

# **THE CHAMPLAIN COLLEGE LIBRARY 2004-2005 ANNUAL REPORT**



**SEPTEMBER, 2005  
CHAMPLAIN COLLEGE  
BURLINGTON, VERMONT**

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# THE CHAMPLAIN COLLEGE LIBRARY

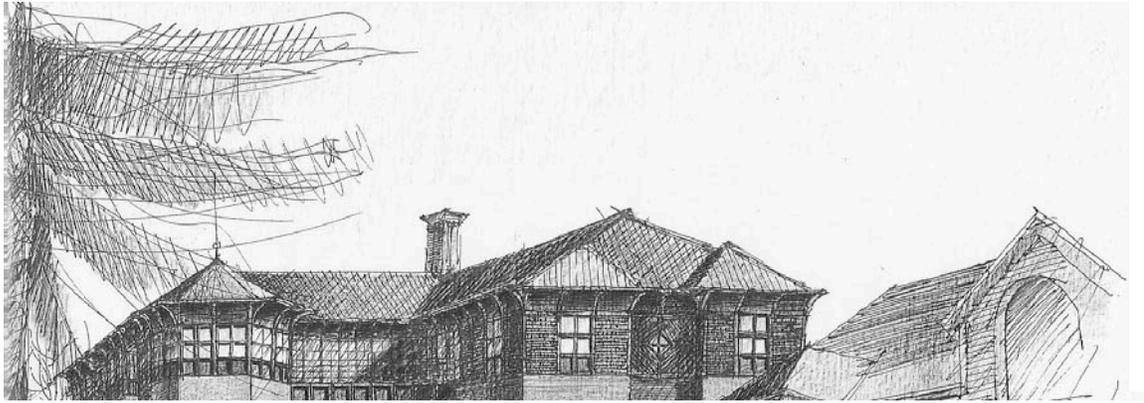
## 2004-2005

### Annual Report

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## The View From Here....

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This Annual Report offers a description of the Library's resources and services during the past year, along with a hint of our plans for the future. It doesn't begin to capture the excitement -- or the challenges -- of the year just past, and it doesn't adequately express the dedication of the people involved in providing the resources and services, creating and spreading the excitement, or facing and meeting the challenges.

Champlain prides itself on accomplishing a great deal with a small staff, and the Library exemplifies that philosophy. The conversion to a new integrated library system, still in progress, has taxed us as greatly as the conversion to new administrative systems has taxed other parts of the College. Nevertheless, the beginning of another academic year is always exciting, and even under the burden of conversion, we have hit the ground running.

In the coming year, we will continue to provide the resources and services of a strong college library. We will be involved in the College's reaccreditation process through Standard 7 (Library and Information Resources) of the NEASC standards. We will also conduct a departmental self-review, as scheduled on the Institutional Self-Assessment Cycle, in which the results of the LibQUAL+ satisfaction survey just completed this spring will play a central role. The self-review will include comparisons based on data collected from a group of colleges identified as peer institutions. Through the NEASC report, the departmental self-review, and this 2004-2005 Annual Report, we will document where we stand and where we are going.

But before that, I think it is useful to take a look at where we have come from and how we have changed. As a relative newcomer, I have often longed for longitudinal data documenting library-related measures at the College. In preparing for reaccreditation and the departmental self-review, I have run across small treasure troves of information both past and current which, when combined, create a surprisingly vivid picture of the ways in which Champlain's library resources and services have changed -- or not -- over the past ten years. The comparison chart on the next page shows the view from here of the Library -- ten years ago and today.

Janet R. Cottrell  
Director of Academic Resources and the Library  
September, 2005

### **TEN YEARS AGO, 1994-1995...**

Ten years ago, Champlain enrolled about 1,517 student Full-Time Equivalents (FTEs). The Library occupied the upper floor of Joyce Hall; it was about 6,000 square feet and could seat about 106 people.

The Library was open 81 hours each week during the academic year and had a "gate count" of about 66,750 people in a year.

The Library staff included 3.5 FTE Librarians and 1 FTE other staff, for a total staff of 4.5 FTE, or about 2.1 FTE for each open hour. The Library was maintained by student staff during evening and weekend hours.

