in Dr. Bushner's honor, acknowledging the enormous contribution that she made to collection development at SSC Library. A portion of the Education Resources Library displaying those resources was designated as the Bushner S.E.L.E.C.T. Nook. Furniture purchased by Academic Affairs invites children and adults into the nook.

The Education Resource Library also was the beneficiary of 79 boxes of materials from a Massachusetts Department of Public Health Center for Addictive Behaviors library. The Health Education collection includes textbooks, manuals, and teaching materials on subjects such as smoking, alcohol abuse prevention, and AIDS.

The number of new titles added by Cataloging this year was 5,146, and the number of new volumes added to the collection was 6,640. The present holdings of Salem State College Library stand at 269,644 items of all types.

SERVICES

SSC Library also maintained a high level of quality and extensive range of customer-oriented services, despite budgetary and staff constraints.

The departure of three librarians since June of 2002 had a negative impact on Reference area coverage and instructional services. One of those who left cannot be replaced, since she took advantage of early retirement. Moreover, the LPA chair no longer serves in the Reference area, due to administrative demands. Two librarians increased coverage at the information desk in the lobby, alleviating some gaps in Reference coverage left by the two resignees. The hiring of two new librarians in the spring of 2003 will increase, though not fully restore the number of hours that professional assistance is available in the Reference area.

Both new hires will contribute to the reconstitution of traditional bibliographic instruction. One of the new librarians will be available during weekday hours; the other will provide instructional services to evening students. Information literacy concepts and skills may be included in their teaching; however, their responsibilities do not encompass the development of initiatives designed to develop and test information literacy competencies through a series of classes. An information literacy pilot project, approved by the LPA last fall, remains on hold until a third professional position is approved and filled.

Interlibrary loan (ILL) activity continued the trend of recent years, increasing by about 1,000 transactions (per year). The total number of ILL transactions for 2002-2003 was 16,354, up from 2001-2002 figure of 15,575. SSC Library was a net lender, meaning that it loaned more material than it borrowed. SSC Library borrowed and loaned more books than articles. The Library asked for 5,944 items, and obtained 4,090 books, and 1,403 articles for our patrons; a 92% success rate. SSC Library received 10,410 requests from other libraries and filled 6,643 requests for books, and 2,179 requests for articles. ILL believes that the lower success rate for requests from other libraries results, in part, from erroneous listings of our holdings on databases that we are not responsible for updating.

ILL requests from NOBLE libraries rose significantly, up to 8,441 from 6,944 last year. Requests from other Massachusetts consortia also increased. Activity from the OCLC network declined, possibly due to the availability of full-text articles online. ILL anticipates an even greater increase in activity next year, primarily due to the advent of the Virtual Catalog (June 1, 2003), which searches all individual libraries in the Commonwealth. The ability of patrons to initiate holds on items in the catalog, and the ability to use ARIEL for electronic document delivery may be other factors in expected growth of ILL transactions.

The number of faculty who used the course reserves system also rose during the past academic year. Although faculty may now use an online form to request the placement of items on reserve, most continue to make those requests in person.

Instruction and Outreach

A variety of services designed to help Library users continued throughout the year. Individual assistance was available in the Reference Area, both at the desk on a walk-in basis, and by appointment. Personal assistance was also available at the information desk in the lobby area from late morning to early afternoon, during weekdays. The Outreach and Electronic Resources librarians provided help at the information desk. The Electronic Resources librarian continued to coordinate the Visiting Librarian Service for faculty, and also was the contact for students in the CALL Center who requested individualized help.

The Outreach librarian continued to conduct instruction for research classes, and developed two projects. One project aims to engage students in class work; the other is designed to develop new instructional services and programs. The Outreach librarian followed through on teaching commitments made by one of the librarians who resigned.

The Educational Resources Library (ERL) also conducted classes to inform SSC graduate students about ERL materials. The ERL also hosted visits from area schools. The ERL continued its collaboration with the Education Department, providing space for a coordinator for Massachusetts Tests for Educators Licensure.

The Archivist served as a consultant for two local repositories, the Beverly Historical Society and the Phillips House. The Archivist also worked with an Honors student who was developing web pages.

The total number of formal instructional sessions offered by SSC Library in AY 2002-2003 was 165, with the breakdown as follows:

Education Resources Library: 20 classes

Outreach Librarian: 24 classes

Electronic Resources Librarian: 13 classes

Instructional and information literacy librarians: 108



Salem State College Students using computers in the library.

