Middlebury College Library and Information Services (LIS) Annual Report July 2008-June 2009

Photos: Middlebury Music Library, Main Library, Voter Hall, Armstrong Library; Bread Loaf Campus; MIIS, MMLA and two of the Schools Abroad (Kunming, China and Ferrara, Italy)

Introduction

The 2008-2009 Annual Report for Library and Information Services (LIS) documents many of the accomplishments that LIS achieved in partnership with the rest of the Middlebury Community. It was a challenging year in many respects. Due to the international financial crisis, the College made significant budget reductions mid-year. As part of the College's overall budget stabilization plan, we have also had many staff leave as part of an early retirement program, and as a result, we are in the process of reorganizing and redefining our services in light of reduced staffing resources. And we have a new Dean for the area, which in turn presents its own challenges. Despite all of this, we were able to provide a dizzying array of new services and improvements to existing services. In addition to the shiny new things that we rolled out, we continued to provide and improve upon our often overlooked bread and butter activities that make up the core of our work. We hope that reading this report will provide a snapshot of the work that we do, and a sense of how that work fits into the mission of the College.

- *- Michael Roy, L. Douglas and Laura J. Meredith, Dean of Library and Information Services*

New Initiatives

Below you will find a sampling of new initiatives that we began during the period covered by this report.

Web Makeover- During the Fall of '08, LIS and Communications began the process of developing new web sites for Middlebury College and the Monterey Institute of international Studies. A coordinating committee was formed to help guide three sub committees through the process. The Platform Committee took an inventory of our current web platforms, and evaluated a number of possible platforms. They decided to adopt Drupal as the new CMS, while upgrading other platforms that are currently being used by the Middlebury community.

The Requirements Committee gathered information from focus groups and surveys, and generated stakeholder reports from departments and programs. The IA and Design Committee evaluated the college's current information architecture, and also researched possible design partners for the Makeover. The two committees worked together to generate an RFP that was shared with design companies. In Spring '09 we chose White Whale as our design partner, and we are currently in the design and implementation process.

Advisory Groups Formed - As a way to improve the quantity and quality of feedback between and among LIS and our users, we've formed a set of new advisory groups. For students, we formed the Student LIS Advisory Committee (known as SLAC). This group focuses on issues of special interest to students: wireless, printing, computer labs, library hours. For faculty, we created five discipline-specific advisory groups: humanities, social sciences, sciences, arts, and languages. These groups augment the work that the Faculty LIS Advisory Committee (FLAC) does. See http://blogs.middlebury.edu/lisadvisors/ for more information about the work these groups are doing.

LIS Teams - Part of the re-organization of LIS involved the creation of teams. The idea behind these teams is to encourage communication and connections across functional areas, particular for initiatives, projects and activities that are not bounded within a given area or require collaboration across areas. Three teams were introduced this spring, a team for Curricular Technology, another for Digital Archives and a team focused on the LIS website.

MiddMedia Media Repository Service - This past year we rolled out MiddMedia, a media repository and sharing service for the Middlebury community. MiddMedia is similar to YouTube in that it provides a web interface for uploading video files which can then be embedded in WordPress, Segue and MediaWiki. Hundreds of audio and video files have already been uploaded to MiddMedia and used on dozens of sites. MiddMedia allows for higher quality and longer video then is available on most video sharing sites. (https://middmedia.middlebury.edu/)

MiddHistory Online - The initial content of MiddHistory Online will go live by mid-September 2009, and that we have uploaded approximately 2500 objects comprising nearly 30,000 pages of *The Undergraduate* (1876-1902, approx. 3500 pages), *The Campus* (1905-1980, approx. 17,000 pages), and *The Middlebury College Newsletter* (1926-1983, approx. 8600 pages), the full content of which already is available online through our Digital Collections in CONTENTdm, and will comprise the "Telling Our Own Story" module in MHO beginning mid-September.

We also have added the collection of Finding Aids for our manuscript collections in CONTENTdm. (http://www.middlebury.edu/academics/lis/about/library_info/departments/collection_management_division/catalog_department/formats/dig_coll_metadata/contentdm/).

Tech Fair - On June 4, 2009, LIS and the Center for Teaching, Learning and Research (CTLR) co-hosted the first Technology Fair, an opportunity for faculty to demonstrate the many ways technology has been integrated into the curriculum. With the help of Facilities, LIS and CTLR staff, the Harmon Reading area of the new library was converted into a poster area. Each faculty member displayed a poster with information about his/her use of technology and demonstrated their work in real time using laptops and large screen monitors. Attendance exceeded expectations and attendees and participants were enthusiastic about repeating the fair next June.

