



TODD WEHR MEMORIAL LIBRARY
@ VITERBO UNIVERSITY
2004/2005

Annual Report

Library Vision & Mission

Vision

Todd Wehr Memorial Library is an integral part of Viterbo University. Grounded in Franciscan values, this vital information services center develops, coordinates, and promotes dynamic services designed to enhance learning and anticipate the needs of a diverse Viterbo community.

Mission

Todd Wehr Memorial Library supports the mission of VU by working collaboratively with the Viterbo community to provide access to services and resources that enhance learning and support the curriculum. As a vital information services center, the library creates a welcoming environment that inspires inquiry, research and participatory learning. The library develops and nurtures local and statewide partnerships, promoting services and resources both on and off campus.

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Library Quick Facts

Staff members	10
Hours Open Regular Semester	102.5 / week
Reference Hours Regular Semester	60 / week
Collections	
Books	67,527
Electronic Books	11,412
Periodicals (all print).....	1,191
Periodicals fulltext (databases)	14,483
Videos/DVDs.....	2,020
CDs	897
Check Outs	21,246
Resource Sharing	
Borrowed.....	2,436
Loaned	1,013
Instruction sessions.....	121
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Staffing Information

Joined Our Staff

- Crystal Brunelle – Information Services Supervisor - February 2005

Present Staff

- Marilyn Adam – Assistant Resources Librarian
- Elizabeth Ehr – Technical Services Librarian
- Deb Friet – Acquisitions Coordinator, Information Services Supervisor
- Jonathan Hinck – Serials and Archives Librarian
- Kim Olson-Kopp – Outreach & Technology Librarian
- Rita Magno – Director
- Gregg Ruston – Evening Information Services Supervisor
- Sue Spiker – Information Services Manager
- Nancy Steinhoff – Assistant Director, Reference and Instruction Coordinator

Resigned

- Lori Esser - December 2004

Volunteers - Archives

- Jan Linderbaum
- Sr. Frances Clare Mezera

Workstudy Students

- 25 work-study students who assisted us throughout the year, including 5 recipients of the Library Service Award presented at the Star Awards ceremony in May of 2005!

Campus participation

Library staff members participate in a variety of on campus committees including:

- Academic Improvement and Quality Committee (AIQC)
- Administrative Assembly
- Administrative Concerns and Development (ACDC)
- Curriculum Committee
- Drug and Alcohol Awareness Committee (DAAC)
- Faculty Assembly
- Library Committee
- Planning Committee
- Staff Assembly

Professional Development

Developing and sustaining appropriate library services, and keeping abreast of changing technologies are two key concerns for library staff. Fortunately staff participate in a rich environment of professional development opportunities through professional organizations, including:

- Innovative Users Group (IUG)
- La Crosse Area Multitype Library Advisory Committee (LAMLAC)

- Minnesota Innovative Users Group (M IUG)
- Wisconsin and Illinois Innovative Users Group (WILIUG)
- Wisconsin Association of Academic Librarians (WAAL)
- Wisconsin Association of Independent Colleges and Universities (WAICU) - Library Directors
- Wisconsin Catholic Library Association (WCLA)
- Wisconsin Heritage Online (WHO)
- Wisconsin Library Association (WLA)
- Wisconsin Library Services (WiLS)

Review of Goals

Last year, the library staff developed a set of six goals with which to move forward. Upon review of these goals this year, only one change was made. Our services include regional and world-wide collaborative relationships with other organizations and institutions. Goal Four was changed to reflect this reality.

- **Goal One:** Integrate the library into the Viterbo Community by collaborating with students, administration, faculty and staff
- **Goal Two:** Support learning and research by providing group and individual assistance to students, administration, faculty and staff
- **Goal Three:** Promote use of the services and resources of the library
- **Goal Four:** Develop and nurture local, regional and world-wide collaborative services
- **Goal Five:** Encourage self-sufficient learning among campus and distance students by acquiring and utilizing appropriate print and electronic resources
- **Goal Six:** Create a welcoming and accessible environment that expands space and inspires learning

Initiatives

Faculty Development In-service Programming

The library participated in programming for the Fall and Spring faculty development in-services. 110 faculty and staff members attended a Library presentation in August that emphasized core Information Literacy competencies and how to incorporate them within the six core abilities, critical thinking, life values, communication, aesthetic sensitivity, cultural sensitivity, and community involvement. In January, 74 faculty and staff members attended, *Academic Integrity: Pirates, Paper Launderers, and Plagiarists*, a faculty workshop

developed by the Library, the Learning Center, Instructional and Information Technology (IIT), and Title III.

Electronic Reserves Pilot

In the Fall of 2004, the Library began an E-Reserves pilot project using Blackboard software, with the assistance of 6 instructors from the Nursing Department, 1 instructor from the English Department, and the support of the IIT staff. The pilot began with 12 courses and 60 reserve items. By Spring of 2005 there were 13 participating instructors, 15 courses and 138 items placed on reserve. Staff are in the process of developing guidelines, best practices, and policies.

Digital Projects

With the purchase of a planetary scanner and ContentDM software through Title III funding, the library is poised for digitization projects. Staff took part in the preparations for two collaborative digital projects. The library invited other WAICU libraries to participate in a WAICU Digital History project at a meeting of the WAICU library directors in June of 2005. The project would entail digitizing documents, photos and objects that signify the history of each WAICU institution. The library is 1 of 36 founding members of Wisconsin Heritage Online, a project designed to make Wisconsin's cultural heritage available to the public.

Outreach Activities

In the past two years, the library has focused on increasing our visibility and our collaborative efforts. Successful outreach activities help us to further these objectives.

- **Ecumenism Today Conference:** Library staff provided support for the Ecumenism Today Conference, which took place on the Viterbo campus in May 2005. The library created a website for the conference, and provided a display of Ecumenical materials for a breakout session.
- **Banned Books Week & Read Posters:** An Open House was scheduled during the national celebration of Banned Books Week to introduce Viterbo's Read Posters. Designed by the Library and Communications and Marketing, the posters feature Viterbo campus celebrities holding a favorite book. This has been a popular project with library users, who travel the hallway, stopping every once in awhile to view a friendly Viterbo face.
- **Art Exhibits:** The library loaned paintings from the Anna Miller collection for a March 2005 exhibit at UW – Eau Claire. We heard afterwards from two individuals who attended the show. They provided additional information about the artist for our files. The library also made plans for a local showing of Peter Whitebird paintings scheduled for July 2005 at the Pump House.

Periodicals Collection Review

Staff began the first year of a multi-year study of access to periodical information. We gathered usage statistics from 1998 through July 2004 for journals in our

paper and microfiche collections, we evaluated the management of our newspaper titles, and we added a number of databases to increase our access to online journal and reference material including the purchase of the first set of the JSTOR journal collections. The ongoing JSTOR project is designed to provide access to the full range of issues back to volume 1 for each journal title in the collection, and to save libraries the cost of preserving and storing paper journals. Business, Literature, and World Languages databases were added as well.

Library as Host

In December 2004, the library was host to a meeting of local librarians and archivists here in the library to discuss standards and practices for digital collections, planning a digitization process, the Wisconsin Heritage Online project and the University of Wisconsin's Digital Collection Center. Guest presenters included Steven Dast – UW Madison, Head of the Project Assessment and Development Unit, Madison Libraries' Digital Content Group (DCG), Debbie Cardinal, Wisconsin Interlibrary Services, Digital Archives, and Paul Beck, UW La Crosse, Special Collections and Area Research Center. Sr. Mary Ann Gschwind provided a tour of the St. Rose Archives.

The library also hosted the WAICU Library Director's summer meeting in June of 2005. Library staff provided a short presentation to update WAICU members present on the happenings at the library, and on the Viterbo campus.

Technology

Changes in technology proved to be both interesting and challenging throughout the year. Staff experienced updates to existing software, including the library's Innovative system, and Ariel, the software that allows us to send and receive e-documents. New software included: OCLC's Connexion, a resource for cataloging and acquisitions of materials, and ClassWeb, a Library of Congress cataloging tool. The staff was introduced to campus-wide changes as well with the introduction of DataTel Webadvisor software, and the new copy machines with card-only access. We updated our holdings in the Wisconsin WISCAT database, and we switched to a web-based version of WorldCat, a catalog of library holdings from around the world, for our resource sharing. Staff (and students) were relieved when ERIC, the government service for educators ended its clunky E-subscribe service, and began to make ERIC documents available through the ERIC website.

In May of 2005, the staff experimented with teleconferencing software, Microsoft's Live Meeting, through a Wisline Web training session. Wisline Web is an inexpensive service of the Instructional Communications Systems, a support unit of the UW Extension program. The service makes available scheduled access to teleconferencing software, and technical support during instructional sessions using the software. The staff is interested in finding an affordable software with user friendly features that would allow us to develop online instructional sessions for distance students.

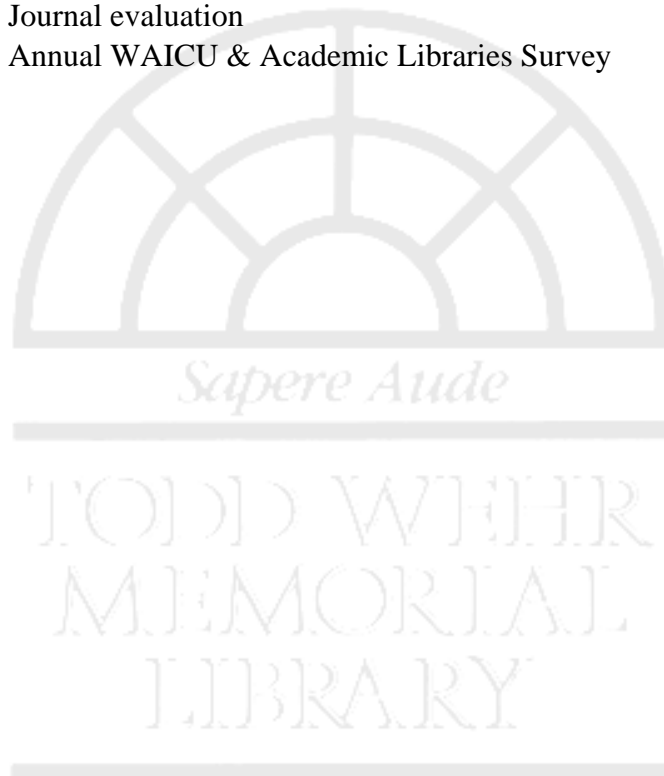
Assessment

Reports

- Social Work accrediting – April 2005
- NCATE – Oct 20th 2004
- Nursing October 2004

Evaluations

- Irish Luck survey March 14-17, 2005 (Mail, Library, and Student Union distribution)
- Grad student evaluations, July -October 2004
- Evaluation of Workshops
- Reference Desk, November 2004, April 2005
- Journal evaluation
- Annual WAICU & Academic Libraries Survey



Information Services: Circulation, Shared Resources, Reserves

Susan Spiker
Interlibrary Loan and Information Services Manager

Highlights from 2004-2005

Staffing:

Our staff consists of one full-time evening supervisor (Gregg Ruston) and three part-time supervisors and I manage the department. Deb Friet continues to divide her schedule between Acquisitions and our department. Crystal Brunelle was hired part-time to replace Lori Doney. Marilyn Adam is on our rotating weekend schedule, as well as performing her duties as Assistant Resources Librarian in Serials/Archives.

