

B. THOMAS GOLISANO LIBRARY

Roberts Wesleyan College
Northeastern Seminary

Annual Report 2011-12



Lynn Brown

TWO NOTABLE FIRSTS FOR THE STAFF

During the past year two members of the library professional staff reached personal milestones that were also firsts for the library.

When an unexpected resignation left the library without a systems librarian in October 2010, the staff concluded that it was time to move the position from three-quarter time to full-time and concentrate the position's responsibilities on systems work. Finding someone with the appropriate credentials proved

challenging, but the staff was delighted when at the conclusion of an arduous nine-month search process, Lynn Brown agreed to become our first Director of Library Digital Services & Systems.

Since beginning work in late July 2011, Lynn has put her 15 years of systems experience in industry and her library experience in the Rochester City School District to excellent use in addressing a number of urgent issues facing the library. Starting with coordinating the

transfer of the Voyager systems software from an in-house server to one hosted by parent company Ex Libris during her first month on the job, Lynn has consistently met and exceeded our expectations for the new position.



Dr. Hamilton

It was not a surprise to his library colleagues when Northeastern Seminary awarded Dr. Barry Hamilton the library faculty's first sabbatical to pursue work on a book about early Methodist theologian Richard Watson and his *Theological Institutes*. We have come to know him not just as an excellent Theological Librarian, but also as a fine teacher and diligent scholar. In the

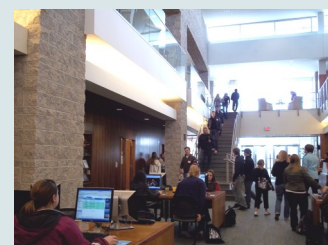
previous year, he became the first RWC/NES librarian to attain full Professor rank. Choosing a half-time arrangement for the sabbatical, Barry continued to teach, participate in reference, and coordinate collection development for Seminary-related materials.

GRADUATE LIBRARY DEGREES

It is not unusual for members of our support staff and graduating student staff members to pursue graduate library degrees, but this past year has been particularly productive.

Circulation & Interlibrary Loan Supervisor Marie Banach and Evening Supervisor Erin Carey both completed the MS in Library & Information Science—School Media Specialization program at Syracuse University. Both obtained school library positions for this coming fall.

Enrolling in graduate programs for fall 2012 were graduating seniors Elizabeth Kerr (SUNY Albany) and Kristin Yourdon (Illinois, online). Phil Koyoumjian, who worked as Evening Supervisor following his December 2010 graduation, began his program at Illinois in 2011.



INSIDE THIS ISSUE

Print Collection Trends	2
Esther Gillie: Lifelong Learner	2
Library Materials Budget	3
New Reference Databases	4
Collection Weeding.....	4
Gate Counts Increase.....	5
Strategic Plan Progress.....	6

SPECIAL POINTS OF INTEREST

- Our first full-time systems librarian
- Our first library faculty sabbatical
- Collection growth and materials expenditure trends
- Collection maintenance initiatives
- A new special collection
- New and most-used databases
- Facilities upgrades
- Our library peers: what the numbers say
- Strategic Plan initiatives completed and in progress



HEMINGWAY COLLECTION

Marking the 50th anniversary of his graduation from the College and in honor of Professor Harold Hurley's distinguished record of Hemingway scholarship, alumnus Leon Frisbee presented his Ernest Hemingway collection to the College in September.

A reception was held in the Graduate Research Room, where the bulk of the collection is housed. The 162 books include many first editions of Hemingway's writings and of critical and biographical works about Hemingway. Some additional Hemingway memorabilia from the collection is housed in Archives and Special Collections.

PRINT COLLECTION TRENDS, 2002-2010

"Are print-on-paper library collections on their way out? Trends among a benchmark group of 45 CCCU and western NY libraries don't suggest that the end is near, but...physical collections are...less dominant..."

