



## *Massachusetts Maritime Academy Library*

### **Annual Report for the Period 1 July 2006 to 30 June 2007**

During the 2006-07 year Library resources, services and advanced delivery of and access to the Academy's information and research products increased and improved, significantly.

Since the 1980's, NEASC cited the Library as an "area of concern". For the first time in decades, the Library is well-positioned to meet or exceed NEASC standards for Libraries. During this reporting period, we made great progress towards completion of recommendations from the *NU Consultants' Report* and other activities initiated by the Library Director since October 2005. (Appendix A).

The increase to the Library's budget allowed substantial progress toward developing the collections and process improvement in the areas of staff development, equipment and software upgrades, collaboration, and general morale. This year the Library Building Project commenced; we are well into the Feasibility Study. Instruction and Outreach programs and rigorous data collection were implemented, and strategic planning efforts map out a course for the future. The 5-year Strategic Plan is available online, at: <http://library.maritime.edu/internal/stategicplan/index.html>

Significant progress was made in five key areas this FY:

1. Strategic Planning, Collaboration and Assessment: *5-year Long Range Plan*
2. Increased Budget Allocation: Collection Development and Process Improvement
3. Instruction and Outreach: *Freshman Life Skills Seminars* and *Core Information Competencies*
4. The *Library/Information Commons Building Project and Feasibility Study*
5. Staffing and Professional Development: Electronic Resources Librarian (new hire)

Hereafter is the Library's annual report on progress, activities, and initiatives described in the context of these five categories, followed by Appendices comprised of reports and 'Facts and Figures' (Appendix B).

### **1) Strategic Planning, Collaboration and Assessment: 5-year Long Range Plan**

#### **STRATEGIC PLAN**

The Library's 5-Year Long Range Plan was written and delivered to the Mass. Board of Library Commissioners in October. The Plan is a prerequisite with MBLC for the Library to be allowed to compete for IMLS (Federal) grant funding. The Plan which includes goals and action items, also serves as a roadmap for the future direction of the MMA Library.

[See: <http://library.maritime.edu/internal/stategicplan/StrategicPlan2007-2012.pdf> ]

#### **COLLABORATION**

Through the efforts of the Library Director, the Academy Library has successfully reconnected with existing consortiums and professional organizations. The Director actively seeks improvements to resources and services offered through these groups. For example, the Director initiated a dialogue among colleagues (Library Directors in MCCLPHEI) that led to review and revision of the allocation formula used to pay for consortia purchase of database packages; the Director is on the committee that continues to work on cost distribution among members in the Commonwealth.

The Library Director initiated a dialogue among directors of the Maritime Academy Libraries during the *Teaching and Learning in Maritime Academies* conference held at Cal Maritime in March 2007. At this kick-off meeting, the maritime library directors discussed comparative collection data and opportunities for collaboration, including consortium-based negotiations for subscriptions. Further discussions focusing on collaborations and partnerships will occur during the IAMSLIC meeting in October 07.

The Library Director worked with instruction librarians whose institutions belong to CONNECT to develop statewide Core Information Competencies. The information literacy rubrics developed by the group were adapted to use as the foundation for MMA's successful *Freshman Life Skills Seminar: Smart Start @ the MMA Library*. [See: <http://library.maritime.edu/instruction/FLSS.html> ]

The Library Director participated in DGCE's M.S. in Emergency Management planning meetings to provide input relative to research materials to support the new graduate program.

### **OBSERVING USAGE: TRENDS**

The number of cadets, faculty and staff requesting help using the databases and accessing the card catalog is increasing as evidenced by the Reference Transaction Logs which were implemented this FY. 4<sup>th</sup> Class Cadets attended "Freshman Life Skills Seminars" which provided them with an overview of Library resources and services. In the English Composition courses the 4<sup>th</sup> class cadets attended, detailed instruction provided them with in-depth research assistance. Overall, increasing numbers of cadets seek library staff first, to see what the Library has to offer before they try their local library or depend, solely on Google. It is challenging to assess instructional effectiveness and its relationship to library usage; the LibQUAL survey which will be implemented in October 2007 may provide data or indicators that will guide development of the Library's instruction and outreach program. The Library hours of operation are routinely increased during periods of study for Coast Guard and final exams; .

With all the talk of a new and improved library facility, many students have ideas about what it should be like. Whenever possible, students have been involved in the Library/Information Commons building feasibility study. This increased awareness of the Library as a "presence on the campus", influences the number of people who use the library and may be directly related to the increased use of library resources. Faculty awareness of the Library as an ally in teaching and learning is also on the rise, as evidenced by discussions and increased demand for resources and services.