E-Reserves Pilot Project:

In the Fall of 2004, Jeff Nyseth, Assistant Director of Instructional Technology and IIT Instructor, made ten courses available as Library E-Reserves on the Blackboard software to enable a couple of Viterbo faculty to participate in an Electronic Reserves Pilot Project with the Information Services Department in Todd Wehr Memorial Library. In the beginning, the initial faculty members were Rolf Samuels, Assistant Professor of English and Pat Zander, Associate Professor/Assistant Dean of the RN to BSN Nursing Program.

Word soon spread in the Nursing Department about the project, and other nursing faculty wanted to be included in this exciting new library service. In the end, seven instructors were included in the trial project, with twelve courses and sixty reserve items. The seven instructors were:

- Carl Bargabos (Nursing)
- Jennifer Hedrick Erickson (Nursing)
- Peg Haggerty (Nursing)
- Jackie Kuennen (Nursing)
- Bonnie Nesbitt (Nursing)
- Rolf Samuels (English)
- Pat Zander (Nursing)

This project proved to be very successful. Faculty and students were impressed with the new Library E-Reserves option.

In presenting this project, an assessment was made to determine what should be included in order to make this a successful project when introducing this to the entire faculty. Guidelines need to be developed and included on the library home page so that faculty know what they may put on reserve:

- A copyright page needs to be included on the first page of every scanned item

- Copyright procedures need to be listed to enable faculty to determine what can be placed on reserve
- A complete citation of the item being placed on reserve should be listed
 - Example:
 - Ferullo, Donna L.: “The Challenge of E-Reserves”; School Library Journal; Summer, 2002; Vol. 48(8); pages 33-35
- An e-reserve form needs to be introduced to ensure that all the necessary information about the course and instructor is included.

Assessment of E-Reserves Pilot Project:

A questionnaire was e-mailed to all seven instructors. Eight questions were asked:

1. Were E-Reserves a helpful tool for your class?
2. Would you use E-Reserves next semester?
3. Would you like a printed copy kept on reserve in addition to the electronic copy?
4. Were the copies legible?
5. Did your class have trouble accessing E-Reserves?
6. Please list what type of problem they had.
7. Do you have suggestions on how E-Reserves can be improved?
8. Other comments

3 of 7 questionnaires were returned. All who responded thought that E-Reserves were a helpful tool for their class, and wanted to use E-Reserves next semester. 1 of 3 instructors wanted a printed copy kept on reserves as well as the electronic copy. All who responded thought their copies were legible. No instructors had problems accessing E-Reserves.

Comments received:

“I am absolutely thrilled with this capability! Made my life and the MSN student’s life considerably easier”.

“Thanks for your quick responses. My class is much better with your support”.

“Thank you! I didn’t have any problems—students were very happy with this service”.

In evaluating this process, there needs to be an E-Reserves Workflow Chart to keep a record of E-Reserves added and removed. Complete directions need to be written for how to scan E-Reserves and how to add E-Reserves so that a uniform and consistent manner of completing this process can be achieved. Archiving articles and chapters in an easily accessible method is an important part of the E-Reserves component. If faculty choose to re-use an article that was previously posted to their Blackboard, we will be able to easily retrieve the documents needed and load them to their course(s).

Although E-Reserves are still in a trial phase, the Nursing faculty continue to be key participants. Sociology, Education, Religious Studies and other departments have been taking part in E-Reserves after hearing positive comments.

Other Projects Completed:

- New computers were added to our work stations with increased capabilities that enhanced our workflow.
- Statistics were revamped enabling greater options when performing queries.
- 10-book shelving policy
 - This was implemented to insure that shelving was completed in a timely manner every day. Each work study student was required to shelve at least 10 books/items each shift. Supervisors also participated. Previously, two or three students were doing the majority of shelving and this method proved to be a more equitable approach.
- Tracking of reserves is now available on Excel as well as paper format.

Professional Development:

Sue Spiker attended a Resource Sharing Workshop in Eau Claire and the Annual Interlibrary Loan Meeting in Madison.

Circulation Statistics:

IN HOUSE USE STATISTICS BY ITEM LOCATION	
<u>LOCATION</u>	<u>INTERNAL USE</u>
Career	99
Child	607
Curr	45
Eric	23
Main	3137
Music	8
Nursing	2
Periodicals	3788
Reference	1327
Reserve – 24 hour	2
Reserve – 3 day	6
Reserve – 2 hour	174
Reserve – 1 week	11
Video – 24 hour	10
Video – 2 hour	32
Video – 72 hour	1
Other	9
Total	9281

Comments: In house use of Career books increased by 63%. A re-evaluation of the Career section was done by Marilyn Adam. Older books were weeded, and new books were purchased. This process may have been the cause of increased “browsing” and an increase in in-house statistics.

CIRCULATION BY PATRON TYPE		
PATRON TYPE	QUANTITY	PERCENT
Viterbo Student	15,576	73.30%
Viterbo Employee	4,417	20.80%
La Crosse Borrower	85	.40%
Libraries Borrowing	660	3.10%
Viterbo Other	478	2.20%
No Patron Type Specified	30	.10%
Total	21,246	100%

Circulation by Viterbo Students increased from 14,388 to 15, 576.

CIRCULATION ACTIVITY BY ITEM LOCATION					
Location	Checkout	Checkin	Holds	Holds/Recalls	Total # Transactions
Career	71	44	0	1	116
Chemistry	1	0	0	0	1
Child	1,432	1,293	2	0	2,727
Curriculum	425	572	1	0	998
Education	5	2	0	0	7
Globe	1	1	0	0	2
Interlibrary Loan	1,269	614	0	0	1,883
Library	14	1	0	0	15
Main	11,079	8,798	50	2	19,929
Mainr	9	3	0	0	12
Music	22	22	0	0	12
Nurse	8	5	0	0	13
Office	17	12	0	0	29
Periodicals	2	2	0	0	4
Reference	35	33	0	0	68
Reserve-3 wk	5	10	0	0	15
Reserve-24 hr	90	66	0	0	156
Reserve-3 day	144	107	0	0	251
Reserve-2 hr	4,572	4,348	0	0	8,920
Reserve-1 wk	262	240	1	0	503
Video-24 hr	436	239	3	0	678
Video-2 hr	1,134	608	0	0	1,742
Video-72 hr	28	22	0	0	50
Video	184	111	2	0	297
Other	1	1	5	0	7
Total	21,246	17,154	64	3	38,467

Comments: Circulation of Career books increased (please see above-- in house comments) by 38%. Total Circulation increased from 20,318 to 21,246.

Interlibrary Loan Statistics:

Total Interlibrary Loan Articles, Book, Videos, etc. and Eric Documents Requested by Patrons:

<u>04-05</u>	<u>03-04</u>	<u>02-03</u>	<u>01-02</u>	<u>00-01</u>	<u>99-00</u>
4,873	5,836	5,522	3,980	3,212	3,017

Comments: There was a decrease of 963 interlibrary loan requests from 03-04 to 04-05. Instruction and technology techniques have been improved and there are more full-text databases available. As students become more proficient at finding and obtaining their own research needs, their interlibrary loan needs decrease.

Requested by Patrons:

	<u>04-05</u>	<u>03-04</u>	<u>02-03</u>	<u>01-02</u>	<u>00-01</u>	<u>99-00</u>
Articles	3,600	4,507	4,142	2,977	2,375	2,170
Books/Media	926	640	674	595	435	568
ERIC	347	689	706	408	388	230
	<u>4,873</u>	<u>5,836</u>	<u>5,522</u>	<u>3,980</u>	<u>3,212</u>	<u>3,017</u>

Comments: As of 2004, ERIC no longer produces documents in microfiche. Viterbo patrons can access ERIC documents (full-text) through EBSCOhost. The older microfiche are also available.

Items provided:

Out of 4,873 items requested, 4,753 were provided to patrons.
Out of 4,873 requests, there were 120 unfilled requests.

Unfilled articles:	68
Unfilled books, videos, CDs, etc.:	48
Unfilled Eric documents:	4

Articles:

The breakdown of interlibrary loan article *requests* by patron status is as follows:

	<u>04-05</u>	<u>03-04</u>
Distant Grads	2,568	3,560
Faculty / Staff	503	394
Local Grads	297	185
Undergrads	224	362
Other (Alumni, St. Rose Convent, Viterbo affiliated community members)	4	3
Unknown	4	3
Total	3,600	4,507

Articles requested by location:

Of the 2, 568 articles requested by distant grads, these are the sites that participated.

<u>IOWA</u>	<u># of articles</u>	<u># of patrons that requested articles</u>
Bloomfield	52	Bloomfield 23
Cedar Falls	148	Cedar Falls 11
Cresco	145	Cresco 51
Des Moines	149	Des Moines 27
Marshalltown	213	Marshalltown 41
Mt. Pleasant	29	Mt. Pleasant 4
Red Oak	42	Red Oak 16
Waukon	8	Waukon 3
Total	786	176

<u>WISCONSIN</u>	<u># of articles</u>	<u># of patrons that requested articles</u>
Antigo	88	Antigo 19
Appleton	17	Appleton 2
Ashland	5	Ashland 2
Baraboo	278	Baraboo 29
Beloit	1	Beloit 1
Columbus	99	Columbus 17
Elkhorn	110	Elkhorn 14
Green Bay	15	Green Bay 3
Hanesville	10	Hanesville 3
Janesville	10	Janesville 4
Kaukauna	118	Kaukauna 27
Menomonie Falls	248	Menomonie Falls 34
Middleton	78	Middleton 17
Milwaukee	14	Milwaukee 7
Mosinee	68	Mosinee 14
New Lisbon	31	New Lisbon 2
<i>Not listed</i>	15	<i>Not listed</i> 3
Pulaski I	226	Pulaski I 25
Pulaski II	121	Pulaski II 16
Reedsburg	1	Reedsburg 1
Rice Lake	21	Rice Lake 3
River Falls	2	River Falls 1
Stevens Point	116	Stevens Point 16
Tomahawk	82	Tomahawk 15
Viterbo Campus	298	Viterbo Campus 73
Wausau	1	Wausau 1
Total	2,073	349

Books, Videos, CD's, etc.:

The breakdown of interlibrary loan books, videos, CD's, etc. *requests* by patron status is as follows:

	<u>04-05</u>	<u>03-04</u>
Distant Grads	113	145
Faculty / Staff	396	293
Local Grads	68	38
Undergrads	330	160
<u>Other</u>	<u>19</u>	<u>4</u>
Total	926	640

Books requested by location:

Of the 113 books / videos / CDs requested by distance grads, these are the sites that participated.