The Library collection included 36,500 print books. Online books didn't exist then. Total circulation of books and videos was 9,100 that year.

The collection included about 300 print journals or serials and about 1,000 online full-text journals.

The collection included 10,500 additional items grouped together as audio, video, or microfilm. There was no collection of images in slide format or online.

The total Library budget was about 1.86% of the College's total Educational and General expenditures.

### **TODAY, 2004-2005....**

Today, Champlain enrolls about 2,010 student FTEs. The Library occupies Miller Information Commons, a facility of about 24,000 square feet with seating for about 228 people.

The Library is open 106.5 hours each week, with a gate count of about 139,500 people in a year.

The Library staff includes 3.92 FTE librarians and 2.7 FTE other staff, for a total staff of 6.62 FTE, or about 2.3 for each open hour. An adult staff member is present for all open hours.

The Library collection includes about 40,797 print books and about 30,000 online books, for a total of over 70,000 books. Total circulation of print books and videos was 5,224.

The collection includes about 276 print journals or serials and about 18,518 online full-text journals.

The collection includes about 766 audiovisual items and about 3,950 microfilm. (AV has increased, while microfilm has decreased.) A collection of 300,000 images is available online.

The total Library budget is about 1.69% of the College's total Educational and General expenditures.

# COLLECTIONS

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## GOAL ♦ MAINTAIN AND DEVELOP THE LIBRARY'S PRINT AND ELECTRONIC COLLECTIONS.

As the College continues to expand and strengthen its Bachelors and Masters level programs, the Library's collections are beginning to keep pace with existing programs and are anticipating forthcoming ones. Both print and electronic resources strengthened visibly during the year.

### STRONGER PRINT RESOURCES

The rallying cry of "Make Every Book Count" continues to shape collection development and the print collection. The strategy of using two coordinated and deliberate approaches to improve the collection--adding better books to the collection and withdrawing inappropriate books from it--was employed again in 2004-2005 to good effect.

Faculty participation in selecting books to add to or withdraw from the collection remained strong. Nearly 40 faculty members suggested books to add to the Library. As a result, of the 1,153 new books purchased for the collection in 2004-2005, about 40% were direct suggestions from faculty members. As part of a pilot project initiated by Marie Kascus to enhance the collection development process this year, *Choice Current Reviews for Academic Libraries* were e-mailed to participating faculty members for their input. This process worked well, and is being continued and expanded to include more faculty members. In addition to the new books purchased for the collection, 58 gift books were added in 2004-2005.

Working closely with faculty in several disciplines, we also identified 823 books to remove from the collection. In each area, faculty members worked directly in the stacks handling all the books in their subject area, and selecting volumes that were no longer useful in supporting the curriculum. Participating faculty, and the subject areas they evaluated, are listed below. Deselected books were made available to the Champlain College community.

Areas of Deselection 2004-2005	
Career planning and development .....	Joe O'Grady (Daphne Walker, Career Planning staff)
Criminal Justice .....	Robert Edwards
Early Childhood and Elementary Education.....	Laurel Bongiorno Paul Koulouris Kathy Leo-Nyquist
General science and math.....	David Whitmore
Higher Education.....	Michelle Miller
Hospitality Management .....	Peter Straube
Radiography .....	Susyn Dees
Occupational Therapy (Discontinued program) .....	(Michelle Miller)
Respiratory Therapy (Discontinued program).....	Faye Bacon

During the past year, the Library provided resource reviews for all programs undergoing self-review under the institutional review schedule, including: Accounting, Computer Networking, Criminal Justice, E-Business, Hospitality, International Business, Paralegal, Radiography, Software Engineering, and Web Development. Several of these programs had either already participated in collection assessment and development, or did so during their self-review.

The smaller, more focused print collection dictated by the MIC's design has proven to be a great advantage in collection maintenance. The focused collection means that it is feasible for faculty members to physically handle every book in their subject area of the collection, identify volumes that should be removed, and suggest volumes that should be added. Even in broad areas such as literature or history, where the size of the collection requires multiple weeding sessions, the process can be completed in weeks or months rather than years. As a result, the cumulative effect of two years of focused collection assessment has been a noticeable improvement in the quality of many parts of the print collection.

