Annual Report
2012-13

CHARLEY CANON, 35 YEARS
AND COUNTING

Charles Canon III, Charley to his friends and colleagues, has been the library’s Director of Collection Services (formerly Head of Technical Services) since 1978. It would take much more space than is available in this report to even list all of his accomplishments, but a few selected highlights include the following:

- From Charley’s arrival as Head of Technical Services in 1978 to the present, the count of accessioned titles has increased by 61,592, and the volume count has grown by 67,437. Well over half of the current physical collection represents his oversight or hands-on work in both acquisitions and cataloging.

- When RWC’s first Archivist left the College in 1982, Charley assumed that role in addition to his Technical Services duties. Though lack of time has not permitted the amount of collection organization and documentation work he would have liked, Charley’s deep knowledge of the collection and of RWC and denominational history has made him an invaluable resource for anyone doing related research. He also serves on the Archives and History Committee of the Free Methodist Church.

- The transition from a card catalog to an online catalog in the mid-1990s was a huge undertaking, and Charley was the library’s point person in making it happen.

- We had expert assistance, but moving a collection of nearly 130,000 volumes from the old library to the new in 2007 required detailed planning that Charley and his Technical Services staff carried off with impressive precision. His contributions to the planning process for the new building were also extremely valuable.

- Charley’s contributions to RWC have extended beyond the library. He has given stellar service to the Athletic Department, serving for many years as the Faculty Academic Representative. He also taught a section of First Year Seminar for many years.
PRINT COLLECTION TRENDS, 2002-2010

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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 (Golisano 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. Golisano 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.

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.

ESTHER GILLIE, LIFELONG LEARNER

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.
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.

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.
...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 ± 10% of 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.

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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.

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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.