<u>IOWA</u>	<u># of books</u>	<u># of patrons that requested books</u>
Cresco	2	Cresco 2
Des Moines	7	Des Moines 3
Marshalltown	12	Marshalltown 6
Mt. Pleasant	3	Mt. Pleasant 1
Waukon	6	Waukon 3
Total	30	15

<u>WISCONSIN</u>	<u># of books</u>	<u># of patrons that requested books</u>
Antigo	4	Antigo 3
Appleton	1	Appleton 1
Ashland	1	Ashland 1
Baraboo	3	Baraboo 2
Chippewa Falls	2	Chippewa Falls 1
Green Bay	1	Green Bay 1
Janesville	2	Janesville 2
Kaukauna	5	Kaukauna 4
Madison	2	Madison 2
Menomonee Falls	8	Menomonee Falls 7
Middleton	1	Middleton 1
Mosinee	5	Mosinee 3
None Listed	5	None Listed 5
Prairie du Chien	6	Prairie du Chien 3
Pulaski I	9	Pulaski I 5
Pulaski II	14	Pulaski II 7
Stevens Point	5	Stevens Point 3
Viterbo Campus	64	Viterbo Campus 24
<u>Wausau</u>	<u>7</u>	<u>Wausau 2</u>
Total	145	77

ERIC documents:

The breakdown of interlibrary loan ERIC *requests* by patron status is as follows:

	<u>04-05</u>	<u>03-04</u>
Distant Grads	320	655
Faculty / Staff	20	13
Local Grads	3	17
Undergrads	2	4
<u>Other</u>	<u>2</u>	<u>0</u>
Total	347	689

Comments: Because patrons can now access ERIC documents (full-text) through EBSCOhost, the need to have work study students copy ERIC documents on microfiche is needed less. Previous graduate sessions, work study students copied a large amount of documents that were lengthy. They averaged in length from a few pages to over one hundred pages. This was costly for the library in time and in money (wear and tear on microfiche machinery and use of toner).

Programs:

Statistical information is not complete since students do not always fill in which program they are in when they are filling out the Interlibrary Loan Form.

The information that we do have:

Educational Research	2,642 requests
MBA	5 requests
Teacher Licensure – Post Baccalaureate Certificate	4 requests
RN to BSN	178 requests

IN HOUSE: (How many requests were filled here at Viterbo using our paper and our online resources?)

Articles: 1,909 provided to requestors from Viterbo out of 3,572 requested

	<u>04-05</u>	<u>03-04</u>
Viterbo – Internet	117	95
Viterbo – Online	1,058	1,118
<u>Viterbo – Print</u>	<u>734</u>	<u>989</u>
Total	1,909	2,202

1,595	Articles received from other libraries
<u>28</u>	Articles received (other)
3,532	Total articles provided to Viterbo requestors
<u>68</u>	Unfilled
3,600	Total Articles Requested

Books / CDs / Videos: 40 provided to requestors from Viterbo out of 926 requested

	<u>04-05</u>	<u>03-04</u>
Books, etc. were found at Viterbo	40	23
Books, etc. requests were unfilled	48	52
Books, etc. received from other libraries	822	565
Other	16	0
Total books, etc. requested	926	640

Other:

- Available at UW-La Crosse and patron retrieved themselves
- Cancelled by patron—they no longer needed
- Duplicate request
- Lending library would not lend without expensive fee
- Not available yet
- Only wanted chapter from book, which we copied and sent back

ERIC Documents:

	<u>04-05</u>	<u>03-04</u>
E-Subscribe Database (Viterbo)	304	547
Microfiche (Viterbo)	15	30
Microfiche Received from other libraries	19	100
Unfilled	4	12
Other (No longer needed, etc.)	5	0
Total Eric documents requested	347	689

Methods used to receive articles:

	<u>04-05</u>	<u>03-04</u>
ARIEL	838	845
WILS	443	921
E-MAIL	2	10
FAX	25	32
MAIL	128	237
REDBOX	103	113
BLUEBOX	3	1
OTHER	53	67 (not specified on form)
Total	1,595	2,226

We received 838 articles electronically from other libraries that used the ARIEL software. We received 443 articles electronically from UW-Madison. We received 2 articles via e-mail. We received 25 articles that other libraries faxed to us. We received 106 articles by South Central Library Delivery System (redbox/bluebox).

Summary:

	<u>04-05</u>	<u>03-04</u>
Articles received from other libraries	1,595	2,226
Books, etc. received from other libraries	822	565
<u>Eric Documents received from other libraries</u>	<u>19</u>	<u>100</u>
Total	2,436	2,891

Items Supplied to Other Libraries:

	<u>04-05</u>	<u>03-04</u>	<u>02-03</u>	<u>01-02</u>
Total requests from <u>Other libraries:</u>	<u>1,525</u>	<u>1,521</u>	<u>1,175</u>	<u>1,187</u>
Articles	758	687	640	346
Books and occasionally videos And CDs when approved by the Department from which it was Purchased:	767	834	535	841

Comments: There was very little increase in total items supplied to other libraries. There were 71 more articles requested this year and 67 fewer books.

Article Request Methods:

OCLC	625
Wiscat	132
Other	1 (International Request Form faxed to us)
TOTAL	758

Books/CDs, etc. Request Methods:

ALA	1
Fax	1
OCLC	224
Referral Pass	33
<u>WISCAT</u>	<u>508</u>
TOTAL	767

Comments: There was a 20% increase in OCLC requests. We are receiving more requests from other libraries that provide us with materials through OCLC. The reciprocal agreement of not charging is working well for all participants.

Total Items Provided to Other Libraries:Articles:

	<u>04-05</u>	<u>03-04</u>
Total Article Requests from other libraries	758	687
<u>Unfilled Requests</u>	<u>215</u>	<u>268</u>
Total articles provided to other libraries	543	419

Books, CDs, etc.:

	<u>04-05</u>	<u>03-04</u>
Total requests from other libraries	767	834
<u>Unfilled Requests</u>	<u>297</u>	<u>274</u>
Total books, etc. provided to other libraries	470	560

TOTAL ITEMS PROVIDED TO OTHER LIBRARIES 1,013
(compared to last year – 979)

Unfilled reasons (articles):

At the bindery	3	• Already requested by another library
Cancelled	8	• Duplicate request
Do not own	130	• E-book format only
Incomplete citation	12	• Not on shelf
Missing	23	• In process (on order)
Non-circulating	13	• Too new
<u>Other</u>	<u>26</u>	• We do not loan entire journals
TOTAL	215	

Unfilled reasons (books, etc.)

Checked out	55
Do not own	26
Non-circulating	150
<u>Other</u>	<u>66</u> (Reasons are the same as Other/Articles—see above)
TOTAL	297

Delivery Method:Articles:

ARIEL	132
E-Mailed	9
Faxed	22
Mailed	139
Other	1 (Phoned them and gave them the link)
Red Box	234
Blue Box	<u>6</u>
	543

Reference and Instruction

Nancy Steinhoff

Assistant Director, Instruction and Reference Librarian

Reference and Instruction, as an integral part of Viterbo University Library, supports the university mission and curriculum. Reference and Instruction participated in the six goals of the library to collaborate, to support learning and research, to promote use of services and resources, to use resources wisely by collaborating with external networks, to encourage self-sufficient learning, and to create a welcoming environment.

Integrate the library into the Viterbo Community by collaborating with students, administration, faculty and staff

Library Instruction presented a workshop on Information Literacy and Core Values at the Fall Faculty In-service, which was the outcome of a conference attended by the library director, the academic dean, and the director of Instructional and Information Technology (IIT) at the end of the past fiscal year. For the Spring Faculty In-service, the library collaborated with staff from the Learning Center and (IIT), as well as a Title III instructional designer to create an interactive workshop on plagiarism. Reference provided key support to the Visiting Scholar in Ecumenical Studies, during the development of a fall public lecture and a spring conference.

Support learning and research by providing group and individual assistance to the entire Viterbo Community

Instruction

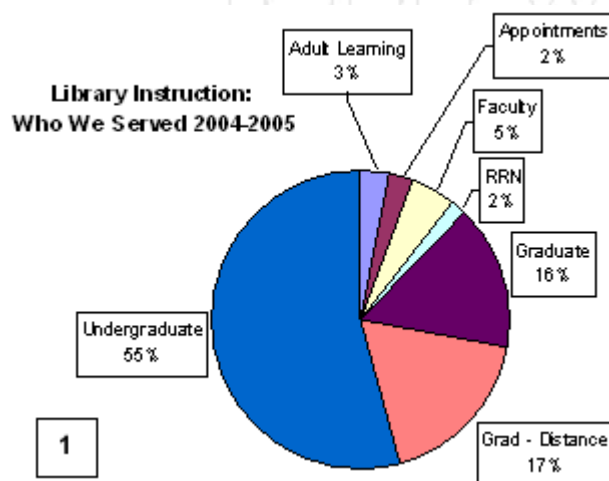
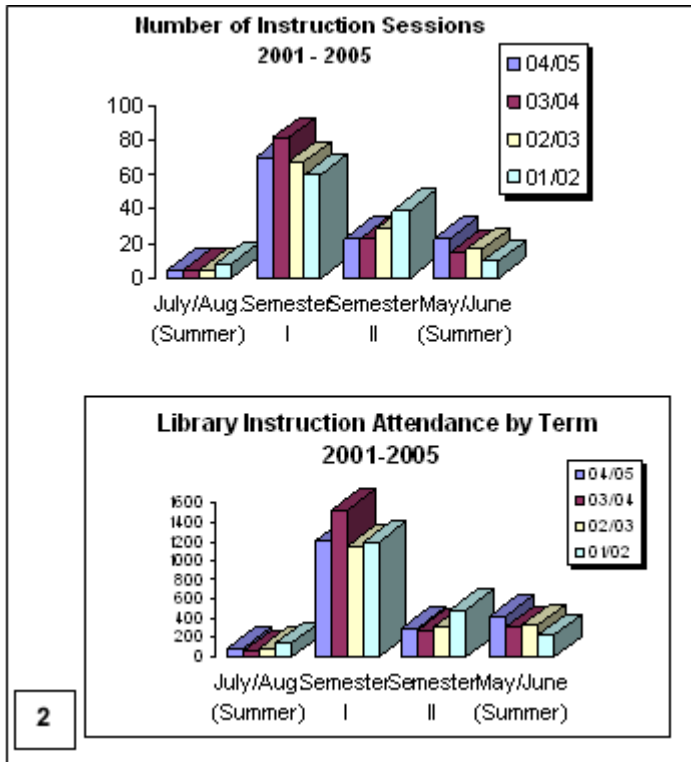


Chart 1 shows that library instruction sessions and orientations reach a variety of learners and participants. Non-traditional students in graduate and adult learning programs such as the RN-BSN program continue to comprise more than 1/3 of the total participants.

To reach more of these non-traditional students the library offered orientations for transfer students and graduate students in education, business, and servant leadership.