## NEW ONLINE RESOURCES

Champlain's collection of online databases, already strong, was further enhanced by the addition of the following databases during the 2004-2005 year:

- ArtSTOR: Over 300,000 images from artistic traditions across many times and cultures, including painting, architecture, sculpture, photography, decorative, design
- Proquest Historical Newspapers Historical New York Times: Full text and images of the New York Times from 1851 to 2001.
- Proquest Historical Newspapers Historical Wall Street Journal: Full text and images of the Wall Street Journal from 1889 to 1987.
- Proquest Newspapers Wall Street Journal (current): Full text and images of the Wall Street Journal after 1987.
- ITDN - International Trade Data Network: International business, export/import, and trade related information, including current events and comprehensive country, industry and market reports.

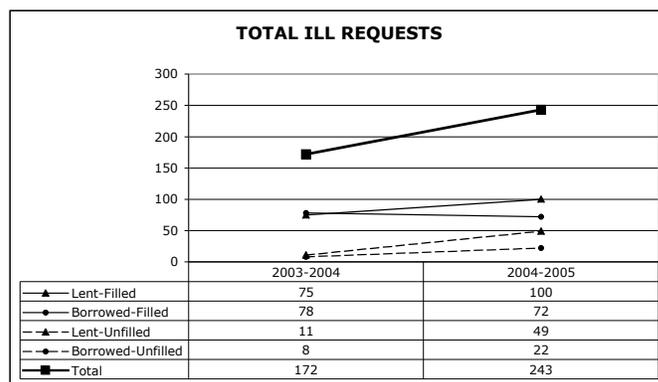
Along with core databases from major vendors (EBSCO, InfoTrac, ProQuest, Lexis-Nexis, and others), the Serials Solutions list of full-text online journals continues to be an important finding aid for specific titles. According to Serials Solutions records of our online journal collection, Champlain now has online access to over 18,500 unique full-text journal titles.

Champlain's collection of E-books grew dramatically this year, as ebrary expanded their holdings. We anticipate loading all e-book titles into the new online catalog for easier access.

In the coming year, online resources will be expanded through licenses for book reviews and additional databases to support the new Masters of Business Administration program.

## INTERLIBRARY LOAN

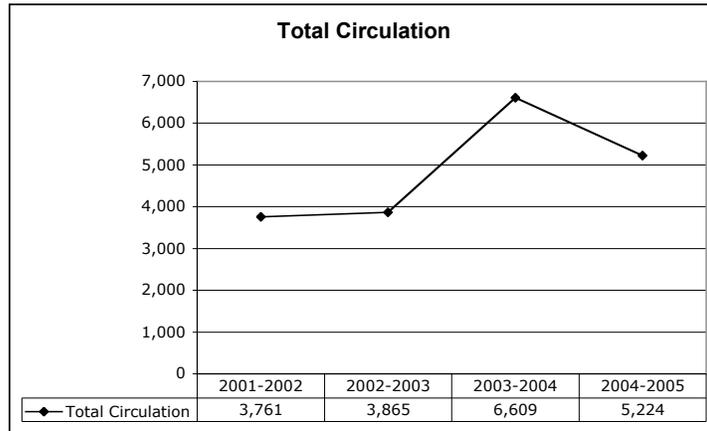
Historically, Interlibrary Loan has not been heavily used at Champlain, but it remains a useful service for providing access to materials outside the Champlain collection. Although longitudinal data are not available, recent trends indicate an increase in ILL use. Total ILL requests (all media types, borrowed and lent, both filled and unfilled), increased noticeably:



This increase was particularly apparent in the number of books lent to other institutions, which increased by 22% from the year before. We will continue to monitor ILL trends and try to interpret their impact on resources and services.