### **ASSESSMENT and DATA COLLECTION**

This FY was a baseline year to establish methods of data collection and collect data that will facilitate tracking of usage and trend analysis in future years. The baseline data points include: gatecount, evening and weekend headcount, reference transactions, webpage counters, database usage statistics. For example: Proquest Newspapers: 420% increase in usage from the previous FY that can be attributed to outreach and course-integrated instruction using this resource.

Improvements are necessary to ensure consistency among staff who collect data. Assessment, based on statistics will be facilitated by vendor statistics for use of licensed resources.

The iPEDs and ALS statistics now ask libraries to report data that has not been collected by MMA in the past. The new data are related to acquisition, access and use of electronic resources and as compared to print resources. This type of data collection is a focus area for development. The Electronic Resources Librarian will be assigned responsibility for leading this initiative by developing data collection tools that help us benchmark the return on investment and, more importantly, to assess student learning outcomes as a result of new and improved access to electronic resources, library programs, and the building as place.

## 2) Increased Budget Allocation: Collection Development and Process Improvement

### OPERATING BUDGET

The 2006-07 Library budget allocation of \$150,000 was approved by the Board of Trustees; the Library Advisory Committee approved the distribution of funds among collections, operations, staff training/travel, computer upgrades, and other necessary resources and services. The following budget expenditure figures are calculated through 30 June 2007, with comparative data for the previous FY that demonstrates growth in collections and programs.

|                      | 2005-06            | 2006-07             | % change |
|----------------------|--------------------|---------------------|----------|
| Supplies             | \$ 772.54          | \$ 2697.77          | 249%     |
| Equipment            | 2624.92            | 6394.63             | 144%     |
| Telephone            | 92.52              | 23.99               | -74%     |
| Postage *            | 0                  | 14.4                | 100%     |
| Membership fees      | 450                | 758                 | 68%      |
| Books                | 2062.35            | 23,994.74           | 1063%    |
| Journals             | 6407.97            | 11,716.02           | 83%      |
| Newspapers           | 626                | 866.75              | 38%      |
| Electronic resources | 3055.7             | 44750.38            | 1364%    |
| Media                | 243.62             | 9942.93             | 3981%    |
| Bindery              | 25.75              | 296.86              | 1053%    |
| Software             | 0                  | 434.42              | 100%     |
| Travel/Workshops     | 297                | 3395.59             | 1043%    |
| Network fees         | 9984               | 18264               | 83%      |
| Printing **          | 0                  | 0                   | 100%     |
| Misc. ***            | 0                  | 3189.92             | 100%     |
| <b>TOTAL SPENT</b>   | <b>\$26,642.37</b> | <b>\$126,740.40</b> | 376%     |
| <b>Allocation</b>    | <b>\$25,000</b>    | <b>\$150,000</b>    | 500%     |
| Difference ****      | (\$1,642)          | \$23,260            |          |
|                      |                    | \$8,590             |          |
|                      |                    | \$14,670            |          |

\* In the past the Library received a sheet every month advising us of our share of the postage. This information was not provided during FY 05-06 or FY06-07; no concerns have been expressed.

\*\* The Library has not received a chargeback slip for Kinko's during FY 06-07. As a result, we cannot determine the amount actually charged to the Library's account; no concerns have been expressed.

\*\*\* Includes fee for LibQual survey, StarFinders and Sheet music (*Song of the Merchant Marine*)

\*\*\*\* In FY 2005-06, the Academic Dean supplemented the budget to reinstate Ebsco databases (\$1,642). Funds were available this year (\$8,590) to upgrade staff office furniture. However, the vendor (Corporate Express) was not able to deliver on time to pay out of FY06-07 funds. This amount will be paid out of FY 2007-08 budget. Funds designated to hire a library intern were not spent due to no hire; these funds will be earmarked to help support the new position - Electronic Resources Librarian - to be hired in FY 2007-08.

The Library budget for FY2007-08 is approved at \$150,000 plus augmentation of a minimum \$7,200 that will be transferred from the Division of Graduate and Continuing Education in support of the new MSEM program. NOTE: Logistics, continuity and tracking of funds that should transfer to the Library in

support of DGCE or other newly implemented programs for this FY and for future years have not been codified, as of this writing.

## COLLECTIONS

Collections and online resources continue to be reviewed for retention, withdrawal or addition of new materials to support the curriculum. \$ 91,271 in new print and online resources - books, journals, databases, and media were purchased in FY06-07; this represents a 636% increase from the previous year. During this reporting period, online access to important research materials was continued or started through subscription. For example, *Homeland Security Digital Library (HSDL)*; *Environment Complete*; *International Security & Counter-Terrorism Reference Center*; *Issues & Controversies in American History*; *Lloyd's List*; *Oxford Reference Online: Premium Collection*; *Xreferplus*; *Wiley e-books*; etc. The selection strategy involves database trials followed by review for purchase based on faculty input and relevance to curriculum/academic support. Numerous free-web resources were added to the Electronic Resources/Key Database list which is available online at: [library.maritime.edu/databases.html](http://library.maritime.edu/databases.html) .

