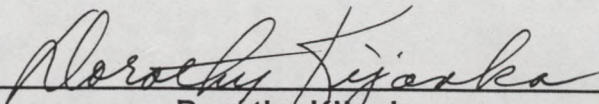



SACRED HEART UNIVERSITY

RYAN-MATURA LIBRARY

Annual Report
1996-97


Dorothy Kijanka
University Librarian

INTRODUCTION




The 156,000 people using the library broke all previous usage records by a substantial margin. After remaining relatively stable for years at approximately 75,000, library attendance for the past several years has fluctuated between 94,000 and 116,000. This year's total reinforces the principle that automated services attract students and faculty and that the laptop program, rather than discouraging library visits, has the opposite effect by developing an interest in electronic library resources.

Although technology-based services and their offsite availability are major influences on current library operations, the personal service provided by library staff is essential for access and use of electronic resources. Students and faculty need librarians to help them with their research needs. They use the library as a place to find information, to study, to meet, and to browse. Library research classes for groups are an important library service, as is the personal attention given to students and faculty on an individual basis. Educating and training library users, always an important library service, will remain a major focus with an emphasis on using information in whatever format it appears.

Details of some of the past year's activities are given in the following report. Statistics in tabular form are appended.

1996/97 OBJECTIVES



Library objectives were related to number 8, technology, and number 13, academic long range plan, of the University Priorities for 1996-97.

Objective #1. Mount a library home page on the University's Webpage.

The home page, written by library staff, was established September 1996. It provides detailed and substantial information about the library formerly only in paper format. None of the information has been updated since that date and planned enhancements such as online reference were not accomplished.

Objective #2. Connect all reference area CD-ROM workstations to the UMI Pro-Quest LAN and add all CD-ROM databases to the LAN.

No action was taken because of the unavailability of computer center resources.

Objective #3. Add the CARL OPAC (Online Public Access Catalog) to the LAN.

No action was taken because of the unavailability of funding and of computer center resources.

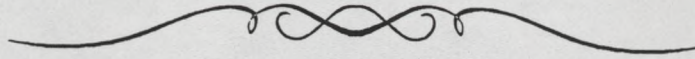
Objective #4. Complete the CARL serials/acquisitions project.

Substantial progress was made in converting our book ordering and receiving process to the CARL system and then connecting it to the OPAC. The implementation of the serials checkin module is moving more slowly because of vendor delays in providing the software but it is expected to be completed this year. When information on 2100 serial titles has been entered, the availability of single issues of all the journals we own will automatically show in the OPAC when they are received and checked in.

Objective #5. Explore and develop subject-specific Internet training.

The reference librarians have developed a pilot project to be implemented in the 1997 Fall semester. Several separate sessions on discipline-oriented subject searching of the Internet will be offered to students and faculty. At the end of the semester the project will be evaluated to determine its future usefulness.

PROJECTS



The replacement of the card catalog by the online catalog provided an opportunity to redesign the library main floor into a more service oriented and pleasant environment.

Six online catalog terminals were placed in a circular cluster on tables designed for this purpose. The cluster's location directly in front of the reference desk facilitates interaction between librarians and students who need help searching the catalog. New round study tables and chairs replaced all the old, worn, damaged, and unstable furniture formerly occupying the open space around the reference and circulation areas. Several new carrels were purchased for some indexes and new sturdier tables for some CD-ROM workstations.

The circulation service area was moved to the area formerly occupied by the card catalog, and a new service counter, desks, and carpeting were installed. This new location provides a focal point for people entering the building, and gives library staff more room and better sightlines of the public service area. A new book security system at the entrance, replacing one that was old and malfunctioning, includes a video camera hookup to the circulation service counter that operates automatically when the alarm is set off.

Ten large mounted and framed prints were hung on walls throughout the service areas. They bring cohesion and provide a very pleasant backdrop to all activities.