**CIRCULATION STATISTICS**

Although in past years circulation statistics were not traditionally collected (and indeed, were very difficult to collect using the outdated library system), we were able to extract from the outgoing system statistics for the past four years that the vendor believes to be fairly accurate. Total circulation is low compared to statistics for most colleges, but this might be predicted given Champlain's purposefully small print collection size. Although total circulation declined somewhat this year, the trend over the four years indicates that total circulation for the past two years is still noticeably higher than for earlier years.



We anticipate that our new integrated library system will ease considerably the process of producing regular and reliable circulation reports, allowing us to track longitudinal circulation trends.

**SUMMARY OF COLLECTIONS**

The approximate collections of the Champlain College Library as of June 30, 2005 included:

- 40,797 Print books\*
- 30,000 Electronic books
- 766 Audiovisual materials
- 3,950 Microfilm
- 276 Serials (print)
- 18,518 Online full-text journals

(\*Estimated print volumes may be adjusted pending new reporting.)

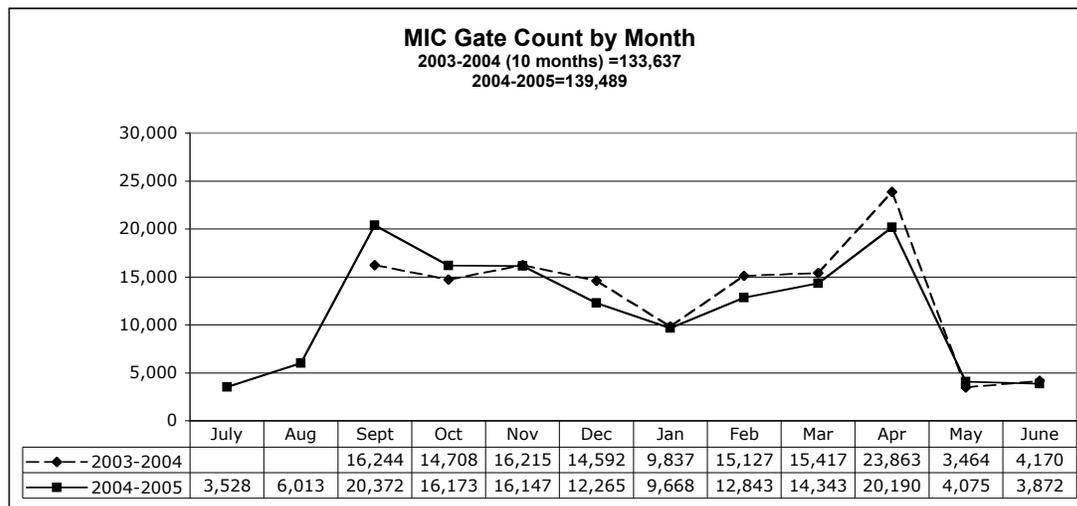
# ACCESS AND OUTREACH

## GOAL ♦ POSITION THE LIBRARY AND THE MIC WITHIN THE ACADEMIC CONTEXT OF THE COLLEGE.

In 2004-2005, the Library continued its tradition of providing extensive access to facilities and resources, and strengthened its outreach programs.

### THE LIBRARY AS PLACE

Miller Information Commons continues to be heavily used, with a gate count of nearly 139,500 in FY 2004-2005.



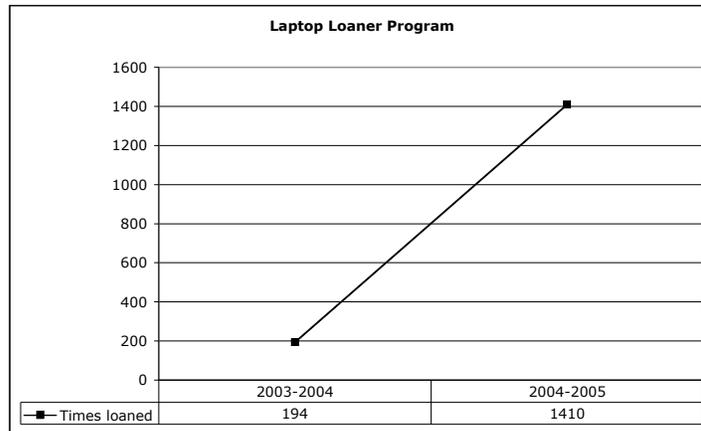
As the main service provider in the MIC, Library staff kept the facility open for 106.5 hours each week during the academic term, including early morning, late night, and weekend hours. Students and faculty continue to comment favorably on the facility.

