

Western Connecticut State University
Ruth A. Haas Library | Robert S. Young Library

Library Systems Annual Report
2006-2007

MAJOR COMPLETED INITIATIVES:

Web page development. We continue to refine and develop the library web site, adding functionality and features that enhance research, teaching and learning. A major home page redesign is currently underway, with expected roll-out in mid-summer.

Instant messaging (IM) for reference. IM services have been expanded to five librarians (from two). Student/patron usage continues to be light; we have found that the chat client can be very useful in staff communications – relieving some of the email traffic. Training and workshops were offered to all library faculty and staff in August 2006. Participation was good, but adoption is still lagging.

Wiki/weblog development. We continue to promote various modes of electronic communication for the library faculty and staff, as well as other campus entities. A staff wiki was established in 2002-2003 and we continue to use it for several purposes, including collaboration with system administrators in University Computing. Additionally, we continue to pursue the use of weblogs (blogs) as a way to disseminate information and solicit input.

Staff workshops. Several workshops on the following topics were offered to library faculty and staff during summer 2006: instant messaging, weblogs, and wikis. The workshops were fairly well attended and several library faculty and staff have embraced these technologies.

TIP2: Tutorial for Information Power. We were informed that a new version of the TIP tutorial was available from the University of Wyoming; we downloaded and customized TIP2 in late 2006. The new version is attractive and more user-friendly.

Computer upgrades. The Library continues to upgrade and improve access to computing power for faculty and staff and students. The upper levels of Haas received new PCs during summer 2006.

Catalog kiosks. The five Macintosh computers on the 5th floor of Haas were repurposed as kiosk workstations throughout the Haas Library. The kiosks provide access to the CONSULS catalog only and are intended to assist patrons in locating materials. Future plans include making more information available from the kiosks, such as library floor plans and FAQs.

Technology budget. A budget request has been prepared for 2006-2007 bond monies, some items have been received and installed.

Web page activity. Although web statistics can be less than useful, we have been trying to track the level of activity for our web site to get a general idea of traffic. Attached are the raw statistics for spring 2007; we can expect the statistics to be representative of fall as well, although summer statistics would necessarily be lower. Highlights include:

- page requests per day average 1,525 (up slightly from spring 2006);
- April was again the busiest month with 51,263 pages being requested;
- Monday was typically the busiest day of the week;
- our heaviest week was February 25, 2007 with nearly 15,000 page requests.

Close to 50% of the webpage requests are for the Reserves (29%) and Database (22%) pages – a strong indication that ERes is still heavily used and the databases are being well-utilized. These two services are distantly followed by the A-to-Z Journal Locator and CONSULS (5% each).

Digital audio. A project proposal to convert the audio CD collection to digital format and serve the music on campus and off campus in a reserve-type process was prepared. Further conversation needs to take place with University Computing and administration. The proposal is also available at: <http://libweb.library.wcsu.edu/staff/wiki/DigitalAudio>

Database usage. A quick snapshot shows us that Academic Search Premier (EBSCO) continues to be our most popular database, accounting for over 12% of our total database usage. ASP is followed by JSTOR (11%) and EBSCO Combined Databases (10%). Lexis-Nexis continues to be in our top five list, as well as PsycInfo, each accounting for nearly 3% of usage. The top ten were rounded out with CINAHL, ProQuest Newspapers, ERIC, Expanded Academic Index, and, (new this year) EJS, each with approximately 1-2% of total usage. The raw statistics are available at <http://library.wcsu.edu/libweb/staff/stats> and are attached.

ERes. The service continues to be popular with faculty, even with the growing interest in WebCT on campus (see access statistics above and attached). We will continue to monitor the level of sustained interest in ERes.

Online instructional tutorial: Nursing. The Systems department worked with the Public Services/Nursing Librarian to create "Information Literacy for Evidence-Based Practice" for nursing students. This program has been implemented in nursing classes at various levels and has been very well-received.

Interlibrary loan equipment upgrades. We attempted to upgrade the PC attached to the ILL Ariel workstation. Unfortunately, we were unsuccessful in getting the PC to function properly with the current planetary scanner. We continue to look into options for this equipment, including the possibility of using Odyssey software instead of Ariel (see below).

ILLiad. We have successfully installed minor upgrades to the current ILLiad system and we are preparing for another major upgrade in late May/early June 2007. With this upgrade, we will consider whether to use ILLiad's alternative to Ariel, named Odyssey. The software is included in our ILLiad contract and will alleviate the current Ariel problems. ILL staff needs to determine if enough ILL partners are using Odyssey to justify the change.

Institutional repository. We investigated possibilities for institutional repository software and settled on DSpace as our software. Our first project was partnering with the Immigration & Memory Oral History project; several oral histories have been uploaded into the repository. In addition, the Journal of Undergraduate Psychological Research (JUPR) has a community. We are also in negotiation with the graduate school to require electronic theses and dissertations. We continue to refine workflows, metadata standards and searching algorithms.

GOALS & INITIATIVES 2007-2008:

Web page development. The library is poised for another interface change for the current web page. The faculty web committee has begun meeting and will be drawing up requirements and "wish lists" for the new design.

Online instructional tutorials. Building on the success of the nursing tutorial, the Systems department will work with the library faculty to create more online tutorials/instructional presentations for various disciplines.

Library blog. We continue to investigate the feasibility of instituting a blog for the Haas and Young Libraries in which we could post new resources, services and programs. The technology is not a problem, but we would need to gauge faculty/staff interest in participating and providing posts.

Computer upgrades. The Library will continue to upgrade and improve access to computing power for faculty and staff as appropriate and necessary.

Digital Audio. We will continue to pursue possibilities for this project.

Federated Searching. The library faculty will continue conversations regarding the nexus of information retrieval, including the possibility of instituting federated searching.

Continued Research & Development. We will continue to review, test and analyze new services and technological opportunities for the library.

Submitted May 14, 2007
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