Are print-on-paper library collections on their way out? Trends among a benchmark group of 45 CCCU and western NY libraries don't suggest that the end is near, but they do confirm that physical collections are assuming a less dominant role in the provision of information resources.

In FY 2010 (the most recent for which National Center for Education data is available) 30 of the 45 libraries (Golisoano Library included) spent less on purchases of print books than they had in FY 2002. In our case, the drop was modest (\$4,882 or 3.7%), but in several cases the reductions were more dramatic: (eg: \$110,359

or 22.8% for Wheaton).

Most print collections continued to grow, though 13 libraries did report fewer print volumes in 2010 than in 2002. The median increase in volume count (8,266) represents annual growth barely exceeding 1,000 volumes. Clearly, many libraries were pruning nearly as many volumes as they added. Golisoano Library's pruning was relatively conservative on the books side (27,905 volumes added, 5,117 withdrawn), but redundancies created by adding digital journal archives via JSTOR allowed us to shrink our bound journal backfiles from 14,504 volumes to 13,439.

ESTHER GILLIE, LIFELONG LEARNER



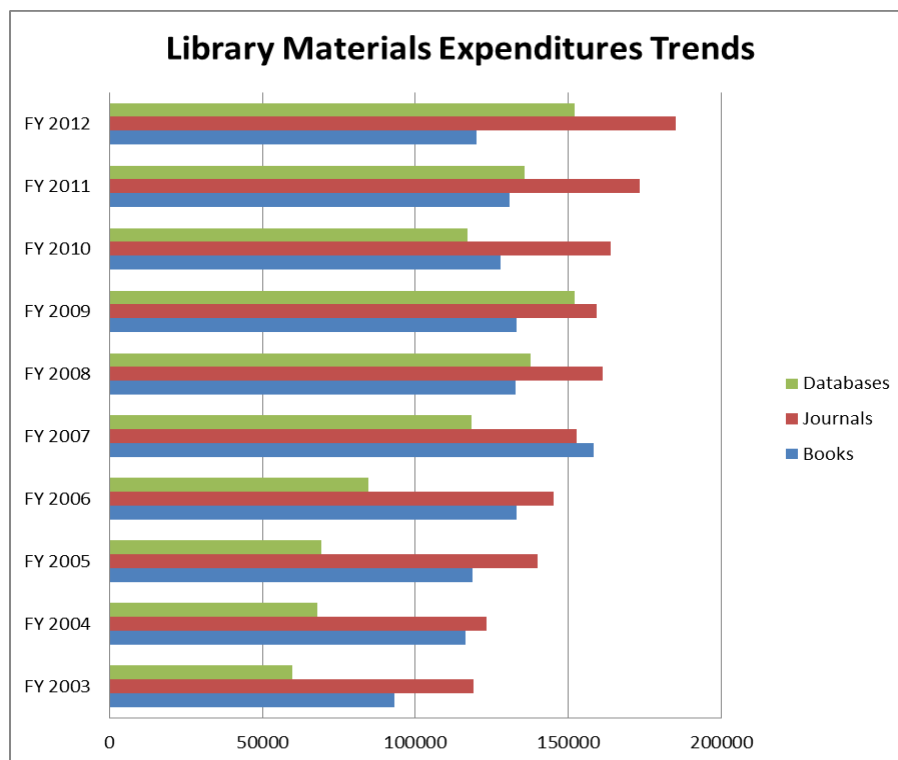
Esther Gillie

Esther Gillie, Director of Public Services and Reference/Instruction Librarian, is a cancer survivor who continues to maintain an exhausting therapy regimen, but she does not let physical challenges impede her commitment to the job and to continuous professional development.

This year she both completed the Master of Church Music program at Concordia University Wisconsin and embarked on the Doctor of Ministry Program at Northeastern Seminary. Her new degree and her extensive experience in music libraries (at the Sibley Music Library here in Rochester and at the University of

Illinois) make Esther an ideal liaison to the RWC Department of Music and Performing Arts. She also puts her church music degree to practical use as Choir Director for the United Methodist Church of North Chili.