Details of the Tech Fair including examples, photos and descriptions are available at the 'Teaching with Technology' blog, available at http://blogs.middlebury.edu/teachwithtech/.

Participants (and topics) included:

Holly Allen (American Studies) and Andy Wentink (LIS) showed the ongoing development of their Sheldon Museum web site which is augmented and improved by their winter term course.

Jeff Byers, Chemistry, uses Facebook as a student-centric online discussion tool for Organic Chemistry 2 (Chem 242) and Advanced General Chemistry (Chem 107) and his use of Wikipedia in Chem 442.

Bryan Carson, stepping in for Roman Graf, Language Schools, demonstrated how the summer language programs use online testing and assessment as an integral part of their placement process.

Kyoko Davis, Japanese, showed how she and her colleagues in the Japanese Department use computer-based ancillary audio material for language acquisition.

Chris Fastie, Environmental Studies, showed how he and his students capture video from Google Earth Pro for visualization of the geomorphology of a four-mile stretch of Upper Plains Road in Salisbury, Vermont.

Jeff Howarth, Geography, presented his use of a web log, Google Earth and GIS software to create concept maps.

Ann Knowles, Geography, featured two atlases that had been created by students in her GEOG0219 course on the Historical Geography of North America. The atlases were created using GIS software.

Marc Lapin, Environmental Studies, showed his use of GIS to study Otter Creek in ES112. He also talked about the possibilities for faculty to use the College lands GIS database, which he'll be working with this summer.

Quinn Meacham, Political Science, uses Second Life (virtual reality) for political simulation.

Jonathan Miller-Lane, Education Studies, demonstrated the use of Segue to create teacher portfolios that meet the licensure requirements of the state of Vermont.

James Morrison, Political Science, demonstrated his use of podcasts to make his lecture available after class.

Caitlin Myers, Economics, used ArcGIS and the statistical program STATA to do an empirical research project to examine whether retail gasoline prices are correlated with the racial and income characteristics of neighborhoods.

Nancy O'Connor, French, demonstrated the use of online testing to assess language proficiency.

David Rosenberg, Political Science, showed his South China Sea website, an increasingly popular and globally accessed resource.

Steve Trombulak, Biology, set up his tablet PC to demonstrate how he is able to annotate and modify in-class presentations in real time.

Holly Allen, American Studies and Andy Wentink, LIS - presented a poster on the *American Studies Web Museum: Primary Source Materials as a Digital Curricular Resource at Middlebury College*, highlighting the J-Term seminar that Holly and Andy, as collaborators, have offered for the past five years. My poster presentation was *The Diaghilev Ballets Russes American Tour, 1916*, a GIS-based final class project for my course *Diaghilev's Ballet Russes and the Creation of Modern Culture*, in which we interpreted the cultural impact of the historic tour of this extraordinary artistic enterprise on American society from a geographical perspective.

Tiffany Rhynard, Dance: presented a video in dance

Mary Ellen Bertolini, Writing Program, iMovie, Photoshop

Wilson Media Tutors, LIS, featured a number of successful collaborations with faculty and outlined the many services that they provide to faculty, particularly during the summer.

LP Withdrawals - Collection Management completed the withdrawal of approximately 11,000 LPs which had been stored in Special Collections. Cataloging, coordinated the project with Music Library, Special Collections, Preservation and Processing, and Recycling staff. The LPs were removed and donated to a local radio station, WMUD. It was a cooperative effort going beyond LIS. Staff at the Addison County Solid Waste District were notified that we were getting rid of 5 tons of LPs. They contacted WMUD who were glad to take them off our hands. LIS staff packed the boxes of LPs and Facilities staff helped load them into

trucks provided by the Solid Waste District, which trucked them to their new home--thus diverting 5 tons of reusable waste from the landfill. Middlebury College LIS is being given on-air thanks for our "underwriting support." The reasons these LPs were not sold at a "book sale" were several--primary among them--lack of storage space and the fact that most would not have sold anyway, but primarily, WMUD would likely not have had interest in the collection had it been "picked over."