The "first impression" that patrons receive upon entering the MIC was enhanced this year by a large floor-standing world globe near the main entry aisle and a wall-sized world map in the main stair landing. The curved wall of the stairway increases the impact of the mural map. The New Books displays on top of the periodical shelves in the main floor area continue to generate interest and enthusiasm. This year, book displays related to current events (described below) were placed on the main service desk as well, providing yet another point of interest near the entrance.

Two concerns about the facility that have been voiced by students this year are the amount of seating available during busy times of the semester and the number (and condition) of microcomputers provided for student use. In the coming year, we hope to refurbish an underused area on second floor to attract more students and increase the amount of usable space. The provision and maintenance of computers falls outside the Library's sphere of influence, but we will continue to work with IT to help address students' concerns.

## LAPTOP LOANER PROGRAM

Four new laptop computers replaced the two older laptops available for students to check out for use within the MIC. Usage skyrocketed: these 4 laptops circulated a total of 1,410 times during the year, compared with 194 circulations the year before.



Wireless network access and printer access within the MIC make these computers very popular with students, and we anticipate that laptop use will remain high.

## EXHIBITS AND DISPLAYS

Exhibits and displays have become effective ways of increasing awareness of the Library's collections. Some of the exhibits created by Brenda Racht in the main foyer display case during the year include:

- Poetry Month
- Women's History Month
- Black History Month
- Summer Reading
- December Days
- June Days

This year, we also initiated "quick displays" on topics related to current events, placed on the main Circulation Desk. Some topics of these displays include:

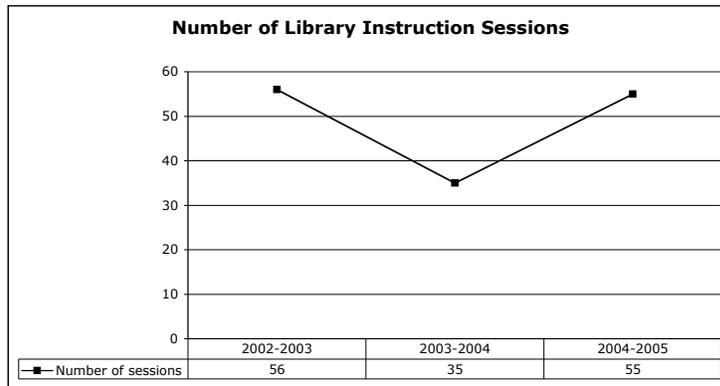
- Arthur Miller commemoration
- Job Searching resources
- Pope John Paul commemoration
- Holocaust Remembrance
- Teaching and Learning Resources (for the May 2005 Faculty Collaborative)

The Library hosted two student art exhibits this year, including three-dimensional works in colored paper and cardboard by students in Bob Selby's and David Lustgarten's Multimedia and Graphic Design classes, and works in clay and wood by students in Sue Miller's Sculpture class. Receptions were held for both exhibits.

In addition to these exhibits and displays in the Miller Information Commons, Christina Dunphy arranged displays of College information and photographs in Joyce Hall and scheduled tours of historical buildings in the campus area.

## COURSE-INTEGRATED LIBRARY INSTRUCTION

Library instruction sessions increased to 55 sessions in 2004-2005, after dipping the year before.



The number of students reached in the sessions increased accordingly, from 632 students in 2003-2004 to 1,127 students in 2004-2005.

The wide range of disciplines and departments indicates that library research instruction is reaching students across a variety of programs. A sampling of the courses into which instructors invited library instruction includes:

- Critical Reading and Expository Writing
- Themes for Writing
- Honors English
- Social Work Research Methods
- Introduction to Sociology
- Applied Psychology
- Implementing E-Commerce
- Entrepreneurship
- International Marketing
- Advertising
- Marketing
- Consumer Behavior and Research
- Seminar in Contemporary World Issues
- Children's Literature
- Radiographic Pathology
- Software Engineering

Post-instruction surveys indicated that although a few students commented that the sessions felt redundant, virtually all students who responded found the sessions clear, relevant, and helpful.