The Director of Public Services portion of Esther's responsibilities have been particularly challenging in recent years. The campus-wide round of staff reductions in 2009 eliminated one of the support staff positions in public services, and another part-time position was sacrificed in the adjustments required to expand the systems position to full time. In the coming year, the part-time Evening Supervisor position will be trimmed to Time-as-Reported. As a result of these changes, it has become necessary for most of the hands-on interlibrary loan work and some of the reserves work to be performed by members of the library's student staff. In the coming year, Library Assistant for Serials and Acquisitions Sharon Perry will be enlisted to assist with library reserves.



LIBRARY MATERIALS BUDGET CHALLENGE

In developing its collections and access services Golisano Library contends with limitations imposed by the College's current budgetary challenges but also with pressures and tensions shared with the academic library community as a whole. The latter include:

- Journal subscription inflation.** You will notice that in the graph above the red bars representing expenditures for individual journal subscriptions have lengthened in all but one of the past 10 years. The total increase is \$66,042 or 55%. The expenditure increase is remarkable in light of the fact that we cut the size of our subscription list by 190 titles (22%) over the decade. The inflation rate for journal subscriptions has consistently run double or more the inflation rate for the general economy.
- Demand for online resources.** Although the progression has been a little uneven in recent years, the \$92,576 (155%) net increase in our database expenditures (the green lines in the graph) over the last decade accurately reflects the ever-growing demand for resources that are accessible online. It should also be noted that a large majority of our individual journal subscriptions now include an online component and a small but growing number are online only. Most students prefer to access the journal and reference literature online even when in the library, but remote access is also an important consideration, particularly among the growing portion of the student body that is not resident on campus. Projected increases in the number of students receiving instruction online will add fuel to the remote access demands.
- Book budget squeeze.** Book budgets in most academic libraries have begun to shrink. In our case, expenditures in FY 2012 were down 24% from the peak five years earlier, a trend that at least in the short term seems likely to accelerate. Much of the reason is simple arithmetic: economic pressures limit growth of the total materials budget, and journal subscription inflation and the demand for online materials leave less money available to purchase books. Declining use of the book collection, another factor commonly cited in defense of decisions to reduce book expenditures, is not yet clearly in evidence for us (though there was a drop in FY 2012).

FACILITIES UPGRADES

Golisano Library celebrates its fifth anniversary in the summer of 2012. Although the building and its furnishings are still relatively new, there are inevitably a few needed additions and replacements. We were able to take three significant steps this year.

A new SMART Board was installed in the Library Instruction Lab this past fall. We were very pleased because the portable unit that we obtained upon moving into the building had grown dated technologically and was not really suitable for use in the lab.

We were disappointed to discover upon moving into the building that the Group Study Rooms had bulletin boards but no whiteboards. The whiteboards installed in nine of the rooms during the past year are already popular with students.

The comfort level of the library's furniture has received universal acclaim. With one exception, it has proved durable as well. The hinges allowing the back supports of the Information Commons task chairs to pivot have proved vulnerable to breakage. Fortunately, the chairs do have generous warranty coverage. And we were able to obtain 10 replacement chairs during the past year.



INVENTORY: KEEPING THE CATALOG VALID

All libraries discover that even with a security system a certain number of books disappear from the shelves without being checked out. Over time, this can make the library catalog increasingly unreliable. The remedy is a periodic collection inventory, which is also useful in identifying and addressing books with physical deterioration issues, books with incorrect spine label call numbers, and books that were checked out appropriately but never returned.

During the past year, the library completed its first full inventory of the circulating book collection in a number of years. Follow-up to the inventory includes replacing missing books (when replacements are available and deemed necessary), repairing or replacing books with condition issues, and purging catalog records for items no longer in the collection.