The number of scholarly journal titles increased through database subscriptions that include full-text articles, online. A small number of print journals were added, primarily trade publications.

Collection management/maintenance is persistent.

- 1622 books, journals and other print materials were added, bringing the print collection size up 2.6% to 55,259 volumes [last year was 53,834]. Thousands of e-books are available through NetLibrary, Wiley e-books and ebrary. The library increased current journal subscriptions by 18% to 59 [last year was 50], plus access to thousands of full-text journal content through various databases.
- 197 volumes were discarded [last year was 1,526] from all areas of the collection. Discarded volumes were comprised of duplicate copies, outdated materials or superseded editions. This number also includes outdated/superseded semester loans, such as the *CFRs* and *Deck Officer Study Guides* that are replaced through donations from the Coast Guard, Marine Trans., or Marine Eng. programs. Materials that are retained in the collection are routinely shifted onto vacated shelving to better utilize existing space. When empty shelves are removed, the space is reconfigured into study areas for the cadets. For example, more shelving was removed to open up and reconfigure a popular quiet study area on the 2nd floor with windows overlooking the canal and ship.

## FUNDRAISING & GIFTS

**Gift Collections:** Throughout the year the Library received gifts of monographs which were added to the collection. Notes are now added to the online record indicating the donor. A number of artifacts were donated to the collection and are in processing. A model of the ship, *Palestine*, was accepted and is on display in the lobby. The director continues to meet with individuals who want to donate books, photos, memorabilia, and artifacts to the Academy through the Archives.

**Development & Advancement:** The Library Director and Academic Dean met with Trudy Avery to plan for a library development campaign that is scheduled to be launched in fall 2007. We also discussed creating a *Friends of the Library* group in FY07-08. Trudy serves as the lead contact for gifts made to the Library. Trudy coordinated gifts of artifacts, artwork and books for the library. Trudy is also involved in the Library/Information Commons building project and is developing a campaign for fundraising to benefit the Library.

## SHIP'S LIBRARY

There is critical need to upgrade academic support and research materials in this collection and to seriously review Ship Library staffing resources for future cruises. Reference materials were purchased for the shipboard collection for Sea Term 2007; additional materials such as language DVDs, classic literature, reference books, etc. will be added to the collection for Sea Term 2008. A collection of classic literature, received in July 2007, will be added to the Ship Library. This fulfills faculty requests to have more classics available during the Sea Term cruise.

Improvements to the ship's library facility (lighting, seating, computing, etc.) will be deferred to the FY 08-09 unless advancement/development or grant efforts generate funds in time to implement upgrades before the January 2007 cruise.

## ONLINE RESEARCH

The Library's web presence is the portal to licensed resources. Page count data (Table 1) indicate increased usage of the homepage [See: <http://library.maritime.edu>] which is being accessed an average of 202.93 unique hits per week (down from average 212 unique hits per week last year. Previous users/IP's would not be counted more than once). The total usage (All Hits) indicates repeat customers and that people from outside MMA are using

**Table 1: MMA Library Homepage (Counting Hits = Usage Indicators)**

| <b>Weekly History</b>  | <b>Dates</b>        | <b>ALL Hits <sup>(1)</sup></b>                            | <b>Unique Hits <sup>(2)</sup></b>                                 |
|--|---------------------|---|---|
| This Week  | 07/08/07 - 07/11/07 | 118   | 83  |
| Last Week  | 07/01/07 - 07/07/07 | 113   | 86  |
| 2 Weeks Ago  | 06/24/07 - 06/30/07 | 127   | 96  |
| 3 Weeks Ago  | 06/17/07 - 06/23/07 | 145   | 109   |
| 4 Weeks Ago  | 06/10/07 - 06/16/07 | 213   | 137   |
| 5 Weeks Ago  | 06/03/07 - 06/09/07 | 361   | 223   |
| 6 Weeks Ago  | 05/27/07 - 06/02/07 | 240   | 173   |
| 7 Weeks Ago  | 05/20/07 - 05/26/07 | 271   | 169   |
| 8 Weeks Ago  | 05/13/07 - 05/19/07 | 273   | 189   |
| 9 Weeks Ago  | 05/06/07 - 05/12/07 | 81  | 201   |
| <b>TOTAL HITS for this PERIOD <sup>(3)</sup></b>   |                     | <b>1942 <sup>(1)</sup></b>                                | <b>1466 <sup>(2)</sup></b>  |
|  |                     | (1) This counter is set to increment on <u>All Hits</u> . | (2) This counter is set to increment on <u>Unique Hits Only</u> . |
|  |                     | <b>Total Hits: 1942</b>                                   | <b>Total Hits: 14,872</b>   |
|  |                     | <b>Hits Today (so far): 26</b>                            | <b>Hits Today (so far): 26</b>                                    |
|  |                     | <b>Hits Since Start: 1942</b>                             | <b>Hits Since Start: 14,872</b>                                   |
|  |                     | <b>Average Daily Hits Since Start: 31.32</b>              | <b>Average Daily Hits Since Start: 28.99</b>                      |
| (3) Number of <u>repeat customers</u> during this 9-week period (All Hits minus Unique Hits) |                     |   | <b>476</b>  |