Vermont Consortium of Academic Libraries (VCAL) - This year, Middlebury College, a charter member of the VCAL, became one of several Vermont academic libraries to inaugurate the VCAL faculty reciprocal borrowing program. This program allows faculty from Middlebury to borrow materials on a walk-in basis from participating academic libraries within the state. Middlebury's local policies can be found here: http://www.middlebury.edu/academics/lis/help/new/guest_priv/guest_borrower_policies.htm. More general information can be found on the VCAL website: http://www.vermontlibraries.org/vcal/vcal-faculty-borrowing

Monterey Administrative Systems Implementation and Conversion - Work during the 2008/09 focused on conversion of student, course/registrar, and financial aid information from Monterey's CMDS system to Banner, and customization of Banner, BannerWeb, and Hyperion reports for the Monterey environment. The following records were processed and added to the Banner Production database:

153,050 Course History records
34,500 Student Attendance records for past terms
72,780 Comment Records
6,400 Degree records
425 Transfer Work records

New processes were created for Monterey finance, human resources and payroll areas. These included procedures to: enhance the file transfer of journal records from Monterey's legacy CMDS system to Banner; cleanup duplicate records; report on Monterey employees working in Washington, D.C.; customize Monterey retirement planning and web packages for Salary Planner functionality. Scheduling of off-hours batch processes was modified to accommodate Monterey's business hours.

High Performance Computing Cluster - Over the past year we had discussions with Melody Brown Burkins, the acting Director of the VACC, around Middlebury's desire to collaborate and utilize their High Performance Computing Cluster. The VACC is a Core Research Facility of the University of Vermont (UVM) serving the diverse and multidisciplinary advanced and high performance computing (HPC) needs of faculty, staff, and students as well as strategic partners in academia, government, and businesses statewide. We are active partners (http://www.uvm.edu/~vacc/?Page=partners/externalpartners.html&SM=partners/_partnersmenu.html) and hope to expand our relationship in the future. Currently our work is helping UVM devise a formal rate structure for offering these services more broadly. We had an onsite meeting with the VACC and Middlebury staff, including a representative from our Grants office.

Installation of Video Distribution Network to Distribute Content - Media Services is responsible for providing language specific television to the Language Houses (academic year) and to the Language Schools. We provide programming for 10 languages (Arabic, Chinese, French, German, Hebrew, Italian, Japanese, Portuguese, Russian, and Spanish) utilizing satellite programming. Service was delivered in number of different ways from moving the satellite dishes to and from locations, utilizing fiber lines, or utilizing IP video technologies.

Media Services with the assistance of Facilities and ETI developed a strategy to provide the language specific programming utilizing IP video technologies (Sling Media devices). The satellite farm was installed on the top of Sunderland and distribution headend was created in Sunderland. The satellite signal is encoded and transmitted over our IP network to a receiver that converts the signal to be viewed.

Improvement to Existing Services

Below you will find a sampling of improvements we've made to existing services.

Segue Sunset - We have decided to discontinue the development of Segue and to begin the process of choosing a new tool for creating course websites and curricular resources. While Segue has served the college community well over the last six years, new systems are emerging on the market that offer similar features and functionality and bring with them large communities of developers and users. Segue will still be around for at least a couple of years, if not more. We will not phase it out completely until we have replacement applications in place and some sort of tools for content migration. That said, we'd like to begin offering alternatives to Segue as soon as we can so that people can try these out and give us feedback. Beginning this fall, we work with the Faculty LIS Advisory Committee to develop more specific plans.

Mobile and Capture Initiatives - In the summer of 2005, LIS purchased 100 iPods which were used in pilot programs in the Chinese and Russian Schools. Since then, most of the language learning resources have been reformatted for use on iPods and made available to students from curricular resource sites. Also growing in popularity are assignments involving audio recording. This summer, students in the Chinese and French Schools were required to record themselves speaking the languages they were studying and submit these recordings for evaluation by their instructors.

2009 NExpress Conference - On April 13, 2009, library staff members from NExpress library consortium schools met in Concord, New Hampshire for the first time as an assembled group. Fifty-four attendees from Bates, Bowdoin, Colby, Middlebury, Northeastern, Wellesley and Williams traveled to the Grappone Conference Center to discuss practices and policies on all aspects of library operations, from interlibrary loan and cataloging to reference and network systems. NExpress library directors held a separate meeting to plan for the future development of NExpress, which could move beyond to sharing resources to making purchases as a group and perhaps centralizing certain library services. The meeting was organized and coordinated by Middlebury LIS as an attempt to establish an annual event in which consortium business could be addressed by all stakeholders. It was markedly successful in this regard, as staff members with similar job responsibilities met face-to-face for the first time, and have kept in contact through the NExpress wiki. Terry Simpkins and Joe Toth inaugurated the conference with a presentation on the state of library consortia at present.