ELECTRONIC DATABASE USE

Faculty and students still use our print-on-paper books and journals, but certain electronic subscription databases are easily our most heavily used resources.

During the past year there were 164,795 searches of our five most frequently-searched databases (*Academic Search Complete*, *CINAHL*, *ERIC*, *PsycINFO*, and *Social Work Abstracts*).

Full-text downloads are a popular database feature, of course. During the past year, there were more than 68,000 full-text downloads from *Academic Search Complete*, *Business Source Complete*, *JSTOR*, *PsycARTICLES*, and *Research Library*. There were also 8,541 music downloads from *Naxos Music Library*.

THE EVOLVING REFERENCE COLLECTION

In planning the Golisano Library, we allowed for only modest expansion of the existing print reference collection, assuming that online reference tools would increasingly displace print-on-paper reference sets and books.

Though we added several online reference resources during our first four years in the building, we felt that the print equivalents of the Grove art and music encyclopedias and the *Encyclopedia of Social Work*, e.g., remained useful complements. The result was that our reference shelves were becoming a bit crowded.

With that issue in mind, Linda Jones made a particular effort during the past year to identify a few shelf-eating reference sets that could be searched more

efficiently online. The process actually began late in FY 2011 when adding *Biography Reference Bank* allowed us to retire our print *Current Biography* file. This year, 15 additional shelves were freed by adding online versions of *Contemporary Authors*, *Marquis Who's Who*, and *Statesman's Yearbook*. The online version of *Statesman's Yearbook* also adds a great deal of retrospective content.



The Reference Shelving Squeeze

MORE DATABASE ADDITIONS

Winner of the "Best in Media" designation in *Library Journal's* Best Databases 2011 roundup, *AccessScience* links a solid base of digitized content from several of McGraw-Hill's highly regarded print science references, including the *Encyclopedia of Science & Technology*, 10th ed., with a wealth of multimedia resources, including images, animation, and video. A Study Center for teachers provides images and illustrations that may be downloaded for PowerPoint presentations, as well as Flash tutorials and study guides.

CountryWatch Premium Service provides a suite of news and information products covering each recognized country of the world. Demographic, political, economic, business, cultural, and environmental information is included. Components of the service include: CountryReviews (information publications for each country), CountryWire (daily news coverage with a news archive), CountryWatch Data, the CountryWatch Map Gallery, the Image Gallery, the Global Guide, the weekly Intelligence Guide, and the Intelligence Wire.

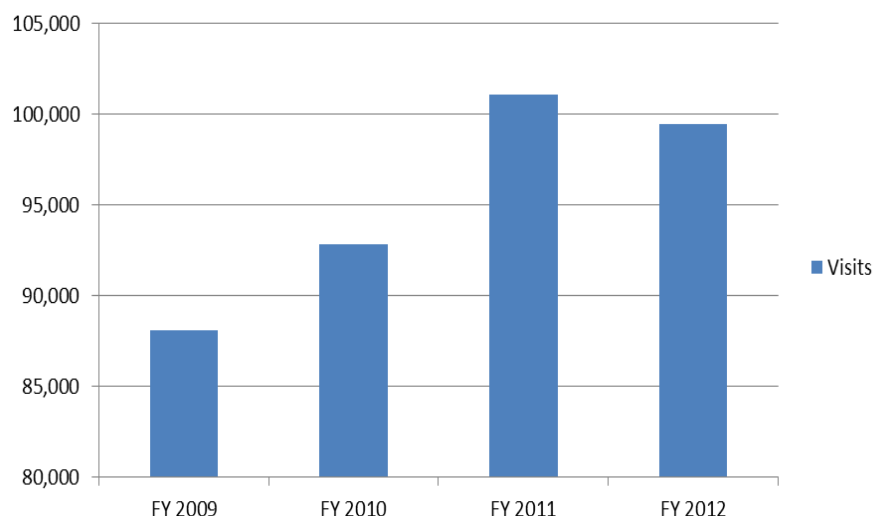
The library continued to expand its JSTOR archival journal file, adding *Arts & Sciences VIII*.