The Library's webpages list databases and resources and provides links to licensed and free-web resources. Webpages continue to be updated as new resources and services evolve. Phase II will be

development of a database-driven site which will be implemented after the new position, Electronic Resources Librarian, is filled in fall 2007.

## **REMOTE ACCESS**

Off-campus access is critical to meet the research needs of the graduate population as well as for cadets, faculty and staff to have access when they are away from campus. To meet this need, the library purchased the license to EZproxy, which allows remote access to licensed content such as databases, e-books and e-journals. Initially, the Director worked closely with the IT department to implement remote, off-campus access to licensed resources through the proxy server for the cadets. In early 2007, IT extended remote access to all faculty and staff.

## **ACCESS - HOURS OF OPERATION**

Hours of operation are now routinely adjusted during each academic and intersession period to meet students' need for quiet study space in the Library. Usage data indicates that students need access to the library when it is open at 0730 during the academic year. More students now study in the Library during extended evening and weekend hours. During evening hours in June, Chartwells provided free coffee and cookies in the Library; this was a great success with the cadets who were studying in the building. Current and future hours are posted on the Library's web page at: [library.maritime.edu/hours](http://library.maritime.edu/hours)

### **3) Instruction and Outreach: *Freshman Life Skills Seminars and Core Information Competencies***

#### **FRESHMAN LIFE SKILLS SEMINARS and INSTRUCTION**

The Academic Dean launched the *Freshman Life Skills Seminars* in September 2006. The Library module, titled "*Smart Start @ the MMA Library*" provided all 300, first-year cadets with an overview of library resources and services. The core message that was imparted to the cadets is that there are resources with access via the library webpage and to ask us when they need help with their assignments. See: <http://library.maritime.edu/instruction/SmartStart@MMALibrary.ppt>

As follow-up on the Life Skills Seminar, the Director met with the Humanities faculty to develop course-based instruction for students enrolled in fall English Composition courses. Eleven (11) one-hour instructional sessions were conducted, for 275 4<sup>th</sup> class cadets taking English 101 in the fall; One (1) instructional session was conducted for 25 4<sup>th</sup> class cadets taking the Eng 111 class in the spring. These sessions were targeted to assist students with the unique research for their class. (Faculty in the Humanities department may have developed an assessment to measure effectiveness of library research instruction on the quality of students' papers.) Arlene Cardoza also conducted three (3) instructional sessions for WRC presenting an overview of the catalog and some resources; in 3 follow-up sessions Arlene taught WRC students about key databases to use for research in their courses.

In September 2006 and February 2007, the Director conducted orientations to Library resources for the students enrolled in the Master's Degree in Facility Management and introduced Proxy access to licensed research materials.

The Director works with groups and committees whose goals are related to both the Library and information literacy. For example, the Academic Policies Committee, Retention Advisory Council, the Freshman Life Skills Seminars (FLSS) and the ARC planning groups all have literacy initiatives involving library resources, space and services. A library school intern position was posted to assist with instruction program development but very few serious responses were received. Karen Wiens, a graduate student, was hired to enter the student survey data into a spreadsheet and provide data analysis (Appendix C).

The Director is developing learning outcomes and assessment strategies for the Core Information Competencies, described in the section, titled, "COLLABORATION" (See Section 1).

## **OUTREACH**

26 issues of the Library's outreach newsletter, "*What's New @ the MMA Library*", were delivered by email to faculty during this reporting period; the web-based version is a popular, campus-wide outreach vehicle. Communication with cadets is through the P.O.D., flyers and email (rarely).