## ORIENTATIONS AND WORKSHOPS

Librarians participated in both New Student and New Faculty orientations in August 2004 and January 2005. In addition to general sessions, Librarians also partnered with Student Life to offer special orientations geared toward International Students and toward Single Parents (by Paula Olsen).

In November, 2004, the Library was invited to present a faculty workshop on helping students evaluate sources as part of a series focusing on the Critical and Creative Thinking Core Competency. This workshop (by Janet Cottrell) was titled "Tips for Library Research Assignments."

In May, 2005, the Library took full advantage of the College's new Faculty Collaborative time by sponsoring a variety of workshops and collaborative opportunities, including:

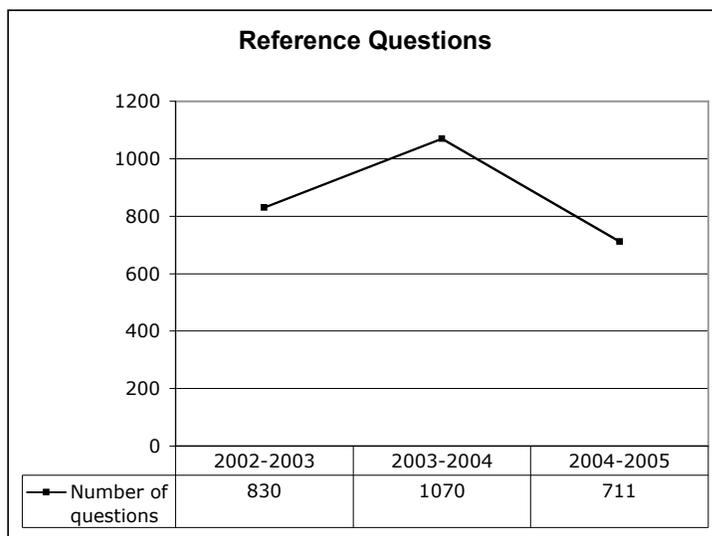
- Display of books from the Teaching and Learning Resource Collection. Throughout the Collaborative, a sampling of relevant books from the Teaching and Learning Resources Collection was displayed at the main desk of the MIC. The display, designed by Sarah Cohen, also highlighted Library events throughout the period and spotlighted the May 16th keynote address by Jay Parini.
- Coffee and chat area in the MIC. The coffee and water service provided by the Office of Academic Affairs in the main floor of the MIC was a great hit, and proved an effective way of encouraging faculty to sit and talk. We heard many conversations related to teaching and learning in general and to Collaborative events, and could actually track shifts in attitude and opinion as the weeks proceeded.
- Lunch roundtable. Marie Kascus, Paula Olsen, and Sarah Cohen led a lunch roundtable discussion about ways to spotlight books that faculty or staff have found particularly meaningful in their lives. We hope to start a series of exhibits in Fall, 2005.
- Workshops during professional development day. Library staff presented three workshops as part of the professional development activities on Monday, May 16th. Each workshop offered a chance for faculty to learn more about library resources and services -- and also for library staff to learn more about faculty and student work. All three workshops were well-attended. The workshops were:
  - *From Straw To Gold: Transforming student papers into gems.*  
Description: How faculty and librarians can help can create assignments that challenge and engage students. (Paula Olsen and Sarah Cohen.)
  - *Weeds and Seeds: Growing a strong library collection for Champlain.*  
Description: Let's get rid of the weeds and use your expertise to help us grow a better, stronger collection that works for you and your students. (Sarah Cohen and Marie Kascus.)
  - *The Secret Garden: Uncover a Treasure of Services that the Library Offers.*  
Description: Be surprised by what the library can bring into your classroom. More than just databases: research, resources, and reserves. (Brenda Racht and Tammy Miller.)
- Workshops on specific resources, presented by vendor representatives. Marie Kascus also organized two additional workshops on specific databases supported by the library. The ArtSTOR workshop was particularly well-attended.
  - *ARTstor: Integrating images into the fabric of teaching and learning.*  
Description: Learn to find and use a wide array of images from ArtSTOR, a large and expanding resource of 300,000 digital images and data for teaching and research in art history, as well as - more broadly - in the humanities and other disciplines. (Shalimar Fojas, a representative from ARTstor, a non-profit entity initiated by The Andrew W. Mellon Foundation.)
  - *Using EBSCO databases more effectively*  
Description: Learn tips and tricks for more effective searching in EBSCO databases such as Academic Search Premiere and the new Business Source Premiere interface. (John Henderson, EBSCO Information Services.)