USAGE

The demand for most SSC Library resources and services increased during the past year. The number of hits to the web page increased to 370,928 from 361,508. The majority of those who visited SSC Library's web site were conducting research, rather than looking for information about Library operations. Most Library users searched databases with full-text articles, rather than indexes containing basic citations. The demand for articles in Academic Search Premier, alone, rose 133%. Usage of Archival material for reference purposes has also increased. The number of requests for Archival resources is expected to rise, from interest generated by the College's upcoming 150th Anniversary celebration.

Periods of highest usage in all areas follow established trends. The greatest demand for SSC Library resources occurs in October, November and April. Those months represent typical mid-semester and pre-exams increase in activity.

The total number of registered library users is 2,013 (as of the end of May 2003).

The total number of items checked out at Circulation is projected to reach 38,660 by the end of the fiscal year (June 30). That number is slightly lower than FY 2002's total of 38,725. Education Resource Library resources and Course Reserves materials represent the majority of items checked out.

SYSTEMS AND TECHNOLOGY

The Create Lists function of the ILL Library Management System was activated this past year. Create Lists allows rapid compilation of bibliographies arranged by Library of Congress subject classifications. The Acquisitions Librarian notes that Create Lists also facilitates processes involved in ordering books and tracking the status of orders. Several staff took advantage of training on Create Lists offered by NOBLE.

The Millennium Circulation module was integrated with the Create Lists feature, making it easier to move between the programs. Circulation used Create Lists for a variety of projects. One staff member developed a subject guide for the video collection that is shelved near the front desk. Circulation also employs Create Lists for reports on overdue items, weekly checks on patron registrations, and shelf checking of missing items. In addition, Circulation generated bibliographies that aided in accreditation processes.

Some equipment was upgraded, in the Cataloging area and in some staff offices. However, there remains an overwhelming need for upgrading the computers in the public areas. Outdated equipment creates chronic problems for those assisting patrons. The Systems Librarian and staff assistant resolve problems as they arise. However, struggling with outdated equipment is frustrating, results in delays in service, and ultimately, degrades the quality of Library service. Despite ongoing cooperation with IT, the Library cannot replace old equipment fast enough, due to lack of funding. The Systems Librarian estimates that one-third of Library technology should be replaced each year, in order to keep pace with developments.

PROJECTS AND ACTIVITIES

SSC Library participated in two successful accreditation visits during the fall of 2002, one for Occupational Therapy and the other for Nursing. Circulation staff, along with the Electronic Resources, Serials and Reference librarians prepared bibliographic materials about our collections, to aid in these approval processes. In addition, the LPA Chair prepared information about Art resources to support the Art Department's request for a new major. The Chair received assistance with the latter report from the Acquisitions, Electronic Resources and Serials librarians, and Circulation staff.

Library Administration, Circulation, and Systems met with Information Technology and the Registrar last year to discuss the feasibility of downloading student records from the Registrar's

files. Having access to those records will greatly reduce the time for registering student users of the Library. NOBLE performed preparatory tasks related to the downloading of the Registrar's records. In late spring of 2003, Circulation began performing test runs of student records.

The Serials librarian was instrumental in instituting a paper recycling pilot program for three buildings on campus, including the Library. Grant money obtained for that project will also finance replacement of LED exit signs and the purchase of motion detectors for classrooms. SSC Library was designated as the focus of the College's Campus Community Campaign for the spring of 2003. The LPA Chair wrote a letter that was used by Development, and met with students conducting a fundraising phone-a-thon. Three librarians served as area captains in the effort that netted the Library over \$30,000.

The Outreach Librarian served on an Advisory Committee for the Core Curriculum. The committee conducted research on core curriculum charts at five state colleges, and developed comparison charts matching requirements with those of Salem State College. The charts are available on the Core Curriculum's web site.

The Outreach Librarian also made a PowerPoint presentation at a conference held at Dartmouth College. The presentation was entitled, "Inquiry Activities: Active Learning for Online Students."

The Archives helped plan the College's 150th Anniversary celebration. Archives will be involved in celebratory events and will be kept busy supplying materials for other campus participants. The photographic collection was made a priority, in anticipation of increased, related demand. Many photographs were appropriately housed in preservation quality enclosures and grouped by subject matter.