## **4) The Library/Information Commons Building Project and Feasibility Study**

### **LInC: Library/Information Commons**

Transforming the library into the information commons is a complex, multi-phased building project whose timeline for completion could easily extend to 2011. The Design Selection Board approved the DCAM authenticated feasibility study at a cost of \$250K. The timeline for the feasibility study will bring us into fall 2007, when we enter the architecture/design phase. A *DRAFT* of the *Library White Paper* concisely describes the goals and scope of the project and presents the program elements. [See the DRAFT at: <http://library.maritime.edu/internal/pub/LibraryWhitePaper-2007-07.pdf> ]

## **BUILDING SPACE UTILIZATION**

The library lost space to other academic initiatives, this year. The conference room's kitchenette was converted to Humanities faculty offices and the computer lab on the 2<sup>nd</sup> floor was converted to five (5) faculty offices for the Humanities department. The AA/Disability Resource Officer moved from the small office in the center of the 1<sup>st</sup> floor to the Office in the foyer, displacing the Library Director, who moved to the former Honor's Room, near the Circulation Desk. The Conference Room was converted to the International Maritime Business Center (IMBC). After the Archives were moved to the office behind Access Services, the AA/DRO's assistant moved into the former archives space. The Director of Grants and Sponsored Programs' office is located in the small office in the center of the 1<sup>st</sup> floor area, near the LRC/WRC. SEMACC moved out of the building in April which returned an office to the Library, for the new Electronic Resources Librarian.

## **ACADEMIC RESOURCE CENTER**

During this reporting period the Academic Resource Center evolved. A Director of Grants and Sponsored Programs was hired in March, who also has responsibility for management and development of the ARC. The plan for renovation/construction of the Library/Information Commons is to create a centralized academic support center that will bring the current ARC, comprised of the Learning Resource Center (math and science tutoring) and the Writing Resource Center, into closer proximity to all academic support initiatives located in the library facility.

## **EQUIPMENT UPGRADES**

During Sea Term, computing improved by installing electrical outlets on the 2<sup>nd</sup> floor, above table height to better accommodate the increased usage of laptops. Five networked computer workstations were installed in the library with production software, including CAD, MATHLab, and Microsoft software. The IT department installed wireless printing in the Library and Computer Labs. These have all been very popular with the cadets.

## **CONDITIONS OF THE BUILDING THAT ARE OF CONCERN**

In August 2006, the Director discovered mold in the Archives. The NEDCC recommended Munters' who were hired at a cost of \$8,000 to mitigate the mold outbreak by cleaning all moldy items and placing them in new, acid free containers. In fall 2006, the Archives were relocated to a more environmentally secure room, behind access services. Regardless, all Library collections and resources continue to be vulnerable to moisture and mold; constant vigilance is required to monitor mold blooms or moisture intrusion.

A *Library Disaster Plan* is under development (*D-Plan*), which will provide guidance to staff during emergencies. Staff attend disaster training workshops to be better prepared to handle emergencies, such as wet books, fire, mold, etc.

Carpeting on the 2<sup>nd</sup> floor is torn and rippled which continues to present a tripping hazard. While the intent is to hold off on renovations for a couple of years, the safety issues preclude waiting for some attentions to the facility.

## **5) STAFFING and PROFESSIONAL DEVELOPMENT**

### **PROFESSIONAL STAFFING: Electronic Resources Librarian (new hire)**

Electronic resource management, instruction and outreach, and museum/archives programs are quickly outstripping the Director's ability to meet increased demand. These are the three key areas where staffing resources are needed. At the end of this reporting period, the Electronic Resources Librarian position was approved; expected date of hire is fall 2007. Failure to staff the other (2) areas with professional librarians or trained para-professional staff will inhibit growth of programs that are planned and currently being designed to support teaching and learning, retention, and management and presentation of resources and services.

### **PROFESSIONAL DEVELOPMENT & TRAINING**

A staff job task analysis resulted in Classification review for the Library Assistant position held by Arlene Cardoza. In January 2007, Arlene's position was upgraded to Librarian (in the ASFCME unit).

All staff were encouraged to seek out and participate in professional development opportunities with particular focus on reference, archives/preservation, expanding staff IT capabilities and improving skills with electronic resources such as databases, e-books, technology-based resources (e.g., Mobipocket, iPods, travel drives, wireless printing). Funds and release-time are available for this purpose. Many professional development opportunities have been identified for the coming FY.

| <b>During this reporting period Library Staff attended the following training seminars, conferences, workshops and classes</b> |   |
|--|---|
| Arlene Cardoza   | SAILS Meetings: Quarterly Circulation meetings<br>LibQUAL training and workshops (2) (through MCCLPHEI)<br>SEMLS Workshop: InterLibrary Loan<br>SAILS Seminar: "Cataloging nonprint materials"  |
| Wes Hanson   | Virtual Catalog Workshop  |
| Eleanor Shea   | Accuplacer Administration Workshop  |
| Susan Berteaux   | MCCLPHEI Annual Conference<br>MTS/OCEANS Conference in Boston<br>Turn-It In (faculty workshop)<br>IAMSLIC 2006 in Portland, OR<br>Bridgewater State College Library Renovation celebration<br>LibQUAL training and workshops (2) (through MCCLPHEI)<br>Designing Web Sites for Academic Libraries (4-week Web course)<br>SirsiDynix Institute: 25 Technologies in 50 Minutes<br>NEASC Accreditation and Library Assessment: How to Translate the Standards into Measures (Web Seminar)<br>NEASC Annual Conference in Boston<br>Reference Collection workshop (sponsored by MCCLPHEI)<br>Innovative Uses of MetaLib, Featuring the MetaLib X-Server (Web seminar)<br>Library Building Institute & Workshops, Boulder CO<br>Teaching & Learning in Maritime Academies Conference, Cal Maritime Academy, Vallejo, CA |