New Initiative - More Japanese Books at the Library - Japanese Collection has increased by 50% and the entire collection has been re-cataloged and re-classified.

Due to large gifts from the late Professor Hiroshi Miyaji and Robert and Take Dean, the Japanese Collection increased to approximately 4,500 items. The Japanese Collection has extensive works of Japanese literature and works on Japanese philosophy, religion, and history, but also includes resources on almost any subject imaginable.

Because we had inherited a non-standard classification system that was difficult to apply and to use, we took this opportunity to re-classify and re-catalog the collection while cataloging the new materials. The result is a collection classed in LC (the system used in the rest of the library) and fully cataloged with the Japanese characters as well as Romanized Japanese. At a future date it will be possible to search using the characters; for now, they make the records easier to read for Japanese speakers.

It was a year-long project accomplished with the assistance of a Japanese-speaking Middlebury College senior

New Initiative - Monterey Email Conversion- Banner routines were developed to extract employee and student information for loading to the Middlebury's LDAP directory and Exchange email system. All Monterey employees, including student staff, now can use Outlook/Exchange, and beginning September 2009, all students will also use Outlook/ Exchange (hosted at Middlebury), and Monterey's FirstClass system will no longer be used.

Administrative Systems Upgrades - After extensive testing, the Oracle database infrastructure that supports Banner and Hyperion was upgraded to version 10g in May 2008. The operating system for the production and development databases was upgraded to version AIX 5.3, and migration plans and testing is in place for upgrading the Oracle Application Servers. A test environment for Banner 8, scheduled to go live in February 2010, is now in place. The migration of reports to Hyperion version 9 was completed.

The Banner Document Management System (formerly named Xtender) was installed and applied to all Banner databases. This system allows digitized documents to be linked to records within Banner. SunGard (Banner) consulting conducted a needs analysis across the College, and initial training was provided. Scanning of documents in Human Resources and the Registrar's Office has begun.

Security Enhancements - Security enhancements, in response to audit concerns, were tightened in several areas, including numerous modifications to reports, procedures, schemas, and authorizations. This lockdown project will be completed in summer 2009 with restructuring of staff and programmer access to Banner databases.

Specialized Programming - Dozens of Banner, Banner Web, and Hyperion specialized functions were developed during the past year supporting the undergraduate college, Monterey, the Language Schools (including the new off-site campus at Mills), Schools Abroad, and Bread Loaf. Examples include: use of the Common Application in Admissions; expedited processing of admissions applications; online financial aid procedures (iDocs); student employment earnings reports; streamlined access to National Student Loan Clearinghouse; online Language Schools applications and course evaluations; BannerWeb applications for bicycle registration; room draw; student history reports; ID/Door access; Facilities Services FAMIS system; data interfaces for the Lyris ListManager email system; report enhancements for budget/finance offices; alumni data display (e.g., honor rolls and phone-a-thon information) in BannerWeb; new functions/views for College Advancement reports; use of both legal and preferred/professional names; duplicate record detection; opt-in email notifications, reducing by 1500 the number of printed copies of MiddPoints distributed biweekly, and by 1000 the number of W-2 statements mailed each year; BannerWeb enhancements for benefits open enrollment; overtime hours calculation; Athletics recruiting database; new coding and reports for grants and staff council; data feeds for new Harris Online Community (Middlebury alumni); conversion from TouchNet credit card processing to Cybersource.

Phoenix Project - Mission Continuity Planning - Significant progress was made to accomplish the goals of Phase 2 of the Phoenix Project for mission continuity management. The project sponsors focused on time-critical functions in ten critical areas across the institution that depend on technology. Considering the three phases of the Phoenix Project we have achieved sponsorship and support (Phase 1) through the Emergency Planning Steering Committee chairs and indirectly from the President's Staff. A project charter for Phase 2 (Analysis and Requirements) was prepared and endorsed. Most of the project work this year has been spent meeting with sponsors, managers and performing and documenting business impact analyses with functional teams. All together 20 critical functions in 8 different areas were studied to determine the impact of the loss of 76 unique resources on the operation of these functions.

Cell Phone Service Change -Telephone Services - In January, the College transitioned 125 employee cell phone users to personal ownership to comply with IRS regulations to account for personal calls on business cellular phones. These employees are now entitled to a taxable allowance to offset the cost of the service. Telephone Services assisted the Controller's office in crafting a new policy. We went on to lead workshops for impacted departments and individuals and met one-on-one upon request. The majority of College-owned cell plans were converted to personal plans that the individual is responsible for and this now satisfies all IRS requirements.