The student lounge was moved from the space under the stairwell to the area formerly occupied by the circulation service area. The new lounge area was refurbished with new furniture, carpeting, a picture and plants. The newspaper rack is located there. A sculpture was loaned for a nearby space by Sofia Gevas, Director of the Gallery of Contemporary Art. The lounge continues to be popular both with students who read newspapers or study, and those who meet and relax with friends.

SERVICES

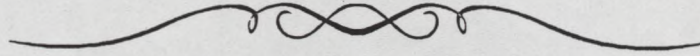


At the request of the student government, library hours were changed to provide longer coverage on Sundays. This was accomplished by reducing Friday hours and rescheduling some existing staff and hiring some part-time staff to share their hours. Started as a pilot project during the Spring semester, the hours were popular enough to be continued on a permanent basis.

Several instructional sessions were given to faculty on the use of the online catalog and the Proquest search system in the classroom. The assistant university librarian and the reference staff team taught classes as part of a series given by the director of instructional technology.

A software update resulted in the online reserves systems providing complete reports for the first time. The system now works properly and reflects the heavy use of reserve material.

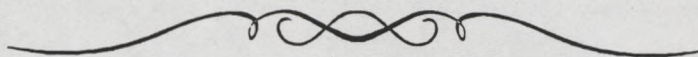
COOPERATIVE ACTIVITIES



The Council of Connecticut Academic Library Directors met monthly to discuss items of mutual interest and to hear speakers on current library topics. The reciprocal borrowing program for faculty and staff was renewed for another year. Two vendor discount programs were implemented for group purchases of electronic resources.

The library continued its long-standing participation in Bibliomation for its shared online public catalog, circulation, and serials/acquisitions services; in OCLC/NELINET for its online cataloging and classification, interlibrary loan, and database searching services; in the Western Connecticut Library Council for its shared purchasing program and training workshops; and as a member of various professional organizations.

COLLECTIONS




A large part of budget expenditures for resources are allocated to electronic formats but both electronic and paper formats are essential to the collection. Collection development decisions have become more difficult because of this constraint. Library services have been re-designed to present both formats to users in a way that shows their relevance to each other and the search process.

New electronic resources added this year are Bartlett's Familiar Quotations and College Catalogs on CD-ROM.

Gifts of paper resources, primarily books, continue to be an important supplement to those acquired through purchase. From the many items that are offered, the library is able to select those that are most relevant and useful to the collection.

STAFF ACTIVITIES



With the changeover in staff in several positions, new staff were given training opportunities, especially in technology, both in the Library and through external workshops. Many of the staff attended other workshops and seminars relevant to their positions.


All librarians attended the annual conference of the American Library Association which was held in New York City for the first time in many years. Several librarians also attended the annual conference of the Connecticut Library Association, and the National Online Meeting in New York City.

Christina McGowan served on the Bibliomation Local Database Committee and Carolyn Boulay was a member of the Connecticut Library Association Internet Roundtable.

Mary Rogers presented a paper on electronic journals at the national meeting in Pittsburgh of the Library Information Technology Association and was invited to make the same presentation to the Nassau County (New York) Academic Librarians Association. She also attended the Association of College and Research Libraries conference in Nashville which focused on the impact of technology on library services. She completed her last term on the Western Connecticut Library Council's board of trustees.

Dorothy Kijanka served as Past Chair and Secretary of the Council of Connecticut Academic Library Directors. She was a member of a NEASC accreditation team visiting a college in New Hampshire and has been asked to serve on another NEASC team visiting a college in Massachusetts this coming year. She was asked by the president of a Connecticut college to provide advisory planning services for its library. She is the library's official representative to the New England Library Information Network (NELINET), the Western Connecticut Library Council (WCLC), and to Bibliomation. On campus she was a member of the Academic Computing Committee and was a guest lecturer at a computer class on library information retrieval.