Respectfully submitted,  
Susan S. Berteaux, Library Director

25 July 2007

**Progress Towards Completion of *NU Consultants' Report* Recommendations and Other Activities Initiated by the Library Director Since Oct '05**

| NU Consultants' Summary Recommendations w/ Proposed Implementation Schedule |   |                |               |              |   |
|---|---|----------------|---------------|--------------|---|
| No.   | Description                                       | Imme-<br>diate | Short<br>Term | Long<br>Term | Progress Towards Completion   |
| 1   | Library Advisory Board                            | ✓              |               |              | Completed & ongoing   |
| 2   | Review Hours                                      | ✓              |               |              | Completed fall '05 & ongoing:<br><a href="http://library.maritime.edu/hours">http://library.maritime.edu/hours</a>                            |
| 3   | Hire professional librarian                       | ✓              |               |              | Completed 1 Oct 05  |
| 4   | Retrain staff; add expand staff IT capabilities * |                | ✓             |              | Underway; some training completed<br>Electronic Resources Librarian (new hire) fall '07   |
| 5   | Use existing consortium *                         | ✓              |               |              | Completed fall '05 & ongoing  |
| 6   | Join IAMSLIC                                      | ✓              |               |              | Completed Oct 05 (Director is active member since 1990)   |
| 7   | Expand/create new consortiums *                   |                | ✓             |              | Underway: Maritime Libraries; IAMSLIC; MCCLPHEI   |
| 8   | Establish Library budget *                        |                |               | ✓            | Completed (2006-07) & ongoing   |
| 9   | Exploit current online resources *                | ✓              |               |              | Completed fall '05 & ongoing  |
| 10  | Add/review online resources *                     | ✓              |               |              | Completed fall '05 & ongoing  |
| 10a   | -- free resources *                               | ✓              |               |              | Completed & ongoing (consortia & Web)   |
| 10b   | -- fee-based resources *                          |                | ✓             |              | Completed & ongoing (EBSCO, Lexis-Nexis, xRefer, ONO, e-books, e-journals, etc)   |
| 11  | Information Literacy *                            |                | ✓             |              | Completed & ongoing   |
| 12  | Weed collection *                                 |                | ✓             |              | Completed & ongoing   |
| 13  | Relocate fiction                                  | ✓              |               |              | Underway (summer 07)  |
| 14  | Library Impact Statements *                       |                |               | ✓            | Underway (2007-08 is baseline year)   |
| 15  | Space planning *                                  |                |               | ✓            | Underway: Library/Information Commons Building Project  |
| 16  | Redesign website *                                | ✓              |               |              | Phase I (completed): <a href="http://library.maritime.edu">http://library.maritime.edu</a><br>Phase II (underway): database driven (Dec 2007) |
| 17  | Ariel/DocMorph *                                  |                | ✓             |              | Options are under review; (target: Fall '07)  |
| 18  | Expand Library Services *                         | ✓              |               |              | Completed & underway  |

\* Implemented as per Library's 5-year Strategic Plan

SEE: <http://library.maritime.edu/internal/stategicplan/index.html>

**Other Activities Initiated by the Library Director since October 2005**

| <b>No.</b> | <b>Description</b>                                       | <b>Immediate</b> | <b>Short Term</b> | <b>Long Term</b> | <b>Progress Towards Completion</b>   |
|------------|--|------------------|-------------------|------------------|--|
| 19         | Staff job task analysis *                                | ✓                |                   |                  | Completed Feb'06, then annual review   |
| 20         | Building: Reconfigure user space; address safety issues* | ✓                |                   |                  | Completed Oct'05 - Mar '06, then ongoing, as needed  |
| 21a        | Information Literacy<br>-Outreach to faculty *           | ✓                |                   |                  | Underway Fall '05 & ongoing: What's New... email & web page)   |
| 21b        | Information Literacy<br>-Assessment *                    |                  |                   | ✓                | Underway & ongoing: LibQUAL survey fall '07  |
| 22         | Develop Long-Range Strategic Plan                        | ✓                |                   |                  | 5-year Strategic Plan completed Sep '06 & ongoing<br><a href="http://library.maritime.edu/internal/stategicplan/StrategicPlan2007-2012.pdf">http://library.maritime.edu/internal/stategicplan/StrategicPlan2007-2012.pdf</a> |
| 23         | Ship Library *   |                  | ✓                 |                  | Phase I (completed Jan '06): Assess<br>Phase II (underway): Improve collection (Dec '07)<br>Phase III (under review): Upgrade space  |
| 24         | Fundraising<br>Development & Grants *                    |                  |                   | ✓                | Underway: fall '07 & ongoing   |
| 25         | Friends of the Library *                                 |                  |                   | ✓                | Underway: fall '07 & ongoing   |