An on-campus orientation for RN-BSN students was added for the 2003-2004 fiscal year. Instruction was shared by 6 staff members, but Nancy Steinhoff and Kim Olson-Kopp handled 75% of the sessions.

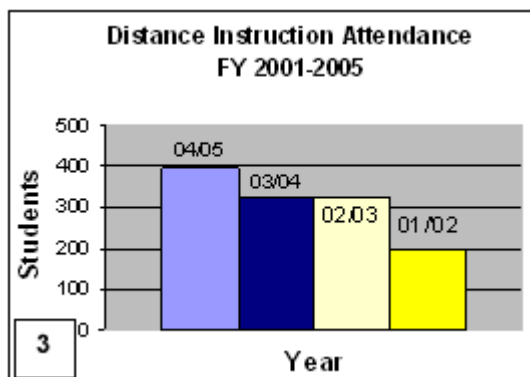
For faculty the library offered two workshops in collaboration with other campus departments. Additional faculty instruction occurred in individual appointments with library staff and meetings with departmental liaisons.



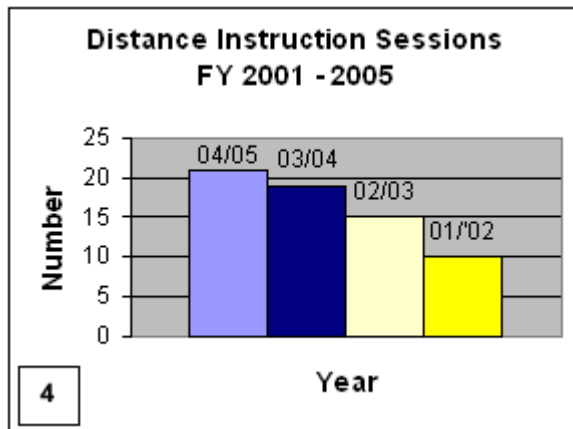
Compared to FY 2003-2004 the number of instruction sessions and participants during the 2004 2005 fiscal year decreased slightly. The number of sessions decreased from 124 to 121 sessions. Attendance for 2004-2005 decreased slightly from 2044 to 2012 participants. Chart 2 shows that attendance and number of sessions varies by term. Fall is the busiest term with early summer the next busiest time. In the last four years instruction in early summer has overtaken instruction during the spring semester.

Distance Instruction

One reason for these increases during fall and summer is the growth of distance programs in the University strategic plans. Distance library services include reference and instruction. The off-campus instruction statistics in Charts 3 & 4 primarily reflect activities of the education graduate program, which holds most classes off-campus. Distance students in other programs, such as RN-to-BSN programs, Nursing Masters, Business Management or Servant Leadership, usually come to campus for a library orientation. They also receive library training from faculty who consult with the library. Both these situations are reflected by on-campus instruction statistics and reference questions from locations outside of the library (Chart 5)



Charts 3 and 4 show distance instruction to the Masters of Education Program continued to grow in both number of sessions and attendance. Student attendance at library workshops increased from 197 in 2002 to 398 by June 2005. Instruction is offered in 2 states and the number of sessions offered continues to rise. Viterbo librarians visited 7 research classes in Iowa and 3 classes in Wisconsin during 2 summer sessions.



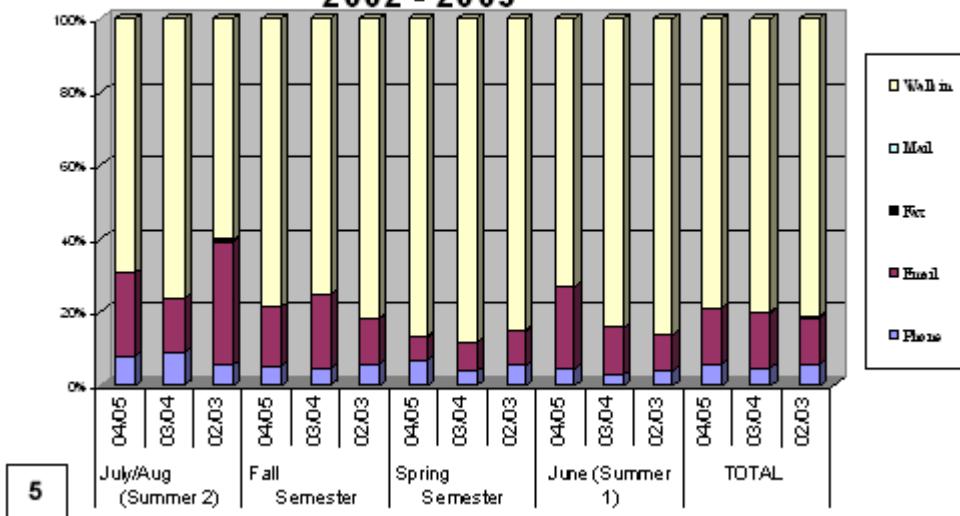
Librarians visited 11 educational research classes in Wisconsin during the fall semester. The total of 21 classes represents an increase of 2 sessions and 75 students. Distant instruction is shared equally by 4 librarians.

Reference

Reference provides individual assistance to both the on-campus and off-campus Viterbo Community. During FY 2004 / 2005 the library answered 5397 total questions -- 2830 reference questions, 638 directional questions, and 857 equipment or software questions. 3425 of all reference questions (78%) were asked by people who walked into the library. The other 22% of questions came from external sources – 650 email questions (15%), 251 telephone questions (6%), and fax or mail questions (1%). This year email messages decreased by 76 messages but telephone questions increased by 28 calls.

Chart 5 also shows that the library received the most external questions last year during the summer and the smallest number of questions during the spring semester. Summer is the time when the most graduate education students are enrolled. The increase in external reference questions correlates to increased distance instruction sessions and attendance. (Charts 3 & 4)

Reference Statistics by Delivery Method 2002 - 2005



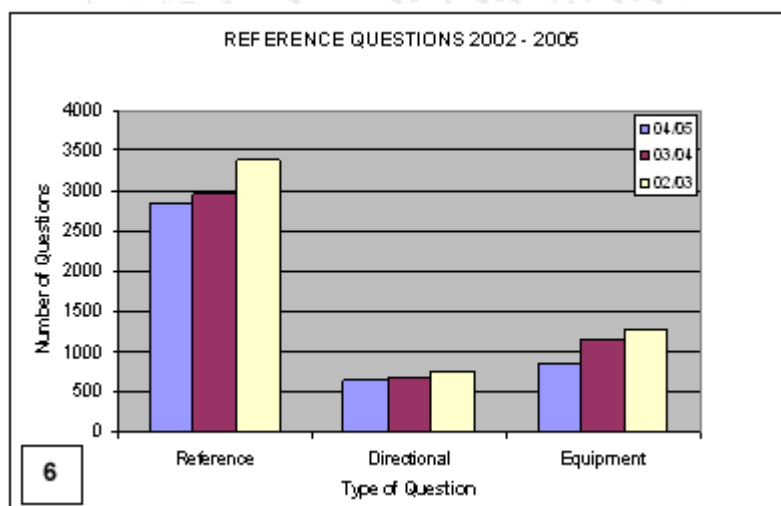
Use resources wisely by developing and nurturing local, statewide and national collaborative services

To meet expectations of literature, business, and world language programs Viterbo collaborated with libraries in WAICU and WILS consortia to evaluate databases for consortia purchase. We added Literature Resource Center and Business Resource Center July 1, 2004 and American Humanities Index January 1, 2005. We evaluated the !Informé! database, which was added in March of 2005, and the MLA Database, which will be added at the beginning of the next fiscal year. JSTOR, a digital journal archive owned globally by participating institutions, was added June 2005.

Viterbo joined regional librarians in Winona for an instruction workshop with the outcome of increased active learning activities for the Graduate Education workshops. Viterbo joined national librarians at the 12th National Conference of the Association of College and Research Librarians (ACRL), Minneapolis, MN, April 7-10, 2005. Library instruction will also be improved in the next year by adding active learning activities to more undergraduate programs.

Encourage self-sufficient learning among campus and distance students by acquiring and utilizing appropriate print and electronic resources

Increased instruction and improved access to full-text databases contribute to self-sufficient learning. Chart 6 shows that over the past 3 years the number of all types of questions has declined. 5397 questions were answered during fiscal year 2003 / 2004. 4325 questions were answered during 2004 /2005 fiscal year. The decline in reference questions may indicate that students need less help using library resources.



A library survey conducted in March shows that students are aware and satisfied with the library's reference services. Reference desk assessments conducted each semester show that during the 2004 – 2005 fiscal year questioners were satisfied by 97% of the answers that they received.

The Reference Collection was improved by asking biology faculty to recommend resources for biology students. The updated reference collection now includes *Grzimeks Animal Life Encyclopedia*, *Gray's Anatomy*, and *American Men and Women of Science*. Biology faculty will also actively collaborate with the library in the coming fiscal year.

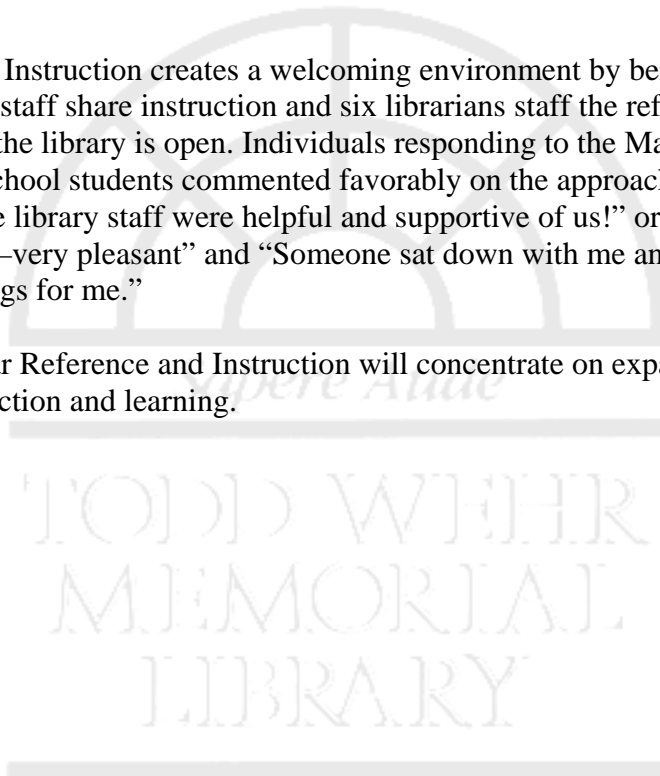
Promote use of the services and resources of the library

The Instruction Librarian continued to collaborate with the Outreach & Technology Librarian to improve the web portal for distance students by improving web pages for all students. A new Research Guide page will assist students in communicating with the library and understanding its services, definitions, and databases.

Create a welcoming and accessible environment that expands space and inspires learning

Reference and Instruction creates a welcoming environment by being approachable and available. All staff share instruction and six librarians staff the reference desk for 60 of the 102 hours the library is open. Individuals responding to the March Irish Luck Survey and summer school students commented favorably on the approachability of library staff saying “All the library staff were helpful and supportive of us!” or “Immediate attention when needed—very pleasant” and “Someone sat down with me and/or went out of the way to fix things for me.”