Archives conducted several interviews for the ongoing Oral History project. Archives completed some smaller processing projects, such as cataloging committee files. Binding of C.A.G.S. theses was facilitated by a \$500 donation from the Northeast Consortium for Staff Development.

The Archives worked with the Graduate Office to develop a display of faculty publications for the first annual combined Academic Colloquium and Publications Celebration. In addition, during Alumni weekend in June of 2003, the Archives set up an exhibit and a display in the lobby area of the Library. The exhibit, "Writing Home to Salem: Students at War," featured letters from SSC students who served in World War Two, along with period memorabilia. The display contained



Exhibit prepared by the Archives and displayed during Alumni Weekend in June 2003. Materials include letters, postcards, and newspaper clippings.

items from the John George Historic Geography Collection.

During Alumni weekend, the courtyard outside the Library was dedicated to the memory of Dr. George, a Geography professor, and the father of SSC Library's Electronic Resources Librarian. The Archives exhibits greeted members of the George family and other visitors who attended a coffee hour following the dedication ceremony.

Reference is engaged in a pilot project during the summer of 2003 designed to enhance inventory procedures.

STAFF DEVELOPMENT

Many librarians took advantage of workshops offered by local consortia. Some attended regional meetings of national professional associations. Few registered for national conferences. Librarians collaborated with NMRLS and MassCHIP staff, and vendors to organize workshops on general and subject-specific databases, and a demonstration of Serials Management tools. Classified and professional staff, faculty and area librarians benefited from those workshops.

Sport, Fitness and Leisure conducted a workshop on stress reduction open to all Library staff. Invitations were extended to those who work in the Learning Center and in Media Services. A follow-up is planned for later this summer.

LOOKING AHEAD

The greatest challenge for SSC Library remains maintaining the integrity of resources, collections, and services, in the context of an additional 20% budget cut. The generosity of donors, and the resultant influx of money from the SSC Foundation will make a difference in FY 2004, as will the customary donation from the Class of 1942 (\$2,000) and an unexpected gift from the Class of 1953 (\$8,000).

Those donations, rather than the Library's initial budget allocation, will be used to purchase educational materials and resources such as books and instructional videos. However, the number of acquisitions will be limited, and Reference standing orders may be further reduced. Despite the generosity of the College and the amount of other donations, a considerable shortfall remains. More cuts may be made to Serials titles and some electronic resources may be discontinued. Budget allocations for basic supplies ensure the continuation of Interlibrary Loan, but does not necessarily support the anticipated expansion of that vital service.

Library hours will be reduced, starting in September of 2003, in an effort to save money. The number of student employees will be reduced, although the Library must pay them at a higher rate than last year, due to mandated regulations. The hours of some part-time staff may be reduced, as well. The Library plans to aggressively recruit students who have work-study, in order to maintain quality service at Circulation. The number of work-study that the Library can employ is unpredictable, however, and only time will tell whether our recruiting strategy is as successful as it has been in the past.

Retention of new professionals is essential to the expansion of outreach and instructional services. Coverage of Reference will improve, with the addition of professional staff. However, strategies need to be developed, to fully staff all service points, in a way that enables professionals to meet their job responsibilities and to participate in professional activities outside the Library.

Alternate funding sources need to be aggressively pursued for items, materials, projects not typically covered by traditional sources. Alternate funding sources should never replace traditional ones, but grants may enable the Library to reach some goals that would otherwise not be attainable during a time of fiscal crisis.

Two positions remain vacant, and need to be filled when economic conditions permit. The replacement of an Information Literacy Librarian will advance the growth of instructional services. Hiring a full-time, permanent Dean of the Library and Learning Support Services remains another implementation priority for the LPA's Strategic Planning Committee. The Program Area greatly appreciates the significant contributions made by the Interim Dean, and looks forward to working with Dr. Glasser again in 2004. However, the professional librarians also feel that only a full-time

Dean can devote optimal effort to strategic endeavors, such as advocacy, planning and fundraising.

Usage of building space is an historic issue and remains another matter of great concern to the Library Program Area. Historic encroachment on Library space by other areas prohibits the utilization of the facility for Library-specific uses, and by extension, restricts the development of Library programs, resources and activities.