LIS continues to support a BlackBerry Enterprise Server for our BlackBerry users who require access to Outlook e-mail and calendaring.

Migration from Novell Netware to Microsoft DFS - Just after Commencement of this year, LIS undertook a massive electronic move of many of the college's documents, images, presentations, etc. Over the last weekend in May, we moved more than 8 million files off of aging Novell Netware servers and onto new servers running Microsoft's Distributed File System or DFS.

One benefit of making this move is that it saves the College $20, 000 per year in license fees. The removal of Netware means that staff spend half as much time creating and maintaining accounts as they did before. Access to networked files for Mac users is much more reliable. Regular backups of the college's data are significantly faster on the DFS servers than they were under Netware. It is also easy for us to add servers and balance demands on the system without disrupting users. Finally, staff across campus are now empowered to maintain their departmental folder and file permissions themselves using simple Outlook groups instead of having to request such changes from LIS staff. This large and complicated undertaking was carried off smoothly and with very few glitches.

Inventory Management - The LIS User Services and Support Help Desk have begun a campus-wide effort to physically identify and manage all computer related assets owned by Middlebury College. For the past few years our efforts to manage and control these assets were made difficult based on multiple methodologies to check-in/check-out equipment and to manage the data. In addition there were several other situations where through the normal operation of the Help Desk, computer assets would move into and out of our support area without being tracked well. And yet another challenge with inventory control came from our mission to purchase new equipment and replace aging equipment throughout the campus.

Classroom Upgrades –

Robert A Jones Conference (RAJ): The RAJ project was designed in-house and installed by the Media Services staff, with assistance from Facilities Services personnel and control system programming provided by HB Communications. Installed equipment includes two projectors/screens, LCD flat panel monitor, Polycom videoconferencing system, complete A/V package, and an Accordent Capture Station. The control system is a Crestron model.

The room was on-line and ready for the start of Spring Term classes, February 9th.

Johnson 206: Johnson 206 became a project when room 207 was re-purposed as an architectural studio. 206 needed to be done inexpensively so we used an existing wall rack unit and video/DVD playback deck. A projector, mount, media switcher, a few cables & accessories and a wide format projection screen were purchased. That particular screen was necessary due to the continued use of dual, side by side slide projection. The system is controlled by an AC timer switch and handheld remote. This room was on-line and ready for the start of Spring Term classes, February 9th.

Barn 2, 3 and 4 (Bread Loaf Campus): These classrooms were upgraded in time for the start of the Bread Loaf School of English session this summer. The rooms have computer and video projection capabilities and are controlled by the Extron MediaLink system.

McCullough Crest Room: This room was to be used for meetings and classes outside of the scheduled faculty/staff lunch time. LIS supplied the following equipment from surplus: motorized screen, amplifier, speakers, small rack case and VCR/DVD combo unit. The projector/mount, media switcher and cables were purchased new. This room has the capability of computer and video projection. The system is controlled by an AC timer switch and handheld remote.

Proctor Sound System: Media Services was asked to design and install a new audio system for the Proctor Dining Hall renovation. Speakers and components were selected. The speakers were installed by the contractor and Media Services staff completed the rack, equipment installation, and connection/testing. The system includes a

wireless mic, FM tuner and iPod docking station. There are four zones that can be individually switched on or off as part of the system infrastructure.

Axinn Classrooms - In the summer of 2008, the Axinn Center opened, coinciding with the beginning of Language Schools. The additional smart classrooms have been well received and are utilized regularly.

The Axinn Center is the home to 7 smart classrooms, 1 public computing lab/smart classroom, 1 private computing/film editing lab, 1 production studio, 1 viewing room, and 1 screening room. Axinn 100 and Axinn 232 are the two spaces on campus that support HD on campus.

Virtual Desktop Environment - To provide our virtual desktop environment LIS is utilizing VMware VDI. It's using our campus wide virtual server environment. The services are mixed in with all our other virtual servers. There are some special containers and configurations that spawn new machines and destroy old ones. The environment works well on our wired and wireless network, and can be used from home via VPN.

A pilot program was developed for the Math department and used during the Spring Term. LIS provided a pool of 30 virtual computers configured for their classes with specific software installed. LIS has begun utilizing the VDI to provide workstations for temporary staff in Admissions and walk up computers for CSO.