LESS CAN BE MORE: COLLECTION WEEDING

Freeing shelf space and replacing print versions with their online equivalents are not the only reasons to consider removing volumes from the collection. Removing obsolete books can enhance student use of the collection both quantitatively and qualitatively, as can replacing shelf-worn classics with better edited or simply more physically appealing editions. Collection weeding without input from the relevant classroom faculty is hazardous, however, and enlisting busy faculty members in weeding projects is understandably difficult.

We have not fully resolved this dilemma, but during the past year there were significant collection weeding initiatives by faculty in nursing and psychology. Director of Collection Services Charley Canon hopes to enlist faculty from at least a couple of additional disciplines during the coming year.

Annual Visits to Golisano Library



Gate Count Data

The main entrance security gates include a counter that is tripped each time someone enters or exits. Dividing the cumulative count by two gives the approximate number of building visitors. The count does not include after-hours swipe-card access to the Study Café and computer lab.

We lack complete counts for FY 2007 and FY 2008, but those available suggest that building use more than doubled the year we moved. We are very pleased that use continues to increase. The apparent slight decrease in FY 2012 may not be real. An unusually low gate count for July seems improbable given that the month included the Free Methodist General Conference.

“...those [counts] available suggest that building use more than doubled the year we moved. We are very pleased that use continues to increase.”

WHO ARE OUR ACADEMIC LIBRARY PEERS?

There are many possible ways to answer that question. The groupings below are based on FY 2010 data for the 45 CCCU and western NY libraries listed at right. Peer group libraries fall within $\pm 10\%$ of Golisano Library.

Total volume count. Our count: 137,679. Group median: 175,472. High: Wheaton. Low: Trevecca Nazarene. Peer group: Cornerstone, Gordon, Greenville, Northwest Nazarene, Palm Beach Atlantic, and Spring Arbor.

Total non-student staff. Our FTE: 10.61. Group median: 10.50. High: Wheaton. Low: Greenville. Peer group: Anderson, Eastern, Elmira, Gordon, Houghton, Houston Baptist, Malone, Southeastern, Trevecca Nazarene, Trinity International, and Whitworth.

Total Salary and Wage Expenditures. Our total: \$473,862. Group median: \$581,578. High: Wheaton. Low: Waynesburg. Peer group: Anderson, Carson-Newman, Daemen, Houston Baptist, Spring Arbor, Taylor, and Trevecca Nazarene.

Book Expenditures. Our total: \$127,783. Group median: \$94,319. High: Wheaton. Low: Carson-Newman. Peer group: Cornerstone and Trevecca Nazarene.

Serials Expenditures. Our total: \$281,084. Group median: \$220,000. High: St. John Fisher. Low: Greenville. Peer group: Cedarville,

Daemen, Elmira, Malone, Point Loma Nazarene, Southeastern, and Whitworth.

Total Library Expenditures. Our total: \$963,761. Group median: \$984,574. High: Wheaton. Low: Greenville. Peer group: Anderson, Elmira, Houston Baptist, Southeastern, Spring Arbor, Taylor, Trevecca Nazarene, Trinity International, and Westmont.

General Circulation. Our total: 15,299. Group median: 29,565. High: Wheaton. Low: Carson-Newman. Peer group: Malone, Northwest Nazarene, and Westmont.

Presentations to groups. Our total: 90. Group median: 88. High: St. John Fisher. Low: Westmont. Our peer group: Anderson, Hobart/W. Smith, Houston Baptist, Olivet Nazarene, Southwest Baptist, Taylor, Wheaton, and Whitworth.

Interlibrary loans provided. Our total: 2,344. Group median: 2,438. High: Wheaton. Low: Westmont. Our peer group: Daemen and Greenville.