In the next year Reference and Instruction will concentrate on expanding space to enhance instruction and learning.



Information Services: Outreach and Technology

Kim Olson-Kopp

Outreach and Technology Librarian

Highlights from 2004-2005:

Marketing the library's programs and services continued this year with many interesting projects. Along with the usual columns in Viterbo University publications, I continued to write and publish the library's newsletter and create numerous flyers, handouts, and posters. With the artistic help of Communications & Marketing, we had a popular year-long Read poster campaign with student, faculty, and staff faces helping to promote the library. These posters generated much enthusiasm and still grace the hallway of the library.

The library's webpage was nearly completed this year, and distance education pages were merged into the main library page, making it a true one-stop shopping area for research and information. In reference and instruction, I led or assisted with 21 classes both on and off campus. I also strengthened liaison relationships by leading class presentations for Theatre.

Outreach & Programming

Flyers and Brochures and Posters: I produced and co-created many different flyers and brochures. They ranged from information about the library to one-time events. Often, library staff contact me with ideas for items they would like produced, and we work together to come up with a finished product. Of special note were the Read posters that featured local Viterbo celebrities. We worked with Communications & Marketing to produce these 11"x17" color posters that helped promote the library as a welcoming and warm place, and I received more than thirty inquiries about them from fellow librarians around the country.



Items Produced:

- La Crosse Area Multitype Library Advisory Committee handout
- Banned Books Week Flyer
- Finalized version of the Visitor's Policy brochure
- Finalized version of the Alumni Policy brochure
- Bookmarks with library hours and information. Read Posters featuring Joyce Heil, Carol Koch, William Medland, Grant Smith, Wayne Wojciechowski, Sr. Jean Moore, library work study students, the Viterbo mascot, Victor V-Hawk, Jack Havertape, Learning

Center staff, Instructional and Informational Technology staff, Student Government Association, and Global Rhythms.

Library Displays: Each month, I featured a different subject by displaying books and materials on shelving areas near the front of the library. Subjects ranged from seasonal

books, to books of one author, to books that helped publicize campus events, like plays. I also coordinated with the Global Education Office to highlight children's literature from around the world.

Subjects Included:

- Charles Dickens (in connection with the theatre's production of *Great Expectations*)
- Banned Books Week
- Cinderella from around the world (in connection with the Global Education Office)
- Poverty and Children (in connection with the Humanities Symposium)
- Poetry (to celebrate Valentine's Day)
- Pirates (in connection with the production of *Pirates of Penzance*)
- Jazz (to celebrate Jazz Appreciation Month)
- Ecumenism Today Display of Library Materials



Art Displays: Each semester I tried to display art in the library's gallery. Some of the displays were of art the library owns, others were borrowed from local artists. Marilyn Adam coordinated the art displays by Patty Pepper and Melissa Carver.

Displays included:

- Japanese Block Printing (library-owned art)
- Donald Drumm sculpture (on loan from Mark Franz's personal collection)
- Global Education figurines from around the world
- Patty Pepper (painted fan blades, local artist)
- Melissa Carver cowboy art (sketches and paintings, Montana artist)

Also in the past year, we discovered some lost and damaged art in the library's basement storage area. I contacted the Art Department, and we moved the pieces over to the Fine Arts Building in order to have them restored and matted and framed.

Art Loaned: Four Anna Miller paintings spent the month of March in the Foster Art Gallery at the University of Wisconsin-Eau Claire. The exhibit, "Outsiders Looking In," was deemed an unqualified success by curator Michael Christopherson. The exhibit was covered in Eau Claire publications, such as the *Eau Claire Leader-Telegram*, the arts magazine *The Voice*, and the UWEC newspaper, *The Spectator*.

Signage: After meeting with staff, it was decided we needed more signage in the library regarding cell phone use and food. I created small laminated signs to post near computers that instructed students to silence phones and take calls outside. I also created signs that gave guidelines on food and drink in the library. These signs have solved some of the problems we have—however, it's necessary to change out signs periodically to keep students interested in them.

I also suggested we get sign holders on the library doors to keep our hours signs looking more professional. In the past, work study students simply taped hours signs on the glass library doors. The new sign holders have cut back on the cluttered look of the library doors, and the holders allow patrons to see our hours on the outside Murphy Center doors, even when the doors are locked.

Programs: The library continued its trend of having fun giveaways and programming. During finals we had a Take a Break @ the Library program in the evenings to help fatigued and hungry students get a second wind. In the fall we provided peanut butter and jelly sandwiches, snacks, and lemonade. In the spring we switched to snacks like cookies, crackers, and candy bars. Each time we hold this program, it's a success. We get a lot of nice thank you's from students who look forward to resting for a few minutes and



rejuvenating with a snack. We plan on holding this program—with small changes as we find better ways at presenting it—again this coming fall and spring. After some small theft in the fall, we switched the location from the Technical Services office to the periodicals area.

Connections: Each week during the normal school year, the library contributes a column to the Viterbo newsletter *Connections*. This 250-word column covers subjects that showcase library news, events, collections, and services. Last year, 33 columns were written by library staff. I wrote 27 of the columns, and Sue Spiker, Liz Ehr, and Marilyn Adam all each wrote two.



Library Newsletter: The Library's newsletter, *Dare to be Wise* was published three times in 2004/2005.

Twenty-seven new faculty and staff signed up in the fall to receive the newsletter, bringing our new total to 74. Of the new subscribers, we picked Carl Bargabos' name and gave him a gift. I continued to post it on the library's webpage and also keep paper copies for the public to pick up. The newsletter featured a column by Rita Magno, updates on library databases, staff news, and a close-up feature that focused on our Archives, volunteers, and student workers.

Outreach & Programming Goals for 2005/2006:

- | |
|--|
| Continue to add to our base of informative library brochures and add one for the Archives and one for Art in the Library. |
| Create a shelf (in my office) of current library brochures, handouts, and bookmarks that staff may grab when needed. |
| Like the Read posters, create a color library flyer with student faces to post around campus in order to promote three different library services. |
| Continue to promote local and campus artists by coordinating and publicizing art |

displays.
Create an HTML version of the library newsletter for easy online viewing.
In addition to the monthly library displays, create smaller displays of materials around the library. For example, near the children's books, highlight seasonal materials by displaying books and creating signs that encourage checkout.
Act as the liaison for LAMLAC information regarding visitor's and borrowing policies. With this information, create a flyer and a website for local libraries.
Contact Marilyn Fernandes in the Art Department to get an update on the art that was found in the library's basement storage area and was moved to the Fine Arts Department for renovation and/or displaying.

Technology

Library Webpage: The library webpage changeover from the 2003/2004 page to the current one was nearly finished by Fall 2004. Research guides, pages with links to subject-based databases, books, and websites, were begun, and many of them were finished by mid summer. Pages on the "distance student" website were incorporated into the current site, and the distance student website will be taken down completely by spring 2006.

Areas created, enhanced, or adapted:

- Research Guides (some still needed)
- Library History
- Art in the Library
- Who Was Todd Wehr?
- Visitor's Policy
- Electronic Reserves
- Distance Students Pages: subject guides, library lingo, computer questions, EBSCOhost questions.

Ecumenism Today: Father McGarty asked for the library's assistance in creating a webpage for the Ecumenism Today conference that was held May 2005. I created a simple page, available at www.viterbo.edu/library/ecumenismtoday, that had registration and schedule information as well as PDF versions of presenters' speeches.

Digital Camera: We purchased a digital camera for library use. This Sony 5.1 megapixel camera has been used to photograph library events, images for flyers and the webpage. Whenever staff need the camera, they contact me. The camera has been really handy and has helped enhance our documents.

Camtasia: Camtasia is a new program for the library. It will enable us to create online tutorials for students. For instance, we will be able to create a tutorial on how to use a database to do research, and a student will be able to access the tutorial from our website. It will be a bonus for distance students, but also for students who need a good sit-down review for using our materials. This product will be a goal for 2005/2006 as I learn how to use and implement it.

Technology Goals for 2005/2006:

Create a user's survey for the library's webpage in order to chart how students use the page and discover better ways to present the online information.
Create tutorials with Camtasia to help encourage distance students, as well as on-campus, to learn how to use library resources.
Work toward streamlining the Find Articles section of the webpage. In particular, condense and reorganize the Subject area to help avoid confusion with the students as they search for databases in their area.

Reference & Instruction

Reference desk hours continue to be full of activity with questions coming from students, faculty, and staff via e-mail, phone, or in person. Over this past year, I found it beneficial to spend a few minutes of my desk time wandering past the computer areas. Many times, students notice my name tag and flag me down, asking questions.

As far as instruction, the past year was a busy one. I instructed and/or gave tours for 15 classes on campus. The subjects ranged from nutrition to criminal justice to Chaucer to English 103. With the Master of Education program increasing its numbers, I instructed six off-campus classes in Iowa and Wisconsin. I always find new ways to present information to students, and truly enjoy spending time with them in an instructional venue.

In addition to library instruction, I also taught two semester-long sections of Education 280: Child and Adolescent Literature for the Education Department. Teaching gave me the opportunity to share some of my experiences with children and literature, but it also gave me more time with Viterbo University students. I enjoyed getting to know them and I still see many of the students on campus.

Reference & Instruction Goals for 2005/2006:

Assist Nancy Steinhoff with creating active learning areas in the Masters of Education library instruction classes as well as English 103 classes.
Continue to meet with my liaison areas to encourage them to use the library instruction program to help their students with their projects. I have done this with Theatre in the past year, and it's been extremely successful. Janet McLean has been encouraging her students to use the library. I would like to develop stronger ties to classes in Music and Art.

Collection Development

In the fall, I met in person or via email or phone with my liaison areas to discuss changes in the library, and Liaison meetings: Art, Dance, Theatre, Music, Music Theater, Children's Literature, and Digital Media. I encouraged all of them to stick with our new materials submissions deadline of the end of the fall semester. For the most part, this worked beautifully. However, the Music and Theatre Departments were late with their requests, and that resulted in many last-minute orders in April. Other areas I concentrated on this year were working closely with Lisa Schoenfelder to order a list of out-of-print

Japanese art books and with Janet McLean to determine the library's holdings of a list of plays.

Collection Development Goals for 2005/2006:

Continue to encourage <i>all</i> the liaison areas to submit orders by the end of the fall semester. Try to get a 100% success rate!
Purchase all the materials suggested last year by music education.

Committees, etc.