Video Conferencing locations on campus - LIS increased video locations available on campus by 50% to meet the increased demand for video conferencing services. Prior to the new installations, LIS supported one location, LIB230 and one mobile unit. These systems had become antiquated and difficult to schedule. Due to grant with UVM, LIS was able to install video conferencing solution in Carr Hall. The renovation of the Robert A. Jones Conference provided an opportunity to install video conferencing in a large lecture facility. Finally, we added video conferencing capability to LIB145. Once this room becomes fully operational we will retire the system currently installed in LIB230 which is now 5 years old. In addition to the 3 permanent installations, a 10 year old mobile unit was upgraded.

ROOM	HARDWARE INFO	ROOM CAPACITY
Carr Hall 005	Polycom VSX 7400	10
LIB145	Polycom HDX 8400	15**
RAJ	Polycom HDX 8400	101
LIB230	Polycom VS4000	18
		** install. pending

New Initiative - Universal Disk Image - LIS was maintaining over 10 different computer images for the varying computer hardware. This created support and configuration issues at the Helpdesk. A universal disk image was developed for Windows and Apple computers, which means there is a single desktop image for Windows computers (no matter the hardware), a single laptop image for Windows computers (no matter the hardware), and a single image for desktop/laptop Apple computers. A single configuration procedure was developed, along with integration into our new inventory system.

The development of the UDI was an effort to streamline and standardize the distribution process for faculty and staff computers. The UDI allows a process that took almost an hour and had many manual steps to be completed in 30 minutes and is almost completely automated.

Accordent Capture System - Accordent Capture Station was utilized in 142 events.

The Accordent Capture System is a system that captures lectures (includes video/audio recording and presentation). RAJ has an Accordent Capture Station permanently installed. Media Services utilizes a portable capture station in other locations as necessary. Using the capture stations has dramatically improved the quality and quantity of the lectures that can be captured and provided to the Digital Lecture Archive.

New Initiative - Remote Feeds of Live Events - To better serve and support campus events, including Commencement, symposiums, and lecture series, Media Services and ETI teamed to create permanent infrastructure to provide overflow support to and from the following locations: McCullough Social Space, Mead Chapel, and Dana Auditorium. Utilizing unused fiber lines and installing audio/video fiber units, LIS is able to provide live video/audio feeds to and from these locations

Digital Media Tutors and the LIS Graduate Intern - During the Summer of '09, the Digital Media Tutors worked with a little over 70 faculty and staff members to complete over 90 projects.

Their activities included course blogs and web sites, video clips, and application instruction. John Isham took the opportunity to consult with Robyn Tendai White and Alhaji Jalloh on Open Source Learning, where they helped him make decisions on web media and digital assignments. Alhaji then worked with Brenda Ellis, Reference and Instruction Librarian, to support the class while it was in session during the Fall.

Alhaji also worked with Brendan Smith, the LIS Graduate Intern, to develop a virtual space for Quinn Mecham's Comparative Politics class. They designed and built "land" in SecondLife, where Quinn's class started and developed a government.

Statistics

Librarian Instruction Statistics

Summary Statistics Worksheet	Course-Related Instruction	First-Year Seminars	Senior Thesis Seminars	RefWorks Classes	Total
Total Preps:	34	39	5	18	96
Total Classes:	45	51	5	21	122

Reference Statistics

Total questions asked (including inter-cessions)			
School Year	**Non-Reference**	**Reference**	**Total**
2008-2009	125	1,293	1,418

LIS Support for GIS – Summary (full report available at: \\middfiles\orgs\LIS\Library_Reference\GIS\GIS Summary 2008-2009)

Statistics:

1. Faculty/Staff assistance
   Approximate number of consultations: 30
   [Number of consultations in 2007/2008: 94]

2. Student assistance
   Approximate number of consultations/drop-ins: 40
   [Number of consultations in 2007/2008: 95]

3. Workshops
   Number of workshops provided: 9
   [Number of workshops in 2007/2008: 15]

Conclusion and Future Plans

1. We met some but not all of the geospatial technology needs of users across campus. Full-time GIS interns were more accessible than part-time student media tutors, but hiring full-time GIS support within LIS is not practical for the foreseeable future. So, we will continue to offer geospatial support in the media lab.

2. We will reduce the scope of our support. During the school year, we will no longer do in-depth GIS projects. We only will be able to help people use the tools that will allow them to do the projects. This is consistent with general media lab practices. GIS analysis requires not only considerable skill but also significant blocks of time over an indefinite period of weeks or even months. Student workers do not have this kind of availability during the school year.