APPENDIX



PART I: USAGE & SERVICES

TABLE

Patron Count	A
Building Use by Groups	B
Reference Questions	C
Online Database Usage:	
End-User Access	D
Librarian-Mediated	E
CD-ROM Database Usage	F
Library Instruction Classes	G
Circulation - External	H
Circulation - Reserves/AV	I
In-house Use of Materials	J
Total Materials Usage	K
Interlibrary Loan	L
Yale University Usage	M

PART II: COLLECTIONS

Materials: Acquired	A
Materials: Cataloged	B
Materials: Added to Online Circulation Database	C
Materials: Processed	D
Holdings: Cataloged Print	E
Holdings: Uncataloged Print, Non-Print	F
Holdings: Periodicals	G

Part I: USAGE & SERVICES

Patron Count

Table A

Number of people using the building	1997	1996	# Change	% Change
	155,768	116,408	+ 39,360	+ 34.0

Building Use by Groups

Table B

	1997	1996	# Change	% Change
Classes	148	194	-48	-25
Meetings	71	22	+ 49	+ 223
Total	219	216	+ 3	+ 1

Reference Questions

Table C

	1997	1996	# Change	% Change
Reference	18178	18314	-136	-.7
Informational	1690	1611	79	-4.9
Total	19868	19925	-57	-.3
Telephone	1247	1405	-158	-11.2

Online Database Usage

Table D: End-User Access

	1997	1996	# Change	% Change
First Search	6269	4008	2261	56
Westlaw	519	334	185	55
Total	6788	4342	2446	56

ONLINE DATABASE USAGE

Table E: Librarian-Mediated

	1997	1996	# Change	% Change
Dialog	8	30	-22	-73%
BRS	3	1	2	200%
EPIC	5	4	1	25%
Total	16	35	-19	-54%

CD-Rom Database Usage

Table F:

	1997	1996	# Change	% Change
Casebase/Federal Reporter	76	98	-22	-22
Proquest	5881	8166	-2285	-28
Proquest Newspapers	378	914	-536	-59
SEC	72	151	-79	-52
ERIC	139	106	33	31
CINAHL/NTDB	269	297	-28	-9
Total	6815	9732	-2917	-30.0

Library Instruction Classes

Table G:

	1997	1996	# Change	% Change
ESL	1	0	1	100
EN 7	9	9	0	0
EN 11	23	26	-3	-12.0
EN 12	36	26	10	38.0
Special	22	21	1	-5.0
Total	88	82	6	7.0

Material Circulation - External

Table H

	1997	1996	# Change	% Change
Faculty	1714	1501	213	14
Students	12631	13558	-937	-7
Guests	853	632	221	35
Total	15198	15691	-493	-3

Circulation of Reserve/Audiovisual Materials

Table I

	1997	1996	# Change	% Change
Reserve Usage	1684	268	1416	528
Audiovisual Materials	57	62	-5	-8
Computer Software & Videos	210	187	23	12
Audiovisual Equipment	266	175	91	52
Total	2217	692	1525	220

In-House Use of Materials

Table J

	1997	1996	# Change	% Change
Materials	19,340	20,081	-741	-3.7%

(A monthly random count of materials, other than reserves, audiovisual, and electronic materials, used in the library without being checked out.)

Total Material Usage

Table K

	1997	1996	# Change	% Change
External Circulation	15198	15691	-493	-3
Reserve/Audiovisual Collection	2217	692	1525	220
In-house Random Usage	19340	20081	- 741	-3.7
Total	36755	36464	291	-8

Interlibrary Loan Activity

Table L

	1997	1996	# Change	% Change
Books borrowed from other libraries	512	456	56	12
Periodicals borrowed from other libraries	984	1082	-98	-9
<i>Total Borrowed</i>	<i>1496</i>	<i>1538</i>	<i>-42</i>	<i>-3</i>
Books loaned to other libraries	1058	1146	-88	-8
Periodicals loaned to other libraries	600	435	165	38
<i>Total Loaned</i>	<i>1658</i>	<i>1581</i>	<i>77</i>	<i>5</i>
<i>Total borrowed & loaned</i>	<i>3154</i>	<i>3119</i>	<i>35</i>	<i>1</i>
Total Unfilled requests	1200	926	274	30
<i>Total Filled & Unfilled transactions</i>	<i>4354</i>	<i>3974</i>	<i>380</i>	<i>10</i>

Yale University Usage

Table M:

	1997	1996	# Change	% Change
Faculty	5	3	2	66%
Students	0	0	0	0%
<i>Total</i>	<i>5</i>	<i>3</i>	<i>2</i>	<i>66%</i>

Part II: COLLECTIONS

The figures for materials ordered and received are different from those cataloged and processed, because they may be received in one year and processed in another.