\* Implemented as per Library's 5-year Strategic Plan

SEE: <http://library.maritime.edu/internal/stategicplan/index.html>

**Circulation**

The total number of books that circulated in FY 06-07 is 7,484 [last year was 5,619]. We have no control over Sea Term circulation; we are given a sheet listing names of cadets and staff that borrowed books, but cannot accurately track usage and borrowing from the Ship Library. When library staff are on sea term cruise, data are more accurate.

**InterLibrary Loan:** MMA cadets, faculty and staff have borrowed 519 titles [last year was 300] from other libraries in the network, and we have loaned 2,644 title [last year was 2000]. MMA is considered a “net lender” meaning we loan more books to than we borrow from other libraries.

Staff track the numbers of items used in-house; for example, homework and books on reserve at the circulation desk. The in-house count for the year is 200 [last year was 76 for the period, March-June]. It is likely that the numbers will increase as staff become better attuned to collecting this data, and when reserves are included in the online catalog. As faculty awareness of course reserves rises, we can expect an increase in the use of the reserves materials by students. Yes, another set of data to collect and assess.

**Cataloging**

The Library collection increased by 42% this FY over the previous FY which completely reverses the 5-year trend of minimal growth. Building the collection is moving towards online acquisition through e-book, e-journal and e-reference collections combined with traditional print volumes and journal issues when appropriate. It is expected that the print collection will continue to grow due to the print-based nature of maritime trade publications.

|                                       | <b>FY<br/>05-06</b> | <b>FY<br/>06-07</b> | <b>%<br/>change</b> |                                 |
|---------------------------------------|---------------------|---------------------|---------------------|---------------------------------|
| ATLASES                               | 1                   | 0                   | -100%               |                                 |
| BK-on-CD                              | n/a                 | 1                   | 100%                |                                 |
| CDROM                                 | 131                 | 16                  | -88%                |                                 |
| DVD                                   | 8                   | 11                  | 38%                 |                                 |
| NONFICTION                            | 1                   | 0                   | -100%               |                                 |
| PAPERBACK                             | 44                  | 33                  | -25%                |                                 |
| REFERENCE                             | 14                  | 476                 | 3300%               | e-Reference collections added * |
| RESERVES                              | 14                  | 29                  | 107%                |                                 |
| SEMESTER                              | 502                 | 690                 | 37%                 |                                 |
| STACKS<br>(Circulating<br>Collection) | 417                 | 346                 | -17%                |                                 |
| VIDEO                                 | 12                  | 20                  | 67%                 |                                 |
| <b>TOTAL</b>                          | <b>1144</b>         | <b>1622</b>         | <b>42%</b>          |                                 |

\* Online reference collections: *Oxford Reference Online* and *xRefer*

In FY 2007-08, e-book collections (e.g., Wiley and ebrary) will augment the print collection with 24/7/365 access to content in thousands of books. E-journal collections will also be considered for journal titles that are not currently available through database subscriptions that include full-text journal articles.

**Reference Transactions**

Staff began collecting reference transaction data in December 2006 (as a pilot) and have improved the data collection procedure and become more diligent about recording transactions. Approximately 3,100 telephone and in-person reference transactions were recorded this FY. The numbers indicate

more students seem to use the Library staff for reference than in the previous semester. However, data collection must be more rigorous to assess (a goal for process improvement, this FY).

### Library Usage Indicators Are Trending Up

The Library continues to open at 0730, Monday through Friday when classes are in session. Head count data has been kept to monitor this change which was implemented in spring 2006. Data indicates an average of 7 cadets per day use the Library between 0730 and 0800 (often to print a document on library printers before classes start). Larger numbers of students enter the building before 0800 classes in the library. Extended study hours on evenings and weekends are also very popular with the cadets who often need quiet study space during the ramp-up to exams. Continuing Education students also use the library more, now that hours of operation include the period just before evening classes start. Often CE students gather in the Library to study or work in groups, before heading out to their class. Staffing resources are adequate to continue this successful practice

### Evening Head Count during Extended Study Hours - Evenings and Weekends

Staff counted the actual number of people in the library during evening and weekend hours. The following table shows an [average] for each hour beginning at 1700 and ending at 2200 (spring term 06). Data for spring 2007 is comparable.