Acquisitions Statistics

- Orders placed – 3,647 *(down 29% from last year)*
- Firm orders received – 2,821 *(down 31% from last year)*
- Approvals received – 3,560 *(down .5% from last year)*
- Videos received – 623 *(down 11% from last year)*
- Standing order volumes received -532 *(up 3.7% from last year)*
- Gifts received – 2,605 *(down 29% from last year)*
- Gifts added to collections -1,193 *(down 59% from last year)*
- Percentage of gifts received added to the collection – 46%
- Current periodical subscriptions, print and online, held locally – 2,713 *(increase of 34 from last year)*
- Electronic serials available: includes titles held locally and titles in journal packages and aggregated full-text databases, both paid and free – 38,265 *(increase of 2,338 over last year.)*

Note: While the annual number of firm orders has been decreasing modestly for several years, this year's decrease is considerable. The budget cut imposed part-way through FY 2009 required that we cease all but the most urgent ordering well before the end of the fiscal year, which helps explain the substantial fall in our number of firm orders—as well as the decline in the number of videos received. .

DSpace – The institutional repository used by Middlebury LIS via NITLE, now houses over 170 items, mainly student senior theses, with 65 items added this year. Students who have their advisors' approval may elect to add theses and other examples of senior work to this repository. Each item has descriptive metadata added by cataloging staff and is then uploaded to the DSpace site (*http://dspace.nitle.org*). Students can choose to allow access worldwide or to limit access to the Middlebury College community.

Email Statistics - We average about 250,000 inbound messages per day with about 91% blocked. Each month we send about 15,000 messages per day to places other than middlebury.edu."

Incoming: 343,461
Allowed: 49,360 14%
Spam and viruses: 86%

Web Analytics –

Traffic Sources: FY09's traffic source stats were very similar to FY08's. 'Search Engines' represented 62% of the total traffic (60% in FY08), 'Direct Access' represented 27% of total traffic (28% in FY08), and 'Referrals' represented 11% of total traffic (12% in FY08).

Visits & Page Views: The www.middlebury.edu web site recorded minor changes in visitor traffic from FY2008 to FY2009.

External:

- Visits' were up 7%, from 3,901,411 in FY08 to 4,174,464 in FY09. '
- Unique Visits' were up 11%, from 1,681,037 in FY08 to 1,860,149 in FY09.
- Total Page Views' were up 6%, from 13,338,938 in FY08 to 14,100,790 in FY09.

Internal:

- Visits' were down 4%, from 3,212,835 in FY08 to 3,095,718 in FY09.
- Unique Visits' were up 33%, from 276,766 in FY08 to 368,596 in FY09.
- Total Page Views' were down 6%, from 7,708,203 in FY08 to 7,315,913 in FY09.
- Top 5 Content Areas: The 'Top 5 Content Areas' remained consistent with previous years.

External - The only change in 'Top 5 Content Areas' from FY08 to FY09 was that the #5 slot (previously held by the Nick Garza site in FY08) was replaced by the 'About Middlebury' content area in FY09. The following list represents the Top 5 Content Areas for FY09 for EXTERNAL visitors in descending order: '

Middlebury Homepage'
Admissions
Athletics
Academics
About Middlebury'.

Internal - The following list represents the Top 5 Content Areas for FY09 for INTERNAL visitors in descending order:

Middlebury Homepage
LIS'
Athletics
Dining Menus'
Course/Exam Schedules

Online Giving: For FY09, there was a 2% increase in the total dollar amount of online gifts, pushing online gifts to Middlebury past the $1 million dollar mark to $1,021,642. FY08 had recorded $998,300 worth of online gifts. Ongoing improvements to online giving processes are planned for FY10.

LIS Helpdesk - The LIS Help Desk received and processed **21,890** individual problems, requests, and questions during the past year. The breakdown is as follows:

Programming & Dev.	22	0%
Lab/Classroom	256	1%
Remote Access	280	1%
Telephone Services	654	3%
Training	681	3%
Miscellaneous	884	4%
Web Site	790	4%
Distribution	1,525	7%
Media Services	1,820	8%
Account Management	2,330	11%
Network	2,596	12%
Equipment	2,808	13%
Passwords & Pins	2,752	13%
Applications	4,492	21%
TOTAL	**21,890**	**100%**

Media Services Statistics

- Events that used Media Services staff and/or equipment: 2,018
  - Screenings: 1,119
  - Recording (video/audio): 170
  - Events: 729