This past year, I participated in the following committees and workshops:

- Administrative Assembly
- Library's Webpage Committee
- Library's Electronic Reserves Committee
- Library's Digital Scanner Committee
- Library Instruction Workshop at Winona State University

Expenses & Statistics

Program / Event	#	Expenditures
Fall New Student Orientation Packets (left over from last year)	150	\$0
Program: Take a Break Fall 2004	Approx. 50 participated	55.00
Program: Take a Break Spring 2005	Approx. 50-70 participated	65.00
Refreshments for Banned Books Display & Read Poster Unveiling (donations)		0
Read Posters	13	50.00
Digital Camera (approximate price)	1	250.00
Art Displays (two in-house, one on loan)	3	0
Candy (for survey in Spring 2004) (approximate)		35.00
Various flyers, brochures, handouts, book displays signs (approximate numbers and prices)		50
Total (approximate)		\$505.00

Technical Services Annual Report, 2004-2005

Elizabeth Ehr

Technical Services Librarian

Highlights

The mission of the library is to provide access to services and resources. Technical Services strives for quality organization of materials through timely cataloging and physical processing of new items, as well as ongoing repair and upkeep of older items. We also facilitate the weeding and withdrawal of older items to allow for growth of newer items in the collection. Last but not least is the struggle for consistency in the OPAC, which is slowly being achieved by inputting accurate OCLC records, performing quality original cataloging, and undergoing “clean-up” projects to update and enhance older records.

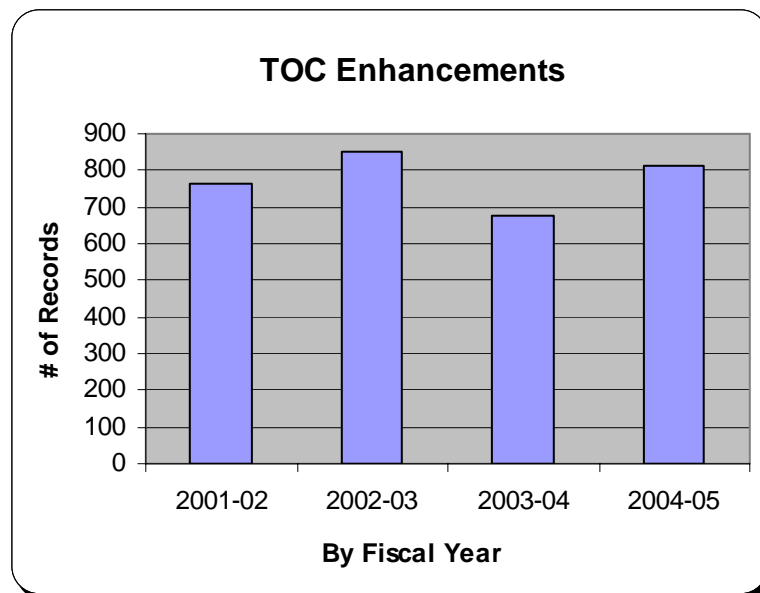
Staffing

- Elizabeth Ehr, Technical Services Librarian
- 3-5 work study students at any given time

Work Study Students: Ongoing Projects

Work study students are a huge part of Technical Services. They do most of the physical processing of items, which includes typing labels and covering books. They also work on special “clean-up” projects when they are not processing items. 2004-05 projects include:

- **Table of Contents Enhancements**
Since fiscal year 2000, catalog records have been enhanced by the addition of table of contents information, which allows items to be more easily searchable by title and keyword in the OPAC. There are now a total of 3,771 enhanced records that have been input into the system by Technical Services (up from 2,742 last year). This progress has been accomplished in three ways:
 - TOC info is often already present in new records imported from OCLC.
 - Cataloger and work study students selectively input TOC info for new titles when it is not already present.
 - Work study students retrospectively input TOC info for older records, starting with the Theater, Literature, and History sections.



- **Music Resources**

Consistently having a work study music major who can specialize in the music materials has been very valuable to the library's music collection. Since the move in 2001 of 6,369 books and scores from the old Music Resource Center (MRC), the music area has made solid progress. Improvements include:

- Methodical review of call numbers for scores and music CDs, including creation of unique cutter numbers for individual composers. So far, the piano and vocal sections have benefited the most (up through M 35 and beyond), although the Broadway musicals section (M 1508.8) in both scores and CDs was also targeted because it receives such heavy use from Music Theater majors.
- Consistent binding of new scores and repairing of old scores.
- Loading and cataloging of any remaining resources that have remained uncataloged.

Another challenge to the music collection is the 2,377 LP records formerly housed in the Music Resource Center. For the most part these LPs have very brief, incomplete catalog records and are classed using the MRC's local call number system (rather than Library of Congress). An unknown number of these LPs also need to be entered into the system to be accessible through the OPAC. As a result, a thorough inventory and possible re-classification of this collection should be undertaken sometime in the next couple years.

Also, a global update was done to switch over any remaining music materials that were still listed with a Music location to the General Collection location. This was leftover cleanup of materials from the old Music Resource Center, about 2296 items.

- **Question Mark Cleanup**

Due to errors that occurred during various systems migration over the years, there were hundreds of foreign language records that had question marks where the appropriate diacritics should have been. Student workers diligently checked each erroneous title and author against the generated lists, and have since deleted any rogue question marks. A

final clean-up will be undertaken at some point, but for now the majority of the records in question have been corrected.

Recreational Reading Collection Evaluation

The general feeling for several years regarding the Recreational Reading collection was that many items in the collection were either considerably worn and physically unattractive, too outdated to appeal to contemporary students, or actually belonged in the English literature section all along. A preliminary study was done by a work study student in 2003-04 to determine generally how old the collection was and if it was getting used. The results: close to 40% of the books in the collection had been around longer than 2 years and had been checked out a total of 0 or 1 times only.

Also, as a result of the Irish Luck library survey given in March 2005, it was learned that only 44% of those surveyed were even aware that the Recreational Reading collection existed, and only 38% were satisfied with its currency and selection. The objectives, then, for improving the collection became twofold: raise the general quality level of the collection while more actively promoting its use.

To achieve this, a thorough weeding of the collection was undertaken in the summer of 2005, in which 20 items were withdrawn and 280 items were relocated to either the Literature, World Languages, or Children's areas. All items were thoroughly examined before the decision to withdraw or relocate was made. Items that were relocated fell into one of three categories: classic American or world literature, works of literature from award-winning authors, and classic children's titles. Withdrawn items were withdrawn on the basis of low circulation, low physical quality, and low value to the overall collection.

The task of promoting the collection began in fall 2004 with a *Connections* column written by Liz featuring recent purchases of popular titles. Another column followed in spring 2005, along the same lines. Then, in summer 2005, with the help of Kim Olson-Kopp, an appealing display was created for the collection area, including an eye-catching sign, some plants, and several book easels to showcase the materials. It is hoped that this new presentation will serve to attract those patrons who were previously unaware of the collection, and also lure back those patrons who were aware of it but were dissatisfied.

Weeding

Technical Services oversees and facilitates the deletion and withdrawal of unwanted materials from the library collection. Pearl Street Books, a local used book store, has continued to accept many of our weeded books. Also, starting last year, we began to make use of services available through the Library Emporium, the South Central Library System's (SCLS) warehouse for used and donated library materials. This organization serves libraries by attempting to sell new and used books on Ebay.com, returning any profits to the libraries, and disposing of any items not sold. Our first shipment to the Emporium in September 2004 was large – about 450 items, mostly ex-library paperbacks and other items that did not sell extremely well. Follow-up shipments in summer 2005 amounted to about 100 items, mostly newer hard covers, some multimedia, and other items in good condition that were likely to sell better this time.

There was also some discussion about whether the donation shelf is used or not, and if it should be slowly phased out. A decision has not been reached on this issue, but it has been noticed that patrons do look through the shelf occasionally and take an interest in what is there. At the very least, the donation shelf seems like a good last resort for books that may end up on the trash heap otherwise.

Also, it was decided to change the withdrawal process to allow for system-generated weeding statistics. Instead of permanently deleting records from the system, Liz will instead mark them to be deleted, so they can be tallied at the end of the fiscal year and used for statistical purposes. At the end of each fiscal year, all items marked for deletion will then be permanently deleted. This new method will be carried out in 2005-06 as a trial run, after which it will be decided whether or not to revert to the old method.

Technology and Equipment

Technical Services is striving to improve its long-term efficiency by appropriate use of technology. As planned, we obtained access to LOC Classification Web in August 2004. ClassWeb, a current online version of the Library of Congress schedules, greatly improves accuracy and speed in subject cataloging and classification.

Also, in spring 2005, Technical Services migrated from the CatME cataloging software to the new Connexion software. Liz attended a number of WiLS workshops to prepare for the migration, and also assisted Acquisitions and Archives with their transition.

Another necessary step towards updated technology is to eventually migrate from typewriter label printing to computer label printing. This will allow for faster and more accurate production of labels, and will give work study students more time to work on other projects. At this point only minimal research has been done on possible label printers, and it is likely no migration will take place until well after the upgrade to Millennium Silver.

Netlibrary records continue to be added to the system periodically. There are now a total of 11,412 Netlibrary records. This year Liz took over responsibility for receiving the records from OCLC and adding them to the system. It was also decided that duplicate editions should be deleted, starting in 2005-06.

Authority Work

A new goal for Technical Services involves investigating possibilities for future authority work. Very little authority work has been done in the system in recent years, and as a result there are numerous errors, especially for name authorities. In September 2004, Liz attended an OCLC Authority File workshop offered through WiLS and learned about authority file capabilities in the new Connexion cataloging software. The next step is to investigate authority resources in the Millennium Silver system, and then figure out what method might be best for the Acquisitions/Cataloging workflow. In the meantime, an effort has been made when cataloging new materials to check author headings against the catalog – doing so often reveals discrepancies and errors that can quickly be fixed for the sake of consistency.

Professional Development

In order to stay current and up-to-date in skills and knowledge, Liz attended a number of professional development sessions offered through WiLS, including OCLC WiLS Peer Council meetings, an OCLC Authority File workshop, and several OCLC Connexion Client workshops. She also attended an AV repair workshop offered through WRLS and improved her skills for fixing damaged VHS tapes, DVDs, and CDs.

In addition to her cataloging duties, Liz also taught or assisted 10 library instruction sessions, both on and off-campus.

Goals: Future Projects

- Research methods for future Authority File work
- Preparation for new label printer in 2006-07
- Preparation for migration to new Millennium Silver cataloging software
- Final weed of Recreational Reading collection
- Final question mark cleanup
- Further TOC enhancements to Theater, Literature, and History sections
- Further clean-up of Music section and scores
- Delete items that have been missing for years as items are replaced
- Inventory and classification of LP record collection
- Cleanup of video records to reflect correct locations (instead of simply “video”)
- Cleanup of bib records that have chronologically-challenged item records
- Evaluation of the 376 items listed as “New Book Shelf” location
- Call number cleanup of Children’s section
- Call number cleanup of Curriculum section (092 to 099, consistent labeling)
- Review Archives records for MARC consistency (per Jonathan’s request)
- Phase out donation shelf?