Materials Acquired

Table A

	1997	1996	# Change	%Change
Ordered	1834	2742	- 908	-33
Received	1860	2983	-1123	-38

Materials Cataloged

Table B

	1997	1996	# Change	%Change
Ordered	1950	3746	-1796	-48
Reclassified	9	31836	-31827	-99
Gift	518	120	398	332
Total	2477	35702	-33225	-93

Materials Added to the Online Circulation Database

Table C

	1997	1996	# Change	% Change
Add Copy (Monographs)	2405	36920	-29515	-80
Add Volume (Serials)	370	7679	-7309	-95
Miscellaneous	1869	3874	-2005	-52
Total Added	4644	43473	-38829	-89

Materials Processed

Table D

	1997	1996	# Change	% Change
Ordered	2212	4461	-2249	-50
Reclassified	47	25045	-24998	-99
Gifts	521	121	400	330
Reference	1398	1497	-99	-6
Total	4178	30336	-26158	-86

Collections

Library Holdings: Print and Non-Print Collections

Table E

Main Circulation Collection:	Net Titles Added	Net Titles Held	Net Volumes Added	Volumes Held
Libraries & General	27	1,375	32	1,705
Media Studies	103	969	108	1,031
Philosophy	58	4,005	68	4,947
Psychology	79	2,619	89	3,010
Religious Studies	127	9,381	127	11,283
Sociology/SW/CJ	189	7,960	214	8,114
Political Science	84	5,536	84	6,166
Business Economics	190	9,240	200	10,142
Education	141	5,616	144	6,130
English Language & Literature	273	18,504	282	18,750
Foreign Language & Literature	106	6,988	114	8,093
General Science	49	731	49	888
Mathematics	74	3,694	76	4,455
Physics/Chemistry	30	2,203	30	2,698
Biology	45	2,875	45	3,311
Health Science	239	4,325	241	4,522
Technology	62	2,124	63	2,463
Arts	131	4,870	143	5,217
History/Geography/Biography	232	14,001	238	16,779
Sub-total: Main	2,239	107,016	2,347	119,704

Other Cataloged Collections in Book Form:

Reference (Excluding Microform)	317	7,634	1,339	19,127
Juvenile	62	1,658	67	1,814
Special Collections & Rare Books	51	846	65	952
Law - (Most new legal material included in reference total)				
	23	876	67	14,030
Curriculum Collection	40	1,152	72	1,374
Sub-total: Other	493	12,166	1,610	37,297
Total for Cataloged Collections in Book Form	2,732	119,182	3,957	157,001

Library Holdings: Print (cont.) and Non-Print Collections

Print (cont.)

Table F

Uncataloged Collections:	Titles	Volumes
Bound Periodicals	256	10,555
National Union Catalog	4	509
Instructional Materials (Pre-1984/85)	453	527
Foreign Juvenile Books	892	892
Scores & Librettos	622	639
Archives	2,133	2,280
Misc. Union Lists, Phone Books, etc.	76	99
<i>Sub-total: Uncataloged</i>	<i>4,436</i>	<i>15,501</i>
<i>Total Library Holdings of Volumes of Print Materials</i>	123,618	172,502