| <b>Mar (11 days)</b> |      | <b>Apr (19 days)</b> |      | <b>May (21 days)</b> |      | <b>Jun (12 days)</b> |      |
|----------------------|------|----------------------|------|----------------------|------|----------------------|------|
| 5:00                 | [3]  | 5:00                 | [4]  | 5:00                 | [5]  | 5:00                 | [5]  |
| 6:00                 | [2]  | 6:00                 | [4]  | 6:00                 | [6]  | 6:00                 | [8]  |
| 7:00                 | [16] | 7:00                 | [12] | 7:00                 | [18] | 7:00                 | [18] |
| 8:00                 | [24] | 8:00                 | [31] | 8:00                 | [34] | 8:00                 | [30] |
| 9:00                 | [20] | 9:00                 | [28] | 9:00                 | [36] | 9:00                 | [33] |
| 10:00                | [4]  | 10:00                | [15] | 10:00                | [19] | 10:00                | [14] |

Usage data indicates the peak evening hours are between 1900 and 2200, with students still using the library at 2200. Because of this factor, in fall and spring semesters, Library hours were extended later into the evening (2300, Sunday through Thursday) and open on Saturdays during the month leading up to final exams or the Coast Guard exams. An average of 3 students used the Library during extended evening hours (2200-2300) and 5 students on Saturdays.

Staffing resources are adequate to continue this successful practice, but may need augmentation if the Library is to extend hours later into the evening, open on Saturdays and/or open earlier on weekends for the duration of the entire Academic Term(s), Intersessions and/or Sea Term. This FY, the Library Director and Director of the ARC will collect data and talk with cadets to determine if hours should be extended later into the evening on a regular basis.

### Electronic gate count

The electronic patron counters are located at the front and side entrances. The following figures indicate the actual count and an average for the month.

|            |       |           |               |     |
|------------|-------|-----------|---------------|-----|
| <b>Sep</b> | 4,586 | (22 days) | Daily Average | 208 |
| <b>Oct</b> | 6,895 | (26 days) | Daily Average | 265 |
| <b>Nov</b> | 5,691 | (19 days) | Daily Average | 299 |
| <b>Dec</b> | 4,571 | (11 days) | Daily Average | 416 |

These wall-mounted, light-beam counters do not always provide accurate gate counts numbers when they go out of service and it is undetected until the evening numbers are recorded. The electrician, Ernie Gendron, makes the necessary adjustments to keep the equipment operating. The recorded figures can be used to estimate general usage of the facility over time, based on sampling.

## APPENDIX C: SPRING 2006 LIBRARY SURVEY

The *Student Questionnaire on Library Facilities* was administered in June 2006. All students, faculty and staff were invited to participate with focus on the cadet input related to building a new and better Library/Information Commons. Hereafter is a summary of the data/results prepared by Karen Wiens, Library Intern, summer 2006.

### ***Library survey report***

“Professional, educational, modern resources will assist in providing superior educational and recreation support for the modern student of higher education.”

#### **Printers/copiers/scanners**

- Placed 1<sup>st</sup> and 4<sup>th</sup> on list of desired features
- 14% of respondents wrote-in printer/copier issues as features of the library that they disliked, including lack of paper, no color, fees, and frequent breakdowns

#### **Top 6 desired features: (4.0 scale of importance)**

|     |                              |
|-----|------------------------------|
| 3.4 | Wireless and color printers  |
| 3.2 | More comfortable seating     |
| 3.2 | More natural lighting        |
| 3.1 | Public, self-use scanners    |
| 3.0 | More books on my major area  |
| 3.0 | More outlets & network drops |

#### **Study Areas**

- Numerous comments cited separate group and individual areas/rooms
- Both ranked 2.9 out of 4.0 as important features (7<sup>th</sup> place)
- By students who recommended other libraries, study areas were cited as features that should be incorporated:
  - Individual areas—55%
  - Group areas—42%

#### **Distance learning:**

“Online courses would be a good idea. It would allow graduates to take classes in between shipping out”

- 86% of respondents think the library should provide resources for online courses
- 14% are planning to take an online course in the next year

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#### **Relaxed atmosphere**

- 89% of respondents think a more relaxed atmosphere would increase usage of library facilities
- 

“A new library is much over due. With so much changing in every aspect of maritime industry, we need to be able to accommodate both new and old information, and having a nice place to relax and study would also be a huge bonus.”

#### **Innovative ideas from students**

- Universal ID/debit cards: One card for ID, library, bookstore and local businesses and security access to dorms.
- Social features
  - DVD and music checkout
- Technology
  - Multimedia production equipment
  - PDF scanning
  - Digital photo printers

\*Quotes are from student survey responses