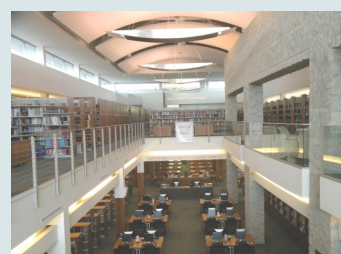
Institutional FTE. Our total: 1,861. Group median: 2,315. High: Olivet Nazarene. Low: Eastern Nazarene. Our peer group: Carson-Newman, Gordon, Hobart/W. Smith, John Brown, Northwest Nazarene, Nyack, and Trinity International.

Anderson	Nazareth
Asbury	North Park
Bethel (MN)	Northwest Nazarene
Carson-Newman	Northwestern (MN)
Cedarville	Nyack
Cornerstone	Olivet Nazarene
D'Youville	Oral Roberts
Daemen	Palm Beach Atlantic
Eastern	Point Loma Nazarene
Eastern Nazarene	RWC/NES
Elmira	St. John Fisher
Geneva	Seattle Pacific
George Fox	Southeastern
Gordon	Southwest Baptist
Greenville	Spring Arbor
Hardin-Simmons	Taylor
Hobart/W. Smith	Trevecca Nazarene
Houston Baptist	Trinity International
Houghton	Waynesburg
John Brown	Westmont
Malone	Wheaton
Messiah	Whitworth
Mt. Vernon Nazarene	

B. THOMAS GOLISANO LIBRARY

Mission: The B. Thomas Golisano Library supports the mission, educational goals, and curricula of Roberts Wesleyan College and Northeastern Seminary by providing information resource collections and access services of consistently excellent quality, creative collaboration in support of information literacy, and research and study facilities of the highest possible caliber while demonstrating a commitment to the ideals of Christian service in every interaction.

Vision: The B. Thomas Golisano Library will be the premier research and information resource partner with the lifelong learners of Roberts Wesleyan College and Northeastern Seminary.



Roberts Wesleyan College
2301 Westside Drive
Rochester, NY 14624
585.594.6280

STRATEGIC PLAN GOALS AND INITIATIVES

Goal 1: To acquire the financial, physical, electronic, human, and technological resources necessary to be the premier campus research and resource entity.

- **Review of statistical data-gathering activities.** A task force has charted current activities and is now conducting a zero-based analysis of external and internal data requirements.
- **Decision on continued use of the Voyager Integrated Library System package.** Made a three-year commitment to Ex Libris Voyager and transitioned to a hosted arrangement for the software.
- **Upgraded search capabilities for our Voyager software.** The systems librarian is leading an exploration of our options. We expect to implement a link resolver in the coming year and are gathering cost and capability information with a view to reaching consensus on whether to add a discovery product and, if so, on what product to recommend.

Goal 2: To design and implement services that satisfy the research and information needs of the RWC/NES lifelong learners.

- **Upgraded training program for Public Services staff.** In spite of cutbacks and high turnover in staffing, an upgrade program is in process.
- **Revised access procedures and policies for the Graduate Research Room.** A revised access procedure was implemented fall 2011. An experiment with opening access to undergraduates will be conducted fall 2012.
- **Review of the Library Instruction Lab reservation system.** Review/revision completed.

Goal 3: To be recognized as the premier research and resource partner for faculty and students and as an essential contributor to institutional identity, image, academic quality, and growth.

- **Marketing/branding strategies for two constituency groups.** Task force is proceeding with development and implementation of a plan.
- **New library website.** Progress delayed by FY 2011 vacancy in the systems position but planning is again in progress.

Goal 4: To establish learning partnerships with students, faculty members, administrators, alumni, and community residents (including professional groups) to promote lifelong learning.

- **Review of liaison program with academic departments.** Deferred while assessing the implications of the transition to schools, but will be revived.