Salem State College Library will survive in 2003-2004. Any further reductions in resources will certainly damage the integrity of collections and resources, perhaps irreparably. The greatest danger for the near future stems from continued, drastic budget cuts and the disappearance of state funds for educational resources and materials. Operating at mere survival levels hinders the growth and development of Library programs and services, hampers the ability of the Library to support new College programs and majors, and will ultimately undermine the ability of the Library to meet its fundamental responsibility of supporting the greater mission of the College.

Gracias Merci Dzieki Nianeai **Thank You!** Grazie Asante Obrigado Danke

Salem State College Library extends thanks to all those who supported it throughout the past academic year. The Library is grateful to President Nancy D. Harrington for her ongoing concern and support. Mr. Stephen Zykofsky, Chair of the SSC Board of Trustees, kept Library issues a priority for the Board. Dr. Diane Lapkin, Vice-President of Academic Affairs, consistently spoke out on behalf of the Library. Dr. Marc Glasser, Interim Dean of the Library and Learning Support, Services remains a strong ally. Administrative advocacy is essential to the Library's remaining a vital partner in the educational experience of the College. Without support from the College, SSC Library's resources, materials, and services would have suffered irreparable damage this past academic year.

The Library is especially grateful to Terry Conrad, Vice-President for Institutional Advancement, and Stephen Sorkin, Director of Development, for their efforts during the Campus Community Campaign in the spring of 2003. SSC Library was designated the focus of that campaign, and as a result, received a check for over \$30,000 from the SSC Foundation, Inc. Special mention goes to Margaret Andrews, Chair of the Library Program Area, who drafted publicity related to the Campus Community Campaign. Ms. Andrews, along with Nancy Dennis, Outreach Librarian, and Nancy George, Electronic Resources Librarian, served as area captains during the campaign.



Luncheon for donors to
Campus Community
Campaign, May 2003

The Northeast Consortium for Staff Development gave the Archives \$500. That money helped offset the cost of binding graduate theses.

SSC Library received donations from established funds, for the purchase of books in particular subject areas, or in memory of individuals. Thanks to the Ugo & Elio DiBiase, William M. Polishook, and Albert Clifford Joyce Funds.

SSC Library expects additional gifts, later this summer, from two classes. The Class of 1942 continues its historic support of SSC Library, with a gift of \$2,000. The Class of 1953, which recently celebrated its 50th reunion, is generously contributing \$8,000.

SSC Library acknowledges the many individual donors who made the Campus Community Campaign a success, or who gave other gifts during the year. As the Library is integral to advancing the mission of the College, so is every donor essential to the development of SSC Library. Each and every gift is very much appreciated. Your generosity is particularly commendable in these tough economic times.

In addition to monetary donations, SSC Library was the recipient of various materials that significantly enhanced our collections and resources.

The Archives accepted donation of 26 bound volumes of *The Jewish Journal, North of Boston*. The volumes cover the journal, from its first issue in 1977 through 2002. SSC Library will continue to receive bound volumes of this local publication, every year. As there is no room at present in the Archives, the bound volumes will be kept in the Periodicals shelves.



Mark Arnold, editor-publisher of the *Jewish Journal, North of Boston*, presents retrospective bound volumes to Susan Edwards (L), Archivist, and Susan Sturgeon (R) Serials Librarian.

The Education Resources Library received a collection of educational materials from a Massachusetts Department of Health, Center for Addictive Behaviors, library when it closed. Among the multi-formatted items were textbooks, manuals, and teaching materials on a range of topics, including AIDS, smoking, and alcohol abuse prevention.

Special thanks go to the family of late Education Professor Diane Bushner. The Bushner estate's bequest provides thousands of volumes that will assist future teachers and other educators. The Bushner gifts include teacher resource books, hardcover and paperback titles for children, and journals. Interim Dean of the Library, Marc Glasser, Acting Dean of the School of Human Services, Dr. Neal DeChillo, professional librarians, and the Education Department collaborated in arranging for the receipt of Dr. Bushner's collection. An area of the Education Resource Library is named in memory of Dr. Bushner. The S.E.L.E.C.T. book program, which Dr. Bushner helped initiate, continues in her honor. The Library looks forward to joining with colleagues in a formal celebration honoring Dr. Bushner's considerable contributions to the College.

Children's books from the Bushner collection in the Educational Resources Library, looking toward the Bushner S.E.L.E.C.T. Nook.



Newsletter Credits

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