Collection Statistics

Formats Processed (07/01/04 - 06/30/05)			
Artwork	0	LPs	0
Books	1,782	Scores	54
Cassettes	0	VHS	114
CDs	51	DVD	67
CD-ROMs	1	Other	163
Grand Total:	2,231 Items (Last Year: 1,773)		

Collection Totals (# of Bibliographic Titles)			
E-Books	11,412	Scores	6,165
Artwork	363	Kits	14
Books	67,527	Media	5,485
Children's	9,939	Cassettes	152
Rec Reading	854	CDs	897
Reference	2,272	CD-ROMS	40
		Records	2,376
		Videos	2,020
Grand Total:	90,966 Titles (Last Year: 88,589)		

Resources Office

Jonathan Hinck
Resources Librarian

Highlights from 2004-2005:

Archives:

Cataloging continued on nearly 1,300 bibliographic records, which have made the archives collection searchable through the library's online catalog. After a thorough review of existing products, a planetary digital color scanner was purchased from Indus International, Inc. using Title III funds, which will be used to digitize material in the archives, the art collection, and other library collections. The scanner will be available to students, faculty and staff for instructional activities and active learning projects. CONTENTdm archival software from OCLC was also selected and purchased. The software will be used with a new server to digitize, organize, store and make accessible online Viterbo's digital collections. The Viterbo library, meanwhile, became founding members of Wisconsin Heritage Online (WHO), a consortium of Wisconsin libraries organized to bring together digital content from Wisconsin's cultural institutions. Rita and Jon began serving on working committees for the WHO. The Viterbo library also took the lead in working with other WAICU libraries to develop ideas for shared digital collections, which the library will be able to support using the new scanner and software.

Print and Electronic resources:

Jon, Rita and Nancy began the process of conducting annual reviews of the periodicals collection, using criteria such as in-house use and database availability to determine subscription renewals, a process which resulted in significant cost savings. In addition, the Resources office began purchasing online subscriptions, a process which will accelerate in the future for many academic journal collections, enabling "24/7" access to these collections while saving needed shelf space. The existing shelf space for periodicals also continued to be reorganized to allow for easier expansion and accessibility. Journals and magazines continued to be exchanged with other libraries, allowing collection "gaps" to be filled, while about 240 volumes per semester continued to be sent to the bindery. The number of other journals available online in "full-text" format through aggregator databases the library subscribes to also continued to grow, from 12,961 during the 2003-2004 year to 14,483 during the 2004-2005 year. To enable expanded access to these databases, additional I.P. ranges and router numbers were added for the university's dormitories and new academic buildings, while new distance links were created for off-campus sites.

Staffing:

Library volunteers Sr. Frances Claire and Jan Linderbaum continued their work organizing and adding materials to the archives collection. Marilyn Adam began working as the Resources Assistant Librarian in the fall of 2004, replacing Lori Esser. The Resources Office benefited from the efforts of three student workers during the 2004-2005 year. Jon continued as the Resources Librarian, handling and overseeing

serials, continuations, archives and electronic databases. Jon also became the president of the Wisconsin Chapter of the Catholic Library Association, while continuing his duties as the web page administrator, newsletter editor, and one of the conference planners for the association. In addition, Jon served as a member of a local planning committee for a Wisconsin Library Association conference, which will be held in La Crosse in October of 2005. Jon also served as an active member of the Administrative Assembly, the Drug and Alcohol Committee, a university calendar sub-committee, and as a library representative to the Faculty Assembly. Jon continued to work with Nancy and other library departments on collection development policies.

Professional Development:

In preparation for digital projects to come, Jon attended three training workshops, hosted by WiLS, dealing with digitization issues and practices. On January 26, he attended a workshop at UW-Stevens Point which dealt with selecting, preserving, and presenting "born digital" materials. On February 16, Jon attended a workshop at UW-La Crosse which dealt with digitization newspapers and making them accessible online using various software products. Then, on March 16, Jon attended a workshop at UW-Oshkosh which dealt with developing strategic plans and moving toward the implementation of digital projects. Jon also attending an online "WiLS Hour" session in June which dealt with using various administrative features in the CONTENTdm archival software the library has purchased.

Goals for the coming year:

Oversee the relocation of the Serials office during the upcoming library expansion project, and maintain the existing office as a dedicated room for the Archives; begin digitizing of the archives collection, with initial emphasis on a "History of Viterbo" project that can help promote a larger WAICU project; continue adding information to archives bibliographic records to allow for greater online searching; oversee weeding of the periodicals collection to save shelf space; continue planning the migration from print to electronic format for many journal collections; begin evaluating and replacing items in the curriculum collection using the new library budget for the collection; continue to provide instruction to students on use of library resources and technologies in support of the university's active learning program; and other tasks or projects that may arise. Continue to serve the Wisconsin Catholic Library Association and attempt to maintain or increase membership, especially among private academic libraries; continue to serve as a member of the planning committee for the Wisconsin Library Association conference in October of 2005 and manage the conference "autograph garden."

Archives

Shelf space containing archival materials:

Linear feet added:	15.00
Total linear feet:	163.75
Electronic bibliographic records:	1,297

Continuations Acquisitions

Budget and expenditures:

Continuations budget:	\$16,000.00
Continuations expenditures:.....	\$16,534.34

Number of titles and copies:

Number of copies received:	171
Number of titles received:	78
Total number of titles in library:.....	210

Electronic Resources

Number of full-text journals available online:

Number of “unique” journals (2004-2005):.....	14,483
Number of “unique” journals (2003-2004):.....	12,961
Number of “unique” journals (2002-2003):.....	8,979
Number of “unique” journals (2001-2002):.....	13,760
Number of “unique” journals (2000-2001):.....	6,817

Number of total journals in all databases (2004-2005):.....	32,761
Number of total journals in all databases (2003-2004):.....	27,576
Number of total journals in all databases (2002-2003):.....	19,468
Number of total journals in all databases (2001-2002):.....	N/A
Number of total journals in all databases (2000-2001):.....	N/A

Session usage report, Serials Solutions full-text list:

(* = One year average)

Total title searches (2004-2005):	26,474
Total title searches (2003-2004)*:	18,438
Total browse searches (2004-2005):	5,140
Total browse searches (2003-2004)*:	7,088
Total browse and title searches (2004-2005):	31,614
Total browse and title searches (2003-2004)*:	25,526

Session usage report, BioOne (2004-2005):

Number of searches:	52
Number of search results:	135
Number of documents:.....	51
Number of abstracts:	18
Total number of uses (for above and other uses):.....	444

Session usage report, EBSCOHost:

Number of sessions (2004-2005):	52,115
Number of sessions (2003-2004):	22,976
Number of sessions (2002-2003):	21,353
Number of sessions (2001-2002):	16,931
Number of sessions (2000-2001):	16,968
Number of sessions (1999-2000):	15,273
Number of searches (2004-2005):	175,356
Number of searches (2003-2004):	113,419
Number of searches (2002-2003):	87,842
Number of searches (2001-2002):	56,887
Number of searches (2000-2001):	108,485
Number of searches (1999-2000):	126,853
Number of full text articles retrieved (2004-2005):	77,178
Number of full text articles retrieved (2003-2004):	51,884
Number of full text articles retrieved (2002-2003):	38,886
Number of full text articles retrieved (2001-2002):	43,721
Number of full text articles retrieved (2000-2001):	44,136
Number of full text articles retrieved (1999-2000):	51,883
Number of abstracts retrieved (2004-2005):	89,534
Number of abstracts retrieved (2003-2004):	76,354
Number of abstracts retrieved (2002-2003):	65,333
Number of abstracts retrieved (2001-2002):	43,612
Number of abstracts retrieved (2000-2001):	104,650
Number of abstracts retrieved (1999-2000):	118,198

Session usage report, EBSCOHost Academic Search Premier

Number of sessions (2004-2005):	7,451
Number of sessions (2003-2004):	7,511
Number of searches (2004-2005):	60,739
Number of searches (2003-2004):	43,909
Number of full text articles retrieved (2004-2005):	37,873
Number of full text articles retrieved (2003-2004):	33,100
Number of abstracts retrieved (2004-2005):	39,186
Number of abstracts retrieved (2003-2004):	36,320

Session usage report, EBSCOHost American Humanities Index

Number of sessions (2004-2005):	502
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Number of sessions (2003-2004):.....	125
Number of searches (2004-2005):	462
Number of searches (2003-2004):	551
Number of full text articles retrieved (2004-2005).....	0
Number of full text articles retrieved (2003-2004).....	0
Number of abstracts retrieved (2004-2005).....	137
Number of abstracts retrieved (2003-2004).....	13

Session usage report, EBSCOHost Cinahl

Number of sessions (2004-2005):	5,214
Number of sessions (2003-2004):.....	341
Number of searches (2004-2005):	14,390
Number of searches (2003-2004):	1,413
Number of full text articles retrieved (2004-2005).....	393
Number of full text articles retrieved (2003-2004).....	25
Number of abstracts retrieved (2004-2005).....	6,302
Number of abstracts retrieved (2003-2004).....	350

Session usage report, EBSCOHost PsychInfo

Number of sessions (2004-2005):	1,377
Number of sessions (2003-2004):.....	685
Number of searches (2004-2005):	5,536
Number of searches (2003-2004):	4,537
Number of full text articles retrieved (2004-2005).....	15
Number of full text articles retrieved (2003-2004).....	6
Number of abstracts retrieved (2004-2005).....	3,005
Number of abstracts retrieved (2003-2004).....	2,082

Session usage report, FirstSearch (OCLC):

Article First

Searches (2004-2005)	530
Searches (2003-2004)	220
Searches (2002-2003)	428

Dissertation Abstracts

Searches (2004-2005)	18
Searches (2003-2004)	22
Searches (2002-2003)	81

ECO

Searches (2004-2005)	104
Searches (2003-2004)	101
Searches (2002-2003)	151

Full text (2004-2005):	10
Full text (2003-2004):	214
Full text (2002-2003):	5

Wilson Select Plus

Full text (2004-2005):	400
Full text (2003-2004):	225
Full text (2002-2003):	90
Full text (2001-2002):	24

WorldCat

Searches (2004-2005)	8,939
Searches (2003-2004)	8,529
Searches (2002-2003)	7,189

Session usage report, Grove Music:

Sessions (logins, 2004-2005):	136
Sessions (logins, 2003-2004):	245
Full content units requested (2004-2005):	553
Full content units requested (2003-2004):	1,173
Web pages requested (2004-2005):	4,072
Web pages requested (2003-2004):	8,282
Hits (2004-2005):	6,536
Hits (2003-2004):	17,173
Queries (searches, 2004-2005):	289
Queries (searches, 2003-2004):	502
Full content units reached from browse(2004-2005):	19
Full content units reached from browse(2003-2004):	25

Session usage report, InfoTrac Gale:

Total sessions (2004-2005):	2,478
Total sessions (2003-2004):	2,105
Total sessions (2002-2003):	1,802
Total sessions (2001-2002):	1,550