Non-Print Collection

Microform Collection:	Titles	Volumes
Periodicals on Microform	608	14,575
Microcards (Cataloged Monographs)	750	770
Reference Microfiche Sets	12	24,249
Non-Reference Microfiche Sets	4	28,534
Reference CD-ROM Indexes & Full Text	23	1,995
<i>Sub-total: Microform</i>	<i>1,397</i>	<i>70,123</i>
Audiovisual Collection: (Includes filmstrips, phonodiscs, slide sets, audio-cassettes, kits, transparencies, videocassettes & computer software)	2,936	11,257
<i>Total Library Holdings of Physical Units of Non-Print Materials</i>	4,333	81,380

	Titles	Volumes
Total Library Holdings in all Formats	124,951	253,882

Periodical Holdings by Discipline 1996-97

Table G

<i>Subject</i>	<i>Discontinued Titles with Holdings</i>	<i>Current Subscriptions</i>	<i>Total</i>
Accounting	6	40	46
Art/Music	11	41	52
Biology	40	58	98
Chemistry/Physics	16	39	55
Computer Science	1	51	52
Criminal Justice	1	23	24
Economics/Finance	2	216	218
Education: Main Library	39	99	138
Lisbon Branch	0	19	19
English	25	81	106
General Library	76	112	188
Global Studies	0	0	0
History	54	43	97
Health Care Administration	0	20	20
International Business	0	45	45
Legal Assistance	0	20	20
Management: Main Library	26	231	257
Stamford Branch	0	3	3
Mathematics	8	24	32
Media Studies	5	23	28
Medical Technology	0	0	0
Modern Languages	15	11	26
Nursing - Bachelor's	5	35	40
Nursing - Generic	0	13	13
Nursing - Master's	0	33	33
Family Nurse Practitioner	0	20	20
Philosophy	9	24	33
Physical Therapy	3	18	18
Political Science	0	83	83
Psychology	25	98	123
Religious Studies	37	67	104
Respiratory Therapy	0	3	3
Social Work	2	26	28
Sociology/Anthropology	35	81	116
Sports Medicine	0	2	2
Total	438	1,702	2,140

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Reference Department, Ryan-Matura Library

The reference department completed several projects designed to improve the book collection, increase electronic resources, and enhance access to the library's varied resources.

ACCOMPLISHMENTS

Book Collection

- Conducted extensive shifting of the entire reference collection to create an even distribution and improve accessibility for library patrons.

Bibliographic Instruction Program

- Reference staff participated in two faculty instruction sessions on Proquest.
- The B.I. Coordinator compiled statistics and prepared a written report summarizing the student evaluations of all EN 7, EN 11, EN 12, and special library instruction classes. The results are used to improve the program in response to student needs.

Electronic Resources

- Acquired new CD-ROM resources: Bartlett's Familiar Quotations, and College Preview.
- Casebase was upgraded to a Windows 95 version and the staff received in-house training by a Westlaw representative.

REFERENCE STAFF

New Staff

Susan Broadstone replaced Carole Clark as Head Reference Librarian

Tilly Dutta replaced Sandra Weingart as Reference Librarian

Edward Farrell resigned as a part-time Reference Librarian.

Florence Hudak was added to the weekend staff as a part-time Reference Librarian.

John O'Donnell was added to the weekend staff as a part-time Reference Librarian.

Conferences and Workshops Attended

ALA, NYC: Carolyn, Carole, Christina, Sandra

CLA Annual Conference, Cromwell, CT: Susan, Carolyn, Tilly, Christina

National Online Meeting, NYC: Susan, Carolyn, Christina

Westlaw training, NYC: Susan

Chemical Abstracts Searching (DIALOG), NYC: Christina

Internet Search Engines (WCLC): Tilly, Christina

Central CT Internet Roundtable, Government Information, Portland, CT: Carolyn

Central CT Internet Roundtable, Business Information, Portland, CT: Carolyn

"Reducing Stress" workshop, Fairfield, CT: Carolyn

Professional Memberships and Committees

Carolyn Boulay: ALA

Susan Broadstone: ALA, CLA

Tilly Dutta: CLA

Christina McGowan: ALA, Beta Phi Mu