- Meetings with faculty members individually and in groups. Throughout the Collaborative, faculty members and librarians shared many informal but substantive discussions. We also met formally with groups of faculty members to review resources, explore specific collections of books and online materials, discuss additional needs, and brainstorm about possible new programs. Community Service faculty members Barb DuBois and Bob Edwards met with Marie Kascus and Janet Cottrell (Monday, May 9). MMG and EGD faculty members Ann DeMarle, Karen Klove, David Lustgarten, Bob Selby, Eric Sample, Chris Neuhardt, and Toni-Lee Sangastiano met with Janet Cottrell (Tuesday, May 24).
- Participating in sessions throughout the Collaborative. In addition to organizing workshops and other sessions, members of the library staff participated as attendees in many events during the 3-week period, including the kickoff event, lunch roundtables, the Community Book Program discussion, Faculty Senate meetings, Professional Development events, Core Competency workshops, the Town Hall, and various institutionally sponsored social or wellness events associated with the Collaborative. All daytime members of the library staff participated in one or more events during the Collaborative.

Altogether, the 2005 Faculty Collaborative provided a focus for faculty development into which the Library fitted easily and aptly. The Collaborative served as a catalyst for the Library's faculty outreach efforts, and fostered ideas for additional faculty outreach in the coming year.

#### REFERENCE SERVICE

Reference questions declined sharply this year after increasing substantially the year before.



A decline in reference is consistent with national trends. However, the fact that reference encounters increased the year before (contrary to national trends) leads us to think that some of the decline might simply be because the Library was short-staffed for half the year, and reference coverage was inconsistent. With the addition of Technical Librarian Sarah Cohen to the staff, and a return to highly visible and consistent reference service in the coming year, we hope to learn more about whether the trend we saw this year was temporary or longer-term.

Another and more welcome trend in reference service during 2004-2005 was that most questions were substantive rather than directional. This drop in locational questions accounts for some of the overall decline in reference volume.

#### **INVOLVEMENT ON CAMPUS AND IN THE PROFESSION**

Librarians and library staff members remain active and involved, both on campus and in our profession. On campus, Library representatives actively participated in:

- Faculty Senate
- Staff Council
- Academic Council
- Curriculum Committee
- Library Committee
- Community Book Committee
- NEASC Self-Study Team

Professional development remains an essential component of librarianship. This year included a special milestone as Marie Kascus completed her Doctorate of Arts in Library and Information Science from Simmons College. Her dissertation was titled "Effect of the Introduction of Team Management on the Leadership Role and Skills Needed to Lead Teams: A Case Study."

Library representatives also attended and participated in a wide variety of professional events and associations, including:

- ACRL
- ALA Midwinter and Annual
- ALA Committees
- Nelineet Annual Conference
- Association of Vermont Independent College (AVIC)
- Council of Independent Colleges
- Vermont Library Association (VLA)
- Vermont Women in Higher Education
- ACRL-NE Access Services Interest Group

# INFRASTRUCTURE

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## GOAL ♦ MAINTAIN AND DEVELOP THE LIBRARY'S PHYSICAL AND TECHNOLOGICAL INFRASTRUCTURE.

Both the facility itself and the technological infrastructure are faring well.

### FACILITY

The physical infrastructure of the MIC has been well-maintained, and continued maintenance of furnishings and carpeting is planned for the coming year. Second floor space was reprogrammed in early summer of 2005 to incorporate the Competency Oriented Resources for Educators (CORE) Center. The presence of this nascent teaching and learning center is an exciting addition to the MIC, reinforcing the role of the library in collaborative faculty development.