Total full text (2004-2005):	2,102
Total full text (2003-2004):	1,143
Total full text (2002-2003):	80
Total full text (2001-2002):	0
Total retrievals (2004-2005):	3,869
Total retrievals (2003-2004):	1,604
Total retrievals (2002-2003):	2,516
Total retrievals (2001-2002):	3,651
Total searches (2004-2005):	7,477
Total searches (2003-2004):	2,533
Total searches (2002-2003):	5,716
Total searches (2001-2002):	5,043

Session usage report, Gale Business & Company Resource:

Total sessions (2004-2005)	282
Total full text (2004-2005).....	357
Total retrievals(2004-2005)	589
Total searches (2004-2005).....	1530

Session usage report, Gale Literature Resource Center:

Total sessions (2004-2005).....	371
Total full text (2004-2005).....	168
Total retrievals(2004-2005)	1140
Total searches (2004-2005).....	2796

Session usage report, Issues and Controversies:

Visits (2004-2005):	573
Visits (2003-2004):	236
Visits (2002-2003):	314
Searches (2004-2005):	231
Searches (2003-2004):	148
Searches (2002-2003):	265
Total requests (2004-2005):	1,150
Total requests (2003-2004):.....	1,056
Total requests (2002-2003):.....	1,770

Session usage report, ProQuest:

Total searches (2004-2005):	12,681
Total searches (2003-2004):	66,665
Total searches (2002-2003):	64,511
Total searches (2001-2002):	19,508

Total searches (2000-2001):	N/A
Citation and abstract (2004-2005):.....	4,323
Citation and abstract (2003-2004):	2,214
Citation and abstract (2002-2003):	946
Citation and abstract (2001-2002):	1,219
Citation and abstract (2000-2001):	32
Any full text format (2004-2005):	6,787
Any full text format (2003-2004):	23,204
Any full text format (2002-2003):	25,653
Any full text format (2001-2002):	20,480
Any full text format (2000-2001):	20,824

Session usage report, ProQuest Education Journals

Total searches (2004-2005)	8,823
Total searches (2003-2004).....	5,647
Citation and abstract (2004-2005)	2,038
Citation and abstract (2003-2004)	980
Any fulltext format (2004-2005)	7,064
Any fulltext format (2003-2004)	5,126

Session usage report, ProQuest Nursing Journals

Total searches (2004-2005)	3,452
Total searches (2003-2004).....	3,653
Citation and abstract (2004-2005)	167
Citation and abstract (2003-2004)	78
Any fulltext format (2004-2005)	1,171
Any fulltext format (2003-2004)	1,172

Session usage report, ProQuest Wilson Education Abstracts

Total searches (2004-2005)	2,421
Total searches (2003-2004).....	1,953
Citation and abstract (2004-2005)	1,602
Citation and abstract (2003-2004)	587
Any fulltext format (2004-2005)	4,139
Any fulltext format (2003-2004)	2,615

Session usage report, Social Work Abstracts (2003-2004):

Database logins (2004-2005):	27
Database logins (2003-2004):	35
Searches (2004-2005):	6
Searches (2003-2004):	116
Abstracts viewed (2004-2005):	26
Abstracts viewed (2003-2004):	623
Records viewed (2004-2005):	266
Records viewed (2003-2004):	663

Print and microform periodical subscriptions

Usage statistics by department (print and microform):

(* = Yearly averages)

	<u>1998-1999</u>	<u>1999-2001</u>	<u>2002-2004</u>	<u>*2004-2005</u>
Art	186	215.5	140.5	102
Biology	85	101.5	78	56
Business	123	177	106.5	133
Chemistry	17	64.5	42.5	41
Computer Science	N/A	N/A	19.5	14
Criminal Justice	19	52.5	42	22
Education	1092	877	74.3	687
English	23	109	77	67
Environment	33	61	31	14
General	982	1569	767.5	651
History	22	19.5	19.5	37
Library Science	8	58.5	32	19
Math	155	375	286	46
Music	27	59	94	73
Nursing	915	2420.5	1518.5	1028
Nutrition	122	347.5	141	146
Philosophy	1	13.5	9	2
Physics	3	1	3	N/A
Political Science	19	31	17	2
Psychology	172	316	262	627
Religious Studies	69	31	116.5	58
Social Work	85	49.5	39.5	62
Sociology	64	246	173	87
Theatre	2	36.5	33	17
Women's Studies	18	57.5	60.5	84
World Languages	38	7.5	24	20

Journal formats (many titles are received in more than one format.):

Number of journal titles on microfiche.....	76
Number of journal titles on microfilm.....	38
Number of journal titles available	

full-text online (unique, all databases).....	14,483
Number of journal titles in print	1,229
Number of newspaper titles in print.....	18

Microform periodicals:

Number of current microfilm titles	0
Number of discontinued microfilm titles	38
Total number of microfilm reels	1,372
Number of current microfiche titles.....	30
Number of gift microfiche titles	1
Number of discontinued microfiche titles	45
Total number of microfiche	28,482

Print periodicals:

Number of current subscriptions.....	466
Number of gift subscriptions	79
Number of donated titles from UW-L	88
Number of discontinued titles.....	558
Total number of titles.....	1,191

Preservation budget:

Budget appropriation:	\$5,316.00
Expenditures:	\$5,316.00

Print (including gift) subscriptions by department (number of titles and amount spent):

Art	27	\$1,634.54
Biology	18	\$1,553.95
Business	44	\$2,355.57
Chemistry	19	\$240.00
Computer Science	3	\$61.97
Criminal Justice	4	\$2,144.20
Education	119	\$7,990.65
English	34	\$2,085.95
Environment	7	\$877.94
Foreign Languages	5	\$274.05
General	41	\$3,224.21
History	17	\$1,263.28
Library Science	5	\$566.90
Math	12	\$1,048.00
Music	29	\$973.29
Nursing	125	\$21,120.87
Nutrition	18	\$1,941.36
Philosophy	5	\$346.00
Political Science	3	\$119.78

Psychology	29	\$7,503.00
Religious Studies	48	\$2,078.50
Social Work	7	\$1,369.00
Sociology	10	\$2,981.00
Theatre	9	\$420.89
Women's Studies	18	\$4,421.02
Total	668	\$68,595.92

New and discontinued print and microfiche subscriptions by department (including gift subscriptions):

	<u>Discontinued</u>	<u>New</u>
Art	0	0
Biology	0	1
Business	1	0
Chemistry	0	0
Computer	1	0
Criminal Justice	0	0
Education	0	3
English	5	3
Environmental Studies	0	0
Foreign Languages	4	0
General	0	2
History	0	0
Library	0	0
Math	0	1
Music	2	1
Nursing	1	2
Nutrition	2	0
Philosophy	0	0
Political Science	0	0
Psychology	0	0
Religious Studies	1	1
Social Work	0	0
Sociology	0	1
Theatre	0	0
Women's Studies	0	0
Total	17	15

Backserv activity:

Number of journals sent (2004-2005):	1,527
Number of journals sent (2003-2004):	1,226
Number of journals sent (2002-2003):	398
Number of journals received (2004-2005):	463
Number of journals received (2003-2004):	229
Number of journals received (2002-2003):	445
Number of packages sent (2004-2005):	197
Number of packages sent (2003-2004):	360
Number of packages sent (2002-2003):	236

Number of packages received (2004-2005):.....98
 Number of packages received (2003-2004):.....110
 Number of packages received (2002-2003):.....208

Backserv interlibrary postage stamp usage (packages are usually paid for through stamp reimbursement):

Total amount spent on new stamp purchases:.....\$0.00
 Total amount, in stamps, received for packages:\$309.77
 Total amount, in stamps, spent for packages:\$293.59
 Total ending balance, in stamps:.....\$486.48

Bound journals:

Number of titles bound in 2004-2005:.....234
 Number of volumes bound in 2004-2005:479
 Total number of bound titles.....746
 Total number of bound volumes16,708

Bound journals by department (number for 2004-2005 and total number):

		<u>Total</u>
Art	3	489
Biology	3	1,215
Business	13	486
Chemistry	0	464
Computer Science	0	0
Criminal Justice	4	12
Education	131	2,708
English	16	1,179
Environmental Studies	2	54
General	44	1,735
History	4	694
Library Science	0	275
Math	7	284
Music	8	681
Nursing	175	2,422
Nutrition	23	438
Philosophy	3	201
Physics	0	125
Political Science	3	125
Psychology	9	566
Religious Studies	10	1,784
Social Work	5	41
Sociology	5	312
Theatre	1	164
Women's Studies	8	108
World Languages	2	91
Total	479	16,653

Acquisitions

Deb Friet

Acquisitions Coordinator

Highlights from 2004-2005

The main goal for the 2004-2005 fiscal year was to attain as many department orders, (ordered, received, and invoiced) in the first half of the year. All liaisons were given a December 15, 2004, cut-off date for submitting department orders. No liaison orders were placed after March 15, 2005, with the exception of necessary items. Several items were purchased after the March 15th cut-off date to replace lost, missing or damaged items. Due to the Education Accreditation in the spring of 2005 several items were purchased for the Education Department after the March 15th cut-off date.

All vendors were critiqued at the beginning of the 2004-2005 fiscal year. As a result, I narrowed our blanket purchase orders to five vendors. Continuing to foster an excellent working relationship with the local Barnes and Noble, I increased their blanket purchase order and utilized the company for many items, including rush items.

Also, while I had utilized two companies for video purchases I found a vendor half-way through the fiscal year that was much more accommodating and was able to offer a much larger inventory. I established a good working relationship with the company and intend to replace the previous two blanket purchase orders with one for this company only next fiscal year.

The WAICU – Staples Collaboration Project allows Viterbo University, as a member college to purchase from StaplesLink.com, the online catalog as a contracted customer. We have access to over 30,000 Staples office products from our desktop. On the Staples orders we receive free shipping, a variety of discounted items, and simple invoicing that is handled directly between Staples and our Business Office.

Staffing and Activities

I continue to serve as the Library's Acquisitions Coordinator, spending 16 hours per week in the acquisitions department.

- Responsible for ordering, invoicing and receipt activities for library materials.
 - Retrieve order requests, both print and online, from Library Liaisons and verify orders for library materials using online catalog.
 - Download order records into Millennium.
 - Assigns the correct fund codes
 - Contacts vendors to place orders
 - Monitor open orders to assure receipt of items and prompt payment of invoices.
 - Maintains contacts with and serves as liaison to vendors and dealers.

- Receive and verify that receipts match the materials ordered as submitted to vendor.
- Reconcile all invoices with receipts and prepare, approve and complete invoices for payment with correctly coded budget information for Business Office.
 - Maintains paid invoice files
- Track and monitor expenditures of funds for each library department.
 - Reconcile account balances in Millennium against budget reports.
 - Prepare other fund accounts reports as requested.
- Process and enter gift items into Millennium
- Keep abreast of enhancements and changes made in the Millennium Acquisitions system, the online OCLC database, and other vendor databases.
- Perform administrative tasks for the Library Director
 - Contact vendors with invoice questions/concerns.
 - Compile and compare monthly data needed to balance monthly budget reports.

Professional Development

- OCLC Connexions Workshop