- Equipment replacement or additional equipment to a location: 131

- Request for assistance in room, scheduled prior to event or class: 50

- Media Services requests from Helpdesk closed: 1944
  - Classroom Emergencies (reported to Helpdesk): 335

Circulation Services	2005/2006	2006/2007	2007/2008	2008/2009
Gate Counts				
Main	569,540	624,696	596,031	**558,341**
Armstrong	160,741	156,492	155,769	**157,150**
Music	38,754	38,971	37,903	**34,173**
Total	**769,035**	**820,159**	**789,703**	**749,664**
Circulation/Check-outs – all materials				
Main	196,743	208,597	219,481	**208,882**
Armstrong	13,586	13,334	13,855	**15,004**
Music	31,206	34,290	33,297	**27,381**
Total	**241,535**	**256,221**	**266,633**	**251,698**
Circulation/Check-outs by material type – all branches				
Loaner Equipment	n/a	42,468	43,548	**37,013**
Media Materials	n/a	22,738	22,557	**22,318**
Self-check transactions	n/a	n/a	n/a	**3,612**
Paged materials - web requests	n/a	n/a	n/a	**8,404**
Total	**n/a**	**65,206**	**66,105**	**71,437**
Desktop Stats (non-circ desk transactions–directional, referrals to other service points, quick ref, e-tc.)				
Main	n/a	n/a	901	**7,250**
Armstrong	n/a	n/a	2,192	**1,451**
Music	n/a	n/a	690	**375**

Electronic Reserves				
ERes faculty users	239	221	226	221
Course pages (total number)	320	303	329	326
Course pages (restored)	73	126	154	150
New documents added	3,942	3,045	3,205	3,575
Course page views	71,806	64,783	69,625	64,388
Document views	147,838	146,807	153,470	146,464
Total			**3,783**	**9,076**
NExpress				
Check-outs from Middlebury	n/a	n/a	2,834	**4,319**
Check-outs to Middlebury	n/a	n/a	2,443	**4,332**
Total			**5,277**	**8,651**

LIBRARY COLLECTIONS VOLUMES FOR FY 2009

	ADDED in FY09	WITHDRAWN in FY09	NET GROWTH	Total Collection as of 6/30/09
Books & Serials	12,934	1,139	11,795	716,328
Bound Periodicals	1,583	2	1,581	78,714
Microfilm reels	318	0	318	combined w/ fiche
Microfiche sheets	1,413	0	1,413	377,283
Maps	150	0	150	4,352
Manuscript collections	0	0	0	5
Broadsides/prints	13	0	13	277
Musical Scores	988	230	758	36,622
Spoken Word CDs	10	0	10	220
Music CDs	730	12	718	21,361
Audio cassettes	3	1	2	2,087
33, 45, & 78-rpm	9	11,071	-11,062	571
DVDs (incl. mini-dv's)	791	36	755	8,645
Videocassettes	23	35	-12	6,628
Laser discs	2	3	-1	1,251
16 mm & tape reels	1	0	1	161
Slides, Realia, Kits	1	0	1	43
Electronic media (CD-ROM, DVD-ROM, disks)	16	5	11	2,633
Circulating Equipment	121	122	-1	947
Internet resources--these count sites or titles not volumes				
Electronic books	78	0	78	354,846
Internet sites/E-Ref	33	2	31	179
Electronic journals	14,522	0	14,522	37,513
Electronic govdocs	299,472	0	299,472	326,812
Electronic Media (AV)	2	0	2	179
Total	**333,213**	**12,658**	**320,555**	**1,977,657**

Only cataloged materials are included above. Special Collections includes various archives and manuscript collections that are not cataloged and, this, not included. Government documents are included but only e-docs are separated; few pre-1976 documents are cataloged; and many documents are undercounted because 1 document may be several volumes. Number of item records in the system are used for most categories; however, physical periodicals do not have individual item records so manual counts are used; many online resources do not have item records so counts of bib records are used

Counts of particular collections are available upon request.

Summary	
Books & Serials (volumes)	716,328
Bound Periodicals	78,714
Microform units (sheets/reels)	377,283
Internet/Online resources (sites/titles)	719,529
Audio & Visual materials (physical units)	40,967
Music scores	36,622
Maps, Broadsides, Prints	4,629
Manuscript collections	5
Electronic media (Physical:CD&DVD-ROM, disks)	2,633
Circulating Equipment	947
Total	**1,977,657**