Some areas of the second floor have been converted to faculty offices. The College's administration has made a commitment to return these spaces to public (student) use as soon as practical.

### TECHNOLOGY

The major technological infrastructure focus in the past year has been the selection and implementation of a new integrated library system (ILS). The evaluation process started in 2003, when vendor representatives first visited campus. Later in 2004, after further demonstrations, testing, consultation with other colleges, and comparison of features and interfaces, the Library staff, along with representatives from the IT department, met to pool our observations and opinions about the ILS systems we had evaluated during the past year. Factors considered in the decision included:

- Cost
- Expandability
- Interface design, features, and functionality in the public view
- Interface, features, and functionality of the staff modules
- Reporting
- Support requirements

The consensus was to purchase and implement a system from Innovative Interfaces Inc. Implementation planning began soon after January 3, 2005, with the goal of having the system up and running by summer, 2005. Implementation began in February, as we began configuring parameters and preparing for data migration. Training sessions were scheduled for April, May, June, and August, 2005. As of midsummer, Tammy Miller, Sarah Cohen, and Marie Kascus, working with IT liaison Jen Perlee, were progressing with the implementation. Major functionality in Cataloging, Circulation, Acquisitions, and the Web OPAC will be in place for Fall, 2005, although additional time will be needed to fully implement the Acquisitions and Serials modules because they were not functional in the former system.

The new Library website unveiled in 2004 (<http://campus.champlain.edu/mic>) continues to be refined, resulting in improved online access to library resources. However, fully effective access to electronic resources from off-campus will require improved proxy service.

## GRANTSMANSHIP

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### GOAL ♦ EXPLORE WAYS TO CONTRIBUTE TO THE GROWTH OF THE LIBRARY AND THE COLLEGE.

The Library continues to explore alternatives to contribute financially to the development of library and college-wide initiatives.

#### FUNDED

Champlain College is one of only 40 libraries selected through a competitive process to host *Alexander Hamilton: The Man Who Made Modern America*, a traveling panel exhibit that examines Hamilton's central role during the Revolutionary War and Founding period (1774-1804) in creating the economic, constitutional, social, journalistic, political, and foreign policy templates for modern America. Organized by The New York Historical Society, the Gilder Lehrman Institute of American History, and the American Library Association Public Programs Office, the project is funded by a major grant from the National Endowment for the Humanities (NEH), and carries with it a small grant award to cover training expenses. The exhibit is scheduled for March 10 through April 28, 2006; librarian Sarah Cohen will serve as project coordinator.

#### IN PROCESS

The Library has submitted a request to Gladys Brooks Foundation for funding to renovate space, purchase equipment and furnishings, and provide ongoing support for a center focusing on local history. In addition to providing an area to house and use materials, the project would support the acquisition, repair, preservation, and digitization of historic materials, as well as related consultation, training, and public events.

The librarians' coalition within the Association of Vermont Independent Colleges (AVIC) has submitted a proposal to the Andrew W. Mellon Foundation for funding to support consortial archiving and special collections projects. Spearheaded by Champlain, the multi-year project would provide improved access to significant archival and special collections of member institutions, and would help participating schools work consortially to develop staff resources; identify, stabilize, protect, and preserve significant collections; prepare finding aids and/or digitized access; and create ongoing processes and procedures to maintain these activities.

## THE STAFF OF CHAMPLAIN COLLEGE LIBRARY

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Director of Academic Resources and the Library: Janet Cottrell

Assistant Director and Acquisitions/Serials Librarian: Marie Kascus

Technical Librarian: Sarah Cohen

Circulation Coordinator: Tammy Miller

Reference and Instruction Librarian: Paula Olsen

Reference and Interlibrary Loan Librarian: Brenda Racht

Evening/Weekend Circulation Assistant: Tamar Bouchard

Evening/Weekend Circulation Assistant: Eileen Burke

Evening/Weekend Circulation Assistant: Matt Jarvis

Evening/Weekend Circulation Assistant: Colin McClung

Archives Coordinator: Christina Dunphy